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DATE: August 21, 2013

TO: All Medicare Advantage, Prescription Drug Plan, Cost Organizations, and PACE Plans

FROM: Gerard J. Mulcahy, Director
Medicare Parts C & D Oversight and Enforcement Group

SUBJECT: Compliance Program Guidelines Focused Trainings on Elements III, IV and V –
Posted on CMS.gov

In the past year, the Centers for Medicare & Medicaid Services (CMS) has presented a series of focused training sessions on selected topics covered in the Compliance Program Guidelines in Chapter 9 of the Prescription Drug Benefit Manual and Chapter 21 of the Medicare Managed Care Manual. Previously, the training sessions have been live presentations conducted via webinar.

In an effort to make the training available to a wider audience within the industry and accessible at any time, CMS has prerecorded new focused trainings on compliance with Element III – Training and Education, Element IV – Effective Lines of Communication and Element V – Well-Publicized Disciplinary Standards, as covered in the Compliance Program Guidelines at Sections 50.3, 50.4 and 50.5.

The slides and audio recordings of the trainings, as well as a brief instructional video on how to navigate the recordings, are available within the “Compliance Program Policy and Guidance” tab of the Part C and D Compliance and Audits webpage at the following URL:

<http://www.cms.gov/Medicare/Compliance-and-Audits/Part-C-and-Part-D-Compliance-and-Audits/index.html>

The training slides and discussion incorporate the answers to industry questions CMS has previously received regarding compliance with these elements. However, additional questions can be posted to our mailbox: Parts_C_and_D_CP_Guidelines@cms.hhs.gov. Please include “Focused Training Questions” in the subject line.

CMS intends to post additional prerecorded focused training sessions on the website. Notification of the availability of future sessions will be through HPMS.