Health Plan Management System

Part D Improper Payment Measure (IPM)

Version: Plan User | Revised: December 2025

Centers for Medicare & Medicaid Services

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1. Introduction

The Centers for Medicare & Medicaid Services (CMS) conducts a review on an annual basis to validate the accuracy of Medicare Part D Prescription Drug Event (PDE) data. CMS determines the Medicare Part D Improper Payment Measure (IPM) by reviewing the supporting PDE documentation submitted by Part D Organizations.

The Health Plan Management System (HPMS) Part D IPM Module described in this document allows selected Part D Organizations to submit documentation in support of sampled PDEs. Part D Organizations can also view CMS-provided documentation and reports through the module.

Note: Data represented in the various example figures of this user guide is fictitious and displayed for illustration purposes only. No real-world data related to Part D Organizations, beneficiary Protected Health Information (PHI), or beneficiary Personally Identifiable Information (PII) is included in this document.

2. Accessing & Navigating Part D IPM

Part D IPM User Access

The HPMS Part D IPM module allows Part D Organization users to submit documentation in support of PDEs selected for an IPM activity. To access the Part D IPM module, you must meet the following criteria:

- ✓ Have a CMS ID with access to either the *Part D IPM Submission – Plan* or *Part D IPM Reports – Plan* access types in HPMS and

- ✓ Have access to a contract with enrollees and PDEs sampled as part of the Part D IPM activity.

Figure 1 – Part D IPM Plan User Access

Access Type	Description	Available Functionalities
Part D IPM Submission – Plan	• Able to submit Claim Detail Response Form (CDF) & Perscription Hard Copy / Medication Order (RxRec) files. • Only able to access samples for which the user's contract has been selected.	• Start Page Dashboard • Select Sample • Discussion Board Email Settings • System User Guide • Overview tab • Document Library tab • Submission tab *(upload CDF / RxRec files)* • Submission Status tab • Discussion Board tab *(edit)* • Email History Report
Part D IPM Reports – Plan	• Able to view Part D IPM Reports (available data restricted by user access). • Only able to access samples for which the user's contract has been selected.	• Start Page Dashboard • Select Sample • Discussion Board Email Settings • System User Guide • Overview tab • Document Library tab • Discussion Board tab *(edit)* • Reports tab

How to Access Part D IPM

From the HPMS home page, click on the **Monitoring** tab in the HPMS top navigation bar. Select the **Part D IPM** menu item (Figure 2) to go to the Part D IPM Start Page Dashboard. (See the Dashboard section below.)

Figure 2 – Accessing Part D IPM

Navigation

Navigating HPMS

HPMS has a toolbar with standard links which allow you to navigate within the Health Plan Management System ([Figure 3](#)). Within each HPMS module (including Part D IPM), the following navigation icons can be found across the top of each page:

- **HPMS Menu** ☰ **:** Access other HPMS modules or resources.

- **HPMS Logo:** Return to the HPMS homepage.

- **Home:** Return to the HPMS homepage.

- **My Account:** View and manage HPMS user account information.

- **FAQs:** View frequently asked questions related to HPMS.

- **Contact Us:** Contact the HPMS Help Desk.

- **Log Out:** Log out of HPMS.

Each page within HPMS also contains a breadcrumb links, which can be found directly below the top navigation icons. Selecting a breadcrumb link returns you to the selected page.

➢ *Note: To prevent data loss, avoid using the back button on your browser. Instead, use the navigational toolbars/menus or breadcrumb links on each page to navigate within HPMS and the Part D IPM module.*

Navigating Part D IPM

Within the Part D IPM module, a collapsible module navigation menu ([Figure 3](#)) is available on the left side of each page. (For more on the Part D IPM module navigation menu, see the [Module Navigation Menu](#) section below.)

Figure 3 - Navigation

The Part D IPM module navigation menu offers the following options:

- **Dashboard:** Access the Part D Improper Payment Measure Dashboard.

- **Sample:** Access Part D IPM samples.

  o **Select Sample:** View and update existing samples. The samples available are based on your assigned access level and associated contract(s).

- **User Settings:** Adjust user settings.

  o **Discussion Board Email Settings:** Turn email notifications for new Discussion Board posts on or off.

- **Documentation:** Access Part D IPM user documentation.

  o **System User Guide:** View or download the System User Guide.

3. Module Navigation Menu

The Part D IPM module navigation menu is found on the left side of each page within the module. The module navigation menu consists of the Dashboard, Sample, User Settings, and Documentation tools as outlined below.

Dashboard

The Part D IPM Start Page Dashboard (Figure 4) displays key information related to the Part D IPM audit such as announcements, timelines, and submission statuses.

Figure 4 – Part D IPM Start Page Dashboard

Dashboard features include:

- **Announcements:** Displays any active announcements pertaining to the Part D IPM module.

- **Select Sample:** Choose the sample to be displayed on the Dashboard.

- **Sample Timeline:** Displays major milestones for the active sample by month, such as Submission Start Date, Submission Deadline Dates, and Final Findings Report Release Date.

  - ➢ *Note: Future events are projected for each month based off of the previous year's schedule. After the completion of an event, it will be listed in the month when the actual event took place.*

- **Submission Events and Status:** Displays the submission window dates and status.

- **Submission Status:** Displays the status of submissions for the sampled PDEs.

  - o **Completed Submissions:** Both the CDF and RxRec files have been submitted successfully.

  - o **Partial Submissions:** A CDF *or* an RxRec file has been submitted successfully; the other file has not been submitted.

  - o **No Submissions:** Neither file has been submitted.

- **Actions:** Navigate to frequently-used pages.

- **CDF and RxRec Status:** Displays the status of submitted CDF and RxRec files.

  - o **Fail:** Number of files which have failed preliminary review. (Applicable to RxRec files only.)

  - o **Pass:** Number of files which have passed preliminary review.

  - o **Potential PDE Mismatch:** Number of files determined to be a potential PDE mismatch from the sample file. (Applicable to CDF files only)

  - o **Review in Progress:** Number of files currently under review.

- **Submission Status by MA Organization:** Displays the status of submissions made by individual MA Parent Organizations.

    o **Completed Submissions:** Number of PDE IDs associated with the organization where both the CDF and RxRec files have been submitted successfully.

    o **Pending Submissions:** Number of PDE IDs associated with the organization where one or more required files has not been uploaded.

Sample

Select Sample

The **Select Sample** tool (Figure 5) provides the ability to select and access available Part D IPM samples. Only samples for which your MA Contract is selected will be available.

