



DATE: April 15, 2022

TO: All Current Medicare Advantage Organizations, Prescription Drug Plan Sponsors,  
Section 1833 and 1876 Cost Plans, 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 plan users to request a NR or SAR for CMS's review and approval. This HPMS module will be available beginning April 22, 2022. All requests must be received in the module no later than **Monday, June 6, 2022**.

**NOTE:** Special Needs Plan (SNP) NRs must be submitted on organization letterhead (inPDF format) to CMS at <https://dmao.lmi.org/>. Organizations should select the "SARs/NR/Terminations" tab to submit these requests.

**NOTE:** CMS will enter the non-renewals for the Medicare-Medicaid Plans participating in the Cal MediConnect demonstration.

To submit a NR or SAR request, users must navigate in HPMS using the following path: ContractManagement > 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) 2023 plan service area. To remove a county/region from a CY2023 plan's service area, users must navigate to Plan Bids > Bid Submission > CY2023 > Set-up Plans to modify the plan**

**service area prior to submitting the SAR request.**

Before a NR or SAR request can be officially submitted for review, a 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 March 30, 2018 release of the HPMS memorandum entitled “Instructions for Requesting Consultant Access or Electronic Signature Access to the Health Plan Management System (HPMS).”

To view the status of a NR/SAR request, users must navigate to Contract Management > Non-Renewals/Service Area Reductions > View Non-Renewal/SAR Requests. With this functionality, users may 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.

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 via <https://dmao.lmi.org/> for MA, PDP, Cost, and [MMCOCapsModel@cms.hhs.gov](mailto:MMCOCapsModel@cms.hhs.gov) for Medicare- Medicaid Plan Organizations.