

## **HPMS E-Mail**

**Date:** December 16, 2015

**Subject:** Good Cause Triage Flow Process and Frequently Asked Questions

### **E-mail text:**

CMS' Medicare Enrollment & Appeals Group has posted a Frequently Asked Questions document and a triage process flowchart for good cause requests as a result of recently hosting the November 18th Plan User Call. We have developed these documents for plan use and assistance in implementing the good cause process. These documents are located on our MA/cost (<https://www.cms.gov/Medicare/Eligibility-and-Enrollment/MedicareMangCareEligEnrol/index.html?redirect=/MedicareMangCareEligEnrol/>) and PDP (<https://www.cms.gov/Medicare/Eligibility-and-Enrollment/MedicarePresDrugEligEnrol/index.html>) enrollment webpages on CMS.gov. Please send any questions to [PDPENROLLMENT@cms.hhs.gov](mailto:PDPENROLLMENT@cms.hhs.gov) and cc: your Account Manager.