



CENTERS FOR MEDICARE & MEDICAID SERVICES

DATE: July 29, 2020

TO: All Medicare Advantage, Prescription Drug Plan, 1876 Cost, and
Demonstration Organizations

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SUBJECT: Contract Year (CY) 2021 Drug Pricing and Plan Benefits Previews

Organizations will use the Health Plan Management System (HPMS) to preview the CY 2021 drug pricing, plan benefits, and out-of-pocket cost (OOPC) estimate data prior to the data going live on Medicare Plan Finder (MPF) on October 1, 2020. The preview windows will be open concurrently to provide a more comprehensive preview of the data being published on MPF.

- Preview 1: August 12-18, 2020
 - Using drug pricing data from the second test submission window.
 - Using plan benefit data pulled no sooner than August 6, 2020.
- Preview 2: September 8-11, 2020
 - Using drug pricing data from the third test submission window.
 - Using plan benefit data pulled no sooner than September 3, 2020.

For both windows, the preview functionality will open at 6:00 a.m. ET on the first day and close at 11:59 p.m. ET on the last day. The preview functionality can be accessed using the following navigation paths:

HPMS Home Page > Plan Bids > Plan Data Previews > Benefits Preview

HPMS Home Page > Plan Bids > Plan Data Previews > Drug Pricing Preview

Changes for CY 2021 Plan Benefits Preview

- HPMS will display the date and time of the benefits data pull on the preview page in the plan benefit preview functionality. Data changes made in HPMS after this time will **not** be reflected in the active preview window.

- While viewing the plan benefit preview, users will also be able to view the Plan Benefit Package (PBP) reports housed in the bid reports section of HPMS. This new feature will allow users to do a side-by-side comparison of the benefits to be displayed on MPF and the data submitted via the PBP.
- Users will have access to a new preview report that allows users to toggle between the plan benefit and drug pricing preview comments. This report will allow users to view the history of feedback submitted instead of just the most recent preview status.
- CMS has removed the “concur” and “non-concur” statuses. The status options have been updated to more closely reflect what plan users are reporting to CMS.
 - **Not Viewed:** No user has accessed the benefit preview.
 - **Under Review:** At least one user has accessed the benefit preview, but has not taken a disposition on the data.
 - **Reviewed and Verified:** A user has reviewed the data and has confirmed they have no comments.
 - **Reviewed with Comment:** A user has reviewed the data and has submitted comments regarding the data in the preview.
- Users can submit multiple comments using pre-defined categories as well as create their own categories to submit comments. The pre-defined categories are:
 - Plan Card (search results display)
 - Overview
 - Benefits & Costs
 - Extra Benefits & Costs
 - Optional Packages
 - Drug Coverage & Costs
 - Contact Information

Changes for CY 2021 Drug Pricing Preview

- Drug pricing footnotes will appear in the drug pricing preview.
- Users will be able to retrieve drug pricing for both retail and mail order pharmacies concurrently within a search.
- Users will be able to save and reuse multiple custom searches, comprised of either drugs or pharmacies, for use in the CY 2021 preview.
 - Users will be able to save up to 10 pharmacies for a specific zip code for each search. Users may modify the saved searches to add and/or remove pharmacies.
 - Users will be able to save up to 25 drugs for each search. Users may modify the saved searches to add and/or remove drugs.
- Users will be able to download their drug pricing data results to a .csv file.

- Users will have new links on the drug pricing preview page to report a missing drug or a missing pharmacy. Plan users should use the “report a missing drug” link to report if a drug, a drug dosage, quantity, and/or frequency is missing. Users will also have a text box to include additional details regarding the missing drug.
- Users will have a separate comment box to submit comments on the drug pricing results. To assist with analysis of the comments, HPMS will pre-populate the comment box with the drug name, quantity, frequency, and pharmacy location selected for the search.

