

CY 2024 Medicare Advantage Organization, Prescription Drug Plan, Cost Plan, and  
Medicare-Medicaid Plan Readiness Checklist

*User Group Calls*

Topic Area	Subject	Responsible Division and Group	Contact
User Group Calls	<i>User Group Calls</i>	DPDP, MDBG	<a href="mailto:joscelyn.lissone@cms.hhs.gov">joscelyn.lissone@cms.hhs.gov</a>

*Access to Services and Information*

Topic Area	Subject	Responsible Division and Group	Contact
Access to Services	Resources for providing culturally and linguistically appropriate services	PPAG, OMH	<a href="mailto:HealthEquityTA@cms.hhs.gov">HealthEquityTA@cms.hhs.gov</a>
Access to Information	Mechanisms Including Call Centers	DBPM, MDBG	<a href="mailto:CallCenterMonitoring@cms.hhs.gov">CallCenterMonitoring@cms.hhs.gov</a>
Access to Information	Translated Materials Requirements	DBPM, MDBG	<a href="mailto:PartD_Monitoring@cms.hhs.gov">PartD_Monitoring@cms.hhs.gov</a>

*Individuals with Disabilities*

Topic Area	Subject	Responsible Division and Group	Contact
Individuals with Disabilities – Accessible Formats and Use of TTY Numbers	Accessible Formats	CARS, OHI	<a href="mailto:Kimberly.snowden@cms.hhs.gov">Kimberly.snowden@cms.hhs.gov</a>  <a href="mailto:Brian.Petry@cms.hhs.gov">Brian.Petry@cms.hhs.gov</a>  <a href="mailto:Altformatrequest@cms.hhs.gov">Altformatrequest@cms.hhs.gov</a>

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Topic Area	Subject	Responsible Division and Group	Contact
Health Equity	Resources for Improving Communication Access for Individuals with Disabilities	PPAG, OMH	<a href="mailto:HealthEquityTA@cms.hhs.gov">HealthEquityTA@cms.hhs.gov</a>

*Precluded Providers and Prescribers*

Topic Area	Subject	Responsible Division and Group	Contact
Precluded Providers and Prescribers	Background and Requirements	DPDP, MDBG CPI, PEOG/DEPO	<a href="mailto:PartDPolicy@cms.hhs.gov">PartDPolicy@cms.hhs.gov</a>

*Systems, Data, & Connectivity*

Topic Area	Subject	Responsible Division and Group	Contact
Health Plan Management System (HPMS)	HPMS System Requirements	DPD, MDBG	<p><b>HPMS Help Desk Contact:</b> <a href="mailto:hpms@cms.hhs.gov">hpms@cms.hhs.gov</a> or 1-800-220-2028</p> <p><b>HPMS User Access Mailbox Contact:</b> <a href="mailto:hpms_access@cms.hhs.gov">hpms_access@cms.hhs.gov</a></p> <p><b>HPMS Consultant Access Contact:</b> <a href="mailto:HPMSConsultantAccess@cms.hhs.gov">HPMSConsultantAccess@cms.hhs.gov</a></p>
Internal and Downstream Entity Systems	Systems Testing	DBPM, MDBG	<a href="mailto:PartD_Monitoring@cms.hhs.gov">PartD_Monitoring@cms.hhs.gov</a>

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<b>MARx</b>	Required Actions and Quality Assurance	DPO, MPPG	<p><b>MAPD Help Desk:</b> <a href="mailto:MAPDHelp@cms.hhs.gov">MAPDHelp@cms.hhs.gov</a></p> <p><b>MTM questions:</b> <a href="mailto:EnhancedMTM@cms.hhs.gov">EnhancedMTM@cms.hhs.gov</a></p> <p><b>MA-VBID model questions:</b> <a href="mailto:MAVBID@cms.hhs.gov">MAVBID@cms.hhs.gov</a></p>
<b>Medicare Plan Finder Data (MPF), Drug Pricing and Pharmacy Network File Submissions</b>	Required Actions and Quality Assurance	DPD, MDBG	<p><b>Technical support for the Part D drug pricing submission process in HPMS:</b> <a href="mailto:hpms@cms.hhs.gov">hpms@cms.hhs.gov</a></p> <p><b>General HPMS user questions:</b> <a href="mailto:Hpms_access@cms.hhs.gov">Hpms_access@cms.hhs.gov</a></p> <p><b>HPMS consultant user access requests:</b> <a href="mailto:HPMSConsultantAccess@cms.hhs.gov">HPMSConsultantAccess@cms.hhs.gov</a></p>
<b>Patient Safety Quality Analysis</b>	Part D Patient Safety Measure Reporting	DCOP, MDBG	<p><b>Technical questions and report access:</b> <a href="mailto:PatientSafety@acumenllc.com">PatientSafety@acumenllc.com</a></p>
<b>Drug Management Programs</b>	<p>Part D Overutilization Monitoring System and MARx</p> <p>Part D Drug Management Program Policy</p>	<p>DCOP, MDBG</p> <p>DPDP, MDBG</p>	<p><a href="mailto:PartD_OM@cms.hhs.gov">PartD_OM@cms.hhs.gov</a></p>
<b>Opioid Safety Edits</b>	Part D Opioid Safety Edits	DCOP, MDBG	<p><a href="mailto:PartD_OM@cms.hhs.gov">PartD_OM@cms.hhs.gov</a></p>

