

CY 2019 Medicare Advantage Organization, Prescription Drug Plan, Cost Plan, and  
Medicare-Medicaid Plan Readiness Checklist

*A. Medicare Card Project*

Topic Area	Subject	Responsible Division and Group	Contact
<b>Medicare Card Project</b>	Medicare Health and Drug Plan Enrollment	DMEC, MEAG	<a href="mailto:Nicole.gordon@cms.hhs.gov">Nicole.gordon@cms.hhs.gov</a>
<b>Medicare Card Project</b>	Drug Data Processing System (DDPS) and Payment Reconciliation System (PRS)	DPR, MPPG	<a href="mailto:PDEJan2011@cms.hhs.gov">PDEJan2011@cms.hhs.gov</a>
<b>Medicare Card Project</b>	Medicare Part D Coordination of Benefits	DMPO, FSG DPDP, MDBG	<a href="mailto:PartD_COB@cms.hhs.gov">PartD_COB@cms.hhs.gov</a>
<b>Medicare Card Project</b>	Encounter Data System (EDS)	DEDRAO, MPPG	<a href="mailto:encounterdata@cms.hhs.gov">encounterdata@cms.hhs.gov</a>
<b>Medicare Card Project</b>	Risk Adjustment Suite of Systems (RASS)	DEDRAO, MPPG	<a href="mailto:riskadjustment@cms.hhs.gov">riskadjustment@cms.hhs.gov</a>
<b>Medicare Card Project</b>	Medicare Advantage-Prescription Drug (MARx) System	DPO, MPPG	<a href="mailto:MARXSSNRI@cms.hhs.gov">MARXSSNRI@cms.hhs.gov</a>
<b>Medicare Card Project</b>	Health Plan Management System (HPMS)	DPD, MDBG	<a href="mailto:HPMS@cms.hhs.gov">HPMS@cms.hhs.gov</a>

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***B. Individuals with Disabilities***

<b>Topic Area</b>	<b>Subject</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Individuals with Disabilities</b>	Alternate Formats Medicare Advantage Organizations and Part D Sponsors	CARS, OHI	<a href="mailto:Altformatrequest@cms.hhs.gov">Altformatrequest@cms.hhs.gov</a>

***C. Precluded Providers***

<b>Topic Area</b>	<b>Subject</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Prescriber Enrollment</b>	Precluded Providers	DPDP, MDBG	<a href="mailto:PartDPolicy@cms.hhs.gov">PartDPolicy@cms.hhs.gov</a>

***D. Systems, Data, & Connectivity***

<b>Topic Area</b>	<b>Subject</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Health Plan Management (HPMS)</b>	Medicare Advantage Organizations and Part D Sponsors	DPD, MDBG	<a href="mailto:hpms_access@cms.hhs.gov">hpms_access@cms.hhs.gov</a>

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Topic Area	Subject	Responsible Division and Group	Contact
<b>MARx</b>	Medicare Advantage Organizations & Part D Sponsors	DPO, MPPG	MAPD Help Desk: <a href="mailto:MAPDHelp@cms.hhs.gov">MAPDHelp@cms.hhs.gov</a>  MTM questions: <a href="mailto:EnhancedMTM@cms.hhs.gov">EnhancedMTM@cms.hhs.gov</a>  MA-VBID model questions: <a href="mailto:MAVBID@cms.hhs.gov">MAVBID@cms.hhs.gov</a>
<b>Medicare Plan Finder Data (MPF)</b>	Quality Assurance	DCOP, MDBG	Technical questions pricing files: <a href="mailto:plancompare@drx.com">plancompare@drx.com</a>  QA of MPF data files: <a href="mailto:PlanfinderQA@cms.hhs.gov">PlanfinderQA@cms.hhs.gov</a>  Technical questions Communications Web: <a href="mailto:PlanFinder@AcumenLLC.com">PlanFinder@AcumenLLC.com</a>
<b>User Group Calls</b>	Staff Registration	DPDP, MDBG	<a href="mailto:Joscelyn.Lissone@cms.hhs.gov">Joscelyn.Lissone@cms.hhs.gov</a>
<b>Patient Safety Analysis Website</b>	Patient Safety Reporting System	DCOP, MDBG	Technical questions and report access: <a href="mailto:PatientSafety@acumenllc.com">PatientSafety@acumenllc.com</a>
<b>Overutilization Monitoring System</b>	Overutilization Monitoring Reporting System	DCOP, MDBG  DPDP, MDBG	<a href="mailto:PartD_OM@cms.hhs.gov">PartD_OM@cms.hhs.gov</a>

