DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
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CENTERS FOR MEDICARE & MEDICAID SERVICES

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TO: All Current and Prospective Medicare Advantage, Prescription Drug Plan, Cost, PACE, Medicare-Medicaid Organizations, Pharmaceutical Manufacturers, and HPMS Consultant Users

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SUBJECT: Instructions for Requesting Consultant Access or Electronic Signature Access to the Health Plan Management System (HPMS)

In certain circumstances, CMS requires official letters from the sponsoring organization to provide designated users with access to sensitive functionality in the Health Plan Management System (HPMS). In the table below, CMS has summarized the instructions for obtaining this type of access in HPMS. For each type of user, the table provides a description of the functionality and the corresponding submission requirements for three distinct scenarios:

- A new user that requires a CMS user ID with consultant or electronic signature access in HPMS

- An existing HPMS user that requires consultant or electronic signature access **OR** that needs to add or delete contracts associated with his or her current consultant or electronic signature access

- An existing HPMS consultant or electronic signature user that does not require any changes

With the exception of the Plan Reporting Data Validation Consultant user, designated users will **NOT** be required to submit annual letters to CMS to maintain consultant or electronic signature access. Rather, users will only be required to submit an official letter when a change is required

to their access. While this change substantially reduces the burden on both sponsoring organizations and CMS, it will require that organizations invest a greater level of effort in monitoring HPMS to ensure that only appropriate individuals have access. Please refer to the "Submission Requirements" column for comprehensive guidance regarding each type of user.

Plan Reporting Data Validation Consultant users must refer to the March 6, 2014 HPMS memo entitled "Instructions for Requesting Plan Data Validation Consultant Access to the Health Plan Management System (HPMS)" for further guidance.

User Type	HPMS Functionality	Submission Requirements
Actuarial Certification Consultant (either consultants or plan employees serving in this role)	This type of user completes the actuarial certification portion of the bid submission process. Consultants serving in this role may perform this function on behalf of multiple sponsoring organizations. Plan employees serving in this role will only perform this function on behalf of their own organization.	**New user:** Complete the steps described in **Attachment A** <u>and</u> **Attachment B** to obtain a CMS user ID and receive the appropriate HPMS access. **<u>Existing user that requires the actuarial certification consultant profile or needs to add or delete contracts for that profile:</u>** Complete the steps described in **Attachment B** to obtain the appropriate HPMS access. **<u>Existing user without changes</u>:** Recertify your CMS user ID on an annual basis and your current access will be retained without further action. Review **Attachment C** for recertification and password guidance.
Bid Consultant	This type of user prepares and/or submits plan bids on behalf of an organization. The consultant is not a direct employee of the organization and may perform this function on behalf of multiple sponsoring organizations.	**New user:** Complete the steps described in **Attachment A** <u>and</u> **Attachment B** to obtain a CMS user ID and receive the appropriate HPMS access. **<u>Existing user that requires the bid consultant profile or needs to add or</u>**

User Type	HPMS Functionality	Submission Requirements
		delete contracts for that profile: Complete the steps described in **Attachment B** to obtain the appropriate HPMS access.
		Existing user without changes: Recertify your CMS user ID on an annual basis and your current access will be retained without further action. Review **Attachment C** for recertification and password guidance.
CEO/CFO/COO Attestation User	CEO, CFO, and/or COO officials sign documents and complete attestations using the electronic signature process in HPMS. These officials must be designated in these contact roles in the HPMS Basic Contract Management Module. These signatures include, but are not limited to, the following: • Contracts; • Addenda; • Benefit attestations; • Agent/broker compensation attestations; • Part D payment reconciliation attestations; and • Certification of monthly enrollment and payment data.	**New user:** Complete the steps described in **Attachment A and Attachment B** to obtain a CMS user ID and receive the appropriate HPMS access.
		Existing user that requires the CEO/CFO/COO attestation profile or needs to add or delete contracts for that profile: Complete the steps described in **Attachment B** to obtain the appropriate HPMS access.
		Existing user without changes: Recertify your CMS user ID on an annual basis and your current access will be retained without further action. Review **Attachment C** for recertification and password guidance.
Formulary Consultant	This type of user prepares and/or submits formulary and related data on behalf of an organization. The consultant is	**New user:** Complete the steps described in **Attachment A and Attachment B** to obtain