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<b>Risk Adjustment Data Submission</b>	Risk Adjustment Processing System (RAPS) and Encounter Data (EDS)	DPP, MPPG  DEDRAO, MPPG	<a href="mailto:RiskAdjustmentPolicy@cms.hhs.gov">RiskAdjustmentPolicy@cms.hhs.gov</a> ;  <a href="mailto:RiskAdjustmentOperations@cms.hhs.gov">RiskAdjustmentOperations@cms.hhs.gov</a>
<b>Prescription Drug Event (PDE) Requirements</b>	PDE Requirements	DPR, MPPG	<a href="mailto:PDE-Operations@cms.hhs.gov">PDE-Operations@cms.hhs.gov</a>
<b>Direct and Indirect Remuneration (DIR)</b>	DIR Reporting Requirements	DPR, MPPG	<a href="mailto:dir_reporting_reqts@cms.hhs.gov">dir_reporting_reqts@cms.hhs.gov</a>
<b>Real-Time Benefit Tools</b>	Electronic Transactions	DPDP, MDBG	<a href="mailto:PartDPolicy@cms.hhs.gov">PartDPolicy@cms.hhs.gov</a> <a href="mailto:maureen.connors@cms.hhs.gov">maureen.connors@cms.hhs.gov</a>

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*Reporting*

Topic Area	Subject	Responsible Division and Group	Contact
<b>Healthcare Effectiveness Data and Information Set (HEDIS®), Health Outcomes Survey (HOS), &amp; Consumer Assessment of Healthcare Providers and Systems (CAHPS®)</b>	HEDIS, HOS and CAHPS Surveys	DCAPP, MDBG	<a href="mailto:HEDISquestions@cms.hhs.gov">HEDISquestions@cms.hhs.gov</a> <a href="mailto:hos@cms.hhs.gov">hos@cms.hhs.gov</a> <a href="mailto:MP-CAHPS@cms.hhs.gov">MP-CAHPS@cms.hhs.gov</a>
<b>Health Equity</b>	Using CMS' annual stratified reports of HEDIS and CAHPS measures for quality improvement purposes	DARG, OMH	<a href="mailto:HealthEquityTA@cms.hhs.gov">HealthEquityTA@cms.hhs.gov</a>
<b>Part C &amp; Part D Reporting Requirements</b>	Collection and Submission Requirements	DPDP, MDBG  DCOP, MDBG	<b>Questions or Technical Specifications:</b> <a href="mailto:partcplanreporting@cms.hhs.gov">partcplanreporting@cms.hhs.gov</a>  <a href="mailto:partd-planreporting@cms.hhs.gov">partd-planreporting@cms.hhs.gov</a>
<b>Quality Withhold Requirements</b>	Methodology	MMCO	<a href="mailto:Lauren.Gavin@cms.hhs.gov">Lauren.Gavin@cms.hhs.gov</a>  <a href="mailto:michelle.conway@cms.hhs.gov">michelle.conway@cms.hhs.gov</a>
<b>Reporting and Returning Sponsor Identified Overpayments</b>	Reporting and Returning Risk Adjustment Related Overpayments	DPP, MPPG	<b>Questions related to Reporting and Returning Risk Adjustment Related Overpayments:</b> <a href="mailto:RiskAdjustmentPolicy@cms.hhs.gov">RiskAdjustmentPolicy@cms.hhs.gov</a>
	PDE/ Direct and Indirect Remuneration (DIR)-related Overpayments	DPR, MPPG	<b>Questions related to Reporting and Returning PDE/DIR Related Overpayments:</b> <a href="mailto:PDE-Operations@cms.hhs.gov">PDE-Operations@cms.hhs.gov</a>

