



CENTERS FOR MEDICARE & MEDICAID SERVICES

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TO: All Medicare Advantage, Prescription Drug Plan, 1876 Cost, PACE, and Demonstration Organizations

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SUBJECT: Contract Year (CY) 2020 Plan Benefits Preview

Organizations will use the Health Plan Management System (HPMS) to preview their CY 2020 plan benefit and out-of-pocket cost (OOPC) estimate data prior to its publication on Medicare Plan Finder (MPF) on October 1, 2019. There will be two opportunities to preview these data:

- August 22-26, 2019
- September 4-6, 2019

For both windows, the preview functionality will open at 6:00 a.m. ET on the first day and close at 11:59 p.m. ET on the last day.

In light of the MPF modernization initiative, CMS **strongly encourages** all organizations to participate in the CY 2020 preview process.

Changes for CY 2020

- As noted in the February 11, 2019 memo entitled “Medicare Coverage Tools Initiative - Responses Due by February 18, 2019,” CMS is updating the MPF user interface for CY 2020. Consequently, the look and feel of the MPF benefits preview in HPMS will reflect those data and presentation changes.
- As part of the MPF modernization effort, CMS has streamlined communications between HPMS and MPF. As a result, data changes made in HPMS (e.g., approved benefit package updates, suppression and exclusion status changes, plan name and phone number updates, and more) will be reflected in MPF within approximately 24 hours.

Plan Benefit Preview Guidance

The plan benefit data preview functionality can be accessed using the following navigation path:

HPMS Home Page > Plan Bids > Plan Data Previews > Benefits Preview

Organizations will review the display of each plan benefit package as it will appear on MPF. For each plan, organizations may concur or non-concur with the accuracy of the data display. The table below provides further guidance on each disposition:

Disposition	Next Steps
Concurrence	<ol style="list-style-type: none">1. The plan benefit data will be displayed on MPF beginning on October 1, 2019, provided the plan has not been marked for suppression or exclusion by CMS. No further action is required to facilitate the ongoing display of plan benefit data. <p><u>Note:</u> Part D sponsors are required to submit accurate drug pricing data on an ongoing basis, as described in the “Contract Year (CY) 2020 Part D Pricing Data Submission Guidance” memo released on June 7, 2019.</p>
Non-Concurrence	<ol style="list-style-type: none">1. Organizations must submit a detailed explanation in HPMS for the reason for non-concurrence.2. CMS will evaluate the non-concurrence and make a determination of whether the plan will be suppressed on MPF beginning on October 1, 2019.3. If the non-concurrence is accepted, then all plan benefit data will be suppressed and presented as “not available” for the duration of the non-concurrence.4. Once the issue is resolved and the suppression has been retracted, the plan benefit data will be presented on MPF within approximately 24 hours.

Below are some tips for previewing CY 2020 plan benefits:

- Be sure to participate in the first preview window to maximize the time in which issues can be identified and corrected prior to the second preview window, where possible.
- In large part, the plan benefits presented in MPF are pulled from Plan Benefit Package (PBP) submissions in HPMS. If there is an issue with PBP data that is also used by MPF, then organizations should non-concur during the plan preview and request a plan

correction in HPMS. CMS will review each plan correction request and provide a disposition.

