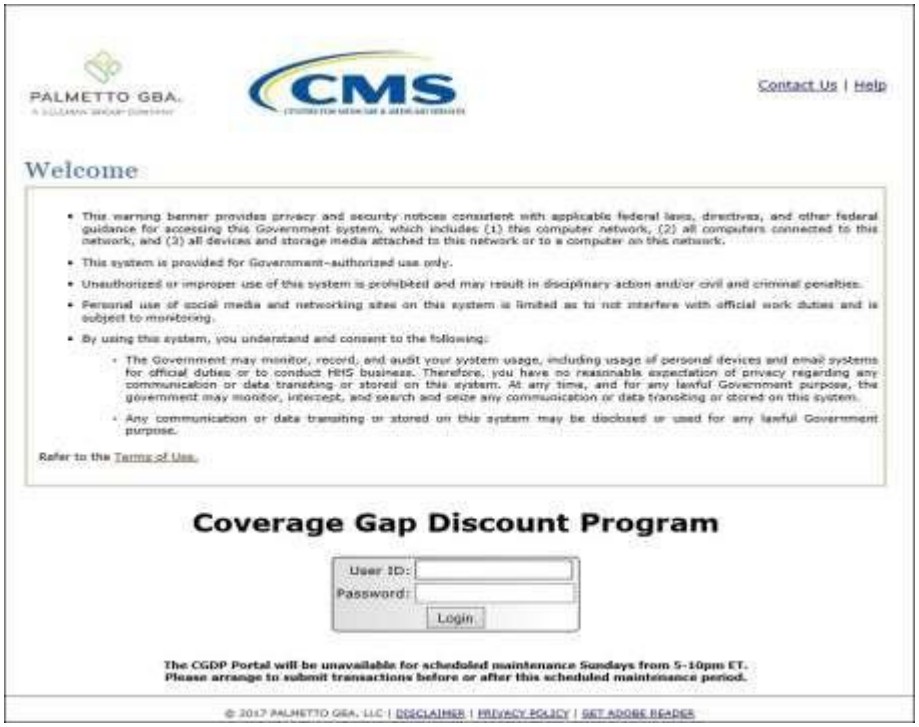
Coverage Gap Discount Program (CGDP) Manufacturer Portal



Introduction and Login Users Guide

CENTERS FOR MEDICARE & MEDICAID SERVICES

PALMETTO GBA
A CELERIAN GROUP COMPANY

Revision Date:052023
Version Number:3

INTRODUCTION **3**

CGDP PORTAL SECURITY SETTINGS **4**
CGDP PORTAL USER ROLES 6

CGDP PORTAL LOGIN **7**
CGDP PORTAL SETUP AND LOGIN INSTRUCTIONS 7
RESEND EMAIL VERIFICATION LINK 19
DAILY LOGIN INSTRUCTIONS 21
ACCOUNT MAINTENANCE INSTRUCTIONS 27
Change Password – Pre-Password Expiration Instruction *28*
Change Password – Password Expired or User Locked Out Instructions *31*
Update PIN Instruction *35*
View My Organization Instruction *36*
Request Payee Account Modification – Manufacturer Instruction *38*
Request Payer Account Modification – Manufacturer Instruction *42*

CGDP PORTAL FUNCTIONS **46**
CGDP PORTAL ICONS AND LINKS 46

CGDP PORTAL – HOME TAB **54**
Tabbed Region – Home *55*
Filter Region – Home *55*
Welcome Message Region *56*
Filter Results Region – Home *56*
Status Definitions Region *57*
No Invoice Activity Region *57*

CGDP PORTAL – PAYMENTS **59**
CGDP PORTAL PAYMENT INITIATOR ROLE AND ADMINISTRATOR ROLE 59
CGDP Portal Payment Initiator Role – Payments Tab View *60*
CGDP Portal Administrator Role – Payments Tab View *62*
PAYMENTS TAB – INVOICES 63
COMPLETED TAB – QUARTERLY INVOICES 64
RECEIPTS TAB – QUARTERLY INVOICES 65
RECEIPTS TAB – BENEFIT YEAR (BY) CLOSEOUT INVOICES 66

CGDP PORTAL REPORTS **67**
QUARTERLY AND BY CLOSEOUT INVOICE REPORTS 67
Quarterly Invoice Reports *67*
Benefit Year (BY) Closeout Invoice Reports *68*
DATA REPORTS 68
Quarterly Data Reports *69*
Benefit Year (BY) Closeout Data Reports *69*
TRACKING REPORTS 70
BATCH REPORTS 70
SPONSOR 1099 INFORMATION REPORT 71
AD HOC REPORTS 71

CGDP PORTAL DISPUTES **73**
DISPUTES TAB 73
DISPUTE BUILDER TAB 74
DISPUTE SUBMISSION TAB 74

NAVIGATING THE PORTAL INSTRUCTIONS **75**

SUMMARY **85**

REFERENCES **86**

APPENDIX A: ACRONYM LIST 86

GLOSSARY 87

Introduction

Welcome to the Medicare Part D Coverage Gap Discount Program (CGDP) Manufacturer Portal Users Guide. As a Manufacturer participating in the CGDP, you have agreed to reimburse Medicare Part D Sponsors advancing the coverage gap discount amount on behalf of Medicare beneficiaries who received covered Part D drugs while in the coverage gap phase of the Medicare benefit as well as receive reimbursements from Sponsors for adjusted invoices.

This guide contains information about the role of the Third Party Administrator (TPA) and how they facilitate the CGDP (the Program) for the Centers for Medicare and Medicaid Services (CMS). This guide will assist you, the Manufacturer, with the necessary information on the use of the CGDP Manufacturer Portal, how to access it, and an overview of its functionality, in order to assist you with complying with the Program.

The TPA is the single point of contact between pharmaceutical Manufacturers and Part D Sponsors participating in the Program. As stated in the Social Security Act (SSA), section1860D-14A(d)(3), the TPA is required to receive and transmit information between the CMS, pharmaceutical Manufacturers, and other entities as appropriate. It is also required to receive, distribute, or facilitate the distribution of funds of pharmaceutical Manufacturers to appropriate entities, provide adequate and timely information to pharmaceutical Manufacturers, and permit Manufacturers to conduct periodic audits of the data and information used by the TPA to determine Manufacturer discounts for applicable drugs under the Medicare Coverage Gap Discount Program.

The primary function of the CGDP Portal, here forward known as the Portal, is to provide a central repository for Program-qualified prescription drug event (PDE) invoices distributed by the TPA and paid by Program participating Manufacturers and Sponsors. In order to facilitate this processing, the Portal's direct payment process will provide Manufacturers the ability to perform the following functions:

- Invoice review
- Invoice selection for payment initiation
- Invoice payment deferment
- Batch Invoice payment selection
- Automatic payment verification
- Payment receipt review
- Invoice dispute filing
- Reports retrieval

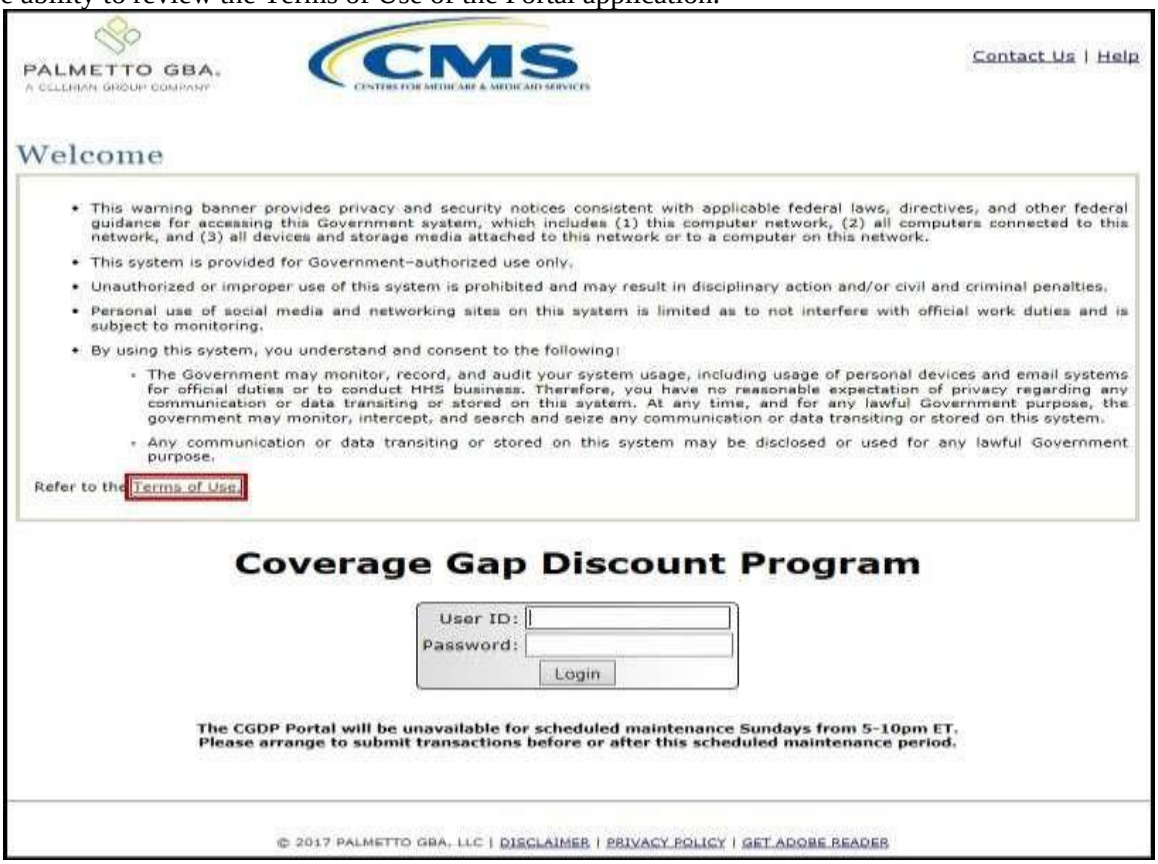
The Portal allows Manufacturers the ability to review each invoice line item due to Medicare Part D Sponsors and the payments due from Sponsors to the Manufacturer. It also provides the ability to initiate bank-to-bank automated clearing house (ACH) transfers for invoice line item payments due to Sponsors, similar to the way online banking customers pay monthly bills.

Note: All payments must be processed in the Portal.

This **CGDP Manufacturer Portal Introduction and Login Users Guide** will provide information on how to access and navigate through the Portal with tasked-based instructions for login access and an introduction to the links and tabs and their functionality for you to successfully use the Portal.

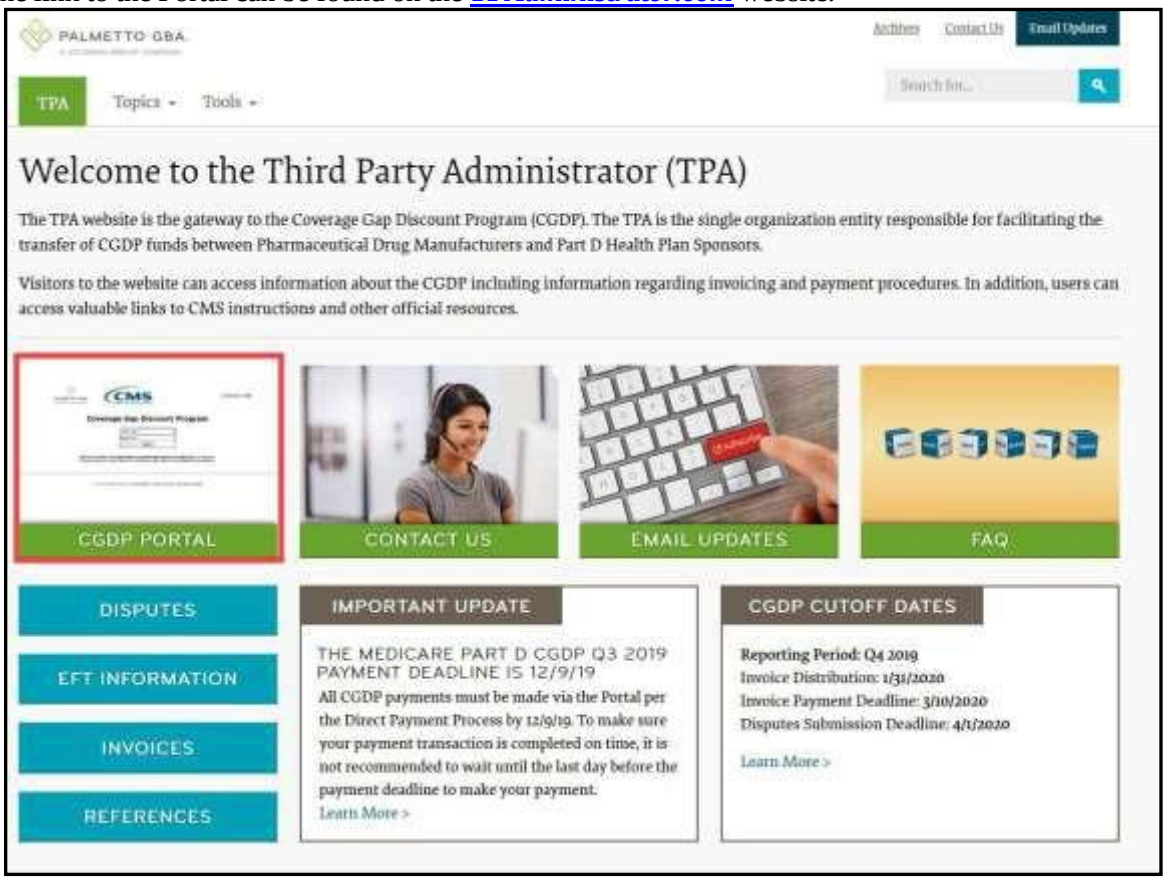
CGDP Portal Security Settings

The Portal is a U.S. government information system. Once the Portal login page displays, the authorized user is presented with the Welcome and Site Use warning notification and provided with the ability to review the Terms of Use of the Portal application.



Authorized users of the Portal application must adhere to CMS information security policies, standards, and procedures.

The link to the Portal can be found on the ***TPAdministrator.com*** website.



To access the Portal, Manufacturers will enter their credential information (User ID and password) provided by the TPA Operations Team. Portal user IDs are a derivation of the Corporate ID number. The Corporate ID number categorizes the information loaded to the Portal. Information is limited to Manufacturer P numbers associated with the Corporate ID only. The TPA provides the initial temporary password to access the Portal to the authorized Manufacturer once the onboarding process is complete.

The upcoming pages contain instructions for three (3) login situations:

1. Initial Setup and Login
2. Daily Login
3. Account Maintenance

Note: Users will not have the ability to view other Manufacturers' data.

CGDP Portal User Roles

The Portal has two (2) different roles for users to access distributed invoices and reports.

1. The **Payment Initiator** role provides the responsibility that allows a user to view all functionality of the Portal, including initiating payment of distributed invoices.
2. The **Administrator** role provides the responsibility that allows the primary point of contact user to view all functionality of the Portal, save for the ability to initiate payments.

Manufacturer accounts have both a **Payment Initiator** role and **Administrator** role assigned to the primary point of contact, the *TPA Liaison*, listed by the Manufacturer in the Health Plan Management System (HPMS). The **Payment Initiator** role can be assigned to a different individual. HPMS must be updated to display the new authorized associate in the *CGDP Portal Payment Initiator* role for the re-assignment of the **Payment Initiator** role for the Portal. Once HPMS is updated, the newly authorized **Payment Initiator** will need to contact the TPA Operations to receive user credentials to access the Portal.

Additional information regarding the Portal functionality for the **Payment Initiator** or **Administrator** role is available in the subsequent section titled *CGDP Portal Payment Initiator Role and Administrator Role*.

CGDP Portal Login

CGDP Portal Setup and Login Instructions

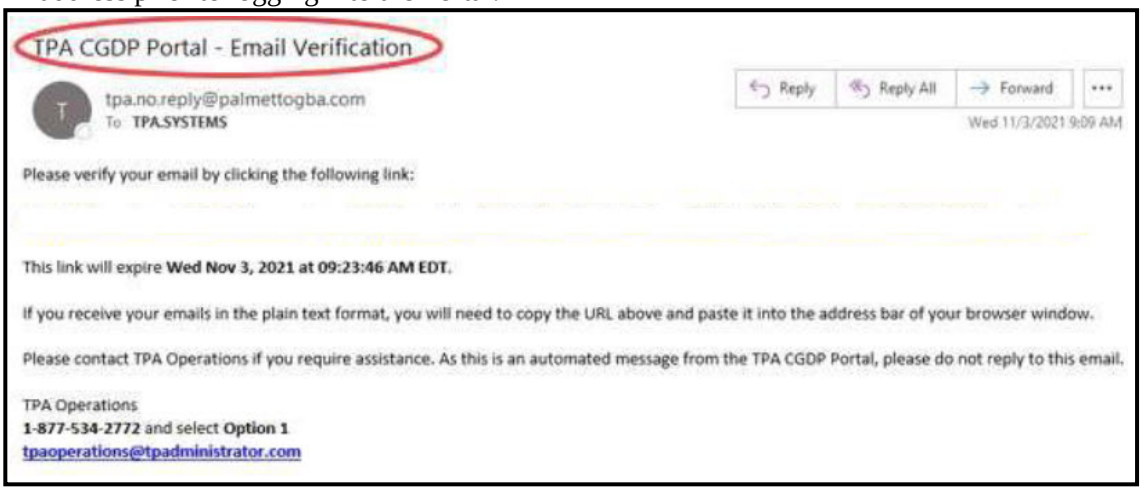
An authorized Portal user's initial login requires email verification and password update for secure access to the Portal. The type of role a user is assigned determines the type of security data to be completed.

