

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



**CENTER FOR MEDICARE
MEDICARE PLAN PAYMENT GROUP**

DATE: December 08, 2016

TO: All Part D Sponsors and Pharmaceutical Manufacturers

FROM: Cheri Rice, Director
Medicare Plan Payment Group

SUBJECT: Request for Part D Coverage Gap Discount Program Updated TPA Contact Information

Part D pharmaceutical manufacturers (manufacturers) and sponsors are required to identify contact persons for the Coverage Gap Discount Program (CGDP). The Health Plan Management System (HPMS) is the CMS system of record for all CGDP contact information. The contact information is entered into the Contract Management module of HPMS. Manufacturers and sponsors should periodically review their HPMS contact information for accuracy and update it as needed.

Palmetto GBA, as the Third Party Administrator (TPA), assists CMS with the Part D CGDP. In this role, the TPA uses the HPMS contact information submitted by Part D manufacturers and sponsors in order to communicate with the appropriate staff on certain issues. The TPA sends and receives correspondence relating to Part D CGDP payments to the contact persons.

Additionally, it is important that the HPMS contact information is correct and up to date in order for manufacturers and sponsors to obtain access to the CGDP Portal. This includes the TPA CGDP Payment Contact for manufacturers and sponsors and the TPA Liaison for sponsors. If changes are necessary, HPMS must first be updated before the TPA can update authorization to the CGDP Portal.

At this time, please review and update, if necessary, your company's contact information in the HPMS Contract Management module using the appropriate navigation path:

For Manufacturers: HPMS Homepage > Drug Manufacturer Contract Management Start Page > Contract Data > Update Contract Data

For Sponsors: HPMS Homepage > Contract Management > Basic Contract Management > Select Contract Number > Contact Data.

This information can also be found under the Frequently Asked Questions (FAQ) section of the TPA website under the Direct Payment Process (DPP) topic.

Please update your company's contact information in the HPMS Contract Management module before January 17, 2017.

For technical assistance in updating contact information in HPMS, please contact the HPMS Help Desk at either 1-800-220-2028 or hpms@cms.hhs.gov. For other questions regarding this memorandum, please contact Palmetto GBA at tpaoperations@tpadministrator.com or calling 1-877-534-2772, Option1.