



BRIDGING HEALTHCARE OPERATIONS

CMS will continue Call Center Monitoring for Part C and Part D plans in 2020. The metrics have not changed but there are a few items of note highlighted below. Madena strongly suggests all Plans implement call metric reporting and monitoring based on CMS metrics, even if the contract is SNP only, and we can help with guidelines and perform audits to make sure Plans are in compliance. CMS may use the results of the monitoring study to issue notices of noncompliance to organizations that fail to meet the regulatory requirements.

- Introductory Question - CMS will ask “Are you the right person to answer questions about....”. The answer should immediately be “yes”, or the call should be warm transferred to the person who can answer. The CSR should not insist on first obtaining member specific information before answering or the call will be counted as unsuccessful. CMS only needs to confirm they have reached a CSR who has authority to answer questions to measure the average hold time to reach a live CSR.
- Languages tested in 2020 - English, Spanish, Cantonese, Mandarin, Vietnamese, French, and Tagalog. English will be tested as a foreign language for organizations with a service area exclusively in Puerto Rico. This study will be conducted from approximately February through June 2020.
- Interpreter availability - A call is considered successful when the caller reaches a CSR who is able to assist in the caller’s language and ask that person questions. The measure is considered successfully completed when establishing contact with an interpreter and affirmatively answering the introductory question within eight minutes.
- Toll-free and TTY numbers in HPMS - The numbers are pulled weekly from HPMS and should be kept current by Plans.
- Plan IVR – IVR should be easy to follow and the caller should be directed to CSR if no options or an incorrect option is selected. CSR should warm transfer if incorrect option selected.
- Area Code Restrictions – Make sure IVR, toll-free numbers, and TTY state relay do not restrict inbound call based on area code of caller.
- Private Number Caller – All Private or Blocked inbound calls should be connected to customer service.
- Exclusions - Contracts with only Special Needs Plans (SNPs) are excluded from the accuracy measure, and contracts under marketing and enrollment sanctions are excluded completely.

Refer to CMS HPMS memo “2020 Part C and Part D Call Center Monitoring - Guidance for Timeliness and Accuracy & Accessibility Studies” dated December 20, 2019, for additional information and details.

Since 2012, Madena has bridged the knowledge gap between health plans serving the Medicare market and the government agencies they contract with. We understand the complexity of working with government healthcare programs. Our team has been leading and advising in the industry for decades—and we’ve got the tools and resources to serve you.