



**CMS 2010 Tri-Regional Plan Compliance Conference
Dallas Hilton Lincoln Center – May 19-20, 2010**

A M O S A I C of More: More insight, More answers, More compliance...

Verbatim Transcript
HPMS and Bid Submission
Sara Silver, Systems Analyst, Division of Plan Data; Moderator: Domingo Fernandez

Part 1

>> GOOD MORNING, EVERYONE.
I'M DOM FERNANDEZ.

I'M A PLAN ANALYST IN THE
DALLAS REGIONAL OFFICE.

IT IS MY PLEASURE THIS MORNING
TO INTRODUCE TO YOU

MISS SARA SILVER.

SHE IS A SYSTEMS ANALYST AT
THE DIVISION OF PLAN DATA

IN CMS CENTRAL OFFICE
IN BALTIMORE, MARYLAND.

SARA SILVER SUPPORTS THE
MANAGEMENT OF MEDICARE

ADVANTAGE, MEDICARE ADVANTAGE
PART D PLANS, AND STAND-ALONE

PDPs, AND THE ASSESSMENT
OF THEIR PERFORMANCE.

SHE HAS BEEN A PART OF THE
HPMS TEAM FOR NEARLY 4 YEARS

AND HAS BEEN WITH CMS
A LITTLE OVER 5 YEARS.



MISS SILVER GRADUATED WITH
A MASTER OF BUSINESS

ADMINISTRATION DEGREE AND A
SPECIALIZATION IN HEALTH CARE

ADMINISTRATION FROM THE
UNIVERSITY OF BALTIMORE.

SHE ALSO HOLDS A BACHELOR OF
SCIENCE DEGREE FROM VIRGINIA

POLYTECHNIC INSTITUTE
AND STATE UNIVERSITY.

MISS SILVER'S PRESENTATION
WILL FOCUS ON KEY BID

SUBMISSION DATES, REQUIREMENTS
IN COMPLETE BID SUBMISSIONS,

AND CHANGES TO THE BID
SUBMISSION PROCESS

FOR CONTRACT YEAR 2011.

WITH THAT SAID, I INTRODUCE
YOU TO MISS SARA SILVER.

>> OK. THANKS, DOM.

OK. I THOUGHT I ONLY HAD ABOUT
30 MINUTES TO TALK ABOUT,

BUT I THINK IT ENDED
UP CLOSER TO 40.

SO WE'LL GO
THROUGH EVERYTHING.

THIS IS DEFINITELY
A SMALLER SESSION.

IF YOU GUYS HAVE QUESTIONS,
FEEL FREE TO--

WELL, SOME PEOPLE ASK DURING
THE MIDDLE OF IT, BUT IF YOU

COULD WAIT TILL THE END,
THAT MIGHT BE EASIER.

IF ANYONE WAS AT THE
BALTIMORE CONFERENCE,

SOME OF THIS IS GOING TO BE A
REFRESHER, BUT I'VE ALSO ADDED

A COUPLE OF NEW
THINGS IN HERE,

THINGS COMING UP THIS SUMMER

THAT YOU GUYS MAY WANT TO BE
PREPARED FOR.

I'M ONLY DOING AN OVERVIEW
OF SOME OF THE HPMS MODULES,

SO THIS IS NOT MEANT TO BE AN
ENTIRE HPMS TRAINING

ON ALL THE MODULES.

OTHERWISE, WE MIGHT
BE HERE ALL DAY.

BUT WE ARE GOING TO GO OVER
SOME OF THE ITEMS THAT I THINK

ARE MORE IMPORTANT FROM A
COMPLIANCE PERSPECTIVE THAT

YOU'RE GOING TO
BE INTERESTED IN.

SO WITH THAT, WE'RE GOING
TO GO AHEAD AND GET STARTED,

AND THE FIRST THING WE'RE
GOING TO GO OVER ARE SOME

OF THE KEY DATES FOR
CONTRACTING SUBMISSIONS.

SO THESE ARE MAINLY
CONTRACTING DATES.

THESE AREN'T OTHER PLAN
REPORTING DATES AND THINGS

OF THAT SORT.

I'M GOING TO GO OVER THE 2011
BID SUBMISSION,

THE PROCESS
OF SUBMITTING YOUR BIDS,

BECAUSE WE ARE
IN THE MIDDLE OF THAT,

AS I'M SURE MANY OF YOU ARE
VERY AWARE.

SOME OF THE MODULE CHANGES AND
NEW MODULES, THINGS YOU NEED

TO BE LOOKING OUT

FOR THIS SUMMER--

REPORTS, JUST HIGHLIGHT SOME
OF THE ONES THAT YOU MAY

ALREADY BE AWARE OF, AND IF
NOT, THEY WOULD PROBABLY

BE OF BENEFIT TO YOU;

AND SOME CHANGES AND
NEW REPORTS WE'RE GOING TO HAVE;

USER ACCESS; AND IF
NOTHING ELSE, HPMS CONTACTS,

SO IF YOU HAVE SOME CONFUSION
AFTER THIS SESSION, YOU CAN

DEFINITELY REACH OUT TO US,
AND WE'LL BE HAPPY TO HELP.

OK.

SO THE FIRST THING TO START
WITH IS THE CONTRACTING

SUBMISSION DATES.

FIRST ONE IS ON MAY 14.

I RECOGNIZE THAT THIS IS IN
THE PAST, BUT I DO WANT TO LET

YOU KNOW, IN THE EVENT YOU

DIDN'T SEE THE MEMO

THAT WENT OUT,

THAT THE BID SUBMISSION
FUNCTIONALITY IS NOW AVAILABLE

TO YOU IN HPMS.

SO YOU CAN UPLOAD YOUR BIDS,
SUBMIT PLAN CROSSWALKS,

FORMULARY CROSSWALKS--

ALL THAT INFORMATION IS
CURRENTLY AVAILABLE TO YOU.

I WOULD RECOMMEND YOU GO IN,
KIND OF CHECK THAT OUT TO SEE

THAT EVERYTHING LOOKS GOOD TO
YOU, AND IF YOU DO RUN INTO

ISSUES, NOW IS DEFINITELY
THE TIME TO START LOOKING

INTO THAT.

JUNE 7.

I KNOW YOU GUYS ARE ALL
VERY AWARE OF THIS DATE.

SO, AT 11:59 P.M. PACIFIC TIME,

YOU WILL NEED TO HAVE ALL
OF YOUR BIDS UPLOADED.

HOPEFULLY, WE ARE NOT ALL
UP UNTIL 3:00 A.M. FOR ME,

BUT, YOU KNOW, IT
CERTAINLY HAPPENS.

AND JUNE 7, ALSO THE LAST DAY
FOR THE VOLUNTARY NON-RENEWAL

AND SERVICE AREA REDUCTION
OF YOUR CONTRACTS.

YOU NEED TO SUBMIT THOSE
REQUESTS IF YOU HAVEN'T

SUBMITTED THEM YET.

ANNE MOSES IS
REALLY THE PERSON--

AND I HATE TO JUST THROW
HER NAME OUT THERE--

BUT YOU CAN SEND YOUR EMAIL
TO ME IF YOU HAVE

QUESTIONS ON THAT.

IT NEEDS TO BE
DIRECTED TO HEIDI ARNDT.

I'M HAPPY TO WRITE DOWN THE
INFORMATION FOR YOU AT THE END

OF THE SESSION IF
YOU NEED IT--

IS THE DIRECTOR IN THAT AREA,
SO WE NEED TO GET THESE

PROCESSED BEFORE YOUR
BIDS ARE SUBMITTED.

OTHERWISE, YOU'RE GOING TO
HAVE ISSUES WITH YOUR SERVICE

AREA VERIFICATION AND OTHER
ITEMS THAT YOU NEED TO DO

FOR THE BID SUBMISSION.

JUNE 7, WE'RE ALSO
RELEASING THE ACTUARIAL

CERTIFICATION MODULE.

WE RECOGNIZE YOUR BIDS
TYPICALLY AREN'T UNLOADED

AND PROCESSED AS HPMS AT THIS
TIME, BUT IT WILL BE AVAILABLE

TO YOU IN HPMS.

THE OFFICE OF THE ACTUARY

IS DRAFTING A MEMO.

I'VE KIND OF READ THROUGH IT.

IT'S NOT ANYTHING DRASTICALLY
DIFFERENT THAN PRIOR YEARS,

BUT YOU WILL HAVE TO DO YOUR
ACTUARIAL CERTIFICATION.

