<div align="center">

Reporting Medicare Plan Finder Issues
Guidance for SHIPs

</div>

Introduction
CMS and ACL continue to improve the process for submitting inquiries regarding Medicare Plan Finder. The goal is to streamline feedback to make triaging easier and more focused. Based on recent years, we found there to be two categories of feedback, (1) General Feedback, and (2) Functionality Issues. We created a process for each based on the urgency of the requests and ensuring the Medicare Beneficiary receives help immediately.

Category 1 - General Feedback = Send to ship@acl.hhs.gov

This category includes any general feedback on changes made or suggestions for MPF improvement. SHIPs should:
1. Submit feedback to ACL: ship@acl.hhs.gov
2. ACL will compile and send these issues to the CMS MPF Team on a regular basis.
3. CMS and ACL will meet regularly throughout Open Enrollment to discuss the feedback.

NOTE: Last year we learned questions coming in through too many places made it difficult to track and evaluate. To further support this process, and ensure the information is getting to the appropriate teams, CMS Regional Office staff will remind SHIPs to submit MPF inquiries to the ship@acl.hhs.gov mailbox.

Category 2 – Functionality Issues = Call 1-800-Medicare or the 1-800 CMS Unique ID Help line

This category includes any MPF functionality issues occurring while working with a Medicare beneficiary including any issues with Medicare.gov accounts.

Call 1-800 Medicare or the 1-800 CMS Unique ID Line[1] for assistance. Calling 1-800 ensures the beneficiary gets the help they need as quickly as possible while also making CMS aware of the potential MPF issue for further tracking and resolution as necessary.

The 1-800 Medicare Customer Service Representative (CSR) will work to determine whether the issue is (a) unique to the beneficiary or (b) a potential MPF functionality issue and complete the following actions:
    a. Unique issues for an individual beneficiary should be resolved between the CSR and SHIP counselor. For example, Medicare.gov account log in issues.
    b. Potential MPF functionality issues will be reported immediately by the CSR to the CMS web team.
      i. To submit MPF screenshots, send a detailed email to ACL at ship@acl.hhs.gov. The email should include:
        • Information on the issue experienced along with screen shots.
          • If the issue is MPF drug pricing, please provide the following details. Without the information listed below, the MPF team can't investigate possible issues. To better assist you in replicating your results, CMS MPF

---

[1] See the CMS Unique ID User Job Aid in the SHIP Resource Library at www.shiptacenter.org (login required) or the SMP Resource Library at www.smpresource.org (login required) for the Unique ID phone number and instructions.

Revised August 2023

team needs the following information with all drug pricing reports as drug pricing is dependent on:

- o Drug dosage, quantity, frequency & packaging or if available the NDC# (National Drug Code)
- o Pharmacy name and full address or if available the NPI# (National Provider Identifier)
- o Plan name, Plan type (i.e. PDP or MA) and Plan ID# (i.e. S6946-031-0)

• Details on the interaction with the CSR.
- Date and time that you spoke with the CSR,
- the CSR's name, and
- the phone number used to call 1-800- Medicare line.

Category 3 – Medicare.gov account and LIS Functionality Inaccuracies = Call 1-800-Medicare or the 1-800 CMS Unique ID Help line and email SHIP

Call 1-800 Medicare or the 1-800 CMS Unique ID Line[2] for assistance. Calling 1-800 ensures the beneficiary gets the help they need as quickly as possible while also making CMS aware of the potential MPF issue for further tracking and resolution as necessary.

Report the issue to ACL via the ship@acl.hhs.gov. To investigate issue, CMS needs the Medicare numbers for the individual(s) impacted. To safely email a Medicare number be sure to (1) send a password protected document containing the Medicare number(s) as an email attachment, and (2) send the password in a separate email. Steps to save Word documents with a password in are available here Protect a document with a password (microsoft.com)

---

[2] See the CMS Unique ID User Job Aid in the SHIP Resource Library at www.shiptacenter.org (login required) or the SMP Resource Library at www.smpresource.org (login required) for the Unique ID phone number and instructions.

Revised August 2023