



**CENTER FOR MEDICARE**

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**DATE:** July 9, 2021

**TO:** All HPMS Users

**FROM:** Amy Larrick Chavez-Valdez, Director  
Medicare Drug Benefit and C & D Data Group

**SUBJECT:** Invitation to Provide Feedback on the Health Plan Management System (HPMS) Home Page

CMS invites all HPMS users to provide feedback on the HPMS home page. CMS is seeking this information as we work to modernize the page in order to improve navigation and add new features to support users.

As part of this survey, you will also be asked to review a low fidelity design and report on your preferences for certain features.

Some notes on the design mock-ups and its features are below:

- These mock-ups are intended to illustrate the content and layout (i.e., not color palettes).
- The design is based on an open design concept. According to our UX research, some HPMS users find it difficult to find what they need easily in the system. To address this concern, CMS has exposed the categories and modules on the home page, placed the favorites and last viewed features prominently, and added a new search feature.
- The new search function would allow users to search modules, memos, and frequently asked questions all at once or target a single type. The search results would then be presented by type. The search feature also serves as an alternative quick module navigation option.
- The calendar and footer from the landing page have been added for convenience.

CMS has developed an Internet-accessible online survey to support the collection of your feedback at the following URL: <https://877fp303.optimalworkshop.com/questions/r4c8c8c4-0>

**This survey will open on Monday, July 12, 2021 and close at 11:59 p.m. ET on Friday, July 23, 2021.**

For questions regarding this memo, please contact the HPMS Help Desk at either [hpmc@cms.hhs.gov](mailto:hpmc@cms.hhs.gov) or 1-800-220-2028. Thank you for your participation.