SUBMITTING CONSTITUENT CASEWORK to the CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS) DALLAS OFFICE

Medicare Part A and Part B
Examples of Casework: Issues related to a beneficiary having problems with Original Medicare (fee-for-service) such as claims payment, coordination of benefits, Medicare as secondary payer; Medicare liens. Also, physician issues such as Medicare enrollment, coverage, claims payment, electronic health records (not related to Medicare HMOs). Beneficiary enrollment and eligibility questions should be handled by the Social Security Administration (SSA).

- Phone: 214-767-6441 (leave a message; this voicemail is checked regularly)
- Fax: 443-380-8926
- Email: OPOLE_IFM_DALDENG@cms.hhs.gov

Medicare Part C and Part D
Examples of Casework: Issues related to a beneficiary having problems with a Medicare Advantage (HMO) plan or Medicare prescription drug plan. Beneficiaries with coverage or appeals questions should direct these matters to the plan with whom they are enrolled.

- Phone: 214-767-6418 (leave a message; this voicemail is checked regularly)
- Fax: 443-380-8886
- Email: PartDComplaints_RO6@cms.hhs.gov

Health Insurance Marketplace
Examples of Casework: Consumers should first be directed to the Marketplace Call Center at 1-800-318-2596 or the consumer’s Marketplace issuer to verify enrollment. CMS caseworkers do not have the ability or authority to alter consumer eligibility or enrollment records, but work with issuers to respond. Casework is intended to be the mode of “last resort.”

- Phone: 214-767-6418 (leave a message; this voicemail is checked regularly)
- Fax: 443-380-8886
- Email: CMS PartDComplaints_R06@cms.hhs.gov

Survey and Certification
Examples of Casework: Issues related to the quality of healthcare facilities under CMS jurisdiction

- Phone: 214-767-6301
- Fax: 443-380-8869
- Email: RODALDSC@cms.hhs.gov
For Medicaid or children’s health questions/Other General Questions:

- **Phone:** 214-767-6495
- **Fax:** 443-380-5436
- **Email:** RODALDMCH@cms.hhs.gov

Freedom of Information Act (FOIA) Information:

- **Phone:** 214-767-6423
- **Fax:** 443-380-8860
- **Email:** CMS R06FOIA@cms.hhs.gov

Congressional Correspondence Coordinator:

- **Phone:** 214-767-6423
- **Fax:** 443-380-8876
- **Email:** RODALORA@cms.hhs.gov