

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



CENTER FOR MEDICARE

TO: All Medicare Advantage Organizations, Prescription Drug Plan Sponsors and Medicare/Medicaid Plans (excluding PACE contracts, Cost contracts, and employer-plans)

FROM: Tracey McCutcheon, MHSA, MBA, Acting Director, Medicare Drug Benefit and C & D Data Group

DATE: January 27, 2014

SUBJECT: Rescheduled Date and Time for Call Center Monitoring Webinar

The Call Center Monitoring webinar originally scheduled for January 16, but cancelled due to technical difficulties, will be held on **Thursday, January 30, 2014** from 2:30 p.m. to 4:00 p.m. EST.

You will not need to register in order to attend this webinar. To log into the video portion go to this web address: <https://webinar.cms.hhs.gov/ccmweb2>. If you have an existing Adobe logon please use it, otherwise log on as a guest.

To access audio, dial 1-877-267-1577, and enter meeting number 991 780 873 when prompted.

If you wish to download the PowerPoint slideshow, open the video URL (<https://webinar.cms.hhs.gov/ccmweb2>) and look for the file sharing box on the top left. Click on CCM-Webinar-2014 to highlight it, then click the Download File(s) button and follow the prompts to complete the download.

If you have any questions please contact the Call Center Monitoring mailbox at CallCenterMonitoring@cms.hhs.gov.