

HPMS E-Mail

Date: June 30, 2023

Subject: HPMS Crosswalk Exception Requests for Contract Year 2024 - Round 2

The Centers for Medicare & Medicaid Services (CMS) is pleased to announce that organizations have an additional opportunity to request an HPMS crosswalk exception for CY 2024. Organizations are strongly encouraged to carefully review their CY 2023 to CY 2024 crosswalks, as this is the last time organizations may modify their crosswalks.

Organizations will be able to submit crosswalk exception requests through HPMS from **Wednesday, July 5, 2023 through Friday, July 7, 2023 at 5:00 p.m. ET**. Requests may only be submitted via HPMS.

Organizations are limited to requests for the following reasons, as outlined in 42 CFR 422.505 (c)-(d), 42 CFR 422 Subpart K, 42 CFR Part 422 Subpart N and 42 CFR 422.74(b)(3)(ii) and [PDP Renewal and Non-Renewal Guidance](#):

1. The organization failed to submit a crosswalk exception during the first crosswalk exception window. The permitted crosswalk exceptions are outlined in the May 31, 2023 HPMS crosswalk exceptions memorandum email, entitled "Process for Requesting an HPMS Crosswalk Exception for Contract Year 2024". Additional information may be found in Chapters 4, 16a and 16b of the Medicare Managed Care Manual.
2. The organization needs to modify its crosswalk or consolidate plans, as a result of bid review and subsequent negotiations. (NOTE: Organizations should select "Other" as the Crosswalk Exception Request Type in HPMS.)
3. The organization has a CY 2023 plan marked as "terminated" in the HPMS plan crosswalk that should be consolidated with a CY 2024 plan. (NOTE: Users should select "Other" as the Crosswalk Exception Request Type in HPMS.)

To access the crosswalk exception functionality, organizations should use the following navigation path: HPMS > Plan Bids > Bid Submission > Contract Year 2024 > Upload > Plan Crosswalk Exceptions.

Note: Organizations that are further consolidating plans for CY 2024 must contact their CMS desk reviewer to open the bid submission gates. Organizations should then delete the plan that will not exist for CY 2024 in HPMS. To delete the plan, organizations should use the following HPMS navigation: HPMS > Plan Bids > Bid Submission > Contract Year 2024 > Manage Plans > Set-up Plans > Select Contract Number > Select Plan > Select the Action "Delete a Plan."

After the second crosswalk exception request deadline has passed, CMS will review all submitted requests and determine if the crosswalk exception requests are permissible. Organizations will be notified when the crosswalks have been reviewed and processed in HPMS. Organizations may then view the HPMS Plan Crosswalk Report located at: HPMS > Plan Bids > Bid Reports > 2024 > Plan Crosswalk Report.

If the requested crosswalk exception requests are approved, CMS will either:

1. Complete the crosswalk on behalf of the organization. Once the crosswalk is completed by CMS, the requested crosswalk exception will be noted in the organization's crosswalk report, including the date that the crosswalk was processed by CMS; or
2. Notify the organization that it is permitted to submit the MARx enrollment transactions to move the impacted enrollees to the appropriate plan.

For questions regarding this memo, please submit your inquiry to: <https://dmao.lmi.org>. Select the Medicare Advantage Operations tab and submit questions under the "Medicare Advantage Issue" category.

For DSNP-specific crosswalk questions and D-SNP look-alike transitions please contact the DSNP operations mailbox at MMCO_DSNPOperations@cms.hhs.gov.

For technical issues, please contact the HPMS Help Desk at either hpms@cms.hhs.gov or 1-800-220-2028.