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<b>Fiscal Soundness</b>	Release of the HPMS Fiscal Soundness Module and Reporting Requirements	DFB, MCAG	<a href="mailto:Yasmin.Galvez@cms.hhs.gov">Yasmin.Galvez@cms.hhs.gov</a> <a href="mailto:Joseph.Millstone@cms.hhs.gov">Joseph.Millstone@cms.hhs.gov</a>
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***Contracting, Subcontractor Provisions, & Oversight***

<b>Topic Area</b>	<b>Subject</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Any Willing Pharmacy (AWP) Contracting Requirements</b>	Requirements	DBPM, MDBG	<a href="mailto:Arianne.Spaccarelli@cms.hhs.gov">Arianne.Spaccarelli@cms.hhs.gov</a> <a href="mailto:April.Forsythe@cms.hhs.gov">April.Forsythe@cms.hhs.gov</a>
<b>Offshore Subcontracting</b>	Offshore Subcontractor Data	DBPM, MDBG	<a href="mailto:April.Forsythe@cms.hhs.gov">April.Forsythe@cms.hhs.gov</a>
<b>Changes to Contracts for Key Part C &amp; Part D Functions</b>	First Tier /Downstream/ Related Party (FDR)	DMAO, MCAG DBPM, MDBG	<a href="https://dmao.lmi.org/dmaomailbox/">https://dmao.lmi.org/dmaomailbox/</a> <a href="mailto:April.Forsythe@cms.hhs.gov">April.Forsythe@cms.hhs.gov</a>
<b>State Medicaid Agency Contracts</b>	D-SNP Guidance	MMCO DMAO, MCAG	<a href="mailto:Marla.Rothouse@cms.hhs.gov">Marla.Rothouse@cms.hhs.gov</a> <a href="mailto:Paul.Precht@cms.hhs.gov">Paul.Precht@cms.hhs.gov</a> <a href="mailto:Julie.Jones@cms.hhs.gov">Julie.Jones@cms.hhs.gov</a> <a href="https://dmao.lmi.org/dmaomailbox/">https://dmao.lmi.org/dmaomailbox/</a>
<b>State Medicaid Agency Contracts</b>	D-SNP Guidance - Enrollee Advisory Committee (EAC)	MMCO	<a href="mailto:Michael.Richmond@cms.hhs.gov">Michael.Richmond@cms.hhs.gov</a> <a href="mailto:Melissa.Seeley@cms.hhs.gov">Melissa.Seeley@cms.hhs.gov</a>

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*Customer Service*

Topic Area	Subject	Responsible Division and Group	Contact
<b>Customer Service Call Centers Operation</b>	Customer Service Call Centers and Pharmacy Technical Help Desk Requirements	DBPM, MDBG	<a href="mailto:CallCenterMonitoring@cms.hhs.gov">CallCenterMonitoring@cms.hhs.gov</a>
<b>Pharmacy Technical Help Desk Call Centers</b>	Pharmacy Technical Help Desk Call Center Requirements	DBPM, MDBG	<a href="mailto:CallCenterMonitoring@cms.hhs.gov">CallCenterMonitoring@cms.hhs.gov</a>
<b>Health Equity</b>	Resources for providing culturally and linguistically appropriate services	PPAG, OMH	<a href="mailto:HealthEquityTA@cms.hhs.gov">HealthEquityTA@cms.hhs.gov</a>
<b>Medication Therapy Management (MTM) Programs</b>	Medication Therapy Management (MTM) Programs Requirements	DCOP, MDBG	<a href="mailto:Partd_mtm@cms.hhs.gov">Partd_mtm@cms.hhs.gov</a>
<b>Complaints Tracking Module</b>	Complaints Tracking Module (CTM) Data	DCOP, MDBG	<p><b>Technical assistance with HPMS or CTM:</b>  <a href="mailto:HPMS@cms.hhs.gov">HPMS@cms.hhs.gov</a> or 1-800-220-2028</p> <p><b>Technical data questions related to plan's CTM performance:</b>  <a href="mailto:PartCandDStarRatings@cms.hhs.gov">PartCandDStarRatings@cms.hhs.gov</a></p>

