

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



## CENTER FOR BENEFICIARY CHOICES

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### MEMORANDUM

TO: All Part D Plan Sponsors

FROM: Gary Bailey, Deputy Director for Plan Policy and Operations

RE: Indefinite Extension of Incident Reporting for Part D Prescription Service Requests

DATE: January 13, 2006

Because the January 1 and 2, 2006 contingency planning and reporting process is providing extremely valuable information to CMS, we are requesting that plans continue reporting incidents to the [PartDJan1@cms.hhs.gov](mailto:PartDJan1@cms.hhs.gov) mailbox indefinitely. CMS will reevaluate the necessity to continue this incident reporting process every two weeks. CMS will notify plans when this process will be closed.

Although most Medicare beneficiaries are receiving their medications without incident, CMS is using the data collected from plans, beneficiaries, and other stakeholders to identify, quantify, and develop action plans for emerging Part D implementation issues.

#### **Reminder:**

- The incident reporting process is to be conducted during normal business hours. New incidents should be submitted to the [PartDJan1@cms.hhs.gov](mailto:PartDJan1@cms.hhs.gov) mailbox by close of business each day.
- DO NOT include beneficiary specific information (Name, Address, DOB, HIC#, SS#, etc.) in ANY message sent to the mailbox.
- Your **Contract Number** should be included in the **Subject Line** of each message sent to the mailbox. This is extremely important in CMS' ability to route incidents to the appropriate plan manager [example: Subject: RE: S1234 Incident Report].
- Each message must include both a description of the incident and the plan's response to resolve the incident.
- Beneficiaries going to an out of network / non participating pharmacy or having a prescription that is out of refills are NOT reportable incidents.

CMS is very pleased to be working with the industry on the implementation of the Part D Prescription Drug Benefit. We appreciate your cooperative spirit and remain committed to working with plans to ensure that beneficiaries have access to Part D drugs at all times in the upcoming year.

Please contact Lynn Riley at 410-786-1286, or Christian Bauer at 410-786-6043, if you have questions about this guidance.