



DATE: April 14, 2023

TO: All Current Medicare Advantage Organizations, Prescription Drug Plan Sponsors,  
Section 1833 and 1876 Cost Plans, PACE and 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) announces the release of the Non-Renewal (NR)/Service Area Reduction (SAR) module in Health Plan Management System (HPMS). This module allows Medicare Advantage (MA) organizations, Part D sponsors (PDP), Medicare and Medicaid Plans and Cost Plans to submit requests for a NR or SAR for CMS' review and approval. The module will be available beginning April 21, 2023. All requests must be received on or before **Monday, June 5, 2023**.

To submit a NR or SAR request, organizations should use the following path in HPMS:

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 not assigned to a Contract Year (CY) 2024 plan service area. To remove a county/region from a CY2024 plan's service area, users must navigate to Plan Bids > Bid Submission > CY2024 > Manage Plans > Set-up Plans to modify the plan service area prior to submitting the SAR request.**

Before any NR or SAR request can be submitted for review, the organization's designated signatory in the CEO/COO/CFO Attestation user profile must authorize the request in HPMS. To authorize the NR/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 NR/SAR requests in a single action.

For information regarding the CEO/COO/CFO attestation user profile, please refer to the February 21, 2023, HPMS memorandum entitled "Instructions for Requesting Electronic Signature Access in the Health Plan Management System (HPMS)."

Organizations may view the status of a NR/SAR request, by navigating to Contract Management > Non-Renewals/Service Area Reductions>View > Non-Renewal/SAR Requests. This navigation pathway will allow users to 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.

Special Needs Plan (SNP) and PACE Organizations must use a different process for requesting a NR or SAR. SNP requests must be submitted on organization letterhead (in PDF format) to CMS at: <https://dmao.lmi.org/underthe> "SARs/NR/Terminations" tab. PACE Organizations should submit NRs/SAR requests on organization letterhead (in a PDF format) at: <https://pace.lmi.org/>.

For more detailed information please refer to the user guide within the NR/SAR module.

For technical questions, please contact the HPMS Help Desk at either [hpms@cms.hhs.gov](mailto:hpms@cms.hhs.gov) or 1-800-220-2028. All other questions about the NR/SAR process should be directed to CMS at the following: for MA, PDP, and Cost Plans, visit <https://dmao.lmi.org/> and for Medicare-Medicaid Plans, send questions to [MMCOCapsModel@cms.hhs.gov](mailto:MMCOCapsModel@cms.hhs.gov).