

ONBOARDING TRAINING



PALMETTO GBA®

A CELERIAN GROUP COMPANY

Coverage Gap
Discount Program
(CGDP)



CGDP Onboarding Training

Onboarding is the training process that describes requirements all Part D Plan Sponsors are encouraged to complete in order to fulfill program requirements of the Coverage Gap Discount Program (CGDP).

In this training you will learn about –

- Program Overview
- Welcome Letter and Forms to be Completed
 - Sponsor Forms
 - Health Plan Management System (HPMS) Access
- CGDP Portal Access
 - Accessing the Portal
 - Initiating Payments
 - Reports
 - Disputes
- Getting Help



Program Overview

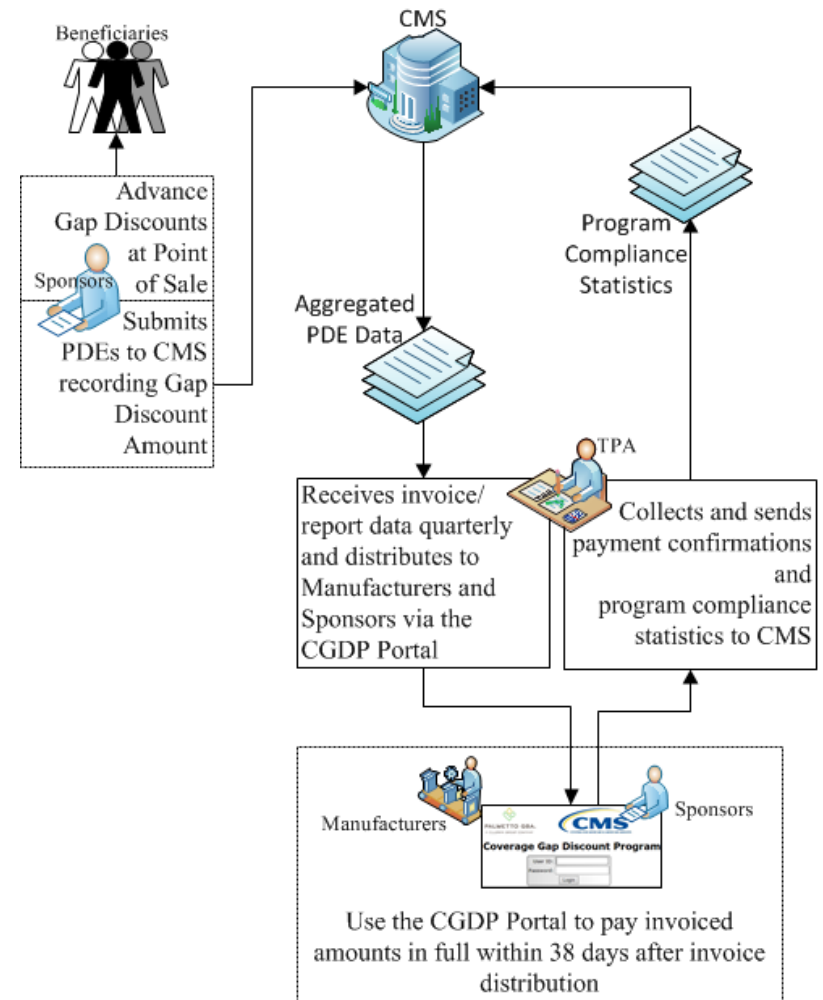
- As of January 1, 2011, the Affordable Care Act became effective and in accordance with this legislation, the Medicare Coverage Gap Discount Program was established
- The CGDP requires that Sponsors provide Part D beneficiaries with a discount for applicable drugs at the point of sale. Drug Manufacturers are required to reimburse the Sponsor for this discount
- Section 1860D-14(A) (d) requires that CMS contract with a Third Party Administrator (TPA) to:
 - Receive and transmit information between CMS, pharmaceutical Manufacturers, Part D Sponsors and other entities as appropriate
 - Receive, distribute, or facilitate the distribution of funds of pharmaceutical Manufacturers and Part D Sponsors to the appropriate entities
 - Provide adequate and timely information to Part D Sponsors
- The TPA is the single point of contact between the pharmaceutical Manufacturers (including their third party vendors) and the Part D Sponsors participating in the CGDP



Program Overview

Coverage Gap Discount Flow

- Part D Sponsors (Sponsors) advance Gap Discounts to beneficiaries at point of sale
- Sponsors submit prescription drug event (PDE) records to CMS recording the Gap Discount amount
- CMS aggregates qualifying PDE data and sends the resulting invoices to the TPA
- TPA sends quarterly invoice and reports data to pharmaceutical Manufacturers (Manufacturers) and Sponsors simultaneously via the CGDP Portal
- Manufacturers and Sponsors use the CGDP Portal to pay the invoice and invoice adjustment amounts in full within 38 days after invoice distribution
- TPA collects payment statuses and program compliance data from the CGDP Portal and submits statistics to CMS





Program Overview

Invoice Distribution Schedule

On a quarterly basis the TPA distributes invoice and data files to Sponsors based on qualifying PDE data submitted to CMS.

The table displayed below provides the reporting period quarter end and report distribution dates for 2017.

| Quarter End Date | Report Distribution Date |
|------------------|--------------------------|
| March 31 | April 30 |
| June 30 | August 31 |
| September 30 | October 31 |
| December 31 | January 31 |

A full program calendar can be found at the TPA website <http://tpadministrator.com>.

The CGDP Calendar link appears on the left side of the TPA website page.

Select the Medicare Part D Coverage Gap Discount Program Calendar link to view the full calendar.

The screenshot shows the Palmetto GBA website interface. The left sidebar contains a list of links under the heading "Coverage Gap Discount Program". The "CGDP Calendar" link is highlighted with a red box. The main content area displays the "TPA Drug Manufacturer CGDP Calendar" page. The "Medicare Part D Coverage Gap Discount Program Calendar" link is highlighted with a red box, and the date "03/01/2016" is visible next to it. The footer of the page includes copyright information for Palmetto GBA, LLC, and links to privacy policy, legal disclaimer, and Adobe Reader.

ONBOARDING FORMS



PALMETTO GBA®

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Coverage Gap
Discount Program
(CGDP)



Onboarding Form Requirements

Part D Sponsors (and their Third Party Vendors) that participate in the CGDP supply onboarding information to allow the TPA to act as the single point of contact to facilitate the distribution and receipt of funds between the participating entities.

For Sponsors, the following forms are required:

- Welcome Letter
- CMS HPMS Access via Enterprise User Authentication (EUA) Form
- Electronic Funds Transfer (EFT) Online Form (ACH Deposit)
- ProfitStars Application (Automated Clearinghouse (ACH) Payment)
- CGDP Online Registration form
- CGDP Reconciliation (Payment Reconciliation Summary (PRS)) form



Sponsor Onboarding Form Requirements

Sponsors will receive a three page Welcome Letter from the TPA Support Center with instructions for completing and submitting these forms:

- CGDP Online Registration form
- CMS EUA Workflow Request Form (HPMS Access)
- Payment Information Form (ACH Deposit)
- ProfitStars application (ACH Payment)*
- CGDP Reconciliation (PRS) form

Access to the majority of these forms is available via the TPA website at <http://tpadministrator.com>.

* Provided in separate email to the Sponsor TPA Liaison or a TPA Liaison designated Sponsor point of contact (POC) for financial/payment related communications.



Sponsor Welcome Letter – Page One

The first page of the Welcome Letter provides new Sponsors with instructions for gaining access to the CGDP Portal and a listing of online and paper forms requiring completion.



Third Party Administrator (TPA) Support Center

Third Party Administrator (TPA) Support Center for Medicare Part D Sponsors welcomes you to the Coverage Gap Discount Program (CGDP). We provide online access to process invoice payments, review disputes for invoiced amounts, and retrieve Invoice, Data, Tracking, and Manufacturer 1099 reports. To access information and reports for the CGDP, select the hyperlink to complete the [CGDP Online Registration Form](#) or go to www.tpadministrator.com, select *Quarterly Invoices* in the left-hand column then select the *CGDP Online Registration Form*.

The CGDP Online Registration is due by January 31, 2017, 11:59 pm ET.

