

Health Plan Management System

Part D Improper Payment Measure (IPM)

Version: Plan User | Revised: December 2022

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	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• Start Page Dashboard• Select Sample• Discussion Board Email Settings• System User Guide• Overview tab• Document Library tab• Submission tab (<i>upload CDF / RxRec files</i>)• Submission Status tab• Discussion Board tab (<i>edit</i>)• Email History Report
Part D IPM Reports – Plan	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• Start Page Dashboard• Select Sample• Discussion Board Email Settings• System User Guide• Overview tab• Document Library tab• Discussion Board tab (<i>edit</i>)• Reports tab

How to Access Part D IPM

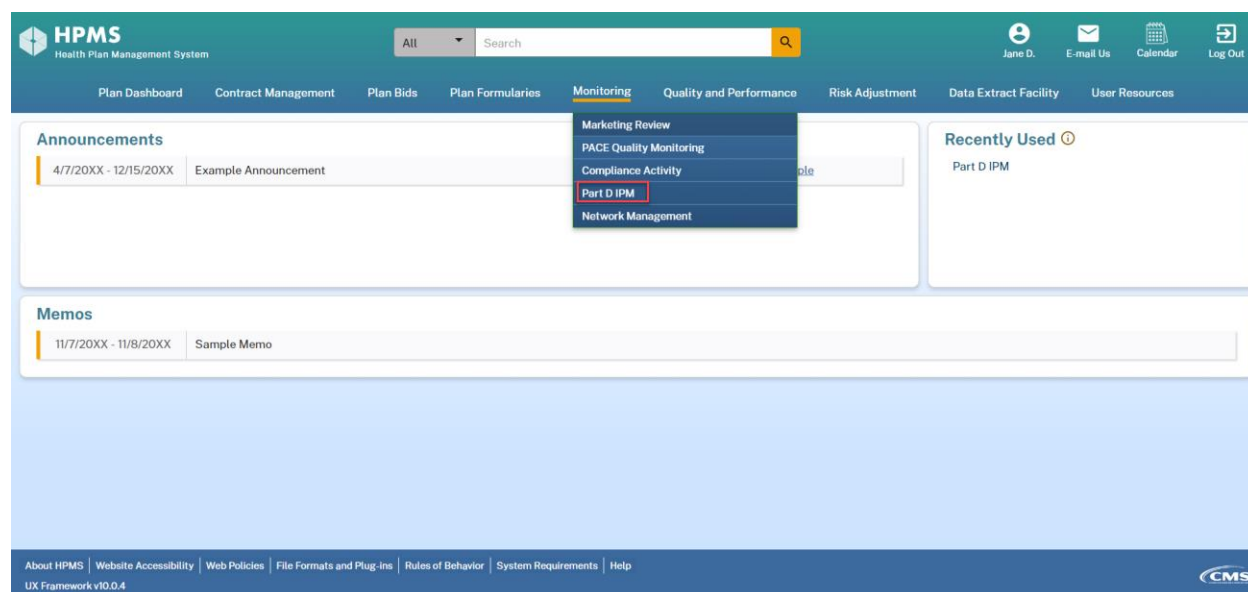
From the HPMS home page, click on the **Monitoring** tab in the HPMS top navigation bar. Select the **Part D IPM** menu item ([Figure 22](#)) to go to the Part D IPM Start Page Dashboard. (See the [Dashboard](#) section below.)

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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.

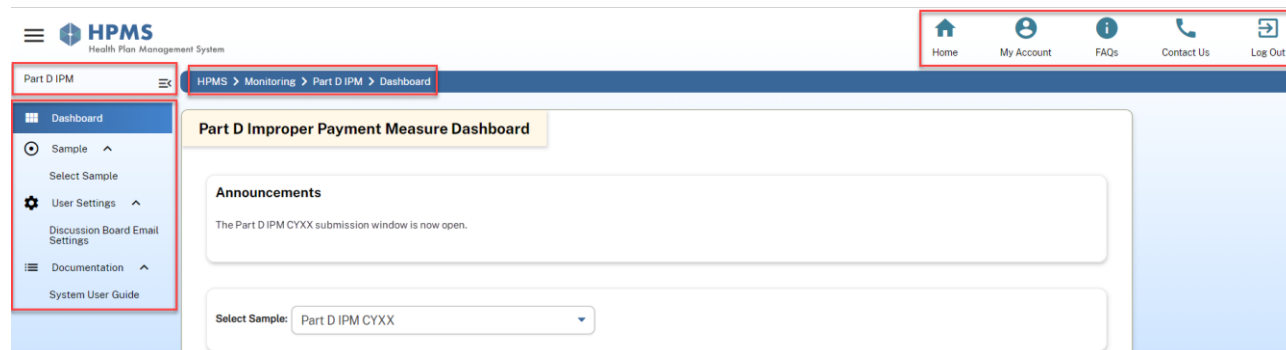
Each page within HPMS also contains a breadcrumb links, which can be found directly below the top navigation icons. Selecting a breadcrumb link returns you to the selected page.

