



CENTER FOR MEDICARE

DATE: April 15, 2013

TO: All HPMS Users

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

SUBJECT: Health Plan Management System (HPMS) Enhancement Updates

The Centers for Medicare & Medicaid Services (CMS) is pleased to announce updates to the Health Plan Management System (HPMS).

First, we want to thank all of the users who participated in last year's inaugural HPMS customer satisfaction survey. We carefully reviewed the survey results as well as each individual comment and developed a comprehensive plan to implement improvements to address your feedback. We anticipate administering this year's customer satisfaction survey this summer. We look forward to your continued feedback.

Second, we want to express our appreciation to all of the users who provided feedback on the proposed mock-ups for the HPMS user interface redesign posted in January 2013. We incorporated your comments into our planning efforts and made changes to the new user interface and our implementation plan in response to your detailed feedback.

On May 3, 2013, we will launch the first phase of the HPMS user interface redesign. We have purposefully limited the scope of this release to ensure that we do not introduce unnecessary disruption into the 2014 bidding process.

In this release, we will introduce the new HPMS homepage, which includes the following features:

- Migration of the primary navigation bar from the left side to the top of the homepage
- Dedicated sections for HPMS memos and general announcements, along with a small photo carousel
- Addition of a footer containing important links, such as system requirements, frequently asked questions, and web policies

- Relocation of the User Resources homepage category (e.g., user account maintenance, view user access report) to the top right of the homepage along with your user name, a text resizer, and your last login information
- New color scheme using a green, blue, gray, and white palette

For a screenshot of the new HPMS homepage, please refer to **Appendix A**.

With the May 3, 2013 release, we will begin converting certain HPMS modules to the new module-level look and feel, which includes the following features:

- Persistent top navigation bar to allow for easier movement between modules
- Persistent right rail navigation bar to allow for easier movement within a module
- Breadcrumbs
- Persistent footer containing important links, such as system requirements, frequently asked questions, and web policies
- New color scheme using a green, blue, gray, and white palette

For screenshots of a module converted to the new module-level look and feel, please refer to **Appendix B**.

Additional modules will be converted to the new module-level look and feel throughout the course of the spring and summer. We will use the new announcement section of the HPMS homepage to alert users in advance of these changes.

At this time, all other modules will remain in the current design with only a change to the new green, blue, gray, and white color scheme. For screenshots of a module with only color scheme changes, please refer to **Appendix C**.

As part of our continuing efforts to improve your user experience in HPMS, we are actively investigating the following changes:

- Improving system performance
- Restructuring the menus and module groupings in the top navigation bar to make navigation more intuitive to the end user
- Implementation of a site map and a “how do I” feature
- Introduction of a Favorites section to allow users to bookmark their most frequently used functions in the system
- Establishment of a Tasks section on the HPMS homepage to alert a user when workload is present in the system (e.g., open complaints, marketing material dispositions)
- Enhancing our user guides
- Allowing the user to personalize their interaction with the system

CMS remains dedicated to improving your user experience with HPMS. We invite you to submit your continuous feedback through the “Provide Feedback” link available in the HPMS FAQ module. We greatly value your comments, as they are crucial to ensuring that our efforts will meet your needs.

Appendix A

HPMS Homepage

HPMS
Health Plan Management System STAGING

LORE ROBINSON | User Resources | Log Out | A A A
Last logged in at 12:35 PM on April 12, 2013

Plan Dashboard | Contract Management | ACO Management | Plan Bids | Plan Formularies | Monitoring | Quality and Performance | Risk Adjustment | Cost Reports | Data Extract Facility

HPMS Memos

- 04/05/2013** [Memo](#) re: the release of the 2014 PBP/BPT and related technical bidding guidance for Part D EGWPs..
- 04/05/2013** [Memo](#) re: the release of the 2014 PBP online training..
- 04/05/2013** [Memo](#) re: the CY 2014 Medication Therapy Management Program guidance and submission instructions..
- 04/02/2013** [Memo](#) re: access to the 2013 Medicare Part D patient safety reports.
- 04/02/2013** [Memo](#) re: actual bid training for CY 2014.
- 04/02/2013** [Memo](#) re: actual user group calls.
- 04/02/2013** [Memo](#) re: the out-of-pocket cost (OOPC) model for CY 2014 bid submissions.

[More »](#)



Announcements

- 05/03/2013** Initial launch of the redesigned [HPMS user interface](#).
- 04/10/2013** [Registration opens](#) for the CMS 2013 Medicare Advantage & Prescription Drug Plan Spring Conference.
- 04/05/2013** [Production release](#) of the 2014 PBP online training.
- 04/05/2013** [Production release](#) of the 2014 PBP, BPT, and plan creation functionality.

[More »](#)

Home | About HPMS | Website Accessibility | Web Policies | File Formats and Plug-Ins | Rules Of Behavior | System Requirements | FAQ
This is a U.S. Government computer system subject to Federal law.



