



CENTERS FOR MEDICARE & MEDICAID SERVICES

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TO: All Current and Prospective Medicare Advantage, Prescription Drug Plan, Cost, PACE, and Demonstration Organizations and Certifying Actuaries

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SUBJECT: Instructions for Requesting Actuarial Certification Consultant Access to the Health Plan Management System (HPMS)

For Contract Year (CY) 2013, certifying actuaries (both consulting actuaries and actuaries employed by contracting organizations) will be required to complete the actuarial certification portion of the bid submission process via HPMS.

In order to meet this requirement, each contract submitting a bid must have at least one certifying actuary with active HPMS access. This memo provides the instructions for requesting and obtaining HPMS access for the actuarial certification process.

Submitting a Request for a New HPMS User - Actuaries Directly Employed by the Organization

If the certifying actuary does **not** have active access to HPMS and is directly employed by the contracting organization, the user must follow these steps:

- 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:
 - Section 1 – Check “New” as the type of request.
 - 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.

- Section 3 – Enter the contract number(s) for which you will be submitting actuarial certifications for CY 2013.
- 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_CommUser".
- Section 5 – State briefly that you require HPMS access to submit actuarial certifications. **You must indicate that you are employed by the contracting organization.**
- Section 6 – Leave blank.
- Sign and date the Privacy Act Statement on page 3 of the form. Also enter your name and Social Security Number at the top of page 3. This step is critical to ensuring the successful processing of your request.

Submitting a Request for a New HPMS User - Consulting Actuaries

If the certifying actuary does **not** have active access to HPMS and is a consulting actuary, the user must follow these steps:

- 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:
 - Section 1 – Check “New” as the type of request.
 - 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.
 - Section 3 – Enter the contract number(s) for which you will be submitting actuarial certifications for CY 2013.
 - 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_CommUser".
 - Section 5 – State briefly that you require HPMS access to submit actuarial certifications. **You must indicate that you are under contract as an actuarial consultant with the contracting organization(s).**
 - Section 6 – Leave blank.
 - Sign and date the Privacy Act Statement on page 3 of the form. Also enter your name and Social Security Number at the top of page 3. This step is critical to ensuring the successful processing of your request.

In addition to the *Application for Access to CMS Computer Systems* form, **you must provide an official letter from each organization for which you are under contract to submit an actuarial certification via HPMS.** This letter must clearly indicate that the individual will be serving as an actuarial certification consultant on behalf of the sponsoring organization and specify the contract number(s) for which HPMS access is required. The letter must be provided on the organization’s official letterhead and signed

by a senior official of the sponsoring organization. This letter must also have an original hardcopy signature. Faxed and emailed copies will not be accepted.

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

CMS recommends the use of the following sample language in the official letter from the sponsoring organization:

(Name of Organization) hereby requests that *(Name of Actuary)* with the firm of *(Name of Consulting Firm)* requires HPMS access to submit actuarial certifications on our behalf. *(Name of Actuary)* requires access to the following contract number(s): *(list specific contract numbers)*.

(Name of Actuary) requires the following HPMS access (please check one box):

- Actuarial Certification Profile only (actuarial certification submission functionality and related PBP and BPT reports)
- Actuarial Certification Profile and Bid Consultant Profile (actuarial certification submission functionality, related PBP and BPT reports, and bid submission functionality)

This letter must also include a contact person, including title, phone number, and e-mail address, from the sponsoring organization to address questions regarding the request.

Submitting a Request for an Existing HPMS User that Previously Was Not a Certifying Actuary - Both Consulting Actuaries and Actuaries Directly Employed by the Organization

If the certifying actuary **does** have access to HPMS, the user must follow these steps:

- Please do NOT resubmit the user request form.
- Submit an official letter from each organization for which you are under contract to submit an actuarial certification via HPMS. All instructions noted above for this requirement must be followed (see “Submitting a Request for a New HPMS User - Consulting Actuaries”).
- In addition, the official letter(s) for an existing HPMS user **must** include the individual’s user ID and an explanation that this user already has HPMS access.

