

HPMS E-Mail

Date: September 9, 2021

Subject: New Contact Field in the SPAP/ADAP Module in the Health Plan Management System (HPMS)

On Friday, September 10, 2021 CMS will be updating the HPMS SPAP/ADAP (State Pharmaceutical Assistance Program/AIDS Drug Assistance Program) module to include two contact information fields:

- Contact Information for CMS
- Contact Information for Beneficiary Inquiries

The information entered into the “Contact Information for CMS” field will be used by CMS to contact SPAP/ADAP programs.

The information entered into the “Contact Information for Beneficiary Inquiries” field will be displayed on Medicare.gov for beneficiaries that need to contact SPAP/ADAP programs directly.

Both fields will be pre-populated with the information that had been entered into the prior “Contact Information for Beneficiary Inquiries” field.

CMS strongly recommends that all SPAP/ADAP programs review both contact fields in HPMS to ensure that the appropriate phone number is reflected for each one. It is critical that the contact information listed for “Contact Information for Beneficiary Inquiries” is correct for public display on Medicare.gov.

Thank you for your prompt attention to this request.

