



CENTER FOR MEDICARE

DATE: April 20, 2018

TO: All Current and Prospective Medicare Advantage, Prescription Drug Plan, Section 1833 and 1876 Cost, PACE, and Demonstration Organizations

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SUBJECT: Release of the 2019 Service Area Verification Functionality

The Contract Year (CY) 2019 Service Area Verification (SAV) functionality is now available in the Bid Submission module of the Health Plan Management System (HPMS). All Medicare Advantage Organizations and Part D sponsors should begin reviewing their entire contract service area and applicable attributes (e.g., employer-only/SNP/pending/partial counties or regions) for accuracy and completeness.

All organizations must concur or non-concur with their contract service area by the June 4, 2018 bid submission deadline in order for their bid to be reviewed by CMS. If an organization changes its contract service area (e.g., service area reduction, contract consolidation), the organization must re-certify its service area in the SAV module.

Organizations that non-concur with their contract service area must provide an explanation to support their non-concurrence, such as identifying a county or region that is not listed that should be listed or one that is listed in error. All identified discrepancies must be resolved with CMS as soon as possible. An organization's failure to address discrepancies timely may result in serious delays in the bid review process.

Organizations must re-verify their contract service area and concur in HPMS as soon as all discrepancies have been resolved. CMS strongly encourages organizations to verify their service area as soon as possible so that all issues can be resolved prior to June 4, 2018.

The SAV functionality lists the counties/regions assigned to a contract, whether it is an employer-only county/region, a SNP service area, a pending county/region, and a partial county, and the number of individual and SNP plans that contain that county/region and

the number of employer plans that contain that county/region. If the Partial County displays a “Yes,” an organization may select the “Yes” link to see the list of zip codes for that partial county. If the Number of SNP Types displays a number, an organization can click on that number and see the SNP type(s) associated with the county. By selecting on the “Number of Individual and SNP Plans” or “Number of Employer Plans” link, an organization can see the plan ID(s) that contain that county/region.

Organizations with numerous plans may wish to review their service area using the HPMS Plan Service Area Report at the following path: Contract Management > Contract Reports > CY 2019. If an organization chooses to review their service area using this report, they must return to the SAV functionality to register their concurrence or non-concurrence.

If an organization identifies issues with its contract service area, including the presence of a county or region that should not be a part of its contract service area, please contact the appropriate person(s) as noted below:

MAO and PACE Service Area Issues (Individual and Employer Service Areas):

- <https://dmao.lmi.org/>

PDP Service Area Issues (Individual and Employer Service Areas):

- Arianne Spaccarelli at Arianne.Spaccarelli@cms.hhs.gov or 410-786-5715

Special Needs Plan (SNP) Service Area Issues:

- <https://dmao.lmi.org/>

Medicare-Medicaid Plans (MMPs) Service Area Issues:

- MMCOcapsmodel@cms.hhs.gov

For service area reduction requests, please refer to the April 12, 2018 memorandum entitled “Release of the Service Area Reduction (SAR) Module in the Health Plan Management System (HPMS)” for technical guidance.

If you require technical assistance with the SAV functionality, please contact the HPMS Help Desk at either 1-800-220-2028 or hpms@cms.hhs.gov. Thank you.