Figure 5 – Select Sample

To select and access a sample:

1. From the Part D IPM module navigation menu, go to **Sample** > **Select Sample**. A list of available samples will be displayed.

    ➢ *Note: Only one sample will be active at a time. Older samples may be displayed for reference purposes only.*

2. Choose a link in the 'Sample Name' column to access the sample.

User Settings

Discussion Board Email Settings

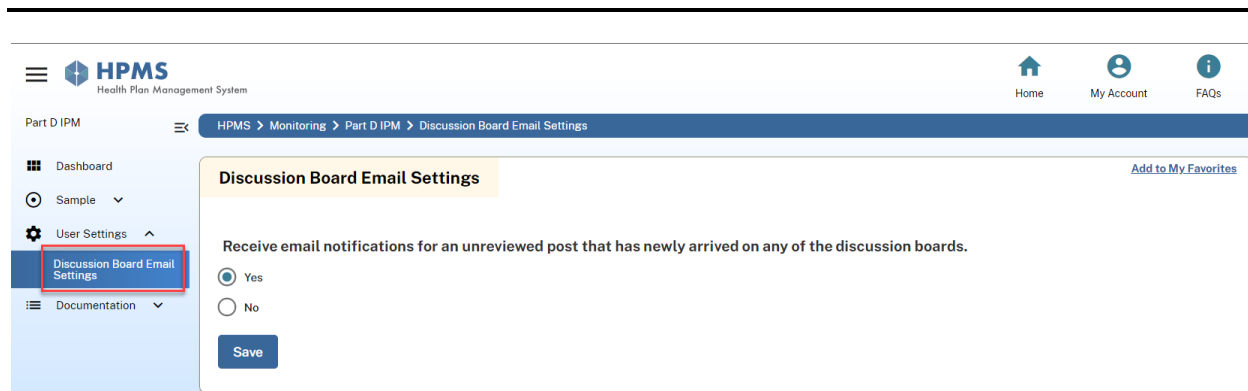The Part D IPM module includes a Discussion Board feature to facilitate direct communication between CMS and Part D sponsors regarding the submission process. (For more information, see the Discussion Board Tab section below.)

By default, plan users receive an automated email notification whenever a new Discussion Board post associated with their contract is created. The Discussion Board Email Settings tool (Figure 6) enables you to turn email notifications on or off for all new and unreviewed posts.

Figure 6 – Discussion Board Email Settings

To update the email notification settings for unreviewed Discussion Board posts:

1. From the Part D IPM module navigation menu, go to **User Settings** > **Discussion Board Email Settings**.

2. Choose an option on the Discussion Board Email Settings page:

    o   Select **Yes** to receive an email notification each time a new and unreviewed post associated with your contract is published.

    o   Select **No** to disable email notifications for new and unreviewed posts.

3. Click **Save** to update your preferences.

Documentation

System User Guide

The Documentation tool contains the Part D IPM Plan User Guide (the current document), which provides guidance for Plan User access types in using the Part D IPM module. The Part D IPM Plan User Guide covers module access, navigation, and tools used to make a submission.

To access the user guide, navigate to **Documentation** > **System User Guide** > **Plan User Guide**. For further assistance, please refer to the Sample Tabs

After selecting a sample (see Select Sample above), you'll have access to multiple tabs related to the audit.

To view or update information related to the Part D IPM activity for the selected sample, choose one of the sample tabs outlined below.

Overview Tab

The Overview tab (Figure 7) provides a high-level summary of the selected sample and includes:

- **Sample Details:** Displays the sample year and name.

- **Sample Schedule:** Displays the Submission Start Date, Early Submission Deadline, and Final Submission Deadline for the sample.

- **Sample Contracts:** Displays a list of the contracts selected for the sample.

Figure 7 – Overview Tab

Document Library Tab

The Document Library tab (Figure 8) allows you to view documentation related to the Part D IPM sample, such as:

- *PDE-Specific Documentation*
- *Contract-Specific Documentation*
- *Interim Findings Report*
- *Final Findings Report*
- *Training Documentation*
- *CDF Template File*

Figure 8 – Document Library Tab

> ➢ *Note: Documents appear in the Document Library as they become available; some documents will not be available until after the submission window opens, or until analysis by CMS is complete.*

Available documents will be displayed in the 'Filter Results' table at the bottom of the Document Library tab. By default, documents are sorted by date uploaded, beginning with the most recent. Documents can also be filtered by document type and file name.

To filter uploaded documents:

1. Choose the desired filter parameters in the 'Filter Criteria' section.

    - To search by document type, select one or more options from the 'Document Type' selection box. To select multiple document types, hold the **Ctrl** key and select the desired document types. To view all documents for the sample, choose **Select All**.

    - To search by Contract ID(s), select one or more options from the 'Contract ID(s)' selection box. To select multiple contracts, hold the **Ctrl** key and select the desired contracts. To view all contracts for the sample, choose **Select All**.

2. Click the **Filter** button to apply the selected parameters. The 'Filter Results' table will be updated based on the parameters submitted.

To download a document, click the hyperlink for the file in the 'File Name' column.

Submission Tab & Process

The Submission tab allows users with *Part D IPM Submission – Plan* access to upload supporting documentation for individual PDE IDs while the submission window is open. This tab is only available once the submission window has opened.

A submission for a PDE ID is considered complete only after **both** a valid CDF file **and** medication order / prescription record hard copy have been successfully uploaded and accepted by HPMS. Further uploads of additional files may also be made as needed to provide additional or clarifying documentation.

To ensure that a submission is complete, follow the steps below for **each** PDE ID. Details for each step are outlined in the sections which follow.

Submission Checklist

1. **Download and complete the CDF File.**

   - ✓ Download the CDF file template for the contract.

   - ✓ Complete and save the CDF file.

   - ✓ Verify that the form status is **No Incomplete Responses**.

2. **Prepare all supporting documentation.**

   - ✓ Identify supporting documentation files.

   - ✓ Rename all files to be uploaded according to the naming convention.

   - ✓ Compress the completed CDF file and supporting documentations together as a *.zip* file.

3. **Upload CDF and supporting documentation to HPMS.**

   - ✓ Upload the *.zip* file to the 'Submission Upload' page.

4. **View the file upload status.**

   - ✓ Verify that the file upload was successful.

5. **Resubmit documentation as needed.**

   - ✓ Make any additional uploads or resubmissions as needed.

Download & Complete CDF File

The first step in the submission process is to download and prepare the Claim Detail Response Form (CDF) file for upload. The CDF file is an Excel document pre-populated with the sampled PDEs for the selected contract.