- **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.
 - **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.
 - **Discussion Board Email Settings:** Turn email notifications for new Discussion Board posts on or off.
- **Documentation:** Access Part D IPM user documentation.

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

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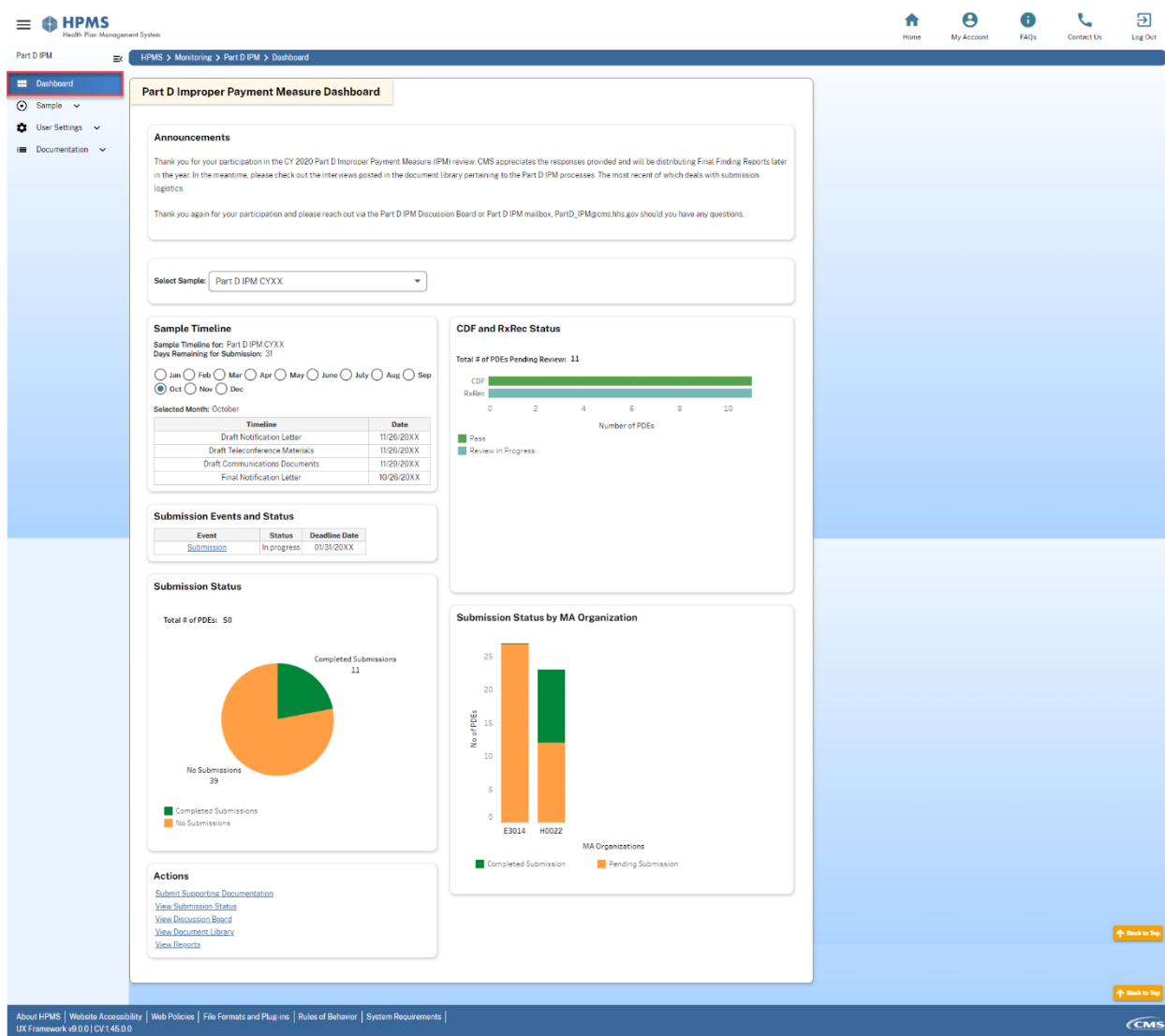
3. Module Navigation Menu

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.
 - **Completed Submissions:** Both the CDF and RxRec files have been submitted successfully.
 - **Partial Submissions:** A CDF **or** an RxRec file has been submitted successfully; the other file has not been submitted.
 - **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.
 - **Fail:** Number of files which have failed preliminary review. (Applicable to RxRec files only.)
 - **Pass:** Number of files which have passed preliminary review.

