

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



**CENTER FOR MEDICARE**

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DATE: December 16, 2014  
TO: All HPMS Users  
FROM: Amy K. Larrick  
Acting Director, Medicare Drug Benefit and C & D Data Group  
SUBJECT: Health Plan Management System (HPMS) Enhancements - Favorites

The Centers for Medicare & Medicaid Services (CMS) is pleased to announce the addition of a “Favorites” feature to HPMS.

We are implementing this new “Favorites” feature in direct response to user feedback, obtained largely through our annual customer satisfaction survey. We understand that users must be able to more quickly reach the pages they need within an ever-expanding system.

In this pilot release, starting on or about December 16<sup>th</sup>, we are giving users the ability to mark certain highly-used pages within the Complaints Tracking module (CTM) as “Favorites”. The Marketing module will add this feature in a release scheduled for early January. This feature will allow users to jump to their designated “Favorite” pages directly from their HPMS Home Page or their User Account Management page. Also, on the User Account Management page, users will be able to rename their “Favorites” pages, re-sort the order of those selected pages, and remove pages.

Following this pilot, we anticipate adding the “Favorites” feature to additional HPMS modules throughout 2015. We will post an HPMS announcement each time the “Favorites” feature is added to a module.

To assist users on how to best use this new “Favorites” feature, we have attached a “Helpful Hints” document. This “Helpful Hints” document can also be found on the HPMS User Account Management page for future reference.

CMS remains dedicated to improving your user experience with HPMS. We invite you to try this new feature and submit your continuous feedback through the “Provide Feedback” link available in the HPMS Frequently Asked Questions (FAQ) module. We greatly value your comments, as they are crucial to ensuring that our efforts continue to meet your needs.