To select a contract and download the CDF template:

1. Click the Submission tab to go to the Submission – Contract Selection page (Figure 9), where you can view a list of contracts selected for validation.

Figure 9 – Submission – Contract Selection

2. Select a Contract ID from the dropdown and click **View Upload Status**. Details and options for the selected contract will appear.

3. Click **Download CDF Template** (Figure 10) to download the most recent template.

   Note: The CDF Template is also available in the Document Library.

Figure 10 – Download CDF Template

4. Complete all required fields on the Claim Detail Form sheet and save to your computer. (Refer to the Instructions tab in the Excel document and to the notes below for more details.)

5. Verify that the 'Form Status' on the Instructions tab of the CDF file is **No Incomplete Responses**. HPMS will not accept CDF files where the Form Status is **Incomplete** or **No Response**.

Notes on Completing the CDF File

- HPMS accepts separate uploads of multiple CDF files for a given contract; this allows users to submit information for different PDE IDs at different times or to correct

previously submitted information. In all cases, the system will only consider PDE ID information included in the most recent upload.

- HPMS does not require that all PDE ID rows within a CDF file be filled out for an upload to be accepted. However, a submission for a PDE ID will not be considered complete all PDE IDs have been completed and uploaded.

- If a PDE ID row has any information entered, the entire row must be completed. HPMS will not accept CDF files with any partially completed rows.

- HPMS processes PDEs associated with the same beneficiary as one group, streamlining later steps of the submission process by allowing you to submit a single supporting documentation file for a beneficiary with multiple PDEs. Groups are identified by the 'Group_ID' field in the CDF template file.

Prepare Supporting Documentation

In addition to the CDF file, Part D IPM requires the submission of PDE-supporting documentation in the form of either a Prescription Record Hard Copy (for Retail / Mail Pharmacy PDEs) or a Medication Order (for Long-Term Care Pharmacy PDEs); HPMS refers to both as an 'RxRec' file.

Once the CDF form has been completed, the next step is to identify and prepare all PDE-supporting documentation file(s) for upload. All files must follow specific naming conventions and must be uploaded together in a *.zip* file no larger than 50 MB. (Please refer to the Submission Instructions document available in the Document Library for more details.)

To prepare your files for upload:
1. Identify the file(s) to be uploaded and verify that each is in an accepted file format. All RxRec files must have a *.pdf*, *.jpg*, *.jpeg*, *.bmp*, or *.gif* file extension, while the CDF file must be in *.xlsx* format.

2. Rename each file according to the naming conventions outlined in Figure 11 below.

Figure 11 – PDE-Supporting Documentation: File Naming Conventions

Document Type	File Naming Convention	Example File Name
Retail/Mail Pharmacy – Prescription Record Hard Copy	PDE ID_RxRec	T0001_2024_0001_RxRec.pdf
Long Term Care (LTC) Pharmacy – Medication Order	PDE ID_RxRec	T0001_2024_0001_RxRec.pdf
PBM Claim Detail File (CDF)	Contract ID_Sample Year_CDF	T0001_2024_CDF.xlsx

3. Compress all PDE-supporting documentation files and the CDF file for the contract together into a new *.zip* file. The *.zip* file name must begin with the contract number and end with the full year of service, seperated by an underscore (e.g., *T0001_2024.zip*).

➢ *Note: If your CDF file contains multiple PDE IDs with the same Group ID, you may submit only one RxRec file for each group. In this case, name the RxRec file to reflect any one PDE ID withinin the group. (See Figure 12 below for an example.)*

Figure 12 – Multiple PDEs in a Group: File Naming Conventions

Group ID	PDE ID	RxRec File	Zip File
1	**T0001_2024_0001**	T0001_2024_0001_RxRec	T0001_2024.zip

Group ID	PDE ID	RxRec File	Zip File
1	**T0001_2024_0002**	*N/A*	T0001_2024.zip
1	**T0001_2024_0003**	*N/A*	T0001_2024.zip

> ➢ *Warning: Do not password-protect any files to be uploaded, including any individual files contained within a zip file. Submitting any password-protected files will nullify your submission.*

Upload CDF & Supporting Documentation

Once the PDE-supporting documentation is ready for submission, go back to the Submission tab to begin the upload process.

To upload a documentation file:

1. Navigate to the Submission tab, select a Contract ID from the 'Contract' dropdown, and click **View Upload Status**. Details and options for the selected contract will appear.

2. Click **Add File** to go to the 'Submission – Upload' page.

3. Click **Choose File** and select the file to be uploaded (Figure 13). The file must have a *.zip* extension.

Figure 13 – Submission – Upload Page

4. Click **Upload** to complete the upload process.

View the File Upload Status

After receiving your submission, HPMS will perform a series of automatic validation checks on the submitted file. After the validation process is complete, you'll receive an email regarding the status of your submission.

You can also view the file upload status from the 'File Upload Status' table in Submission tab. If any errors were detected during the validation process, an error log will be available there.

To view the status of a file upload from the Submission tab:

1. Go to the Submission tab, select a contract, and click **View Upload Status**. The 'File Upload Status' table will appear (Figure 14), displaying a list of file uploads for the contract along with their current file upload status.

Figure 14 – Submission File Upload Status

2. Check the 'Status' column for the current file upload status. Figure 15 below explains different types of file upload statuses.

Figure 15 – File Upload Statuses

File Upload Status	Explanation	Action Needed
Processing	The file was successfully uploaded and is currently being processed. Processing may take up to several minutes.	Wait several minutes for the file to finish processing, then refresh the page to check the status again.
Requires Corrections	Processing is complete, but one or more PDE IDs contain errors and were not accepted. PDE IDs with no errors were successfully accepted by the system.	Click **View Error Log** in the 'Action' column for error details, then resubmit corrected PDE IDs. Only PDE IDs with errors need to be resubmitted.
Successful with Warnings	Processing is complete and all submitted PDE IDs have been accepted by the system. However, some or all submitted PDE ID details do not match the CMS sample file. *Warnings* indicate discrepancies between the submission and sample file data. PDE IDs with warnings are successfully saved in the system and are sent for CMS review, but you have the option of resubmitting PDE IDs with corrections to address the warnings.	To address the warnings, click **View Warnings** for warning details, then resubmit corrected PDE IDs. You can check the Submission Status tab to view the status of the submission for each PDE ID.

File Upload Status	Explanation	Action Needed
Submission Accepted	Processing is complete, and all PDE IDs have been accepted.	No further action needed. You can check the Submission Status tab to view the status of individual PDE IDs.
Failed	The upload failed due to a technical or system error and the file was not processed.	Try to resubmit the file. If the issue is still not resolved, please contact HPMS Help Desk. (See [HPMS Contact Information](#) below.)

