

**TO:** Local District Commissioners; Medicaid Directors

**FROM:** Betty Rice, Director  
Division of Consumer and Local District Relations

**SUBJECT:** Medicare Part D Problem Resolution Contacts

**EFFECTIVE DATE:** Immediately

**CONTACT PERSON:** Local District Support Liaison  
Upstate (518)474-8887 NYC (212)417-4500

This message is to provide local districts with direction for reporting problems to The Centers for Medicare and Medicaid Services (CMS) as they relate to recipient access to the Medicare Part D benefit. Since the transition of pharmacy benefits from Medicaid to Medicare on January 1, 2006, some recipients have experienced various difficulties when attempting to obtain prescription drugs. These problems include:

- Patients going without necessary medications
- Enrollment issues,
- Incorrect co-payments or deductibles,
- Plans requiring prior authorization of transition supplies,
- Inability to access prescription drug plans via telephone,
- Problems with the E1 query system including incorrect (outdated) information being returned to pharmacies, and
- No plan information on record.

The Centers for Medicare and Medicaid Services has requested that States and local social services districts contact CMS directly when encountering client specific problems with the new Medicare Part D drug program. A triage system has been instituted by CMS to assure recipients receive their necessary drugs. You may either:

(1) Send your problems and/or complaints to the New York CMS regional office at the following e-mail address: [PartDComplaints\\_RO2@cms.hhs.gov](mailto:PartDComplaints_RO2@cms.hhs.gov). Patient specific information should not be included in an e-mail.

Or

(2) Complaints can also be made to CMS at the following numbers:

- 1-866-835-7595 (for pharmacies only; now available 24/7),
- Call the CMS Regional Office at 212-616-2222,

- A secure fax line (212-264-1022) at the CMS Regional Office can be used when transmitting confidential client information. Attached is a complaint form developed by CMS that can be used to record complaints and may be sent to the fax number listed above. Please provide as much detailed information as possible when submitting your comments/complaints to CMS including recipient name, HIC number, and date of birth. If the patient is in need of immediate medication, please indicate this on the complaint form.
- Complaints specific to Medicare Advantage Prescription Drug Plans should go to **Reginald.Slaten@cms.hhs.gov**. The phone number to reach Reginald Slaten is 212-616-2358.

When a complaint includes confidential personal information, it is suggested that you call CMS at 212-616-2222 with the complaint and follow-up by faxing the attached complaint form to their secure fax line.

In an effort to provide local districts with tools and information needed to assist dual eligibles with the transition from Medicaid to Medicare for prescription drugs, a desk guide entitled, "New York State Medicare Prescription Drug Plans" is provided with this GIS message. At present, the third party screen in eMedNY lists the Medicare Part D plan Contract ID and Plan number that a recipient is enrolled in. However, it does not list the name of the plan. This information will be added at a later date.

Therefore, to assist local districts until that information is added to eMedNY, this desk guide has been developed and includes the names of the prescription drug plans and contact information, in addition to the plan IDs and contract numbers for all of the Medicare Part D plans operating in New York State. This information will also be added to the New York State Department of Health intranet site under Programs/Third Party/Medicare Part D.

Please keep in mind that plan information contained in eMedNY is not "live" data. The information is updated once a month based on information we receive on a monthly file from CMS. If a person has recently changed drug plans, that information may not be reflected in eMedNY until the following month.