

STATE OF COLORADO

DEPARTMENT OF HEALTH CARE POLICY & FINANCING

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June 16, 2006

Bill Owens
Governor

Stephen C. Tool
Executive Director

Re: MMA Call Center
INFORMATIONAL ONLY

Dear County Director and Medical Assistance Site Director:

Effective July 1, 2006, the Department's MMA Call Center will cease operations.

The following are resources to redirect clients to regarding their Medicare Part D issues:

1. Refer calls to 1-800-Medicare
 - a. If client is having a cost-sharing problem with Medicare Part D, and CBMS does show the Medicare information on the case.
 - b. If client is being told they must meet a deductible, or they are being billed a premium, and CBMS does show the Medicare information on the case.
 - c. If pharmacy calls requesting assistance with Medicare Part D.
 - d. If client is stating that they can not get a hold of their plan, or they do not know which plan they are enrolled into.
 - e. If they need to opt out of a plan so they do not lose the credible coverage they already have.
2. Refer to Prescription Drug Plan
 - a. If the caller has a problem getting prescriptions and knows what plan they are on; client needs to contact their prescription drug plan for their benefits.
 - b. If client asks for the drug plan contact information, refer them to their drug plan identification card or 1-800-Medicare.
3. Refer to HCPF Customer Service at 1-800-221-3943 or in the Denver Metro Area, 303-866-3513
 - a. If client or county technicians state that client has never had Medicare and is having problems getting their prescription coverage.
 - b. Questions from either county or client regarding low income subsidy (LIS) application or assistance.

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Refer to the two agency letters that were sent out on July 15, 2005 entitled, "Background Information Regarding Medicare Part D" and "Low Income Subsidy Applications" for additional program information. Please note that the Department is no longer processing LIS applications since it was implemented in CBMS this February.

If you need additional information, please feel free to contact myself at 303-866-2139 or via email at gayle.fowler@state.co.us.

Sincerely,

Gayle E. A. Fowler
Eligibility Operations Section Manager

cc: Lisa Esgar
Heather Hewitt