

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



## MEDICARE PLAN PAYMENT GROUP

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**DATE:** June 2, 2025

**TO:** All Medicare Advantage, Cost, PACE, and Demonstration Organizations Systems Staff

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

**SUBJECT:** Continuation of CSSC Operations Website and Postponement of Migration to CMS.gov

This memorandum provides an important update regarding the previously announced transition of the CSSC Operations website (csscoperations.com) to CMS.gov.

Considering CMS's enhanced efforts to expand Medicare Advantage (MA) Risk Adjustment Data Validation (RADV) auditing activities, CMS has decided to postpone the decommissioning of the CSSC Operations website that was previously scheduled for May 31, 2025. The CSSC Operations website contains valuable resources that health plans rely on for Risk Adjustment data submission. All tools, resources, and information regarding Risk Adjustment and Prescription Drug Event data submission will continue to be available at csscoperations.com until further notice. (See the HPMS memo dated May 30, 2025, "Deadlines for the Submission of Risk Adjustment Data for Risk Adjustment Data Validation Sampling" for background on the RADV effort.)

CMS will provide additional information regarding any future migration plans in a subsequent memo.

The CSSC Operations Help Desk will continue to be available to address Risk Adjustment and Prescription Drug Event data submission questions. The Help Desk can be reached by email at [csscoperations@palmettogba.com](mailto:csscoperations@palmettogba.com), or by phone at 1-877-534-2772.