

HPMS E-Mail

Date: November 4, 2010

To: Medicare Advantage Organizations and Prescription Drug Plan Sponsors

From: Cynthia G. Tudor, Ph.D., Director, Medicare Drug Benefit and C & D Data Group

Subject: Call Center Operations - Thanksgiving and Christmas Day 2011

CMS will permit Medicare Part C and D customer service call centers to use alternative technologies to meet customer service requirements on Thanksgiving (Thursday, November 25, 2010) and Christmas Day (Saturday, December 25, 2010). On all other days throughout the annual enrollment period (AEP) and 60 days thereafter (until March 2, 2011), plan sponsors are expected to operate their current and prospective enrollee call centers from 8:00 a.m. to 8:00 p.m. according to the time zone for the regions in which they operate. Accordingly, plan sponsors are expected to be open from 8:00 a.m. to 8:00 p.m. on New Year's Day (Saturday, January 1, 2011).

Please note that pharmacy technical helpdesks must remain open as long as any pharmacy in a plan sponsor's network is open. Therefore, if a plan sponsor has a pharmacy that will be open all day on Christmas Day, then the pharmacy technical help desk also needs be open.

If you have any questions, please contact Linda Gousis at linda.gousis@cms.hhs.gov or your CMS Account Manager.