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TO: Pharmaceutical Manufacturers

FROM: Cynthia G. Tudor, Ph.D., Director, Medicare Drug Benefit and C & D Data Group

SUBJECT: Instructions for Obtaining Electronic Signature Access in the Health Plan Management System (HPMS) for Contract Year 2012

DATE: October 28, 2011

CMS recently issued guidance entitled *Medicare Coverage Gap Discount Program – Updated Guidance* that discussed CMS’ resolution of issues associated with low volume and low dollar invoices in addition to making a technical correction to extend the time frame which manufacturers have to file an appeal. The changes related to low volume and the time frame to file an appeal require that CMS make adjustments to the current Discount Program Agreement and for manufacturers to sign a modified agreement for the 2012 contract year no later than December 16, 2011.

The specific changes to the Discount Program Agreement are in:

Section V (g) – The original agreement allowed a manufacturer to request an appeal within either 30 calendar days of the manufacturer’s receipt of an unfavorable determination from the TPA, or 60 calendar days after CMS’s receipt of notice of the dispute if the TPA has not issued a decision within 60 calendar days, whichever is earlier. The revised agreement changes the 60-day time frame to 90 days and reads as follows, “If the Manufacturer receives an unfavorable determination from the TPA, the Manufacturer must request review within 30 calendar days of the Manufacturer’s receipt of the unfavorable determination from the TPA. If the Manufacturer does not receive a determination from the TPA within 60 calendar days, the Manufacturer must request review within **90** calendar days from the TPA’s receipt of notice of the dispute” [emphasis added].

Exhibit A – The exhibit now indicates that the service provider Service Provider Identifier Qualifier and the Service Provider Identifier will not be provided on quarterly invoices for low-volume claims for the 2011 and 2012 contract years.

The modified Discount Program Agreement is now available to view in its entirety on the CMS pharmaceutical manufacturer website at

[http://www.cms.gov/PrescriptionDrugCovGenIn/05\\_Pharma.asp#TopOfPage](http://www.cms.gov/PrescriptionDrugCovGenIn/05_Pharma.asp#TopOfPage).

To re-sign the modified 2012 agreements CMS is instituting an electronic signature process through the Health Plan Management System (HPMS). Manufacturers will be able to electronically re-sign the modified Discount Program Agreements from December 5, 2011 through December 16, 2011.

The rest of this memo provides instructions for manufacturers to obtain the type of HPMS access required to re-sign their agreements.

Only individuals with the authority to enter into contracts for their organization and who are assigned in HPMS as the Signatory contact will be permitted to electronically sign the Discount Program Agreement. Consequently, all Signatory Contacts must have a CMS user ID with electronic signature access in HPMS. In accordance with the HPMS Rules of Behavior, the sharing of user IDs is strictly prohibited. Manufacturers who fail to sign the modified agreement will continue to be held responsible for Discount Program payments.

To access the electronic signature in HPMS, an individual must: a) obtain a CMS user ID with access to HPMS; and b) request that the electronic signature functionality be assigned to the CMS user ID. The detailed instructions will depend upon the type of user seeking access:

User Type	Instructions
The individual does not have a CMS user ID.	<ul style="list-style-type: none"><li>• Complete the steps described in <b>Attachment A</b> in order to obtain a CMS user ID with access to HPMS.</li><li>• Following the issuance of the CMS user ID, complete the steps described in <b>Attachment B</b> in order to obtain electronic signature access in HPMS for CY 2012.</li></ul>
The individual has an existing CMS user ID, but requires electronic signature access in HPMS.	<ul style="list-style-type: none"><li>• Complete the steps described in <b>Attachment B</b> in order to obtain electronic signature access in HPMS for CY 2012.</li></ul> <p>Note: Signatories must establish their official role and contract associations with CMS by completing the steps in Attachment B.</p>

CMS strongly recommends that organizations submit the necessary materials to obtain electronic signature **no later than November 10, 2011.** For general questions related to HPMS user access please contact Don Freeburger at [don.freeburger@cms.hhs.gov](mailto:don.freeburger@cms.hhs.gov).

