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

**CENTERS FOR MEDICARE & MEDICAID SERVICES**

**DATE:**      December 11, 2023

**TO:**        Drug Manufacturers

**FROM:**      Vanessa S. Duran, Acting Director
               Medicare Drug Benefit and C & D Data Group
               Center for Medicare

**SUBJECT:**   Important HPMS Information for Drug Manufacturers

This memo provides important information for drug manufacturers using HPMS to complete activities related to the Manufacturer Discount Program (MDP):

- To access HPMS, each individual user must obtain a CMS user ID and password. Guidance is available in the attached May 4, 2023 memo entitled "Instructions for Requesting Drug Manufacturer Access in the Health Plan Management System (HPMS)." Instructions are also available on the CMS public website at https://www.cms.gov/about-cms/information-systems/hpms/user-id-process.

- Once you are assigned a CMS user ID, you must complete the CMS Information Systems and Privacy Awareness Training. Your user ID cannot be set up in HPMS until all steps below are completed.

    - Log onto the system at https://www.cms.gov/cbt/login using your four-character EUA ID and eight-character EUA password.
    - Enter your EUA user name only into the CMS EUA user ID field. Type your password into the password field. Do not cut/copy and paste your password into the password field.
    - Agree to the Terms & Conditions and click on Sign In.
    - Select the Information Systems Security and Privacy Awareness Training link on your dashboard.
    - Once on the course page, click on "Launch ISSPA Course," then select "Enter" to begin the ISSPA training course.
    - Once you have completed the training, sign and upload the Rules of Behavior to the "Rules of Behavior Upload" on the course page.
    - Once you have uploaded the Rules of Behavior, you are required to complete a short post-course evaluation.
    - Once you have completed the evaluation, your status will be updated to completed and you will have access to the certificate of completion.

For technical issues with the training, please send an email to CBT@cms.hhs.gov.

- Your default CMS password follows this pattern: first letter of your last name in upper case, second letter of your last name in lower case, followed by the last six digits of your social security number.

- Requesting signatory access is a separate process from requesting a CMS user ID. Instructions for obtaining signatory access can also be found in the attached May 4, 2023 memo or on the CMS public website at https://www.cms.gov/about-cms/information-systems/hpms/user-id-process.

- Before you can begin entry of ownership data in HPMS, all required fields must be completed in the Drug Manufacturer Contract Management module.  These fields include the organization address, contacts, and EIN.

- For your MDP ownership data submission to be considered complete, a signatory must complete the corresponding attestation.  The ownership data submission will remain in pending status until this step is completed.

Please contact the HPMS Help Desk at either 1-800-220-2028 or hpms@cms.hhs.gov for technical assistance.