THERE'S AN INITIAL ACTUARIAL
CERTIFICATION THAT'S REQUIRED

FOR CMS TO MOVE FORWARD WITH
YOUR BID REVIEW BECAUSE YOU'RE

ATTESTING, OR YOUR ACTUARY IS
ATTESTING, THAT THE BIDS THAT

ARE SUBMITTED ARE COMPLETE
AND ACCURATE AND THAT YOUR BID

PRICING TOOL MATCHES THE
BENEFITS THAT YOU ENTERED

IN THE PLAN BENEFIT
PACKAGE SOFTWARE.

SOMETHING ELSE
WORTH MENTIONING--

I THINK IT WAS MARCH 3,
THERE WAS A MEMO THAT WENT OUT

ABOUT ACTUARIAL
CERTIFICATION ACCESS.

I'M NOT SURE IF THIS
IS ANYONE'S FIRST YEAR

IN THE PROGRAM, BUT THERE
IS A SPECIAL LEVEL OF ACCESS

REQUIRED FOR YOUR ACTUARY.

SEVERAL ORGANIZATIONS HAVE
OUTSIDE CONSULTING ACTUARIES

DO THE ACTUARIAL
CERTIFICATION, AND THERE IS

A TOTALLY DIFFERENT

PROCESS FOR THAT.

LETTERS ARE REQUIRED TO BE
SUBMITTED, ET CETERA, SO IF

YOU DON'T HAVE THIS SET UP,
YOU ACTUALLY PROBABLY WERE

CONTACTED BY THE OFFICE OF THE
ACTUARY ALREADY, BECAUSE IT'S

VERY IMPORTANT THAT YOU HAVE
AT LEAST ONE PERSON AT YOUR

ORGANIZATION OR A CONSULTANT
SIGNED UP

WITH THIS LEVEL OF ACCESS.

JUNE 14,
THE SUBMISSION OF THE 2011

SUPPLEMENTAL FORMULARY
FILES BECOME AVAILABLE.

SOME PEOPLE ALWAYS KIND
OF ASK, "WELL, WHY IS THIS

SO MUCH LATER THAN THE OTHER
FORMULARY SUBMISSION?"

WELL, THIS IS ALL BASED ON
WHAT YOU ENTER IN THE PLAN

BENEFIT PACKAGE SOFTWARE,
SO WE CAN DETERMINE WHICH

FILES YOU NEED TO ALSO SUBMIT
BASED ON WHAT YOU'VE ENTERED

IN THE PBP SOFTWARE.

SO A LOT OF THIS MATERIAL
WILL BE AVAILABLE ON JUNE 14,

SO YOU MAY WANT TO START
PREPARING THOSE FILES NOW.

I'M SURE A LOT OF YOU GUYS
HAVE WORKED OUT, OR MAYBE

YOU'RE STILL KIND OF WORKING

OUT, WHAT YOUR BENEFIT DESIGNS

ARE FOR THIS UPCOMING YEAR.

JUNE 30 IS THE 2009 DIRECT
AND INDIRECT

REMUNERATION SUBMISSION.

IT'S DUE TO CMS.

I THINK A MEMO WAS SENT OUT
IN FEBRUARY ABOUT THIS.

VERY EXPENSIVE.

BELIEVE THERE ARE TWO NEW
ATTESTATIONS THAT NEED TO ALSO

BE SUBMITTED.

SO PLEASE READ THROUGH
THAT MEMO REGARDING

THE DIR SUBMISSION.

PLEASE NOTE THIS IS 2009.

THIS IS REALLY THE ONLY
2009 ITEM I'M ADDRESSING.

MOST OF THIS OTHER STUFF IS
FORWARD-LOOKING

FOR THE 2011 CONTRACT YEAR.

AUGUST 2 IS THE DEADLINE
TO SUBMIT

YOUR AGENT/BROKER COMPENSATION
SCHEDULES IN HPMS.

LAST YEAR, YOU SUBMITTED
THIS TO AN EXTERNAL WEBSITE.

THIS YEAR WE'RE ACTUALLY
PULLING THIS MODULE INTO HPMS.

SO BE PREPARED.

I THINK A MEMO ALREADY KIND
OF WENT OUT ANNOUNCING THIS.

THE MODULE IS SCHEDULED FOR
RELEASE IN JULY, SO YOU'RE

GOING TO HAVE ABOUT A MONTH TO
COMPLETE THIS WORK IN THERE.

I'M GOING TO TALK ABOUT THAT
A LITTLE BIT LATER.

AND THEN ALSO, LATE AUGUST,
EARLY SEPTEMBER--

SAME TIMEFRAME AS
PREVIOUS YEARS--

YOU'RE GOING TO BE REQUIRED
TO COMPLETE ALL OF YOUR

CONTRACTING MATERIAL,
YOUR ADDENDA, AND YOUR FINAL

ACTUARIAL CERTIFICATION.

SOMETHING TO NOTE JUST HERE IS,
YOUR CONTRACTING MATERIAL--

EVERYONE IS GOING TO
BE REQUIRED TO SIGN

CONTRACTS AGAIN.

IF YOU WERE JUST A RENEWING
ENTITY IN PRIOR YEARS,

YOU WERE PROBABLY JUST ONLY
SUBMITTING

YOUR BENEFIT ATTESTATION.

THIS YEAR, EVERYONE IS GOING
TO BE SIGNING THE CONTRACT

AGAIN BECAUSE OF THE NEW
REGS AND THINGS LIKE THAT.

OCTOBER 1--
SAME DATE AS PRIOR YEARS--

YOU MAY BEGIN YOUR 2011
MARKETING ACTIVITIES.

IF YOU'RE STARTING THAT,

YOUR 2010 MARKETING
NEEDS TO END.

AND THEN OCTOBER 1 IS ALSO THE
DEADLINE FOR SUBMITTING YOUR

2011 PLAN CORRECTIONS.

CMS DOESN'T ANTICIPATE THAT
WE'RE GOING TO SEE A LOT

OF PLAN CORRECTIONS,

AND IT'S SUPPOSED TO BE
A RELATIVELY RARE OCCURRENCE.

WE EXPECT THAT YOUR JUNE 7 BID
IS GOING TO BE COMPLETE

AND ACCURATE, AND WE'RE
GOING TO BE WORKING WITH YOU

THROUGHOUT THE SUMMER ON
THOSE BID NEGOTIATIONS.

ALL RIGHT. BID SUBMISSION.

SINCE THIS IS PROBABLY ONE OF
THE TOPICS ON EVERYONE'S MIND,

JUST WANTED TO PUT OUT SOME
REMINDERS, KIND OF TELL YOU

WHAT'S NEW ABOUT THE PROCESS
THIS YEAR, IN THE EVENT YOU

HAVEN'T SEEN TOO MUCH
OF THE COMMUNICATION.

FIRST ONE IS A SERVICE
AREA VERIFICATION.

THE FUNCTIONALITY WAS
RELEASED ON MAY 7.

THERE IS A MEMO.

I THINK IT'S DATED MAY 12,
IF YOU HAVEN'T SEEN THAT YET.

IF YOUR SERVICE AREA IS
INCORRECT, THERE ARE DIFFERENT

COMPONENTS WITHIN CMS WHO ARE
GOING TO HELP YOU DO THAT.

THERE'S THE PART C TEAM,
THE PART D TEAM, AND THERE'S

ALSO THE SPECIAL
NEEDS PLAN TEAM.

SOMETHING NEW THIS YEAR,
IF YOU ARE OFFERING SNPs,

IS WE HAVE IDENTIFIED THE
SERVICE AREA FOR SNPs IN HPMS.

SO PLEASE VERIFY ALL THIS
INFORMATION IS ACCURATE.

IF IT IS NOT, THERE ARE PEOPLE
OUTLINED IN THAT MEMO WHO YOU

NEED TO GET IN TOUCH
WITH ABOUT UPDATING

THE SERVICE AREA.

AS I SAID IN THE EARLIER
SESSION, I WOULD STRONGLY

ENCOURAGE, IF YOU DON'T DO ANY
OF THE OTHER WORK, THAT YOU

LOOK AT YOUR SERVICE
AREA VERIFICATION NOW.

IT'S VERY IMPORTANT THAT THIS
IS ACCURATE BECAUSE IF YOU

FIND OUT AFTER THE BID
SUBMISSION THAT YOUR SERVICE

AREA IS INCORRECT, IT'S A
MUCH MORE EXPENSIVE PROCESS.