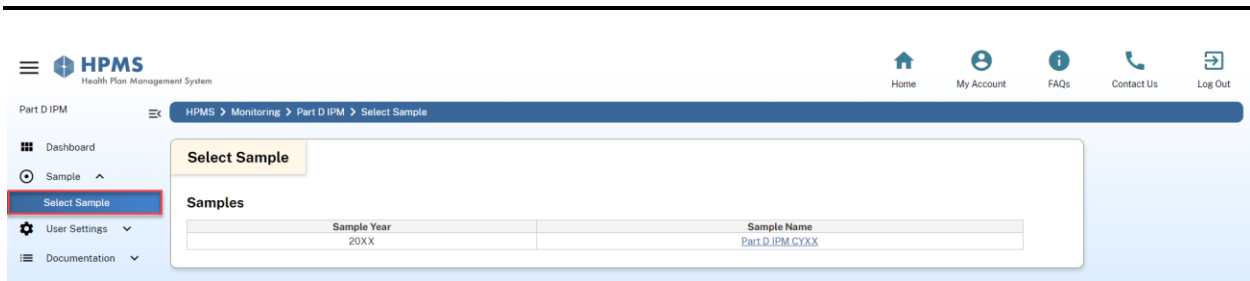
- **Potential PDE Mismatch:** Number of files determined to be a potential PDE mismatch from the sample file. (Applicable to CDF files only)
- **Review in Progress:** Number of files currently under review.
- **Submission Status by MA Organization:** Displays the status of submissions made by individual MA Parent Organizations.
 - **Completed Submissions:** Number of PDE IDs associated with the organization where both the CDF and RxRec files have been submitted successfully.
 - **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.

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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

The screenshot shows the HPMS (Health Plan Management System) interface. The top navigation bar includes 'Home', 'My Account', and 'FAQs'. The left sidebar shows the 'Part D IPM' module with a sub-menu where 'Discussion Board Email Settings' is highlighted. The main content area is titled 'Discussion Board Email Settings' and contains the following text: 'Receive email notifications for an unreviewed post that has newly arrived on any of the discussion boards.' Below this text are two radio buttons: 'Yes' (which is selected) and 'No'. A 'Save' button is located at the bottom of the form.

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:
 - Select **Yes** to receive an email notification each time a new and unreviewed post associated with your contract is published.
 - Select **No** to disable email notifications for new and unreviewed posts.

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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 [HPMS Contact Information](#) section at the end of this user guide.

4. 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

HPMS > Monitoring > Part D IPM > Select Sample > Sample Overview

Sample Overview

OverviewDocument LibrarySubmissionSubmission StatusDiscussion BoardReports

Sample Details

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

Sample Schedule

Submission Start Date: 10/26/20XX
Early Submission Deadline: 11/02/20XX
Final Submission Deadline: 11/30/20XX

Sample Contracts

Contract ID	Contract Name
H0859	TEST CONTRACT 1-IPM
H2942	TEST CONTRACT 3-IPM

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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*
- *Final Findings Report*
- *Training Documentation*

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Figure 8 – Document Library Tab

HPMS > Monitoring > Part D IPM > Select Sample > Document Library

Document Library

Overview
Document Library
Submission
Submission Status
Discussion Board
Reports

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Sample Details

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

Filter Criteria

Document Type:
Contract ID(s):

Select All
PDE Specific Documentation
Contract Specific Documentation
Final Findings Report
Training Documentation

Select All
H0859-TEST CONTRACT 1-IPM
H2942-TEST CONTRACT 3-IPM

Filter
Reset

Filter Results

Page size: 50 4 items in 1 pages

Document Type	File Name	Uploaded Date	Comments
PDE Specific Documentation	H0859 PDE Record Identifier CY20XX 11/30/20XX.xlsx [XLSX 90.1KB]	10/21/20XX 09:31:45 AM	
Training Documentation	CY20XX Part D IPM Training Document.pdf [PDE 18MB]	10/21/20XX 09:30:44 AM	

Page size: 50 2 items in 1 pages

- **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.

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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

HPMS > Monitoring > Part D IPM > Select Sample > Submission

Submission – Contract Selection

Overview Document Library **Submission** Submission Status Discussion Board Reports

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A field with an asterisk (*) before it is a required field.

Sample Details

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

*Contract: Select a Contract

View Upload Status

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.

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Figure 10 – Download CDF Template

HPMS > Monitoring > Part D IPM > Select Sample > Submission

Submission – Contract Selection

Overview Document Library **Submission** Submission Status Discussion Board Reports

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A field with an asterisk (*) before it is a required field.

Sample Details

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

*Contract: H0859-TEST CONTRACT -IPM

[View Upload Status](#)

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.

