Instructions for Requesting Access to the Health Plan Management System (HPMS) Part C Improper Payment Measure (Part C IPM) Module

This document provides instructions for requesting and maintaining access to the Health Plan Management System (HPMS) Part C Improper Payment Measure (Part C IPM) module. The first section details how to request access to the module for those without current HPMS access. The second section is for current HPMS users seeking access to the Part C IPM module. In both cases and particularly for new users of HPMS, please begin this process as soon as possible. The third section refers to managing HPMS Part C IPM user access. The fourth section describes the recertification and password maintenance process.

Note: Please direct all HPMS access requests to the HPMS Access Team at hpms_access@cms.hhs.gov.

I.   Requesting HPMS Part C IPM Module Access for a New HPMS User

If you do **not** have an active Centers for Medicare & Medicaid Service (CMS) user ID with access to HPMS, you must register for an Enterprise User Administration (EUA) Front-End Interface (EFI) account and complete a new user request to obtain a CMS user ID.

Register in EFI

- Go to the EUA EFI URL: https://eua.cms.gov/efi. The site is best viewed with Chrome v69+ or Microsoft Edge v83+ browsers.
- Click the "Register" button to begin the registration process and activate your EFI account. For complete instructions, refer to the "Register in EFI" section of the EFI User Guide, which you can access from the following web page: https://www.cms.gov/About-CMS/Contracting-With-CMS/ContractingGeneralInformation/Contracting-Policy-and-Resources.

  Note: If you already have a 4-character CMS user ID, do NOT complete another request. Contact hpms_access@cms.hhs.gov to request access to the Part C IPM module for calendar year 2022 (CY22). Your email address in EFI must be the same email address you will use in HPMS.

Complete New User Request

- After you have completed the EFI registration process and activated your account, log in to EFI using the Username and Password you created during the registration process.
- After logging in, click on the "Access" tab and select "New User Request" to begin the process of submitting a new user request. For complete instructions, refer to the "New User Request" section of the EFI User Guide, which you can access from the link in the section above.

  Note: Please ensure you do the following when completing your new user request:

In the "User Details" section:

- Select "Business Partner" from the "Category" field.
- Select "HPMS" from the "Type" field. Failure to select "HPMS" will result in your request being routed through the wrong workflow and potentially delaying the creation of the user ID.
- In the "Request Justification" field, indicate why you need a CMS user account (e.g., I am a Plan user that requires access to HPMS for Part C IPM Submission). Provide enough details that the reviewer can understand what you will be doing in HPMS.

In the "Additional Details" section:

- Under the "I am a" question, select "Direct Plan Employee" if you are a direct employee of the organization requesting access to HPMS. Otherwise pick the correct consultant type.
- If your company name does not display in the "Company Name" drop down list, please send an email to the HPMS help desk (HPMS@cms.hhs.gov) with the subject line: EFI. The body of the email should include the company name to be added and the organization's contract number(s). Once CMS adds the new company name, the name will appear in EFI. If your company name must be added to the system, select "Save Request" at this point. You can log back in to EFI and finish the request after your company's name has been added.

Please note that you will receive several system-generated emails throughout the approval and connection process.

II. Requesting HPMS Part C IPM Module Access for an Existing HPMS User

If you have an active CMS user ID with access to HPMS, but require access to the Part C IPM module, you must submit a request to the HPMS Access Team. Before submitting a request, please confirm whether you already have access to the Part C IPM module. To verify access: 1) log in to HPMS, and 2) go to "User Resources > My Account > User Access Report" to confirm your access to the Part C IPM module and your Medicare Advantage (MA) Organization's selected contract(s) for the Part C IPM. If, after completing these steps, you find that you do NOT have access:

- Send an email to the hpms_access@cms.hhs.gov mailbox that includes the CMS user ID and a request to add Part C IPM Submission access. Include the Medicare Compliance Officer (MCO) for your MA Organization in the "cc" of the email.
- Please do **NOT** resubmit the New User Request form referenced in the prior section.
- Ensure that you recertify and complete the Computer Based Training (CBT) for the CMS user ID when notified by CMS via e-mail (eua@cms.hhs.gov). If you do not complete the certification and CBT in a timely manner, the CMS user ID will be **revoked** and you will have to reapply as a new HPMS user. For more information about recertification, please see the fourth section of this document.

