



Center for Beneficiary Choices

Date: May 28, 2002

Letter To: All Medicare Managed Care Organizations

Subject: New HPMS Marketing & Monitoring Functions -- **Information**

The Centers for Medicare & Medicaid Services (CMS) is pleased to announce the implementation of several new features in its Health Plan Management System (HPMS). The new features expand the functionality of the current HPMS modules that support CMS' Marketing and Monitoring processes.

New features in the Marketing module provide CMS the ability to automatically generate an email notification to the MCO's Medicare Compliance Officer or other appropriate staff upon approval/disapproval of marketing material, and to generate additional reports to support marketing activities.

New features in the Monitoring module provide (1) CMS the ability to automatically generate an email notification to the MCO's Medicare Compliance Officer or other appropriate staff when the Monitoring Review Findings are issued, (2) the MCO with the ability to submit its Corrective Action Plan (CAP) online, and (3) the MCO and CMS the ability to exchange responses online.

A brief overview of the Marketing and Monitoring modules will be presented at the Enrollment & Payment conference scheduled for September 11 – 13, 2002, in Baltimore. If you do not plan to attend that conference or would like training prior to that date, please contact your Regional Office Plan Manager for a "walkthrough" of the Marketing module. Since Monitoring findings are only available for the more current reviews, there may be no data in HPMS for your organization. Once findings have been posted to HPMS, regional offices will provide your staff with appropriate training on the Monitoring module.

Obtaining Access to the HPMS Marketing and Monitoring Modules

All MCO users that have already obtained HPMS access for other functions, such as for the Adjusted Community Rate Proposal (ACRP) or Physician Incentive Plan (PIP) processes, will have access to the new Marketing and Monitoring modules by default.

If you need to obtain HPMS access for the Marketing and Monitoring modules, you must complete the attached (Attachment A) *Application for Access to CMS Computer Systems* form dated July 2001. Please complete each section as described in the form's instructions, including signing and dating the Privacy Act Advisory Statement.

In Section 3a, you must write "HPMS" as the application and place a check in the P, or production, column.

If you would like to obtain HPMS access to only the new Marketing and Monitoring modules (i.e., no access to the ACRP, PIP, or other modules), you can do so by writing "To access the HPMS marketing and monitoring modules only" in Section 4. If you do not include this statement in Section 4, you will receive access to all HPMS modules that are available to MCO users.

Completed forms must be mailed to Neetu Balani at:

Centers for Medicare & Medicaid Services
Attention: Neetu Balani
7500 Security Boulevard
Mail stop Central 4-14-21
Baltimore, Maryland 21244-1850

HPMS Web Browser Requirements

The HPMS now requires Microsoft Internet Explorer 5.0 or higher as the browser standard. It is recommended that you upgrade to the most recent production version of the Internet Explorer browser as soon as possible. MCOs may download the free browser upgrade from the Microsoft web site at the following URL:

<http://www.microsoft.com/windows/ie/default.htm>.

If you have any questions concerning these modules, please direct them to the HPMS workgroup member in your region. A list of those individuals is attached for your convenience (Attachment B). If you have questions concerning HPMS Access or Web browser requirements, please feel free to contact Neetu Balani at either 410-786-2548 or Nbalani@cms.hhs.gov.

Sincerely,

/s/

Gary A. Bailey
Director
Health Plan Benefits Group

Attachments (2)

cc: RO HMO Managers
American Association of Health Plans
Health Insurance Association of America
Blue Cross Blue Shield Association

Application for Access to CMS Computer Systems

For your convenience, the Application for Access to CMS Computer Systems form is attached as an Adobe Portable Document Format (PDF) file.

The Application for Access to CMS Computer Systems form is also available through the **Internet at** <http://www.hcfa.gov/mdcn/hdcidform.htm>.

HPMS Workgroup Regional Office Representatives

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