
Program Memorandum Intermediaries/Carriers

Department of Health and
Human Services (DHHS)
HEALTH CARE FINANCING
ADMINISTRATION (HCFA)

Transmittal AB-00-123

Date: DECEMBER 12, 2000

CHANGE REQUEST 1418

SUBJECT: Use of Beneficiary Question & Answers on www.hcfa.gov

The purpose of this Program Memorandum (PM) is to inform call center managers, at all carriers and intermediaries, that HCFA has established a website on [www.hcfa.gov] that will contain Medicare information to be used in responding to beneficiary inquiries. Each time HCFA posts information on this website located at [www.hcfa.gov/faqs/partners/] call center managers and regional offices will receive an e-mail notification from central office alerting them to check the site for the new information. Upon receipt of this PM and upon receipt of e-mail notifications thereafter, call center managers must access this site to obtain the initial posted Medicare information.

HCFA intends to provide updated information (primarily in a Q & A format) on frequently asked Medicare-related beneficiary's questions. Call center managers are to provide the Qs & As to all customer service representatives (CSR) when responding to either telephone or written inquiries from beneficiaries for use as a desk reference. These Qs & As will be useful in all forms of communication with beneficiaries. Whenever possible, in order to provide consistent and accurate responses from all Medicare contractors, CSRs are to use the HCFA provided responses for beneficiary inquiries.

As HCFA develops additional beneficiary Qs & As, they will continue to be posted on this site and all call center managers will be notified directly through e-mail. If the call center manager would like to designate another individual to receive their e-mail notification, they may unsubscribe and provide another name and e-mail address.

The *effective date* for this PM is December 12, 2000.

The *implementation date* for this PM is December 12, 2000.

These instructions should be implemented within your current operating budget.

This PM may be discarded after December 31, 2001.

If you have any questions, contact Julie Simms at (410) 786-6343.

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