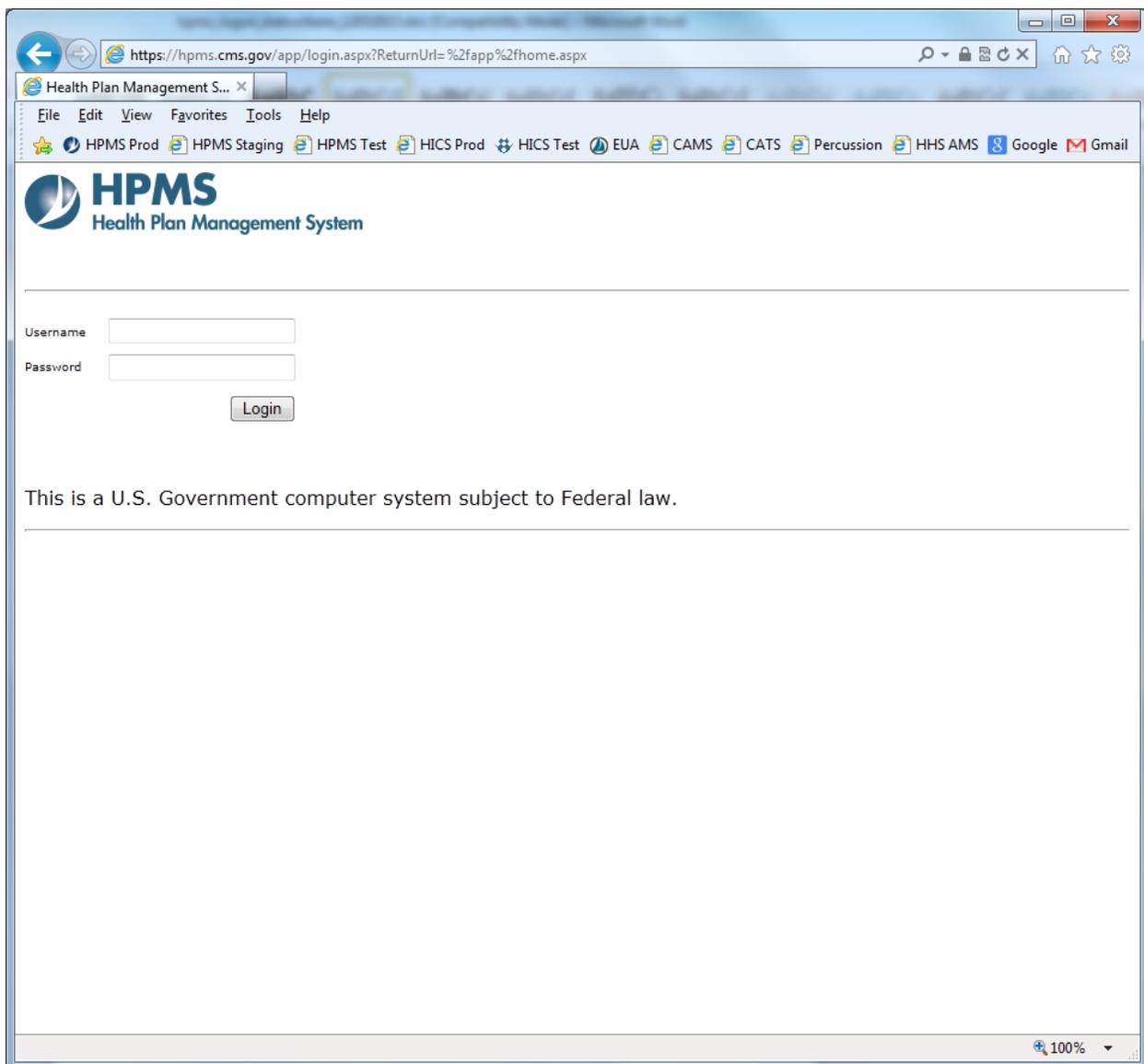


Accessing the Health Plan Management System (HPMS)