WE HAVE TO REOPEN THE GATES
FOR YOUR BID, WE NEED TO

MODIFY THE SERVICE AREA,

YOU HAVE TO RE-UPLOAD
YOUR BID --

IT'S A LOT MORE WORK.

SO IF YOU FIND ISSUES WITH
YOUR SERVICE AREA, PLEASE GO

INTO THE MODULE NOW, INDICATE
THAT YOU'RE NOT CONCURRING

WITH YOUR SERVICE AREA, SO
CMS CAN START THE PROCESS

OF WORKING WITH YOU ON MAKING
THE NECESSARY CORRECTIONS.

THERE'S ALSO THE
FORMULARY CROSSWALK,

SO ANY OF THE FORMULARIES YOU
ATTACHED TO YOUR CONTRACTS

DURING THE FORMULARY
SUBMISSION ARE GOING TO BE

AVAILABLE FOR YOU
TO CROSSWALK.

IT'S ONLY FOR PLANS THAT OFFER
THE PART D BENEFIT

AND HAVE A FORMULARY.

NOT SURE IF ANY PACE
ORGANIZATIONS ARE HERE,

BUT A LOT OF PACE ORGANIZATIONS
DO NOT SUBMIT A FORMULARY,

SO YOU WOULD NOT SEE THIS LINK
AVAILABLE TO YOU

IF YOU WERE IN THAT SITUATION.

Part 2

NEW THIS YEAR,
YOU CANNOT MODIFY

THE FORMULARY CROSSWALK

AFTER THE BID
DEADLINE OF JUNE 7.

IT'S LOCKED DOWN TO YOU.

BEFORE, YOU WERE ABLE TO
KIND OF MODIFY IT THROUGHOUT
THE SUMMER.

YOU'RE NOT ALLOWED TO ANYMORE.

IF YOU DO FIND AFTER JUNE 7
THAT YOU NEED TO MODIFY IT,

PLEASE FEEL FREE TO CONTACT
CMS, AND IF APPROVED,

WE'RE GONNA GO AHEAD AND MAKE
THE MODIFICATIONS FOR YOU

ON THE BACK END.

OK. WHEN I TALK ABOUT BID
SUBMISSION, I THINK THIS IS

THE PART MOST
PEOPLE THINK ABOUT--

UPLOADING YOUR BIDS
AND YOUR BENEFIT PACKAGES.

YOU CAN UPLOAD MORE THAN ONE
PLAN AT A TIME, SO IF YOU HAVE

PLANS THAT ARE READY TO BE
UPLOADED NOW, PLEASE FEEL FREE

TO UPLOAD THEM.

YOU WILL NOTICE THAT THE
PROCESSING TIME IS A LOT

QUICKER AT THIS TIME OF YEAR.

THERE ARE PEOPLE WHO
HAVE SUBMITTED BIDS.

I KNOW SOME PEOPLE DON'T THINK
THAT HAPPENS EARLY, BUT WE DO

HAVE SOME IN HPMS NOW,
AND YOU'RE GOING TO BE ABLE TO

PROCESS IT, YOU'RE GOING TO
GET YOUR ERROR MESSAGES BACK

QUICKER, IF YOU RUN INTO ANY,
SO I ALWAYS STRONGLY ENCOURAGE

TO UPLOAD EARLY.

ANOTHER THING WORTH POINTING OUT

THAT SOME PEOPLE DO NOT
REALIZE--

YOU CAN UPLOAD THE SAME PLAN
AS MANY TIMES AS YOU WANT

BEFORE THE JUNE 7 DEADLINE.

SO IF YOU ARE NEW TO THE BID
SUBMISSION PROCESS OR IF THIS

IS YOUR FIRST TIME BEING
REQUIRED TO UPLOAD THESE BIDS,

YOU CAN GO AHEAD AND KIND
OF TREAT THE FIRST COUPLE

OF SUBMISSIONS AS A TEST.

THERE'S NOT GOING TO
BE ANY PENALTY.

CMS ISN'T GOING TO
CONTACT YOU ABOUT IT.

FEEL FREE TO, YOU KNOW,
PRACTICE THAT SO AS YOU

DO BECOME CLOSER TO FINALIZING
YOUR PRODUCTS, THAT YOU ARE

GOING TO HAVE, YOU KNOW,
THE EXPERIENCE, AND YOU'RE

GOING TO FEEL COMFORTABLE
WITH THE PROCESS.

THE SUBSTANTIATION--

THAT'S MORE OF SOMETHING YOUR
ACTUARIES ARE PROBABLY GOING

TO BE DOING, BUT THAT IS
ALSO REQUIRED FOR THE JUNE 7

DEADLINE, AND YOU MAY BE
REQUIRED TO SUBMIT ADDITIONAL

MATERIAL IF YOUR BID
REVIEWERS REQUEST IT.

THIS IS ALL OUTLINED IN
APPENDIX B OF THE BID PRICING

TOOL INSTRUCTIONS.

THOSE INSTRUCTIONS ARE
POSTED IN THE BID SUBMISSION

DOCUMENTATION AREA OF HPMS.

IT OUTLINES EVERYTHING FROM
WHAT YOU'RE SUPPOSED TO

INCLUDE ON YOUR COVER PAGE AND
EVERYTHING UNDERNEATH, SO IT'S

VERY DETAILED.

AND SOMETHING THAT MOST
PEOPLE LIKE TO SEE--

WE ARE GETTING RID OF
SOMETHING THAT YOU

HAD TO SUBMIT.

SO YOU NO LONGER HAVE TO SUBMIT

THE TWO-YEAR LOOKBACK
SPREADSHEET.

OK. PLAN CROSSWALK.

THERE HAS BEEN A LOT OF
GUIDANCE OUT THERE ABOUT THIS,

THIS YEAR.

THERE ARE SOME CHANGES TO IT.

THERE WAS A MEMO RELEASED
ON APRIL 16 THAT I STRONGLY

ENCOURAGE EVERYONE TO READ IF
YOU HAVEN'T ALREADY.

WE'VE OUTLINED ALL OF THE
CROSSWALKS, WHAT THE HPMS

STATUS IS, WHICH MARx
ENROLLMENT TRANSACTIONS

OR WHICH CROSSWALKS REQUIRE
MARx ENROLLMENT TRANSACTIONS,

YOUR MARKETING MATERIAL
REQUIREMENTS.

IT'S ALL OUTLINED IN
THIS APRIL 16 MEMO.

THERE ARE ALSO SOME EXCEPTIONS
OUTLINED IN THAT MEMO.

IF YOU'RE TRYING TO DO
SOMETHING THAT'S NOT OUTLINED

IN THAT MEMO, CMS HAS NOT
APPROVED YOU TO DO THAT.

SO YOU CAN DEFINITELY GET IN
TOUCH WITH US, BUT THOSE ARE

THE ENTIRE SCOPE OF CROSSWALKS
THAT WE ARE ALLOWING

THIS YEAR.

PLAN CROSSWALKS ARE ONLY FOR
A RENEWING ORGANIZATION,

SO IF YOU HAVE A CONTRACT
THAT THE EFFECTIVE DATE IS

1/1/2011, YOU'RE NOT
GOING TO NEED TO DO THIS.

YOU HAVE NOTHING TO CROSSWALK.

ALSO, TO TRY TO HELP SOME OF
THE ORGANIZATIONS, ESPECIALLY

LARGER ORGANIZATIONS OR
ORGANIZATIONS THAT HAVE A LOT

OF PLANS, WE ARE GOING
TO PRE-POPULATE THE 2011

CROSSWALK OPTION.

THERE'S ONLY ONE OPTION
AVAILABLE, SO IF YOU HAVE

A RENEWAL PLAN,
YOU HAVE PLAN ONE,

YOU STILL HAVE
PLAN ONE IN 2011--

SAME SERVICE AREA,
THINGS LIKE THAT--

WE'RE GOING TO PRE-POPULATE
THAT FOR YOU SO YOU DON'T HAVE

TO CLICK ONTO EACH PLAN TO MAKE
THAT CROSSWALK DESIGNATION.

SOMETHING THAT
I'D LIKE TO POINT OUT--

YOU SHOULD ONLY HAVE A
CROSSWALK STATUS OF "TERMINATED"

IF YOU WILL NOT OFFER THE PLAN
FOR 2011 OR IF YOU'RE DOING

ONE OF THE 3 EXCEPTIONS
OUTLINED IN THAT APRIL 16

MEMO, WHICH I AM GOING
TO GO OVER BRIEFLY.