- First time users with the **Payment Initiator** role authority will be required to verify their email address to allow receipt of User Validation authentication tokens, update their temporary password received from the TPA via email, and provide a four (4)-digit numeric personal identification number (PIN) pass code for payment purposes to access and use the Portal.
- First time users with the **Administrator** role will be required to verify their email address to allow receipt of User Validation authentication tokens and update their temporary password received from the TPA via email to access the Portal.

- **NOTE**: This instruction is also used for accessing reactivated and unsuspended accounts in the CGDP Portal.

The following instructions provide step-by-step directions for setting up and logging into the Portal.

1. Prior to logging into the Portal for the first time, the authorized user will receive an email from tpa.no.reply@palmettogba.com titled "*TPA CGDP Portal – Email Verification"*. The authorized user is required to access the link provided in the email to verify their email address prior to logging into the Portal.



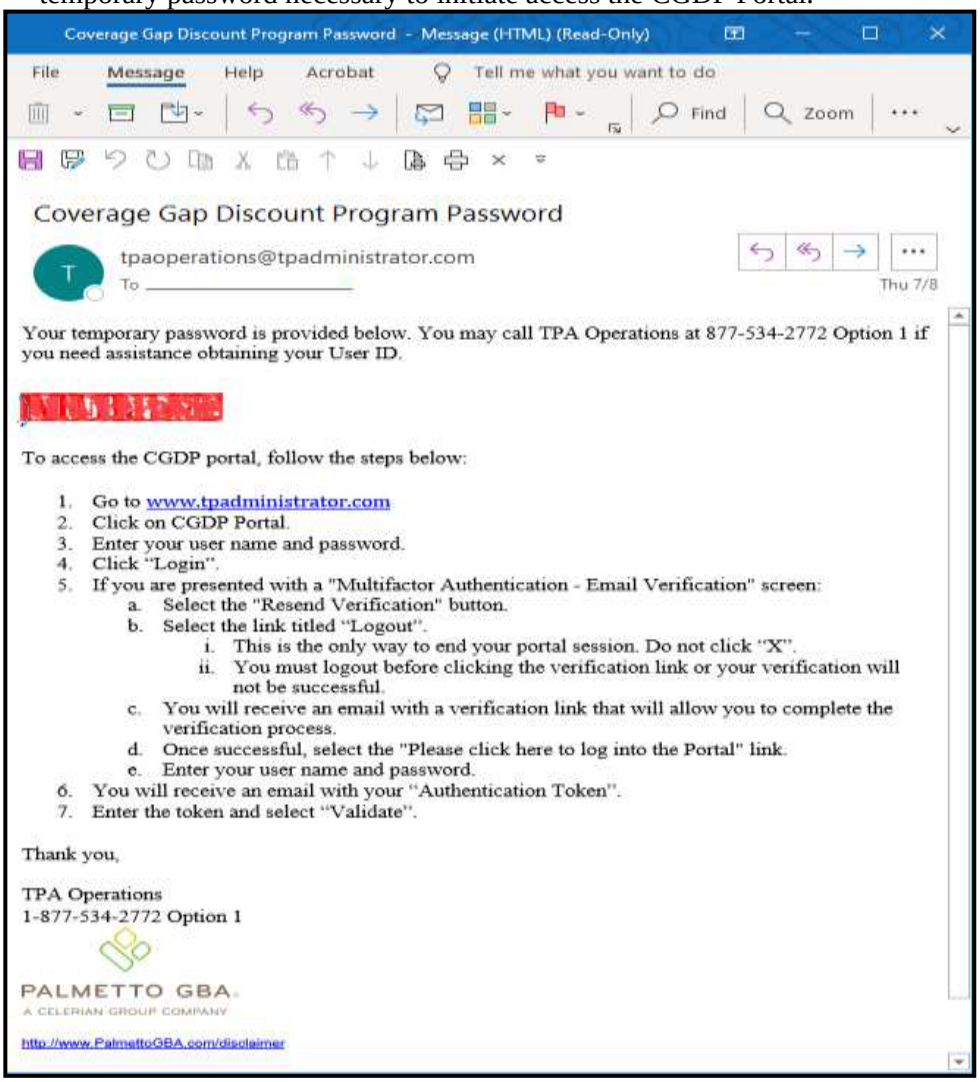
Note: The "*TPA CGDP Portal - Email Verification"* email link will only be valid for **fifteen (15) minutes**. The expiration date and time of the link is provided in the email.

2. If the verification token has expired and an error message displays when you click on the link in the Email Validation email, the following screen will be displayed. Follow the instructions on the screen that state "Please check your email for an updated verification email."

   Return to the prior step and complete the instructions to validate the email with the new link provided.

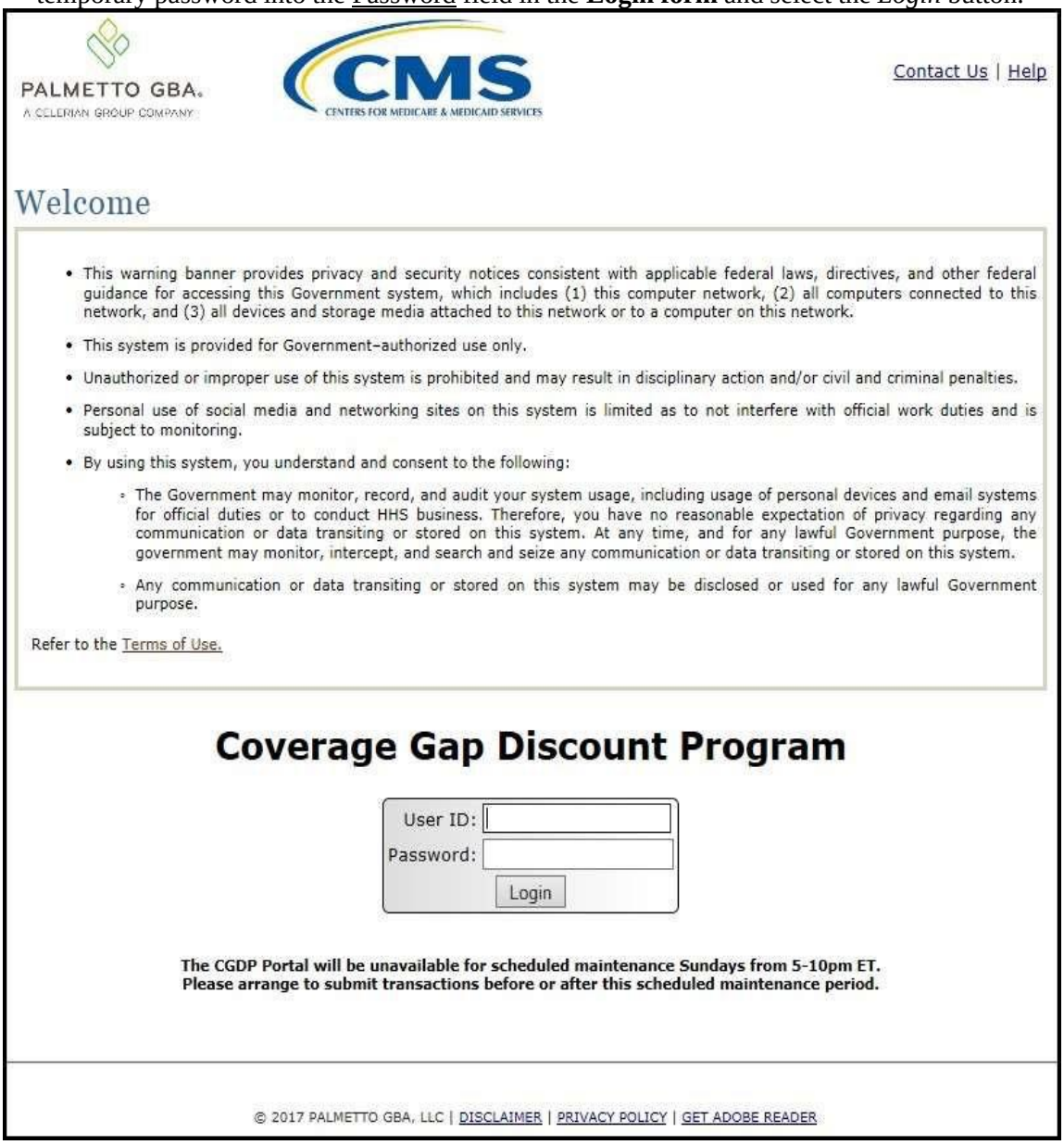
3. Once the **Multifactor Authentication – Email Verification Success** screen displays, the user will select the "*Please click here to log into the Portal"* link provided on the page.

4. Authorized users of the Portal will receive an email titled "*Coverage Gap Discount Program Password"* sent from tpaoperations@tpadministrator.com. This email will contain the temporary password necessary to initiate access the CGDP Portal.



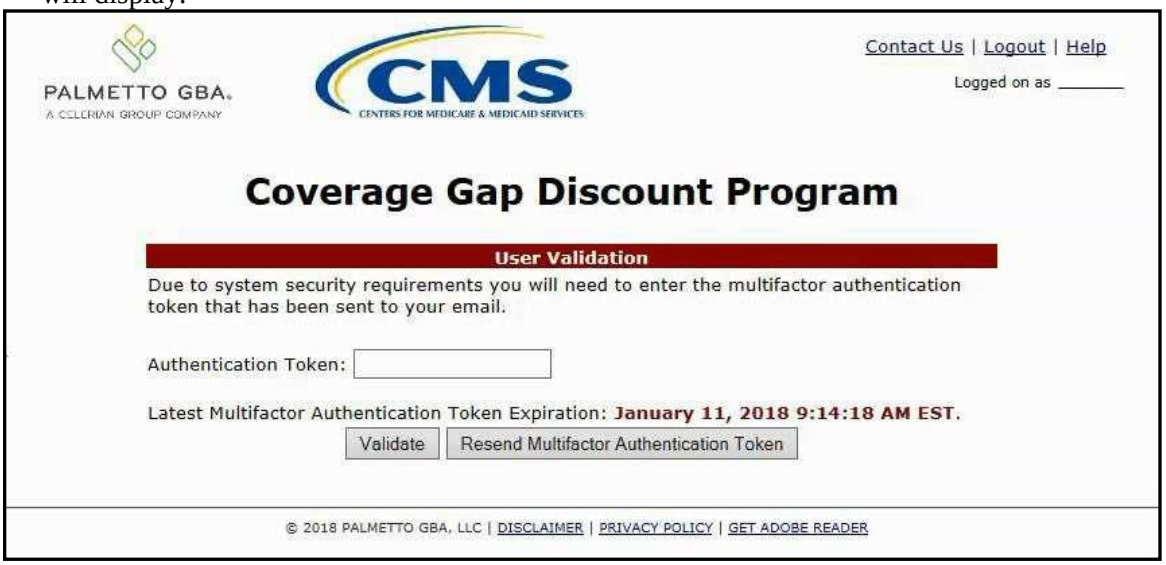
Note: The "*Coverage Gap Discount Program Password"* email also contains instructions for guiding an authorized user through initiating and completing access to the CGDP Portal.

5. Once the email has been received, enter the Corporate ID in the User ID field and the temporary password into the Password field in the **Login form** and select the *Login* button.

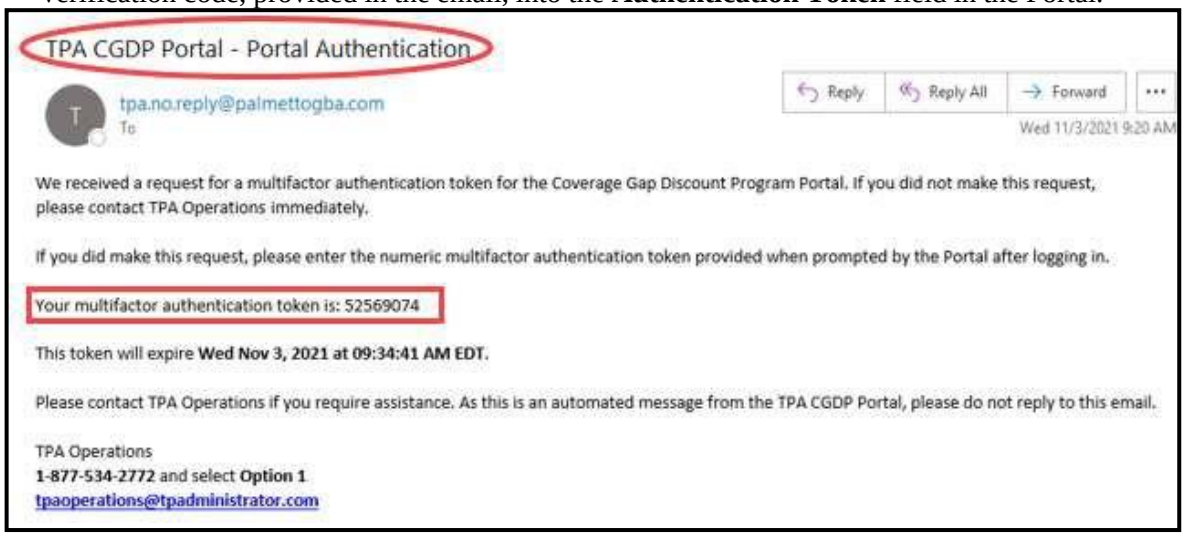


Note: Each user of the Portal must have a unique User ID and password. Palmetto GBA has the right to terminate any user's access if suspicious or improper activity is determined. Your use of this information system establishes your consent to any and all monitoring and recording of your activities. Unauthorized use is prohibited and subject to criminal and civil penalties.

6. After entering the User ID and temporary Password successfully, the **User Validation** form will display.

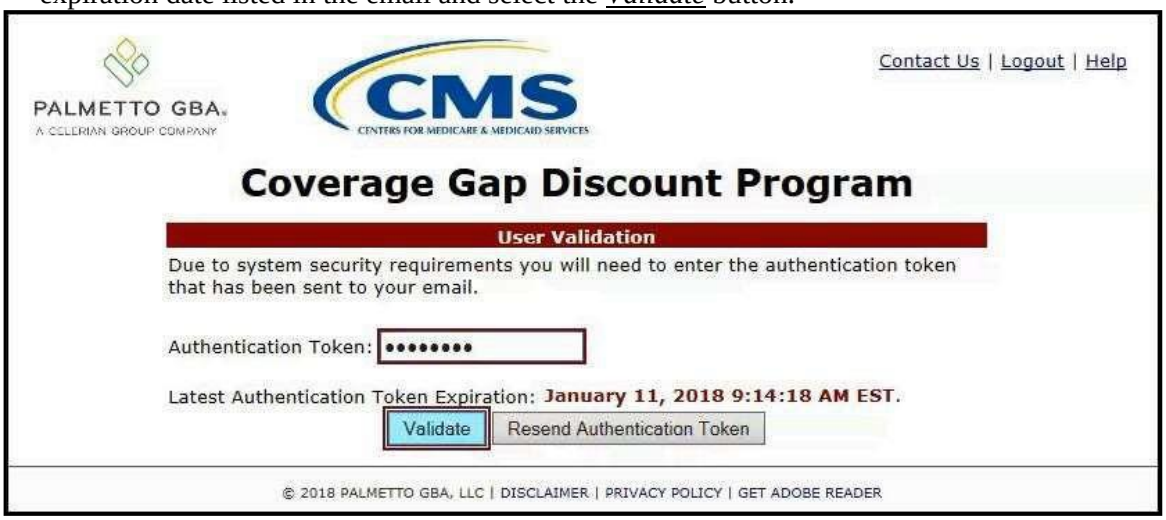


7. The authorized user will receive an email from tpa.no.reply@palmettogba.com titled "*TPA CGDP Portal – Portal Authentication"*. The authorized user will be required to enter the verification code, provided in the email, into the **Authentication Token** field in the Portal.



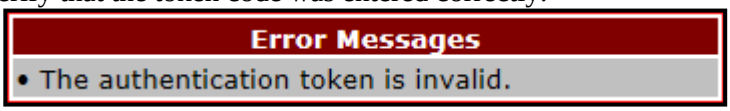
Note: The authentication token is submitted via the authorized user's validated email and is only valid for ***fifteen (15) minutes*** from generation. The expiration date and time of the token is provided in the email. Users can copy and paste the authentication token or enter the token into the **Authentication Token** field.

8. Enter the supplied authentication token into the **Authentication Token** field prior to the expiration date listed in the email and select the *Validate* button.



Note: This page displays the expiration date of the latest authentication token sent to the user's verified email. Authentication tokens are only valid for ***fifteen (15) minutes***. The expiration date and time is provided in the Latest Authentication Token Expiration field.

9. If a user receives the following message, first verify that the authentication token is not expired then verify that the token code was entered correctly.

