

CMS Unique ID Troubleshooting Instructions

Senior Medicare Patrol (SMP) team members and State Health Insurance Assistance Program (SHIP) counselors with advanced-level certification can receive a Unique ID from the Centers for Medicare and Medicaid Services (CMS). A Unique ID allows SMP and SHIP counselors to talk to CMS customer service representatives on a beneficiary's behalf.

These troubleshooting instructions are intended to help report issues to CMS if a CMS customer service representative lacks understanding of the CMS Unique ID process. For example:

- The customer service representative couldn't find a CMS Unique ID in their system.
- The customer service representative wasn't familiar with the CMS Unique ID process.
- The customer service representative was unable to help with something with which they should have been able to assist.

Steps to Submit a Complaint

Step 1: Provide the complaint details to the program director.

The director or their designee must review all details of the situation and confirm that the CMS Unique ID is active. If the CMS Unique ID is no longer active, the program director must address the issue.

Provide the following information:

- Name of CMS Unique ID user
- User's CMS Unique ID#
- Date of call
- Time of call
- Phone number from which the user called
- State or time zone from which the user called
- Brief description of the issue
- Name of director or designee who approved submitting this issue as a complaint

Program director contact information

- SHIP director: michelle.grochocinski@dhs.wisconsin.gov
- SMP director: ingrid.kundinger@gwaar.org

Step 2: Wait for your director or their designee to approve submission of the complaint.

Step 3: Send the above information in an email to OHIC@acl.hhs.gov.