IF YOU HAVE A "TERMINATED
"STATUS AFTER YOU'VE COMPLETED

YOUR CROSSWALK AND IT'S NOT FOR
ONE OF THE EXCEPTIONS,

THOSE BENEFICIARIES ARE GOING TO
BE DISENROLLED

TO FEE-FOR-SERVICE MEDICARE.

SO PLEASE BE PREPARED, YOU KNOW,
FOR THAT DESIGNATION.

IT'S OK IF YOU'RE DELETING
PLANS IN PLAN CREATION

AND YOU'RE GOING TO
CONSOLIDATE THOSE PLANS.

FOR EXAMPLE, YOU HAVE
PLAN ONE AND TWO.

YOU DELETE PLAN ONE BECAUSE
YOU PLAN ON CONSOLIDATING IT

INTO PLAN TWO.

BUT IT WILL BE MARKED AS
A CONSOLIDATED PLAN, THEN,

IN THE CROSSWALK.

THE FINAL STATUS ISN'T
GOING TO BE "TERMINATED."

SOME GENERAL RULES.

THIS REALLY ISN'T--

SOME OF THESE AREN'T TOO
DIFFERENT FROM LAST YEAR,

BUT...SNPs ARE LIMITED
TO CROSSWALKING TO SNPs

OF THE SAME SNP TYPE.

SO IF YOU'RE A DUAL-ELIGIBLE
SNP, YOU CAN ONLY CROSSWALK TO

A DUAL-ELIGIBLE SNP.

SAME WITH INSTITUTIONAL.
SAME WITH CHRONIC.

THE CROSSWALK OPTION RENEWAL
PLAN BASED ON PROVIDER SPLIT

HAS BEEN REMOVED.

AND SOMETHING NEW--

THE CROSSWALK CANNOT BE
MODIFIED AFTER PLAN APPROVAL.

PLANS STARTING GETTING
APPROVED IN THE END OF JULY,

AUGUST TIMEFRAME, SO IF YOU
NOTICE AFTER THAT DATE THAT

YOU NEED TO MODIFY YOUR
PLAN CROSSWALK IN SOME WAY,

YOU NEED TO CONTACT CMS,

AND WE CAN HELP YOU
WITH THAT PROCESS.

ALSO, JUST A REMINDER--

AND I SUSPECT YOU'VE BEEN
DOING THIS IN THE PAST--

BUT RENEWAL PLANS MUST
RETAIN THE SAME PLAN ID,

AND CONSOLIDATED PLANS MUST
RETAIN ONE OF THE 2010

CONSOLIDATED IDs.

SO IF YOU'RE CONSOLIDATING

PLANS ONE AND TWO,
YOU MUST USE PLAN ID ONE

OR PLAN ID TWO AS THE
SURVIVING PLAN ID FOR 2011.

THIS IS NOT APPLICABLE IF
YOU'RE DOING A CONTRACT

CONSOLIDATION, BECAUSE WE
UNDERSTAND YOU'RE TRYING TO

MAKE THE TWO CONTRACTS
FIT TOGETHER.

HERE ARE THE 3 EXCEPTIONS
THAT ARE OUTLINED IN THIS

APRIL 16 MEMO.

SO IF YOU ARE ONE OF THE
ORGANIZATIONS THAT HAS

SUBMITTED A NEW APPLICATION
FOR A FULL NETWORK PRIVATE

FEE-FOR-SERVICE, WE WILL BE
HAPPY TO HELP YOU CROSSWALK

YOUR BENEFICIARIES AND YOUR
NON-NETWORK PRIVATE

FEE-FOR-SERVICE TO THE MORE
NETWORKED PLAN.

SINCE THESE ARE CROSSWALKS
ACROSS CONTRACTS, CMS HAS TO

DO THIS FOR YOU, SO THERE
IS GUIDANCE IN THERE

AND THE INFORMATION
THAT WE WILL NEED TO DO

THIS CROSSWALK.

IF YOU'RE TRYING TO
CONSOLIDATE PLANS UNDER

A STAND-ALONE PRESCRIPTION DRUG
PLAN CONTRACT AS A RESULT

OF A MERGER OR NOVATION,

WE'RE ALSO HAPPY TO ASSIST YOU
WITH THAT PROCESS.

AND THEN YOU ALSO JUST HAVE
TO LET US KNOW IF YOU ARE

OFFERING A DUAL-ELIGIBLE
SNP AND YOU'VE CREATED A NEW

MEDICAID SUBSET SNP THAT
YOU WANT TO MOVE MEMBERS TO.

SO FOR EXAMPLE, IF LAST YEAR
YOU HAD A FULL DUAL-ELIGIBLE

SNP AND THIS YEAR YOU
SUBMITTED AN APPLICATION

FOR A 2011 MEDICAID SUBSET
ZERO DOLLAR COST SHARE SNP,

YOU'RE ALLOWED TO MOVE--

YOU HAVE TO SUBMIT MARx
ENROLLMENT TRANSACTIONS,

BUT YOU ARE ALLOWED TO MOVE

A SUBSET OF THOSE MEMBERS IN
THE CURRENT DUAL-ELIGIBLE PLAN

TO THIS NEW MEDICAID
SUBSET PLAN.

YOU JUST HAVE TO SUBMIT THAT
INFORMATION TO CMS SO WE CAN

BE PREPARED THAT THESE MARx
ENROLLMENT TRANSACTIONS ARE

GOING TO BE COMING IN.

HERE'S MY CONTACT INFORMATION.

IT'S, AGAIN, AT THE END
OF THE SLIDES.

IF YOU'VE GONE TO THE APRIL
16 MEMO, IT'S IN THERE SEVERAL

TIMES, SO PLEASE FEEL FREE
TO REACH OUT TO ME.

OK. SOME NEW MODULES
AND CHANGES.

THE AGENT BROKER
COMPENSATION--

AS I PREVIOUSLY HAD INDICATED,
WE'RE GOING TO BE COLLECTING

THIS INFORMATION IN HPMS.

THERE WAS A VERY BRIEF
MEMO THAT WENT OUT ALREADY

ABOUT THAT, JUST INDICATING THAT
IT WILL BE IN HPMS THIS YEAR,

AND WE ARE CURRENTLY
SCHEDULED TO RELEASE THIS

ON JULY 9, 2010.

SO ALL ORGANIZATIONS ARE
REQUIRED TO COMPLETE THIS,

EVEN IF YOU DO NOT
HAVE INDEPENDENT AGENTS

AND BROKERS.

IF YOU DON'T HAVE ANY
INDEPENDENT AGENTS

AND BROKERS, THERE'S GOING
TO BE A WAY TO CHECK,

"NO, WE DON'T HAVE ANY OF
THESE INDEPENDENT AGENTS

AND BROKERS," AND YOU WON'T
HAVE TO ENTER ANY COMPENSATION

INFORMATION THERE.

THERE IS AN ATTESTATION,
AND THERE IS SEPARATE ACCESS

FOR THIS ATTESTATION BECAUSE
WE NEED CERTAIN PEOPLE AT YOUR

ORGANIZATION TO ATTEST THAT
THIS INFORMATION IS COMPLETE

AND ACCURATE.

ALSO, THE ELECTRONIC
CONTRACTING MODULE--

LAST YEAR AND ALL PREVIOUS
YEARS, YOU'VE BEEN REQUIRED

TO SUBMIT A HARD COPY
CONTRACT AND A HARD COPY

BENEFIT ATTESTATION.

YOU WILL NOT BE
DOING THAT THIS YEAR.

EVERYTHING WILL BE ONLINE.

YOU WILL BE ABLE TO PRINT ALL
OF THE CONTRACTING MATERIAL

AND SIGN YOUR CONTRACTING
MATERIAL BY GOING TO THIS NEW

ELECTRONIC CONTRACTING MODULE.

THERE WILL ALSO BE LIMITED
USER ACCESS FOR THIS

BECAUSE YOU'RE SIGNING A
CONTRACT WITH CMS, SO THERE

ARE ONLY CERTAIN PEOPLE AT
YOUR ORGANIZATION THAT SHOULD

HAVE THIS SIGNATURE AUTHORITY.

CMS IS ALSO GOING TO BE
COUNTERSIGNING ON LINE.

WE HAVE LITTLE JPEGs OF THE
PEOPLE WHO ARE GOING TO HAVE

THEIR SIGNATURE POSTED,
SO YOU'LL BE ABLE TO PRINT

THOSE SIGNED DOCUMENTS
FROM HPMS.

YOU CAN SAVE THEM.

YOU CAN,
YOU KNOW, DISTRIBUTE THEM

WITHIN YOUR ORGANIZATION
IF YOU'D LIKE.