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<b>Risk Adjustment Data Submission</b>	Risk Adjustment Processing System (RAPS) and Encounter Data (EDS) – Part C Sponsors	DPP, MPPG	<a href="mailto:encounterdata@cms.hhs.gov">encounterdata@cms.hhs.gov</a> <a href="mailto:riskadjustment@cms.hhs.gov">riskadjustment@cms.hhs.gov</a>
<b>Prescription Drug Event (PDE) Requirements</b>	(PDE) Requirements Part D Sponsors	DPR, MPPG	<a href="mailto:pdejan2011@cms.hhs.gov">pdejan2011@cms.hhs.gov</a>
<b>Electronic Enrollment Mechanism</b>	Electronic Enrollment	DEEP, MEAG  DMEC, MEAG	Policy inquiries on enrollment mechanism parameters: <a href="mailto:PDPENROLLMENT@CMS.HHS.GOV">PDPENROLLMENT@CMS.HHS.GOV</a>  Operational inquiries: <a href="mailto:Stephen.ludwig@cms.hhs.gov">Stephen.ludwig@cms.hhs.gov</a>

*E. Reporting*

Topic Area	Subject	Responsible Division and Group	Contact
<b>Healthcare Effectiveness &amp; Data and Information Set (HEDIS®), Health Outcomes Survey (HOS), &amp; (CAHPS®) Medicare Advantage Organizations and Part D Sponsors</b>	Reporting Requirements	DCAPP, MDBG	<a href="mailto:hos@cms.hhs.gov">hos@cms.hhs.gov</a>  <a href="mailto:HEDISquestions@cms.hhs.gov">HEDISquestions@cms.hhs.gov</a>  <a href="mailto:MP-CAHPS@cms.hhs.gov">MP-CAHPS@cms.hhs.gov</a>

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Topic Area	Subject	Responsible Division and Group	Contact
<b>Part C &amp; Part D Reporting Requirements</b>	Parts C & D Reporting Website Access	DPDP, MDBG  DCOP, MDBG	Questions or Technical Specifications: <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>Reporting and Returning Sponsor Identified Overpayments</b>	Reporting and Returning Risk Adjustment Related Overpayments  PDE/DIR-related Overpayments	DPP, MPPG  DPR, MPPG	<a href="mailto:riskadjustment@cms.hhs.gov">riskadjustment@cms.hhs.gov</a>  <a href="mailto:PDEJan2011@cms.hhs.gov">PDEJan2011@cms.hhs.gov</a>
<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>

*F. Contracting, Subcontractor Provisions, & Oversight*

Topic Area	Subject	Responsible Division and Group	Contact
<b>Any Willing Pharmacy (AWP) Contracting Requirements – Part D Sponsors</b>	Any Willing Pharmacy Requirement	DBPM, MDBG	<a href="mailto:Ariane.Spaccarelli@cms.hhs.gov">Ariane.Spaccarelli@cms.hhs.gov</a>  <a href="mailto:Scott.Nelson2@cms.hhs.gov">Scott.Nelson2@cms.hhs.gov</a>
<b>Offshore Subcontracting – Medicare Advantage Organizations and Part D Sponsors</b>	Offshore Subcontractor Data	DBPM, MDBG	<a href="mailto:Ariane.Spaccarelli@cms.hhs.gov">Ariane.Spaccarelli@cms.hhs.gov</a>  <a href="mailto:Scott.Nelson2@cms.hhs.gov">Scott.Nelson2@cms.hhs.gov</a>

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Topic Area	Subject	Responsible Division and Group	Contact
<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="mailto:Cathy.Baldwin@cms.hhs.gov">Cathy.Baldwin@cms.hhs.gov</a>  <a href="mailto:Arianne.Spaccarelli@cms.hhs.gov">Arianne.Spaccarelli@cms.hhs.gov</a>