It is a CMS requirement that the TPA Liaison contact in the Health Plan Management System (HPMS) is the same person listed as the Primary Contact on the CGDP Online Registration Form. Login credentials will *only* be provided to the TPA Liaison contact. Login credentials will not be provided if the Primary Contact differs from the TPA Liaison listed in HPMS. In addition, deadlines will not be excused or extended for failure to have the TPA Liaison contact information listed on the HPMS website. For information on how to update HPMS, please refer to the *HPMS Point of Contact Information* link listed in Table 2: Documents Checklist.



Sponsor Welcome Letter – Page Two

The second page of the Welcome Letter requires the completion of the Table 1: Third Party Vendor Reports. This table is completed if a third party vendor is authorized to receive Invoice, Data, and Tracking reports for the Sponsor.

Once completed, scan the second page and send it to the TPA Operations via email:
tpaoperations@tpadministrator.com.

Sponsors may elect a third party vendor to receive a copy of the Invoice, Data, and Tracking reports. To designate a third party vendor, please complete the information in Table 1: Third Party Vendor Reports below and return to TPA Operations via email. We will immediately initiate procedures to establish connectivity with the third party vendor. We will provide additional information to third party vendors to authorize report disclosures in a separate correspondence.

Table 1: Third Party Vendor Reports

| | |
|---|--|
| Distribute report(s) to third party vendor? | Invoice , Data, and Tracking Reports N/A |
| Third Party Vendor Name: | N/A |
| Email Address: | N/A |
| Phone Number: | N/A |



Sponsor Welcome Letter – Page Three

The last page of the Welcome Letter provides Sponsors with a checklist of documents and links referenced in the instructions on the letter's prior pages.

This checklist is provided for Sponsors to track the documents and due dates of each required document and its corresponding link, if applicable.

Table 2: Documents Checklist
Checklist of Documents/Links referenced in the Welcome Letter and applicable due dates.

| <u>DOCUMENT</u> | <u>FORM DESCRIPTION</u> | <u>DUE DATE</u> |
|--|--|-----------------|
| Welcome Letter | Instruction | |
| CGDP Online Registration Form CGDP Online Registration Form | Initial registration form (Form to be mailed to TPA Operations) | |
| Electronic Funds Transfer (EFT) Online Form Payment Information Form | Receive deposits from entities (Form submitted electronically) | |
| Profit Stars Application (ACH Payments) | Make payments to entities | |
| CGDP Portal Registration | Access to reports, initiating payments or reviewing disputes (Login credentials will be provided by TPA Operations) | |
| Listserv Registration Listserv Profile | Ability to receive email announcements from TPA Operations | |
| Third Party Registration Form (If applicable) | Complete if Third Party is managing payments and/or retrieving reports (Form to be emailed to TPA Operations) | |
| CGDP Reconciliation (PRS) Form Payment Reconciliation Summary Form | Complete for receiving annual PRS reports (Form to be mailed to TPA Operations) | |
| HPMS Point of Contact Information HPMS website | Website (Ensure this is the most current information) | |



Sponsor CGDP Online Registration Form

The Welcome Letter provides instructions for accessing and completing multiple forms, some of which are available via the TPA website, while others are provided via email.

To access the online registration form for the CGDP, you can select the hyperlink in the electronic Welcome Letter to complete the [CGDP Online Registration Form](#)

Or

You can visit www.tpadministrator.com and select Quarterly Invoices in the left-hand column then select the CGDP Online Registration Form link located in the center-section of the page.

The screenshot shows the Palmetto GBA TPA Administrator website. The browser address bar displays <http://tpadministrator.com>. The website header includes the Palmetto GBA logo, the text "A CELERIAN GROUP COMPANY", and the CMS logo. The navigation menu includes links for HOME, CONTACT US, ARCHIVES, and MANAGE LISTSERV PROFILE. The left-hand column contains a list of links: Coverage Gap Discount Program, CGDP Calendar, CGDP Reconciliation, Direct Payment Process Information, EFT Information, Frequently Asked Questions, Listserv Announcements, Manufacturer Disputes, **Quarterly Invoices**, References, and Webinar Information. The center-section of the page displays the title "TPA Drug Manufacturer Quarterly Invoices" and a search bar. Below the search bar, there is a table of links and dates. The link "CGDP Online Registration Form" is highlighted with a red box. The footer of the page includes the copyright notice "© 2016 PALMETTO GBA, LLC." and links for PRIVACY POLICY, LEGAL DISCLAIMER, and GET ADOBE READER.

| Link | Date |
|--------------------------------------|------------|
| Access CGDP Mailbox | 12/31/2014 |
| Invoice Report | 07/18/2013 |
| Coverage Gap Tracking Report | 08/10/2012 |
| Contract Data Report | 03/14/2012 |
| Contract Summary Report | 03/14/2012 |
| Data Report | 03/14/2012 |
| Access Manufacturer Portal | 03/31/2011 |
| CGDP Online Registration Form | 03/01/2011 |



Sponsor

CGDP Online Registration Form – Page One

The CGDP Online Registration Form contains two pages, the Contact Information page and the Contracts page.

The designated user will fill out both pages of the CGDP Online Registration form.

Online Registration Form

For The CGDP Information And Reporting Application

As Third Party Administrator for the Coverage Gap Discount Program (CGDP) under contract with the Centers for Medicare & Medicaid Services (CMS), Palmetto GBA LLC will provide online access to Part D sponsors to retrieve Contract Data Reports, Contract Summary Reports, and Coverage GAP Tracking Reports. This online access will also allow you to return a Contract Payment Confirmation Report to the TPA. The TPA requires the following information in order to provide you with a User ID and password.

Once you have completed the online form, you will be provided with a PDF file that you will need to print, sign and mail to TPA Operations.

Upon receipt of the printed form two separate secure emails containing a User ID and password will be provided to the email Contact Person listed.

Registration - Page 1

Contact Information

Name of Company:

Address:

City:

State:

ZIP code:

TPA Liaison First Name:

TPA Liaison Last Name:

TPA Liaison Email Address:

(Secure e-Mail containing account password will be sent to this e-Mail address)

TPA Liaison Phone Number:

Total Number of Contracts:



Sponsor

CGDP Online Registration Form – Page Two

Once both pages of the CGDP Online Registration Form are complete, select the ‘Send data to TPA and create Account’ button to submit the completed form to the TPA.

Online Registration Form
For The CGDP Information And Reporting Application

The contract entered in the first row below will be your User ID.

Registration - Page 2

Contracts

(Please enter valid contracts in the format of upper case H, S, E, R or X followed by 4 numbers)

User ID

Signature & Title Information

☐ CFO

☐ Authorized Representative of the CFO

(Indicating that I am authorized to sign this document on behalf of the indicated party and I have read and agree to the foregoing provisions and acknowledge the same by signing the form I will print.)

Signing Representative title:

Signing Representative name:

Send data to TPA and create Account





Sponsor CGDP Online Registration PDF

A PDF file will be generated after the completion of the online forms.

An authorized Sponsor representative is responsible for signing the printed PDF document .

The original signed copy should be sent to the TPA via USPS or express mail addresses provided on the first page of the printout.

|  CENTERS FOR MEDICARE & MEDICAID SERVICES PART D COVERAGE GAP DISCOUNT PROGRAM (CGDP) | | Third Party Administrator (TPA) Support Center | |
|---|----------------------------|--|-------------|
| Company Name: | CGDP Portal Insurance | | |
| Address: | 1234 CGDP Way | | |
| City, State Zip: | Anytown, MD 12345 | | |
| Contact Person: | Ida Know | | |
| E-mail Address: | Ida.Know@cgdpportalins.com | | |
| Phone Number: | (410) 555-1234 | | |
| Listed below are the contract number(s) you authorize to receive the TPA Reports: | | | |
| H0000 | | | |
| SIGNATURE & TITLE OF ORGANIZATION'S AUTHORIZED REPRESENTATIVE | | | |
| Thaler Rentenmark | | | |
| Printed Name | | | |
|  | | CFO | 12/12/2016 |
| Signature | | Title | Date |
| This material is the Confidential, Proprietary and Trade Secret product of Palmetto GBA, LLC. Any unauthorized use, reproduction or transfer of these materials is strictly prohibited. | | | |
| Palmetto GBA TPA Operations, AG-507 | | | |
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| | | | Page 2 of 2 |



Sponsor CMS HPMS Access – EUA Form

Sponsor associates listed in the Online Registration Form as the TPA Liaison must have access to HPMS to be granted access to the CGDP Portal.