As stated above, manufacturers will be able to view and electronically sign the 2012 modified Discount Program Agreements in HPMS from **December 1, 2011 through December 16, 2011.**

For general questions related to the modified 2012 Discount Program Agreement please send an email to [CGDPandManufacturers@cms.hhs.gov](mailto:CGDPandManufacturers@cms.hhs.gov).

## **Attachment A – Requesting HPMS Access for a New User**

If the Signatory does **not** have an active CMS user ID with access to HPMS, the user must follow these steps to obtain a CMS user ID:

- Download the *Application for Access to CMS Computer System* form from <http://www.cms.hhs.gov/InformationSecurity/Downloads/EUAaccessform.pdf>.
- Complete the form as follows:
  - Section 1- Check “New” as the type of request.
  - Section 2 – Check “Medicare Advantage / Medicare Advantage with Prescription Drug / Prescription Drug Plan / Cost Contracts – **Using HPMS Only**” and complete the other data entry fields, where applicable.
  - Section 3 – Enter the P# \_\_\_\_ (s) for which you need access.
  - Section 4 – Check the first row beneath the "Default Non-CMS Employee" row (i.e., place a check in the Connect box of the third row). On the blank line beside your check mark, write "HPMS\_P\_CommUser".
  - Section 5 – State briefly that you require HPMS.
  - Section 6 – Leave blank.
  - Sign and date the Privacy Act Statement on page 3 of the form. Also enter your name and Social Security Number at the top of page 3. This step is critical ensuring the successful processing of your request.
- Submit the original (not a copy) user access form to CMS via traceable carrier to:

ATTENTION: Gregory Buglio  
Centers for Medicare & Medicaid Services  
Re: HPMS Access for Manufacturers  
7500 Security Boulevard  
Mail Stop: C4-18-13  
Baltimore, MD 21244

- On each individual’s form, please ensure that it includes an original signature/date, social security number, and the contract number(s) for which the user needs HPMS access.

Your request will **not** be processed without completing these steps.

**Note:** If electronic signature access is required, the user must complete the steps described in Attachment B once the CMS user ID is established.

## Attachment B – Requesting Electronic Signature Access in HPMS

In addition to obtaining and maintaining a CMS user ID with access to HPMS, designated signatories must establish their official role and P number associations with CMS.

If the signatory **does** have an active CMS user ID with access to HPMS, the user must follow these steps to become a designated contracting official in the system for CY 2012.

- Please do NOT resubmit the user request form.
- Ensure that your CMS user ID is recertified when notified by CMS. Users will receive an email notification from [ess@cms.hhs.gov](mailto:ess@cms.hhs.gov) with the subject “*CMS Certification Due Date.*” Please follow these instructions closely to ensure you recertify and retain your current user ID. If you do not complete the certification in a timely manner, your CMS User ID will be **revoked** and you will have to reapply as a new HPMS user (see Attachment A).
- Submit an official letter that states the name, role, CMS user ID and P-number associations for the individual identified in HPMS. The letter must be provided on your organization’s official letterhead and signed by a senior official of the organization. CMS recommends the use of the following sample language:

*(Name of organization) hereby requests that (Name of Signatory, their role, and their CMS user ID) be granted electronic signature access as a contracting official in HPMS for the following P numbers: (list specific P numbers).*

Note: Organizations may send one consolidated letter for their primary and secondary signatories or separate letters for each individual.

- Submit the official letter to Gregory Buglio via either:
  - Email in scanned PDF format to [gregory.buglio@cms.hhs.gov](mailto:gregory.buglio@cms.hhs.gov). Please use the following subject line: HPMS Access for Signatories
  - Traceable carrier to:

ATTENTION: Gregory Buglio  
Centers for Medicare & Medicaid Services  
Re: HPMS Access for Manufacturers  
7500 Security Boulevard  
Mail Stop: C4-18-13  
Baltimore, MD 21244.