



CENTER FOR MEDICARE

DATE: February 13, 2020

TO: All HPMS Users

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Medicare Drug Benefit and C & D Data Group

SUBJECT: New Health Plan Management System Landing Page

On the evening of Friday, February 14, 2020, the Centers for Medicare & Medicaid Services (CMS) will launch a new landing page for the Health Plan Management System (HPMS). This landing page design will allow CMS to:

- Present more information to individuals who do not have an HPMS user account.
- Provide registered HPMS users with access to certain materials without having to log into the system.
- Establish a centralized and easily accessible location to share important information about HPMS and the Medicare Advantage (MA) and Part D programs with all stakeholders.

Figure 1 shows the current entry point for HPMS, which serves only as the page on which registered users enter their CMS user IDs and passwords to log into the system.

Figure 1

The image shows the HPMS login page. At the top left is the HPMS logo, which consists of a blue circle with a white swoosh and the text "HPMS Health Plan Management System". Below the logo is a horizontal line. Underneath the line are two input fields: "Username" and "Password". To the right of the "Password" field is a "Login" button. Below the login fields is a line of text: "This is a U.S. Government computer system subject to Federal law." At the bottom left, there is a small text string: "CV: 1.29.0.0.1".

Username

Password

Login

This is a U.S. Government computer system subject to Federal law.

CV: 1.29.0.0.1

In contrast, the new HPMS landing page has continuous content that is presented vertically as the page scrolls. To highlight each segment, the landing page is represented in four distinct screenshots below.

Figure 2 illustrates the topmost portion of the new HPMS landing page. This page segment includes the following:

- New HPMS logo
- HPMS log in functionality
 - Registered users will use the same CMS user ID and password as used on the current login page.
- Link to subscribe to the HPMS supplemental e-mail list
 - Registered HPMS plan and CMS users are automatically subscribed to the HPMS e-mail list. The supplemental e-mail list is designed to support plan users that do not have access to HPMS as well as other stakeholders, including, but not limited to, trade groups, consultants, pharmacy benefit managers, third party vendors, States, pharmaceutical manufacturers, and beneficiary advocates.
- Anchor icons in the top right corner that link directly to the calendar and user support sections of the landing page

Figure 2

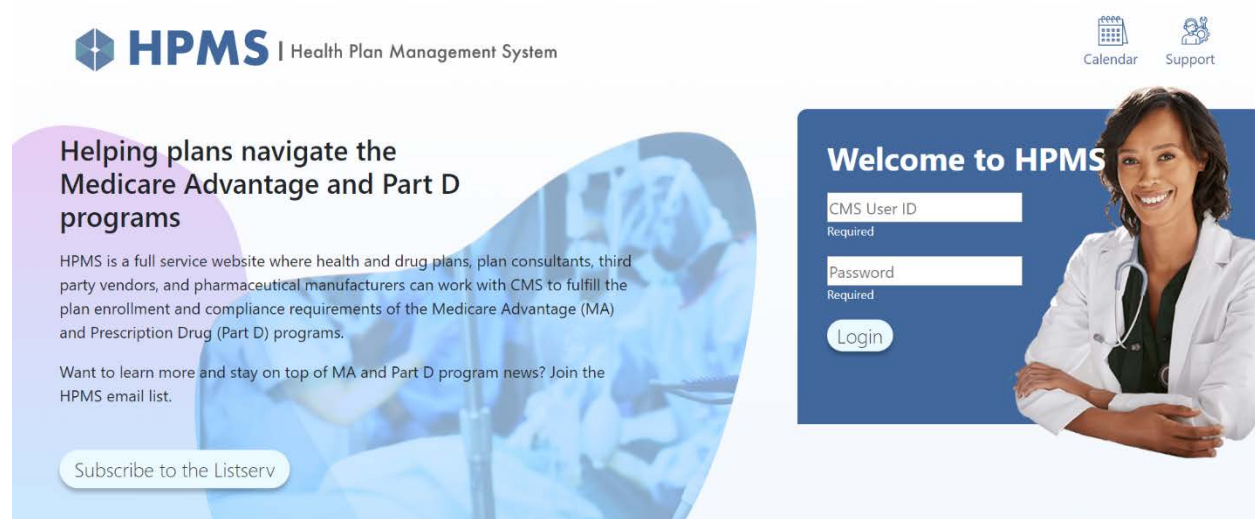


Figure 3 presents the next segment of the new HPMS landing page, which includes the following features:

- HPMS announcements
- Links to the HPMS memos posted on cms.gov
 - In a future release, CMS intends to provide a more robust searchable memo archive.
- Links to HPMS training videos on the CMS YouTube channel
- A link to HPMS user access guidance posted on cms.gov, such as EFI instructions by type of user and instructions for requesting signatory and consultant access