In order to obtain HPMS access, the EUA Workflow Request form must be completed. An excerpt of the EUA Workflow Request Form is provided here:

| | |
|---|--|
| DEPARTMENT OF HEALTH AND HUMAN SERVICES CENTERS FOR MEDICARE & MEDICAID SERVICES | |
| EUA WorkFlow Request No. | |
| APPLICATION FOR ACCESS TO CMS COMPUTER SYSTEMS | |
| 1. TYPE OF REQUEST <i>(Check only one):</i> | |
| <input type="checkbox"/> NEW <i>(Issue a CMS UserID)</i> | <input type="checkbox"/> CERTIFY <i>(Due date: <input type="text"/> / <input type="text"/>)</i> |
| <input type="checkbox"/> CONNECT/DISCONNECT <i>(Add/remove access authorities)</i> | <input type="checkbox"/> CHANGE USER INFORMATION <i>(Note new info)</i> |
| <input type="checkbox"/> DELETE <i>(Remove CMS UserID from all CMS systems)</i> | |
| <div>USERID <i>(Capital Letters)</i></div> | |
| 2. USER INFORMATION | |
| <input type="checkbox"/> CMS Employee | <input type="checkbox"/> Federal Govt – Centers for Disease Control & Prevention |
| <input type="checkbox"/> Medicare Advantage / Medicare Advantage with Prescription Drug / Prescription Drug Plan / Cost Contracts – Using HPMS Only | <input type="checkbox"/> Federal Govt – Commission Corps |
| <input type="checkbox"/> Medicare Advantage / Medicare Advantage with Prescription Drug / Prescription Drug Plan / Cost | <input type="checkbox"/> Federal Govt – Dept of Health & Human Services |
| | <input type="checkbox"/> Federal Govt – HHS – OMHA |
| | <input type="checkbox"/> Federal Govt – Dept of Justice |

To assist with completing the EUA Workflow Request Form , the TPA Operations can provide directions to new Sponsors.



Sponsor Login Credentials

It is a CMS requirement that the TPA Liaison contact in HPMS is the same person listed as the TPA Liaison entered in CGDP Online Registration Form.

Note:

Login credentials will **only** be provided to the TPA Liaison contact. Login credentials will not be provided if the TPA Liaison Contact listed in the Welcome Letter differs from the TPA Liaison contact listed in HPMS.

In addition, deadlines will not be excused or extended for failure to have the correct TPA Liaison contact information listed on the HPMS website.



Sponsor User ID and Password Emails

After verification that the TPA Liaison in HPMS matches the TPA Liaison contact in the CGDP Online Registration Form, the TPA Liaison will receive two separate emails with CGDP Sponsor Portal access information; the first with the User ID, and the second with the initial password.

The CGDP Portal is used to facilitate the CGDP quarterly invoicing and direct payment processing.

To: Ida.Know@cgdpportalins.com
Sent: Wednesday, December 14, 2016 11:03 AM
From: TPA Operations
Subject: CGDP User ID

Hello Ida,

To access the new portal, follow the steps below:

- www.tpadministrator.com
- New Direct Payment Process Information
- CGDP Portal

Your User ID is **H0000** and your temporary password will follow on a separate email.

Thank you,
TPA Operations
1-877-534-2772 Option 1

To: Ida.Know@cgdpportalins.com
Sent: Wednesday, December 14, 2016 11:03 AM
From: TPA Operations
Subject: CGDP Password

The following is assigned to the user id for the Coverage Gap Discount Portal and must be entered as displayed below:

password

Thank you,
TPA Operations
1-877-534-2772 Option 1



Sponsor ACH Deposit Form

Sponsors are required to complete an EFT form to provide a depository account to receive Manufacturer CGDP funds paid via the CGDP Portal.

The form is located on the TPA website,
<http://tpadministrator.com>.

Select the EFT Information link on the left-hand side of the webpage and once the EFT Information page appears, select the Payee Bank Account Change Form (account for receiving payments) link.

The screenshot shows a web browser window with the URL <http://tpadministrator.com> in the address bar. The browser's title bar reads "Third Party Administrator". The website header includes the Palmetto GBA logo, the text "A CELERIAN GROUP COMPANY", and the CMS logo. A navigation bar contains links for HOME, CONTACT US, ARCHIVES, and MANAGE LISTSERV PROFILE, along with a search bar. The main content area is titled "Third Party Administrator / TPA / Drug Manufacturer / EFT...". On the left, a sidebar menu lists various links, with "EFT Information" highlighted. The main content area displays the "TPA Drug Manufacturer EFT Information" page. It features two links: "Payee Bank Account Change Form (account for receiving payments)" and "Payer Bank Account Change Form (account for sending payments)", both dated 08/12/2016. A note at the bottom of the main content area states "last updated on 10/01/2016". A footer section contains a box for "CSSC Operations" with a link to www.csscoperations.com and links for "Inputs Report" and "Results Report". The footer also includes copyright information: "© 2016 PALMETTO GBA, LLC. | PRIVACY POLICY | LEGAL DISCLAIMER | GET ADOBE READER".

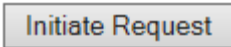


Sponsor EFT Online Form

The EFT Online Form will be sent to the TPA Liaison listed in the Sponsor CGDP Online Registration Form. The TPA Liaison can designate a different POC user, if necessary, to fill out the EFT Online form's five sections:

- Organization Information
- Mailing Address for 1099 Tax Form
- Financial Institution
- Form Completed By
- Authorized Signer Information

Once all sections are completed, the user completing the EFT Online form selects the 'Initiate Request' button at the bottom of the form.

A rectangular button with a light gray background and a thin border, containing the text "Initiate Request" in a dark gray, sans-serif font.

The 'Initiate Request' button initiates the Adobe Sign eSignature process for the verification and validation of new EFT account activity required for CGDP participation.



Sponsor Completed EFT Online Form

Once the form is completed and initiated, the TPA receives the form for validation and verification.

This process utilizes Adobe Sign eSignature functionality to provide authorization and audit trail information for the form originator, the authorized signer, and TPA Operations.

Adobe Sign eSignature information is transmitted via email to the contact information provided in the *Form Completed By* and *Authorized Signer Information* sections of the EFT Online Form.

The Document Submission Success message, displayed below, lists the email address of the person listed in the *Authorized Signer Information* after the 'Initiate Request' button has been selected.

| Document Submission Success |
|--|
| The document has been submitted successfully and will undergo validation before being sent to the specified authorized signer: Thaler.Rentermark@cgdportalins.com |
| Click here to submit another document. |



Sponsor ProfitStars Application Process

After the TPA receives the electronic version of the EFT Online form, a ProfitStars invitation email will be forwarded to the authorized Sponsor TPA Liaison or designated POC.

To access ProfitStars to complete an account application form, select the "[click here](#)" link (highlighted in red) in the email.

This application will provide account information that will be utilized to make CGDP invoice payments via the CGDP Portal.

From: JHA <do-not-reply@securemail.jhasecuredoc.com>
Sent: Thurs 4/21/2016 10:15 AM
To: Ida.Know@cgdptpa.com
Subject: Your ProfitStars Application for H0000 – CGDP Portal Insurance

Hello Ida Know :

You recently received notification from the Third Party Administrator (TPA) Support Center regarding changes to the Coverage Gap Discount Program (CGDP). This email invitation is related to collecting information and authorization for the company bank account that will be debited to make payments to program participants. The TPA will separately collect company bank account information from you designating where received funds should be deposited,

Please [click here](#) to complete the enrollment process. Once the web portal opens, you will need to create an account following the online instructions in order to provide the required information. To complete this application, you will need to provide information on a series of screens. To move to the next section, simply click 'Save' at the bottom of the screen and the system will automatically navigate you to the next section. If you'd like to see all sections of the application prior to starting, click 'Return to Application'. You may complete the application in order, or you may complete individual sections. Some sections are already prepopulated and as such, you'll simply click 'Save' to move forward. Once you've provided all the required information, you'll be returned to the main menu and a link to the completed application will display on the right side of the screen. If any changes are required to the completed form, simply access that section of the application again and make the necessary updates and 'Save'.

