

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
Baltimore, Maryland 21244-1850



**CENTER FOR MEDICARE**

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**DATE:** February 9, 2021

**TO:** All HPMS Users

**FROM:** Amy Larrick Chavez-Valdez, Director  
Medicare Drug Benefit and C & D Data Group

**SUBJECT:** Multi-Factor Authentication Coming to the Health Plan Management System

CMS will be implementing a multi-factor authentication (MFA) solution for the Health Plan Management System (HPMS) in the summer of 2021. This change is required to adhere to Federal system security mandates.

Multi-factor authentication is a mechanism that requires two independent user credentials to access a system (i.e., a CMS password and a second token that only the user could possess). Users may have experience with MFA when accessing other sensitive websites, such as using a code sent by text message to a personal device in order to log into a bank account.

CMS HPMS users will only be required to use the second token when accessing the system from outside of the CMS network (e.g., from a personal device).

CMS is planning a pilot period during the month of May where users can test their ability to access the HPMS website using MFA. Technical details will be provided under separate cover.

Please direct questions regarding HPMS MFA to the HPMS Help Desk at either [hpms@cms.hhs.gov](mailto:hpms@cms.hhs.gov) or 1-800-220-2028.