

Ensuring Access to Quality Health Care Services for CMS Beneficiaries

Subject Matter Expertise (SME) and Technical Support on Medicare, Medicaid, CHIP and Health Insurance Marketplace Program Flexibilities

In any kind of event that adversely impacts beneficiaries of CMS programs (Medicare, Medicaid, Children's Health Insurance Programs (CHIP) and Health Insurance Marketplaces), CMS possesses a wealth of programmatic knowledge at headquarters and in the each CMS regional office to assist in response and recovery efforts. Additionally staff located in Washington D.C. possesses subject matter expertise in activities and policies related to Continuity of Operations (COOP) and Emergency Preparedness, Response and Recovery.

The Centers for Medicare & Medicaid Services (CMS) has ten Regional Offices (ROs) reorganized in a Consortia structure based on the Agency's key lines of business: Medicare Health Plans Operations, Financial Management and Fee For Service Operations, Medicaid and Children's Health Operations, and Quality Improvement and Survey & Certification Operations.

CMS' Regional Office staff represents the Agency in the field. They deliver key messages, ensure the delivery of high value health care, protect CMS beneficiaries and as the Agency's front-line monitor the implementation of CMS policies and regulations. The ROs provide a capable, local presence necessary to achieve the Agency's objectives and meet the ~~challenges~~ challenges of serving approximately 90 million beneficiaries.

CMS regional offices are located in 10 areas across the country mimicking the FEMA regions and can be contacted as follows:

Region 1 Boston (CT, ME, MA, NH, RI, VT) – (617) 565-1188

Region 2 New York City (NY, NJ, Puerto Rico, VI) – (212) 616-2205

Region 3 Philadelphia (DE, DC, MD, PA, VA, WV) – (215) 861-4140

Region 4 Atlanta (AL, FL, GA, KY, MS, NC, SC, TN) – (404) 562-7150

Region 5 Chicago (IL, IN, MI, MN, OH, WI) – (312) 886-5519

Region 6 Dallas (AR, LA, NM, OK, TX) – (214) 767-6423

Region 7 Kansas City (IA, KS, MO, NE) – (816) 426-5233

Region 8 Denver (CO, MT, ND, SD, UT, WY) – (303) 844-2111

Region 9 San Francisco (AZ, CA, NV, HI, Pacific Territories) – (415) 744-3501

Region 10 Seattle (AK, ID, OR, WA) – (206) 615-2306

Staff in the Emergency Preparedness and Response Operation Office in Washington DC may be contacted for any questions pertaining to preparedness, response and recovery activities. They can be reached at EPRO@cms.hhs.gov.

Current as of: August 1, 2016