Figure 3

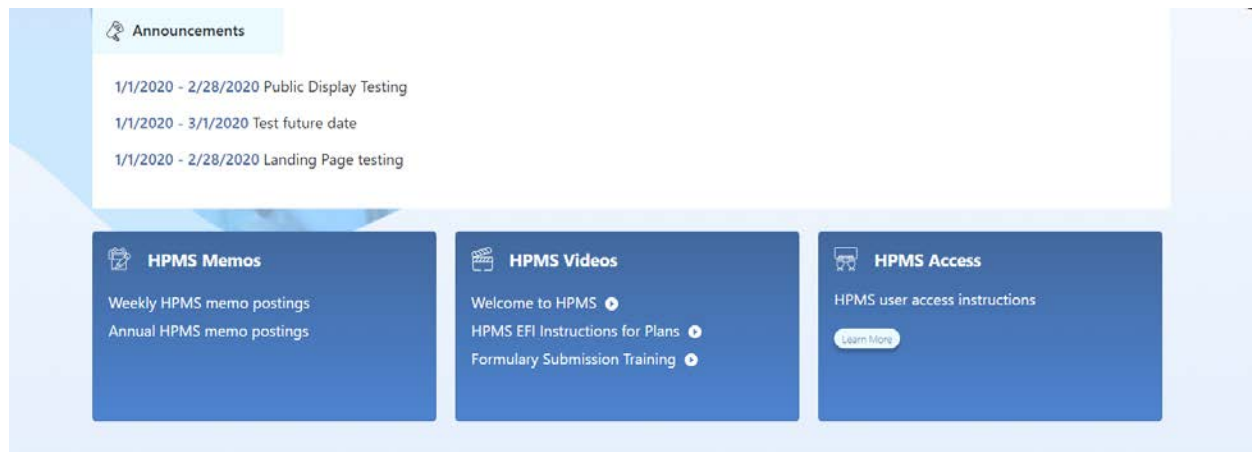


Figure 4 illustrates how the new landing page will serve as the repository for the Contract Year (CY) 2021 Medicare Parts C and D Annual Calendar. The landing page will list a subset of upcoming calendar events directly on the page, while also providing the ability to download the entire annual calendar in PDF format. CMS will update this calendar, as needed. The PDF download will have a last updated date in the footer.

Users can click on the **Calendar** icon at the top right corner of the landing page to leapfrog directly to the calendar.

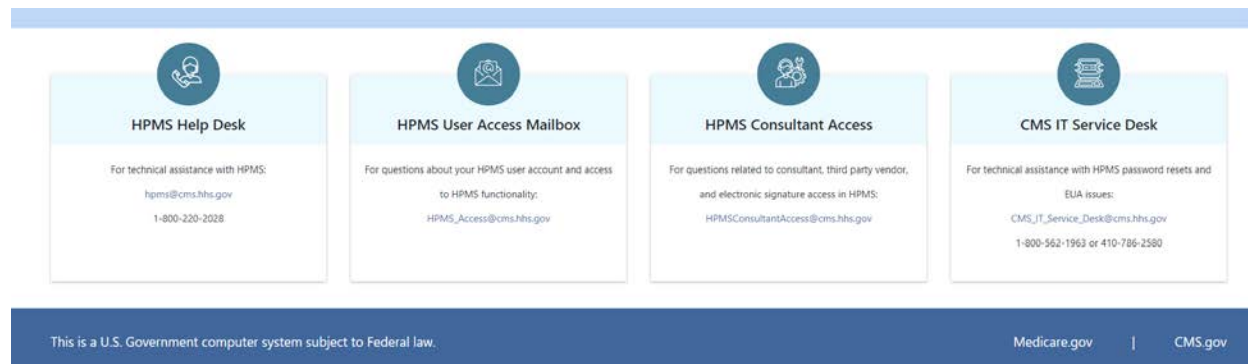
Figure 4



Figure 5 provides a consolidated list of help resources that are available to users as they navigate HPMS. In future releases, CMS plans to incorporate frequently asked questions and HPMS user guides into the landing page.

Users can click on the **Support** icon at the top right corner of the landing page to leapfrog directly to the help resources section.

Figure 5



CMS is actively working to address feedback received from HPMS users through our customer surveys, lessons learned activities, end user interviews, and daily interactions with individuals by phone and email. In addition to the implementation of the new landing page, CMS is in the process of redesigning modules using new technologies and a modernized look and feel.

We encourage and welcome your continued feedback on how we can improve HPMS. For questions or comments regarding this memo, please contact the HPMS Help Desk at hpms@cms.hhs.gov or 1-800-220-2028.