3. To view submission details or any warnings / errors ([Figure 16](#)), click the available link in the 'Action' column.

Figure 16 – Error/Warnings Log

Resubmitting Documentation

After the initial file upload for a contract is complete, you can continue to upload additional files as long as the submission window is open, and the submission is not currently under CMS review. To resubmit while the submission window is open, the *RxRec Status* must be either 'Submitted' or 'Fail'. (Resubmission is not possible if the *RxRec Status* is 'Review in Progress'.)

If an RxRec file is resubmitted by itself, the resubmission will be associated with previously submitted CDF data. The resubmitted RxRec file will replace the previously uploaded file, and the new file will be sent for CMS review.

After the submission window is closed, you can only upload new files if the Submission Status is 'Resubmit'. CMS may request that you resubmit one or both document types; for these resubmission requests, you'll be able to upload new files even after the submission window is closed.

Resubmissions after the submission window is closed may only be made for the requested document type(s). Note that if both file types are requested for resubmission, both the files must be uploaded; a resubmission is not considered complete until both document types have been uploaded. (See Figure 17 below for example resubmission scenarios.)

Figure 17 – Resubmission Request Scenarios

Document Type(s) Requested	Resubmission Made	Result
CDF Only	The plan user resubmits a CDF file.	The upload is successful and the resubmission is complete.
CDF Only	The plan user resubmits an RxRec file.	The upload is not accepted and the following error message appears: "Only resubmission file type allowed is 'CDF' for this submission."
RxRec Only	The plan user resubmits an RxRec file.	The upload is successful and the resubmission is complete.
RxRec Only	The plan user resubmits a CDF file.	The upload is not accepted and the following error message appears: "Only resubmission file type

Document Type(s) Requested	Resubmission Made	Result
		allowed is 'RxRec' for this submission."
Both	The plan user seperately resubmits both a CDF file and an RxFile.	The uploads are successful and the resubmission is complete.
Both	The plan user resubmits only one file type.	The upload is successful, but the resubmission is incomplete. The Submission Status is 'Partial' until both the files are uploaded.

> *Note: Submission Statuses are discussed in further detail below; please see the Submission Status Tab section for more information.*

Submission Status Tab

The Submission Status tab allows you to search for and view the current status of submissions made for all contracts you have access to. You can also start a discussion for a PDE ID from this tab.

Submission Status Search

The Submission Status tab allows you to search for submissions using one or more search criteria.

To search for one or more PDE IDs:

1. Go to the Submission Status tab to access the 'Submission Status Search Criteria' page (Figure 18).

Figure 18 – Submission Status Search Criteria

2. Enter one or more search criteria to include in the results. If no criteria are specified, the results will include all PDE IDs for each contract you have access to.

3. Click **Search.** The search results page will open and display the PDE IDs matching your criteria (Figure 19).

Figure 19 – Submission Status Search Results

4. (Optional) Click the **Export All to Excel** link directly above the 'Discussion Board – Dashboard' table to download all search results as an Excel file (Figure 20).

Figure 20 – Submission Status – Export to Excel

	A	B	C	D	E	F	G	H
1	**Submission Status Extract**							
2	Sample Year: 20XX							
3	Sample Name: Part D IPM CYXX							
4	Last Generated: 9/25/20XX 1:37:36 PM							
5								
6	Contract ID: All							
7	PDE ID: All							
8	Submission Status: All							
9	CDF Status: All							
10	RxRec Status: All							
11	RxRec Failure Reason : All							
12	Date From: Any							
13	Date Through: Any							
14								
15	Contract ID	PDE ID	Submission Date	Submission Status	CDF Status	RxRec Status	RxRec Failure Reason	Standard Comments
16	Z0001	Z0001_20XX_0001	9/19/20XX 11:12:06 AM	Complete	Pass	Pass		
17	Z0001	Z0001_20XX_0002	9/19/20XX 11:12:09 AM	Complete	Pass	Review in Progress		
18	Z0001	Z0001_20XX_0003	9/19/20XX 11:12:08 AM	Complete	Pass	Review in Progress		
19	Z0001	Z0001_20XX_0004	9/19/20XX 11:12:07 AM	Complete	Pass	Pass		
20	Z0001	Z0001_20XX_0005	9/19/20XX 11:12:10 AM	Complete	Pass	Review in Progress		
21	Z0001	Z0001_20XX_0006	9/19/20XX 11:12:06 AM	Complete	Pass	Pass		
22	Z0001	Z0001_20XX_0007	9/19/20XX 11:12:10 AM	Complete	Pass	Pass		
23	Z0001	Z0001_20XX_0008	9/19/20XX 11:12:08 AM	Complete	Pass	Review in Progress		
24	Z0002	Z0002_20XX_0001	9/19/20XX 12:36:07 PM	Partial	Potential PDE Mismatch	Not Submitted		
25	Z0002	Z0002_20XX_0002	9/24/20XX 7:52:58 PM	Partial	Potential PDE Mismatch	Not Submitted		
26	Z0002	Z0002_20XX_0003		Not Submitted	Not Submitted	Not Submitted		
27								
28								
29								
30	INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW:							
31	This information has not been publicly disclosed and may be privileged and confidential. It is for internal government use only and must not be							
32	disseminated, distributed, or copied to persons not authorized to receive the information. Unauthorized disclosure may result in prosecution to the full							
33	extent of the law.							

The 'Search Results' table consists of the following columns:

- **Contract ID:** The Contract ID associated with the submission.

- **PDE ID:** The PDE ID associated with the submission.

- **Submission Date:** The date and time the most recent submission was made.

- **Submission Status:** Current overall status of the submission. (See Figure 21 below.)

- **CDF Status:** Current status of the CDF file submission. (See Figure 22 below.)

- **RxRec Status:** Current status of the RxRec file submission. (See Figure 23 below.)

- **RxRec Failure Reason:** Details of an RxRec file submission failure where applicable. (See Figure 24 below.)

- **Submitted File:** Provides links to submitted files.
  - **View Claim Detail:** Open a window displaying data from the submitted CDF file.
  - **View Hard Copy:** Open a PDF copy of the submitted RxRec.

- **Discussion Board:** Provides a link to create or reply to a Discussion Board post regarding the submission.

o **Start Discussion:** Create a new Discussion Board post for the PDE ID. (Only available if a discussion board thread for the PDE ID has not already been created.)

