



Troy Medicare Policy and Procedure

Title: HPMS Access		Policy Number: CMP_025	
Primary Department: Compliance	LOB: Medicare Advantage		Author: S Scott
Effective Date: 4/1/2023	Original Date: 4/1/2023	Review Date(s): 1/3/2024	Archive Date:
Interactive Related Department(s)			
☐ All Departments ☒ Compliance ☐ Medical Management ☐ Provider Operations ☐ Sales and Marketing	☐ Appeals and Grievances ☐ Pharmacy ☐ Member Services ☐ Quality Management ☐ Utilization Management	☐ Care Management ☐ Enrollment ☐ Plan Administration ☐ Claims ☐ Other	

POLICY PURPOSE

To ensure that all appropriate Troy Medicare (Troy) staff have access to the Centers for Medicare and Medicaid (CMS) Health Plan Management System (HPMS) for the purposes of administering the contract between Troy and CMS.

Troy Medicare is committed to complying with federal and state rules and regulations.

SCOPE

This policy applies to all Troy staff, contractors, consultants and temporary employees, contractors, consultants and temporary employees that may require access to HPMS.

REFERENCES

- HPMS Basic Contract Management Manual
- *CMS Definitions for HPMS Contract Level Contacts*

RESPONSIBLE PARTIES

- Chief Compliance Officer

DEFINITIONS

- HPMS - The Centers for Medicare & Medicaid Services' (CMS) Health Plan Management System (HPMS) is a web-enabled information system that serves a critical role in the ongoing operations of the Medicare Advantage (MA) and Part D programs.
- HPMS Plan Contacts - The list of designated individuals who have responsibility for specific program administration functions as specified by the *Definitions for HPMS Contract Level Contacts* document.

POLICY

The Compliance Officer or his/her designee shall ensure that only those Troy staff, contractors, consultants and temporary employee, contractors, consultants and temporary employees who require access to HPMS shall be granted such access.

The Chief Compliance Officer is responsible for maintaining an accurate list of HPMS users assigned to Troy's Medicare contract(s) and contract-level plan contacts within HPMS.

PROCEDURE

Initial Access to HPMS for Troy Employees

1. Upon notification of a new employee, contractors, consultants and temporary employees to Troy or a change in role that requires access to HPMS, the Compliance Officer or his/her designee shall forward to the employee, contractors, consultants and temporary employees with a copy to the employee, contractors, consultants and temporary employee's manager the instructions for obtaining HPMS access, as specified by CMS: <https://www.cms.gov/research-statistics-data-and-systems/computer-data-and-systems/hpms/useridprocess>.
2. The Troy employee, contractors, consultants and temporary employees shall complete the HPMS access request process. The Compliance Officer or his/her designee shall, as necessary, provide assistance to the Troy employee, contractors, consultants and temporary employees in navigating the HPMS user id access process.
3. On a quarterly basis, the Compliance Officer or his/her designee shall run a User Access Report from HPMS to review and ensure that approved staff are listed and are maintaining their access. A copy of the monthly report shall be saved to the Compliance Monitoring Folder on the secure Compliance drive.

Access to HPMS for Troy Consultants

1. Upon notification of a consultant that requires access to HPMS for Troy's Medicare contract, the Compliance Officer or his/her designee shall work with the consultant to obtain the appropriate type of consultant access as specified by CMS: <https://www.cms.gov/research-statistics-data-and-systems/computer-data-and-systems/hpms/useridprocess>.
2. The consultant shall complete the applicable consultant access application and submit it to the Chief Compliance Officer.
3. The Chief Compliance Officer shall submit the consultant access request letter with the completed consultant application to the CMS HPMS Consultant access mailbox (HPMSConsultantAccess@cms.hhs.gov).

Termination of Access to HPMS

1. Upon notification of an employee, contractors, consultants and temporary employees termination, the Compliance Officer or his/her designee shall review the monthly HPMS User Access Report to see if the employee, contractors, consultants and temporary employees is listed.
2. If the terminated employee, contractors, consultants and temporary employees is listed on the monthly HPMS User Access Report, the Compliance Officer or his/her designee shall send an email containing the following information to the HPMS_access@cms.hhs.gov:

Please terminate the following employee, contractors, consultants and temporary employee's access to HPMS under Contract HXXX, effective immediately. The last date of

employment was mm/dd/yyyy.

User Name: VXXXXX SXXXX

User ID: XXXX

3. Upon receipt of CMS's confirmation of termination, the Compliance Officer or his/her designee shall generate and review the HPMS User Access Report to ensure the terminated employee, contractors, consultants and temporary employees's HPMS access has been removed from the Troy Medicare contract(s).

Appointment to the HPMS List of Plan Contacts

1. If the new employee requires appointment to a contract-level plan contacts within HPMS, the Chief Compliance Officer, or his/her designee, shall enter the new employee's information into the HPMS list of plan contacts.

ATTACHMENTS/RELATED POLICIES/STANDARD OPERATING PROCEDURES/FORMS

- None

APPROVALS



Chief Compliance Officer

02 / 08 / 2024

Date



Policy Committee

02 / 14 / 2024

Date

Revision History:

Date	Author	Revision Notes
1.1.2023	S Scott	Initial policy
1.3.2024	E Young	Annual review, no revisions