

MAPD Help Desk: Notification of State File Processing Suspension

Please be advised that as of 8:00 PM ET on **Thursday, September 1, 2022**, CMS will experience a temporary delay in processing of State MMA files. MMA processing is expected to resume by 6:00 AM ET on **Tuesday, September 6, 2022** at which time any MMA response files will be sent.

Visit the MAPD Help Desk Website to find useful information about the MAPD Program, including FAQs, System Announcements, User Guide, and Plan Connectivity Instructions.

Please call or email the MAPD Help Desk with any questions or concerns.

Website: <http://go.cms.gov/mapdhelpdesk> 1-800-927-8069 Email: MAPDHelp@cms.hhs.gov

MAPD Help Desk hours of operation are Monday-Friday, 8:00 a.m. to 6:00 p.m. ET.

Visit the [State Data Resource Center \(SDRC\)](#) website for announcements on MMA file delays/issues.
Contact SDRC via phone or email with questions on the MMA File.

Website: <https://www.statedataresourcecenter.com/home/announcements> Phone: 888-805-5228

Centers for Medicare & Medicaid Services (CMS) has sent this MAPD Help Desk - State Users Update. To contact Centers for Medicare & Medicaid Services (CMS) go to our [contact us](#) page.