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*Communications Consistent CFR 423 and 423 Subparts V*

<b>Topic Area</b>	<b>Subject</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Model Notice and Policy Updates</b>	Annual Model Materials	DSCM, MCAG  DPDP, MDBG	<a href="mailto:marketing@cms.hhs.gov">marketing@cms.hhs.gov</a>  <a href="mailto:Lucia.Patrone@cms.hhs.gov">Lucia.Patrone@cms.hhs.gov</a>  <a href="mailto:Chad.Buskirk@cms.hhs.gov">Chad.Buskirk@cms.hhs.gov</a>
<b>Referencing Star Ratings in Marketing Materials</b>	Availability of Medicare Star Ratings Marketing	DSCM, MCAG  DPDP, MDBG	<a href="mailto:marketing@cms.hhs.gov">marketing@cms.hhs.gov</a>  <a href="mailto:Lucia.Patrone@cms.hhs.gov">Lucia.Patrone@cms.hhs.gov</a>  <a href="mailto:Chad.Buskirk@cms.hhs.gov">Chad.Buskirk@cms.hhs.gov</a>
<b>Websites</b>	Website Material  Provider Directories  Pharmacy Directories	DSCM,MCAG  DSCM, MCAG  DPDP, MDBG	<a href="mailto:marketing@cms.hhs.gov">marketing@cms.hhs.gov</a>  <a href="mailto:Lucia.Patrone@cms.hhs.gov">Lucia.Patrone@cms.hhs.gov</a>  <a href="mailto:Chad.Buskirk@cms.hhs.gov">Chad.Buskirk@cms.hhs.gov</a>
<b>Real Time Benefit Tools</b>	Patient Portals or Computer Applications	DPDP, MDBG	<a href="mailto:PartDPolicy@cms.hhs.gov">PartDPolicy@cms.hhs.gov</a>
<b>Agents and Brokers</b>	Compensation Rate Adjustments	DSCM, MCAG	<a href="mailto:marketing@cms.hhs.gov">marketing@cms.hhs.gov</a>  <a href="mailto:Stacey.Simmons@cms.hhs.govmark">Stacey.Simmons@cms.hhs.govmark</a>  <a href="mailto:James.Canavan@cms.hhs.gov">James.Canavan@cms.hhs.gov</a>

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*Enrollment/Disenrollment and Billing*

<b>Topic Area</b>	<b>Subject</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Timing of Annual Enrollment Period (AEP)</b>	Annual Enrollment Period	DEEP, MEAG	<p><b>Policy inquiries:</b> <a href="https://enrollment.lmi.org">https://enrollment.lmi.org</a></p> <p><b>Questions or Help:</b> <a href="mailto:MAPDhelp@cms.hhs.gov">MAPDhelp@cms.hhs.gov</a></p>
<b>Medicare Advantage Open Enrollment</b>	Open Enrollment Period	DEEP, MEAG  DMEC, MEAG	<p><b>Policy inquiries:</b> <a href="https://enrollment.lmi.org">https://enrollment.lmi.org</a></p> <p><b>Operational inquiries:</b> <a href="mailto:MAPDhelp@cms.hhs.gov">MAPDhelp@cms.hhs.gov</a></p>
<b>Electronic Enrollment Mechanism</b>	Electronic Enrollment	DEEP, MEAG  DMEC, MEAG	<p><b>Policy inquiries on enrollment mechanism parameters:</b> <a href="https://enrollment.lmi.org">https://enrollment.lmi.org</a></p> <p><b>Operational inquiries:</b> <a href="mailto:Stephen.ludwig@cms.hhs.gov">Stephen.ludwig@cms.hhs.gov</a></p>
<b>SEP for Enrollment into a 5- Star Plan</b>	Enrollment into a 5- Star Plan	DEEP, MEAG	<p><b>SEP Policy inquiries:</b> <a href="https://enrollment.lmi.org">https://enrollment.lmi.org</a></p>
<b>Online Enrollment Center (OEC)</b>	OEC requirements	DBPM, MDBG  DPD, MDBG	<p><b>Compliance inquiries:</b> <a href="mailto:Nick.Antlitz@cms.hhs.gov">Nick.Antlitz@cms.hhs.gov</a></p> <p><a href="mailto:Jasmine.Myers-Duncan@cms.hhs.gov">Jasmine.Myers-Duncan@cms.hhs.gov</a></p> <p><b>HPMS module/technical inquiries</b> <a href="mailto:adam.foltz@cms.hhs.gov">adam.foltz@cms.hhs.gov</a></p>