User Type	HPMS Functionality	Submission Requirements
	not a direct employee of the organization and may perform this function on behalf of multiple sponsoring organizations.	a CMS user ID and receive the appropriate HPMS access.
		Existing user that requires the formulary consultant profile or needs to add or delete contracts for that profile: Complete the steps described in **Attachment B** to obtain the appropriate HPMS access.
		Existing user without changes: Recertify your CMS user ID on an annual basis and your current access will be retained without further action. Review **Attachment C** for recertification and password guidance.
Marketing Consultant	This type of user prepares and/or submits marketing materials on behalf of an organization. The consultant is not a direct employee of the organization and may perform this function on behalf of multiple sponsoring organizations.	**New user:** Complete the steps described in **Attachment A and Attachment B** to obtain a CMS user ID and receive the appropriate HPMS access.
		Existing user that requires the marketing consultant profile or needs to add or delete contracts for that profile: Complete the steps described in **Attachment B** to obtain the appropriate HPMS access.
		Existing user without changes: Recertify your CMS user ID on an annual basis and your current access will be retained without further action. Review **Attachment C** for recertification and password guidance.

User Type	HPMS Functionality	Submission Requirements
Pharmaceutical Manufacturer – Signatory Access	This type of user electronically signs the Coverage Gap Discount Program agreement in HPMS on behalf of their organization.	**New user:** Complete the steps described in **Attachment A and Attachment B** to obtain a CMS user ID and receive the appropriate HPMS access.
		Existing user that requires pharmaceutical manufacturer signatory access or needs to add or delete contracts for that access: Complete the steps described in **Attachment B** to obtain the appropriate HPMS access.
		Existing user without changes: Recertify your CMS user ID on an annual basis and your current access will be retained without further action. Review **Attachment C** for recertification and password guidance.
Plan Reporting Data Validation Consultant Note: Refer to the March 6, 2014 HPMS memo entitled "Instructions for Requesting Plan Data Validation Consultant Access to the Health Plan Management System (HPMS)" for further guidance.	This type of user submits plan reporting data validation findings via the HPMS Plan Reporting Data Validation Module. The consultant is not a direct employee of the organization and may perform this function on behalf of multiple sponsoring organizations.	**New user:** Complete the steps described in **Attachment A and Attachment B** to obtain a CMS user ID and receive the appropriate HPMS access.
		Existing user that requires the plan reporting data validation consultant profile or needs to add or delete contracts for that profile: Complete the steps described in **Attachment B** to obtain the appropriate HPMS access.

User Type	HPMS Functionality	Submission Requirements
		Existing user without changes: Must supply new official letter(s) on an annual basis. Complete the steps described in **Attachment B** to obtain the appropriate HPMS access. Review **Attachment C** for recertification and password guidance.
General Plan Consultant	This type of user prepares and/or submits data in HPMS on behalf of an organization. The consultant is not a direct employee of the organization and may perform similar functions on behalf of multiple sponsoring organizations. **Note**: This category is intended to capture functionality that resides outside of the other defined consultant types. Examples include, but are not limited to, the following: application submission, audit support, performance assessment monitoring, and QIP/CCIIP submissions.	**New user:** Complete the steps described in **Attachment A, Attachment B, and Attachment D** to obtain a CMS user ID and receive the appropriate HPMS access.
		Existing user that requires the general plan consultant profile or needs to add or delete contracts for that profile: Complete the steps described in **Attachment B and Attachment D** to obtain the appropriate HPMS access.
		Existing user without changes: Recertify your CMS user ID on an annual basis and your current access will be retained without further action. Review **Attachment C** for recertification and password guidance.

In accordance with the HPMS Rules of Behavior, the sharing of CMS user IDs is **strictly prohibited.** If CMS determines that individuals are sharing a user ID, the user ID will be revoked immediately.

Managing HPMS User Access

Ultimately, it is the responsibility of the contracting organization to manage and maintain the set of users for whom they have requested access to HPMS. This general principle applies to both plan staff and any consultants that are serving as agents of the contracting organization.

CMS provides organizations with reports in HPMS that can be used to manage user access to your contract number(s). These reports can be viewed under the "User Resources > User Access Administration" link in HPMS. If you currently do not have access to the "plan user access" reports, contracting organizations must submit a request to CMSHPMS_Access@cms.hhs.gov.

Contracting organizations may request the removal of a user from accessing their data in HPMS at any time. These requests should be sent to CMSHPMS_Access@cms.hhs.gov. Requests must contain the user ID and name of the individual to be removed from HPMS.

In the case of consultant users, it is important to remember that these individuals may serve multiple organizations. When requesting the removal of a consultant, please ensure that you clearly identify the individual as a consultant and request the removal of the individual's access to **only** your specific contract numbers. Failure to provide this level of detail may result in the deletion of a consultant's CMS user ID rather than simply the consultant's access to your contract number(s).