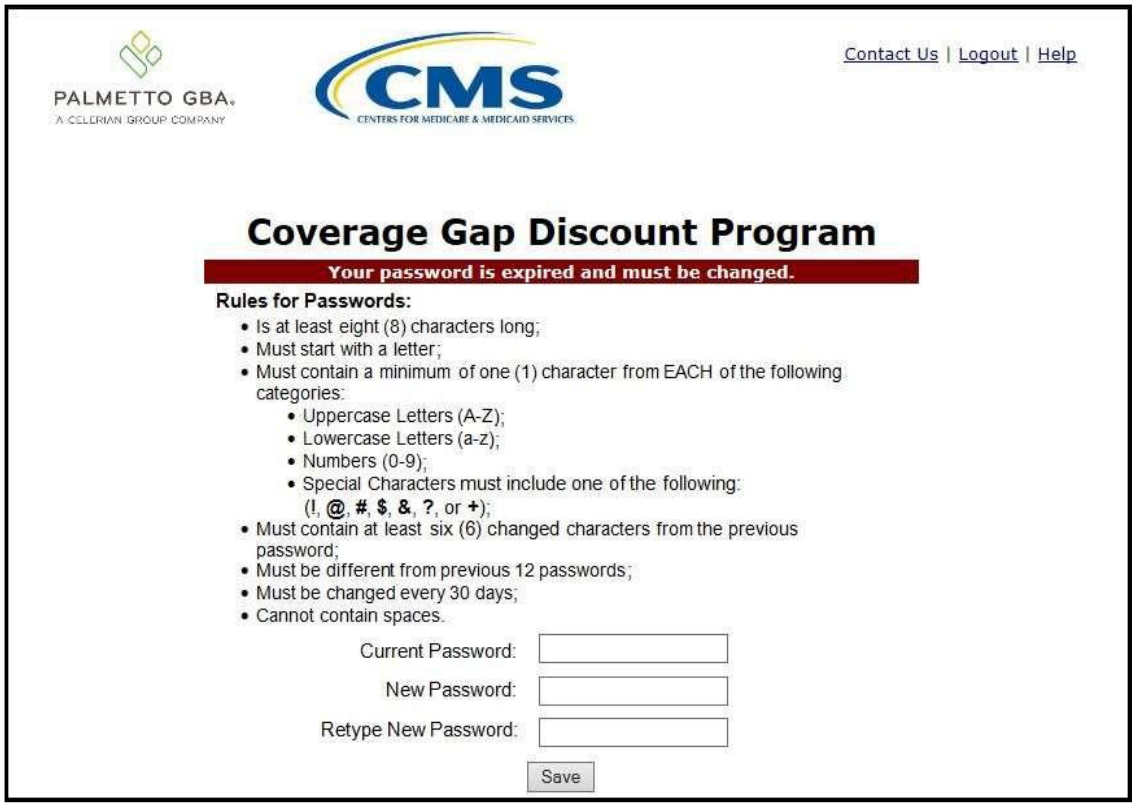


If this message continues to display after reviewing the date/time and entry of the token provided, the user should select the **Resend Authentication Token** button *after* the expiration date and time displayed on the **User Validation** screen has passed, in order to receive a new token via email.

Note: If this error message will not stop appearing after requesting new authentication tokens, contact TPA Operations. The TPA Operations contact information is located under the *Contact Us* link.

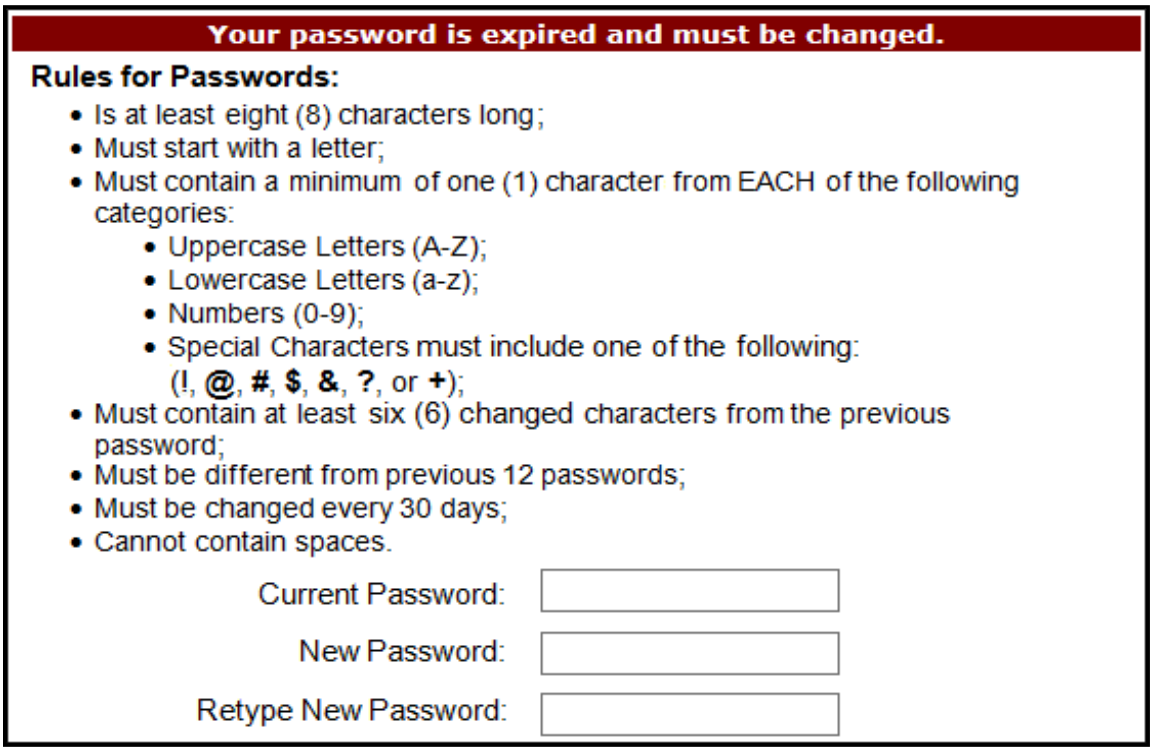
10. Once the token has been authenticated, the **Password Expired** and/or the **Security Data Missing form** will display.

Note: This screen shot displays the **Payment Initiator** role's **Password Expired** and **Security Data Missing** form.



Note: This screen shot displays the **Administrator** role's **Password Expired** form.

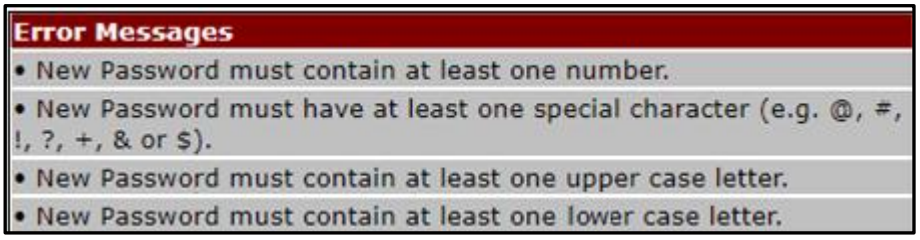
11. The **Password Expired** form displays under the heading of **"Your password is expired and must be changed."**
    The authorized user will enter the temporary password, provided by the TPA, into the Current Password field, then create and enter a new password in the New Password and Retype New Password fields.
    New passwords must conform to the Rules for Passwords provided above the password fields and must not match a password that is listed in our password library for compromised passwords.



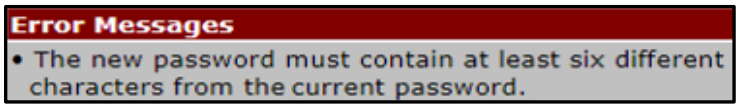
Note: Use characters to form a phrase to create a unique password, for example the phrase "**To be, or not to be**" can be transformed into "**ToB#0t2b**".

When entering a new password and retyping a new password into the form, users may experience issues with creating unique passwords that do not conform to the rules or create passwords that match with a compromised password located in our password library.

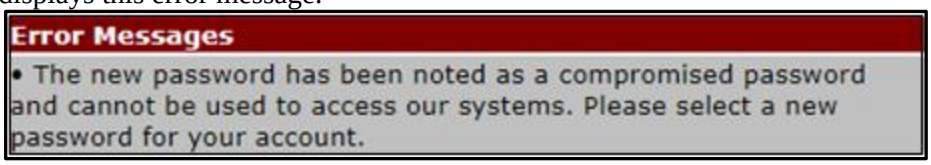
When new passwords do not conform to the minimum character categories rules for passwords, the system displays an error message. The following are system generated error messages that may display when passwords do not meet the minimum character criteria entered for the new password.



When new passwords are too similar to a temporary or current password, like the password *P@lmetto1*, the updated password of *L@mpPost1*, the **@**, **m**, **P**, **o**, **t**, and **1** (one) are the same for both passwords These passwords do not conform to the rules in the form, so the system displays this error message to users.



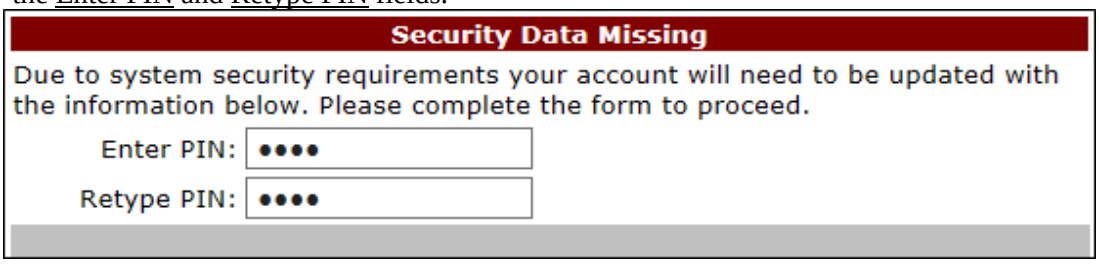
When new passwords are entered that match compromised passwords located in our password library, the system displays this error message.



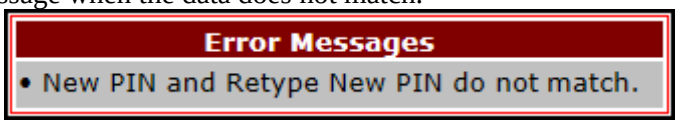
The next step provides instruction for those users with a **Payment Initiator** role to set the payment initiation PIN**.**

Note: The **Security Data Missing** section will not display for users assigned an **Administrator** role. These users should proceed to the next step following the PIN selection in this instruction.

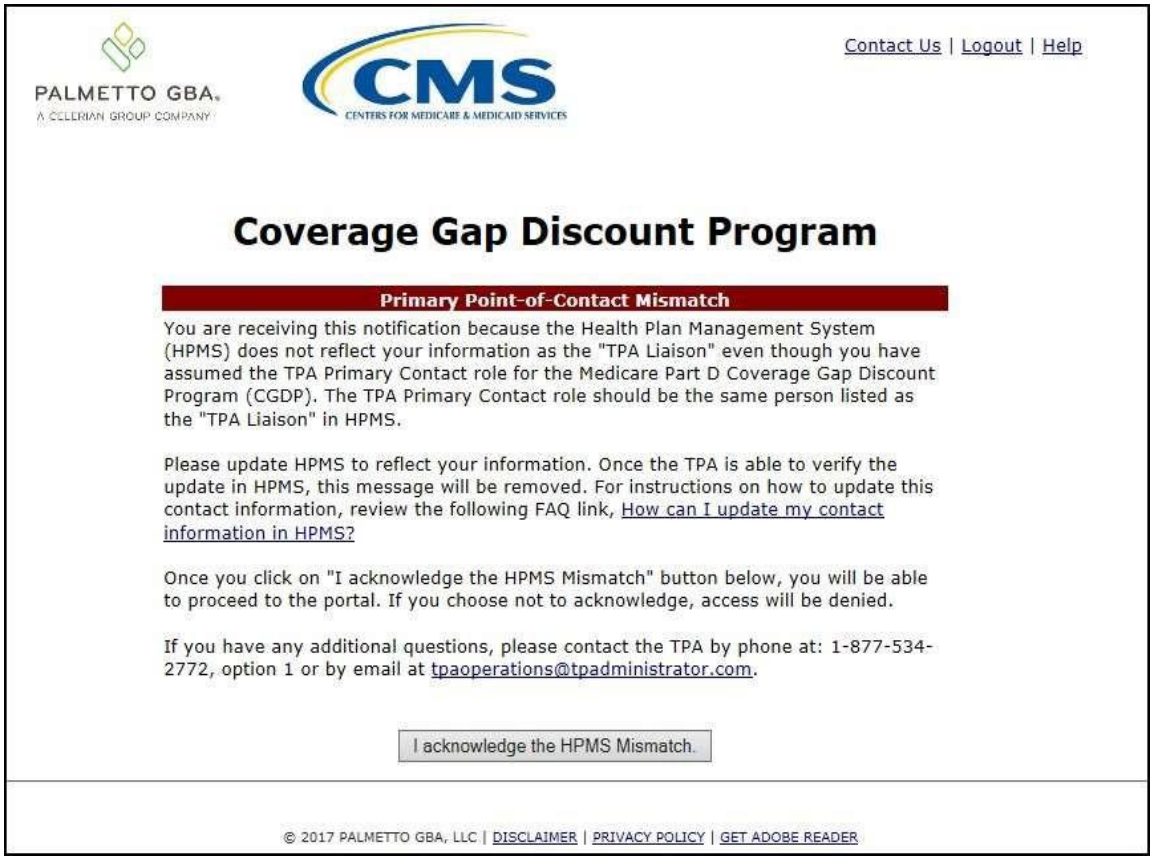
12. The **Payment Initiator** role user will select a four (4)-digit numeric PIN and enter it into both the Enter PIN and Retype PIN fields.



Note: The four (4)-digit PIN must be numeric and entered correctly when retyped. The Portal displays an error message when the data does not match.

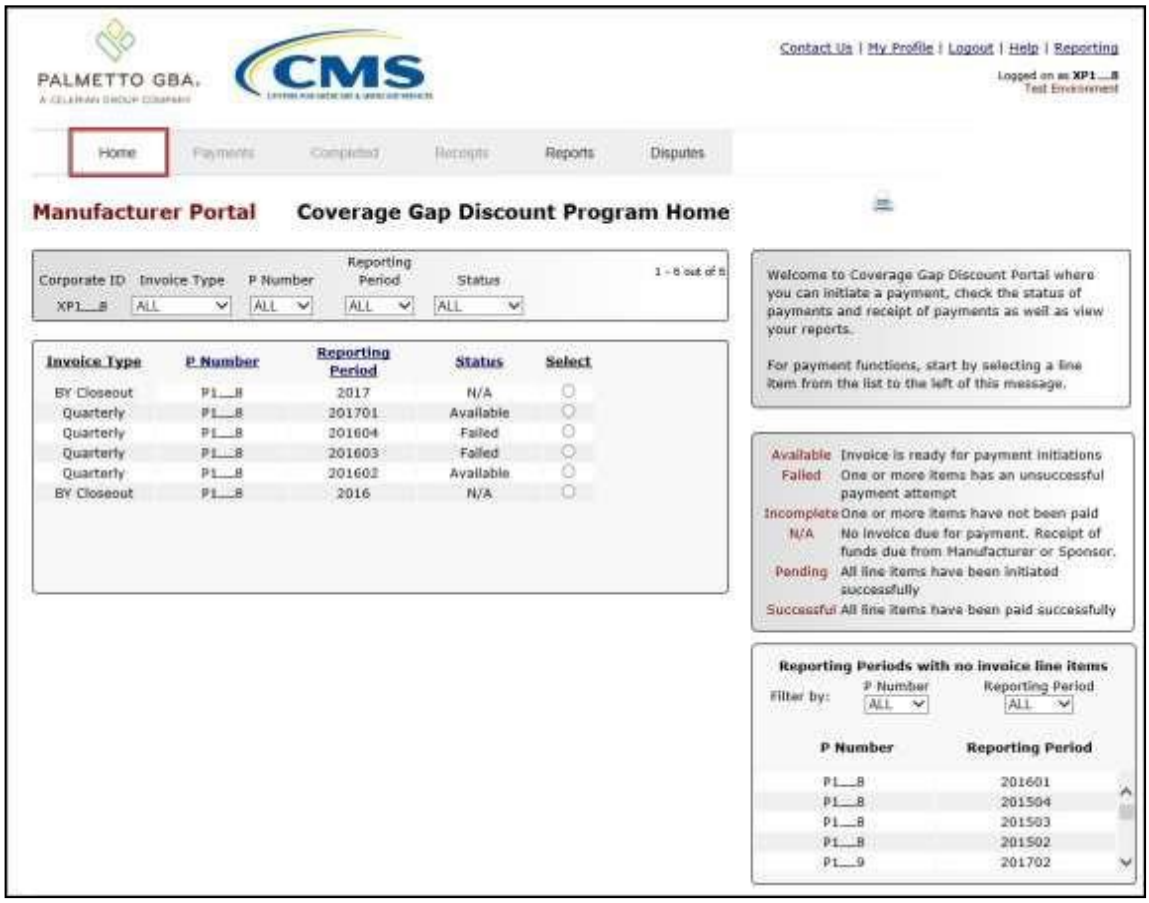


13. After successful completion of the **User Validation** region, if the User ID does not match the TPA Liaison personnel information listed in the CMS HPMS, the following **Primary Point-of-Contact Mismatch** message will display.



To access the Portal, select the ***I acknowledge the HPMS Mismatch*** button to proceed to the Portal.

14. Once the **User Validation** region's authentication token is entered correctly and, if applicable, the **Point of Contact Mismatch form** acknowledged, the **Home** tab will display in the Portal.



You have successfully completed an initial login and security data setup in the Portal.