*G. Customer Service*

Topic Area	Subject	Responsible Division and Group	Contact
<b>Call Center Hours of Operation and Required Services</b>	Customer Service Call Centers and Pharmacy Technical Help Desks	DBPM, MDBG	<a href="mailto:CallCenterMonitoring@cms.hhs.gov">CallCenterMonitoring@cms.hhs.gov</a>
<b>Pharmacy Technical Help Desk Call Centers</b>	Pharmacy technical support Part D Sponsors	DBPM, MDBG	<a href="mailto:CallCenterMonitoring@cms.hhs.gov">CallCenterMonitoring@cms.hhs.gov</a>
<b>Limited English Speaking Beneficiaries</b>	Translated Materials Requirements	DBPM, MDBG	<a href="mailto:Keely.Ireland@cms.hhs.gov">Keely.Ireland@cms.hhs.gov</a>
<b>Customer Service Staff Knowledge of Medication Therapy Management (MTM)</b>	Medication Therapy Management (MTM) Programs	DCOP, MDBG	<a href="mailto:Partd_mtm@cms.hhs.gov">Partd_mtm@cms.hhs.gov</a>
<b>Complaints Tracking Module – Medicare Advantage Organizations, Part D Sponsors</b>	Complaints Tracking Module (CTM)	DCOP, MDBG	Technical assistance with HPMS or CTM: <a href="mailto:HPMS@cms.hhs.gov">HPMS@cms.hhs.gov</a>  Technical data questions related to plan's CTM performance: <a href="mailto:ctm@cms.hhs.gov">ctm@cms.hhs.gov</a>

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***H. Marketing/ Communications***

Topic Area	Subject	Responsible Division and Group	Contact
<b>Model Notice and Policy Updates</b>	2019 updated model materials	MCAG, MEAG and MDBG	Account Manager or Marketing Reviewer
<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 & Pharmacy Directories	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>Agents and Brokers</b>	Compensation Rate Adjustments	DSCM, MCAG	<a href="mailto:marketing@cms.hhs.gov">marketing@cms.hhs.gov</a>
<b>Access to Preferred Cost Share Pharmacies</b>	Part D Disclaimers	DPDP, MDBG  DBPM, MDBG	<a href="mailto:Lucia.Patrone@cms.hhs.gov">Lucia.Patrone@cms.hhs.gov</a>  <a href="mailto:Nick.Antlitz@cms.hhs.gov">Nick.Antlitz@cms.hhs.gov</a>

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***I. Enrollment/Disenrollment and Billing***

Topic Area	Subject	Responsible Division and Group	Contact
<b>Timing of Annual Enrollment Period (AEP)</b>	Enrollment	DEEP, MEAG	Policy inquiries: <a href="mailto:PDPErollment@cms.hhs.gov">PDPErollment@cms.hhs.gov</a>  Questions or Help: <a href="mailto:MAPDhelp@cms.hhs.gov">MAPDhelp@cms.hhs.gov</a>
<b>Medicare Advantage Disenrollment</b>	Disenrollment MAO	DEEP, MEAG  DMEC, MEAG	Policy inquiries: <a href="mailto:PDPErollment@cms.hhs.gov">PDPErollment@cms.hhs.gov</a>  Operational inquiries: <a href="mailto:MAPDhelp@cms.hhs.gov">MAPDhelp@cms.hhs.gov</a>
<b>SEP for Enrollment into a 5- Star Plan</b>	Enrollment into a 5- Star Plan	DCAPP, MDBG  DEEP, MEAG	<a href="mailto:Elizabeth.Goldstein@cms.hhs.gov">Elizabeth.Goldstein@cms.hhs.gov</a>  SEP Policy inquiries: <a href="mailto:PDPErollment@cms.hhs.gov">PDPErollment@cms.hhs.gov</a>
<b>MMP Enrollment</b>	Enrollment	MMCO	<a href="mailto:Anne.Gilbert@cms.hhs.gov">Anne.Gilbert@cms.hhs.gov</a>
<b>Online Enrollment Center</b>	Medicare Advantage Organizations and Part D Sponsors	DEEP, MEAG DBPM, MDBG	Enrollment policy inquiries: <a href="mailto:PDPErollment@cms.hhs.gov">PDPErollment@cms.hhs.gov</a>  <a href="mailto:Nick.Antlitz@cms.hhs.gov">Nick.Antlitz@cms.hhs.gov</a>  <a href="mailto:Jasmine.Myers-Duncan@cms.hhs.gov">Jasmine.Myers-Duncan@cms.hhs.gov</a>



