

HPMS E-Mail

Date: September 8, 2026

Subject: Technical Assistance for the Medicare Advantage (MA) Medicare Plan Finder (MPF) Provider Directory

As we approach the October release of the Contract Year (CY) 2027 MPF, CMS has scheduled “Office Hours” for MA organizations seeking technical assistance with their MPF provider directory data.

These are open sessions without a formal agenda. Rather, members of the technical team will be available to answer questions, clarify requirements, and provide recommendations.

Each session will use a drop-in format; registration is not required

Wednesday, September 9, 2026

3:00 p.m. to 4:00 p.m. ET

Thursday, September 10, 2026

12 noon to 1:00 p.m. ET

Wednesday, September 16, 2026

3:00 p.m. to 4:00 p.m. ET

Thursday, September 17, 2026

12 noon to 1:00 p.m. ET

All sessions can be accessed using the same meeting link:

<https://cms.zoomgov.com/j/1652960820?pwd=hBjlLaq0ViOHXbxz8xy5KAYlhadrMQ.1>

Support Resources

Technical support with HPMS (e.g., provider directory URLs, online validation reports, plan attestation, and plan previews)

HPMS Help Desk

1-800-220-2028

hpms@cms.hhs.gov

Technical assistance with the machine-readable JSON and FHIR-based JSON files and validation results

support@cms-mapnet.zendesk.com