

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



CENTER FOR MEDICARE

DATE: October 2, 2020

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

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

SUBJECT: Invitation to Provide Feedback on the Health Plan Management System (HPMS) Navigation

CMS invites you to provide feedback on the HPMS navigation scheme. Through our annual HPMS customer satisfaction survey, some users have expressed concerns with the HPMS menu system and the way in which modules are categorized.

To gather more information, CMS has developed an Internet-accessible online survey to support the collection of your feedback at the following URL:

<https://877fp303.optimalworkshop.com/optimalsort/x41z4550-1>

As part of this survey, you will have the ability to group the HPMS modules in a way that is meaningful to you and explain your rationale for grouping modules in that manner. CMS will analyze this data to determine how the system navigation can be modified to improve user experience.

This survey will open on Monday, October 5, 2020 and close at 11:59 p.m. ET on Friday, October 16, 2020.

CMS will strive to keep organizations fully informed on future changes to the HPMS navigation display.

For questions regarding this memo, please contact the HPMS Help Desk at either HPMS@cms.hhs.gov or 1-800-220-2028. Thank you for your participation.