SO YOU DON'T HAVE TO WAIT
FOR CMS TO FEDEX YOU

A CONTRACT BACK.

YOU'RE GOING TO HAVE IT AT
YOUR FINGERTIPS ON HPMS.

YOU ARE GOING TO RECEIVE
AN EMAIL ONCE CMS HAS

COUNTERSIGNED THE DOCUMENTS,
AND THE MEDICARE MARK,

WHICH I THINK YOU PREVIOUSLY
WOULD HAVE ACCESSED FROM

THE MARKETING MODULE, IT IS
GOING TO BE IN YOUR CONTRACT

APPROVAL EMAIL.

SO PLEASE BE ON THE LOOKOUT
FOR THAT AS WELL.

Part 3

OK. I WAS JUST TALKING ABOUT
THE USER-ACCESS REQUIREMENTS

AND THAT LIMITED USERS WERE
GOING TO HAVE THIS ACCESS.

HERE IS WHO WE ARE
LIMITING ACCESS TO.

THERE IS AN HPMS MEMO COMING
OUT ANY DAY NOW INDICATING

THIS NEW COO FIELD.

WE ARE GOING TO BE
COLLECTING THAT.

I KNOW WE HAVE, LIKE, 80-
OR 90-SOME CONTACTS,

BUT WE SOMEHOW DO NOT HAVE A COO
FIELD IN THERE CURRENTLY,

SO WE'RE COLLECTING THIS,
AND THESE PEOPLE ARE GOING TO

HAVE ACCESS TO THE
ELECTRONIC SIGNATURE MODULE

AND THE ATTESTATION
LEVEL ACCESS.

I'M NOT SAYING OTHER PEOPLE AT
THE ORGANIZATION CANNOT ACCESS

THE MATERIALS OR PRINT THINGS
AND DOWNLOAD THINGS, BUT WHEN

IT ACTUALLY COMES TIME TO
SIGNING THESE DOCUMENTS,

THIS IS WHO WE'RE
LIMITING THE ACCESS TO.

SOME OF THESE PEOPLE MAY NOT
CURRENTLY HAVE ACCESS TO HPMS,

SO I'VE ADDED THIS SLIDE SO
YOU GUYS CAN KNOW THESE PEOPLE

NEED TO GET ACCESS VERY SOON.

IT TAKES ABOUT A WEEK OR
TWO TO GET ACCESS.

IN THE COO MEMO, WE DO HAVE
THE STEPS AND THE USER-ACCESS

FORM THAT YOU NEED TO USE TO
SUBMIT THIS MATERIAL TO CMS.

PLEASE BE ON THE
LOOKOUT FOR THIS MEMO.

IT ALSO HAS OUR NEW MAILSTOP,
SO I DON'T KNOW IF ANYBODY HAS

OLD ACCESS INSTRUCTIONS,
BUT IF YOU SEND IT TO THE NEW

MAILSTOP, THE NEW GROUP
THERE DOESN'T LIKE TO GIVE

US OUR MAIL.

SO PLEASE BE SURE TO UPDATE
THE MAILSTOP WHERE YOU'RE

SENDING THESE FORMS TO SO
IT CAN BE PROCESSED QUICKLY.

AND JUST A GENERAL REMINDER--

SHARING HPMS IDs
IS PROHIBITED.

I KNOW MOST PEOPLE DON'T

DO THIS, BUT THERE ARE SOME

PEOPLE WHO DO, AND WHEN WE
FIND OUT, YOUR USER ID GETS

DELETED BECAUSE
YOU'VE SIGNED--

EVERYBODY WHO HAS BEEN INTO
HPMS HAS SIGNED THE RULES

OF BEHAVIOR INDICATING THAT
THEY'RE NOT GOING TO SHARE

THEIR HPMS USER ID.

SO THIS IS WHY WE'RE ALSO
SENDING THIS MEMO.

THIS GIVES US ENOUGH TIME FOR
YOU TO FILL OUT THE FORMS,

SEND THEM INTO CMS, AND HAVE
THEM ALL PROCESSED BEFORE THE

JULY AND AUGUST TIMEFRAME,
WHEN ALL THIS ATTESTATION

AND SIGNATURE REQUIREMENTS
START KICKING OFF.

SOMETHING ELSE.

THERE WAS AN HPMS MEMO--

LOTS OF MEMOS FLYING OUT
THERE, BUT THIS HOPEFULLY

HELPS TO BRING IT TO TOGETHER.

THERE IS GOING TO BE THE
SUMMARY OF BENEFITS HARD COPY

CHANGES MODULE.

IT'S GOING TO BE
RELEASED IN AUGUST.

SO ALL OF YOUR SB SECTION I
AND SB SECTION II REQUESTS ARE

GOING TO HAVE TO BE SUBMITTED

THROUGH THE MODULE ONCE AUGUST
ROLLS AROUND.

IN THE INTERIM, IF YOU HAVE
ANY CHANGES TO YOUR SUMMARY

OF BENEFITS INTRODUCTION,
YOU CAN STILL CONTINUE TO

EMAIL THE SB HARD COPY CHANGES
MAILBOX FROM JUNE 14 UNTIL

THE MODULE RELEASE.

I BELIEVE IT'S SCHEDULED TO
BE RELEASED ON AUGUST 2.

SO WE WILL BE DOING SOME,
I THINK, TRAINING ON THAT.

PROBABLY GOING TO DO A USER
GROUP CALL ON THAT, AS WELL,

SO JUST PLEASE BE ON THE
LOOKOUT FOR ADDITIONAL

INSTRUCTIONS ON THAT PROCESS.

YOU'LL BE ABLE TO REQUEST
EVERYTHING ONLINE,

AND EACH CHANGE--

JUST AS A GENERAL NOTE,
YOU HAVE TO SUBMIT A SEPARATE

SB HARD COPY CHANGE
REQUEST FOR EACH CHANGE.

WE'RE NOT ALLOWING YOU TO
PUT AN SB SECTION II, V, AND VI

REQUEST ALL IN ONE SUBMISSION.

THAT'S BECAUSE WE MAY BE
APPROVING ONE, AND WE MAY NOT

BE APPROVING THE OTHER,

SO WE NEED TO SEPARATE
THEM ALL OUT.

YOU CAN REQUEST MULTIPLE SB
HARD COPY CHANGES

FOR ALL YOUR PLANS.

YOU DON'T HAVE TO WAIT FOR
SOMETHING TO BE APPROVED

BEFORE YOU CAN
SUBMIT ANOTHER ONE IN,

BUT YOU ARE GOING TO HAVE TO
SUBMIT EACH ONE SEPARATELY

FOR EACH SB SECTION.

WE ARE GOING TO BE SENDING
YOU EMAILS ABOUT THE PROCESS.

SO, YOU KNOW, WE'LL SEND YOU A
CONFIRMATION EMAIL THAT WE'VE

RECEIVED YOUR REQUEST.

WE'LL SEND YOU AN EMAIL ABOUT
THE DISPOSITION, AS WELL--

IF IT'S APPROVED, DENIED.

MAYBE IT WAS WITHDRAWN
BY YOUR ORGANIZATION.

THERE ARE ALSO GOING TO BE
NEW REPORTS IN HPMS TO VIEW

THE DISPOSITION OF YOUR REQUEST

AND THE GLOBAL SB HARD
COPY CHANGES.

IN PRIOR YEARS, WE
WERE SENDING OUT A MEMO

ABOUT THE GLOBAL
HARD COPY CHANGES.

WE'RE NOT GOING TO BE
DOING THAT THIS YEAR.

IT WILL ALL BE POSTED

IN THIS REPORT.

IT'S GOING TO BE DYNAMICALLY
UPDATED, SO, YOU KNOW,

YOU CAN GO BACK THERE AND ACCESS
THAT TO SEE IF ANYTHING ELSE

HAS CHANGED.

AT THIS TIME, I ALSO WANT TO
MENTION, ANYBODY WHO DOES WORK

ON THE SUMMARY OF BENEFITS,

THAT WE HAVE POSTED AN SB
CHANGES DOCUMENT.

BECAUSE OF DIFFERENT TECHNICAL
CHANGES AND CHANGES WITH PPAC

AND THE LEGISLATION, WE HAVE

MADE OR WE WILL BE MAKING

CHANGES TO THE SUMMARY OF
BENEFITS REPORT THAT GENERATES

IN HPMS THAT MAY BE DIFFERENT
FROM THE LOCAL SUMMARY

OF BENEFITS THAT GENERATES
OUT OF YOUR PBP.

