

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
Baltimore, Maryland 21244-1850



**CENTER FOR MEDICARE**

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**DATE:** January 13, 2014

**TO:** All HPMS Users

**FROM:** Tracey A. McCutcheon, MHSA, MBA  
Acting Director, Medicare Drug Benefit and C & D Data Group

**SUBJECT:** Health Plan Management System (HPMS) Customer Satisfaction Survey

The Centers for Medicare & Medicaid Services (CMS) is pleased to announce the release of the annual HPMS customer satisfaction survey. All HPMS users are invited to participate, including CMS staff, Medicare Advantage (MA), Prescription Drug Plan (PDP), Demonstration, Cost, and PACE organizations, Accountable Care Organizations (ACO), pharmaceutical manufacturers, consultants, States, CMS contractors, and users from other federal agencies. We strongly encourage all users to participate in the survey, as your comments and suggestions will ensure that we align our HPMS improvement efforts with customer priorities.

This feedback period will take place from **Monday, January 13, 2014 through Wednesday, January 22, 2014 until 5:00 p.m. Eastern Time.** Survey participants have the option to remain anonymous. When completing this survey, please ensure that you select the correct type of user: a) "CMS employee" for users that are federal employees at CMS, and b) "industry user" for all other non-CMS users.

An online Internet application is available to support the collection of your feedback:  
[http://hpms.cms.fu.com/surveys/hcss2014\\_01/hpms\\_css\\_start.asp](http://hpms.cms.fu.com/surveys/hcss2014_01/hpms_css_start.asp)

As a reminder, the survey website is accessible via the Internet. HPMS access is **not** required.

For questions regarding this memo, please contact Sara Silver at [sara.silver@cms.hhs.gov](mailto:sara.silver@cms.hhs.gov) or 410-786-3330. We look forward to your participation.