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- 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_2020_0001_RxRec.pdf
Long Term Care (LTC) Pharmacy – Medication Order	PDE ID_RxRec	T0001_2020_0001_RxRec.pdf
PBM Claim Detail File (CDF)	Contract ID_Sample Year_CDF	T0001_2020_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, separated by an underscore (e.g., *T0001_2020.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 within the group. (See [Figure 12](#) below for an example.)*

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

Group ID	PDE ID	RxRec File	Zip File
1	T0001_2020_0001	T0001_2020_0001_RxRec	T0001_2020.zip
1	T0001_2020_0002	N/A	T0001_2020.zip
1	T0001_2020_0003	N/A	T0001_2020.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

HPMS > Monitoring > Part D IPM > Select Sample > Submission

Submission – Upload

Overview Document Library **Submission** Submission Status Discussion Board Reports

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Notes:

- A field with an asterisk (*) before it is a required field.
- File name cannot contain the following characters: # % + ; & ..
- File type must be in .zip format.
- Maximum file size of 50MB.

Sample Details

Sample Year: 20XX
Sample Name: Part D IPM CY20XX
Contract ID: H0859
Contract Name: TEST CONTRACT 1-IPM

Submission Upload

*File: H0859_20XX_CDF.zip

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.

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Figure 14 – Submission File Upload Status

HPMS > Monitoring > Part D IPM > Select Sample > Submission

Submission – Contract Selection

Overview | Document Library | **Submission** | Submission Status | Discussion Board | Reports

[View PHI/PII Disclaimer](#)

A field with an asterisk (*) before it is a required field.

Sample Details

Sample Year: 20XX
Sample Name: Part D IPM CY20XX

*Contract:

[View Upload Status](#)

[Download CDF Template](#) [Add File](#)

File Upload Status

<div>◀ ◁ 1 ▷ ▶ ▶▶ Page size: 10 2 items in 1 pages</div>				
Uploaded Date	File Name	Submitted User	Status	Action
10/25/20XX 09:17:39 AM	H0859_20XX_ABC.zip	Doe, John	Requires Corrections	View Error Log [XLSX, 5.5KB]
10/21/20XX 09:18:12 AM	H0859_20XX_CDF.zip	Doe, John	Submission Accepted	Check Submission Status tab for all details on all PDFs
<div>◀ ◁ 1 ▷ ▶ ▶▶ Page size: 10 2 items in 1 pages</div>				

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

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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.

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File Upload Status	Explanation	Action Needed
Successful with Warnings	<p>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.</p> <p><i>Warnings</i> 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.</p>	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.
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.)

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

Figure 16 – Error/Warnings Log

A		B	C	D	E
1	Validation Error / Warning List for Zip File				
2	Sample Name: Part D IPM CY20XX				
3	Sample Year: 20XX				
4	File Name: H0859_20XX.zip				
5	Uploaded Date: 10/25/20XX 9:17:39 AM				
6	Submission Status: Requires Correction				
7					
8	File Name	Validation Type	Validation Message		
9	H0859_20XX_CDF.xlsx	Warning	Row 9: Pharmacy NPI does not match with the Sample file		
10	H0859_20XX_CDF.xlsx	Warning	Row 9: Date of Service does not match with the Sample file		
11	H0859_20XX_CDF.xlsx	Error	Row 5: NDC must be 11 characters.		
12					
13					
14					
15					
16					
17					
18					

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 only 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.)

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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 allowed is ‘RxRec’ for this submission.”
Both	The plan user separately 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.

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- **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

The screenshot shows a web application interface for 'Submission Status'. At the top, a breadcrumb trail reads 'HPMS > Monitoring > Part D IPM > Select Sample > Submission Status'. Below this is a navigation bar with tabs: 'Overview', 'Document Library', 'Submission', 'Submission Status' (highlighted with a red box), 'Discussion Board', and 'Reports'. A 'View PHI/PII Disclaimer' link is in the top right. The main content area is divided into two sections. The 'Sample Details' section contains 'Sample Year: 20XX' and 'Sample Name: Part D IPM CYXX'. The 'Search Criteria' section contains several input fields: 'Contract ID' (a dropdown menu with 'Select Contract ID'), 'PDE ID' (a text input field), 'Submission Status' (a dropdown menu with 'All'), 'CDF Status' (a dropdown menu with 'All'), 'RxRec Status' (a dropdown menu with 'All'), 'RxRec Failure Reason' (a dropdown menu with 'All'), 'Submission Date From: (MM/DD/YYYY)' (a date picker), and 'Submission Date To: (MM/DD/YYYY)' (a date picker). At the bottom of the search criteria section are two buttons: 'Search' and 'Reset'.

2. Enter one or more search criteria to include in the results. If no criteria is 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](#)).