For questions related to this memo, please contact HPMSConsultantAccess@cms.hhs.gov.

Attachment A – Requesting HPMS Access for a New User

If the user does **not** have an active CMS user ID with access to HPMS, the user must follow these steps to obtain a CMS user ID:

- Download the *Application for Access to CMS Computer Systems* form from
  http://www.cms.hhs.gov/InformationSecurity/Downloads/EUAaccessform.pdf

- Complete the form as follows:

  o Section 1 – Check "New" as the type of request.
  o Section 2 – Check "Medicare Advantage / Medicare Advantage with Prescription Drug / Prescription Drug Plan / Cost Contracts – Using HPMS Only" and complete the data entry fields, where applicable.
  o Section 3 – Enter all active and pending contract number(s) for which you need access.
    - **Consultant Users:** Please note that at least one letter from a sponsoring organization must be included in your submission in order for your request for HPMS access to be processed.
  o Section 4 – Check the first row beneath the "Default Non-CMS Employee" row (i.e., place a check in the Connect box of the third row). On the blank line beside your check mark, write "HPMS_P_CommlUser".
  o Section 5 – State briefly the type of consultant or electronic signature access required in HPMS.
  o Section 6 – Leave blank.
  o Sign and date the Privacy Act Statement on page 3 of the form. Enter your name and Social Security Number at the top of page 3. <u>This step is critical to ensuring the successful processing of your request</u>.

- Submit the original (not a copy) user access form via traceable carrier to:

  CMS
  Attention: HPMS Access for *(Type of Consultant or Electronic Signature Access)*
  7500 Security Boulevard
  Mailstop C4-18-13
  Baltimore, MD 21244-1850

- On each individual's form, please ensure that it includes an original signature/date, social security number, and the contract number(s) for which the user needs HPMS access.

Your user ID request will **not** be processed without completing these steps.

Attachment B – Requesting Access to a New Consultant or Electronic Signature Role or to Add or Delete Contracts for a Current Consultant or Electronic Signature Role

If the user has an active CMS user ID with access to HPMS, but requires access to a new consultant or electronic signature role or needs to add or delete contracts for a current consultant or electronic signature role, the user must follow the steps below:

- Please do NOT resubmit the user request form.

- Ensure that you recertify your CMS user ID when notified by CMS via e-mail (ess@cms.hhs.gov). If you do not complete the certification in a timely manner, your CMS user ID will be **revoked** and you will have to reapply as a new HPMS user (see Attachment A). For more information about recertification, please see Attachment C.

- Submit an official letter that states the name, role, and your CMS user ID. The letter must be provided on the sponsoring organization's official letterhead **and** signed by a senior official of the organization. CMS recommends the use of the following sample language:

  (Name of Organization) hereby requests that *(Name of Individual, their role, and their CMS user ID)* be granted access to (*Indicate role being requested)* for the following contract number(s): *(list specific contract numbers).*

  Note: If the user is serving multiple organizations, only **one** CMS user access form is required, but a letter must be provided from **each** organization for which you will be serving as an agent in HPMS. Please note that you are permitted to submit additional letters from other sponsoring organizations.

- Submit the official letter via e-mail in scanned PDF format to HPMSConsultantAccess@cms.hhs.gov.

  - Please use the following subject line: HPMS Access for *(Insert Type of Consultant or Electronic Signature Access).*

Attachment C – Recertification and Password Maintenance

Annual Recertification Process

CMS user IDs must be recertified on an annual basis. CMS will NOT accept paper recertifications, so you must complete the process electronically.

- To check your status, you must log into EUA at https://eua.cms.gov using your HPMS credentials.
- If you find a recertification item in your EUA inbox, select the item to initiate your system access review.
- Select OK in the Decision column for each job code assigned to your user ID.
- When all items are marked OK in green in the Decision column, select "save all changes" at the bottom of the page.
- Scroll back to the top of the page and select the "sign off" button.
- Lastly, select the "finish" button in the pop-up message.

You can visit the "View Identity" tab in EUA to determine your recertification status at any time. If your recertification status is "OK" and your recertification date has changed to the following year, you have completed the process successfully. If your recertification status is "pending," you have completed the system access review, but it is pending CMS approval. If your recertification status is "due," you must complete the system access review as described above. Upon completion, your recertification will be sent to CMS for final approval. If you have difficulty accessing the site, you must contact the CMS IT Service Desk at 1-800-562-1963 or 410-786-2580.