Returning Certifying Actuaries - Actuaries Directly Employed by the Organization

If the certifying actuary submitted one or more certifications for CY 2012, will submit actuarial certifications for CY 2013, and is a direct employee of the contracting organization, the user must follow these steps:

- Please do NOT resubmit the user request form.
- Recertify your CMS user ID, when notified by CMS. Further instructions are provided in the “Maintaining CMS User IDs” section of this memorandum.

Returning Certifying Actuaries - Consulting Actuaries

If the certifying actuary submitted one or more certifications for CY 2012, will submit actuarial certifications for CY 2013, and is a consultant for the organization, the user must follow these steps:

- Please do NOT resubmit the user request form.
- Recertify your CMS user ID, when notified by CMS. Further instructions are provided in the “Maintaining CMS User IDs” section of this memorandum.
- Submit an official letter from each organization for which you are under contract to submit an actuarial certification via HPMS. All instructions noted above for this requirement must be followed (see “Submitting a Request for a New HPMS User - Consulting Actuaries”). Consulting actuary users **MUST** submit letters on an annual basis to ensure they have access to the appropriate contracts.
- The official letter(s) for an existing HPMS user **must** include the individual’s user ID and an explanation that this user already has HPMS access.

Common Mistakes on the *Application for Access to CMS Computer Systems* Form

Please be aware of the following common mistakes when preparing your request for HPMS access:

- You must include the contract number(s) in Section 3 for which you will be submitting an actuarial certification.
- You must always provide a Social Security Number. CMS will **not** process a request without this piece of information.
- You must complete the form in ink, not pencil.
- You must submit the original hardcopy form with an original signature and date. **Photocopies and faxes are unacceptable.**

Maintaining CMS User IDs

CMS passwords must be reset every 60 days. In addition, CMS user IDs must be recertified on an annual basis. Both actions must be performed using CMS' EUA Passport system. You can access EUA Passport at either <https://vpnext.cms.hhs.gov> or via the **Change Password** link on the HPMS Portal Page at <https://gateway.cms.gov>.

To change your password, select the "Password" tab in EUA Passport 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. **Note:** The HPMS Help Desk cannot reset or change CMS passwords.

When your CMS user ID is due for recertification, you will receive an e-mail from ess@cms.hhs.gov with the subject line "CMS Certification Due Date." Please follow these instructions closely to ensure you recertify and retain your current user ID. To start the recertification process, select the "Certification" tab in EUA Passport and certify your system access. If you do not complete the recertification in a timely manner, your CMS user ID will be **revoked** and you will have to re-apply as a new HPMS user.

If you are unsure of your recertification timeframe, you can use the "Certification" tab in EUA Passport at any time to identify your current status and recertification due date.

Managing Certifying Actuary 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 the HPMS. This general principle applies to both plan staff and any consultants that are serving as agents of the contracting organization.

CMS provides contracting organizations with reports in HPMS that can be used to manage user access to your contract number(s). To obtain access to the "plan user access" reports, organizations must submit a request to hpms_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 hpms_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 an actuarial certification consultant, please ensure that you 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 an actuarial certification consultant's CMS user ID rather than simply the consultant's access to your contract number(s).

How to Submit Your Access Request

All user access forms **must** be sent via traceable carrier to:

Ms. Lucia Patrone
Re: Actuarial Certification Consultant Access
7500 Security Blvd.
Location: C4-18-26 / Mailstop: C4-18-13
Baltimore, MD 21244-1850

Corresponding organization letters may also be sent via traceable carrier to the above address or via e-mail in a scanned PDF format to HPMSConsultantAccess@cms.hhs.gov. When sending electronically, please use the following subject line: "HPMS Access for Actuarial Certification Consultants"

To ensure sufficient time for processing, CMS strongly recommends the submission of these requests by **April 23, 2012**. CY 2013 bids are due to CMS no later than June 4, 2012.

For questions regarding actuarial certification consultant access to HPMS, please contact Lucia Patrone at either 410-786-8621 or Lucia.Patrone@cms.hhs.gov.

For questions regarding actuarial requirements, please contact Elizabeth Hale at either Elizabeth.Hale@cms.hhs.gov or 410-786-7604.