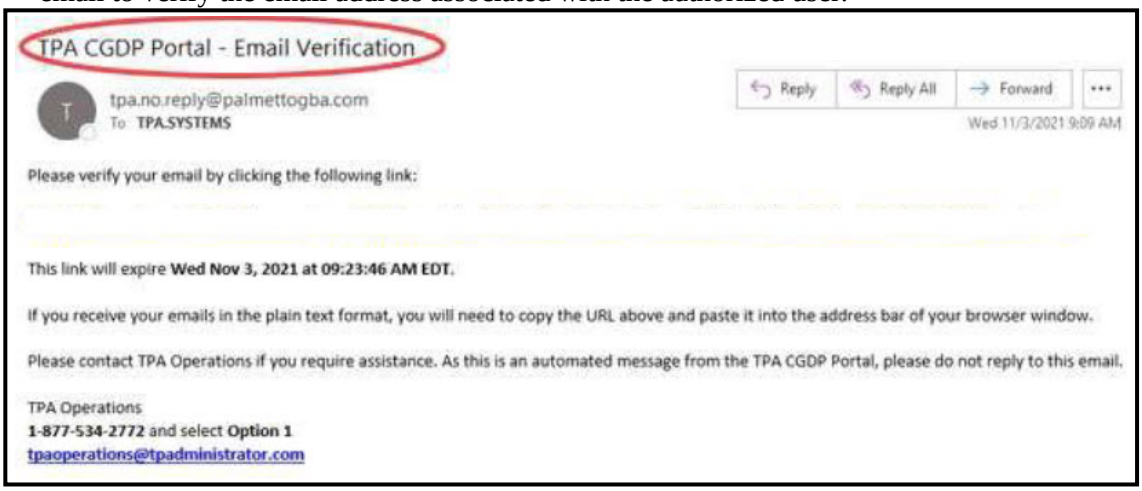
Resend Email Verification Link

If a user is unable to use the "*TPA CGDP Portal – Email Validation"* link prior to the link's expiration date and time, this instruction will provide steps to assist the user in requesting a new email verification link electronically.
This instruction contains information for new Program participants accessing the Portal for the first time with their temporary access credentials or for returning Program participants using their current access credentials.

1. When a user selects the email verification link after the expiration date and time has lapsed, the Portal will display the following error message.

Note: Links are only valid for ***fifteen (15) minutes***. The **Latest Verification Email Expiration** field displays the expiration date and time. The date and time must be expired in order to receive a new verification link.

2. A new verification email will be sent to the authorized user's email. Click on the link in the email to verify the email address associated with the authorized user.



3. Once the **Multifactor Authentication – Email Verification Success** displays, the end user will select the "*Please click here to log into the Portal"* link provided on the page to log into the Portal.

You have successfully completed the Resend Email Verifications process for the Portal.

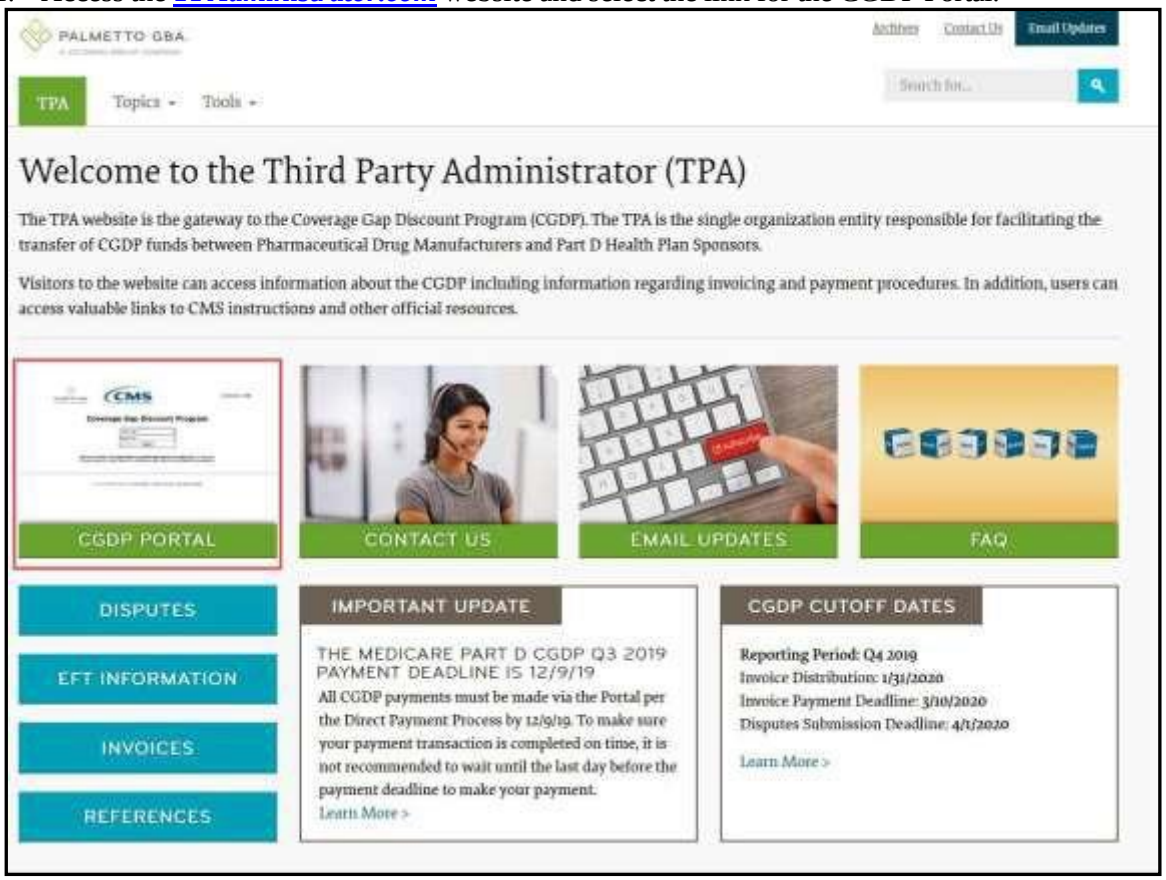
Daily Login Instructions

Daily access to the Portal is a simple two (2)-step process. Authorized users will need a password and MFA token to gain access.

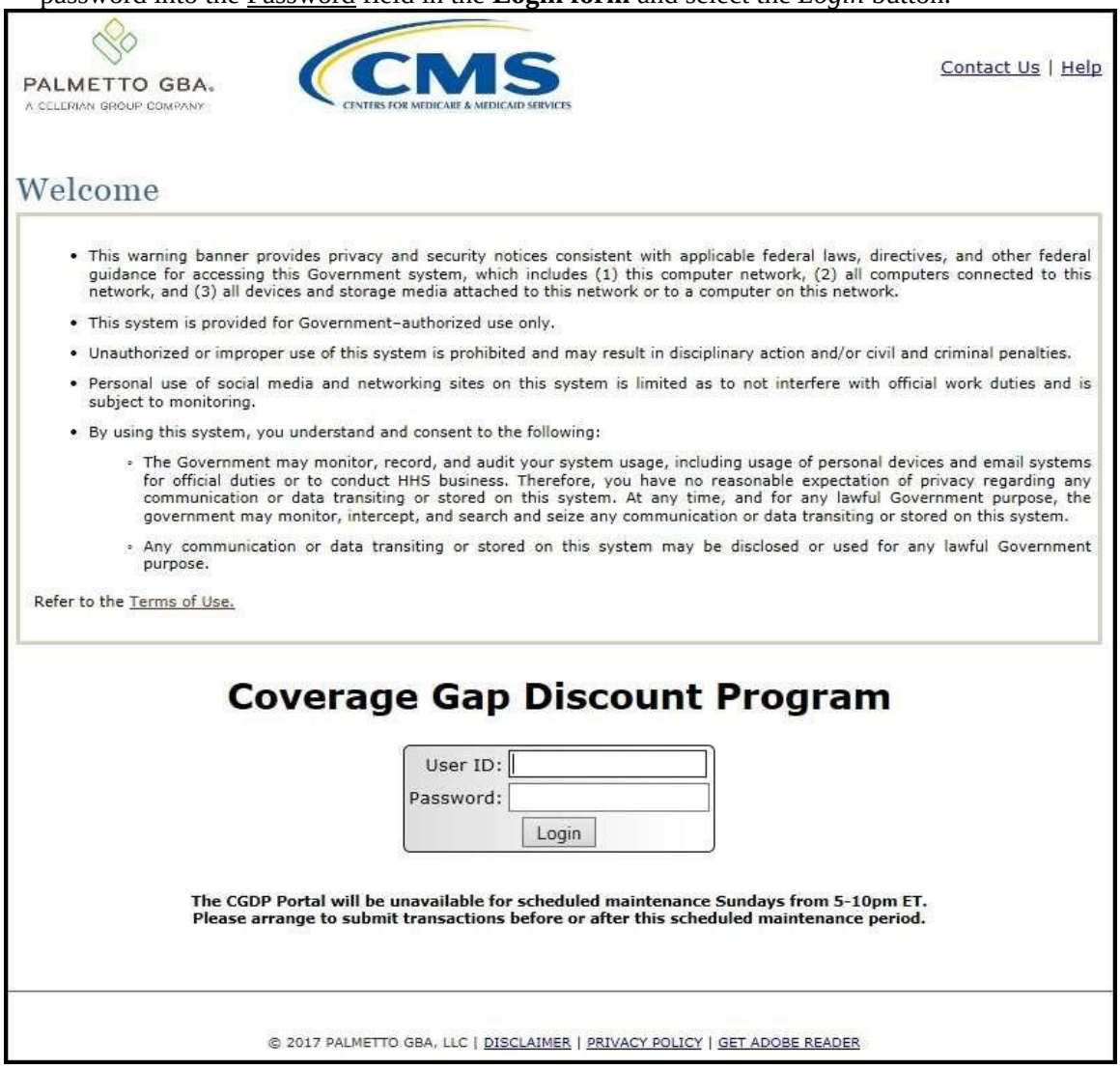
This instruction provides the steps necessary for a user to access the Portal whether the assigned role is a **Payment Initiator** role or an **Administrator** role.

For users that have received a message that "Your account is no longer active. Please contact TPA Operations." or

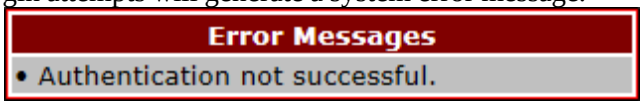
1. Access the ***TPAdministrator.com*** website and select the link for the CGDP Portal.



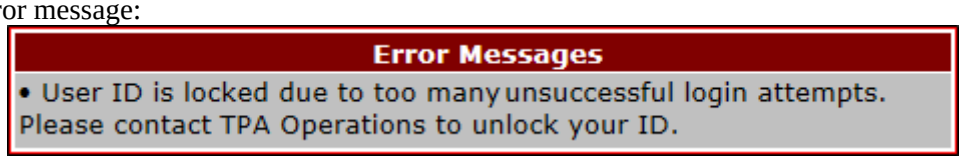
2. Authorized users of the Portal will enter the Corporate ID in the User ID field and their password into the Password field in the **Login form** and select the *Login* button.



Note: Unsuccessful login attempts will generate a system error message.



After three (3) unsuccessful login attempts, the User ID is locked, and the user is presented with a system error message:

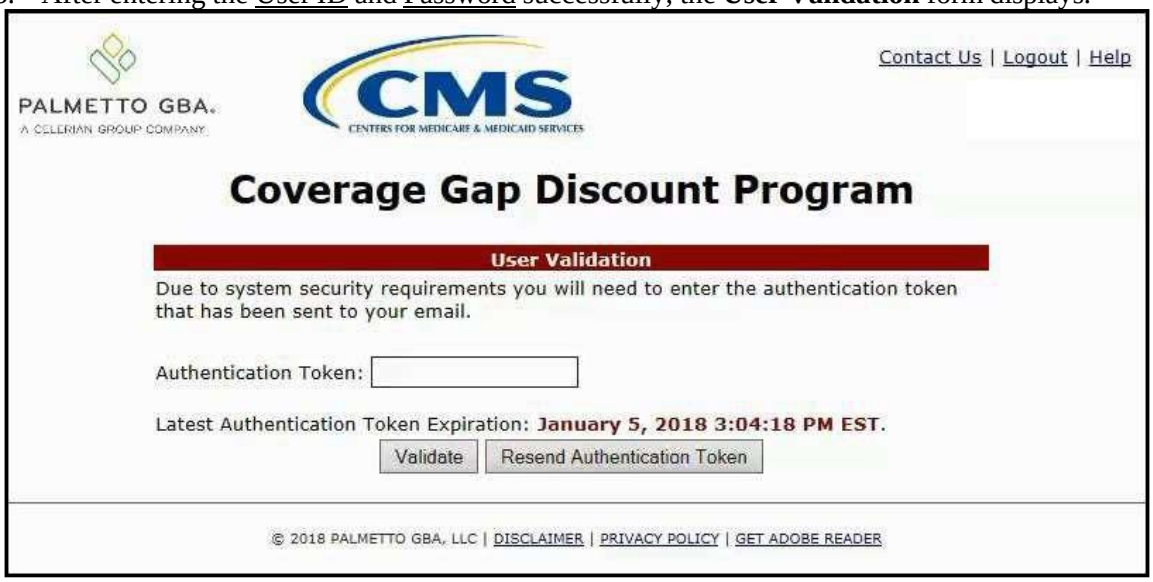


Note: If this message appears, contact TPA Operations to have your account reset. The TPA Operations contact information is located under the *Contact Us* link.

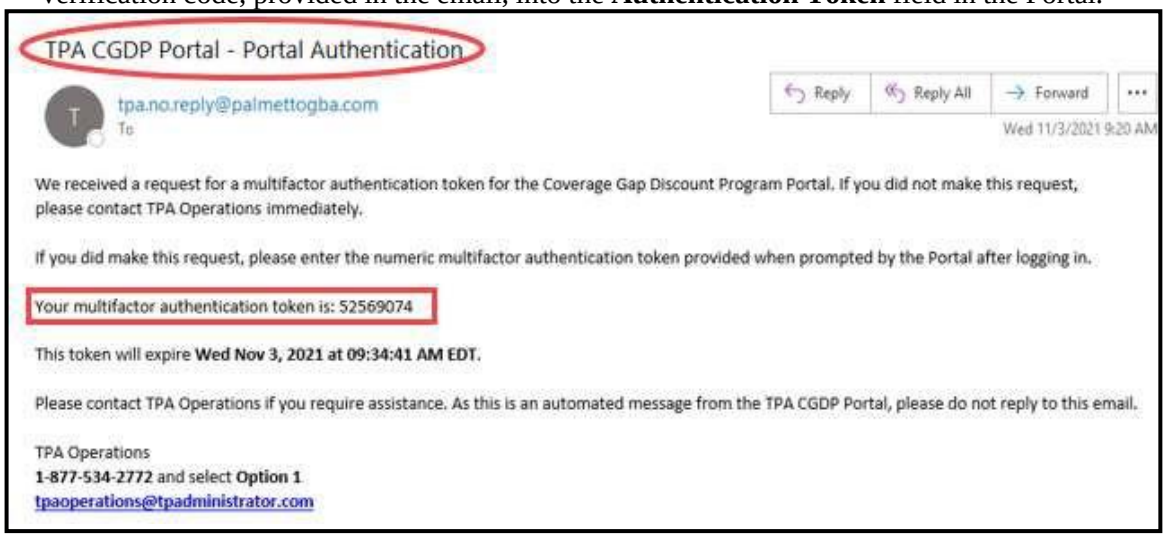
After 30 days of inactivity, the following error message appears to the authorized user attempting to access the Portal:

Note: The TPA Operations can also disable access to the Portal on a case-by-case basis. If this message appears, contact TPA Operations to have your account reset. The TPA Operations contact information is located under the *Contact Us* link.

3. After entering the User ID and Password successfully, the **User Validation** form displays.

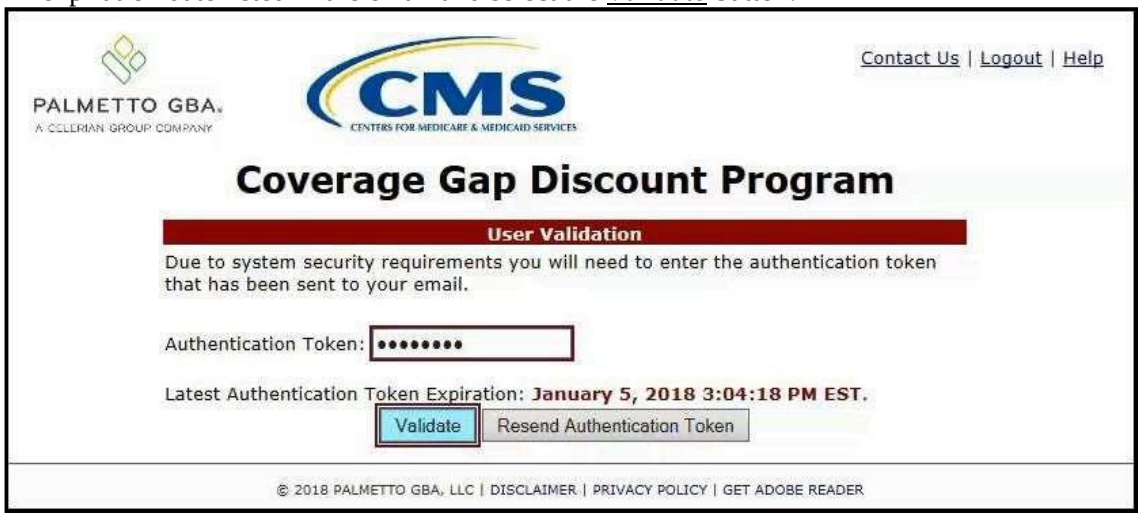


4. The authorized user will receive an email from tpa.no.reply@palmettogba.com titled "*TPA CGDP Portal – Portal Authentication"*. The authorized user will be required to enter the verification code, provided in the email, into the **Authentication Token** field in the Portal.