- CMS will only accept plan correction requests between **September 6 and September 19, 2019**. As a reminder, CMS will only permit changes to the PBP that align with the corresponding Bid Pricing Tool (BPT) for that plan. No changes to the BPT are permitted during the plan correction period.
- Organizations that submit plan corrections will be subject to compliance action and will be suppressed in MPF until the issue has been fully corrected. Moreover, organizations that have demonstrated a consistent pattern of bid submission errors over multiple contract years and/or previously received a compliance notice for CY 2019 may face more severe compliance action if the plan requests a plan correction for CY 2020.
- Certain plan data displayed in MPF can be easily and quickly updated in HPMS at any time. Some examples include plan names, website addresses, and customer service phone numbers. **CMS will not accept a non-concurrence for issues concerning these types of data.** Rather, organizations are required to log into HPMS and make the necessary updates as soon as possible. **Appendix A** contains guidance on how to update these data in HPMS.
- The plan benefits preview will be populated with a snapshot of CY 2020 data from a particular point in time. HPMS will display this date and time on the contract selection page in the benefit preview functionality. As a result, data changes made in HPMS after this time will **not** be reflected in the active preview window.
- Three MPF features will be rendered differently in the plan benefits preview as compared to the CY 2020 MPF:
 - **Plan Tier Drug Cost Table:** HPMS will present up to four separate tables (i.e., standard retail pharmacy drug cost for 1-month, preferred retail pharmacy drug cost for 1-month, standard mail order pharmacy drug cost for 3-months, and preferred mail order pharmacy drug cost for 3-months). On MPF, there will be a single drug cost table with a drop-down box listing the selections to refresh the table.
 - **Limits Apply:** HPMS will list all of the applicable limits in the display for each benefit by default. On MPF, the detailed limit language will only appear when the user expands the “Limits Apply” list.
 - **See More Benefits:** On the plan card, HPMS will display all of the applicable benefits by default. On MPF, the first row of benefits will display by default. If there are more benefits beyond the first row, they will appear when the user expands the “See More Benefits” list.

OOPC Preview Guidance

The OOPC data preview functionality can be accessed using the following navigation path:

HPMS Home Page > Plan Bids > Plan Data Previews > OOPC Preview

Organizations must submit feedback using the comment box provided in the OOPC preview functionality.

User Access and Support Resources

To access the benefits and OOPC data preview functionality, each user must have the following:

1. An active CMS user ID with HPMS production access;
2. One or more contract numbers assigned to the user ID in HPMS; and the
3. Following HPMS access types assigned to the user ID:
 - a. MPF Benefits Preview
 - b. MPF OOPC Preview

General HPMS user access guidance is available at the following website:

<https://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/HPMS/UserIDProcess.html>

For further assistance on the CY 2020 benefit and OOPC data plan preview, organizations are encouraged to use the help resources outlined in the table below:

Support Resource	Contact Information
Technical support for the HPMS benefit and OOPC data preview functionality	HPMS Help Desk 1-800-220-2028 hpms@cms.hhs.gov
Feedback on plan benefit information as displayed in the benefit plan preview	Use the “Concur/Non-Concur” function link in the preview module. Feedback will be delivered to the HPMS and MPF teams.
Feedback on OOPC information as displayed in the OOPC plan preview	Use the comment box in the preview module. Feedback will be delivered to the HPMS and MPF teams.
General HPMS user access questions	hpms_access@cms.hhs.gov

Support Resource	Contact Information
General MPF Questions	MPF@cms.hhs.gov

Appendix A

The table below provides instructions for updating certain HPMS data that are displayed in MPF. The following data may be updated at any time in HPMS. Changes will be reflected in MPF in approximately 24 hours.

Data Element	Update Path in HPMS
Organization Marketing Name	Contract Management > Basic Contract Management > Select Contract > Org. Marketing Data
Plan Name	Plan Bids > Bid Submission > CY 2020 > Edit Marketing Data
Legal Entity Address	Contract Management > Basic Contract Management > Select Contract > Basic Contract Data
Customer Service Contact for Prospective Members	Plan Bids > Bid Submission > CY 2020 > Edit Contact Data
Customer Service Contact for Prospective Members – Part D	Plan Bids > Bid Submission > CY 2020 > Edit Contact Data
Customer Service Contact for Current Members	Plan Bids > Bid Submission > CY 2020 > Edit Contact Data
Customer Service Contact for Current Members – Part D	Plan Bids > Bid Submission > CY 2020 > Edit Contact Data
Website Address	Plan Bids > Bid Submission > CY 2020 > Edit Marketing Data
Formulary Website	Plan Bids > Bid Submission > CY 2020 > Edit Marketing Data
Physician Website	Plan Bids > Bid Submission > CY 2020 > Edit Marketing Data
Participating Pharmacy Website	Plan Bids > Bid Submission > CY 2020 > Edit Marketing Data
Number of Physicians in the Plan Network	Plan Bids > Bid Submission > CY 2020 > Edit Marketing Data