

HPMS E-Mail

Date: April 28, 2026

Subject: Part C Independent Review Entity (IRE) Contract Update

This message serves as an update to the HPMS memo issued on March 31, 2026, which announced the new Part C Independent Review Entity (IRE) contract award to C2C Innovative Solutions, Inc. (C2C). We are pleased to inform you that C2C has updated their website and added a C2C Communication Protocol, Part C Reconsideration Procedures Manuals, C2C Portal User Guide, Effectuation/Appeals-status lookup tools, and information on the upcoming Portal Registration. We note that access to the appeals portal is not available at this time, as it is still undergoing limited user testing. Plans may begin registering for the portal on April 29, 2026, at 6am EST. We encourage all stakeholders to regularly visit the C2C website at <https://www.c2cinc.com/> for the latest updates, C2C contact information, and additional resources.