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Topic Area	Subject	Responsible Division and Group	Contact
<b>Retroactive Enrollments</b>	Medicare Advantage Organizations and Part D Sponsors	DEEP, MEAG  DMEC, MEAG	<b>Policy inquiries:</b> <a href="https://enrollment.lmi.org">https://enrollment.lmi.org</a>  <b>Operational inquiries:</b> <a href="mailto:MAPDhelp@cms.hhs.gov">MAPDhelp@cms.hhs.gov</a>
<b>Late Enrollment Penalty (LEP) and Creditable Coverage</b>	Charge the correct LEP for beneficiaries based on CMS's LEP reports	DEEP, MEAG  DAP, MEAG	<b>LEP policy inquiries:</b> <a href="https://enrollment.lmi.org">https://enrollment.lmi.org</a>  <b>LEP appeals:</b> <a href="mailto:Nishamarie.Sherry@cms.hhs.gov">Nishamarie.Sherry@cms.hhs.gov</a>  <a href="mailto:Coretta.Edmondson@cms.hhs.gov">Coretta.Edmondson@cms.hhs.gov</a>
<b>MMP Payment</b>	Payment	MMCO	<a href="mailto:Jessica.May@cms.hhs.gov">Jessica.May@cms.hhs.gov</a>
<b>MMP General</b>	General MMP Information	MMCO	<a href="mailto:tara.foley@cms.hhs.gov">tara.foley@cms.hhs.gov</a>

*Benefits Administration & Beneficiary Protections*

Topic Area	Subject	Responsible Division and Group	Contact
<b>Part C Benefits and Beneficiary Protections</b>	Chapter 4 of the Medicare Managed Care Manual	DPAP, MCAG	<a href="https://dpap.lmi.org/dpapmailbox/">https://dpap.lmi.org/dpapmailbox/</a>

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Topic Area	Subject	Responsible Division and Group	Contact
<b>Part D Benefits and Beneficiary Protections</b>	Retail Pharmacy Network Access for Part D Sponsors	DBPM, MDBG	<a href="mailto:Nick.Antlitz@cms.hhs.gov">Nick.Antlitz@cms.hhs.gov</a>
<b>Part D Benefits and Beneficiary Protections</b>	Chapter 5 of the Medicare Prescription Drug Benefit Manual	DPDP, MDBG DFBO, MDBG	<b>Questions regarding Part D Policy:</b> <a href="mailto:PartDPolicy@cms.hhs.gov">PartDPolicy@cms.hhs.gov</a> <b>Questions regarding Part D Benefits:</b> <a href="mailto:PartDBenefits@cms.hhs.gov">PartDBenefits@cms.hhs.gov</a>
<b>Billing and Anti-discrimination Rules Applicable to Dually Eligible Enrollees</b>	Billing rules for QMBs	MMCO	<a href="mailto:Kim.glaun@cms.hhs.gov">Kim.glaun@cms.hhs.gov</a> <a href="mailto:Carolyn.Milanowski@cms.hhs.gov">Carolyn.Milanowski@cms.hhs.gov</a>
<b>Coverage Gap Discount Program (CGDP)</b>	Coverage Gap Discount Program Invoice process CGDP Policy/Manufacturers  CGDP Invoice process/Dispute process	DPDP, MDBG DPR, MPPG	<b>Questions about CGDP:</b> <a href="mailto:Sonia.Eaddy@cms.hhs.gov">Sonia.Eaddy@cms.hhs.gov</a>  <a href="mailto:Tara.Waters@cms.hhs.gov">Tara.Waters@cms.hhs.gov</a>
<b>Formulary</b>	Part D Formulary Requirements	DFBO, MDBG  DPDP, MDBG	<a href="mailto:PartDFormularies@cms.hhs.gov">PartDFormularies@cms.hhs.gov</a>  PartDPolicy@cms.hhs.gov
<b>Mail-Order and Auto-Ship Refill Programs Part D</b>	Mail-Order Requirements	DPDP, MDBG	<a href="mailto:PartDPolicy@cms.hhs.gov">PartDPolicy@cms.hhs.gov</a>

