

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



CENTER FOR MEDICARE

DATE: December 30, 2020

TO: All External HPMS Users

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

SUBJECT: Health Plan Management System (HPMS) Customer Satisfaction Survey for
External HPMS Users

The Centers for Medicare & Medicaid Services (CMS) is pleased to announce the release of the annual HPMS customer satisfaction survey. All external HPMS users are invited to participate, including Medicare Advantage (MA), Prescription Drug Plan (PDP), Demonstration, Cost, and PACE organizations, pharmaceutical manufacturers, consultants, States, CMS contractors, and users from other federal agencies. We strongly encourage all users to participate in the survey, as your comments and suggestions will ensure that we align our HPMS improvement efforts with customer priorities.

This feedback period will run from **Monday, January 4, 2021 through Friday, January 15, 2021 until 5:00 p.m. Eastern Time.** All survey participants will be anonymous.

An online Internet application is available to support the collection of your feedback:
https://cms.gov1.qualtrics.com/jfe/form/SV_4ZXTeGkBqtbuTNb

As a reminder, the survey website is accessible via the Internet. HPMS access is **not** required.

For questions regarding this memo, please contact Sara Walters at sara.walters@cms.hhs.gov or 410-786-3330. We look forward to your participation.