

HPMS E-Mail

Date: August 09, 2018

Subject: 2018 Call Center Monitoring – Availability of Performance Metrics for Accuracy and Accessibility Study

The 2018 Performance Metrics for Accuracy and Accessibility Study will be available for review within the next few days.

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, 2018, through June 1, 2018, from 8 a.m. to 8 p.m. in the service area for the plans(s). Two data sets with detailed interpreter availability, TTY functionality, and accuracy rate data for your contract(s) will be available in HPMS:

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

Instructions for accessing performance metrics in HPMS

1. For Part C results, from the HPMS home page: Quality and Performance - Performance Metrics - Call Center Monitoring - Part C Prospective Beneficiary Customer Service - [enter the contract number].
2. For Part D results, from the HPMS home page: Quality and Performance - Performance Metrics - Call Center Monitoring - Part D Prospective Beneficiary Customer Service - [enter the contract number].

Instructions for accessing call-level raw data in HPMS

Raw data supporting the Part C and/or Part D performance metrics are available in HPMS in a link immediately below the performance metrics for the selected contract. Please access the link entitled “Raw Data for Xxxx,” with the variable being the contract ID you selected. This is available to you for a single contract as an Excel download. Also available for your convenience is a link entitled “Raw Data for All Contracts.” This link will provide a download of all raw data to which you are entitled under your parent organization identification code. The multiple-contract data are available to you in a text-delimited file format. You may use this file to import into Excel, Access, or some other data base product. You will also find a link to an *updated* Excel document entitled, “Data Dictionary for Raw Data.” This is an updated data dictionary that explains the numerical codes used within the raw data for the 2018 study.

In addition to the above resources, CMS provides a link for you to Technical Notes for the Accuracy and Accessibility Study.

Compliance actions may be taken when sponsors do not meet call center standards for each measure included in this study. For example, if Notices of Non-Compliance are issued for Interpreter Availability and TTY functionality, both compliance letters will be entered into the CAM separately. This is important to note when you are conducting your own analysis of your organization’s most recent Medicare contract performance according to the CMS-issued Past Performance Methodology. CMS advises compliance officers to review the entries to ensure accuracy of each measure’s entry into the system. To access the CAM, follow this path: Monitoring > Compliance Activity > Compliance Issue > View/Edit Issue > Enter Contract Number or Legal Entity Name and/or enter date ranges > Submit. Under “Issue Topic,” look for Call Center Requirements and the letter(s) with the date of the compliance communication.

CMS advised Medicare Part C and Part D sponsors of our call center monitoring efforts in a November 17, 2017 Health Plan Management System (HPMS) memorandum entitled 2018 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.**

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