Or

o **View Discussion:** Reply to an existing Discussion Board post for the PDE ID.

➢ ***Note:*** *For more information on Discussion Board functionality, see the* [*Discussion Board Tab*](#) *section below.*

Submission Status Categories

HPMS maintains the statuses of Part D IPM submissions through multiple categories available from the Submission Status tab. Detailed explanations of each status categories appear below.

Submission Status

The *Submission Status* indicates the current overall status of the submission, taking all requested files into account. The Submission Status can be Complete, Partial, Not Submitted, or Resubmit as outlined below ([Figure 21](#)).

Figure 21 – Submission Status – Definitions

Status	RxRec / CDF	Explanation	Action Needed
Complete	Submitted	All requested PDE-supporting documentation files have been successfully submitted.	Check RxRec Status and RxRec Failure Reasons if applicable.
Partial	Submitted / Not Submitted	Some (but not all) PDE-supporting documentation files were successfully submitted.	Submit remaining files in the accepted format and naming convention.

Status	RxRec / CDF	Explanation	Action Needed
Not Submitted	Not Submitted	Files have not been submitted.	Submit files in the accepted format and naming convention.
Resubmit	Submitted	CMS requested resubmission.	Submit a new RxRec file addressing any issues.

CDF Status

The *CDF Status* indicates the current state of the CDF file submission.

Figure 22 – CDF Status – Definitions

Status	Explanation	Action Needed
Not Submitted	The CDF file has not been uploaded for the PDE ID.	Upload a CDF file in the accepted file format and naming convention.
Submitted	The CDF file has been successfully uploaded for the PDE ID and is currently being processed by the system.	Wait a few moments for processing to complete, then refresh the page to view the file status.
Pass	The uploaded CDF file has been processed and has passed all submission checks.	No further action needed.

Status	Explanation	Action Needed
Potential PDE Mismatch	The uploaded CDF file has been processed but submitted CDF data does not match the PDE data identified by CMS, **or** one or more required data elements are missing.	Check the uploaded CDF file, make any changes, and resubmit if needed.

RxRec Status

The *RxRec Status* indicates the current state of the RxRec file submission.

Figure 23 – RxRec Status – Definitions

Status	Explanation	Action Needed
Not Submitted	The RxRec file has not been uploaded for the PDE ID.	Upload an RxRec file in the accepted file format and naming convention.
Submitted	The RxRec file has been successfully uploaded for the PDE ID and is pending review.	No further action needed. Check the *RxRec Status* and *RxRec Failure Reason* status categories for further updates.
Review in Progress	The RxRec file has been successfully uploaded for the PDE ID and is currently under review.	No further action needed. Check the *RxRec Status* and *RxRec Failure Reason* status categories once review is complete.
Pass	The RxRec file passed all Preliminary and Data Element Checks.	No further action needed.

Status	Explanation	Action Needed
Fail	One or more required data elements are missing.	Review the *RxRec Failure Reason* and resubmit the corrected file.

RxRec Failure Reason

The *RxRec Failure Reason* indicates the root cause of an RxRec file submission failure.

Figure 24 – RxRec Failure Reasons – Definitions

RxRec Failure Reason	Explanation	Action Needed
Illegible	The submitted RxRec file is not legible.	Resubmit a corrected file.
No Documentation Available	Necessary documentation is missing from the submission.	Submit the missing documentation.
Wrong Document Type	The file submitted does not represent the requested document requested (e.g., a document labeled as a Prescription Record Hardcopy is not a prescription), or the file was not signed by an authorized prescriber.	Resubmit correct documentation.
Missing Elements	One or more required data elements are missing from the submission.	Resubmit a corrected RxRec file. To view missing elements, click on the PDE ID hyperlink and see comments.

RxRec Failure Reason	Explanation	Action Needed
PDE Mismatch	This indicator may encompass any of the following three errors: wrong beneficiary, wrong DOS, or wrong Prescription Service Reference Number.	Resubmit a corrected file that corresponds to the sampled PDE record .
DOS Mismatch	The Date of Service on the submitted RxRec does not match the sample file.	Resubmit the correct file that corresponds to the sampled PDE Date of Service.
Invalid/Missing Prescriber Signature	The document submitted does not contain a signature by a practitioner with prescriptive authority.	Resubmit the correct file signed by a practitioner with prescriptive authority.

Submission Status Summary

Each PDE ID in the search results includes a link to the Submission Status Summary, a more detailed description of submission information for the PDE ID where at least one file has been uploaded. The Submission Status Summary also includes a complete version history of submissions for the PDE ID, allowing you to compare submissions and resubmissions for the same PDE ID.

To view the Submission Status Summary, click the hyperlink in the 'PDE ID' column of the search results table. The Submission Status Summary for the selected PDE ID will open in a new window (Figure 25).

Figure 25 – Submission Status Summary

The summary contains a table with details for the most recently made submission. Table columns consist of:

- **PDE Validation Document:** Type of document submitted, either 'Prescription Hard Copy/LTC Medical order' (RxRec) or 'Claim Detail File' (CDF).

- **File Name:** Name of the submitted file.

- **Uploaded Status:** Indicated whether the document was submitted.

- **Uploaded Date:** Date and time of the file upload.

- **Status:** Current CDF Status or RxRec Status of the submitted file, depending on the type of submission. (See Figure 22 and Figure 23 above.)

- **RxRec Failure Reason:** *(RxRec only)* Explanation of why a failed RxRec submission was not accepted. (See Figure 24 above).

- **Comments:** *(RxRec only)* Additional details on any RxRec Failure reasons.

- **Review Date:** Date and time the submission review was completed.

If other submissions had been previously made for the PDE ID, click **View Complete History** to load data for previous submissions.

Discussion Board Tab

The Part D IPM module includes a Discussion Board feature to facilitate direct communication between CMS and Part D sponsors regarding the submission process. The Discussion Board tab enables you to participate in online discussions with CMS using a secure, dedicated, and contract-specific messaging forum.