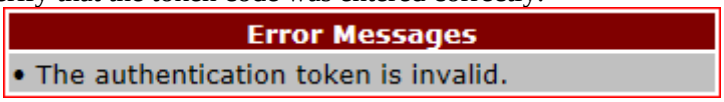
Note: The authentication token is submitted via the authorized user's validated email and is only valid for ***fifteen (15) minutes*** from generation. The expiration date and time of the token is provided in the email. Users can copy and paste the authentication token or enter the token into the **Authentication Token** field.

5. Enter the supplied authentication token into the **Authentication Token** field prior to the expiration date listed in the email and select the *Validate* button.



Note: This page displays the expiration date of the latest **Authentication Token** sent to the user's verified email. Authentication tokens are only valid for ***fifteen (15) minutes***. The expiration date and time is provided in the *Latest Authentication Token Expiration* field.

6. If a user receives the following message, first verify that the authentication token is not expired then verify that the token code was entered correctly.

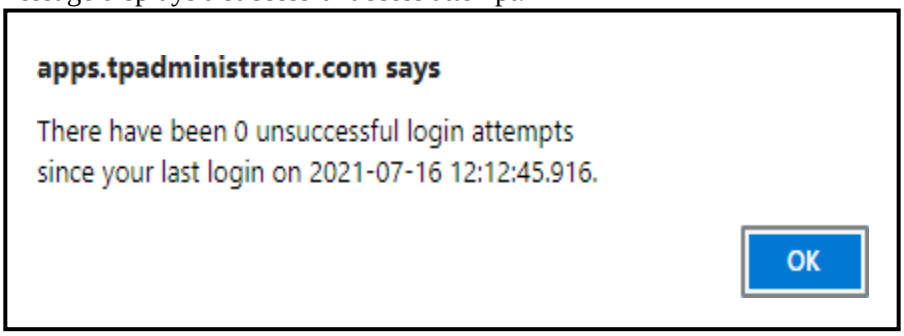


If this message continues to display after reviewing the date/time and entry of the token provided, the user should select the **Resend Authentication Token** button *after* the expiration date and time displayed on the **User Validation** screen has passed, in order to receive a new token via email.

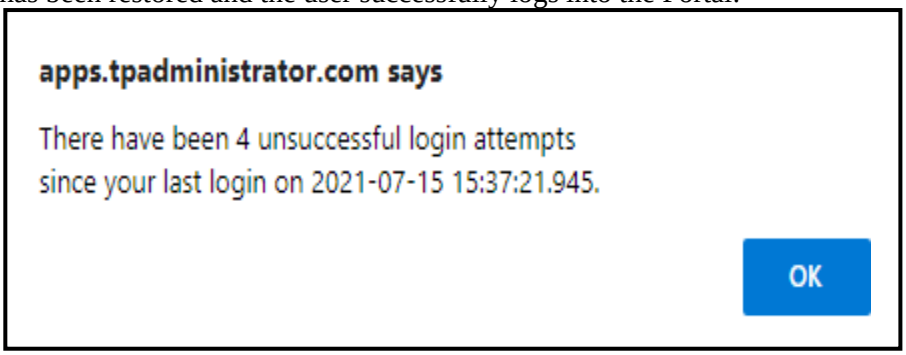
Note: If this error message will not stop appearing after requesting new authentication tokens, contact TPA Operations. The TPA Operations contact information is located under the *Contact Us* link.

7. Once a user successfully enters their password and the required authentication token, a system message will display detailing the number of unsuccessful login attempts since the last correct login.

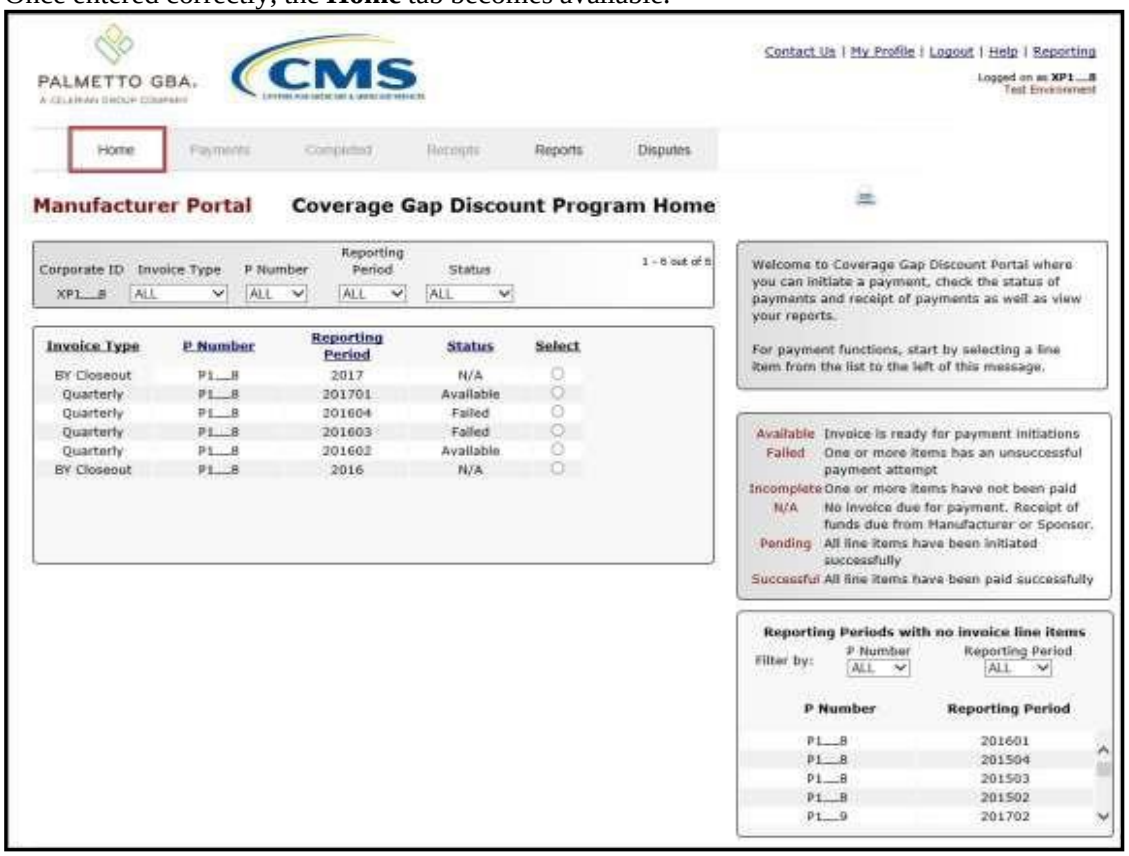
This system message displays a successful access attempt:



8. However, if a user is not successful in accessing the Portal and their account becomes locked, the system message will display the number of unsuccessful logins attempted after the user access has been restored and the user successfully logs into the Portal:



9. Once entered correctly, the **Home** tab becomes available.



10. To exit out of the Portal application properly, a user must select the ***Logout*** link to close active sessions of the Portal.

If a user does not select the ***Logout*** link to close active sessions of the Portal, they may receive the following message when attempting to log back in.

Note: If this message appears, a user must select the Logout link to log out of the Portal window and wait for a ***minimum of 30 minutes*** before attempting to log back into the Portal. For continuing issues with gaining access to the Portal, please use the information listed in the ***Contact Us*** link to contact TPA Operations.

You have successfully completed the daily login and logout process.

Account Maintenance Instructions

Account maintenance provides Portal users with the ability to update information via the *My Profile* link in the upper right hand corner of the Portal after completing login.

Users can update the information listed below:

- Change Password
- Update PIN
- My Organization
- Request Payee Account Modification
- Request Payer Account Modification

The ability to update these items is dependent on being able to access the Portal. If a user is unable to access the Portal to update any of these categories, the *Contact Us* link on the ***TPAdministrator.com*** website is available for users to contact TPA Operations for assistance.

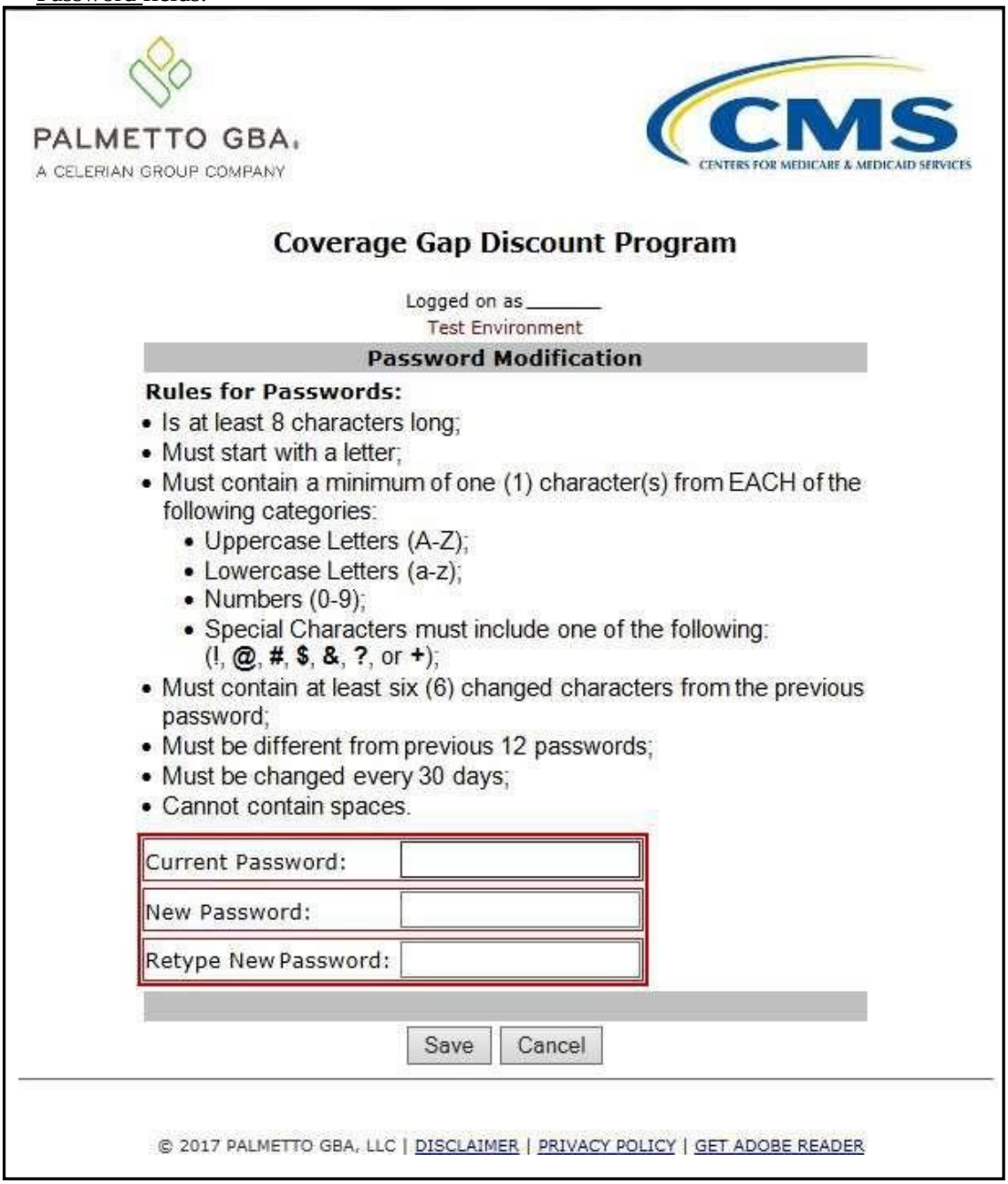
Change Password – Pre-Password Expiration Instruction

This instruction guides authorized users who are able to successfully log into the CGDP Portal and want to perform a password change ***before*** their current password expires 30 days after setup.

1. After successfully logging into the CGDP Portal, access the ***My Profile*** link and select the Change Password link to change a user's login password.

Note: The system requirement is to update passwords every 30-day interval. However, the Portal will not send notifications or reminders to update a password.

2. The **Password Modification form** allows an authorized user to enter their current password, then enter their new password in both the designated New Password and Retype New Password fields.



Note: Both the **Payment Initiator** role and the **Administrator** role have access to this functionality.

3. New passwords must conform to the specific formats provided in the Rules for Passwords section.

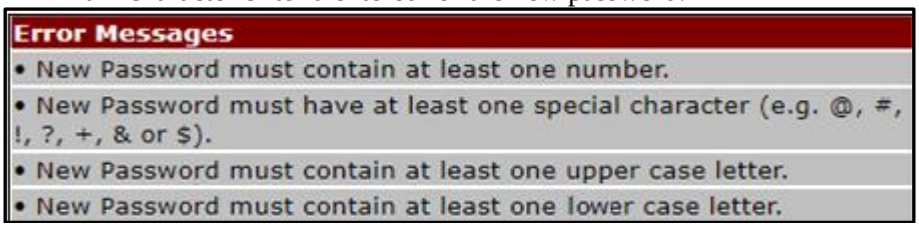
Rules for Passwords:

- Is at least eight (8) characters long;
- Must start with a letter;
- Must contain a minimum of one (1) character from EACH of the following categories:
  - Uppercase Letters (A-Z);
  - Lowercase Letters (a-z);
  - Numbers (0-9);
  - Special Characters must include one of the following: (**!**, **@**, **#**, **$**, **&**, **?**, or **+**);
- Must contain at least six (6) changed characters from the previous password;
- Must be different from previous 12 passwords;
- Must be changed every 30 days;
- Cannot contain spaces.

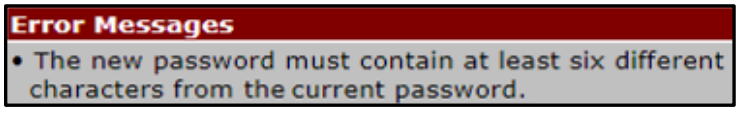
Note: Use characters to form a phrase to create a unique password, for example the phrase "**To be, or not to be**" can be transformed into "**ToB#0t2b**".

When entering a new password and retyping a new password into the form, users may have issues with creating unique passwords that do not conform to the rules or create passwords that match with a compromised password located in our password library.

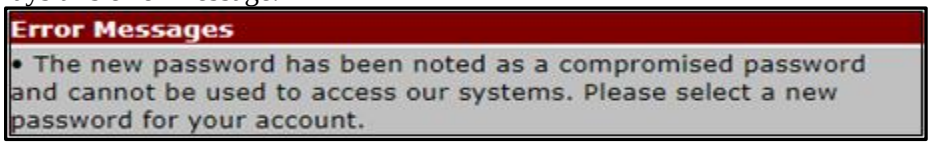
When new passwords do not conform to the minimum character categories rules for passwords, the system displays an error message.
The following are system generated error messages that may display when passwords do not meet the minimum character criteria entered for the new password.



When new passwords are too similar to a temporary or current password, like the password *P@lmetto1*, the updated password of *L@mpPost1*, the **@**, **m**, **P**, **o**, **t**, and **1** (one) are the same for both passwords These passwords do not conform to the rules in the form, so the system displays this error message to users.



When passwords are entered that match compromised passwords located in our password library, the system displays this error message.



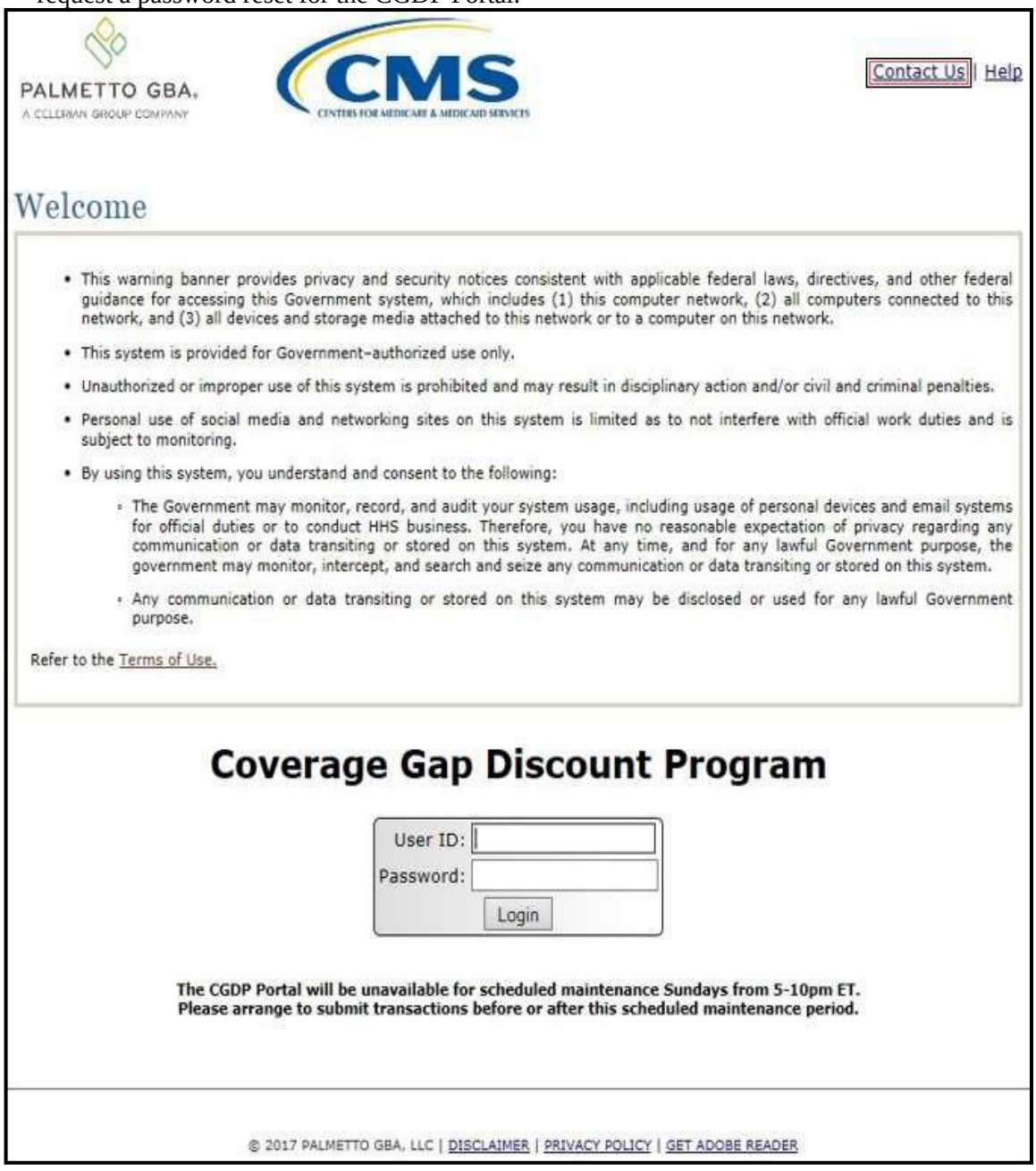
4. Once the password has been updated, select the *Save* button.

