

Reporting Medicare Plan Finder Issues

Guidance for SHIPs, October 2020

Introduction:

CMS is improving the process for submitting inquiries regarding Medicare Plan Finder (MPF). The goal is to streamline feedback to make triaging easier and more focused. Based on last year, 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.

Process:

1. Submit feedback to ACL: ship@acl.hhs.gov.
2. ACL will compile and send these issues to the CMS eMedicare mailbox on a regular basis for review.
3. CMS and ACL will have regular touch base meetings throughout Open Enrollment to discuss the feedback.
4. CMS and ACL will provide feedback to SHIPs on a regular basis throughout Open Enrollment based on general feedback received.

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, the SHIP survey link will be removed. In addition, the Medicare Plan Finder Mailbox will remain available; however, we encourage the SHIPs to send feedback to ACL for the best way to get the information to CMS.

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 MyMedicare.gov accounts.

1. **Call 1-800 Medicare or the 1-800 CMS Unique ID Line¹ 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.
 - a. 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:
 - i. **Unique issues for an individual beneficiary should be resolved between the CSR and SHIP counselor.** For example, MyMedicare.gov account log in issues.
 - ii. Potential MPF functionality issues will be reported immediately by the CSR to the CMS web team. When screenshots are needed:
 - If the CSR can recreate the issue and grabbing screenshots, then the CSR will forward them to the CMS technical teams for resolution, or
 - If the CSR cannot recreate the issue, the SHIP should contact ACL.
 - b. Steps for contacting ACL **if CSR cannot recreate issue:**
 - i. 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 possible.
 - 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.
 - ACL will forward these issues to the CMS team for resolution.

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.