The Discussion Board feature consists of posts organized by contract and subject. From the Discussion Board tab, you can create, view, review, or reply to a Discussion Board post.
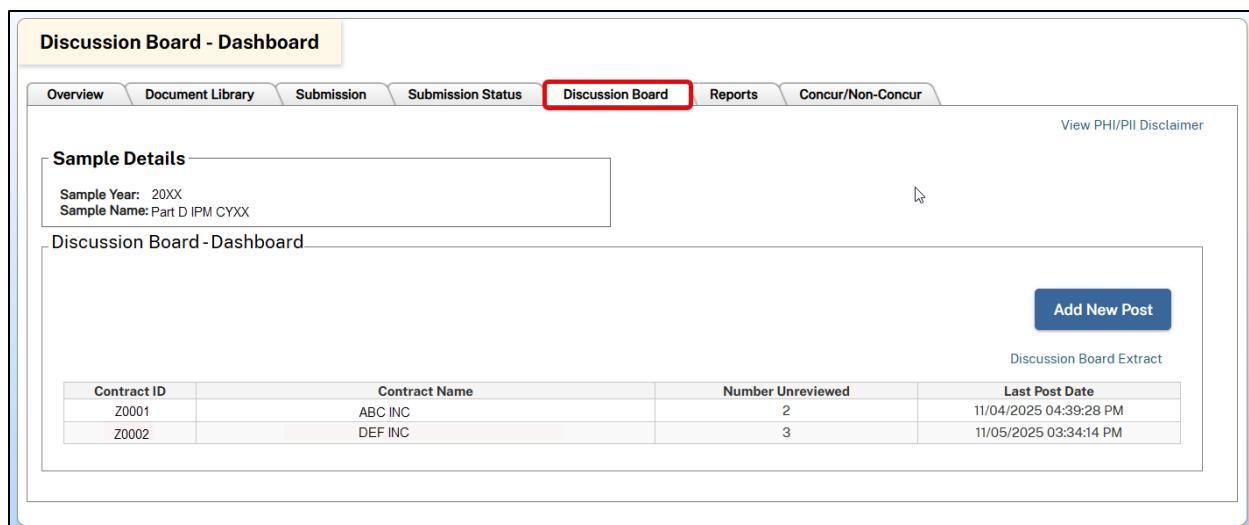
> ➢ *Note: By default, plan users receive an automated email notification whenever a new Discussion Board post associated with their contract is created. You can adjust email notifications for Discussion Board activity by navigating to **User Settings** > **Discussion Board Email Settings** in the left module navigation menu. (See the Discussion Board Email Settings section above.)*

Viewing / Reviewing a Post

Like other online forums, the basic component of the Discussion Board is a *post*, an individual message sent to or from CMS regarding a submission. Posts are organized into distinct *threads* (conversations connected by subject) consisting of the original post and any subsequent replies; threads are in turn grouped by contract. A 'Reviewed' button is used to acknowledge the reception and review of a post by your organization, which are considered *reviewed* or *unreviewed* based on user input.

When you first open the Discussion Board tab, you'll see the Discussion Board Dashboard (Figure 26), a table listing Discussion Board information for each available contract.

Figure 26 – Discussion Board Dashboard

The Discussion Board Dashboard consists of the following columns:

- **Contract ID:** The contract ID associated with the contract.

- **Contract Name:** The name of the contract.

- **Number Unreviewed:** Number of posts for the contract pending review.

- **Last Post Date:** The publishing date and time for the most recent post associated with the contract.

To access and review discussion board posts:

1. Go to the Discussion Board tab to open the Discussion Board Dashboard page.

2. (Optional) Click the **Discussion Board Extract** link directly above the 'Discussion Board – Dashboard' table to download all discussion posts for all contracts as an Excel file.

3. To view posts for a specific contract, click the appropriate link in the 'Contract ID' column. The 'Discussion Board – Contract Dashboard' page (Figure 27) will load, displaying all active threads associated with the contract.

Figure 27 – Discussion Board Contract Dashboard

Discussion Board - Contract Dashboard

| Overview | Document Library | Submission | Submission Status | Discussion Board | Reports | Concur/Non-Concur |

View PHI/PII Disclaimer

Sample Details

Sample Year: 20XX
Sample Name: PART D IPM CYXX

Discussion Board - Contract Dashboard

Contract: Z0001- TEST CONTRACT 1

Add New Post

Subject	Created By	Replies	Last Updated	Status
PDE ID: Z0001_20XX_0001	John Doe	0	11/04/2025 04:42:23 PM	Initiated
PDE ID: Z0001_20XX_0002	John Doe	0	10/28/2025 01:40:37 PM	Unreviewed
PDE ID: Z0001_20XX_0004	John Doe	2	10/07/2025 09:09:10 AM	Replied
PDE ID: Z0001_20XX_0005	John Doe	1	10/07/2025 09:09:10 AM	Reviewed

Select Another Contract

4. In the 'Subject' column of the Contract Dashboard table, click the title of the thread containing the post that you want to access to view the thread. The 'Discussion Board – View Post' page (Figure 28) will load, displaying the original post as well as any subsequent replies.

5. To view the submission status details, you can click on PDE ID (Figure 30).

Figure 28 – Discussion Board – View Post

6. To mark the post as Reviewed, click the **Reviewed** option. The status of the post and any subsequent replies will be updated to 'Reviewed' and the **Reviewed** option will be disabled (Figure 29). (This option is only available for unreviewed posts.)

Figure 29 – Discussion Board – Review Post

Figure 30 – Discussion board- Submission Status Summary

Replying to a Post

You can reply to an active discussion post from the Discussion Board tab.

To reply to a post:

1. Go to the Discussion Board tab to open the Discussion Board Dashboard page.

2. Click the appropriate link in the 'Contract ID' column. The Discussion Board – Contract Dashboard page will load, displaying all active threads associated with the contract.

3. In the 'Subject' column of the Contract Dashboard table, click the title of the thread containing the post that you want to reply to. The Discussion Board – View Post page (Figure 28) will load, displaying the original message post and any subsequent replies.

4. Click **Reply** to open a new draft (**Error! Reference source not found.**).

Figure 31 – Discussion Board – Reply Post

5. Enter your reply in the 'Body' field and click **Post**.

6. A confidentiality message appears, requiring you to confirm that you have not included any person-level identifiers or other confidential information in the post. If your post does contain confidential information, click **Cancel** and remove all confidential information from your message before posting.

7. After verifying that your post does *NOT* contain any confidential information, click **OK** to publish the post. You'll be redirected back to the Discussion Board – View Post page for the thread, which now includes your new reply.

> ➢ *Note: Whenever you or anyone else in your organization replies to a post, it is automatically marked as 'Reviewed' in HPMS.*

Creating a Post

You can create a new post from the Discussion Board tab and Submission Status tab. Creating a new post also begins a new thread.

Creating a Post from the Discussion Board Tab

To create a new post from the Discussion Board tab:

1. Go to the Discussion Board tab and click the **Add New Post** option above the Discussion Board Dashboard table to open the 'Discussion Board - New Post' page (Figure 32)

Figure 32– Discussion Board – New Post

2. Select a contract from the dropdown.

3. (Optional) Select a PDE ID from the dropdown. After a selection is made, the 'Subject' field will be pre-populated with the selected PDE ID.

