

HPMS E-Mail

Date: May 1, 2026

Subject: Process for Requesting an HPMS Crosswalk Exception for Contract Year 2027

CMS announces that Medicare Advantage organizations (MAOs), Prescription Drug Plan (PDP) sponsors, and Section 1876 cost plans can enter allowable CY 2027 crosswalk exceptions in the Health Plan Management System (HPMS) beginning **Tuesday, June 2, 2026, at 3:00 a.m. ET through Wednesday, June 3, 2026, at 5:00 p.m. ET.**

Only crosswalk exception requests should be submitted during this window. All transitions that fall under standard crosswalk rules should be submitted during the bid submission process.

The list of permissible crosswalk exceptions may be found at 42 CFR §§417.496, 422.530, and 423.530. D-SNP look-alikes should refer to 42 CFR § 422.514 regarding required transition of plan enrollees via the crosswalk exception process.

A crosswalk exception request is required for all exception scenarios articulated in the regulation. Plans requesting a crosswalk exception must:

- Complete the plan crosswalk during bid submission; and
- Submit the exception request once the exception submission window opens in June.

Please refer to Chapter 5 of the Bid Submission User Manual for a full explanation of the crosswalk exception process when the Crosswalk Exception functionality is released in HPMS on June 2, 2026. Please note that a new crosswalk exception related to the implementation of 42 CFR 422.514(h) will be available for dual special needs plans (D-SNPs) per the exception at 42 CFR § 422.530(c)(4)(iii). See related HPMS memorandum *Dual Eligible Special Needs Plan “Look-Alike” Transitions for Contract Year 2027*.

Once released, the Bid Submission User Manual will be found at the following HPMS path: HPMS>Plan Bids>Bid Submission>CY 2027> View Documentation.

Note: Consistent with the CY 2026 instructions, do not submit crosswalks for PDP consolidated renewals in the regular Plan Crosswalk. Plans must submit all PDP consolidated renewal crosswalks via Crosswalk Exception, during the Crosswalk Exceptions submission window in June.

CMS will announce a second opportunity to submit crosswalk exceptions in June. Separate instructions for this second opportunity will be provided in advance of the submission date.

Consistent with the CY 2026 instructions, the crosswalk verification functionality in the HPMS Bid Submission module is mandatory for all organizations/sponsors to concur or non-concur with their crosswalk data for their contract to be approved by CMS. If the crosswalk verification is not completed by the deadline for a given contract, that contract cannot be approved. The crosswalk verification functionality will be released in July. Additional guidance on the verification process will be released at that time.

For DSNP-specific crosswalk questions and D-SNP look-alike transitions please submit them to: MMCO_DSNPOperations@cms.hhs.gov.

For PDP-specific crosswalk questions, please submit them to: PartDBenefits@cms.hhs.gov.

For all other questions, please submit them to: <https://dmao.lmi.org>. Select the Medicare Advantage Operations tab and submit questions under the “Medicare Advantage Issue” category.

For technical issues, please contact the HPMS Help Desk at either: hpms@cms.hhs.gov, or 1-800-220-2028.