You have now successfully completed changing your password in the Portal.

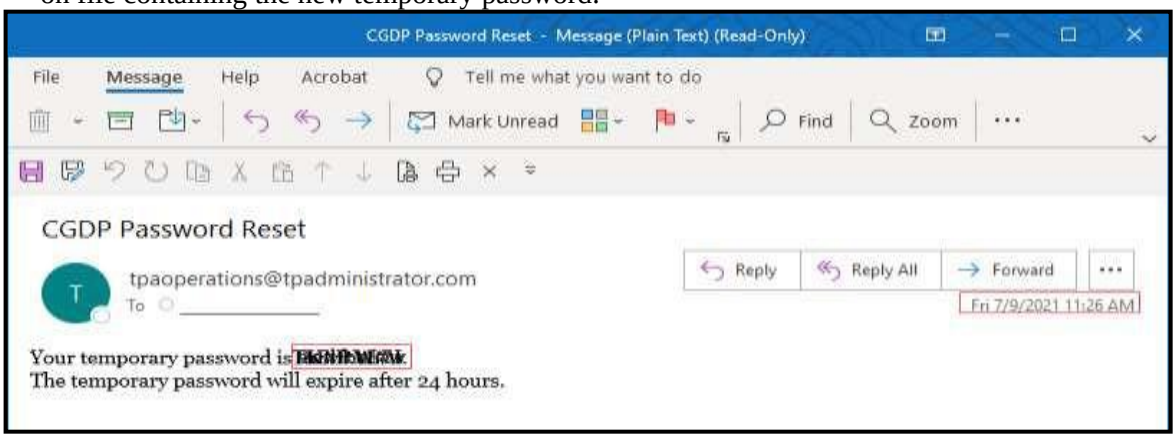
Change Password – Password Expired or User Locked Out Instructions

This instruction guides authorized users who are unable to successfully log into the CGDP Portal and need assistance with resetting their password. A user will need to contact TPA Operations to request a password reset and receive a temporary password via email.

1. Select the *Contact Us* link to access the phone and email information for TPA Operations to request a password reset for the CGDP Portal.



2. After requesting a password reset, an email will be sent to the authorized user's email address on file containing the new temporary password.

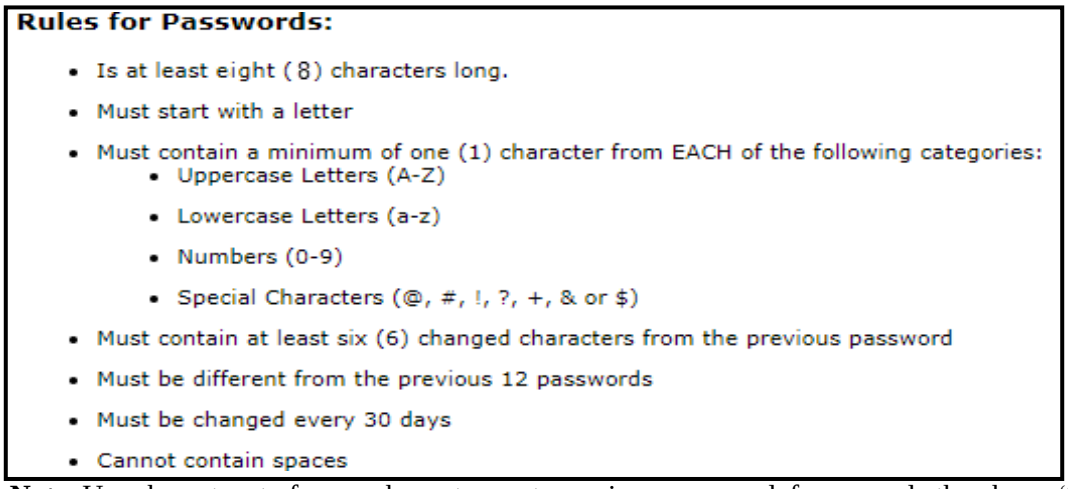


Note: The temporary password received via email will expire **24 hours** after the time the email is provided. Once the temporary password has been updated to a new password, the system requirement for password update is every 30-day interval. However, the Portal will not send notifications or reminders to update a password.

3. The **Password Modification form** allows an authorized user to enter their temporary password, then enter their new password in both the designated New Password and Retype New Password fields.

Note: Both the **Payment Initiator** role and the **Administrator** role have access to this functionality.

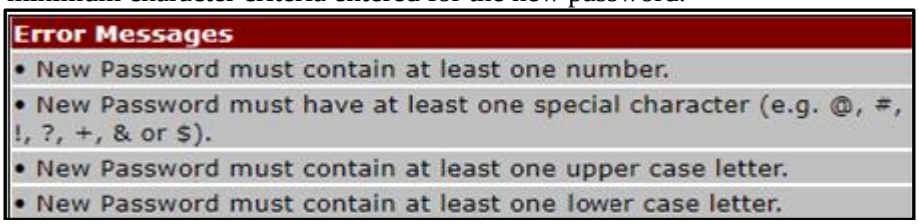
4. New passwords must conform to the specific formats provided in the Rules for Passwords section.



Note: Use characters to form a phrase to create a unique password, for example the phrase "**To be, or not to be**" can be transformed into "**ToB#0t2b**".

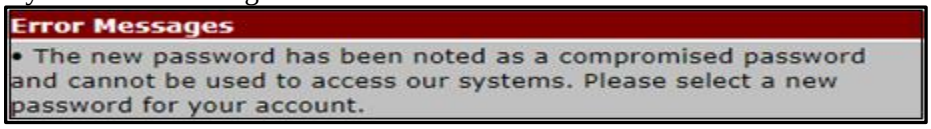
When entering a new password and retyping a new password into the form, users may have issues with creating unique passwords that do not conform to the rules or create passwords that match with a compromised password located in our password library.

When new passwords do not conform to the minimum character categories rules for passwords, the system displays an error message.
The following are system generated error messages that may display when passwords do not meet the minimum character criteria entered for the new password.



When new passwords are too similar to a temporary or current password, like the password *P@lmetto1*, the updated password of *L@mpPost1*, the **@**, **m**, **P**, **o**, **t**, and **1** (one) are the same for both passwords These passwords do not conform to the rules in the form, so the system displays this error message to users.

When passwords are entered that match compromised passwords located in our password library, the system displays this error message.



5. Once the password has been updated, select the *Save* button.

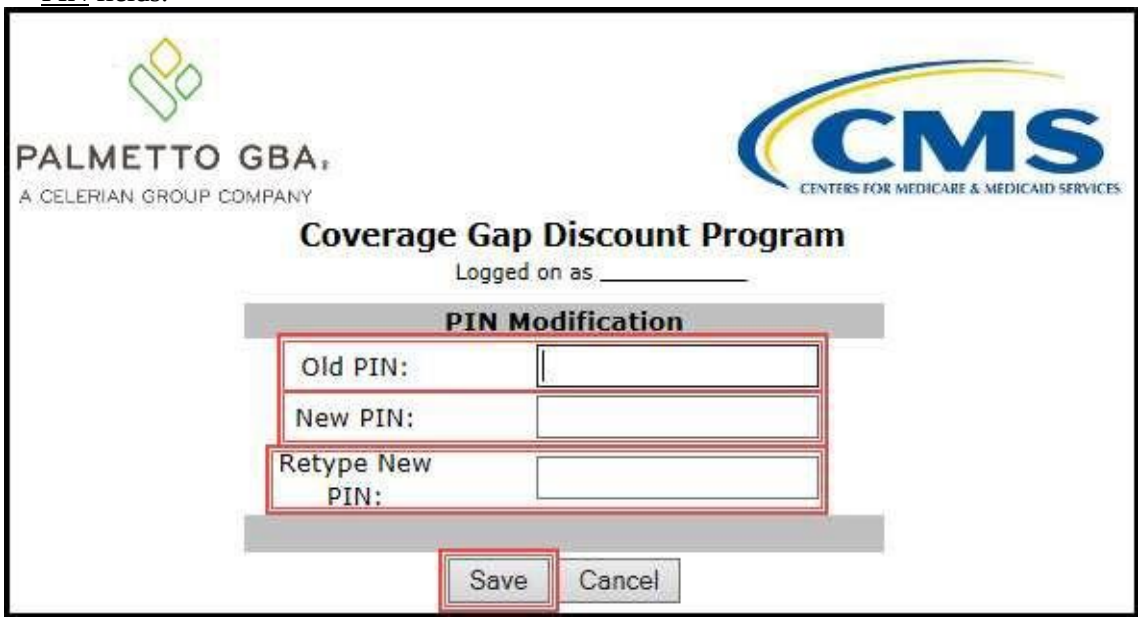
You have now successfully completed resetting and updating your password in the Portal.

Update PIN Instruction

1. To change the Payment Initiation PIN, select the ***Update PIN*** link.

Note: Only authorized **Payment Initiator** role users will be able to update a PIN.

2. The **PIN Modification form** becomes available for an authorized user to enter the current PIN in the Old PIN field and then enter the new PIN in both the New PIN and Retype New PIN fields.



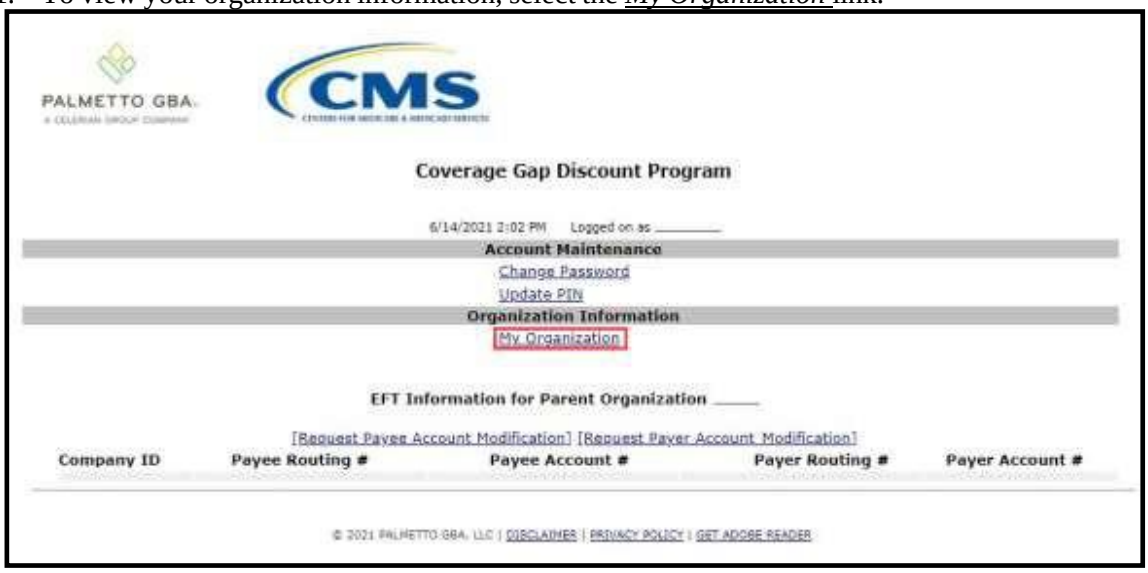
Note: The New PIN format must be a four (4)-digit numeric only code.

3. Once the PIN has been updated, select the ***Save*** button.

You have successfully updated your payment initiation PIN in the Portal.

View My Organization Instruction

1. To view your organization information, select the *My Organization* link.



2. The My Organization link opens for an authorized user to review the *Parent Organization Information*, *Associated Users*, and *Associated Companies* regions.

3. The regions displayed on the ***My Organization*** screen are provided with detail for each below.

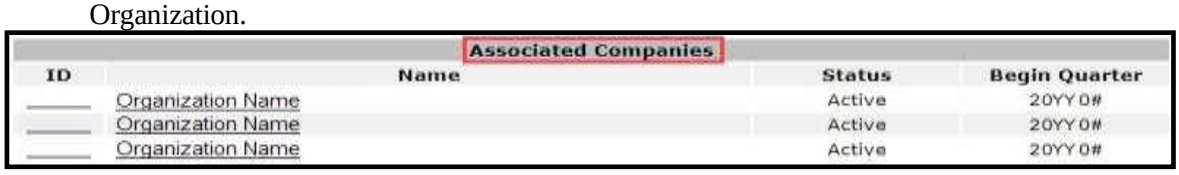
A. Parent Organization: Displays the type and name of the parent organization.

- Type: Type should be listed as Manufacturer.
- Name: Displays the organization's name.

B. Associated Users: Lists the information and type of role assigned to authorized Portal users.

- Name: Displays the first and last name of the authorized user and the Portal User ID and role assigned.
- Title: Displays the company title associated with the name provided in the Name field.
- Phone: Displays the contact phone number and extension associated with the name provided in the Name field.
- Email: Displays the contact email address associated with the name provided in the Name field.

C. Associated Companies: Lists the companies that have been linked/associated to the Parent Organization.



- ID: Displays the P Number of companies with the parent organization.
- Name: Displays the name of the associated organization.
- Status: Displays the status of the companies associated with the Parent Organization.

Note: Associated companies will appear on the **Home** tab of the CGDP Portal and will allow an authorized user to review invoice information or initiate payments, based on the roles assigned.

4. Once the information has been reviewed, select the *Return to My Profile* link.

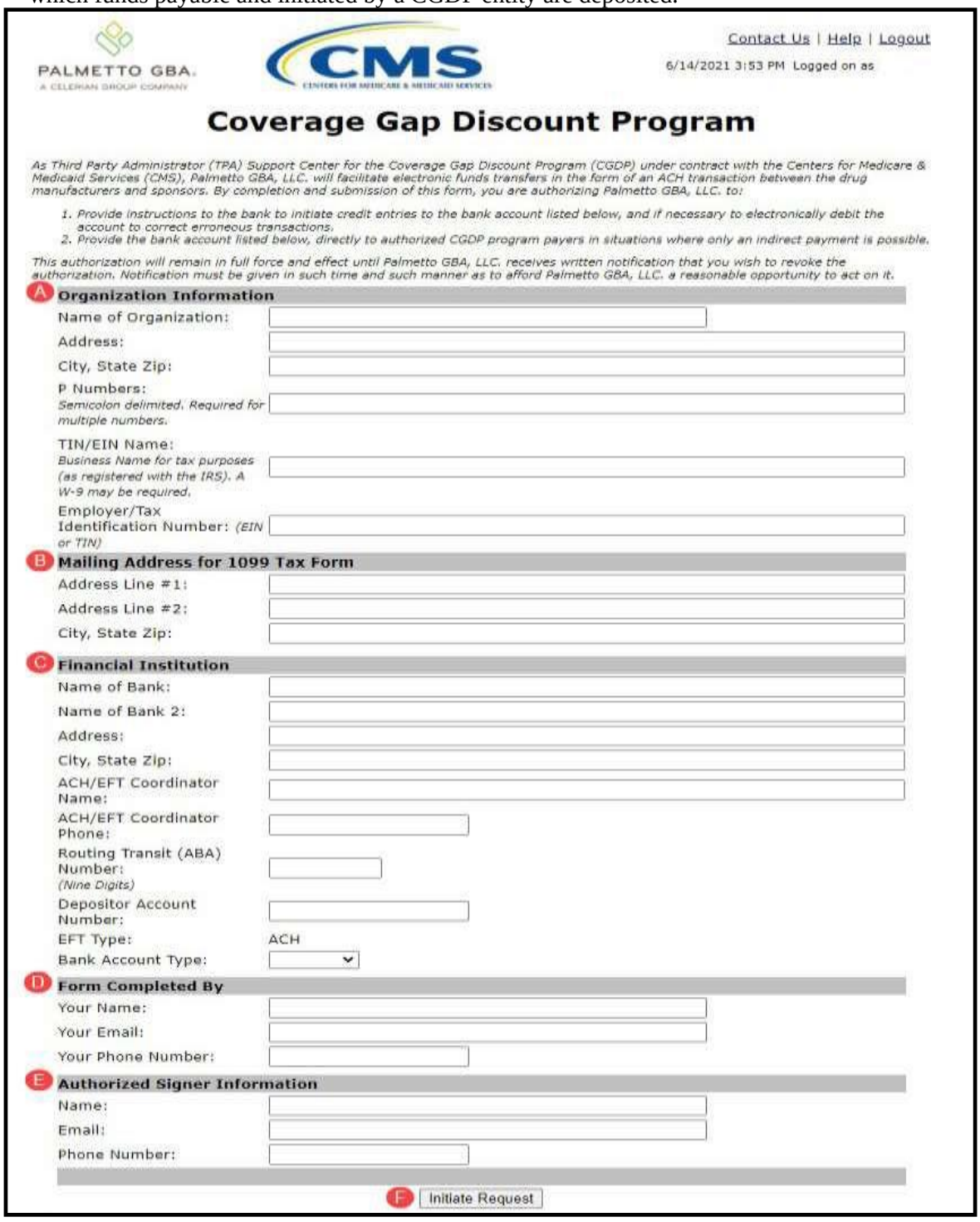
Note: If information is incorrect, contact the TPA by selecting the *Contact Us* link in the upper right corner of the Portal screen.