SO, FOR EXAMPLE, THE 7%
GENERIC GAP COVERAGE--

WE'RE ADDING NEW SENTENCES
INTO THE SB FOR THAT, BUT IF

YOU GENERATE THAT REPORT
CURRENTLY FROM YOUR PLAN

BENEFIT PACKAGE SOFTWARE,
YOU'RE GOING TO SEE THAT IT'S

NOT THERE CURRENTLY.

THAT'S BECAUSE ALL THE
LEGISLATION CAME OUT A LITTLE

BIT TOO CLOSE TO THE
RELEASE OF THAT SOFTWARE.

OK. MARKETING.

THERE IS A NEW MARKETING
CHECKLIST FUNCTIONALITY.

SO THIS WAY, YOU CAN INDICATE
YOUR COMPLIANCE WITH

THE APPLICABLE MARKETING
MATERIAL.

NOT ALL OF YOUR MARKETING
MATERIAL IS GOING TO HAVE THIS

CHECKLIST FUNCTIONALITY.

SO IF YOU SEE IT ON ONE
DOCUMENT BUT ANOTHER DOCUMENT

YOU'RE SUBMITTING DOESN'T
HAVE IT, THERE'S NOT A GLITCH.

IT'S JUST THAT SOME OF
THE MATERIALS HAVE IT

AND OTHERS DO NOT.

THE MARKETING USERS GUIDE

HAS A LOT MORE DETAILED

INFORMATION ON THIS, SO PLEASE
FEEL FREE TO ACCESS THAT IF

YOU HAVE ADDITIONAL NEEDS
OR QUESTIONS ON THIS NEW

CHECKLIST FUNCTIONALITY.

THE FALL RELEASE--

IT'S KIND OF A "NICE TO HAVE."

WE'RE TRYING TO UPDATE THE
MARKETING MODULE SO YOU'LL BE

ABLE TO CLICK ON A LINK THERE
AND ACCESS ALL THE SB HARD

COPY CHANGES THAT YOU
REQUESTED AND WERE APPROVED

AND ALL THE GLOBAL HARD COPY
CHANGES THAT ARE GOING TO

APPLY TO YOUR ORGANIZATION.

THIS IS KIND OF A LAST CHECK
EFFORT FOR YOU TO VERIFY,

OK, HAVE I MADE THE CHANGES
I'M ALLOWED TO MAKE, AND HAVE

I MADE ANY CHANGES THAT
I'M NOT ALLOWED TO MAKE?

BECAUSE THE CMS REVIEWERS ARE,
YOU KNOW, GOING TO TELL YOU

YOU AREN'T ALLOWED TO MAKE
THESE ADDITIONAL CHANGES.

AND AS A GENERAL REMINDER,

WE'RE CONTINUING TO CONDUCT
QUARTERLY FILE AND USE

RETROSPECTIVE REVIEWS
OF MARKETING.

OK.

I JUST WANTED TO BRIEFLY
MENTION SOME REPORTS THAT ARE

AVAILABLE TO YOU.

NOT NECESSARILY SURE HOW
FAMILIAR SOME OF YOU ARE

WITH THESE, BUT THE FIRST
ONE IS THE BID STATUS

HISTORY REPORT.

ALL THESE REPORTS ARE LOCATED
UNDER THE BID REPORT SECTION.

YOU WILL SEE NOW THAT THERE'S
NOW A 2011 LINK, SO YOU CAN

START LOOKING AT SOME
OF THE 2011 MATERIAL.

THE BID STATUS HISTORY REPORT
TELLS YOU WHERE YOU ARE

THROUGH THE BID SUBMISSION AND
REVIEW AND APPROVAL PROCESS,

SO IT LETS YOU KNOW WHAT'S
BEEN UPLOADED, WHAT'S BEEN

SENT TO CMS DESK REVIEW,
WHICH PLANS HAVE BEEN

APPROVED, WHICH CONTRACTS
HAVE BEEN APPROVED.

IF YOU HAVE MULTIPLE
CONTRACTS, YOU CAN ALSO RUN

THIS REPORT FOR MULTIPLE
CONTRACTS AT A TIME.

SO IT'S VERY EASY FOR YOU
TO JUST SEE ALL OF YOUR

INFORMATION AT ONE PLACE.

I THINK THIS REPORT CAN REALLY
BE HELPFUL TO ORGANIZATIONS,

ESPECIALLY SINCE THERE
ARE DEADLINES ASSOCIATED

WITH THESE
DIFFERENT APPROVALS.

SO, FOR EXAMPLE, YOU CAN'T
MODIFY YOUR PLAN CROSSWALK

AFTER YOUR PLAN HAS
BEEN APPROVED IN HPMS.

SO IF YOU'RE TRYING TO MODIFY
IT AND YOU'RE RUNNING INTO

ISSUES, YOU CAN COME HERE
AND CHECK,

"OK, WELL, MY PLAN HAS
BEEN APPROVED.

"I NEED TO SEND CMS AN
EMAIL THAT I NEED TO MAKE

FURTHER MODIFICATIONS."

THE BID SUBMISSION
STATUS REPORT--

IT'S A REPORT YOU CAN ACCESS
TO SEE ALL OF YOUR UPLOADS.

YOU'LL HAVE YOUR UPLOAD
CONFIRMATION IDs THERE,

WHO UPLOADED YOUR BIDS,

AND ANY ERRORS
ASSOCIATED WITH THE UPLOAD.

VERY EASY PLACE

INSTEAD OF TRYING TO FIGURE
OUT ALL THE DIFFERENT UPLOAD

CONFIRMATIONS, NECESSARILY,
TO SEE WHAT'S BEEN UPLOADED

AND WHAT STILL HAS
OUTSTANDING ISSUES.

MAYBE THERE'S SOMETHING WITH
YOUR BPT SERVICE AREA THAT

YOU NEED TO,
YOU KNOW, CORRECT

AND TRY TO RE-UPLOAD AGAIN.

THERE'S ALSO A VARIETY OF
THE PBP AND BID PRICING

TOOL REPORTS.

YOU CAN ACCESS THESE TO
MAKE SURE WE HAVE THE LATEST

AND GREATEST INFORMATION
ON FILE AT CMS.

THIS IS GOING TO DISPLAY
THE LATEST VERSION

OF THE INFORMATION THAT
YOU'VE SUBMITTED TO CMS.

OK.

SOME MODIFICATIONS AND NEW
REPORTS THAT ARE GOING TO BE
AVAILABLE TO YOU.

THE FIRST ONE IS THE GAP
COVERAGE DESCRIPTION REPORT.

NOT SURE HOW MANY OF YOU GUYS
COMPLETE THE PBP SOFTWARE,

BUT WE HAVE REMOVED FROM THE
SOFTWARE YOUR INDICATION

OF YOUR GAP COVERAGE.

SO YOU'RE NO LONGER INDICATING
"ALL GENERICS"

OR "FEW GENERICS" OR "SOME
GENERICS" IN THERE.

WE'RE PULLING THIS DIRECTLY
FROM YOUR FORMULARY FILES,

SO WHATEVER YOU'VE UPLOADED
THERE IS HOW WE'RE GOING TO BE

PULLING THIS INFORMATION.

SO THIS REPORT WILL LET YOU
KNOW HOW YOUR INFORMATION IS

GOING TO APPEAR ON ALL THIS
MARKETING MATERIAL, AND THIS

WAY YOU CAN VERIFY THAT YOU
HAVE UPLOADED THE CORRECT

NUMBER OF, YOU KNOW, NDCs
AND THINGS LIKE THAT

FOR YOUR FORMULARY,

MAKE SURE
EVERYTHING MATCHES UP.

THIS WAY, YOU WON'T HAVE
ANY SURPRISES IN THE WAY YOU

APPEAR IN THE "MEDICARE
AND YOU" HANDBOOK

OR ON MEDICARE.GOV.

WE'VE UPDATED THE PLAN
CROSSWALK REPORT, AS WELL,

TO INDICATE WHEN MARx
ENROLLMENT TRANSACTIONS

ARE REQUIRED.

SO, FOR EXAMPLE,
IF YOU HAVE--

IN YOUR PLAN CROSSWALK, YOU'VE
CROSSWALKED A RENEWAL PLAN

WITH A SERVICE AREA REDUCTION,
YOU ARE REQUIRED TO SUBMIT

MARx DISENROLLMENT
TRANSACTIONS TO REMOVE

THOSE MEMBERS.