Preview Guidance

- Be sure to participate in the first preview window to maximize the time in which issues can be identified and corrected prior to the second preview window, where possible.
- In large part, the plan benefits presented in MPF are pulled from Plan Benefit Package (PBP) submissions in HPMS. If there is an issue with PBP data that is also used by MPF, then organizations should report the issue during the plan preview and request a plan correction in HPMS. CMS will review each plan correction request and provide a disposition.
- CMS will only accept plan correction requests between **September 4-24, 2020**. As a reminder, CMS will only permit changes to the PBP that align with the corresponding Bid Pricing Tool (BPT) for that plan. No changes to the BPT are permitted during the plan correction period.
- Organizations that submit plan corrections may be subject to compliance action and will be suppressed in MPF until the issue has been fully corrected.
- Certain plan data displayed in MPF can be easily and quickly updated in HPMS at any time. Some examples include plan names, website addresses, and customer service phone numbers. Organizations are required to log into HPMS and make the necessary updates as soon as possible. **Appendix A** contains guidance on how to update these data in HPMS.
- The CY 2021 plan benefit preview does **not** support Microsoft Internet Explorer. Organizations should use an alternative modern web browser to access the benefit preview functionality, such as Chrome, Edge, or Firefox.

OOPC Preview Guidance

The MPF OOPC data preview functionality can be accessed using the following navigation path:

HPMS Home Page > Plan Bids > Plan Data Previews > OOPC Preview

Organizations must submit feedback using the comment box provided in the OOPC preview functionality.

Please note that the out of pocket estimated cost calculations displayed on MPF are based on values generated by the MPF OOPC model, which is separate and distinct from the Baseline and Bid Review OOPC models.

User Access and Support Resources

To access the plan benefits, drug pricing, and OOPC preview functionality, each user must have the following:

1. An active CMS user ID with HPMS production access;
2. One or more contract numbers assigned to the user ID in HPMS; and the
3. Following HPMS access types assigned to the user ID (depending upon the user's need):
 - MPF Benefits Preview
 - MPF OOPC Preview
 - Drug Pricing Preview - Plan

General HPMS user access guidance is available at the following website:

<https://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/HPMS/UserIDProcess.html>

For further assistance on the CY 2021 plan benefits, drug pricing, and OOPC previews, organizations are encouraged to use the help resources outlined in the table below:

Support Resource	Contact Information
Technical support for the HPMS plan benefits, OOPC and drug pricing data preview functionality	HPMS Help Desk 1-800-220-2028 hpms@cms.hhs.gov
Feedback on plan benefit information as displayed in the benefit plan preview	Use the “Reviewed with Comment” function in the preview module. Feedback will be delivered to the MPF and HPMS teams.
Feedback on OOPC information as displayed in the OOPC plan preview	Use the OOPC comment box in the preview module. Feedback will be delivered to the MPF and HPMS teams.
Feedback on drug pricing information as displayed in the drug pricing plan preview	Use the “Add Drug Pricing Comment” and/or “Report a Missing Drug” functions in the preview module. Feedback will be delivered to the MPF and HPMS teams.
General HPMS user access questions	hpms_access@cms.hhs.gov
General MPF Questions	MPF@cms.hhs.gov

Appendix A

The table below provides instructions for updating certain HPMS data that are displayed in MPF. The following data may be updated at any time in HPMS. Changes will be reflected in MPF within 24 hours.

Data Element	Update Path in HPMS
View Plan Website	Contract Management > Basic Contract Management > Org. Marketing Data > Organization Website Address
Address	Plan Bids > Bid Submission > CY 2021 > Edit Contact Data > Update the “Mailing Address” field for the “Customer Service Prospective Member” Contact
Member phone number	Plan Bids > Bid Submission > CY 2021 > Edit Contact Data > Update the “Local Phone Number” field for the “Customer Service Current Member” Contact
Non-member phone number	Plan Bids > Bid Submission > CY 2021 > Edit Contact Data > Update the “Local Phone Number” field for the “Customer Service Prospective Member” Contact
View provider directory (if available)	<p>If you enter the optional URL at the contract level: Contract Management > Basic Contract Management > Org. Marketing Data > Update the “URL for this website” under the questions “Do you have a website that lists the physicians who are part of your network?” and “Do you have a website that lists the physicians who are currently accepting new patients?”</p> <p>If you do not enter the optional URL at the contract level: Contract Management > Basic Contract Management > Org. Marketing Data > Organization Website Address</p>