Password Maintenance

CMS passwords must be reset **every 60 days**. You can reset your CMS password using CMS' EUA system. You can access EUA over the Internet at https://eua.cms.gov. To change your password, select the "Manage Passwords" tab in EUA and follow the instructions listed on the page.

For technical assistance with this process, please contact the CMS IT Service Desk at either 1-800-562-1963 or 410-786-2580. If your account locks and your password must be reset by the CMS IT Service Desk, your password will be reset to the default (i.e., first letter of your last name in upper case, second letter of your last name in lower case, followed by the last six digits of your social security number). You are required to change the default password immediately via EUA.

Please note that the HPMS Help Desk cannot reset passwords.

Attachment D – General Consultant Access Request

Please select the access types for which your general consultant user requires access.   This form MUST be included with any general consultant requests.

Access types that are already selected in this form are default access types.

Module	Add Access	Module	Add Access
Contract Management		**Plan Formularies**	
Basic Contract Management		**Medication Therapy Management Program**	
Contract Management - Plan User		MTM Download/Upload	
Electronic Contracting		View MTM Submissions - Plan	
Electronic Contracting View Access - Plan		**Monitoring**	
Contract Reports		**Complaints Tracking**	
Contract and Plan Summary Reports - MCO		Complaints Tracking Resolution - Plan	
MCO Contact Report - MCO		**Part D Auditing**	
Service Area Reports - MCO		Part D Auditing - Plan	
Plan Connectivity Data		**MMC Auditing**	
Enter Plan Connectivity Data		Monitoring MCO CAP Reporting	
View Plan Connectivity Data - Plan		Monitoring Reports - MCO	
Plan Bids		**Surveillance**	
Plan Correction Requests		Surveillance Data Entry - Plan	
Request Plan Corrections - Plan		Surveillance View/Report - Plan	
Bid Reports		**Deeming**	
ACRP Reports - MCO		MCO Deeming CAP Reporting	
SB Hard Copy CRM - Plan View Only		View Deeming Reports - MCO	
DIR Reporting		**PACE Monitoring**	
DIR Submission		PACE Data Entry	
2010 DIR Reporting (Detailed NDC)		PACE Reports - MCO	
DIR Submission		**Fiscal Soundness**	
Part D Attestations		FISCAL Upload - Plan	
Part D Payment Reconciliation Attestation View - Plan		FISCAL View/Reports - Plan	
Beneficiary Education Data Previews		**Cost Report Audit**	
Handbook Preview		Cost Report Audit Appeals Submission - Plan User	
MPF Benefits Preview		**Financial Audit**	
MPF OOPC Preview		Financial Audit Reports - Plan	
SB Hard Copy Change Request		**Bid Audit**	
SB Hard Copy CRM - Plan User		Bid Audit Reports - Plan	
EHR Reporting		**Plan Reporting Data Validation**	
EHR Submission		Plan Data Validation View - Plan	

Module	Add Access	Module	Add Access
EHR Reports - Plan		**Audit**	
Quality and Performance		Audit Management - Plan	
HOS		Audit View / Reports - Plan	
HOS - Plan		**Data Extract Facility**	
Plan Reporting		**Data Extract Facility**	
Plan Reporting Data Entry		Incentive Payments	
Part D Performance Metrics and Reports		County Demographic File Download	
4Rx Data - Plan		**User Resources**	
Appeals Performance - Plan		**FAQ**	
Atypical Antipsychotic Drugs - Plan		View FAQs - External Users	X
Call Center Performance Metrics - Plan User		**User Account Maintenance**	
Complaint Rates - Plan		Maintain User Account	X
Enrollment Processing Metrics - Plan		**User Access Report**	
Excess Utilization - Plan		View User Access	X
Open Immediate Action Complaints - Plan		**QIP**	
Part D Past Performance Scores - Plan		QIP Download/Upload	
Part D Report Card Master Table - Plan		**CCIP**	
Prospective Beneficiary Customer Service Call Center Performance Metrics - Plan		CCIP Download/Upload	
Part C Performance Metrics		**Risk Adjustment**	
Part C Call Center Performance Metrics - Plan User		**Risk Adjustment**	
Part C Past Performance Scores - Plan		Final Reconciliation Report - Plan	
Prospective Beneficiary Customer Service Call Center Performance Metrics - Plan		PACE Survey Results Report - MCO	
Part C Report Card Preview - Plan		**Cost Reports**	
		Cost Reports	
		Cost Report Download/Upload	
		Cost Reports - MCO	