

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



**CENTER FOR MEDICARE**

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**DATE:** January 3, 2020

**TO:** All External HPMS Users

**FROM:** Amy Larrick Chavez-Valdez, Director  
Medicare Drug Benefit and C & D Data Group

**SUBJECT:** Health Plan Management System (HPMS) Customer Satisfaction Survey for  
External HPMS Users

The Centers for Medicare & Medicaid Services (CMS) is pleased to announce the release of the annual HPMS customer satisfaction survey. All external HPMS users are invited to participate, including Medicare Advantage (MA), Prescription Drug Plan (PDP), Demonstration, Cost, and PACE organizations, pharmaceutical manufacturers, consultants, States, CMS contractors, and users from other federal agencies. We strongly encourage all users to participate in the survey, as your comments and suggestions will ensure that we align our HPMS improvement efforts with customer priorities.

This feedback period will run from **Monday, January 6, 2020 through Friday, January 17, 2020 until 5:00 p.m. Eastern Time.** All survey participants will be anonymous.

An online Internet application is available to support the collection of your feedback:  
<https://cmsgov.wufoo.com/forms/hpms-industry-survey-2020/>.

As a reminder, the survey website is accessible via the Internet. HPMS access is **not** required.

**NOTE:** If you encounter the following error message while completing the survey, you must clear cookies and then resubmit the form: *"There was a problem with your submission. Unable to create a new entry."*

For questions regarding this memo, please contact Sara Walters at [sara.walters@cms.hhs.gov](mailto:sara.walters@cms.hhs.gov) or 410-786-3330. We look forward to your participation.