Appendix B

Sample Module Start Page in New Template

HPMS
Health Plan Management System STAGING

LORE ROBINSON | User Resources | Log Out | A A
Last logged in at 14:04 on April 12, 2013

Plan Dashboard | Contract Management | ACO Management | Plan Bids | Plan Formularies | Monitoring | Quality and Performance | Risk Adjustment | Cost Reports | Data Extract Facility

Home » Fiscal Soundness

Fiscal Soundness Start Page



The HPMS Fiscal Soundness module supports CMS' ability to collect, store, and review audited financial information submitted by Medicare organizations including Medicare Advantage (MA), Medicare Advantage Prescription Drug (MAPD), and Program of All-Inclusive Care for the Elderly (PACE) organizations. In addition, the application serves as a data repository for all historical and current MA, Part D and Medicare-Medicaid organizations financial information, along with their review history.

CV 1.12.0.11

Home | About HPMS | Website Accessibility | Web Policies | File Formats and Plug-Ins | Rules Of Behavior | System Requirements | FAQ
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Appendix B

Sample Module Page in New Template

HPMS
Health Plan Management System STAGING

LORI ROBINSON | User Resources | Log Out | A A
Last logged in at 14:04 on April 12, 2013

Plan Dashboard | Contract Management | ACO Management | Plan Bids | Plan Formularies | Monitoring | Quality and Performance | Risk Adjustment | Cost Reports | Data Extract Facility

HPMS Home » Fiscal Soundness » View Financial Data

View Financial Data

Fiscal Soundness +

Contract Year: All ▾

Contract Options: Type in a Contract Number or Choose one from the Contract Number/Name Drop-Down List

Contract Number:

Contract Number/Name: All ▾

Submission Date From (MM/DD/YYYY):

Submission Date To (MM/DD/YYYY):

Order By: Submission Date ▾

Home | About HPMS | Website Accessibility | Web Policies | File Formats and Plug-Ins | Rules Of Behavior | System Requirements | FAQ
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CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Appendix C

Sample Module Start Page with Color Scheme Changes Only

Health Plan Management System BDC_QABid 2014
Home

Download
Manage Plans
Upload
Documentation

Bid 2014 Start Page

- To download the BPT Spreadsheets, PBP Data Entry Software, and Plan-Specific Information, select the "Download" link.
- To Set-up Plans, Edit Marketing Data, Contact Data, or Co-Brand Data for CY 2014, select the "Manage Plans" link.
- To verify your service area, select the "Upload" link.
- To access the Bid User's Manual, Provider Specific Plan HSD, MA and Part D BPT Instructions, Bid Pricing Tool Technical Instructions, PBP and Summary of Benefits Changes, Summary of Benefits Sentences and Crosswalk, and SB Template for Dual-Eligible SNPs, select the "Documentation" link.

Step 1: [Download the PBP Data Entry Software](#). This download contains only the PBP software, not any plan-specific information. Because the PBP software is approximately 54 MB, we strongly recommend that only one user within an organization perform this download and then distribute the software locally to other users within the organization. Step 1 must only be performed one time.

Please note that if you have installed a previous version of the PBP 2014 software, such as the Beta version, you must completely uninstall the previous version prior to installing the current version. For instructions on uninstalling the PBP software, refer to the [Uninstallation Instructions](#).

Step 2: Install the PBP Data Entry Software using the [Installation and Uninstallation Instructions](#). Once installed, do not start the software until Step 6. You are not required to have performed Step 2 before Steps 3 and 4, but it must be performed before Step 6.

Step 3: [Set up your plan-specific information](#), such as adding plans, deleting plans, and editing plan service areas.

Step 4: Edit your [plan marketing](#) information such as plan geographic name and customer service hours, and [plan contact](#) information such as Bid PBP contacts. Additionally, you have the option to define [co-brand partners](#) for each plan.

Step 5: Ensure that all organization-level data entry is complete in the HPMS Contract Management module. This data includes organization geographic name, organization marketing name, and organization level contacts such as CEO, CFO, and Medicare Coordinator.

Step 6: [Download your plan-specific information](#). Once you download your plan-specific information and access the PBP software for the first time, the PBP will generate a separate BPT for each defined plan (and segment for local MAs). Multiple plan owners within an organization must separately download their own plan-specific information.

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Appendix C

Sample Module Page with Color Scheme Changes Only

Bid 2014
Home

Download PBP Data Entry Software

This installation package contains all of the files necessary for installing the PBP Data Entry Software. It does not contain any plan-specific information.

Click on the "Download" button to begin downloading the PBP Data Entry Software installation package. Once the PBP Data Entry Software download is complete, click on the "Back" button to return to the 2014 Bid download steps.

If multiple users within an organization need the PBP software, we strongly recommend that only one user within the organization perform this download and then distribute the software locally to the other users. For more information about setting up a multiple user configuration in the PBP, refer to the PBP General Help function or Chapter 1 of the CY2014 Bid User's Manual.

Note: You must have administrative rights to your local PC in order to install the PBP software. If you do not have administrative rights to your local PC, you must have your system administrator install the PBP software for you.

Go To: [Bid 2014 Start Page](#)