

CHAPTER 7: PBP HELP

GENERAL HELP

The **General Help** provides context sensitive help along with step-by-step instructions on using and advancing through the PBP system. It is available from most screens and is accessed by selecting the General Help option under the Help menu item, clicking on the <?> toolbar button, or pressing the <F1> key.

NEW FOR 2007:

Beginning with CY2007, given the need to comply with 508 regulations within the PBP screens, users are provided with the ability to choose whether or not to utilize the display of color on variables and screens. By default, the Help will display in all-black. There is an option to enable the display of Blue in the Help heading by going to the Options, Preferences menu.

VARIABLE HELP

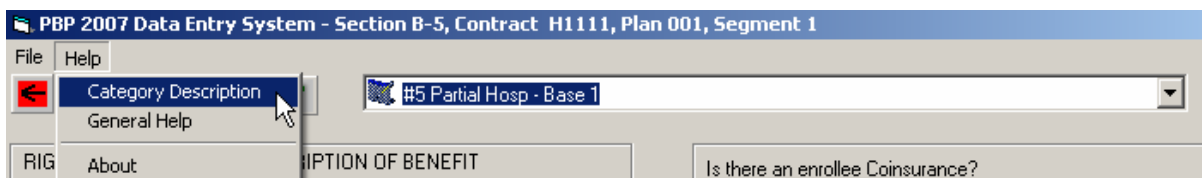
Individual variable help is available by right mouse clicking anywhere within a variable's frame.

BENEFIT DESCRIPTIONS

To review a brief Medicare benefits description of a specific Service Category/Subcategory, right mouse click on the label <RIGHT CLICK HERE FOR DESCRIPTION OF BENEFIT> after selecting that Service Category for data entry. This label is located on the first tab, Base 1, of each Service Category/Subcategory. Note that this description is not official Medicare policy.

NOTE: This function is only available for Section B.

SERVICE CATEGORY/SUBCATEGORY DESCRIPTIONS



To view a **broad** definition of a specific Service Category/Subcategory, select a Service Category for data entry and click on "Category Description" from the Help drop down menu.

