

Accessing the Health Plan Management System (HPMS)

1. In your web 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

HPMS | Health Plan Management System

Calendar Support

Helping plans navigate the Medicare Advantage and Part D programs

HPMS is a full service website where health and drug plans, plan consultants, third party vendors, and pharmaceutical manufacturers can work with CMS to fulfill the plan enrollment and compliance requirements of the Medicare Advantage (MA) and Prescription Drug (Part D) programs.

Want to learn more and stay on top of MA and Part D program news? Join the HPMS email list.

Subscribe to the Listserv

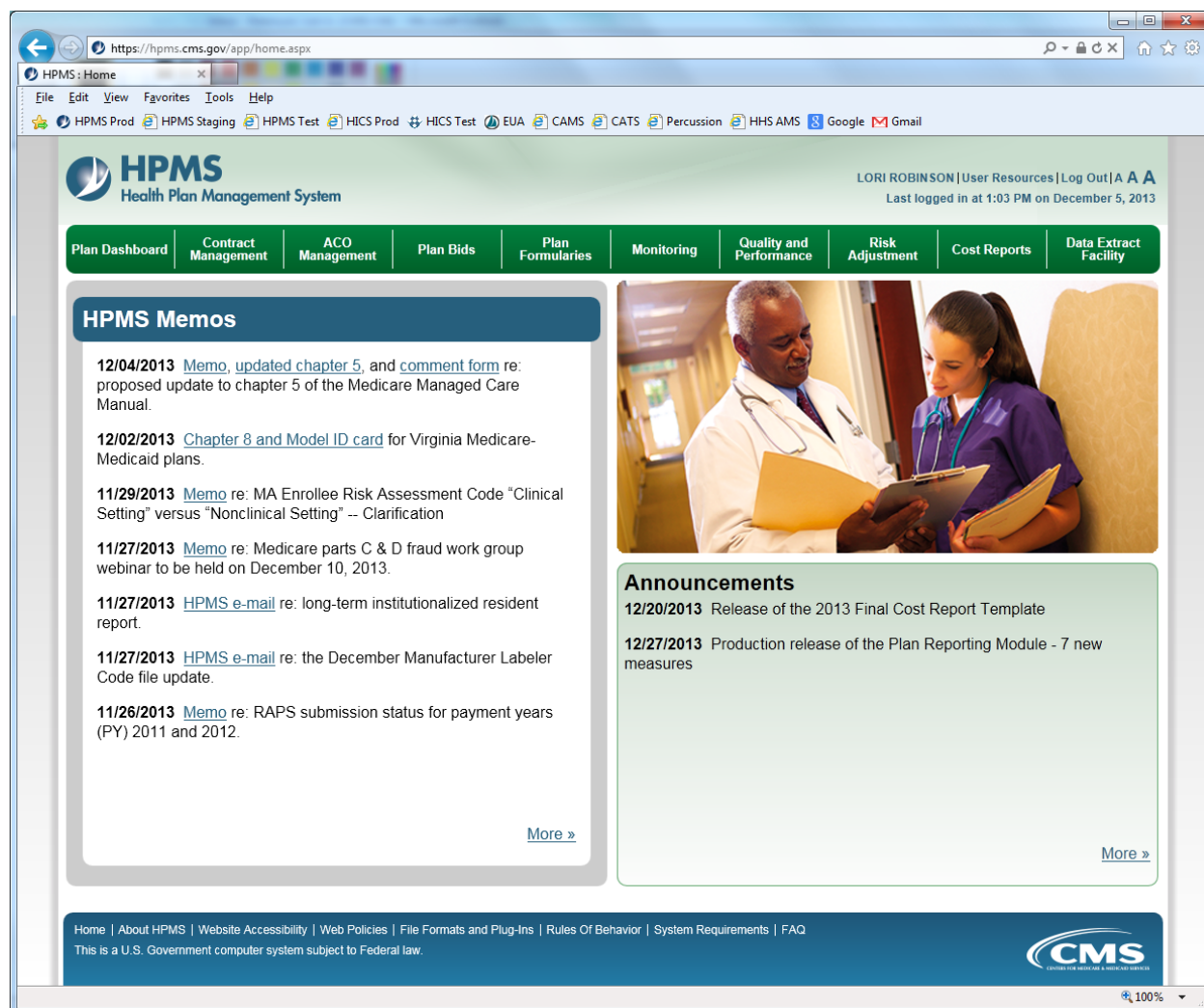
Welcome to HPMS

CMS User ID
Required

Password
Required

Login

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 (where N below represents a number):

Sample User Name: John Smith

Sample SSN: NNN-NN-NNNN

CMS Default Password: Sm456789

Users should change their default password upon receipt of their CMS user ID via the “Change My Password” menu item in the 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' System Access Certification (SAC) application at <https://eua.cms.gov/eurekify/portal/login>. For assistance with the SAC, the security computer-based training (CBT), and passwords, please contact the **CMS IT Service Desk at 1-800-562-1963 or 410-786-2580**.

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 user.

Upon receipt of a recertification email notice from eua@cms.hhs.gov, you must complete both Steps 1 and 2:

Step 1: System Access Review

1. Log into the SAC at <https://eua.cms.gov/eurekify/portal/login> using your HPMS credentials.
2. If you find a certification item on your home screen, select the "Certify" button to proceed.
3. Select the check box that appears next to your name. This action will automatically select the check boxes for all of your associated job codes.
4. Select the "Keep" button in order to retain access to the selected job codes.
5. On the summary page, select the "Submit" button to continue.
6. On the confirmation pop-up window, select the "X" that appears in the upper right hand corner in order to complete the system access review step.

Step 2: Security Training

1. Access the CMS security CBT (Information Systems Security and Privacy Awareness Training) at the following URL: <https://www.cms.gov/cbt/login/>
2. Log in using your CMS credentials and complete the training.
3. Once complete, print a copy of your certificate for your records, as it may be needed later in the process. Please note that you may need to log in a second time in order to generate your certificate. Your CBT is not considered to be complete until you obtain the certificate.

Step 3: Checking Your Status

You can check your System Access Review (SAC) and security CBT status in EUA at any time.

1. Log into EUA at <https://eua.cms.gov> using your HPMS credentials.

2. Enter the "Modify My Profile" link in the left hand navigation bar.
3. Your identity information will appear on the subsequent page.

If the SAC Recert Status is "OK," the SAC Recert Completion Date has changed to the day you completed your system access review, and the SAC Recert Due Date changed to the following year, you have completed the system access review step successfully.

If the SAC Recert Status is "Pending," you have completed the system access review, but it is pending CMS approval.

If the SAC Recert Status is "Due," you must complete the system access review as described in Step 1 above. 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 your CBT, while the CBT Recert Due Date should reflect the following year.

If your CBT Recert status is "Due," you must complete the security CBT as described in Step 2 above. Please note that your CBT status will be updated overnight, not immediately. However, if the CBT status remains unchanged, send a copy of your CBT certificate to CBT@cms.hhs.gov and request that CMS update your CBT status manually in EUA.

For additional information, please visit: <https://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/HPMS/RecertAndPwdProcess.html>.

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 "Change My Password" link in the left menu 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.

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.