

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services 7500
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CENTERS FOR MEDICARE & MEDICAID SERVICES

DATE: April 12, 2018

TO: Medicare Advantage Organizations
Medicare Advantage - Prescription Drug Organizations
Section 1876 Cost Plans
Prescription Drug Plan Sponsors
Employer/Union-Sponsored Group Health Plans
Medicare-Medicaid Plans

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SUBJECT: Release of the Non-Renewal/Service Area Reduction Module in the
Health Plan Management System

The Centers for Medicare & Medicaid Services (CMS) is pleased to announce the updated Non-Renewal/Service Area Reduction (SAR) module in Health Plan Management System (HPMS) will become available on April 20, 2018. This module allows plan users to request a Non-Renewal/SAR request directly in HPMS for CMS's review and approval. All Non-Renewal/SAR requests must be received in HPMS no later than **Monday, June 4, 2018**.

NOTE: Special Needs Plan (SNP) non-renewals must still be submitted on organization letterhead (in PDF format) to CMS at <https://dmao.lmi.org/>. Organizations should select the "SARs/Non-Renew/Terminations" tab to submit these requests.

To submit a Non-Renewal/SAR request, users must navigate in HPMS using the following path: Contract Management > Non-Renewals/Service Area Reductions > Submit Non-Renewal or SAR Request. Users must then indicate if the organization is requesting a Non-Renewal or "Full SAR" (i.e., remove the county/region from the entire contract service area) or an "Individual to EGWP SAR" (i.e., retain the county/region in the contract service area, but only as an employer-only county/region).

SARs may only be requested for counties/regions that are not currently assigned to a plan's Contract Year (CY) 2018 service area. To remove a county/region from a plan's service area, users must navigate to Plan Bids > Bid Submission > CY2018 > Set-up Plans to modify the plan service area prior to submitting the SAR request.

Once a Non-Renewal or SAR request has been submitted in HPMS, a designated signatory in the CEO/COO/CFO Attestation user profile must authorize the request before it can be submitted to CMS. To authorize the Non-Renewal/SAR request, the designated CEO/COO/CFO user must navigate to Contract Management > Non-Renewals/Service Area Reductions > Authorize Non-Renewal/SAR Requests. The signatory user can authorize one or more Non-Renewal/SAR requests in a single action.

For information regarding the CEO/COO/CFO attestation user profile, please refer to the March 30, 2018 release of the HPMS memorandum entitled "Instructions for Requesting Consultant Access or Electronic Signature Access to the Health Plan Management System (HPMS)."

To view the status of a Non-Renewal/SAR request, users must navigate to Contract Management > Non-Renewals/Service Area Reductions > View Non-Renewal/SAR Requests. Users may view the details of the Non-Renewal/SAR request, whether the Non-Renewal or SAR has been authorized by the designated CEO/CFO/COO user, and the CMS review status.

For more detailed information on the Non-Renewal/SAR module, please refer to the user guide within the Non-Renewal/SAR module.

For technical questions, please contact the HPMS Help Desk at either hpms@cms.hhs.gov or 1- 800-220-2028. All other questions about the Non-Renewal/SAR process should be directed to CMS via <https://dmao.lmi.org/> for MA, PDP, Cost, and PACE Organizations and MMCOCapsModel@cms.hhs.gov for Medicare-Medicaid Plan Organizations.