Once the complete application is ready for signature, select the 'Owner/Officer' link to forward the complete application via email to the primary officer you listed on the application. The officer will receive an invitation to electronically sign the form on behalf of the company. The application will not be considered complete until the eSignature is received.

You will receive a separate email invitation for each contract number; each invitation must be completed. If you receive multiple invitations, you only need to create an account once. Each subsequent invitation can be accessed with the same username and password.

This enrollment process should take no more than 15 minutes. If you need assistance or have any questions, please contact TPA Operations at 1-877-534-2772, option 1, or tpaoperations@tpadministrator.com. Please reference ProfitStars application # 123ABC.



Sponsor ProfitStars Application

The link listed in the invitation email will open the ProfitStars site to allow the Sponsor TPA Liaison or designated POC to create an access account and complete the ProfitStars application.

Once each of the items under the Forms column on the ProfitStars website (highlighted in red) has been completed, an application number will be supplied and a system generated email will be sent.

Ida Know (Manager) > Exit
H0000 CGDP Portal Insurance (Third Party Administrator (TPA))

Forms

- ✓ General Information *
- ✓ Applicant Invitation *
- ✓ Welcome *
- ✓ Business Information *
- ✓ Contact Information *
- ✓ Owner / Officer Information *
- ✓ Services / Transaction Types *
- ✓ NSF Collection Options *
- ✓ Bank Account / Location Info *

Uploads

Documents

Application for Payment Processing

From: JHA <do-not-reply@securemail.jhasecuredoc.com>
Sent: Thurs 4/21/2016 10:15 AM
To: Ida.Know@cgdportalins.com
Subject: ProfitStars Application # 123ABC for H0000 – CGDP Portal Insurance has been submitted

Thank you for your Application for Payment Processing. We are reviewing your application and will respond within two business days.
If additional information is required, we will let you know.

Thank you.



Sponsor ProfitStars Application Signature

After the application has been reviewed by ProfitStars, an *Application Ready for Signature* email will be sent to the authorized signer for the company.

From: JHA <do-not-reply@securemail.jhasecuredoc.com>

Sent: Thurs 4/25/2016 10:15 AM

To: Thaler.Rentenmark@cgdportalins.com

Subject: Your ProfitStars Application for H0000 – CGDP Portal Insurance is ready for signature

Hello Thaler Rentenmark,
Ida Know has indicated that the ProfitStars application related to processing payment for the CMS Coverage Gap Discount Program (CGDP) is complete and ready for your signature.

[Click here to review and sign the application.](#) Once the web portal opens, you will need to create an account following the online instructions in order to electronically sign the application. You will receive a separate email for each contract application; each subsequent application can be accessed with the same username and password. Once the web portal opens, select the 'Application for Payment Processing' on the right side of the screen. Once you have reviewed, simply click 'Sign' to complete the process.

Upon accessing ProfitStars and creating an access account, the authorized signer will select the *Application for Payment Processing* item listed under the Documents column on the right-hand side of the page (highlighted in red above), review the application for content, and either sign the application electronically or reject the application.



Sponsor CGDP Reconciliation (PRS) Form

Sponsors are also required to complete a Payment Reconciliation Summary (PRS) report form.

PRS reports are generated and distributed on an annual basis. The CGDP Reconciliation reconciles the prospective CGDP payments with the actual reported gap discount amounts invoiced during the first six quarters of the benefit year.

The form is located on the TPA website, <http://tpadministrator.com>.

Select the CGDP Reconciliation link on the left-hand side of the webpage and once the CGDP Reconciliation page appears, select the PRS form link.

The screenshot shows the Palmetto GBA website interface. The browser address bar displays <http://tpadministrator.com>. The page header includes the Palmetto GBA logo and the CMS logo. The navigation bar contains links: HOME, CONTACT US, ARCHIVES, MANAGE LISTSERV PROFILE, and a search bar. The main content area is titled 'Third Party Administrator / TPA Drug Manufacturer / CGDP...'. On the left sidebar, under 'Coverage Gap Discount Program', the 'CGDP Reconciliation' link is highlighted, and within it, the 'PRS Form' link is also highlighted. The main content area displays the 'TPA Drug Manufacturer CGDP Reconciliation' page, which includes a table of reports:

| Report Name | Date |
|---|------------|
| PRS Form | 12/29/2014 |
| CGDP Reconciliation Inputs Report - Effective November 9, 2014 | 09/05/2014 |
| CGDP Reconciliation Results Report - Effective November 9, 2014 | 09/05/2014 |
| CGDP Reconciliation Inputs Report | 04/01/2013 |
| CGDP Reconciliation Results Report | 04/01/2013 |
| Coverage Gap Discount Reconciliation Reports | 03/26/2013 |
| Coverage Gap Discount Reconciliation For Benefit Year 2011 | 03/18/2013 |



Below the table, it states 'last updated on 10/01/2016'. At the bottom of the page, there is a footer with copyright information: © 2016 PALMETTO GBA, LLC. | PRIVACY POLICY | LEGAL DISCLAIMER | GET ADOBE READER.



Sponsor CGDP Reconciliation (PRS) Form PDF

A PDF file will be displayed after selecting the PRS Form link.

A designated Sponsor representative is required to print the form, complete the required data, sign and mail the original, wet-signature form to TPA Operations using one of the two addresses provided on page two of the form.

| | | | |
|---|-------------------------------|--|--|
|  CENTERS FOR MEDICARE & MEDICAID SERVICES CENTER FOR MEDICARE | | MEDICARE TPA OPERATIONS | |
| Coverage Gap Discount Program (CGDP) Reconciliation Summary Reports | | | |
| Company Name: | CGDP Portal Insurance | | |
| Address: | 1234 CGDP Way, Suite TPA1 | | |
| City, State, Zip: | Anytown, MD 12345-4321 | | |
| Contact Person: | Audi T. Ready | | |
| E-Mail address: | Audi.T.Ready@cgdportalins.com | | |
| Phone Number: | (401) 555-6879 | | |
| Please provide in the spaces below the contract number(s) you authorize to receive the CGDP Reconciliation Summary Reports:* | | | |
| H0000 | |  CENTERS FOR MEDICARE & MEDICAID SERVICES CENTER FOR MEDICARE | |
| * If more space is needed to list Contract numbers, and attach | | | |
| | | MEDICARE TPA OPERATIONS | |
| Signature: I am authorized to sign this document on behalf of the indicated party and I have read and agree to the foregoing provisions and acknowledge same by signing below. Printed Name: Audi T. Ready Signature: <u>Audi T. Ready</u> Title: <u>Financial Department Director</u> Date: <u>12/16/2016</u> | | | |



Sponsor Third Party Vendor Onboarding Form Requirements


If a Third Party vendor is designated by a Sponsor in the Sponsor Welcome Letter, the TPA Support Center will send a two page Welcome Letter to the third party vendor using the email supplied in the Sponsor Welcome Letter Table 1: Third Party Vendor Reports.

The TPA Support Center email will contain a two page Third Party Vendor Welcome Letter with instructions for completing and submitting information to the TPA via email.



Third Party Vendor Welcome Letter – Page One

The first page of the Welcome Letter provides a brief introduction to the CGDP for Third Party Vendors, how to submit the completed form back to TPA Operations, and instructions for the second page of the Welcome Letter requiring completion.



Third Party Administrator (TPA) Support Center

Third Party Vendor Welcome Letter

The Third Party Administrator (TPA) Support Center for the Coverage Gap Discount Program (CGDP) welcomes you to the program. We provide online access to retrieve Invoice, Data and Tracking reports, as well as process invoice payments and dispute invoice amounts. In order for you to retrieve your Manufacturer or Sponsor reports, we must establish connectivity between the TPA and your Submitter ID. To set up connectivity, please complete Tables 1 or 2, as applicable, in this document and submit to TPA Operations via email at tpaoperations@tpadministrator.com.

