Drug Benefit Transition Resources from CMS (12/30/05)

While CMS has done significant education and systems work to allow for a smooth start to the new benefit, we want to provide you with some information which might be helpful in the event some of the beneficiaries you serve encounter issues in using their benefit in early January. We have developed a chart of potential situations beneficiaries, especially full benefit dual eligible beneficiaries, may encounter. This list of scenarios is designed to assist you and your colleagues to quickly respond to any inquiries or problems you may receive. Please distribute the scenarios as you think appropriate.

Should you encounter situations not covered in this chart, please send those to the CMS Regional Office Part D Assistance Center for your state at the email address listed below. As these new scenarios are submitted and answered, they will be added to those that are currently in the chart, so check back often. The partnership website is located at http://www.cms.hhs.gov/center/partner.asp and the scenarios are in the Prescription Drug Coverage section at http://www.cms.hhs.gov/partnerships/downloads/whatif1.pdf

Emails for CMS’ Regional Office Part D Assistance Centers:

Region One – Boston – CT, MA, ME, NH, RI, VT  BostonPartDInquiries@cms.hhs.gov
Region Two – New York – NJ, NY, PR, VI  PartDComplaints_RO2@cms.hhs.gov
Region Three – Philadelphia – DC, DE, MD, PA, VA, WV  PartDComplaints_RO3@cms.hhs.gov
Region Four – Atlanta – AL, FL, GA, KY, MS, NC, SC, TN  PartDComplaints_RO4@cms.hhs.gov
Region Five – Chicago – IL, IN, MI, MN, OH, WI  ROCHIDMO@cms.hhs.gov
Region Six – Dallas – AR, LA, NM, OK, TX  rodalmma@cms.hhs.gov
Region Seven – Kansas City – IA, KS, MO, NE  PARTDISSUES@cms.hhs.gov
Region Eight – Denver – CO, MT, ND, SD, UT, WY  Den_drughelp@cms.hhs.gov
Region Nine – San Francisco – AS, AZ, CA, GU, HI, MP, NV  Ro9drugteam@cms.hhs.gov
Region Ten – Seattle – AK, ID, OR, WA  BeneficiaryServices@cms.hhs.gov