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Figure 19 – Submission Status Search Results

HPMS > Monitoring > Part D IPM > Select Sample > Submission Status

Submission Status

Overview | Document Library | Submission | **Submission Status** | Discussion Board | Reports

[View PHI/PII Disclaimer](#)

Sample Details

Sample Year: 20XX
Sample Name: Part D IPM CY20XX

Search Criteria:
Contract ID = All; PDE ID = All; Submission Status = All; CDF Status = All; RxRec Status = All; RxRec Failure Reason = All; Date From = Any; Date Through = Any

[Modify Search Criteria](#)

Search Results

[Export All to Excel](#)

Page size: 10 50 items in 5 pages

Contract ID	PDE ID	Submission Date	Submission Status	CDF Status	RxRec Status	RxRec Failure Reason	Submitted File	Discussion Board
H0859	H0859_20XX_0001	10/21/20XX 09:18:53 AM	Complete	Pass	Review in Progress		<ul style="list-style-type: none"> View Claim Detail View Hard Copy 	View Discussion
H0859	H0859_20XX_0002	10/21/20XX 09:18:52 AM	Partial	Pass	Not Submitted		<ul style="list-style-type: none"> View Claim Detail 	Start Discussion
H0859	H0859_20XX_0003	10/21/20XX 09:18:52 AM	Partial	Pass	Not Submitted		<ul style="list-style-type: none"> View Claim Detail 	Start Discussion
H0859	H0859_20XX_0004	10/25/20XX 09:18:56 AM	Complete	Pass	Pass		<ul style="list-style-type: none"> View Claim Detail View Hard Copy 	Start Discussion
H0859	H0859_20XX_0005	10/21/20XX 09:18:52 AM	Partial	Pass	Not Submitted		<ul style="list-style-type: none"> View Claim Detail 	Start Discussion
H0859	H0859_20XX_0006	10/21/20XX 09:18:52 AM	Partial	Pass	Not Submitted		<ul style="list-style-type: none"> View Claim Detail 	Start Discussion
H0859	H0859_20XX_0007	10/21/20XX 09:18:52 AM	Partial	Pass	Not Submitted		<ul style="list-style-type: none"> View Claim Detail 	Start Discussion
H0859	H0859_20XX_0008	10/21/20XX 09:18:52 AM	Partial	Pass	Not Submitted		<ul style="list-style-type: none"> View Claim Detail 	Start Discussion
H0859	H0859_20XX_0009	10/21/20XX 09:18:52 AM	Partial	Pass	Not Submitted		<ul style="list-style-type: none"> View Claim Detail 	Start Discussion
H0859	H0859_20XX_0010	10/21/20XX 09:18:52 AM	Partial	Pass	Not Submitted		<ul style="list-style-type: none"> View Claim Detail 	Start Discussion

Page size: 10 50 items in 5 pages

¹ Indicates multiple versions are available

- (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](#)).

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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 CY20XX							
4	Last Generated: 10/31/20XX 1:11:19 PM							
5								
6	Contract ID: H0859 - Sample Contract 1 - IPM							
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	H0859	H0859_20XX_0001		Not Submitted	Not Submitted	Not Submitted		
17	H0859	H0859_20XX_0002		Not Submitted	Not Submitted	Not Submitted		
18	H0859	H0859_20XX_0003		Not Submitted	Not Submitted	Not Submitted		
19	H0859	H0859_20XX_0004		Not Submitted	Not Submitted	Not Submitted		
20	H0859	H0859_20XX_0005		Not Submitted	Not Submitted	Not Submitted		
21	H0859	H0859_20XX_0006		Not Submitted	Not Submitted	Not Submitted		
22	H0859	H0859_20XX_0007	10/20/20XX 8:10:35 AM	Complete	Pass	Review in Progress		
23	H0859	H0859_20XX_0008		Not Submitted	Not Submitted	Not Submitted		
24	H0859	H0859_20XX_0009		Not Submitted	Not Submitted	Not Submitted		
25	H0859	H0859_20XX_0010		Not Submitted	Not Submitted	Not Submitted		
26	H0859	H0859_20XX_0011	10/25/20XX 8:27:34 AM	Complete	Pass	Pass		
27								
28								
29								
30								
31	INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW:							
32	This information has not been publicly disclosed and may be privileged and confidential. It is for internal government use only and must not be disseminated, distributed, or copied to persons not authorized to receive the information. Unauthorized disclosure may result in prosecution to the full extent of the law.							
33								
34								

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.

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- **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.
 - **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

 - **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.

Status	RxRec / CDF	Explanation	Action Needed
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.
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.

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Status	Explanation	Action Needed
Pass	The uploaded CDF file has been processed and has passed all submission checks.	No further 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 <i>RxRec Status</i> and <i>RxRec Failure Reason</i> status categories for further updates.

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Status	Explanation	Action Needed
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 <i>RxRec Status</i> and <i>RxRec Failure Reason</i> status categories once review is complete.
Pass	The RxRec file passed all Preliminary and Data Element Checks.	No further action needed.
Fail	One or more required data elements are missing.	Review the <i>RxRec Failure Reason</i> 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.
Missing Documentation	Necessary documentation is missing from the submission.	Submit the missing documentation.