The Third Party Vendor document is due by January 31 2017, 11:59 pm ET.

Once we receive this information, two separate emails from the TPA Operations containing a User ID and password for the DPP System will be provided to the Primary Contact Person listed in Table 1 or Table 2.



Sponsor Third Party Vendor Welcome Letter – Page Two

The second page of the Welcome Letter provides information about the Sponsor authorizing the third party organization access to CGDP information.

There are two additional tables are located on the second page. One of these tables should be completed by the third party vendor with the applicable information , based on the Third Party Vendor Status check box prefilled by the TPA Operations in the table below.

| Third Party Vendor Name | Submitter ID | |
|---------------------------------|----------------------------------|--|
| | | |
| Drug Manufacturer /Sponsor Name | Agree | Disagree |
| | <input type="checkbox"/> | <input type="checkbox"/> |
| Third Party Vendor Status | New: <input type="checkbox"/> | Established: <input type="checkbox"/> |

The check box populated in the Third Party Vendor Status field designates information the vendor receiving the Welcome Letter will complete.

The two additional tables are:

- Table 1: New Third Party Vendors
- Table 2: Established Third Party Vendors

ACCESSING THE CGDP PORTAL



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Coverage Gap
Discount Program
(CGDP)



CGDP Portal Access

The CGDP Portal is designed to assist Sponsors with processing Coverage Gap Discount Program payments. This system allows Sponsors to review invoice line items and initiate bank-to-bank ACH transfers for invoice line item payments, similar to the way an online banking customer pays a monthly bill.

The CGDP Portal will provide functionality for the following:

- Invoice review
- Invoice payment deferment*
- Automatic payment confirmation
- Invoice dispute disposition
- Invoice payment selection
- Batch Invoice payment selection
- Payment receipt review
- Reports retrieval

The CGDP Portal became the active system for processing CGDP payment requirements with the 2015 Q2 reporting period.

*Invoice payment deferment occurs under limited circumstances and is detailed in the Sponsor Portal Direct Payment Process (DPP) Users Guide.



CGDP Portal via TPAdministrators.com

CGDP program participants can access the CGDP Portal via the TPA website:

<http://tpadministrator.com>.

Once on the site, select the *Direct Payment Process Information* link located on the left side of the page.

After the Direct Payment Process Information page opens, locate and select the *CGDP Portal* link.

The screenshot shows the Palmetto GBA website interface. The browser address bar displays <http://tpadministrator.com>. The website header includes the Palmetto GBA logo and the CMS logo. The navigation menu includes links for HOME, CONTACT US, ARCHIVES, and MANAGE LISTSERV PROFILE. The left sidebar contains a list of links, with **Direct Payment Process Information** highlighted. The main content area displays the **TPA Drug Manufacturer Direct Payment Process Information** page, which includes a table of links and dates. The **CGDP Portal** link is highlighted in the table. The footer of the page includes copyright information for Palmetto GBA, LLC, and links to the Privacy Policy, Legal Disclaimer, and Adobe Reader.

| Link | Date |
|--|------------|
| Manufacturer Defer Payment Users Guide | 07/15/2016 |
| Sponsor Defer Payment Users Guide | 07/15/2016 |
| Direct Payment Process FAQs | 04/19/2016 |
| 1099 Record Layouts | 09/30/2015 |
| HPMS Memo: Payment of Outstanding Coverage Gap Discount Program payments | 07/15/2015 |
| HPMS Memo: Updates on the new Medicare Part D Coverage Gap Discount Program Direct Payment Process | 07/14/2015 |
| Manufacturer Portal Direct Payment Process (DPP) Users Guide | 05/06/2015 |
| Sponsor Portal Direct Payment Process (DPP) Users Guide | 05/06/2015 |
| CGDP Portal | 04/20/2015 |



CGDP Portal Roles

The CGDP Portal contains two roles for Sponsors to gain access:

- Payment Initiator role
- Administrator role

The HPMS TPA Liaison contact is automatically assigned these two roles for Sponsors; however, the Payment Initiator role can be assigned to a separate associate, listed in HPMS as the Coverage Gap Discount Program (CGDP) Payment Initiator, who will have the responsibility of processing payment of invoice line items submitted each quarter.

Users assigned the Payment Initiator role will have access to all functionality in the Portal and be required to provide a four-digit numeric PIN pass code for processing payment initiation authorization. The four-digit PIN is created during security setup.

Users assigned the Administrator role will have access to all functionality, except payment initiation authorization.

Detailed instructions for security setup and payment functionality resides in the CGDP Sponsor Portal Direct Payment Process (DPP) Users Guide.



CGDP Users Guides via TPAAdministrators.com

CGDP program participants can access the CGDP Portal Users Guides via the TPA website <http://tpadministrator.com>.

Once on the site, select the *Direct Payment Process Information* link located on the left side of the page.

After the Direct Payment Process Information page opens, locate and select the *Sponsor Portal Direct Payment Process (DPP) Users Guide* link.

The screenshot shows a web browser window with the URL <http://tpadministrator.com>. The page header includes the Palmetto GBA logo and navigation links: HOME, CONTACT US, ARCHIVES, MANAGE LISTSERV PROFILE, and a search bar. The left sidebar contains a list of links, with "Direct Payment Process Information" highlighted. The main content area displays the "TPA Drug Manufacturer Direct Payment Process Information" page. A table lists various guides, with "Sponsor Portal Direct Payment Process (DPP) Users Guide" highlighted. The table also includes a date column.

| Guide Title | Date |
|--|------------|
| Manufacturer Defer Payment Users Guide | 07/15/2016 |
| Sponsor Defer Payment Users Guide | 07/15/2016 |
| Direct Payment Process FAQs | 04/19/2016 |
| 1099 Record Layouts | 09/30/2015 |
| HPMS Memo: Payment of Outstanding Coverage Gap Discount Program payments | 07/15/2015 |
| HPMS Memo: Updates on the new Medicare Part D Coverage Gap Discount Program Direct Payment Process | 07/14/2015 |
| Manufacturer Portal Direct Payment Process (DPP) Users Guide | 05/06/2015 |
| Sponsor Portal Direct Payment Process (DPP) Users Guide | 05/06/2015 |
| CGDP Portal | 04/20/2015 |

last updated on 12/01/2016

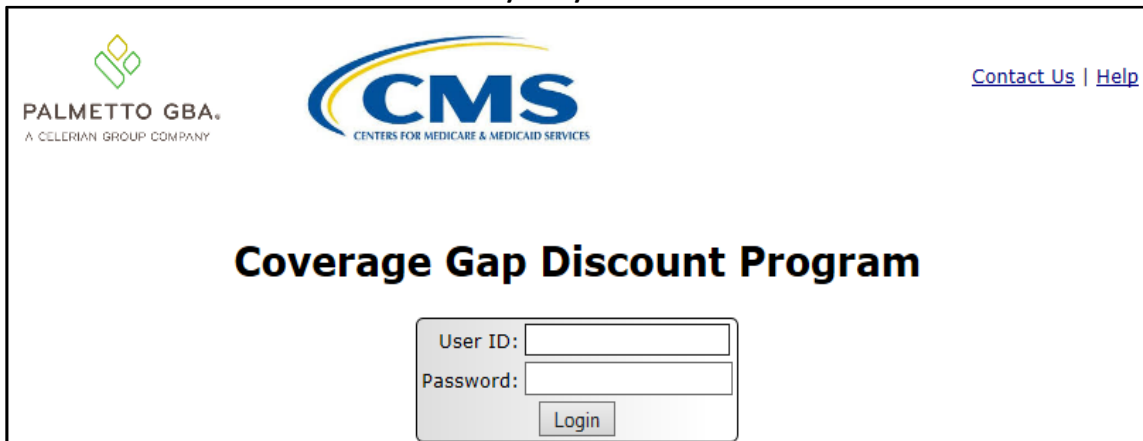
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CGDP Portal Login

For daily access, authorized users of the Portal will use the Login form to access the CGDP Portal.