SO THIS IS JUST A REMINDER.

THIS LINES UP WITH
THE APRIL 16 MEMO,

BUT JUST FOR EASE OF USE,
WE'VE ADDED IT TO THIS REPORT.

THERE'S ALSO A NEW
PLAN COMPARISON REPORT.

WE WERE ACTUALLY ASKED DURING
ONE OF OUR "LESSONS LEARNED"

COMMENTS PERIODS TO MAKE THIS
AVAILABLE, SO WE HAVE MADE

THIS AVAILABLE TO
YOUR ORGANIZATIONS.

YOU CAN COMPARE PLANS IN A

SINGLE YEAR TO EACH OTHER,

AND YOU CAN ALSO COMPARE
PLANS ACROSS YEARS.

SO THIS CAN KIND OF HELP YOU
UNDERSTAND THE DIFFERENCES

IN YOUR BENEFIT DESIGNS,

HOW THE PLAN HAS CHANGED
OVER THE YEARS--

JUST USEFUL TOOL
FOR YOU TO USE.

AND, AS WE ALREADY KIND OF
DISCUSSED, THE NEW SB HARD

COPY CHANGES REPORT.

THAT'S GOING TO BE
AVAILABLE IN AUGUST

ONCE THE MODULE
BECOMES RELEASED.

Part 4

USER ACCESS.

WE DID TOUCH ON THIS BRIEFLY,
BUT IF YOU DON'T HAVE HPMS

ACCESS OR IF YOU NEED TO
MAKE MODIFICATIONS TO ACCESS,

HERE'S THE EMAIL ADDRESS
THAT YOU NEED TO USE.

THERE IS AN UNDERSCORE
IN BETWEEN THE "HPMS"

AND "ACCESS," AND WE DO HAVE
PEOPLE WHO MONITOR THAT EMAIL

BOX AND WILL GET BACK
TO YOU VERY PROMPTLY.

BUT FOR THE PURPOSES OF THIS
DISCUSSION, I WANTED TO POINT

OUT THAT COMPLIANCE OFFICERS
HAVE ACCESS TO SOME REPORTS,

SO YOU CAN MONITOR WHO IS
ACCESSING YOUR CONTRACTS.

SO, FOR EXAMPLE, A LOT
OF PEOPLE HAVE DIFFERENT

CONSULTANTS, ACTUARIES,
PBMs IN HERE THAT MAYBE NO

LONGER NEED TO HAVE ACCESS TO
YOUR CONTRACTS OR SHOULD HAVE

LIMITED ACCESS TO
CERTAIN MODULES.

SO WE HAVE 3 DIFFERENT
REPORTS THAT YOU CAN USE.

YOU CAN SEE WHO IS ASSIGNED
TO WHICH CONTRACT NUMBERS,

WHICH MODULES USERS
ARE ASSIGNED TO.

IF YOU NEED TO MAKE ANY
MODIFICATIONS TO THAT

USER ACCESS--

GO BACK A SLIDE--

PLEASE SEND THEM TO THIS
HPMS_ACCESS MAILBOX.

PUT THE USER ID AND
WHATEVER CHANGES YOU'RE TRYING

TO ACCOMPLISH.

AND LAST BUT CERTAINLY NOT
LEAST, THE DIFFERENT CONTACTS

AND OUR BREAKDOWN
OF INFORMATION.

THERE ARE SEVERAL OF
US ON THE TEAM.

WE ALL KIND OF PLAY BACKUP TO

EACH OTHER, AS WELL, BUT IF

YOU HAVE QUESTIONS ABOUT ANY
OF THE STUFF I WENT OVER,

HERE ARE THE APPLICABLE
CONTACTS THAT YOU'LL WANT TO

GET IN TOUCH WITH--

PHONE NUMBER AND/OR
EMAIL ADDRESS.

THERE'S ALSO THE HELP DESK,
WHICH IS A VERY GREAT TOOL

FOR YOU TO USE, ESPECIALLY
DURING THIS BID SUBMISSION TIME,

AND, YOU KNOW, WE'RE
MORE THAN HAPPY TO HELP.

AND WITH THAT, I THINK I'M
READY FOR QUESTIONS,

IF ANYONE HAS ANY.

>> OK. WE HAVE ABOUT...

>> 10 MINUTES?

>> OK. WE HAVE ABOUT 5 TO 10
MINUTES FOR QUESTIONS.

ANYBODY WANT TO
ASK ANY QUESTIONS?

I'LL BRING THE MIKE TO YOU.

>> JUST WANT A CLARIFICATION.

IF WE HAVE A PLAN WHICH HAS,
LIKE, A SERVICE AREA REDUCTION,

BUT THAT SERVICE AREA IS ALSO
OFFERED IN A NEW PLAN BEING

CREATED THIS YEAR, IS
THAT ADEQUATE TO SHOW THAT

SERVICE AREA REDUCTION
ON A CROSSWALK IN HPMS,

OR DO YOU WANT US TO SEND A
SEPARATE EMAIL SAYING THAT,

LIKE, 3 COUNTIES HAVE BEEN
REDUCED BUT BEING OFFERED

IN A DIFFERENT PLAN
FOR THE NEXT YEAR?

>> IF YOU'RE DOING YOUR
SERVICE AREA THAT WAY,

WHERE YOU'RE REDUCING IT IN
ONE PLAN BUT YOU'RE STILL

GOING TO BE OFFERING THAT
COUNTY IN ANOTHER PLAN,

YOU DON'T HAVE TO SUBMIT
ANY LETTERS TO CMS FOR THAT.

THE SERVICE AREA REDUCTION
ON RENEWAL IS REALLY MORE

OF A CONTRACT-LEVEL CHANGE.

>> OK. SO WE JUST GOT TO
INDICATE THAT IN HPMS, THOUGH,

THAT'S WHAT WE DID.

>> EXACTLY.

>> OK. ALL RIGHT.

>> HI. I HAVE TWO QUESTIONS.

I THINK I HEARD YOU SAY
THAT WITH THE ELECTRONIC

CONTRACTING, THE LICENSE
AGREEMENT THAT HAS TO BE

SIGNED EVERY YEAR--

IS THAT GOING TO BE
WRAPPED UP INTO THAT?

I THOUGHT YOU MENTIONED THE
LICENSE AGREEMENT, WHERE WE

GET THE MEDICARE MARK?

>> YES. THE MEDICARE MARK, THERE
IS A DOCUMENT YOU HAVE TO

SIGN FOR THAT.

THAT WILL BE A PART OF
THIS MODULE, AS WELL.

>> GREAT. OK.

SO THERE WON'T BE ANOTHER
SEPARATE AGREEMENT WE HAVE TO

SIGN EVERY YEAR.

>> MY UNDERSTANDING IS THAT
IT'S GOING TO BE ROLLED IN,

SO YOU SHOULD BE FINE.

>> OK. AND THE SECOND QUESTION
IS, JUST TO SET EXPECTATIONS

FOR OUR CEOs AND CFOs,

WHEN THEY'RE SIGNING UP
FOR THE HPMS ACCESS--

AND I HAVEN'T SEEN THE NEW
FORM YET, BUT I THINK IT CAME

THROUGH THIS MORNING--

IS IT GOING TO BE CLEAR
WHAT KIND OF ACCESS WE'RE

REQUESTING, WE'RE
HELPING THEM REQUEST?

I'M SURE YOU REALIZE THAT
THEY'RE NOT GOING TO KEEP UP

WITH THE PASSWORD RESETS.

I MEAN,
WE'RE GOING TO HAVE TO GO

THROUGH THIS EVERY YEAR.

>> YEAH. I MEAN,

WE'RE TRYING TO THINK OF,
YOU KNOW, BEST-CASE SCENARIOS,
AND IT REALLY SEEMS LIKE WE'RE
TRYING TO GO TO A MUCH MORE
ELECTRONIC PROCESS INSTEAD
OF ALL THIS HARD
COPY SUBMISSION.

IT'S EASIER FOR YOU GUYS,
EASIER FOR US TO ALSO

MAINTAIN THAT.

AFTER THEY GET SET UP
WITH ACCESS,

YOU'RE ALSO GOING TO HAVE TO--

AND I THINK IT SAYS IN THIS
MEMO, OR IF IT DOESN'T IN THIS

ONE, IN A FUTURE ONE--

YOU'RE GOING TO HAVE TO SEND
US YOUR CEO, CFO, AND COO,

THEIR NAME AND USER ID,
AND THEN WE'RE GOING TO GIVE

THEM THAT SPECIAL LEVEL OF
ACCESS FOR THE SIGNATURE.

