

Information partners can use on:


Handling Medicare Prescription Drug Plan Complaints

Note: How much you can help the person with his or her grievance will depend on whether you're the enrollee's appointed representative. You won't be contacted by the plan or the Centers for Medicare & Medicaid Services (CMS) if you're making a complaint on behalf of a person with Medicare unless you're the person's appointed representative. Only the person with Medicare or his or her appointed representative can get information about a complaint.

Use the following process for the fastest way to help a person with Medicare file a complaint (also called a grievance) about his or her Medicare drug plan.

1. **Contact the Medicare drug plan directly about the complaint.** This is the fastest way to get an issue resolved. You can contact the plan either by phone or in writing. You'll need to report all complaints to the Medicare drug plan no later than 60 days after the event that led to the complaint. Making the first contact through the 1-800-MEDICARE helpline or by direct contact with Medicare won't resolve the complaint faster. The plan is required to resolve the complaint as quickly as the person's health condition requires, but no later than 30 days after receiving the complaint. The plan can extend this timeframe for an additional 14 days if you request it, or if the plan needs more information and the delay is in the best interest of the person with Medicare. The Medicare drug plan should be able to tell you when to expect a response.

Note: The plan must respond within 24 hours if the complaint involves the plan's refusal to grant a request for an expedited coverage determination or expedited redetermination and the person with Medicare hasn't received the drug.

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2. **If the plan hasn't resolved the complaint within the timeframes listed on the previous page, follow-up with the Medicare drug plan by calling the plan's toll free number.**
 3. **If you've followed up with the plan, and it still hasn't resolved the complaint, call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.** Let the customer service representative know you've tried fixing the problem by contacting the plan. The customer service representative will log the complaint and it'll be entered into CMS' tracking system for handling by the plan or a CMS caseworker. When the matter has been resolved or if more information about the complaint is needed, either the plan or a CMS caseworker will contact you.
 4. **If the complaint isn't resolved through CMS' tracking system, e-mail the Part D mailbox of the appropriate CMS Regional Office (RO) (see the next page for RO e-mail addresses).**

Note: You won't be contacted by the plan or CMS if you're making a complaint on behalf of a person with Medicare unless you're the person's appointed representative. Only the person with Medicare or his or her appointed representative will get information about the complaint.

CMS Regional Office Part D Mailboxes

Region	RO location	States handled	E-mail address for Part D complaints
1	Boston	Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont	PartDComplaints_RO1@cms.hhs.gov
2	New York	New Jersey, New York, Puerto Rico, Virgin Islands	PartDComplaints_RO2@cms.hhs.gov
3	Philadelphia	Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia	PartDComplaints_RO3@cms.hhs.gov
4	Atlanta	Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee	PartDComplaints_RO4@cms.hhs.gov
5	Chicago	Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin	PartDComplaints_RO5@cms.hhs.gov
6	Dallas	Arkansas, Louisiana, New Mexico, Oklahoma, Texas	PartDComplaints_RO6@cms.hhs.gov
7	Kansas City	Iowa, Kansas, Missouri, Nebraska	PartDComplaints_RO7@cms.hhs.gov
8	Denver	Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming	PartDComplaints_RO8@cms.hhs.gov
9	San Francisco	American Samoa, Arizona, California, Commonwealth of the Northern Mariana Islands, Guam, Hawaii, Nevada	PartDComplaints_RO9@cms.hhs.gov
10	Seattle	Alaska, Idaho, Oregon, Washington	PartDComplaints_RO10@cms.hhs.gov