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<b>Retroactive Enrollments</b>	Medicare Advantage Organizations and Part D Sponsors	DEEP, MEAG DMEC, MEAG	Policy inquiries: <a href="mailto:PDPEnrollment@cms.hhs.gov">PDPEnrollment@cms.hhs.gov</a>  Operational inquiries: <a href="mailto:MAPDhelp@cms.hhs.gov">MAPDhelp@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:Michael.Richmond@cms.hhs.gov">Michael.Richmond@cms.hhs.gov</a>

*J. Late Enrollment Penalty (LEP) and Creditable Coverage*

Topic Area	Subject	Responsible Division and Group	Contact
<b>Charge the correct LEP for beneficiaries based on CMS's LEP reports</b>	Late Enrollment	DEEP, MEAG  DAP, MEAG	For LEP policy inquiries: <a href="mailto:PDPEnrollment@cms.hhs.gov">PDPEnrollment@cms.hhs.gov</a>  For LEP appeals: <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>

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***K. 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>
<b>Part D Benefits and Beneficiary Protections</b>	Chapter 5 of the Medicare Prescription Drug Benefit Manual	DPDP, MDBG DFBO, MDBG	<p>Questions regarding Part D Policy: <a href="mailto:PartDPolicy@cms.hhs.gov">PartDPolicy@cms.hhs.gov</a></p> <p>Questions regarding Part D Benefits: <a href="mailto:PartDBenefits@cms.hhs.gov">PartDBenefits@cms.hhs.gov</a></p>
<b>Billing and Anti-discrimination Rules Applicable to Dual Eligible Enrollees</b>	Billing rules for QMBs	MMCO	<a href="mailto:Kim.glaun@cms.hhs.gov">Kim.glaun@cms.hhs.gov</a>
<b>Coverage Gap Discount Program (CGDP)</b>	Coverage Gap Discount Program Invoice process TPA related questions	DPDP, MDBG  DPR, MPPG	<p><a href="mailto:Shelly.Winston@cms.hhs.gov">Shelly.Winston@cms.hhs.gov</a></p> <p><a href="mailto:Sonia.Eaddy@cms.hhs.gov">Sonia.Eaddy@cms.hhs.gov</a></p> <p>Questions regarding guidance to the Third Party Administrator: <a href="mailto:tpaoperations@tpadministrator.com">tpaoperations@tpadministrator.com</a></p>

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Topic Area	Subject	Responsible Division and Group	Contact
<b>Formulary</b>	Part D Formulary Requirements	DFBO, MDBG DPDP, MDBG	Questions regarding Part D Formularies: <a href="mailto:PartDFormularies@cms.hhs.gov">PartDFormularies@cms.hhs.gov</a>  <a href="mailto:Chad.Buskirk@cms.hhs.gov">Chad.Buskirk@cms.hhs.gov</a>  <a href="mailto:Stephanie.Hammonds@cms.hhs.gov">Stephanie.Hammonds@cms.hhs.gov</a>  <a href="mailto:Lisa.Thorpe@cms.hhs.gov">Lisa.Thorpe@cms.hhs.gov</a>
<b>Mail-Order and Auto-Ship Refill Programs in Part D</b>	Mail- Order Requirements	DPDP, MDBG	<a href="mailto:Marie.Manteuffel@cms.hhs.gov">Marie.Manteuffel@cms.hhs.gov</a>
<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>
<b>Improving Drug Utilization Controls in Part D</b>	Drug Management Programs – Part D Sponsors	DCOP, MDBG	<a href="mailto:PartD_OM@cms.hhs.gov">PartD_OM@cms.hhs.gov</a>

***L. 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	<a href="mailto:Shelly.Winston@cms.hhs.gov">Shelly.Winston@cms.hhs.gov</a>

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***M. Coordination of Benefits (COB) & Automatic True Out-of-Pocket Cost (TrOOP) Balance Transfer***