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RxRec Failure Reason	Explanation	Action Needed
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.
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.

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RxRec Failure Reason	Explanation	Action Needed
Missing 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](#)).


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Figure 25 – Submission Status Summary



 [Print](#) | [Close](#)
Print Date: 10/31/2022

Submission Status Summary

[View PHI/PII Disclaimer](#)

Note:

- Below are the results of Data Checks for each requested document for this PDE.
- If multiple files are submitted for a document type, the most recent files will be reviewed.

PDE ID: H0859_20XX_0001

Version ID: 1

PDE Validation Document	File Name	Uploaded Status	Uploaded Date	Status	RxRec Failure Reason	Comments	Review Date
Prescription Hard Copy/LTC Medical Order	H0859_20XX_0001_RxRec	Submitted	10/21/20XX 9:18:53 AM	Review in Progress			
Claim Detail File	H0859_20XX_CDF	Submitted	10/21/20XX 9:18:12 AM	Pass	N/A	N/A	10/21/20XX 9:18:52 AM

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 or not 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).

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- **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.

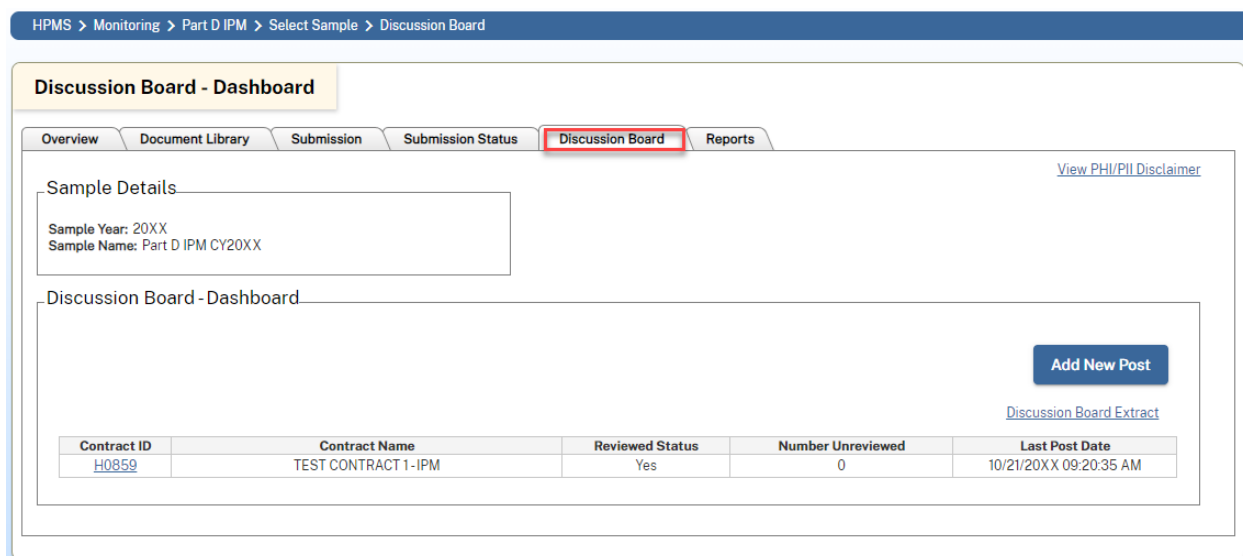
- **Note:** *By default, plan users receive an automated email notification whenever a new Discussion Board post associated with their contract is created. You can adjust email notifications for Discussion Board activity by navigating to **User Settings > Discussion Board Email Settings** in the left module navigation menu. (See the [Discussion Board Email Settings](#) section above.)*

Viewing / Reviewing a Post

Similar to 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.
- **Reviewed Status:** Indicates whether the contract contains any unreviewed posts.
- **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

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([Figure 27](#)) will load, displaying all active threads associated with the contract.

Figure 27 – Discussion Board Contract Dashboard

The screenshot shows a web application interface for a 'Discussion Board - Contract Dashboard'. At the top, a breadcrumb trail reads 'HPMS > Monitoring > Part D IPM > Select Sample > Discussion Board'. Below this is a tabbed interface with tabs for 'Overview', 'Document Library', 'Submission', 'Submission Status', 'Discussion Board' (which is highlighted with a red border), and 'Reports'. On the right side of the dashboard, there is a link for 'View PHI/PII Disclaimer'. The main content area is divided into two sections. The first section, 'Sample Details', contains a box with 'Sample Year: 20XX' and 'Sample Name: Part D IPM CY20XX'. The second section, 'Discussion Board -Contract Dashboard', displays 'Contract: H0859-Part D IPM CY20XX' and an 'Add New Post' button. Below this is a table with the following data:

Subject	Created By	Replies	Last Updated	Reviewed
PDE ID: H0859_2021_0001	Tester, Ste	0	10/21/20XX 09:20:35 AM	Yes

At the bottom of the dashboard, there is a button labeled '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.