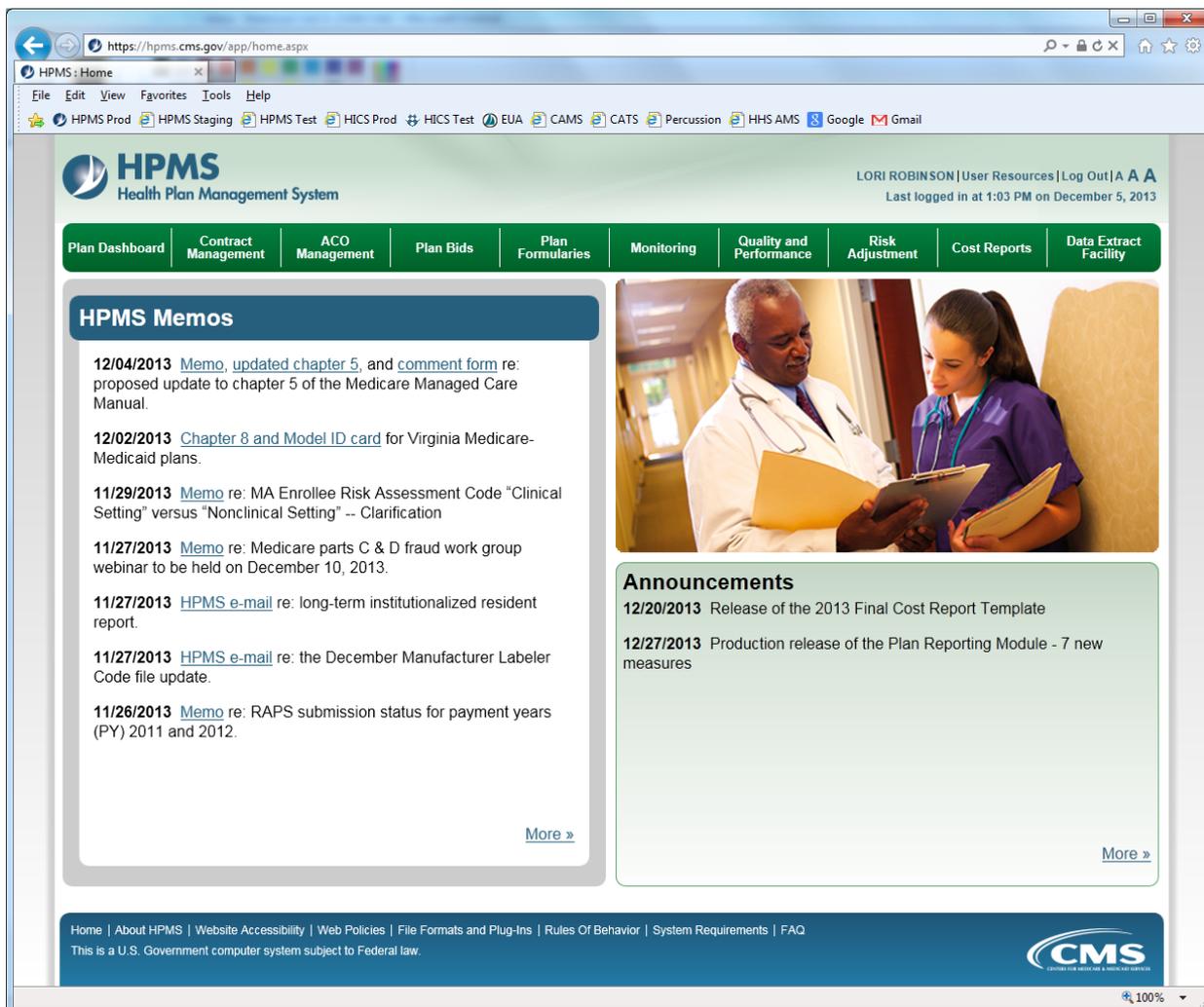
1. Using the Internet Explorer or Firefox browser, enter <https://hpms.cms.gov> in the address bar. You will be taken to the HPMS login page (see Figure 1).
2. On the HPMS login page, enter your CMS-issued user ID (4 digits) and password (8 digits) in the appropriate fields. Select the **Login** button to proceed. You will be taken to the HPMS home page (see Figure 2).

Figure 1 – HPMS Login Page



The screenshot shows a web browser window displaying the HPMS login page. The address bar shows the URL <https://hpms.cms.gov/app/login.aspx?ReturnUrl=%2fapp%2fhome.aspx>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains icons for HPMS Prod, HPMS Staging, HPMS Test, HICS Prod, HICS Test, EUA, CAMS, CATS, Percussion, HHS AMS, Google, and Gmail. The main content area features the HPMS logo (a stylized 'H' inside a circle) and the text "HPMS Health Plan Management System". Below the logo are two input fields: "Username" and "Password". A "Login" button is positioned below the password field. At the bottom of the page, there is a disclaimer: "This is a U.S. Government computer system subject to Federal law." The browser's status bar at the bottom right shows a zoom level of 100%.

Figure 2 – HPMS Home Page



Default Password

Your default password is the first two letters of your last name (first letter capitalized) followed by the last six digits of your social security number (SSN). Please refer to the example below:

Sample User Name: John Smith

Sample SSN: 123-45-6789

CMS Default Password: Sm456789

Users should change their default password upon receipt of their CMS user ID via the “Manage Passwords” tab in the CMS Enterprise User Administration (EUA) system at <https://eua.cms.gov>.

Annual User ID Recertification Process

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 re-apply as a new HPMS user.

Upon receipt of a recertification email notice from ess@cms.hhs.gov, you must follow these steps to complete the process:

- Log into EUA and click on the recertification item in your EUA in-box.
- 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 EUA, 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** using CMS' EUA system 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.

Help Resources

For HPMS user access changes, please contact the HPMS user access team at hpms_access@cms.hhs.gov.

For technical assistance with HPMS, please contact the HPMS Help Desk at either hpms@cms.hhs.gov or 1-800-220-2028.

For password issues, please contact the CMS IT Service Desk at either 410-786-2580 or 1-800-562-1963.