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Topic Area	Subject	Responsible Division and Group	Contact
<b>Quality Improvement (QI) Programs</b>	Chronic Care Improvement Program (CCIP) Requirements	DPAP, MCAG	<a href="https://dpap.lmi.org/dpapmailbox/">https://dpap.lmi.org/dpapmailbox/</a>

*Low Income Subsidy (LIS) and Best Available Evidence (BAE)*

Topic Area	Subject	Responsible Division and Group	Contact
<b>Low Income Subsidy Benefit Administration</b>	LIS Benefits - Part D Sponsors	DPDP, MDBG  DMEC, MEAG	<a href="mailto:PartDPolicy@cms.hhs.gov">PartDPolicy@cms.hhs.gov</a> <a href="mailto:Roland.Herrera@cms.hhs.gov">Roland.Herrera@cms.hhs.gov</a> <a href="mailto:John.campbell2@cms.hhs.gov">John.campbell2@cms.hhs.gov</a> <a href="mailto:Adebola.Akinyemi@cms.hhs.gov">Adebola.Akinyemi@cms.hhs.gov</a>

*Coordination of Benefits (COB) & True Out-of-Pocket Cost (TrOOP) Cost Accumulation*

Topic Area	Subject	Responsible Division and Group	Contact
<b>COB Requirements</b>	Coordination of Benefits- Other Health Insurance (COB-OHI) Files COB Requirements	DPDP, MDBG	<a href="mailto:Part D_COB@cms.hhs.gov">Part D_COB@cms.hhs.gov</a>
Enhanced Automated TrOOP Balance Transfer (ATBT)	Financial Information Reporting (FIR)	DPDP, MDBG	<a href="mailto:Part D_COB@cms.hhs.gov">Part D_COB@cms.hhs.gov</a>

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Topic Area	Subject	Responsible Division and Group	Contact
<b>Hospice</b>	Approved Form for Collection of Hospice Information for Medicare Part D Plans	DPDP, MDBG	<a href="mailto:PartDPolicy@cms.hhs.gov">PartDPolicy@cms.hhs.gov</a>
<b>End-Stage Renal Disease (ESRD)</b>	ESRD Part D Sponsors Requirements	DPDP, MDBG	<a href="mailto:PartD_COB@cms.hhs.gov">Part D_COB@cms.hhs.gov</a>
<b>Drugs Available Under Part A or Part B</b>	Additional Beneficiary Information Initiatives (ABII) web portal	DPDP/MDBG	(ABII Web Portal User authorization process) <a href="mailto:ABII@AcumenLLC.com">ABII@AcumenLLC.com</a>
<b>Transition Claims Processing</b>	Transition Claims for Part D Sponsors	DFBO, MDBG DPDP, MDBG	<b>Questions regarding Part D Transition Policy:</b> <a href="mailto:PartDTransition@cms.hhs.gov">PartDTransition@cms.hhs.gov</a>

*Grievances, Initial Coverage Decisions, and Appeals*

Topic Area	Subject	Responsible Division and Group	Contact
<b>Part D Denial Notices Part C Integrated Denial Notice (IDN)</b>	Part D Sponsors Medicare Advantage Organizations	DAP, MEAG	<a href="https://appeals.lmi.org/">https://appeals.lmi.org/</a>

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<b>Staffing Requirements</b>	Initial Coverage/Organization Decisions and Appeals	DAP, MEAG	<a href="https://appeals.lmi.org/">https://appeals.lmi.org/</a>
<b>Appropriateness of Clinical Decision- Making</b>	Appropriateness of Clinical Decision- Making	DAP, MEAG	<a href="https://appeals.lmi.org/">https://appeals.lmi.org/</a>
<b>Proper Use of Adjudication Timeframe Extensions</b>	Adjudication Timeframe Extensions	DAP, MEAG	<a href="https://appeals.lmi.org/">https://appeals.lmi.org/</a>
<b>Online Appeals Training Courses</b>	New Online Appeals Training Courses	DAP, MEAG	<a href="https://appeals.lmi.org/">https://appeals.lmi.org/</a>
<b>Rights of Medicare Part C &amp; D Enrollees</b>	Enrollees Rights- Medicare Advantage Organizations & Part D Sponsors	DAP, MEAG	<a href="https://appeals.lmi.org/">https://appeals.lmi.org/</a>

