



CENTERS FOR MEDICARE & MEDICAID SERVICES

DATE: September 2, 2026

TO: Medicare Advantage Organizations

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SUBJECT: Contract Year (CY) 2027 Provider Directory Plan Preview

Local Coordinated Care Plan (CCP), Regional Preferred Provider Organization (PPO), network-based Medical Savings Account (MSA), and network-based Private Fee-for-Service (PFFS) organizations will use the Health Plan Management System (HPMS) to preview their Medicare Advantage (MA) provider directory data prior to the release of the CY 2027 Medicare Plan Finder (MPF). The provider directory plan preview window will open on Tuesday, September 8, 2026 and remain available on an ongoing basis.

The preview functionality will be accessible via the following navigation path:

HPMS Home Page > Plan Bids > Plan Data Previews > Provider Directory Preview

Preview Guidance

MA organizations will use the preview functionality to execute searches and confirm that the expected provider and facility records are returned based upon the search parameters. The required search parameters will include:

1. Contract ID - Choose a contract assigned to the user's account.
2. Plan ID - Choose a plan offered by the selected contract.
3. Segment ID - Choose a segment defined for the selected plan, if applicable.
4. Zip Code - Enter a 5-digit zip code.
5. NPI - Enter one or more 10-digit NPI number(s). *Users can search each NPI separately or paste a comma-separated list of NPIs for a single search.*

The preview will return the following information that reflects the MPF display:

- NPI - NPI number
- Provider Type - Practitioner or facility
- Provider Name - Provider first and last name and credentials
- Specialty - Practitioner specialty or facility type
- Provider Location(s) - Address for each location for the corresponding NPI (shown as a nested row under the Provider NPI, type, and name)

Some helpful preview tips include:

- Users will have the option to export the search results as a .csv file.
- If there are no covered locations available for an NPI in the organization's directory data, the preview will state "No covered locations."
- If an NPI cannot be located in the organization's directory data, the preview will state "Not found."
- When presenting provider information for a contract/plan/segment and zip code, MPF will display the practitioner or facility's 15 closest locations. MPF is using an approximation of the geographic center of the selected zip code to measure distance.
 - The MPF view is based on the universe of locations reported for the selected practitioner or facility **across all MA plans**. Within those 15 locations, MPF will flag those that are in-network for the contract/plan/segment.
 - The plan preview is based on the locations reported for the selected practitioner or facility by the MA organization via their MPF Provider Directory URL.
- The daily ingestion, validation, and publication of MA provider directory data is continuous. Data changes will be reflected in the plan preview once they complete each daily process.

Reporting Preview Feedback

The plan preview will access the provider directory data supplied by MA organizations via their MPF Provider Directory URLs.

If the preview returns unexpected results, MA organizations should first verify that the data is in the correct machine-readable JSON or FHIR-based JSON format on their MPF Provider Directory URL.

If the data is formatted correctly on the corresponding MPF Provider Directory URL, MA organizations should submit comment(s) to CMS via the following online survey form:

https://surveys.CMS.gov/jfe/form/SV_0vTWVeTWkiDcB9k

CMS will continue collecting provider directory preview feedback until further notice.

User Access and Support Resources

To use the plan benefit and drug pricing preview functionality, a user must have the following:

1. An active CMS user ID with HPMS production access;
2. One or more contract numbers assigned to the user ID in HPMS; and
3. The following HPMS access type assigned to the user ID: MPF Benefits Preview (0031)

General HPMS user access guidance is available at the following website:

<https://www.cms.gov/about-cms/information-systems/hpms/user-id-process>

For further assistance, MA organizations can use the help resources outlined below.

Support Resource	Contact Information
Technical support for the HPMS MPF MA provider directory preview functionality	HPMS Help Desk 1-800-220-2028 hpms@cms.hhs.gov
General HPMS user access questions	hpms_access@cms.hhs.gov
General MPF Questions	https://mpf-help.medicare.gov