

HPMS E-Mail

Date: March 05, 2021

Subject: ACTION REQUIRED: Issue with CY 2021 OEC Files

After a recent update to the Contract Year (CY) 2021 Medicare Plan Finder (MPF), the MPF Online Enrollment Center (OEC) stopped including SEP code information on the CY 2021 OEC enrollments sent to HPMS. This issue impacted OEC enrollments received on approximately noon ET on March 3, 2021 through 9:00 p.m. ET on March 4, 2021. Your organization has received OEC enrollments during this time frame.

CMS implemented the fix last evening to ensure that the SEP information is included on the CY 2021 OEC enrollments moving forward. To provide organizations with the missing information, CMS will be replacing the impacted OEC transactions in HPMS with the corresponding transactions that contain the SEP information that had been submitted on the OEC form. These transactions will maintain the same OEC confirmation numbers.

Once this process is complete, impacted plans should download these files again to ensure that you have the complete set of SEP information. CMS will send a follow-up email when the replacement files are available for download in the HPMS OEC Management module.

NOTE: The replacement OEC records will be marked as “not yet downloaded.” Organizations can use the new feature on the “New Enrollments” card, which will only retrieve enrollments received for a given day that have not yet been downloaded.

Please direct questions on this email to the HPMS Help Desk at either hpms@cms.hhs.gov or 1-800-220-2028.