- The User ID is the Parent Organization ID for Sponsors
- HPMS-assigned Sponsor TPA Liaison or Coverage Gap Discount Program (CGDP) Payment Initiator personnel are sent an temporary password for initial access and are responsible for changing and maintaining their permanent password every 30 days
- Sponsors associates are assigned one of two roles for access to the Portal, Payment Initiator and Administrator
- All invoice and report data (except the annual CGDP Reconciliation report (PRS) for Sponsors) is loaded to the Portal for access and review by Payment Initiator and Administrator role associates



The screenshot shows the login interface for the Coverage Gap Discount Program (CGDP) Portal. At the top left is the Palmetto GBA logo with the text "PALMETTO GBA. A CELERIAN GROUP COMPANY". In the center is the CMS logo with the text "CENTERS FOR MEDICARE & MEDICAID SERVICES". At the top right are links for "Contact Us" and "Help". The main heading is "Coverage Gap Discount Program". Below this is a login form with fields for "User ID:" and "Password:", and a "Login" button.

Detailed instructions for accessing the CGDP Portal resides in the CGDP Sponsor Portal Direct Payment Process (DPP) Users Guide.



CGDP Portal Login – User Validation Form

After entering the User ID and Password successfully, a random security question appears from the three security questions selected during initial security data setup. Enter the correct answer and select the Validate button.

The screenshot shows the Palmetto GBA and CMS logos at the top. The title is "Coverage Gap Discount Program". Below it is a red bar with the text "User Validation". The instructions state: "Due to system security requirements you will need to answer the question below to gain access to the application." The question is "What are the last five digits of your driver's license number?". Below the question is an input field with five dots. To the right of the input field is a "Validate" button. The "Contact Us | Logout | Help" links are in the top right corner.

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Coverage Gap Discount Program

User Validation

Due to system security requirements you will need to answer the question below to gain access to the application.

What are the last five digits of your driver's license number?

Answer:

Detailed instructions for CGDP Portal initial security setup resides in the CGDP Sponsor Portal Direct Payment Process (DPP) Users Guide.



CGDP Sponsor Portal Login – Successful Login

Once entered correctly, the Sponsor Portal Home tab becomes available.

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Logged on as H_____ Test Environment

Home Payments Completed Receipts Reports Disputes

Sponsor Portal Coverage Gap Discount Program

Parent Org. ID Invoice Type Contract Number Reporting Period Status 1 - 2 out of 2

H_____ Quarterly S5_____ ALL ALL

| Invoice Type | Contract Number | Reporting Period | Status | Select |
|--------------|-----------------|------------------|------------|-----------------------|
| Quarterly | S_____ | 201503 | N/A | <input type="radio"/> |
| Quarterly | S_____ | 201502 | Successful | <input type="radio"/> |

Welcome to Coverage Gap Discount Portal where you can initiate a payment, check the status of payments and receipt of payments as well as view your reports.

For payment functions, start by selecting a line item from the list to the left of this message.

Available Invoice is ready for payment initiations
Failed One or more items has an unsuccessful payment attempt
Incomplete One or more items have not been paid
N/A No invoice due for payment. Receipt of funds due from Manufacturer or Sponsor.
Pending All line items have been initiated successfully
Successful All line items have been paid successfully

Reporting Periods with no invoice line items

Filter Contract Number Reporting Period
by: ALL ALL

Contract Number Reporting Period

There is an invoice report for the selected Contract

Detailed instructions for accessing the CGDP Portal resides in the CGDP Sponsor Portal Direct Payment Process (DPP) Users Guide.

INITIATING PAYMENTS



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Coverage Gap
Discount Program
(CGDP)



CGDP Portal – Initiating Quarterly Invoice Payments

The CGDP Portal Payments tab allows a user to review and process payment information for quarterly invoice line items by Manufacturer P number for Sponsors.

- Payments can only be made via the CGDP Portal
- Payment amounts automatically populate from the quarterly invoice and are not subject to modification
- Payments must be paid no later than 38 days after the distribution of the invoice
- Sponsors can perform these payment functions in the CGDP Portal
 - Individual invoice payment functionality
 - Future Date invoice payment functionality
 - Initiate All invoice payments functionality
 - Payment Initiation Upload Batch functionality
 - Stop Payment functionality
 - Defer Payment functionality

Detailed instructions for payment functionality resides in the CGDP Sponsor Portal Direct Payment Process (DPP) Users Guide.



CGDP Portal

Sponsor Payments Tab – Quarterly Invoices

The Payments tab contains eight regions:

- 1) The Tabbed region displays the active tab
- 2) The Invoice Reporting region displays the current reporting period
- 3) The Payments Due region displays the date payments are due
- 4) The Filter region – Payments allows filtering of invoices by selected criteria
- 5) The Payment Information region provides numerical totals of all invoice line items and their qualifying status
- 6) The Payment Initiation region displays payment eligible invoices by P Number and Invoiced Amount and/or Previous Deferred Amount
- 7) The Payment Initiation Upload region provides a location to upload payment batch files
- 8) The Pending Transactions region displays invoice line items that are pending payment processing

Detailed instructions for processing Invoice Payments resides in the CGDP Sponsor Portal Direct Payment Process (DPP) Users Guide.

The screenshot shows the CGDP Sponsor Portal interface. At the top, there are logos for Palmetto GBA and CMS. Navigation links include Contact Us, My Profile, Logout, Help, and Reporting. The user is logged on as H____.

The interface is divided into several sections:

- Tabbed region (1):** A horizontal menu with tabs: Home, Payments (active), Completed, Receipts, Reports, and Disputes.
- Invoice Reporting Period (2):** A dropdown menu showing 201503.
- Payments due (3):** A date field showing 12/09/2015.
- Filter region (4):** A section with filters for P Number (ALL), Parent Org. ID (H), and Contract Number (H0_0). It also shows 1 - 2 out of 2 results.
- Payment Information (5):** A table showing totals for Invoiced, Failed, Deferred, Pending, Successful, and Available amounts.
- Payment Initiation (6):** A table displaying payment eligible invoices with columns for P Number, Invoiced Amount, Previous Deferred Amount, Payment/Failed Date, Initiate Payment, Defer, Failed, and EFT ID.
- Payment Initiation Upload (7):** A section with a Browse... button and an Upload button.
- Pending Transactions (8):** A section showing a table with columns for P Number, Authorization Amt, Date Submitted, Payment Date, and Stop Payment. It currently displays "There are no pending transactions at this time."



CGDP Portal – Initiating CY Closeout Invoice Payments

The CGDP Portal Payments tab allows a user to review and process upheld dispute payment information for CY Closeout invoice line items by Manufacturer P number for Sponsors.

- Payments can only be made via the CGDP Portal
- Payment amounts automatically populate from the invoice and are not subject to modification
- Payments must be paid no later than 38 days after the distribution of the invoice
- These payment functions are available for CY Closeout processing in the CGDP Portal
 - Individual invoice payment functionality
 - Future Date invoice payment functionality
 - Initiate All invoice payments functionality
 - Payment Initiation Upload Batch functionality
 - Stop Payment functionality
 - Defer Payment functionality

Detailed instructions for CY Closeout payment functionality resides in the CGDP Sponsor Portal Direct Payment Process (DPP) Users Guide.



CGDP Portal

Sponsor Payments Tab – CY Closeout

The Payments tab contains eight regions:

- 1) The Tabbed region displays the active tab
- 2) The Reimbursement Report Year region displays to the calendar year CY Closeout invoices are distributed
- 3) The Payments Due region displays the date payments are due
- 4) The Filter region – Payments allows filtering of invoices by selected criteria
- 5) The Payment Information region provides numerical totals of all invoice line items and their qualifying status
- 6) The Payment Initiation region displays payment eligible invoices by P Number and Invoiced Amount and/or Previous Deferred Amount
- 7) The Payment Initiation Upload region provides a location to upload payment batch files
- 8) The Pending Transactions region displays invoice line items that are pending payment processing

Detailed instructions for processing Invoice Payments resides in the CGDP Sponsor Portal Direct Payment Process (DPP) Users Guide.

