

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



CENTER FOR MEDICARE

DATE: January 18, 2012

TO: All HPMS Users

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SUBJECT: Health Plan Management System (HPMS) Customer Satisfaction Survey

The Centers for Medicare & Medicaid Services (CMS) is pleased to announce the release of the HPMS customer satisfaction survey. All HPMS users are invited to participate, including CMS staff, Medicare Advantage (MA), Prescription Drug Plan (PDP), Cost, and PACE organizations, pharmaceutical manufacturers, consultants, States, CMS contractors, and users from other federal agencies. We strongly encourage you to take this opportunity to provide your feedback. Your comments and suggestions will be invaluable as we work toward making improvements to the HPMS system.

This feedback period will take place from **Wednesday, January 18, 2012 through Friday, January 27, 2012**. Survey participants have the option to remain anonymous when completing the survey. When completing this survey, please ensure that you select the correct type of user: a) "CMS employee" for users that are federal employees at CMS, and b) "industry user" for all other non-CMS users.

An online Internet application is available to support the collection of your feedback:

http://comments.cms.fu.com/2012_survey_1/hpms_css_start.asp

As a reminder, the survey website is accessible via the Internet. HPMS access is **not** required.

If you have questions regarding this memo, please contact Sara Silver at sara.silver@cms.hhs.gov or 410-786-3330. Thank you for your participation in this survey process.