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Figure 28 – Discussion Board – View Post

HPMS > Monitoring > Part D IPM > Select Sample > Discussion Board

Discussion Board - View Post

Overview | **Document Library** | Submission | Submission Status | **Discussion Board** | Reports

[View PHI/PII Disclaimer](#)

Sample Details

Sample Year: 20XX
Sample Name: Part D IPM CY20XX

Contract: H0859-TEST CONTRACT 1-IPM
PDE ID: H0859_20XX_0001

Subject: PDE ID: H0859_20XX_0001

Posted: 10/21/20XX 09:20:35 AM by John Doe

test

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

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Figure 29 – Discussion Board – Review Post

HPMS > Monitoring > Part D IPM > Select Sample > Discussion Board

Discussion Board - View Post

Overview Document Library Submission Submission Status **Discussion Board** Reports

[View PHI/PII Disclaimer](#)

Sample Details

Sample Year: 20XX
Sample Name: Pat D IPM CY20XX

Reviewed Reply View Dashboard

Contract: H0859-TEST CONTRACT 1-IPM
PDE ID: H0859_20XX_0001

Subject: PDE ID: H0859_20XX_0001
Posted: 10/31/20XX 11:40:35 AM by John Smith
Testing
Posted: 10/21/20XX 09:20:35 AM by John Doe
test

Reviewed Reply View Dashboard

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 ([Figure 30](#)).

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Unauthorized disclosure may result in prosecution to the full extent of the law.

Figure 30 – Discussion Board – Reply Post

HPMS > Monitoring > Part D IPM > Select Sample > Discussion Board

Discussion Board - New Post

Overview | Document Library | Submission | Submission Status | Discussion Board | Reports

[View PHI/PII Disclaimer](#)

A field with an asterisk (*) before it is a required field.

Sample Details

Sample Year: 20XX
Sample Name: Part D IPM CY20XX

NOTE: Do not post any person-level identifiers or other confidential information as stipulated by the website security policy and government regulations.

*Contract: H0859 - TEST CONTRACT 1 - IPM

PDE ID: H0859_20XX_0001

*Subject: PDE ID: H0859_20XX_0001
(Max 100 characters)

*Body:
(Max 1000 characters)

Post Cancel

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 contains confidential information, click **Cancel** and remove all confidential information from your message before posting.

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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 31](#)).

Figure 31 – Discussion Board – New Post

HPMS > Monitoring > Part D IPM > Select Sample > Discussion Board

Discussion Board - New Post

Overview Document Library Submission Submission Status **Discussion Board** Reports

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A field with an asterisk (*) before it is a required field.

Sample Details

Sample Year: 20XX
Sample Name: Part D IPM CY20XX

NOTE: Do not post any person-level identifiers or other confidential information as stipulated by the website security policy and government regulations.

*Contract:

PDE ID:

*Subject:
(Max 100 characters)

*Body:
(Max 1000 characters)

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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.

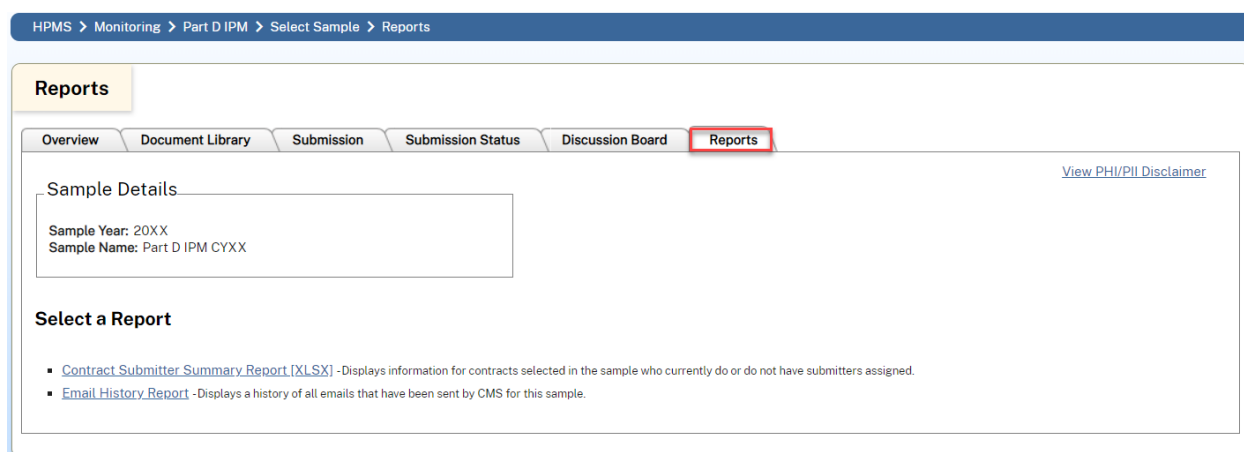
To view and reply to a post from the Submission Status tab:

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 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. 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 32](#)) allows users with *Part D IPM Reports – Plan* access to access the *Email History Report*.

