



Health Plan Management System (HPMS) Introduction to the Network Management Module (NMM)



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The Network Management Module – What is it?

- The Network Management Module (NMM) is a stand-alone module, located in the Health Plan Management System (HPMS), which may be utilized by MA Organizations to submit Health Services Delivery (HSD) Provider and Facility Tables for evaluation against CMS HSD criteria.
- Currently, CMS only collects and evaluates HSD tables via an automated process as part of the Online Application process for both Initial Applicants and Service Area Expansion Applicants which offer networks.
- The HSD tables submitted as part of the Online Application evaluate networks affiliated with pending non-employer only counties.
- The HSD tables submitted through the NMM will evaluate networks affiliated with the entire contract non-employer only service area.

The Network Management Module – Where is it located?

- The direct path to the NMM is:
 - HPMS Home Page>Monitoring>Network Management
- Most plan users with access to HPMS will also have access to the NMM. If access to the module is needed, an email request may be submitted to hpms_access@cms.hhs.gov (hpms_access@cms.hhs.gov). Be sure to include the name, user ID, and contract number(s) affiliated with the person requesting access.

The Network Management Module – When is it available?

- A version of the NMM already exists in HPMS and has been used only in limited cases by CMS and plans to date.
- A more robust version of the NMM will be released at the end of July, 2015. This more robust version of the NMM will be highly flexible and will support a broader variety of reasons for HSD submissions.
- An HPMS memo will be released announcing the availability of the module as well as a note under the Announcements section on the HPMS Home Page.

The Network Management Module – What is new?

- The updated version of the NMM will permit the following:
 - CMS initiated requests for submissions of HSD Tables and exception requests in support of various processes.
 - Medicare Advantage Organization (MAO) initiated submission of HSD Tables, enabling organizations to evaluate their HSD networks against HSD criteria. These MAO initiated submissions will not be viewable or evaluated by CMS. The goal is that organizations will utilize this functionality in an on-going fashion to self-evaluate their networks against CMS criteria. Specific guidelines on the MAO initiated submission will be available in the future.
 - **NOTE: Similar to the pre-check process affiliated with the online application, certain HPMS staff and the HPMS Help Desk will be able to view Plan initiated submissions and results, but ONLY to provide technical assistance and explanation/clarification of results for submitters.**

The Network Management Module – What is evaluated?

- CMS automated the review of HSD tables through HPMS in 2011. The HSD Reference File outlines, by county, the minimum standards which must be met to pass the HSD submission. The areas evaluated include (but are not limited to):
 - Minimum number of providers (by provider type) for each county
 - Maximum travel time between beneficiaries and provider types
 - Maximum distance between beneficiaries and provider types
 - Minimum number of Medicare approved hospital beds for certain facilities
- The current HSD Criteria and other supporting documents may be viewed at the following link:
<http://www.cms.gov/Medicare/MedicareAdvantage/MedicareAdvantageApps/index.html>

The Network Management Module – MAO Initiated Submissions

- The MAO initiated HSD submission will be triggered by the MAO in the NMM.
- Automated emails will inform the submitter when the tables have completed the edit/unload process and will list any errors which may need to be addressed.
- Another automated email will alert the submitter when the results are available. The reports detailing the results are referred to as the Automated Criteria Check (ACC) reports and extracts.

The Network Management Module – MAO Initiated Submissions (cont.)

- MAO's may submit HSD tables multiple times, but HPMS will only maintain the reports/extracts from the two most recent submissions.
- MAO initiated submissions will not include an Exception Process since CMS will not be viewing or evaluating these submissions.

The Network Management Module – CMS Initiated Submissions

- The CMS initiated submissions may support a variety of purposes (see slide on NMM, Policy, and Audit).
- The CMS initiated submission may include an Exception Request process.
- CMS will notify an organization if a CMS initiated submission is required and if Exception Requests will be accepted (not all submissions may warrant or need Exceptions).
- More information will be forthcoming regarding CMS initiated NMM submissions.

The Network Management Module – NMM, Policy, and Audit

- CMS is currently refining policy and operational procedures surrounding the use of the NMM in the collection and evaluation of HSD tables. More information will be forthcoming.
- New 2015 PILOT program audit protocol for Provider Network Adequacy
 - Late summer/early fall
 - Pilot year does not impact the overall audit score

The Network Management Module – Training and Assistance

- HPMS anticipates providing training for MA organizations later in the summer to support the release of the NMM.
- The NMM will contain user guides, help pop-up screens, and all necessary templates needed for submission of HSD tables. Note that templates from the application module will be rejected in the NMM module, and vice versa.
- The HPMS Help Desk will be available to assist MA organizations with error resolutions. They may be reached at 1-800-220-2028 or by email at hpms@cms.hhs.gov (hpms@cms.hhs.gov).

The Network Management Module – Who may I contact with questions?

- For Technical Assistance
 - Greg Buglio at gregory.buglio@cms.hhs.gov (gregory.buglio@cms.hhs.gov) or 410-786-6562 (email preferred)
 - HPMS Help Desk at 1-800-220-2028 or by email at hpms@cms.hhs.gov (hpms@cms.hhs.gov)
- For Policy Questions related to the NMM
 - Nishamarie.Sherry@cms.hhs.gov (Nishamarie.Sherry@cms.hhs.gov)
- For Audit Questions related to the NMM
 - part_c_part_d_audit@cms.hhs.gov (part_c_part_d_audit@cms.hhs.gov)

The Network Management Module – Q and A

Q and A Session