

HPMS E-Mail

Date: November 06, 2018

Subject: Possible Break in Service for the HPMS Help Desk Phone Number

CMS is in the process of transferring the HPMS Help Desk phone number (1-800-220-2028) to a new account. As a result, we have been advised by the carrier that there could be a “break in service” for the phone number for up to 24 hours in order to implement the transfer.

CMS will alert HPMS users once the break in service begins. Likewise, we will send another alert once the help desk phone number is fully restored to service.

Users should contact the HPMS Help Desk via our email address during this window:

hpms@cms.hhs.gov

We sincerely apologize for any inconvenience this may cause.