



CENTER FOR MEDICARE

DATE: February 9, 2024

TO: All Medicare Advantage, Prescription Drug Plan, and Demonstration Organizations

FROM: Vanessa S. Duran, Acting Director
Medicare Drug Benefit and C & D Data Group

SUBJECT: 2023 Call Center Monitoring Performance Metrics for Timeliness Study, Quarter 4

CMS monitored the timeliness of Part C and Part D current enrollee beneficiary customer service call centers' response performance Monday through Friday, 8 a.m. to 8 p.m., in the service area for the plans from October 30 – December 1, 2023. CMS also monitored the timeliness of pharmacy technical help desk call centers' response performance Monday through Friday, 24 hours a day, from October 30 – December 1, 2023. Two data sets with detailed hold time and disconnect rate data for your contract(s) are available in HPMS:

- The call center timeliness performance metrics data, and
- The call-level raw data

Please review your results and contact the call center monitoring mailbox at CallCenterMonitoring@cms.hhs.gov by February 22, 2024 if you have questions or concerns.

Instructions for Accessing Performance Metrics in HPMS

Below are the instructions to find the metrics associated with your results.

- Log in at <https://hpms.cms.gov> > Quality and Performance > Performance Metrics > Reports
- From the Reports dropdown menu, select Call Center Monitoring
- Choose "Report Type" (Part C Beneficiary Customer Service, Part D Beneficiary Customer Service, or Pharmacy Support Customer Service)
- Choose the Report Period. Select the last week in any quarterly study to see the results of the quarterly study as a whole. For Quarter 4, the final weekly report period is 11/20/2023 – 12/1/2023.
- Type in the Contract ID or select from the list of available Contract IDs
- Select "Create Report" button or the "Download" button and "Download to Excel"

Reminder: To view the final results for the quarter and the total number of unsuccessful calls for the quarter as a whole, select the final week of the study for Part C, Part D, or Pharmacy. In the report, be sure to review *quarterly* results from the three options available: "current week," "current quarter," and "cumulative (year-to-date)."

Instructions for Accessing Call-Level Raw Data in HPMS

Cumulative raw data supporting the Part C, Part D, and/or pharmacy technical assistance performance metrics are available to you via the “Download” button within the performance metrics section. Once you have taken the steps above to either create or download your performance metrics report, you can select “Download” and then choose “Cumulative Raw Data for Xxxxx” where the variable is the contract ID you selected. This is available to you for a single contract as an Excel download. Also available under the “Download” button is an option for your convenience entitled “Cumulative Raw Data for All Contracts.” This option will provide a download of all raw data to which you are entitled under your parent organization identification code. The Data Dictionary for Raw Data and Technical Notes are also available from the “Download” option.