You have successfully reviewed your organization information in the Portal.

Request Payee Account Modification – Manufacturer Instruction

1. To request an update to the Payee Account, select the ***Request Payee Account Modification*** link.

2. The **Payee Account Modification form** becomes available for an authorized user to complete the fields provided on the form. This form is utilized to update the depository account in which funds payable and initiated by a CGDP entity are deposited.



PALMETTO GBA
A CELERIAN GROUP COMPANY

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Contact Us | Help | Logout

6/14/2021 3:53 PM Logged on as

Coverage Gap Discount Program

As Third Party Administrator (TPA) Support Center for the Coverage Gap Discount Program (CGDP) under contract with the Centers for Medicare & Medicaid Services (CMS), Palmetto GBA, LLC. will facilitate electronic funds transfers in the form of an ACH transaction between the drug manufacturers and sponsors. By completion and submission of this form, you are authorizing Palmetto GBA, LLC. to:

1. *Provide instructions to the bank to initiate credit entries to the bank account listed below, and if necessary to electronically debit the account to correct erroneous transactions.*
2. *Provide the bank account listed below, directly to authorized CGDP program payers in situations where only an indirect payment is possible.*

This authorization will remain in full force and effect until Palmetto GBA, LLC. receives written notification that you wish to revoke the authorization. Notification must be given in such time and such manner as to afford Palmetto GBA, LLC. a reasonable opportunity to act on it.

A Organization Information

Name of Organization:
Address:
City, State Zip:
P Numbers:
Semicolon delimited. Required for multiple numbers.
TIN/EIN Name:
Business Name for tax purposes (as registered with the IRS). A W-9 may be required.
Employer/Tax Identification Number: *(EIN or TIN)*

B Mailing Address for 1099 Tax Form

Address Line #1:
Address Line #2:
City, State Zip:

C Financial Institution

Name of Bank:
Name of Bank 2:
Address:
City, State Zip:
ACH/EFT Coordinator Name:
ACH/EFT Coordinator Phone:
Routing Transit (ABA) Number:
(Nine Digits)
Depositor Account Number:
EFT Type: ACH
Bank Account Type:

D Form Completed By

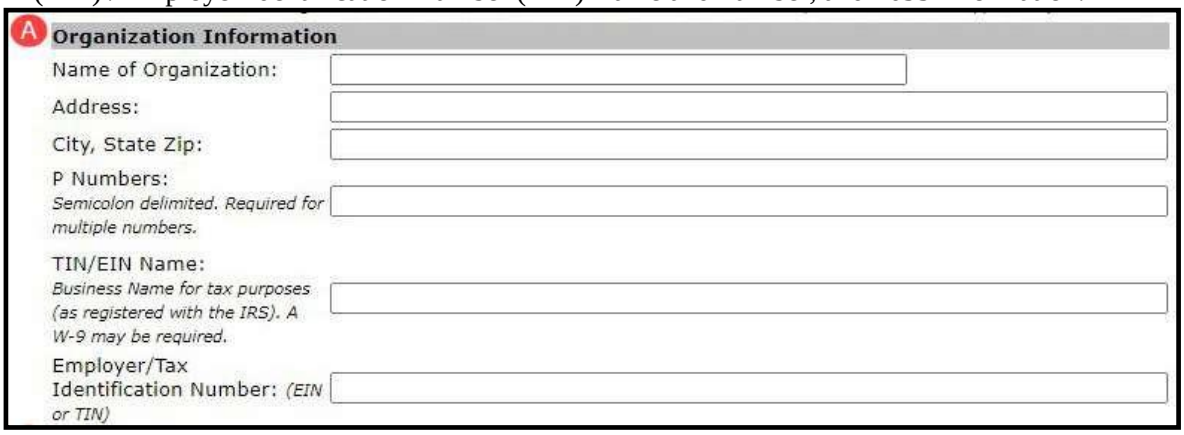
Your Name:
Your Email:
Your Phone Number:

E Authorized Signer Information

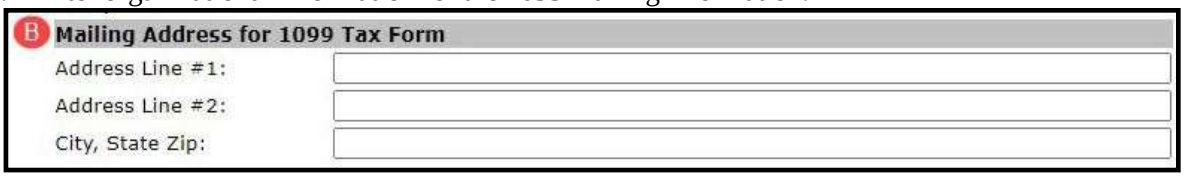
Name:
Email:
Phone Number:

F Initiate Request

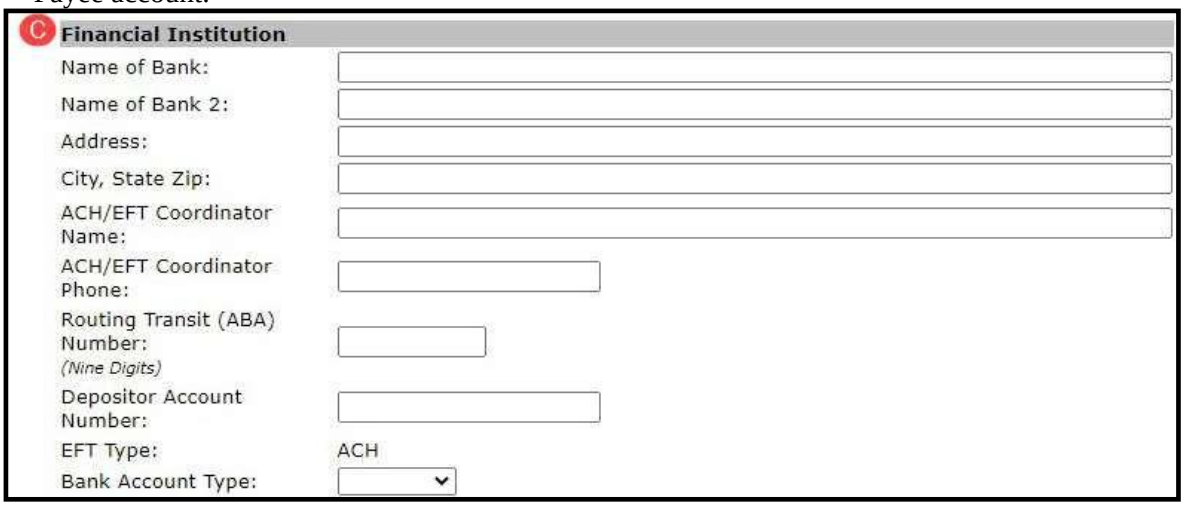
3. Enter organizational information for the name, address, P numbers, Tax Identification Number (TIN) / Employer Identification Number (EIN) Name and number, and 1099 information.



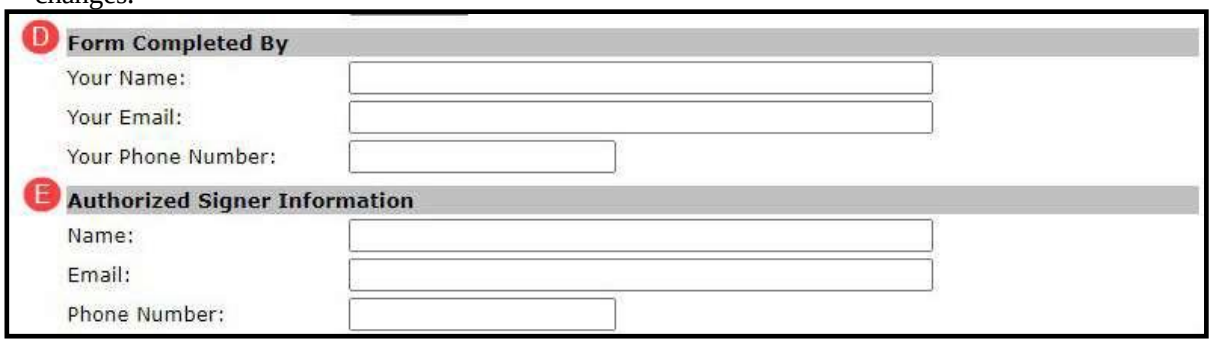
4. Enter organizational information for the 1099 mailing information.



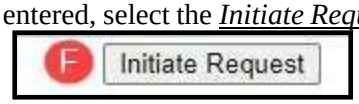
5. Enter financial institution information of the bank where the bank account to be used as the Payee account.



6. Enter information for the associate completing the Payee Bank Account Modification form and information for the organization's associate that is authorized to sign for bank account changes.



7. Once the information has been entered, select the *Initiate Request* button.

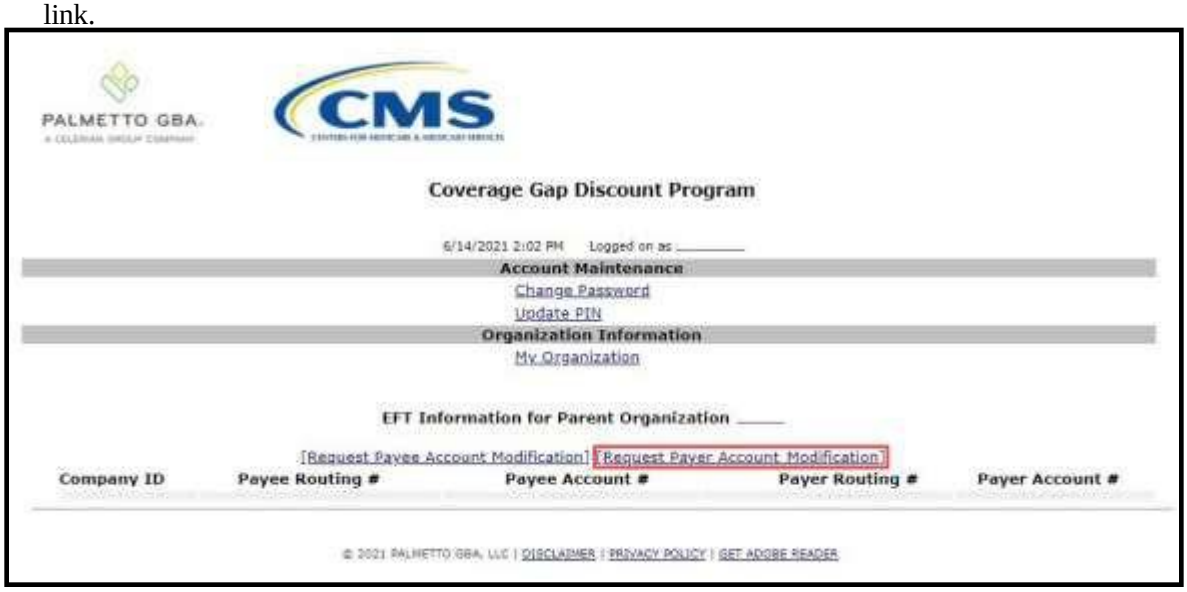


8. By submitting an updated Payee Account Modification form, the information included in this form will be processed by a TPA Customer Service Representative (CSR) assigned to process bank account information, including data verification, signature processing, and CGDP Portal updates.

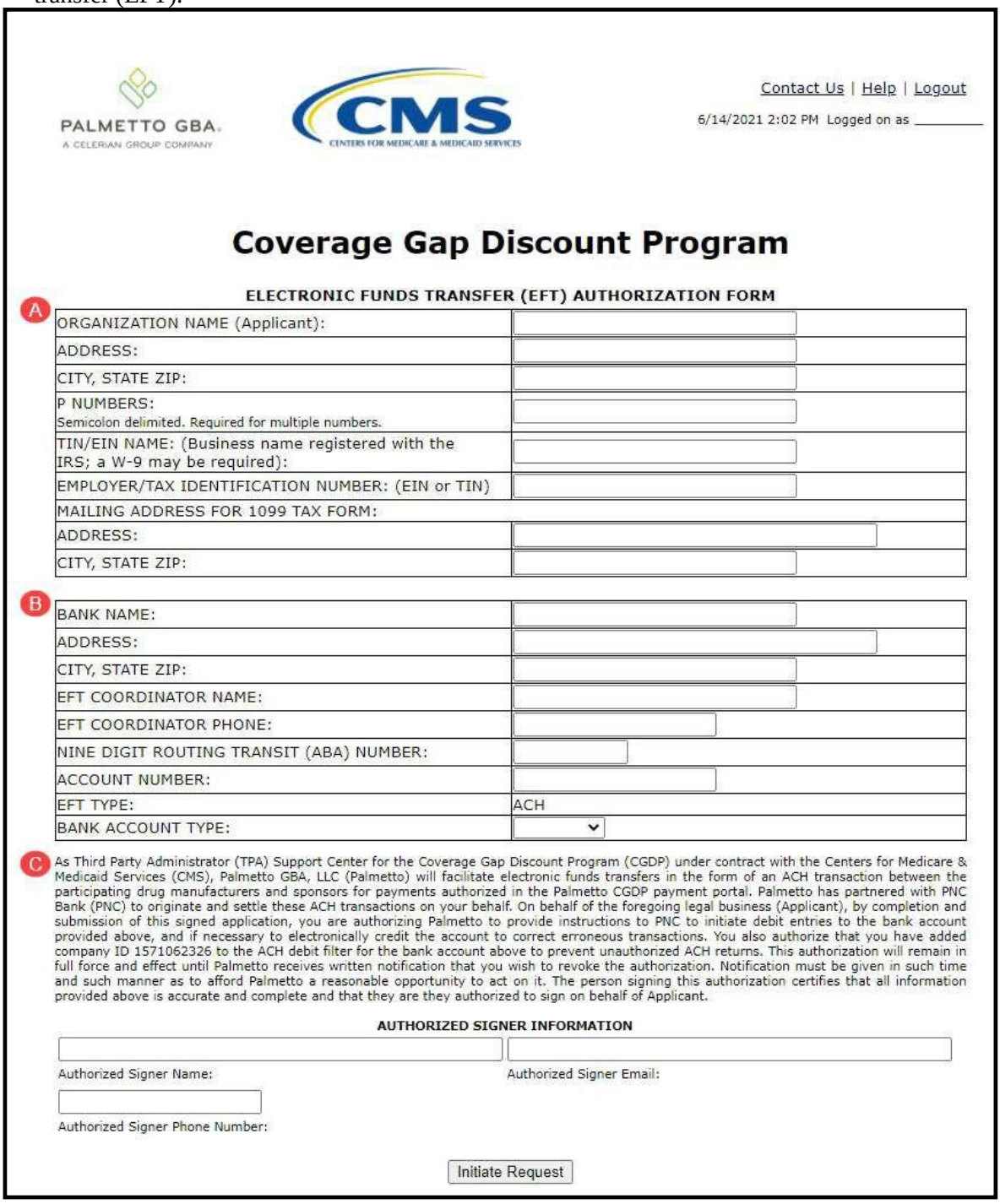
You have now learned how to submit a payee account modification request in the Portal.

Request Payer Account Modification – Manufacturer Instruction

1. To request an update to the Payer Account, select the ***Request Payer Account Modification*** link.



2. The **Payer Account Modification form** becomes available for an authorized user to complete the fields provided on the form. This form is utilized to update the bank account in which funds payable and initiated by a CGDP entity are drafted from as an electronic funds transfer (EFT).



PALMETTO GBA
A CELERIAN GROUP COMPANY

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Contact Us | Help | Logout

6/14/2021 2:02 PM Logged on as _____

Coverage Gap Discount Program

ELECTRONIC FUNDS TRANSFER (EFT) AUTHORIZATION FORM

A

ORGANIZATION NAME (Applicant):	
ADDRESS:	
CITY, STATE ZIP:	
P NUMBERS: Semicolon delimited. Required for multiple numbers.	
TIN/EIN NAME: (Business name registered with the IRS; a W-9 may be required):	
EMPLOYER/TAX IDENTIFICATION NUMBER: (EIN or TIN)	
MAILING ADDRESS FOR 1099 TAX FORM:	
ADDRESS:	
CITY, STATE ZIP:	

B

BANK NAME:	
ADDRESS:	
CITY, STATE ZIP:	
EFT COORDINATOR NAME:	
EFT COORDINATOR PHONE:	
NINE DIGIT ROUTING TRANSIT (ABA) NUMBER:	
ACCOUNT NUMBER:	
EFT TYPE:	ACH
BANK ACCOUNT TYPE:	

C

As Third Party Administrator (TPA) Support Center for the Coverage Gap Discount Program (CGDP) under contract with the Centers for Medicare & Medicaid Services (CMS), Palmetto GBA, LLC (Palmetto) will facilitate electronic funds transfers in the form of an ACH transaction between the participating drug manufacturers and sponsors for payments authorized in the Palmetto CGDP payment portal. Palmetto has partnered with PNC Bank (PNC) to originate and settle these ACH transactions on your behalf. On behalf of the foregoing legal business (Applicant), by completion and submission of this signed application, you are authorizing Palmetto to provide instructions to PNC to initiate debit entries to the bank account provided above, and if necessary to electronically credit the account to correct erroneous transactions. You also authorize that you have added company ID 1571062326 to the ACH debit filter for the bank account above to prevent unauthorized ACH returns. This authorization will remain in full force and effect until Palmetto receives written notification that you wish to revoke the authorization. Notification must be given in such time and such manner as to afford Palmetto a reasonable opportunity to act on it. The person signing this authorization certifies that all information provided above is accurate and complete and that they are they authorized to sign on behalf of Applicant.