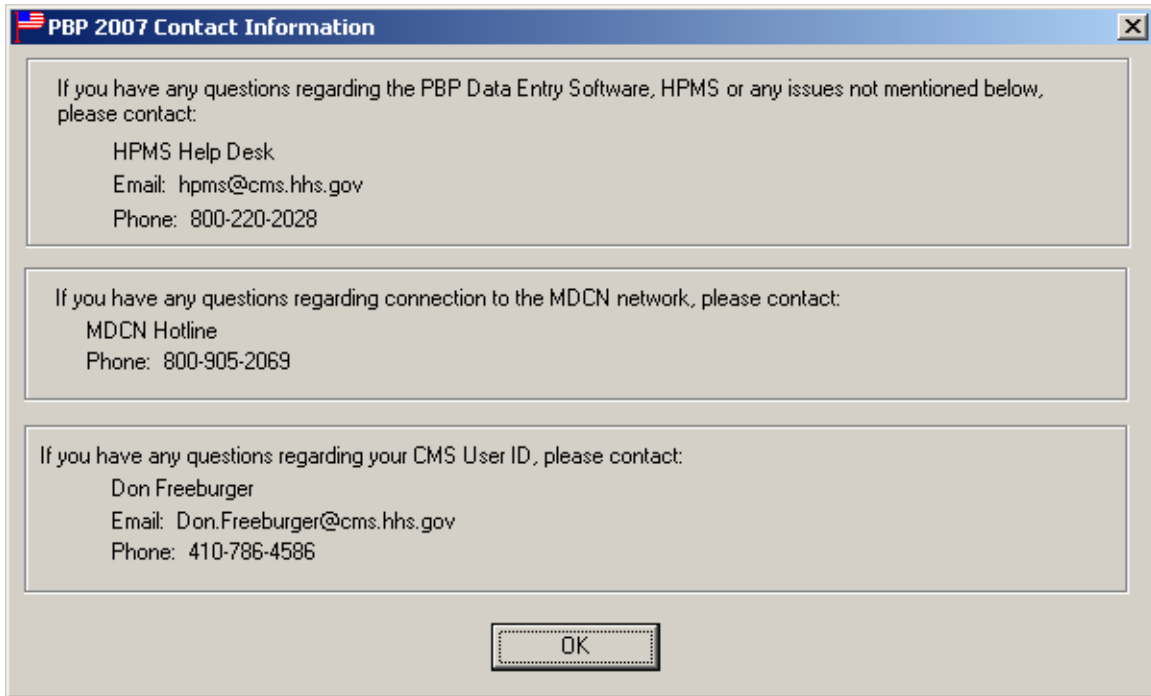
SB CROSSWALK

Selecting the SB Crosswalk option from the HELP menu on the PBP 2007 Management Screen will open the Summary of Benefits (SB) Crosswalk document. The Adobe Acrobat Reader software is required to read this document. The software is available for

free from *www.adobe.com*. The SB Crosswalk provides a detailed explanation of how each SB sentence is derived from the PBP variables.

CONTACT INFORMATION

Select the **Contact Information** option from the HELP menu on the **PBP 2007 Management Screen**.



The Contact Information screen displays, by category, where to direct questions and provides phone numbers and/or email addresses, along with individual names, if appropriate.

Below is a list of some additional helpful contacts:

HPMS Contacts		
Name	Phone Number / E-Mail	Responsibilities
Lori Robinson	410-786-1826 Lori.Robinson@cms.hhs.gov	Director, Division of Plan Data (DPD)
Ana Nunez-Poole	1410-786-3370 Ana.Nunez-poole@cms.hhs.gov	Senior Advisor
Julia Heeter	410-786-6198 Julia.Heeter@cms.hhs.gov	Technical Advisor, Systems analyst for formulary submissions, formulary review, formulary reports and BPT.
Kristin Finch	410-786-2873 Kristin.Finch@cms.hhs.gov	Systems analyst for bid submissions, including PBP software, Bid Desk Review, Download/Upload, Benefit Attestation, etc.
Tim Hoogerwerf	410-786-9962 Timothy.Hoogerwerf@cms.hhs.gov	Systems analyst for Contract Management, Application Tracking, Marketing, MA plan monitoring, and PACE.
Greg Buglio	410-786-6562 Gregory.Buglio@cms.hhs.gov	Systems analyst for Contract Management, Application Tracking, Non-Renewal/SARs, and Part D oversight.
Serrick McNeill	410-786-7243 Serrick.Mcneill@cms.hhs.gov	Systems analyst Drug Card, Complaints Tracking, Performance Assessment, and Surveys.
Don Freeburger	410-786-4586 Don.Freeburger@cms.hhs.gov	Systems analyst for HPMS connectivity, user access, and user Ids.
Neetu Jhagwani	410-786-2548 Neetu.Jhagwani@cms.hhs.gov	Systems analyst for HPMS user access and user Ids.
HPMS Help Desk	1-800-220-2028 HPMS@cms.hhs.gov	Support for all HPMS and PBP technical issues.
PBP Contacts		
Name	Phone Number / E-Mail	Responsibilities
Kristin Finch	410-786-2873 Kristin.Finch@cms.hhs.gov	Technical PBP issues.
Erik Thorne	410-786-3694 Erik.Thorne@cms.hhs.gov	Medicare Advantage benefits policy and operations issues. (MA PBP issues)
Michael Fiore	410-786-0623 Michael.Fiore@cms.hhs.gov	Medicare Advantage marketing policy and operations issues. (MA SB issues)
Merri-Ellen James	410-786-4462 Merri-ellen.James@cms.hhs.gov	Part D benefits policy and operations issues. (PD PBP issues)
Denise Von Rinteln	410-786-0157 Denise.Vonrinteln@cms.hhs.gov	Part D benefits policy and operations issues. (PD PBP issues)
Shivani Sharma	410-786-8651 Shivani.Sharma@cms.hhs.gov	Part D marketing policy and operations issues. (PD SB issues)