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

CMS/

CENTERS for MEDICARE & MEDICAID SERVICES

CENTER FOR MEDICARE

DATE: March 16, 2012

TO: All Medicare Advantage Organizations, 1876 Cost Plans, Prescription
              Drug Plan Sponsors, and Potential Third Party Plan Data Validation
              Consultants

FROM: Cynthia G. Tudor, Ph.D., Director
              Medicare Drug Benefit and C & D Data Group

SUBJECT: Instructions for Requesting Plan Data Validation Consultant Access to the
              Health Plan Management System (HPMS)

Medicare Advantage (MA), Prescription Drug Plan (PDP), and 1876 Cost organizations
must designate a "third party" plan data validation consultant to submit data validation
findings to CMS via the HPMS Plan Reporting Data Validation Module (PRDVM). This
memo provides instructions for requesting and obtaining access to HPMS as a plan data
validation consultant.

Both new and returning plan data validation consultants must follow the instructions
outlined in this memo to ensure HPMS access. Please note that each individual
consultant user must apply for access separately.

Submitting a Request for a New HPMS User - Data Validation Consultants

If a data validation consultant does **not** have access to HPMS, the user should follow
these steps:

- Download the *Application for Access to CMS Computer Systems* form from
  http://www.cms.hhs.gov/InformationSecurity/Downloads/EUAaccessform.pdf.

- Complete the form as follows:

  o Section 1 – Check "New" as the type of request.
  o Section 2 – Check "Medicare Advantage / Medicare Advantage with
    Prescription Drug / Prescription Drug Plan / Cost Contracts – Using
    HPMS Only" and complete the data entry fields, where applicable.
  o Section 3 – Enter the contract number(s) for which you will be submitting
    data validation findings.

- o Section 4 – Check the first row beneath the "Default Non-CMS Employee" row (i.e., place a check in the Connect box of the third row). On the blank line beside your check mark, write "HPMS_P_CommlUser".
- o Section 5 – State briefly that you require HPMS access to submit data validation findings. **You must indicate that you are under contract as a data validation consultant with the sponsoring organization(s).**
- o Section 6 – Leave blank.
- o Sign and date the Privacy Act Statement on page 3 of the form. Also enter your name and Social Security Number at the top of page 3. <u>This step is critical to ensuring the successful processing of your request</u>.

In addition to the *Application for Access to CMS Computer Systems* form, the data validation consultant **<u>must provide an official letter from each plan organization for which the consultant is under contract to submit data validation findings via HPMS</u>**. The letter must clearly indicate that the individual will be serving as a plan data validation consultant on behalf of the MA, PDP, and/or 1876 organization and specify the contract number(s) for which HPMS access is required. The letter must be provided on the plan organization's official letterhead and signed by a senior official of the sponsoring organization. This letter must also have an original hardcopy signature.

<u>NOTE</u>: If a plan data validation consultant is serving multiple organizations, only one CMS user access form is required, but **a letter must be provided from each organization for which the consultant user will be serving as an agent in HPMS.** At least one letter from a sponsoring organization must be submitted in order for a plan data validation consultant request to be processed. Letters from additional sponsoring organizations can be submitted following the initial submission for HPMS access.

CMS recommends the use of the following sample language in the letter from the sponsoring organization:

> *(Name of Organization)* hereby requests that *(Name of Plan Data Validation Consultant)* with the firm of *(Name of Consulting Firm)* obtain HPMS access as a plan data validation consultant in order to submit validation findings on our behalf. *(Name of Consultant)* requires access to the following contract number(s): *(list specific contract numbers)*.

This letter must also include a contact person, including title, phone number, and e-mail address, from the sponsoring organization to address questions regarding the request.

Submitting a Request for an Existing HPMS User - Data Validation Consultants

If a data validation consultant user **<u>does</u>** have access to HPMS, the user should follow these steps:

- Please do NOT resubmit the *Application for Access to CMS Computer Systems* user request form.

- Submit an official letter from each organization for which you are under contract to submit data validation findings via HPMS. All instructions noted above for this requirement must be followed (see "Submitting a Request for a New HPMS User - Data Validation Consultants").

- In addition, the official letter(s) for an existing HPMS user **must** include the user ID and state that this user already has HPMS access.

Common Mistakes on the *Application for Access to CMS Computer Systems* Form

Please be aware of the following when preparing your request for HPMS access in order to avoid common mistakes:

- You must include the contract number(s) in Section 3 for which you will be submitting data validation findings.
- You must always provide a Social Security Number. CMS will **not** process a request without this piece of information.
- You must complete the form in ink, not pencil.
- You must submit the original hardcopy form with an original signature and date. **Photocopies and faxes are unacceptable**.

Tips for Managing Existing Data Validation Consultant Access to HPMS

- If a data validation consultant's user ID is marked as inactive in HPMS, please contact Kristy Holtje at kristy.holtje@cms.hhs.gov for guidance.

- Password reset requests must be directed to the CMS IT Service Desk at 410-786-2580. The HPMS Help Desk does not have the ability to manage user passwords.

Managing Data Validation Consultant Access

Ultimately, it is the responsibility of the plan organization to manage and maintain the set of users for whom they have requested HPMS access. This general principle applies to both plan staff and any consultants serving as agents of the sponsoring organization.

CMS provides organizations with reports in HPMS that can be used to manage user access to your contract number(s). To obtain access to the "plan user access" reports, plan organizations must submit a request to hpms_access@cms.hhs.gov.

Organizations may request the removal of a user from accessing their data in HPMS at any time. These requests should be sent to hpms_access@cms.hhs.gov. Requests must contain the user ID and name of the individual to be removed from HPMS.

In the case of consultant users, it is important to remember that these individuals may serve multiple organizations. When requesting the removal of a data validation

consultant, please ensure that you identify the individual as a consultant and request the removal of the individual's access to **only** your specific contract numbers. Failure to provide this level of detail may result in the deletion of a data validation consultant's CMS user ID rather than simply the consultant's access to your contract number(s).

How to Submit Your Access Request

All user access forms **must** be sent via traceable carrier to:

Ms. Kristy Holtje
Re: Plan Reporting Data Validation Consultant HPMS Access
7500 Security Blvd.
Location: C4-18-14 / Mailstop: C4-18-13
Baltimore, MD 21244-1850

Corresponding organization letters may also be sent via traceable carrier to the above address or via e-mail in a scanned PDF format to HPMSConsultantAccess@cms.hhs.gov. When sending electronically, please use the following subject line: "HPMS Access for Plan Data Validation Consultants"

To ensure sufficient time for processing, we strongly recommend that requests be submitted no later than **April 6, 2012**.

For questions regarding the HPMS user access instructions for data validation consultants, please contact Kristy Holtje at either 410-786-2209 or Kristy.Holtje@cms.hhs.gov.

For questions regarding the data validation program, please contact CMS via the PartCandD_Data_Validation@cms.hhs.gov mailbox.