Figure 32 – 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 33](#)).

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Figure 33 – Email History Report - Parameters

HPMS > Monitoring > Part D IPM > Select Sample > Reports

Reports

Overview Document Library Submission Submission Status Discussion Board **Reports**

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Sample Details

Sample Year: 20XX
Sample Name: Part D IPM CY20XX

Email History Report

*Email Type: Notification of Selection
Teleconference Information
Teleconference Slides
Submission Window Start
Download Reminder
EUA Reminder
Element Check Results
Early Submission Deadline Reminder
Final Submission Deadline Reminder
No Submissions Made
Final Findings Report

Contract ID: Select All
H0859 - TEST CONTRACT 1 - IPM
H2942 - TEST CONTRACT 3 - IPM
H8261 - TEST CONTRACT 2 - IPM

Search Select New Report

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 34](#)).

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Figure 34 – Email History Report

HPMS > Monitoring > Part D IPM > Select Sample > Reports

Reports

Overview | Document Library | Submission | Submission Status | Discussion Board | **Reports**

[View PHI/PII Disclaimer](#)

Sample Details

Sample Year: 20XX
Sample Name: Part D IPM CY20XX

Email History Report

Report Parameters

Email Type: Notification of Selection
Contract ID: All

[Modify Search Criteria](#)

Search Results

[Export All to Excel](#)

2 items in 1 pages

Contract ID	Date Sent	Email Type	Subject	Email Details
H8261	10/21/20XX 09:34:09 AM	Notification of Selection	H8261: Notification of Calendar Year (CY) 20XX Medicare Part D Improper Payment Measure Contract Selection and Point of Contact Request	View Email
H2942	10/21/20XX 09:34:08 AM	Notification of Selection	H2942: Notification of Calendar Year (CY) 20XX Medicare Part D Improper Payment Measure Contract Selection and Point of Contact Request	View Email

Page size: 50

2 items in 1 pages

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 35](#)).

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Figure 35 – Email Detail Window

**HPMS**
Health Plan Management System

Print | Close
Print Date: 10/31/2022

Email Detail

[View PHI/PII Disclaimer](#)

Sample Name (Year)	Part D IPM CY20XX (20XX)
Email Type	Notification of Selection
Contract Id	H8261
Sent To	smith.john@company.com
CC	partd_ipm@cms.hhs.gov
Date Sent	10/21/20XX 9:34:09 AM
Subject	H8261: Notification of Calendar Year (CY) 20XX Medicare Part D Improper Payment Measure Contract Selection and Point of Contact Request
Attachments	None

Message

The Centers for Medicare & Medicaid Services (CMS) has selected one or more PDEs in one or more of your Part D contract(s) for the CY 20XX Medicare Part D Improper Payment Measure (JP Sample). Please see the attached notification letter for more information and the next steps required of your organization. HPMS, a secure web-based system, will be CMS' only acceptable method for participation in Part D IPM CY20XX. For access to HPMS for JP Sample, it is important that you take immediate steps to credential users for Part D IPM Access. Please read the attached "Request Part D IPM Access" letter for additional information.

CMS plans to host a training teleconference for Part D IPM CY20XX, for which invitations will be distributed by e-mail. During the teleconference, you will receive information about accessing PDE sample data and submitting supporting documents using HPMS.

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 "Part D IPM CY20XX".
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.

Any questions related to the JP Sample process should be directed to CMS at PartD_IPM@cms.hhs.gov with subject line specified as "Part D IPM CY20XX". For technical inquiries related to HPMS, please send an email to hpms@cms.hhs.gov. For inquiries regarding your HPMS access, please send an email to hpms_access@cms.hhs.gov.

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.

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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 are able to 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 36 – Contract Submitter Summary – Report to Excel

Contract Submitter Summary Report						
Sample Year: 20XX						
Sample Name: Part D IPM CY20XX						
Last Generated: 12/6/20XX 2:13:09 PM						
Contract ID	Name	Profile	Phone Number	Email Address	Organization	Parent Organization
H0859	Doe, John	MCO User, PACE MCO User	555-555-5555	john.doe@test.com	Sample Organization	Sample Parent Organization
H0859	Doe, John	MCO User, PACE MCO User	222-222-2222	john.doe@test.com	Sample Organization	Sample Parent Organization
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5. 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.

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