DEPARTMENT OF HEALTH AND HUMAN SERVICES CENTERS FOR MEDICARE & MEDICAID SERVICES

Privacy Rights and **Center For Beneficiary Choices Business Operation** Ombudsman Staff Protection Staff Staff Vacant, Dir. *Leslie V. Norwalk, Director Mike Pagels, Dir Clarence Randall, Dir Michael McMullan, Deputy Director Gary Bailey, Deputy Director Privacy Act CBC Budget Performance assessment of Medicare Privacy Rule Policy Personnel Complaints/Grievances/Inquires Activities Facilities Special Casework Beneficiary Medicare Medicare Plan **Medicare Drug Employer Policy** Medicare Plan **Beneficiary** Beneficiary Medicare **Enrollment and** and Operations Accountability Services and Information **Education and Policy Group Benefit Group** Advantage Partnership Group Services Group **Analysis Group Appeals Group** Group Group Group *Tom Hutchinson. Bob Donnelly. Tom Kickham, Dir Mary Laureno, Regina *Tony Culotta, Dir *Goerge Mills Tricia Smith, Dir *Cynthia Dir Dir Elizabeth Butler, McPhillips, Dir Dir Tony Culotta, Dep. Tom Hutchinson, Cynthia Tudor, Dir *Phil Doerr, Dep Moreno, Dir Dep. Angel Hebert, Tom Reilly, Dep Dep. Dep Vacant, Dep. Cynthia Moreno, Dep Dep. **SHIPs** Medicare.gov Medicare & You Medicare Appeals Title II Medicare Rx Drug Benefit Title I Regulation MA Local Plans MA and PDP Performance Handbook Policy/Ops Advantage Regulation Admin. (Employer REACH CMS.gov Provisions) MA Regional Assessment Medicare Title I Drug Benefit PDP Bidders Data Plans Appeals Regulations and Applications Employer subsidy Partnership CMS Knowledge Beneficiary Regulation Monitoring/ Development Portal Publications Cost Plans Enforcement Medicare Enroll/ Medigap Policy Rx Drug Data Employer/Union Medicare Program 1-800-Medicare Consumer Disenroll Policy Analysis Outreach Special Needs Drug Card Training Research & Cost Plan Policy Plans Virtual Call Center Programs Master Beneficiary MA and MA/PDP TrOOP Policy **HORIZONS** Assessment Data Base/ Analysis of PPO benefit and Applications/ Medicare **Enrollment Data** Regions formulary review Renewals CAHPS Beneficiary Contractor Base Payment Contract Center Administration & PDP Financial Financial Ops Operations Written Inquiries Oversight Analysis Medicare Operations MA/Cost Plans

Independent

Review Entity

Limitation on

Qualified

Independent

Contractors

Low-Income

Enrollment

Subsidy and Auto-

Liability/ Advance

Beneficiary Notice

9/02/04 * MA- Medicare Advantage

Next Generations

Desktop

Portal

Beneficiary

* PDP- Prescription Drug Plan

Ad Campaigns

Communications

Communications

Plans Support

Title 1 & 2

Work Groun

USP

Model Guidelines

PDP Marketing

PDP Plan Audits

MA and Rx Drug

Risk Adjustment

Part D Bidders Data

MA Bids/ACR

PACE

Marketing

Data Analysis

Training

Year 2005 ACR Process

MA Outreach Initiatives

MA-PDP and Health Plans Enrollment and

Health Plan Management

Systems

Part D Program **Evaluation Plan**