

DEPARTMENT OF HEALTH & HUMAN
SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



MEDICARE PLAN PAYMENT GROUP

DATE: May 16, 2025

TO: All Medicare Advantage, Part D, Cost, PACE, Demonstration Organizations and Medicare-Medicaid Financial Alignment Initiative (FAI), Systems Staff

FROM: Jennifer R. Shapiro, Director, Medicare Plan Payment Group

SUBJECT: CSSC Operations Website

This memorandum provides information about important changes to the CSSC Operations website (csscoperations.com).

CMS will be transitioning the content currently available on the CSSC Operations website to the CMS.gov website. The CSSC Operations website will be decommissioned on May 31, 2025, and materials, tools, and information regarding Risk Adjustment and Prescription Drug Event data submission will be migrated to CMS.gov in coming months. As a precaution, CMS recommends that all CSSC Operations website users download all frequently used resources that may be needed during the transition period. Additional information regarding the specific locations and timeline for the migration will be provided as soon as possible in a subsequent memo.

The CSSC Operations Help Desk will remain available to address your Risk Adjustment and Prescription Drug Event data submission questions, even after the CSSC Operations website has been decommissioned. They can be reached by email at csscoperations@palmettogba.com, or by phone at 1-877-534-2772.