



**CENTERS FOR MEDICARE & MEDICAID SERVICES**

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**DATE:** November 03, 2023

**TO:** All Current and Prospective Medicare Advantage, Prescription Drug Plan, PACE, and Demonstration Organizations

**FROM:** Jennifer Dupee, Director  
Audits and Vulnerabilities Group  
Center for Program Integrity  
  
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Medicare Drug Benefit and C & D Data Group  
Center for Medicare

**SUBJECT:** Health Plan Management System (HPMS) Program Integrity (PI) Portal for Fraud, Waste, and Abuse (FWA) Reporting Module Enhancements

CMS will release enhancements to the HPMS PI Portal: FWA Reporting module for plan sponsors on the evening of November 17, 2023.

Enhancements will include the following:

- New Card on the Dashboard – Identifies the number of unread comments from the Investigations Medicare Drug Integrity Contractor (I-MEDIC).
- National Provider Identifier (NPI) Entry Field – This field will move up under the Subject field when Individual Provider, Organizational Provider, or Pharmacy is selected for a Referral of Substantiated and Suspicious (RSS) FWA or a Payment Suspension. This field will now check the NPI for validity and will enter the related required fields that correspond to that NPI (i.e., First Name, Last Name, and Phone number).
- NPI Search Feature – For RSS FWA and Payment Suspension submissions, users can now search by NPI. Users can enter 5 numbers of the NPI and then select a valid NPI to search. Plan users can also indicate “All Reporting Measures,” and the NPI will display for both RSS FWA and Payment Suspension submissions.
- New Question for Payment Suspension (PSS) – A yes/no question has been added to allow users to indicate if the submission is also being submitted for an I-MEDIC FWA Referral also.
- Opioid Related Submissions (OPI) – When users enter “Yes” indicating a referral is related to the inappropriate prescribing of Opioids in a RSS FWA, and the associated quarter is indicated, the system will automatically submit an OPI and mark the quarter as

complete for that measure. The identified OPI submission will not be editable after submission.

- New Comments Report – This report allows users to download all comments entered by plans or an I-MEDIC for a submission range of 7 calendar days.
- Document Uploads – I-MEDIC users can request additional documents to be uploaded regarding an RSS FWA submission. Notifications will be sent to the plan user via email. Plan users will have 14 calendar days to complete the request by uploading the additional documents and selecting “request completed.”
- Combined Email Notifications – Emails sent to plan users will be combined to reduce the number of notifications. These emails will be sent twice daily to plan users to notify them of changes in I-MEDIC status, comments added, and the I-MEDIC request for additional documents. See the example at the bottom of this memo.
- Email Notifications – Plan users will now receive an email notification 15 calendar days after the quarter end date of the OPI if an OPI submission has not yet been entered.

For additional information on these enhancements, please reference the updated user guide within the HPMS PI Portal beginning after the release on November 17, 2023.

For technical assistance with the FWA Reporting module, please contact the HPMS Help Desk at either 1-800-220-2028 or [hpms@cms.hhs.gov](mailto:hpms@cms.hhs.gov).

For questions regarding this memo, please contact Kristy Holtje ([Kristy.Holtje@cms.hhs.gov](mailto:Kristy.Holtje@cms.hhs.gov)) or use the Program Integrity Portal mailbox, [PIPortalPartsCD\\_FWAReporting@cms.hhs.gov](mailto:PIPortalPartsCD_FWAReporting@cms.hhs.gov) for program related questions.

### Example of Combined Email:

**Subject:** New Referral of Substantiated or Suspicious FWA I-MEDIC Notifications

The I-MEDIC status has been updated and the corresponding letter added. Please log into the HPMS PI Portal for details.

| Contract Number | Contract Name | Confirmation Id |
|-----------------|---------------|-----------------|
|-----------------|---------------|-----------------|

|       |                 |                 |
|-------|-----------------|-----------------|
| ##### | <Contract Name> | #####-RSS-##### |
|-------|-----------------|-----------------|

**Referral of Substantiated or Suspicious FWA I-MEDIC Status:** In-Review

New comment(s) has been added by the I-MEDIC user in the I-MEDIC Review card for the following contract(s)

| Contract Number | Confirmation Id | Date and Time of Comment(s) |
|-----------------|-----------------|-----------------------------|
|-----------------|-----------------|-----------------------------|

|       |                 |                        |
|-------|-----------------|------------------------|
| ##### | #####-RSS-##### | 10/25/2023, 1:06:06 PM |
|-------|-----------------|------------------------|

**Referral of Substantiated or Suspicious FWA I-MEDIC Status:** New Comment

The I-MEDICs have requested additional documents for the following contract(s) that are in the In-Review status:

| Contract Number | Confirmation Id |
|-----------------|-----------------|
|-----------------|-----------------|

|       |                 |
|-------|-----------------|
| ##### | #####-RSS-##### |
|-------|-----------------|

**Referral of Substantiated or Suspicious FWA I-MEDIC Status:** In-Review

The I-MEDICs have cancelled the request for additional documents for the following contract(s):

| Contract Number | Confirmation Id |
|-----------------|-----------------|
|-----------------|-----------------|

|       |                 |
|-------|-----------------|
| ##### | #####-RSS-##### |
|-------|-----------------|

**Referral of Substantiated or Suspicious FWA I-MEDIC Status:** In-Review

For technical assistance, please contact the HPMS Help Desk.

[HPMS@CMS.HPMS.gov](mailto:HPMS@CMS.HPMS.gov)

1-800-220-2028