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**DATE:** April 12, 2024

**TO:** All Current and Prospective Medicare Advantage, Prescription Drug Plan, Section 1833 and 1876 Cost Plans, PACE, and Medicare-Medicaid Plan Organizations

**FROM:** Kathryn A. Coleman, Director  
Medicare Drug & Health Plan Contract Administration Group

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**SUBJECT:** Release of the Contract Year 2025 Service Area Verification Functionality

The contract year (CY) 2025 Service Area Verification (SAV) functionality is now available in the Bid Submission module of the Health Plan Management System (HPMS). All organizations/sponsors must verify their entire contract service area and applicable attributes (e.g., employer only, SNP, pending counties, partial counties or regions) for accuracy and completeness, as soon as possible, but no later than the bid submission deadline, Monday, June 3, 2024.

Organizations/sponsors should review their service areas using the HPMS Plan Service Area Report at the following path: Plan Bids > Bid Reports > CY 2025. Once an organization reviews their service area, they must return to the SAV functionality and concur or non-concur with their contract service area and all its attributes.

Organizations/sponsors that non-concur with their contract service area must provide an explanation to support their non-concurrence, resolve any discrepancies, verify their contracts' service area, and submit their non-concurrence in HPMS.

If any discrepancies are identified with a contract service area, including the presence of a county or region that should not be a part of the service area, after submitting your non-concurrence in HPMS, please email the appropriate contact below:

Medicare Advantage Organizations, PACE, and Cost Plan Service Area Issues (Individual and Employer): <https://dmao.lmi.org/>

Prescription Drug Plans Service Area Issues (Individual and Employer):  
[PartD\\_Monitoring@cms.hhs.gov](mailto:PartD_Monitoring@cms.hhs.gov).

Medicare-Medicaid Plans (MMPs) Service Area Issues: [MMCOcapsmodel@cms.hhs.gov](mailto:MMCOcapsmodel@cms.hhs.gov).  
For technical assistance, please contact the HPMS Help Desk at either 1-800-220-2028 or [hpms@cms.hhs.gov](mailto:hpms@cms.hhs.gov).