In accordance with the HPMS Rules of Behavior, sharing a user's CMS user IDs is **strictly prohibited**. CMS reserves the right to revoke CMS user IDs for any suspected or actual violation.

III.   Managing HPMS User Access

It is the responsibility of the MA Organization to manage and maintain the set of users for whom it has authorized access to HPMS. This general principle applies to both MA Organization staff and any consultants who are serving as agents of the MA Organization.

CMS provides MA Organizations with reports in HPMS that can be used to manage user access to its contract number(s). These reports can be viewed under the "User Resources > User Access Administration" link in HPMS. If a user within an MA Organization does not currently have access to the "Plan User Access" reports, the MA Organization's point of contact must submit a request to hpms_access@cms.hhs.gov.

MA Organizations also have access to the "Contract Submitter Summary Report" within the Part C IPM module to assist in determining whether changes to submitters are needed. This report displays a listing of an MA Organization's users who have access to make submissions for the sample. MA Organizations' users that already have access can download the "Contract Submitter Summary Report" from the "Reports" tab within the Part C IPM module. Full instructions for accessing the report are available in the *Health Plan Management System Part C Improper Payment Measure (IPM) Module User Guide.* MA Organizations can download the guide from the "Documentation" link on the left side of the screen within the Part C IPM module.

MA Organizations may request the removal of a user from accessing its data in HPMS at any time. These requests should be sent to hpms_access@cms.hhs.gov. Requests must contain the CMS 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 MA Organizations. When requesting the removal of a consultant, please clearly identify the individual as a consultant and request the removal of the individual's access to **only** specific contract number(s). 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 a MA Organization's contract number(s).

IV.   Recertification and Password Maintenance

CMS user IDs must be recertified electronically on an annual basis using CMS' EUA system at https://eua.cms.gov. If you do not complete the recertification in a timely manner, your CMS user ID will be **revoked,** and you will have to reapply as a new HPMS user.

Upon receipt of a recertification email notice from eua@cms.hhs.gov, you must complete both system access review (SAC) and CMS security CBT (Information Systems Security and Privacy Awareness Training). For more information on completing these processes, please visit the following page: https://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/HPMS/RecertAndPwdProcess.

You can check your SAC and security CBT status in EUA at any time.

1) Log in to EUA using your HPMS credentials: https://eua.cms.gov.
2) Click the "View My Identity" link in the left-hand navigation bar.
3) In the "Identity Information" section, review SAC and CBT recert statuses, due dates, and completion dates.

If your SAC Recert Status is:

- "OK," you have completed the system access review step successfully. The SAC Recert Completion Date should reflect the day you completed the system access review, and the SAC Recert Due Date should reflect the following year.
- "Pending," you have completed the system access review, but it is pending CMS approval.
- "Due," please repeat the steps found on the following page: https://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/HPMS/RecertAndPwdProcess. Upon completion, your system access review will be sent to CMS for approval.

If your CBT Recert Status is:

- "OK," you have completed the CBT and no further action is required on this step. The CBT Completion date should reflect the day you completed the CBT, and the CBT Recert Due Date should reflect the following year.
- "Due," but you have a CBT certificate that includes a date of completion within the last 12 months, send a copy of your CBT certificate to CBT@cms.hhs.gov and request that CMS update your CBT status manually in EUA.

For assistance with EUA, the CBT, and passwords, please contact the **CMS IT Service Desk** at **1-800-562-1963** or **410-786-2580**.