



CENTER FOR MEDICARE

DATE: January 12, 2026

TO: All Internal and External HPMS Users

FROM: Vanessa S. Duran, Director
Medicare Drug Benefit and C & D Data Group

SUBJECT: Share Your Feedback on the Health Plan Management System (HPMS) by Friday,
January 23, 2026

CMS is actively seeking your participation in our annual HPMS Customer Satisfaction Survey.

We want to capture your insights on the system, understand your views on how to better serve end users and stakeholders, and ensure that CMS implements system enhancements that align with your needs and priorities.

Your suggestions have already driven CMS to implement enhancements in HPMS over the past years. Some examples include:

Complaint Tracking Module (CTM)

- Implemented a CTM application programming interface (API) to automate the delivery of complaints directly to internal plan systems.
- Extended the session timeout for HPMS beyond 15 minutes.
- Enhanced the Plan Request Report so that users can view complaint IDs for contract changes.
- Added fields to capture agent/broker names and National Producer Numbers (NPNs).
- Improved formatting in the Casework Notes field.

Marketing Module

- Implemented new functionality to support the bulk submission of required Actual Mailing Date (AMD) data, allowing plans to upload data for multiple materials and contract/plan/segment combinations in a single action and resulting in significant time and resource savings.

Fraud, Waste, and Abuse Reporting Module

- Introduced the ability to copy referrals of substantiated or suspicious fraud, waste, and

- abuse and payment suspension submissions to ease plan data entry burden.
- Implemented enhancements to the module's search functionality.
- Enhanced the module's dashboard functionality so that plan users can more easily identify I-MEDIC comments and updates.

Survey Details

We realize that our users are juggling many tasks and managing competing priorities. To make this process easier and quicker, CMS has reduced the survey to **5 key questions**. If you want to provide information beyond the 5 questions, the survey also offers an optional text box.

The survey will be open until Friday, January 23, 2026 at 5:00 p.m. Eastern Time.
Respondents may choose to remain anonymous.

The survey is available at the following URL:
https://surveys.CMS.gov/jfe/form/SV_bBmb5MOcYDEzvPU

Please note that HPMS access is **not** required to complete the survey, as the website is publicly accessible.

For questions regarding this announcement, please contact the HPMS Help Desk at hpms@cms.hhs.gov or Sara.Walters@cms.hhs.gov. We appreciate your continued engagement and look forward to your feedback.