SO THERE IS A SECOND STEP
AFTER THEY ALSO GET ACCESS.

>> WE'RE GOING TO ASK YOU
THAT, IF YOU COULD, IF YOU SAY

YOUR NAME AND WHERE YOU'RE
FROM, THE PLAN YOU'RE WITH,

BECAUSE WE'RE RECORDING
ALL OF THIS, OK?

>> IF YOU ARE REDUCING A
SERVICE AREA IN ONE PLAN

BUT STILL HAVE ANOTHER IN
THOSE SAME SERVICE AREAS,

ARE THE ENROLLEES GOING TO
HAVE MAKE AN ACTIVE ELECTION

TO CHOOSE THAT?

YOU CAN'T CROSSWALK.

>> THAT'S CORRECT.

>> BERENICE MESA WITH
AMERICA'S FIRST CHOICE.

SARA, DO YOU KNOW WHEN THE NEW
LANGUAGE IS GOING TO BE

AVAILABLE IN THE SB?

THERE'S GOING TO BE
ADDITIONAL LANGUAGE

IN THE SB REPORTS?

>> I THINK IT'S GOING TO
BE ROLLING OUT

ON A CONTINUAL BASIS.

THERE'S ALREADY SOME
ADDITIONAL LANGUAGE THAT AFTER

YOU UPLOAD, YOU CAN GO TO
THE HPMS SB REPORT,

AND THE UPDATED LANGUAGE
IS GOING TO BE THERE.

FOR EXAMPLE, WE RELEASED
SOME SB CHANGES ON MAY 14,

REALIZING A LOT OF YOU
PROBABLY HAVEN'T UPLOADED YOUR

BIDS YET, BUT WHEN YOU DO,
YOU'RE GOING TO SEE THAT YOUR

SB HAS ALREADY BEEN
UPDATED IN HPMS.

SO THERE ARE ALREADY
UPDATES THERE.

>> KATE MOORE, HEALTHCARE
SERVICE CORPORATION.

HOW MANY ACTUARIES CAN HAVE
ACCESS TO THAT SPECIAL ACCESS?

IS THERE A LIMIT?

>> NO. IF YOU WANT A LOT,
PLEASE FEEL FREE TO.

IT'S FINE.

>> THANK YOU.

AND THEN JUST A SUGGESTION,
SINCE EARLIER THIS MORNING WE

WERE ALLOWED TO
PROVIDE SUGGESTIONS.

>> SURE.

>> WE ARE NON-RENEWING ONE OF
OUR CONTRACTS, AND WE HAD BEEN

ASKED BY CMS TO KIND OF HOLD
OFF ON OUR NON-RENEWAL LETTER.

WE SENT IT LAST YEAR, AND
THEY WERE LIKE,

"WHOA. WAY TOO EARLY."

SO WE ASKED TO KIND OF HOLD
OFF ON OUR NON-RENEWAL LETTER,

AND YOU HAD SOME CHANGES IN
WHO THAT GOES TO AND ALL THAT

KIND OF STUFF.

>> SURE.

>> WE THEN, YOU KNOW,
ARE REQUIRED TO SUBMIT OUR

FORMULARY, REQUIRED TO SUBMIT
OUR TRANSITION POLICY,

OUR MTMP PROGRAMS.

SO WE KEPT GETTING A LOT
OF NOTICES THAT WE WERE NOT

MEETING CERTAIN SPECIFIC
REQUIREMENTS OF CMS,

BECAUSE WE WEREN'T SUBMITTING
THEM BECAUSE WE WERE NOT

PLANNING ON RENEWING
THE FOLLOWING YEAR.

SO MAYBE JUST TIGHTENING
UP THAT PROCESS OR ASKING

FOR THE RENEWAL
LETTERS A LITTLE SOONER.

SO JUST SOMETHING
TO KEEP IN MIND.

>> OK.

>> AND WE WERE PROVIDED COMMENTS
BACK THAT WE WEREN'T RENEWING

OUR PLAN, AND EVERYTHING
APPEARS TO BE FINE, BUT WE DO

KEEP GETTING THOSE NOTICES
THAT WE HAVEN'T DONE THINGS

IN ACCORDANCE WITH
CERTAIN TIMEFRAMES.

>> SURE. THAT'S--

I MEAN, THAT'S A
HELPFUL SUGGESTION.

THANK YOU.

>> HI. CATHERINE FREEDMAN

WITH INDEPENDENT
PHARMACEUTICAL CONSULTANTS.

YOU MENTIONED THAT YOU WERE
GOING TO BE IDENTIFYING GAP

COVERAGE INFORMATION FROM
THE FORMULARY FILE.

CAN YOU EXPAND ON WHAT FIELDS
YOU'RE GOING TO PULL THAT

INFORMATION FROM?

>> I MEAN, IT'S GOING TO
BE DEPENDENT ON--

IT'S THE SAME PROCESS THAT

WE ACTUALLY ENDED UP USING

LAST YEAR.

IT'S JUST, UNFORTUNATELY,
THERE WAS A LITTLE BIT

OF A DISCONNECT POTENTIALLY
FROM WHAT YOU ENTERED IN THE PBP

VERSUS THE FORMULARY.

SO YOU HAVE YOUR REGULAR
FORMULARY FILE, WHICH YOU

UPLOAD, AND IF YOU INDICATE
THAT YOU'RE OFFERING FULL-TIER

GAP COVERAGE FOR THAT TIER,
WE'RE GOING TO LOOK AT WHAT

YOU UPLOADED ON YOUR FORMULARY
AND LOOK AT THE NUMBER OF--

I GUESS IT'S, LIKE, UNIQUE
NDCs OVER THE TOTAL FORMULARY,

AND THEN IF YOU HAVE ANY
PARTIAL GAP COVERAGE TIERS,

WE'RE ALSO GOING TO LOOK
AT THAT FILE TO SEE.

SO THEY HAVE DIFFERENT
THRESHOLDS OF, LIKE, IF YOU

COVER 10% TO 65%, YOU
MEET THIS CRITERIA.

IF YOU'RE IN 65% TO 90%,
YOU'RE IN THIS CRITERIA.

SO WE HAVE THE DIFFERENT--
"ALL," "FULL"--OR WAIT.

LIKE "SOME," "MANY," "ALL,"
AND ALL THAT CRITERIA IS

BASED ON THE PERCENTAGE OF
THOSE DRUGS THAT YOU'RE

COVERING OUT OF YOUR
TOTAL FORMULARY.

DOES THAT MAKE SENSE? OK.

>> FREDDIE FROM
FREEDOM HEALTH.

JUST A FOLLOW-UP
QUESTION ON THE SB.

YOU SAID THAT THE CHANGES
WILL BE THERE CONTINUOUSLY TO

PROBABLY SOME OF THE LANGUAGE.

USUALLY, WE CAN GO INTO HPMS
AND LOOK AT THE SB AND PULL IT

OUT SO THAT WE KNOW THAT
THE LANGUAGE IS ACCURATE.

IS THERE, LIKE, GOING TO
BE A DEADLINE THING--

AFTER THIS, WE WON'T
MAKE ANY CHANGES--

SO WE CAN GO TO PRINT WITH,
YOU KNOW, DOCUMENTS WHICH HAVE

FINAL IN THE LATEST VERSION?

>> I MEAN, IT'S CERTAINLY OUR
GOAL TO HAVE THIS ALL KIND

OF WORKED OUT BEFORE YOU
GUYS GO TO MARKETING

YOUR MATERIAL.

AND I THINK, YOU KNOW,
WE'RE ON SCHEDULE FOR THAT,

BUT I'LL DEFINITELY WORK WITH
THE SB FOLKS AND TRY TO FIGURE

OUT TIMELINES OF WHEN IT
MAYBE MAKES SENSE FOR US

TO CUT THAT OFF.

BUT WE'RE JUST TRYING TO BE
MORE TRANSPARENT WITH EVERYONE

THIS YEAR BECAUSE WE MAKE
THESE CHANGES, AND SOMETIMES

WE DON'T NECESSARILY SAY
EXACTLY WHAT WE'RE CHANGING.

WE'VE POSTED EXACTLY WHAT
WE'RE CHANGING TO MAKE IT

EASIER FOR YOU
TO IDENTIFY THAT.

BUT WE'LL DEFINITELY HAVE
TO SET A CUTOFF SO WE'RE NOT

INTERRUPTING YOUR
GUYS' PRINTING

OF MARKETING MATERIALS.