4. Enter any content needed to complete the 'Subject' field.

5. Enter your message in the 'Body' field and click **Post**.

6. A confidentiality message appears, requiring you to confirm that you have not included any person-level identifiers or other confidential information in the post. If your post does contain confidential information, click **Cancel** and remove all confidential information from your message before posting.

7. After verifying that your post does *NOT* contain any confidential information, click **OK** to publish the post. The 'Discussion Board – View Post' page will open, displaying your new post.

Creating or Replying to a Post from the Submission Status Tab

You can also create a new post directly from the Submission Status tab. (For more information on this tab, see the [Submission Status Tab](#) section above.)

To create a post from the Submission Status tab:

1. Go to the Submission Status tab and search for the PDE ID for which you want to create the post.

2. Find the PDE ID in the search results table and click **Start Discussion** under the 'Discussion Board' column.

3. On the 'Discussion Board - New Post' page, enter any additional content needed to complete the 'Subject' field.

4. Enter your message in the 'Body' field and click **Post**.

5. A confidentiality message appears, requiring you to confirm that you have not included any person-level identifiers or other confidential information in the post. If your post does contain confidential information, click **Cancel** and remove all confidential information from your message before posting.

6. After verifying that your post does *NOT* contain any confidential information, click **OK** to publish the post. The 'Discussion Board – View Post' page will open, displaying your new post.

If a post already exists for the selected PDE ID, you can view and reply to the existing post, but you cannot start a new thread.
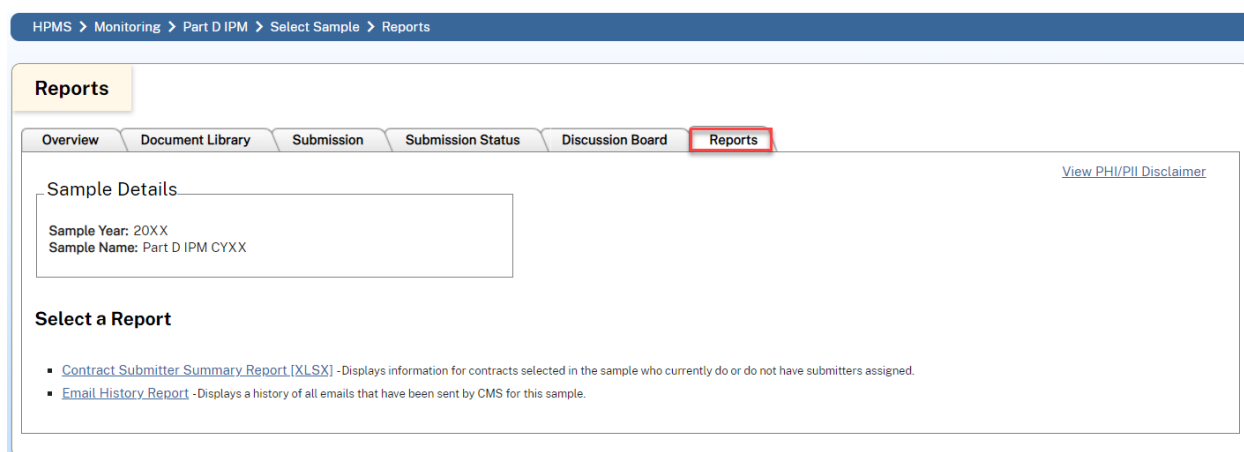
To view and reply to a post from the Submission Status tab:

1. Go to the Submission Status tab and search for the PDE ID for which you want to create the post.

2. Find the PDE ID in the search results table and click **View Discussion** under the 'Discussion Board' column to open the thread.

3. Click **Reply** to open the 'Discussion Board – New Post' page.

4. Enter your reply in the 'Body' field and click **Post**.

5. A confidentiality message appears, requiring you to confirm that you have not included any person-level identifiers or other confidential information in the post. If your post does contains confidential information, click **Cancel** and remove all confidential information from your message before posting.

6. After verifying that your post does *NOT* contain any confidential information, click **OK** to publish the post. You'll be redirected back to the Discussion Board – View Post page for the thread, which now includes your new reply.

Reports Tab

The Reports tab ([Figure 33](#)) allows users with *Part D IPM Reports – Plan* access to access the *Email History Report*.

Figure 33 – Reports Tab

Email History Report

The *Email History Report* is an auto-generated summary of any emails sent by CMS to your MA Organization. This report will only display information for contracts to which the requesting user has access.

To generate and view an Email History Report:

1. From the 'Reports' tab, click the **Email History Report** link. The Email History Report parameters page will open (Figure 34).

Figure 34 – Email History Report - Parameters

2. In the 'Email Type' selection box, select an email type to include in the auto-generated report. To select multiple email types, hold the **Ctrl** key and select the applicable types.

3. In the 'Contract ID' selection box, select a contract to include in the generated report. To select multiple contracts, hold the **Ctrl** key and select the applicable contracts. To include all contracts for the sample, choose the **Select All** option.

4. Click **Search** to view the auto-generated report ([Figure 35](#)).

Figure 35 – Email History Report

Navigating the Email History Report

- To make any changes to the report parameters after entering search criteria, click the **Modify Search Parameters** option.

- To export all search results as an Excel file, click the **Export All to Excel** link found above the 'Search Results' table.

- To view details of an individual email, click the **View Email** link in the 'Email Details' column of the 'Search Results' table. Details for the selected email will open in a separate window and include links to any email attachments (Figure 36).

Figure 36 – Email Detail Window

HPMS
Health Plan Management System

Print | Close
Print Date: 9/26/20XX

Email Detail

View PHI/PII Disclaimer

Sample Name (Year)	Part D IPM CYXX (20XX)
Email Type	Discussion Board Post
Contract Id	Z0001
Sent To	Test@Test.com
CC	
Date Sent	9/26/20XX 1:58:28 PM
Subject	Z0001: Part D IPM CYXX Discussion Board New Post
Attachments	None
Message	

A new post is available on the Discussion Board for Z0001 - PDE ID: Z0001_20XX_0001.

Please log in to the HPMS Part D IPM module Discussion Board tab to review the post.

You can access HPMS at: https://hpms.cms.gov

Please direct any questions as follows:
Part D IPM policy questions to PartD_IPM@cms.hhs.gov with subject line specified as CDF Validation.
Technical HPMS inquiries to hpms@cms.hhs.gov.
HPMS access inquiries to hpms_access@cms.hhs.gov.