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Logged on as H____
Test Environment

1 Home **Payments** Completed Receipts Reports Disputes

Sponsor Portal CGDP Payments

2 Reimbursement Report Year: 2016 3 Payments due: 08/19/2016

4 P Number: ALL Parent Org. ID: H Contract Number: H 1 - 1 out of 1

☐ Initiate All

| P Number | Invoiced Amount ↑ ↓ | Previous Deferred Amount | Payment/Failed Date | Initiate Payment | Defer | Failed | EFT ID |
|----------|---------------------|--------------------------|---------------------|--------------------------|--------------------------|--------------------------|-----------------|
| P____ | \$1,015.41 | \$0.00 | 06/06/2016 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | UD2016____H____ |

Pending Transactions

| P Number | Authorization Amt | Date Submitted | Payment Date | Stop Payment |
|---|-------------------|----------------|--------------|--------------|
| There are no pending transactions at this time. | | | | |

Payment Information

| | |
|---------------------------|------------|
| Total Invoiced | \$1,015.41 |
| Total Failed | \$0.00 |
| Total Current Deferred | \$0.00 |
| Total Previously Deferred | \$0.00 |
| Total Pending | \$0.00 |
| Total Successful | \$0.00 |
| Total Available | \$1,015.41 |

Payment Initiation Upload

INVOICE REPORTS



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Onboarding Training – Invoice Reports

- Distributed quarterly to Sponsors via the CGDP Portal
- Provides gap discount summarized into invoices based on Contract Number

Detailed instructions for downloading Invoice reports reside in the CGDP Sponsor Portal Direct Payment Process (DPP) Users Guide found on the TPAdministrator.com website.



Sponsor Invoice Report

Sponsors are able to utilize the CGDP Portal to view summary reports of invoice line items available for processing.

The population of the Invoice radio button allows a user to select and view distributed invoice line item reports. The report provides abbreviated information of distributed quarterly or Calendar Year (CY) invoices and provides the ability to download the information for review.

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Logged on as H____
Test Environment

Home Payments Completed Receipts **Reports** Disputes

Sponsor Portal CGDP Reports

Report Type
☒ Invoice ☐ Data ☐ Tracking ☐ Batch ☐ Manufacturer 1099 Information

Parent Org. ID Contract Number Reporting Period Invoice Type 1 - 2 out of 2
H____ ALL ALL ALL

Current Cutoff Calendar
Reporting Period 2016
Invoice Paid By 08/23/2016
Invoice Distribution 07/15/2016
Dispute Submission
Dispute Distribution

| Invoice Type | Contract Number | Reporting Period | Date Loaded | Download File | Last Download Date |
|--------------|-----------------|------------------|-------------|-----------------------|--------------------|
| CY Closeout | H____ | 2016 | 07/06/2016 | <input type="radio"/> | |
| Quarterly | H____ | 201502 | 07/05/2016 | <input type="radio"/> | |

Detailed instructions for accessing Invoice Reports resides in the CGDP Sponsor Portal Direct Payment Process (DPP) Users Guide.

DATA REPORTS



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Coverage Gap
Discount Program
(CGDP)



Onboarding Training – Data Reports

- Distributed quarterly to Sponsors
- Provides Sponsors the opportunity to review inputs to the invoice
- Incorporates changes in subsequent quarters due to adjustments or deletions of PDEs


Detailed instructions for downloading Data reports reside in the CGDP Sponsor Portal Direct Payment Process (DPP) Users Guide found on the TPAdministrator.com website.




Sponsor Data Report

Sponsors are able to utilize the CGDP Portal to review detail data reports for distributed quarterly or CY invoices line items.

The population of the Data radio button provides a user with reports containing summary information of the PDE's combined to create the total invoice line item amount distributed to the Sponsor.

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Logged on as _____
Test Environment

Home | Payments | Completed | Receipts | **Reports** | Disputes

Sponsor Portal **CGDP Reports**

Report Type
☐ Invoice ☒ Data ☐ Tracking ☐ Batch ☐ Manufacturer 1099 Information

Parent Org. ID Contract Number Reporting Period Invoice Type 1 - 3 out of 3
H_____ ALL _____ ALL _____ ALL _____

Current Cutoff Calendar
Reporting Period 2016
Invoice Paid By 08/19/2016
Invoice Distribution 07/15/2016
Dispute Submission
Dispute Distribution

| Invoice Type | Contract Number | Reporting Period | Date Loaded | Download File | Last Report Downloaded Date | Download Spreadsheet | Last Spreadsheet Downloaded Date |
|--------------|-----------------|------------------|-------------|-----------------------|-----------------------------|-----------------------|----------------------------------|
| CY Closeout | H_____ | 2016 | 06/10/2016 | <input type="radio"/> | | <input type="radio"/> | |
| Quarterly | H_____ | 201504 | 12/31/2015 | <input type="radio"/> | | <input type="radio"/> | |
| Quarterly | S_____ | 201504 | 12/31/2015 | <input type="radio"/> | | <input type="radio"/> | |
| Quarterly | S_____ | 201504 | 12/31/2015 | <input type="radio"/> | | <input type="radio"/> | |

Detailed instructions for accessing Data Reports resides in the CGDP Sponsor Portal Direct Payment Process (DPP) Users Guide.

TRACKING REPORTS



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Coverage Gap
Discount
Program (CGDP)



Onboarding Training – Invoice Tracking Report

- Distributed quarterly to Sponsors
 - Report that provides the history of each Gap Discount PDE saved in the CMS database and all activity associated with the invoice, such as adjustments performed in response for upheld Manufacturer disputes
- Tracking reports are provided for each benefit year


Detailed instructions for downloading Tracking reports reside in the CGDP Sponsor Portal Direct Payment Process (DPP) Users Guide found on the TPAdministrator.com website.




Sponsor Invoice Tracking Report

Sponsors are able to utilize the CGDP Portal to view reports of invoice line item history.

The Invoice Tracking Report provides Sponsors with the history of each Gap Discount PDE saved in the CMS database and all activity associated with the invoice, such as adjustments performed in response for upheld Manufacturer disputes.

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Logged on as **H_____**
Test Environment

[Home](#) | [Payments](#) | [Completed](#) | [Receipts](#) | **[Reports](#)** | [Disputes](#)

Sponsor Portal **CGDP Reports**

Report Type
☐ Invoice ☐ Data ☒ Tracking ☐ Batch ☐ Manufacturer 1099 Information

Parent Org. ID Contract Number Reporting Period Invoice Type 1 - 4 out of 4
H_____ ALL ▾ ALL ▾ ALL ▾

Current Cutoff Calendar
Reporting Period 2016
Invoice Paid By 08/23/2016
Invoice Distribution 07/15/2016
Dispute Submission
Dispute Distribution

| Invoice Type | Contract Number | Reporting ID | Date Loaded | Download File | Last Downloaded Date |
|--------------|-----------------|--------------|-------------|-----------------------|----------------------|
| Quarterly | S_____ | 201214 | 10/21/2015 | <input type="radio"/> | 07/07/2016 @ 1:27 PM |
| Quarterly | S_____ | 201214 | 10/21/2015 | <input type="radio"/> | |
| Quarterly | S_____ | 201117 | 10/21/2015 | <input type="radio"/> | |
| Quarterly | S_____ | 201117 | 10/21/2015 | <input type="radio"/> | |

Detailed instructions for accessing Tracking Reports resides in the CGDP Sponsor Portal Direct Payment Process (DPP) Users Guide.

BATCH REPORTS



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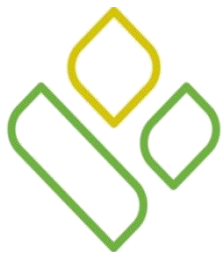
Coverage Gap
Discount
Program (CGDP)



Onboarding Training – Batch Reports

- Generated when the Batch Upload Payment Process is utilized to process payment initiations


Detailed instructions for utilizing the Batch Upload Payment Process functionality and downloading Batch reports reside in the CGDP Sponsor Portal Direct Payment Process (DPP) Users Guide found on the TPAdministrator.com website.




CGDP Portal Sponsor Batch Report

Sponsors are able to utilize batch reports to review the outcome of the Payment Initiation Upload batch processing of multiple invoice line items and provide uploaded batch file results for quarterly and CY Closeout invoice processing.

