



**CENTER FOR MEDICARE**

---

**TO:** All Current and Prospective Medicare Advantage, Prescription Drug Plan, Cost, PACE, and Medicare-Medicaid Plan Organizations

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

Danielle R. Moon, J.D., M.P.A., Director  
Medicare Drug & Health Plan Contract Administration Group

**DATE:** April 26, 2013

**SUBJECT:** Release of the 2014 Service Area Verification Functionality

The Health Plan Management System (HPMS) Contract Year (CY) 2014 Service Area Verification (SAV) functionality is now available in the Bid Submission module for all organizations to begin reviewing their entire contract service area and applicable attributes (e.g., employer-only/SNP/pending/partial counties or regions) for accuracy and completeness.

Organizations must concur or non-concur with their contract service area in the SAV functionality by the June 3, 2013 bid submission deadline. Bid submissions will not be sent forward to the desk review process until an organization completes this upload requirement. Please note that **any** change to a contract service area (e.g., service area reduction) requires an organization to re-certify in the SAV module. There are also additional bid submission requirements (e.g., plan crosswalk, formulary crosswalk) that will be released on May 10, 2013 that require completion by the June 3, 2013 bid submission deadline.

Organizations that non-concur must provide an explanation as to what is incorrect in their contract service area, such as a county or region that is not listed or one that is erroneously listed. If an organization non-concurs with any portion of the contract service area, each noted discrepancy must be resolved with CMS as soon as possible. Service area issues may result in serious delays of the CMS bid desk review process. Once resolution is met with CMS, you must re-verify the contract service area and concur in HPMS as quickly as possible. CMS strongly encourages organizations to complete the Service Area Verification as soon as possible to ensure that problems can be resolved before June 3, 2013.

The SAV module lists the counties/regions assigned to a contract, whether it is an employer-only county/region, if it is a SNP service area, if it is a pending county/region, if it is a partial county, the number of individual and SNP plans that contain that county/region, and the number of employer plans that contain that county/region. If the Partial County displays a “Yes,” you can select the “Yes” link to see the list of zip codes for that partial county. If the Number of SNP Types displays a number, you can click on that number and see the SNP type(s) associated with the county. By selecting the “Number of Individual and SNP Plans” or “Number of Employer Plans” link, you can see the plan ID(s) that contain that county/region. Organizations with numerous plans may wish to review their service area by utilizing the Plan Service Area Report found in HPMS by navigating to Contract Management > Contract Reports > CY 2014. If an organization chooses to review their service area using this report, they must return to the SAV functionality to register concurrence or non-concurrence.

If an organization identifies issues with its contract service area, including the presence of a county or region that should not be a part of its contract service area, please contact the appropriate person(s) as noted below:

MAO Service Area Issues (Individual and Employer Service Areas):

- [MA\\_Applications@cms.hhs.gov](mailto:MA_Applications@cms.hhs.gov)

PDP Service Area Issues (Individual and Employer Service Areas):

- Linda Anders at [Linda.Anders@cms.hhs.gov](mailto:Linda.Anders@cms.hhs.gov) or 410-786-0459

Special Needs Plan (SNP) Service Area Issues:

- [SNP\\_Mail@cms.hhs.gov](mailto:SNP_Mail@cms.hhs.gov)

If you require technical assistance with the SAV functionality, please contact the HPMS Help Desk at either 1-800-220-2028 or [hpms@cms.hhs.gov](mailto:hpms@cms.hhs.gov).