



**CENTERS FOR MEDICARE & MEDICAID SERVICES**

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**DATE:** November 14, 2024

**TO:** All Current and Prospective Medicare Advantage, Prescription Drug Plan, Section 1876 Cost, PACE, and Medicare-Medicaid Plan Organizations

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**SUBJECT:** Migration of the Plan Benefit Package (PBP) Sandbox

This memo provides technical guidance on the upcoming migration of the PBP sandbox environment on HPMS production to the new HPMS sandbox website (<https://hpmssandbox.cms.gov>).

As noted in the September 6, 2024 HPMS memo entitled “HPMS Complaints Tracking Module Application Programming Interface,” CMS has established a new HPMS sandbox website that offers support for continuous plan testing activities.

The PBP sandbox migration process and timeline are described in the table below.

<b>Date</b>	<b>Event</b>
<b>December 2, 2024</b>	The new PBP sandbox, including your CY 2025 sandbox data, will be available on the HPMS sandbox website. The current PBP sandbox will remain operational until January 3, 2025 so that plans can migrate over time.
<b>Late December 2024</b>	CMS will take another snapshot of your CY 2025 data from the PBP sandbox on HPMS production to refresh the PBP sandbox on the new website.
<b>January 6, 2025</b>	The CY 2026 PBP sandbox will become available on the HPMS sandbox website.  The new CY 2025 PBP sandbox will be made read-only on the HPMS sandbox website.  CMS will retire the old CY 2025 PBP sandbox module on HPMS production.

Organizations must review the following technical guidance:

- CMS will ensure that current PBP sandbox users will be granted the same access rights on the new HPMS sandbox website. This includes existing API Key Management Module access (e.g., responsible user).
- Users must request new API keys, as those cannot be transferred to the HPMS sandbox website. All participating plans, consultants, and third party vendors must use the HPMS API Key Management module **on the HPMS plan testing sandbox website** to request, generate, and manage HPMS API keys.
- Once the PBP sandbox migration has been completed, the old sandbox keys on HPMS production will be deactivated.
- Once granted access to the new sandbox, users will use the same CMS user ID and password as on the HPMS production website.
- Refer to the HPMS API Key Management User Guide located in the documentation section of the publicly available HPMS landing page (<https://hpms.cms.gov>) for guidance on obtaining access to the API Key Management module, requesting a new API key, and managing API keys. While the HPMS API Key Management User Guide is written for the production website, the technical guidance also applies to the module as it resides on <https://hpmssandbox.cms.gov>.

Please direct questions regarding the HPMS API Key Management module to the HPMS Help Desk at either [hpms@cms.hhs.gov](mailto:hpms@cms.hhs.gov) or 1-800-220-2028.

For API technical support, please contact [hpmstechsupport@softrams.com](mailto:hpmstechsupport@softrams.com). The HPMS Help Desk will not provide this level of technical assistance.

For questions regarding this memo, please contact the HPMS Help Desk at either [hpms@cms.hhs.gov](mailto:hpms@cms.hhs.gov) or 1-800-220-2028.