A user is able to view batch file status for successful processing, partially or totally rejected batch file uploads, and review errors associated with rejected records.

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Logged on as H_____

HomePaymentsCompletedReceipts**Reports**Disputes

Sponsor Portal **CGDP Reports**

Report Type
☐ Invoice ☐ Data ☐ Tracking ☒ Batch ☐ Manufacturer 1099 Information

Parent Org. IDContract NumberReporting PeriodInvoice Type1 - 17 out of 17
H_____ALLALL

Current Cutoff Calendar
Reporting Period2016
Invoice Paid By08/23/2016
Invoice Distribution07/01/2016
Dispute Submission
Dispute Distribution

| Parent Org. ID | Submission Date | Status | Download File | Last Download Date |
|----------------|------------------------------------|--------------------------------------|-----------------------|--|
| H_____ | Submitted at 03/11/2016 @ 10:57 AM | Successfully processed | <input type="radio"/> | |
| | Submitted at 03/11/2016 @ 10:55 AM | Totally Rejected | <input type="radio"/> | Last downloaded on 03/11/2016 @ 10:55 AM |
| | Submitted at 09/11/2015 @ 4:12 PM | Partially Rejected | <input type="radio"/> | Last downloaded on 09/11/2015 @ 4:12 PM |
| | Submitted at 09/11/2015 @ 4:11 PM | File rejected: Invalid Header record | <input type="radio"/> | |
| | Submitted at 08/13/2015 @ 4:18 PM | Successfully processed | <input type="radio"/> | Last downloaded on 02/24/2016 @ 11:10 AM |
| | Submitted at 08/13/2015 @ 4:09 PM | Totally Rejected | <input type="radio"/> | |
| | Submitted at 08/13/2015 @ 1:30 PM | Primary Id and logon do not match | <input type="radio"/> | Last downloaded on 08/13/2015 @ 2:25 PM |

Detailed instructions for accessing Batch Reports resides in the CGDP Sponsor Portal Direct Payment Process (DPP) Users Guide.

1099 INFORMATION REPORTS



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Coverage Gap
Discount Program
(CGDP)



Onboarding Training – Manufacturer 1099 Reports for Sponsors


- Loaded to the Portal for access to 1099 non-bank account information, such as the Manufacturer P Number; Company Name; EIN/TIN; IRS Street Address, City, and State.


Detailed instructions for downloading 1099 reports reside in the CGDP Sponsor Portal Direct Payment Process (DPP) Users Guide found on the TPAdministrator.com website.



CGDP Portal – Sponsor Manufacturer 1099 Information

Sponsors are able to utilize the CGDP Portal to review the Manufacturer 1099 Information report which provides non-bank account information for Sponsors to utilize for tax reporting purposes.

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Logged on as **H_____**
Test Environment

[Home](#) | [Payments](#) | [Completed](#) | [Receipts](#) | **[Reports](#)** | [Disputes](#)

Sponsor Portal **CGDP Reports**



Report Type
☐ Invoice ☐ Data ☐ Tracking ☐ Batch ☒ **Manufacturer 1099 Information**

| | | | |
|----------------|-----------------|------------------|--------------|
| Parent Org. ID | Contract Number | Reporting Period | Invoice Type |
| H_____ | | ALL ▼ | ALL ▼ |

Choose Format
☐ **Download Text File** ☐ **Download Spreadsheet**

Current Cutoff Calendar

| | |
|----------------------|------------|
| Reporting Period | 2016 |
| Invoice Paid By | 08/23/2016 |
| Invoice Distribution | 07/15/2016 |
| Dispute Submission | |
| Dispute Distribution | |

Detailed instructions for accessing Invoice Reports resides in the CGDP Sponsor Portal Direct Payment Process (DPP) Users Guide.

DISPUTES PROCESS



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Discount Program
(CGDP)



Sponsor Dispute Reports Process

The CGDP Portal provides Sponsors with the ability to review Manufacturer dispute filings and their subsequent determinations.

- The Disputes tab allows Sponsors the ability to review the Dispute Resolution Report
- Sponsors have 90 days from discovery (date the dispute resolution file is distributed to Sponsors via the CGDP Portal) to submit a corrected PDE's to CMS
 - Manufacturers can generally expect an adjustment for an upheld dispute usually within two invoicing cycles after the release of the dispute resolution file
- Sponsors are obligated to fix the incorrect data that caused the upheld dispute and can adjust financial and/or non-financial fields to correct the upheld disputes
 - The Reported Gap Discount amount may or may not change due to an upheld dispute



Sponsor Disputes Tab

The Sponsors Disputes tab contains four regions:

- 1) The Tabbed region displays the active tab
- 2) The Filter region - Disputes allows filtering of disputes by selected criteria
- 3) The Current Cutoff Calendar region provides pertinent reporting period dates
- 4) The Resolution File region displays Upheld and Denied dispute resolution files

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Logged on as H0__0

Home Payments Completed Receipts Reports Disputes

Sponsor Portal Dispute Dashboard

Parent Org. ID: H0__0 Contract Number: Reporting Period:

Current Cutoff Calendar (Quarter 201504)

Invoice Paid By: 03/10/2016 Dispute Submission: 04/01/2016
Invoice Distribution: 01/31/2016 Dispute Distribution: 06/08/2016

| Resolution File | Download | Download Date | Reporting Period | Contract Number | Number Upheld | Number Denied | Total |
|----------------------|----------|---|------------------|-----------------|---------------|---------------|-------|
| Dispute_Resolution_R | | | 201501 | H0__0 | 0 | 17 | 17 |
| Dispute_Resolution_R | | | 201501 | H0__9 | 0 | 5 | 5 |
| Dispute_Resolution_R | | | 201501 | H1__5 | 0 | 1 | 1 |
| Dispute_Resolution_R | | Last downloaded on 02/19/2016 @ 3:41 PM | 201501 | H2__8 | 0 | 3 | 3 |
| Dispute_Resolution_R | | Last downloaded on 07/23/2015 @ 3:25 PM | 201402 | H3__4 | 0 | 4 | 4 |

Detailed instructions for reviewing dispute resolution files reside in the CGDP Sponsor Portal Direct Payment Process (DPP) Users Guide.

CONTACTING THE TPA



PALMETTO GBA®

A CELERIAN GROUP COMPANY

Coverage Gap
Discount Program
(CGDP)



Contacting the TPA

- TPA Website – <http://tpadministrator.com>
 - Phone
 - Help Line: **1 (877) 534-2772 Option 1**
 - Help Line Hours: **Monday through Friday 8:00 am until 7:00 pm EST**
- General email inquiries regarding the invoicing and payment process should be sent to
 - tpaoperations@tpadministrator.com
- Webinar Training
 - Suggestions for webinar topics should be sent to webinar@tpadministrator.com
 - Previous webinar slides are posted to the TPA website
- Questions regarding Disputes, EFT information and invoice corrections can be located on the TPA website
 - <http://tpadministrator.com>



Resources

- Medicare Drug Benefit and C & D Data Group
 - Manufacturers Agreement, Changes of Ownership (CHOW), Terminations, Compliance/Administrative-related Issues, and Policy related questions
 - Email
 - CGDPandManufacturers@cms.hhs.gov
- Discount Program Manufacturer's Page
 - Website
 - <https://www.cms.gov/medicare/prescription-drug-coverage/prescriptiondrugcovgenin/index.html>
- Independent Review Entity (IRE) for Discount Program appeals
 - Website
 - <https://cgdpappeals.provider-resources.com>



Resources (continued)

- HPMS Website Updating CMS contact and labeler code changes
 - Website
 - <https://hpms.cms.gov>
 - CMS HPMS Password Resets (CMS Passwords must be reset every 60 days via CMS EUA system)
 - CMS EUA Password Reset: <https://eua.cms.gov>
 - CMS IT Service Desk phone: 1 (800) 562-1963 or 1 (410) 786-2580
 - CMS IT Service Desk email: CMS_IT_service_desk@cms.hhs.gov
 - CMS HPMS Non-Password access assistance
 - Email:
 - CMSHPMS_access@cms.hhs.gov



Onboarding Training Questions

Questions?

Send an email to tpaoperations@tpadministrator.com with your questions.

