

Medicare Transaction Facilitator (MTF) Overview for Dispensing Entities



This fact sheet details key information for pharmacies and other dispensing entities that engage with the Medicare Transaction Facilitator (MTF), a core component of implementing the Medicare Drug Price Negotiation Program at CMS. On January 1, 2026, the MTF began operations to support drug manufacturers' effectuation of the new negotiated maximum fair prices (MFP).

The MTF system is composed of two key functionalities: the **MTF Data Module (DM)** and the **MTF Payment Module (PM)**.

MTF Data Module (MTF DM) facilitates the exchange of data between drug manufacturers and dispensing entities to support effectuation of the MFPs in a timely and consistent manner. The MTF DM's user interface serves as a single point of access to assist dispensing entities in the MFP effectuation process.

- The MTF DM draws upon the existing flow of claims data to pass certain data elements to applicable drug manufacturers. Manufacturers use this data to identify dispenses of their selected drug to MFP-eligible beneficiaries and determine MFP refund payment amounts.

MTF Payment Module (MTF PM) offers drug manufacturers an optional service to assist in passing through retrospective MFP refunds to the appropriate dispensing entities.

- Upon determining the amount of MFP refund payment owed on each claim, the manufacturer instructs and authorizes the MTF PM to process these MFP refund payments to dispensing entities across the U.S., providing a centralized service both for the manufacturers and dispensing entities.

For more information about the role of the MTF and its applicability to your business, please view this [short informational video](#). You can access more information about the MTF and the Medicare Drug Price Negotiation Program on the [Pharmacy and Dispensing Entity Resources page](#) on the Medicare Drug Price Negotiation Program section of the CMS website <https://mtf.cms.gov/>.

MTF Processing Timeline and Tips

There are three major phases of the MFP refund process that drive the ultimate timeline including:

1. Claim data must be submitted to CMS from the Part D Plan Sponsor (the Plans are allotted up to seven (7) days to submit data).
2. Drug manufacturers are allotted up to 14 days to process the data and provide the MTF with instructions and approvals for processing MFP refunds.
3. The banking processes to transfer MFP refunds from manufacturer bank accounts to the bank accounts designated by dispensing entities require up to five (5) business days.

To date, based on operational data, MFP refunds are completing this full process and being sent to dispensing entity-designated bank accounts within 21 days of a claim's date of service, on average.

Reminders and Tips to Expedite Receipt of MFP Refunds:

- **Enroll in the MTF DM.** This is the single most important action a dispensing entity can take to receive MFP refunds as quickly as possible.
- **Elect to receive electronic payments.** Paper check MFP refunds payments will process more slowly, electing to receive electronic payments will expedite processing.
- **Ensure banking information is up to date and accurate in the MTF DM.** The MTF processes payments based on a dispensing entity's enrollment information. Ensure your preferences are up to date and all information (e.g., bank account numbers) is recorded accurately.
- **Review third-party vendor designations.** If you are using a third-party vendor to support receiving payments, review that your selections are confirmed and the information is set up correctly (e.g., avoid sending payment and remittance advice to different vendors).
- **Engage with the drug manufacturers.** Drug manufacturers control up to 14 days of the process. Engage directly with the manufacturers to encourage faster processing.

Concerns with Availability of MFP

By law, the drug manufacturer of each selected drug is responsible for making the MFP available to pharmacies and other dispensing entities. CMS encourages dispensing entities to conduct ongoing and careful reviews of any applicable MFP refunds received or owed for selected drugs. In the event a dispensing entity identifies concerns that MFP has not been made available, there are two courses of action available:

1. Contact the Manufacturer Directly:

- CMS encourages dispensing entities and drug manufacturers to work together in good faith to resolve any concerns or issues. Information about how to contact each drug manufacturer is in each manufacturer's MFP Effectuation Plan, available on the MTF DM user interface.

2. Submit a Complaint to CMS

- Submit a complaint directly to CMS in the event you believe MFP has not been made available via the MTF Helpdesk Portal: <https://mtf.helpdesk.cms.gov/>. CMS will review and investigate these submissions as a part of our program monitoring and oversight efforts.

MTF Help Desk and Resources

MTF Technical User Support – Contact the MTF Helpdesk

- MTF Help Desk Portal: <https://mtf.helpdesk.cms.gov/>
- Phone: 1- 877-MTF-4HLP (1-877-683-4457)
- Email: MFPMedicareTransactionFacilitator@cms.hhs.gov

CMS encourages dispensing entities and their third-party support entities to review the information that CMS releases, and sign up to receive e-mails by clicking [this link](#), entering your email address, and selecting “Medicare Transaction Facilitator” under the Center for Medicare.

For more information about the Medicare Drug Price Negotiation Program broadly, including the drug manufacturers of the drugs selected for negotiations, program guidance, Information Collection Requests, and other relevant program information, visit the Medicare Drug Price Negotiation Program CMS website here <https://www.cms.gov/priorities/medicare-prescription-drug-affordability/overview/medicare-drug-price-negotiation-program>.

Not enrolled in the MTF DM? Enrollment in the MTF DM is available on an ongoing basis. Visit <https://mtf.cms.gov> to get started. Once you access the MTF DM via the enrollment process, you can:

- Self-identify as anticipating material cash flow issues as defined in section 40.4.2.2 of [Medicare Drug Price Negotiation Final Guidance](#) as applicable;
- Assign system user roles;
- Instruct the MTF DM where your MFP refund payments and remittance advice should be sent, including to a linked third-party support entity (TPSE) as applicable;
- Review drug manufacturers’ MFP Effectuation Plans, including their approaches for dispensing entities self-identifying with cash flow issues;
- Receive remittance for payment made by paper check or Electronic Remittance Advice that uses the X12 835 standard adopted under the Health Insurance Portability and Accountability Act (HIPAA) for electronic payments;
- View reports on the status of your PDE data processing through the MTF DM user interface, in order to aid your financial planning.