



CENTERS FOR MEDICARE & MEDICAID SERVICES

DATE: November 13, 2019

TO: All Current and Prospective HPMS Users

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SUBJECT: New Instructions for Requesting Access to the Health Plan Management System

CMS requires all prospective users to obtain a 4-character CMS user ID to access the Health Plan Management System (HPMS). Historically, individuals have used the *Application for Access to CMS Computer Systems* form to request a CMS user ID. CMS has discontinued the paper-based process, and prospective users will now submit CMS user ID requests through the EUA Front-End Interface (EFI). The new EFI system allows individuals to submit their own CMS user ID requests online. On average, EFI has reduced processing time from 2-3 weeks to 2-4 days.

The last date on which CMS will accept a paper-based user ID request form will be **Wednesday, December 11, 2019**. CMS will not process paper forms received after this date.

Using EFI to Request a CMS User ID for HPMS Access

Comprehensive instructions for submitting an online EFI request are available at the following website using the “Instructions for Requesting EUA User Access via EFI” link in the **Downloads** section:

<https://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/HPMS/UserIDProcess.html>

To assist with the transition to EFI, CMS has also published a new YouTube Video that guides a prospective HPMS plan user step-by-step through the submission process. This video identifies common EFI issues and the corresponding solutions and explains what a user should expect after submitting a request through EFI. The HPMS EFI YouTube video is available at the following URL: <https://youtu.be/LeLlCfJZYg>

Please note that CMS will produce a future HPMS EFI YouTube video for prospective consultant users.

For more information on accessing HPMS, user ID recertification, and password maintenance, please visit the following website:

<https://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/HPMS/RecertAndPwdProcess.html>.

For questions about this memo, please contact the HPMS Help Desk at either hpms@cms.hhs.gov or 1-800-220-2028.