



## **CENTER FOR MEDICARE**

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**TO:** All Part D Sponsors

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

**SUBJECT:** CMS Offices Closed on December 31, 2010 and Reporting of  
Emergency/Non Technical Part C&D Issues

**DATE:** December 9, 2010

Similar to previous years, CMS is establishing a Part C&D operations monitoring program for January 1, 2011 through January 2, 2011. Non-technical significant/emergency issues should be reported via email to both [drugbenefitimpl@cms.hhs.gov](mailto:drugbenefitimpl@cms.hhs.gov) and your CMS Account Manager. Significant Part C&D benefit delivery issues are defined as specific plan issues that impact access to service for 100 or more beneficiaries. The problem should be reported even if it was time-limited but lasted an hour or longer (e.g., claims processing or call center was temporarily disrupted). Compliance actions may be taken in instances where plan sponsors fail to report issues. Beneficiary specific issues should be reported and resolved through the normal casework procedure and not reported through this process.

**The 1-800-MEDICARE (1-800) and CTM holiday schedule is listed below:**

- December 25, 2010: 1-800-MEDICARE is closed. Complaints received by 1-800 on December 24, 2010 through December 26, 2010 will be loaded into CTM on December 27, 2010.
- January 1, 2011: 1-800-MEDICARE is open. Complaints received by 1-800 on December 31, 2010 through January 2, 2011 will be loaded into CTM on January 3, 2011.

**When reporting an emergency/non-technical issue to CMS, the plan should include the following:**

1. Plan Name and Contract Number
2. Description of the emergency/non-technical issue, including the number of beneficiaries impacted or beneficiaries potentially impacted
3. Description of your efforts to resolve the issue
4. Plan contact information (name and phone number) for CMS follow-up

Do not include personally identifiable beneficiary information unless it is encrypted. Technical issues should be directed to the MAPD Help Desk. The MAPD Help Desk will be closed starting on December 31, 2010 with normal operations resuming on January 3, 2011. Plans can contact the MAPD Help Desk by calling 1.800.927.8069 or email at [mapdhelp@cms.hhs.gov](mailto:mapdhelp@cms.hhs.gov).

**Updating CEO and Emergency Contact Information:**

Part D sponsors must update their CEO (“CEO - CMS Administrator Contact”) and Emergency contact (“Emergency Part D Contact” and “Emergency Part D Contact (Secondary) (Optional)”) information in HPMS by 5 PM ET on December 17, 2010 to accurately reflect on-call coverage during the January 1, 2011 holiday weekend. For purposes of the holiday weekend these contacts should be limited to those individuals who are authorized to effectuate a change for the plan (e.g. CEO, COO, and CFO). CMS leadership will be using this contact information to monitor the resolution of any significant/emergency issues.

The CEO and Emergency contacts numbers must be directed to phone numbers that are monitored at least every 4 hours from 8AM to 8PM by a responsible party over the holiday weekend. In the past, some contact numbers were directed to voicemail accounts that were not checked until after the holiday weekend or directed to customer service numbers that could not adequately respond to CMS inquiries. CMS does not consider this satisfactory and failure to provide adequate contact information or lack of responsiveness to CMS initiated calls will result in compliance actions. During the holiday weekend, CMS staff will be monitoring their region-specific email and voice mail complaint boxes for possible plan issues or access difficulties received from State Health Insurance Programs (SHIPs), other partners, advocates, and beneficiaries.

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CMS is very pleased to be working with the industry to ensure a smooth transition for 2011. We appreciate your cooperative spirit and remain committed to working with plans to ensure that beneficiaries have access to healthcare services and prescription drugs. If you have any questions regarding the non-technical significant/emergency reporting process or CEO/Emergency contacts, please contact your Account Manager.