

~ Updates on HPMS Memos ~

CMS Memo Title & Release Date	End-of-Year 2021 Enrollment and Payment Systems Processing Information – Dated 09/13/2021
Summary	CMS provided information to support plans in their end-of-year enrollment and payment systems processing activities to ensure a successful transition to CY 2022 regarding: 1. Medicare Advantage & Prescription Drug (MARx) System Transaction Processing; 2. Rollover and Terminating Plan MARx Transaction Processing 3. Plan Reports and System User Interface (UI) Availability
Action	Applicable to PACE. Refer to the memo for items that may be applicable to your plan and take the appropriate actions as needed.
CMS Memo Title & Release Date	2021 Call Center Monitoring Performance Metrics for Timeliness Study, Quarter 2 – Dated 09/16/2021
Summary	CMS monitored the timeliness of Part C and Part D customer service call centers’ performance from May 31st-June 25th, 2021 and monitored the timeliness of pharmacy technical help desk call centers’ response performance. Instructions to access performance metrics are included in the memo.
Action	Applicable to PACE. Refer to memo for complete details.
CMS Memo Title & Release Date	Medicare Advantage/Prescription Drug System (MARx) October 2021 Payment – INFORMATION – Dated 09/24/2021
Summary	CMS released information about the October payment which is scheduled for October 1st, 2021 and may require plan action on the following: <ul style="list-style-type: none"> • Medicaid Statuses on the August Monthly Membership Report • Coverage Gao Discount Invoice Offsets • Sequestration Suspension • Changes to MARx Plan Transaction Processing
Action	Applicable to PACE.

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