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

CENTER FOR MEDICARE

DATE: July 16, 2020

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

FROM: Amy Larrick Chavez-Valdez
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SUBJECT: 2020 Call Center Monitoring Performance Metrics for Accuracy and Accessibility Study

The 2020 Performance Metrics for the Accuracy and Accessibility Study are now available for review.

CMS monitored Part C, Part D, and MMPs' prospective enrollee beneficiary call center phone lines to determine (1) the availability of interpreters for individuals, (2) TTY functionality, and (3) the accuracy of plan information provided by Customer Service Representatives (CSRs) in all languages. This study was conducted from February 12, 2020 through May 29, 2020, between the hours of 8 a.m. and 8 p.m. in the plans' service area. Two data sets with detailed interpreter availability, TTY functionality, and accuracy rate data for your contract(s) are available in the Health Plan Management System (HPMS):

- The call center accuracy and accessibility performance metrics data, and
- The call-level raw data.

New Instructions for Accessing Performance Metrics in HPMS

The performance metrics data provides detailed results (e.g., number of calls by language, number of questions answered correctly, number of successful TTY and interpreter availability calls, C32 and D01 star ratings outcomes, etc.) and is available in the HPMS at the following paths:
1. For Part C results, from the HPMS home page (https://hpms.cms.gov): Quality and Performance > Performance Metrics > Reports > Call Center Monitoring > Part C Prospective Beneficiary Customer Service > [choose Report Period (date range) for current study] > [enter the contract ID number]. Choose either "Create Report" or "Download" and then "Download to Excel."

2. For Part D results, from the HPMS home page (https://hpms.cms.gov): Quality and Performance > Performance Metrics > Reports > Call Center Monitoring > Part D Prospective Beneficiary Customer Service > [choose Report Period (date range) for current study] > [enter the contract ID number]. Choose either "Create Report" or "Download" and then "Download to Excel" or select the document you wish to download.

Instructions for Accessing Call-level Raw Data in HPMS

CMS provides dropdown options for the Accuracy and Accessibility Study technical notes, data dictionary for raw data, and the raw data itself. The raw data is available as an Excel download for a single contract, or for all contracts to which you are entitled under your parent organization identification code.

CMS advised Medicare Part C and Part D sponsors of our call center monitoring efforts in a December 20, 2019 Health Plan Management System (HPMS) memorandum entitled "2020 Part C and Part D Call Center Monitoring - Guidance for Timeliness and Accuracy & Accessibility Studies." **CMS encourages compliance officers to reference this letter for the tips for success or improvement on performance offered within.**

Plans/sponsors may download and review their raw call data directly from HPMS to validate the results. We encourage plans/sponsors to contact CMS via callcentermonitoring@cms.hhs.gov if they believe an error occurred.

For more information, please contact the call center monitoring mailbox at CallCenterMonitoring@cms.hhs.gov.