<b>Topic Area</b>	<b>Subject</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Coordination of Benefits (COB) Data Report</b>	Enhanced Automated TrOOP Balance Transfer	DPDP, MDBG	<a href="mailto:Shelly.Winston@cms.hhs.gov">Shelly.Winston@cms.hhs.gov</a>
		DBPM, MDBG	<a href="mailto:Donna.Kellett@cms.hhs.gov">Donna.Kellett@cms.hhs.gov</a>
<b>Hospice</b>	Approved Form for Collection of Hospice Information for Medicare Part D Plans	DPDP, MDBG	<a href="mailto:Shelly.Winston@cms.hhs.gov">Shelly.Winston@cms.hhs.gov</a> <a href="mailto:Mark.smith@cms.hhs.gov">Mark.smith@cms.hhs.gov</a>
<b>End-Stage Renal Disease (ESRD)</b>	ESRD Part D Sponsors Requirements	DPDP, MDBG	<a href="mailto:Shelly.Winston@cms.hhs.gov">Shelly.Winston@cms.hhs.gov</a>
<b>Transition Claims Processing</b>	Transition Claims for Part D Sponsors	DFBO, MDBG	Questions regarding Part D Transition Policy: <a href="mailto:PartDTransition@cms.hhs.gov">PartDTransition@cms.hhs.gov</a>

***N. Grievances, Initial Coverage Decisions, and Appeals***

<b>Topic Area</b>	<b>Subject</b>	<b>Responsible Division and Group</b>	<b>Contact</b>
<b>Part D Denial Notices</b>	Part D Sponsors	DAP, MEAG	<a href="mailto:PartD_Appeals@cms.hhs.gov">PartD_Appeals@cms.hhs.gov</a>
<b>Staffing Requirements</b>	Initial Coverage/Organization Decisions and Appeals	DAP, MEAG	<a href="mailto:Part_C_Appeals@cms.hhs.gov">Part_C_Appeals@cms.hhs.gov</a>

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Topic Area	Subject	Responsible Division and Group	Contact
<b>Appropriateness of Clinical Decision- Making</b>	Appropriateness of Clinical Decision- Making	DAP, MEAG	<a href="mailto:Part_C_Appeals@cms.hhs.gov">Part_C_Appeals@cms.hhs.gov</a> <a href="mailto:PartD_Appeals@cms.hhs.gov">PartD_Appeals@cms.hhs.gov</a>
<b>Proper Use of Adjudication Timeframe Extensions</b>	Adjudication Timeframe Extensions	DAP, MEAG	<a href="mailto:Nishamarie.Sherry@cms.hhs.gov">Nishamarie.Sherry@cms.hhs.gov</a> <a href="mailto:Part_C_Appeals@cms.hhs.gov">Part_C_Appeals@cms.hhs.gov</a>
<b>Online Appeals Training Courses</b>	New Online Appeals Training Courses	DAP, MEAG	<a href="mailto:Nishamarie.Sherry@cms.hhs.gov">Nishamarie.Sherry@cms.hhs.gov</a> <a href="mailto:Kathryn.McCannSmith@cms.hhs.gov">Kathryn.McCannSmith@cms.hhs.gov</a>
<b>Rights of Medicare Part C &amp; D Enrollees</b>	Enrollees Rights- Medicare Advantage Organizations & Part D Sponsors	DAP, MEAG	<a href="mailto:Nishamarie.Sherry@cms.hhs.gov">Nishamarie.Sherry@cms.hhs.gov</a> <a href="mailto:Kathryn.McCannSmith@cms.hhs.gov">Kathryn.McCannSmith@cms.hhs.gov</a>

*O. Compliance and Fraud, Waste, and Abuse (FWA) Compliance Program*

Topic Area	Subject	Responsible Division and Group	Contact
<b>Compliance &amp; FWA Programs</b>	Part C & Part D Compliance Programs	DAPS, MOEG	<a href="mailto:Vernisha.Robinson-Savoy@cms.hhs.gov">Vernisha.Robinson-Savoy@cms.hhs.gov</a>  Questions regarding the Part C and D Compliance Program Guidelines:  <a href="mailto:Parts_C_and_PartD_CP_Guidelines@cms.hhs.gov">Parts_C_and_PartD_CP_Guidelines@cms.hhs.gov</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  
*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*

**MPPG** -- MEDICARE PLAN PAYMENT GROUP  
*DEDRAO* -- *DIVISION OF ENCOUNTER DATA & RISK ADJUSTMENT OPERATIONS*  
*DPO* -- *DIVISION OF PAYMENT OPERATIONS*  
*DPP* -- *DIVISION OF PAYMENT POLICY*  
*DPR* -- *DIVISION OF PAYMENT RECONCILIATION*  
*DPS* -- *DIVISION OF PAYMENT SYSTEMS*

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