Do not send any beneficiary Protected Health Information (PHI) or Personally Identifiable Information (PII) to any CMS mailbox.

Confidentiality Notice: This email message, including any attachments, is for the sole use of the intended recipient(s), and may contain confidential and privileged information. Any unauthorized review, use, disclosure, or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

Contract Submitter Summary Report

The *Contract Submitter Summary Report* is a downloadable Excel report which displays a listing of all users associated with the contract who can make HPMS Part D IPM submissions. This report will only display information for contracts to which the requesting user has access.

The following information is displayed in the report header:

- Sample Year
- Sample Name
- Last Generated Date and Time

The following information is displayed in the body of the report:

- Contract ID
- Name
- Profile
- Phone Number
- Email Address
- Organization
- Parent Organization

To view the Contract Submitter Summary Report, go to the Reports tab and click the **Contract Submitter Summary Report** link. The report will download as an Excel file.

Figure 37 – Contract Submitter Summary – Report to Excel

Concur/Non-Concur Tab

The Concur/Non-Concur tab (Figure 38) allows users with "*Part D IPM* Submission – Plan" access to submit concurrence or non-concurrence for the final sampled PDE outcomes. This tab is accessible once the Final Findings Report has been published.

Submitting Concurrence/Non-Concurrence

The Concur/Non-Concur tab displays the following information:

- **Sample Details:** Displays the sample year and name.
- **Concur/Non-Concur Submission Deadline Date:** Displays the deadline date to submit a Concur/Non-Concur response.
- **Contract:** Displays all sample contracts that the user has access to.
- **PDEs with Discrepancy**: Displays a table of PDEs with discrepancy for the selected contract. Includes the following columns:
    - **Contract ID:** Displays the currently selected contract.
    - **PDE ID:** Displays all PDE IDs with discrepancies for the contract in the Final Findings Report.
    - **Discrepancy:** Displays the discrepancy for the PDE ID.
    - **Discrepancy Description**: Displays a description of the discrepancy.
    - **Plan Sponsor Disposition**: Displays a dropdown with values: "Concur"; "Non-Concur", and "Partially Concur".
    - **Comment**: Provides a textbox to enter comments
- **PDEs without Discrepancy:** Displays a table of PDEs without discrepancies for the selected contract. Includes the following columns for CY2023:
    - **Contract ID:** Displays the selected contract
    - **PDE ID:** Displays all PDE IDs without discrepancies in the Final Findings Report.

Figure 38 - Concur /Non-Concur Tab – Part 1

To submit concurrence/non concurrence for PDEs with Discrepancy:

1. Select a contract from the "Contract" dropdown menu (Figure 38). The page displays the final PDEs with discrepancies for the selected contract (Figure 39).
2. On the "PDEs with Discrepancy" table, select "Concur", "Non-Concur", or "Partially Concur" as applicable from the dropdown list in the "Plan Sponsor Disposition" column.
3. Enter comments in the comment box if applicable. Comments are required if you select the "Non-Concur" or "Partially Concur" disposition.
4. Repeat steps 2 and 3 for all PDEs listed in the "PDEs with Discrepancy" table.
5. Select the "Save" button to save your changes. This allows you to save and edit your changes before submitting.
6. When you are ready to submit, click the "Submit" button to finalize your submitted data.
7. Click the "Export to Excel" link to download an excel file containing your submitted data.

Notes:

You may change your submitted decisions until the submission deadline.
The "Save" and "Submit" button will be disabled if there are no PDEs with discrepancies and the message "You have no PDE(s)with discrepancy" will be displayed.

Figure 39 - Concur /Non-Concur Tab - Part 2

Concur Non-Concur

| Overview | Document Library | Submission | Submission Status | Discussion Board | Concur/Non-Concur |

View PHI/PII Disclaimer

Sample Details

Sample Year: 20XX
Sample Name: CYXX Part D IPM

Concur/Non-Concur Submission Deadline Date: 10/13/20XX

*Contract: Z0001- ABC INC ▼

¹ **Contract successfully submitted concurrence.**

Final sampled PDE Outcomes from the Part D IPM clinical review are listed below. The outcomes displayed align to the Final Finding Report (FFR) for your organization. For each discrepant PDE detailed in the FFR, please indicate your disposition using the drop-down menu under "Plan Sponsor Disposition".
- **Concur** (no explanation required, though feedback is appreciated)
- **Non-concur** (explanation required in Comments)
- **Partially-concur** (explanation required in Comments)

For each discrepant PDE, you should enter a brief explanation in the "Comment" section. Please utilize this section to provide any additional information to detail your disposition. For example, if you partially-concur, explain which aspects you agree with and which you dispute. Your comments will document your rationale for each selection.

Definitions
Concur: Your organization agrees with the PDE discrepancy finding detailed in the Final Findings Report.
Non-Concur: Your organization does not agree with the PDE discrepancy finding detailed in the Final Findings Report.
Partially Concur: Your organization partially agrees with the PDE discrepancy finding detailed in the Final Findings Report.

Export to Excel

Last modified Date: ˙ 10/2/20XX

PDEs with Discrepancy

Contract ID	PDE_ID	Discrepancy	Discrepancy Description	Plan Sponsor Disposition	Comment
H2001	H2001_2023_0014	Missing Documentation	Missing documentation form submitted.	Concur ▼	
H2001	H2001_2023_0104	Days Supply	The prescribed quantity and days supply submitted on the PDE record did not align to the days supply based on the prescribed directions.	Non-Concur ▼	

− PDEs without Discrepancy

Contract ID	PDE_ID
H2001	H2001_2023_0100
H2001	H2001_2023_0101
H2001	H2001_2023_0102
H2001	H2001_2023_0103
H2001	H2001_2023_0074
H2001	H2001_2023_0075
H2001	H2001_2023_0076
H2001	H2001_2023_0077
H2001	H2001_2023_0078

Save   Submit   Cancel

---

4. HPMS Contact Information

Important: Do not send any beneficiary Protected Health Information (PHI) or Personally Identifiable Information (PII) to any CMS mailbox.

Contact	Phone Number / Email	Notes
HPMS User Access	hpms_access@cms.hhs.gov	Assistance with HPMS user access needs such as access troubleshooting, password resets, or new account status.
HPMS Help Desk	1-800-220-2028 hpms@cms.hhs.gov	Assistance with all other HPMS needs not related to user access.
Part D IPM (CMS)	PartD_IPM@cms.hhs.gov	Assistance with needs specific to the Part D IPM module.