

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



## **CENTER FOR MEDICARE**

---

**DATE:** July 27, 2015

**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 Contact Information

In a Health Plan Management System (HPMS) memorandum dated March 25, 2015, it was announced that the payment enrollment process for the Coverage Gap Discount Program (CGDP) Direct Payment Process (DPP) must be completed by the time Quarter 2 2015 invoices are released.

As the Third Party Administrator, Palmetto GBA (Palmetto) assists CMS with the Part D CGDP. As such, Palmetto uses contact information from Part D sponsors and manufacturers in order to communicate with the appropriate staff on certain issues. Palmetto sends and receives correspondence relating to Part D CGDP payments to the contact persons.

In recent weeks, Palmetto has been communicating with manufacturers and sponsors that have not yet completed an updated Electronic Funds Transfer (EFT) form and the Automated Clearing House (ACH) Payment application for the payment processor ProfitStars. Submission of these documents is necessary in order for your company to be able to receive or make payments and maintain compliance with the requirements of the CGDP program. In many instances, the contact information for the Medicare Compliance Officer, Chief Financial Officer (CFO), and/or invoice payment contact persons on file in HPMS are not current, resulting in Palmetto staff being unable to successfully communicate with those companies.

**It is necessary for CMS to have current contact information in HPMS from all active Part D sponsors and manufacturers.**

Please update your company's contact information in the HPMS Contract Management module using the following navigation path: HPMS Homepage > Contract Management > Basic Contract Management > Select Contract Number > Contact Data.

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](mailto:hpms@cms.hhs.gov). For other questions regarding

this memorandum, please contact Palmetto GBA at [tpaoperations@tpadministrator.com](mailto:tpaoperations@tpadministrator.com) or call 1-877-534-2772, Option1.