

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



CENTER FOR MEDICARE

DATE: March 9, 2020
TO: All Part D Plan Sponsors
FROM: Jennifer R. Shapiro, Acting Director, Medicare Plan Payment Group
SUBJECT: Annual Request for Part D Payment Reconciliation Contact Information

Part D sponsors enter contact information in the Health Plan Management System (HPMS). This information is utilized by the Centers for Medicare & Medicaid Services (CMS) when communicating with Part D sponsors on various topics. Each year, prior to the Part D Payment Reconciliation, CMS requests Part D sponsors verify that the contact information in HPMS is accurate. The Payment Process Contractor, who assists CMS with the Part D payment reconciliation process, uses the contact information to communicate with Part D sponsors, and send and receive correspondences related to the Part D payment reconciliation.

The Payment Process Contractor will use HPMS to obtain contact information from all sponsors who had an active contract in 2019. Please note this includes sponsors who had contracts active for just a portion of 2019. The contact person(s) for the 2019 Part D payment reconciliation should be able to represent the Chief Executive Officer (CEO) or Chief Financial Officer (CFO) and be able to respond promptly to correspondence related to the Part D payment reconciliation process. The contact person(s) for the DIR reports should be able to answer technical questions related to the 2019 DIR reports.

Please ensure that the contact information in HPMS for the Executive Officers, Medicare Compliance Officer, reconciliation contacts, and DIR contacts is accurate. Updates may be made in the HPMS Contract Management module using the following navigation path:

HPMS Homepage > Contract Management > Basic Contract Management > Select Contract Number > Contact Data.

Part D sponsors must ensure that the contact information is accurate for each Part D contract number by **March 23, 2020**.

The Contract Management Contact Data module may not be available to **terminated contracts**. Therefore, if your contract number was active in 2019, but is no longer active in 2020, you will need to submit the contact information to the Payment Process Contractor using the attached terminated contracts spreadsheet. The completed spreadsheet must be sent to the Payment Process Contractor via e-mail at PartDPaymentSupport@acumenllc.com by **March 23, 2020**. **Please note in the subject line, "Payment Reconciliation Contact Information for Terminated Contracts."**

When submitting the terminated contracts spreadsheet, please limit the number of Part D payment reconciliation contacts and DIR report contacts to no more than two persons per parent organization (*i.e.*, two contacts for Part D payment reconciliation and two contacts for DIR reports). Each parent organization may designate only one contact as the CEO or one contact as the CFO. Multiple CEOs or multiple CFOs are not permitted. For each contact, please indicate the first name, last name, mailing address (including city, state, and zip code), phone number, fax number, and e-mail address.

We note that, with the exception of terminated contracts, sponsors are not to submit its contact information directly to the Payment Process Contractor via e-mail.

For technical assistance in updating contact information in HPMS, please contact the HPMS Help Desk at either 1-800-220-2028 or hpms@cms.hhs.gov. For other questions regarding this memorandum, please contact the Payment Process Contractor at PartDPaymentSupport@acumenllc.com.

Thank you.

Attachment (for terminated contracts only)