*Compliance Programs*

Topic Area	Subject	Responsible Division and Group	Contact
<b>Compliance Programs</b>	Part C & Part D Compliance Programs	DCE, MOEG	<b>Industry questions about Chapter 9 of the PDBM and Chapter 21 of the MMCM:</b>  <a href="mailto:Parts_C_and_D_CP_Guidelines@cms.hhs.gov">Parts_C_and_D_CP_Guidelines@cms.hhs.gov</a>

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*Public Health Emergencies and States of Disaster*

<b>Topic Area</b>	<b>Subject</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Natural Disasters</b>		Policy Dependent	Account Manager

*Utilization Management Committee*

<b>Topic Area</b>	<b>Subject</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Utilization Management</b>	Utilization Management Committee	DPAP, MCAG	<a href="https://dpap.lmi.org/dpapmailbox">https://dpap.lmi.org/dpapmailbox</a>

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**FCHCO** -- FEDERAL COORDINATED HEALTH CARE OFFICE

**MMCO**--MEDICARE-MEDICAID COORDINATION OFFICE

**FSG** – FINANCIAL SERVICES GROUP

**DMPO**—DIVISION OF MEDICARE SECONDARY PAYER

**MCAG** -- MEDICARE DRUG & HEALTH PLAN CONTRACT ADMINISTRATION GROUP

**DFB** -- *DIVISION OF FINANCE & BENEFITS*

**DMAO** -- *DIVISION OF MEDICARE ADVANTAGE OPERATIONS*

**DPAP** -- *DIVISION OF POLICY, ANALYSIS, AND PLANNING*

**DSCM** -- *DIVISION OF SURVEILLANCE COMPLIANCE & MARKETING*

**MDBG** -- MEDICARE DRUG BENEFIT & C&D DATA GROUP

**DBPM** -- *DIVISION OF BENEFIT PURCHASING AND MONITORING*

**DCAPP** -- *DIVISION OF CONSUMER ASSESSMENT & PLAN PERFORMANCE*

**DCOP** -- *DIVISION OF CLINICAL & OPERATIONAL PERFORMANCE*

**DFBO** -- *DIVISION OF FORMULARY & BENEFIT OPERATIONS*

**DPD** -- *DIVISION OF PLAN DATA*

**DPDP** -- *DIVISION OF PART D POLICY*

**MEAG** -- MEDICARE ENROLLMENT & APPEALS GROUP

**DAO** -- *DIVISION OF APPEAL OPERATIONS*

**DAP** -- *DIVISION OF APPEALS POLICY*

**DEEP** -- *DIVISION OF ENROLLMENT AND ELIGIBILITY POLICY*

**DMEC** -- *DIVISION OF MEDICARE ENROLLMENT COORDINATION*

**MOEG** -- MEDICARE PARTS C & D OVERSIGHT AND ENFORCEMENT GROUP

**DAO** -- *DIVISION OF AUDIT OPERATIONS*

**DAPS** -- *DIVISION OF ANALYSIS, POLICY, AND STRATEGY*

**DCE**-- *DIVISION OF COMPLIANCE ENFORCEMENT*

**MPPG** -- MEDICARE PLAN PAYMENT GROUP

**DEDRAO** -- *DIVISION OF ENCOUNTER DATA & RISK ADJUSTMENT OPERATIONS*

**DPCO** -- *DIVISION OF PAYMENT COORDINATION & OVERSIGHT*

**DPP** -- *DIVISION OF PAYMENT POLICY*

**DPR** -- *DIVISION OF PAYMENT RECONCILIATION*

**DPS** -- *DIVISION OF PAYMENT SYSTEMS*

**DPAP** -- *DIVISION OF PAYMENT ANALYSIS & POLICY*

CY 2024 Medicare Advantage Organization, Prescription Drug Plan, Cost Plan, and  
Medicare-Medicaid Plan Readiness Checklist

**OHI** --OFFICES OF HEARING AND INQUIRIES  
**CARS** --*CUSTOMER ACCESSIBILITY RESOURCE STAFF*

**OMH** – CMS OFFICE OF MINORITY HEALTH  
**DARG** – DATA ANALYTICS & RESEARCH GROUP  
**PPAG** – POLICY & PROGRAM ALIGNMENT GROUP

**CPI** –Center for Program Integrity  
**POEG/DEPO** – Provider and Enrollment Oversight Group/Division of Enrollment Policy and Operations