AUTHORIZED SIGNER INFORMATION

Authorized Signer Name:

Authorized Signer Email:

Authorized Signer Phone Number:

Initiate Request

3. Enter organizational information for the name, address, P numbers, Tax Identification Number (TIN) / Employer Identification Number (EIN) Name and number, and 1099 information.

A	
ORGANIZATION NAME (Applicant):	
ADDRESS:	
CITY, STATE ZIP:	
P NUMBERS: Semicolon delimited. Required for multiple numbers.	
TIN/EIN NAME: (Business name registered with the IRS; a W-9 may be required):	
EMPLOYER/TAX IDENTIFICATION NUMBER: (EIN or TIN)	
MAILING ADDRESS FOR 1099 TAX FORM:	
ADDRESS:	
CITY, STATE ZIP:	

4. Enter banking information specific to the EFT debit account for the organization in the Financial Institution region of the form.

B	
BANK NAME:	
ADDRESS:	
CITY, STATE ZIP:	
EFT COORDINATOR NAME:	
EFT COORDINATOR PHONE:	
NINE DIGIT ROUTING TRANSIT (ABA) NUMBER:	
ACCOUNT NUMBER:	
EFT TYPE:	ACH
BANK ACCOUNT TYPE:	

5. Enter information regarding who has signatory authority for the organization.

Note: This information will be utilized by TPA's **Adobe eSign** functionality to send and collect electronic signatures for updated financial data to allow secure, electronic processing of requests.

C

As Third Party Administrator (TPA) Support Center for the Coverage Gap Discount Program (CGDP) under contract with the Centers for Medicare & Medicaid Services (CMS), Palmetto GBA, LLC (Palmetto) will facilitate electronic funds transfers in the form of an ACH transaction between the participating drug manufacturers and sponsors for payments authorized in the Palmetto CGDP payment portal. Palmetto has partnered with PNC Bank (PNC) to originate and settle these ACH transactions on your behalf. On behalf of the foregoing legal business (Applicant), by completion and submission of this signed application, you are authorizing Palmetto to provide instructions to PNC to initiate debit entries to the bank account provided above, and if necessary to electronically credit the account to correct erroneous transactions. You also authorize that you have added company ID 1571062326 to the ACH debit filter for the bank account above to prevent unauthorized ACH returns. This authorization will remain in full force and effect until Palmetto receives written notification that you wish to revoke the authorization. Notification must be given in such time and such manner as to afford Palmetto a reasonable opportunity to act on it. The person signing this authorization certifies that all information provided above is accurate and complete and that they are they authorized to sign on behalf of Applicant.

AUTHORIZED SIGNER INFORMATION

Authorized Signer Name:

Authorized Signer Email:

Authorized Signer Phone Number:

6. Once the information has been entered, select the *Initiate Request* button.

7. By submitting an updated Payee Account Modification form, the information included in this form will be processed by a customer service representative assigned to process bank account information, including data verification, signature processing, CGDP Portal updates.

You have now learned how to submit a payer account modification request in the Portal.

CGDP Portal Functions

CGDP Portal Icons and Links

There are recurring icons and links throughout the Portal that appear throughout the system. These icons and links provide quick access to the following functions:

ICON	Definition
Calendar	Icon provides an expanded calendar that allows users to select future months and dates.
Next Page	Icon provides access to move forward to next page in document, if available.
Prior Page	Icon provides access to return to prior page in document, when available.
Print	Icon provides users with displayed information formatted in a Microsoft Excel file.

Links display in the upper right hand corner of most Portal pages:

Link	Definition
Contact Us	Link provides contact information for the TPA Operations team.
Help	Link provides access to the New Direct Payment Process Information section of the TPA Operations website.
Logout	Link provides one (1)-click access for logging out of the Portal system.
My Profile	Link provides access to authorized users to update password, payment initiation personal identification number (PIN), or bank account information.
Reporting	Link provides access for creation of reports containing specific data criteria or all available data criteria for invoice line items or receipts.

The **Payments** tab screen shot below depicts the relative locations of the Icons and Links in the Portal.

Note: Not all Icons may be visible on all pages in the Portal. For example, the "Next Page" and "Prior Page" icons may not be available if the Manufacturer has less than 99 invoices available for selection in a specific region.

Contact Us link:

Contact Us link content:

The *Contact Us* link provides information to email assistance requests or to call to speak with a TPA CSR.

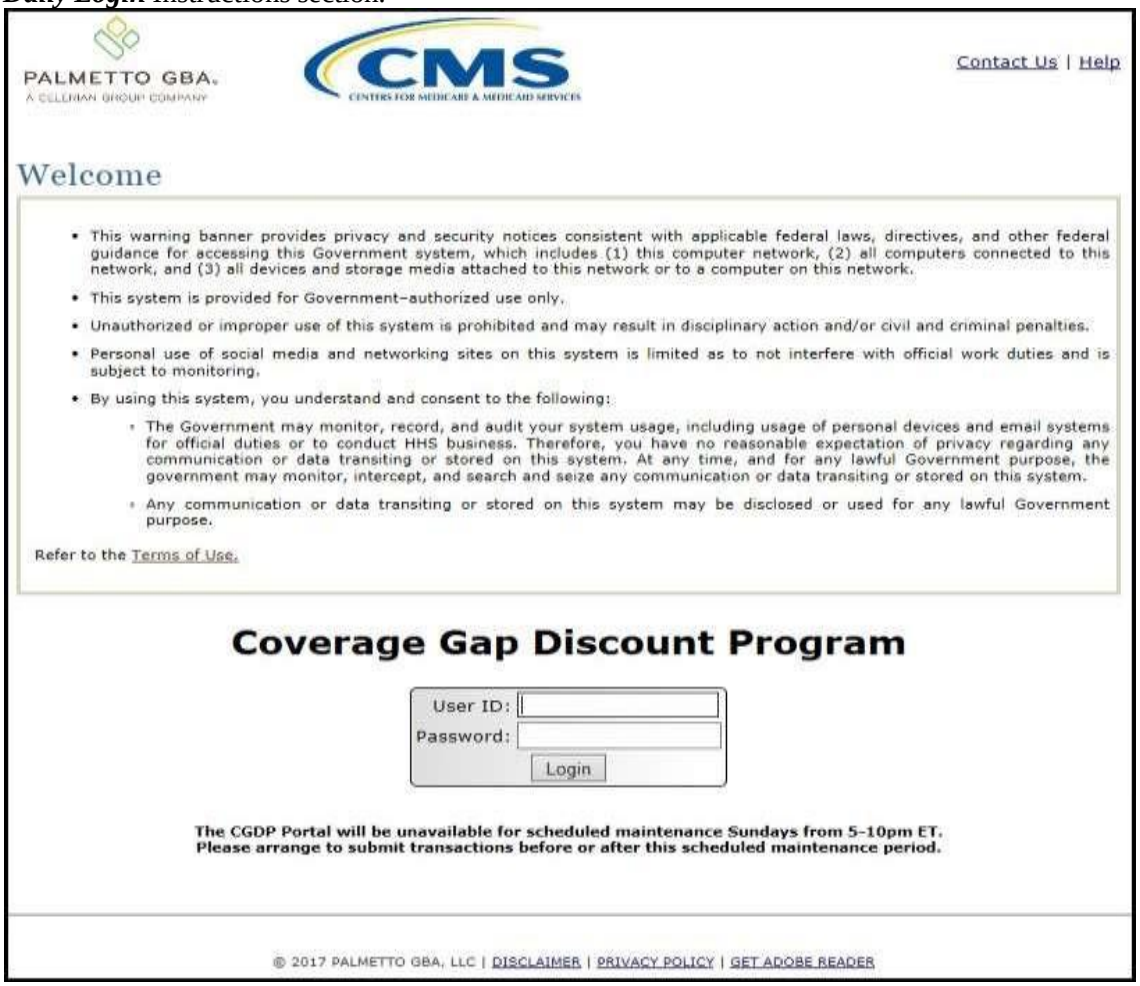
Help link:

Help link content:
The *Help* link provides quick access to the ***TPAdministrator.com*** website. The website contains information, such as communications provided to Program participants, report formats, frequently asked questions, webinar training topics, and CGDP Portal Users Guides.

Logout link:

Logout link content:
To end sessions in the Portal, select the *Logout* link, which returns the user to the *Login* page. Instructions for daily login into the Portal are provided in the ***Daily Login Instructions*** section.

Daily Login Instructions section.



My Profile link:

My Profile link content:
The *My Profile* link provides an authorized user with the ability to review and update their Portal authorized access information, such as changing passwords, payment initiation PIN, or banking information.

The EFT Information for Parent Organization region provides a listing of the P numbers associated with the Manufacturer parent organization. Current information pertaining to the bank accounts linked with each Company Identification (ID) for Payee Account (depository bank account for Portal paid Invoice receipts) and the Payer Account (draft bank account for Portal initiated Invoice payments) are provided in table format.

The Account Maintenance form also provides links to banking information forms when banking information requires update.

The Request Payee Account Modification link opens the Coverage Gap Discount Program Electronic Funds Transfer (EFT) Online form. This form is used to register new bank account information or modify existing bank account information that displays in the *My Profile* table. The Payee Account(s) are the depository account(s) where Sponsor-paid Invoices are deposited.

Refer to the ***Request Payee Account Modification – Manufacturer Instruction*** for information on accessing and completing the Payee form.

Request Payer Account Modification link opens the Coverage Gap Discount Program ACH Payment Information Change Request Form. This form is used to modify only the existing bank account information that displays in the *My Profile* table in the Portal. The Payer Account(s) are the account(s) where Invoices due for payment to Sponsors are debited.

Refer to the ***Request Payer Account Modification – Manufacturer Instruction*** for information on accessing and completing the Payee form.

Reporting link:

Reporting link content:
The **Reporting link** allows a user to generate reports for specific data criteria or all available data criteria for invoice line items or receipts.

Detailed instructions for the *Reporting* link functionality can be found in the **CGDP Manufacturer Portal Payments Users Guide** located under ***References*** on the ***TPAdministrator.com*** website.

CGDP Portal – Home Tab

The **Home** tab is the initial page that displays once an authorized user gains access to the Portal. From this page, a user can review their distributed invoices associated with available reporting periods in the Portal. With initial login, the Home, Reports, and Disputes tabs are available. To activate all tabs in the Portal, users can select an applicable reporting period to view by populating the Select radio button.

The **Home** tab contains six (6) regions.

1. **Tabbed region** displays the tab that is currently active and tabs available for selection. The tabbed region is available in all functionality of the system and provides a user with the ability to move throughout the system.
2. **Filter region** provides a user with the ability to search data listed by the defaulted Corporate ID.
3. **Welcome Message region** provides a message of activities that are available in the system.
4. **Filter Results region** displays results based on data entered in the **Filter region**. The **Filter Results region** may contain two (2) types of distributed invoices, Quarterly and Benefit Year (BY) Closeout invoices.
5. **Status Definitions region** provides definitions of the statuses displayed in the **Filter Results region**.
6. **No Invoice Activity region** displays all reporting periods that did not receive distributed invoices for assigned P numbers. This region provides notification to Manufacturers of periods where there was no coverage gap invoice activity available for the specified reporting period.

The upcoming pages will describe each region and its associated functions in detail.

Tabbed Region – Home

The **Tabbed region** allows a user to select different activities to perform while accessing the Portal. After logging into the Portal, the active tab displayed is the **Home** tab. The **Tabbed region** displays with the available tabs:

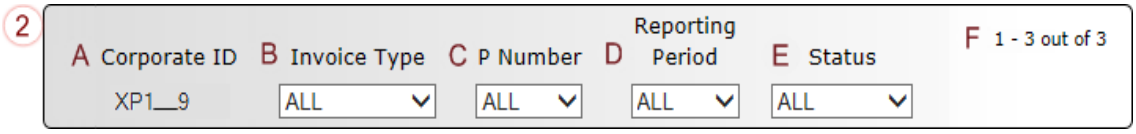
- Home
- Reports
- Disputes

Selecting a distribution invoice line for review in the **Filter Results region** on the **Home** tab will activate these tabs in the **Tabbed region**:

- Payments
- Completed
- Receipts

Filter Region – Home

The **Filter region** on the **Home** tab contains six (6) fields to assist a user with narrowing distributed invoice criteria.



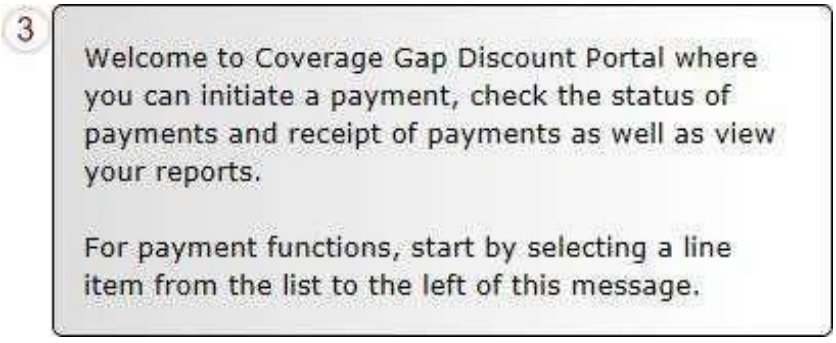
A. Corporate ID column defaults to the Corporate ID utilized to access the system.
B. Invoice Type field allows a user to select the type of invoice to view from the drop down menu. Invoice types can be one (1) of the following selections:
   - BY Closeout
   - Quarterly
C. P Number field allows a user to select a P number from the drop down list that is associated with the Corporate ID.

Note: Manufacturers may have multiple P numbers associated with the Corporate ID. To view all P numbers for the Corporate ID, users can select '**ALL**' from the drop down list.

D. Reporting Period field allows a user to select reporting periods for distributed invoices, by calendar year and quarter, in YYYYQQ format for quarterly data and by calendar year, in YYYY format for BY Closeout data. To view all distributed invoices, users can select 'ALL' from the drop down list.
E. Status field allows a user to select a specific status assigned to distributed invoices or allows a user to select 'ALL' to view all statuses assigned. Statuses can be one (1) of six (6) selections:
   - Available, Failed, Incomplete, Pending, N/A, and Successful
F. Item Count column displays the number of invoice line items displayed on the current page of the total number of invoices included for the reporting period.

Welcome Message Region

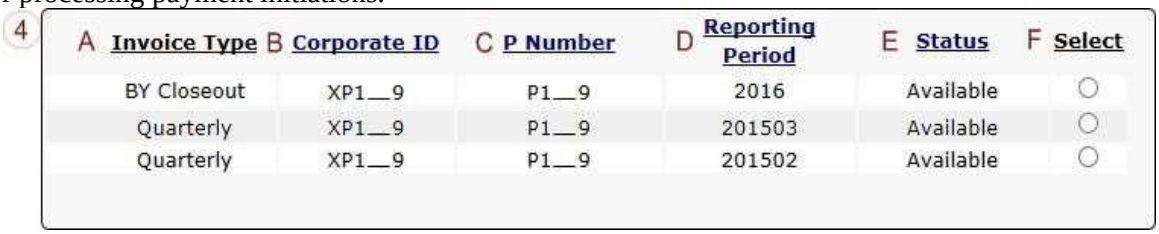
The **Welcome Message region** on the **Home** tab provides a quick overview of some of the tasks that are available in the system as well as providing instruction for beginning the payment functionality process.



Filter Results Region – Home

The **Filter Results region** on the **Home** tab displays information requested in the **Filter region – Home** based on the data requested in the Invoice Type, P Number, Reporting Period, or Status fields.

The **Filter Results region** contains six (6) columns that assist a user in reviewing distributed invoices for processing payment initiations.



A. Invoice Type column displays the types of invoices available, either Quarterly or BY Closeout.
B. Corporate ID column defaults to the Corporate ID utilized to access the system.
C. P Number column displays a specific P number, or all P numbers associated with the Corporate ID, based on the distributed invoice line selected in the **Filter region** on the **Home** tab.
D. Reporting Period column displays BY Closeout invoices by calendar year, in YYYY format and quarterly invoices distributed by calendar year and quarter, in YYYYQQ format. Display can contain specific reporting periods or all distributed reporting periods, based on the selection criteria used in the **Filter region**.
E. Status column displays the status of distributed invoices. This field can display data for one (1) status type or display all statuses, based on the selection criteria entered in the **Filter region**.
F. Select column displays a radio button to allow a user to select an individual distributed invoice for a specific reporting period to access the invoiced line items. This action also activates all tabs in the **Tabbed region**.

The example below displays the populated Select radio button for a specific reporting period.

4

A Invoice Type	B Corporate ID	C P Number	D Reporting Period	E Status	F Select
BY Closeout	XP1__9	P1__9	2016	Available	○
Quarterly	XP1__9	P1__9	201503	Available	◉
Quarterly	XP1__9	P1__9	201502	Available	○

Status Definitions Region

The **Status Definitions region** on the **Home** tab identifies and defines statuses that may display in the **Filter Results region**.

5

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

No Invoice Activity Region

The **No Invoice Activity region** on the **Home** tab provides a listing of P numbers without distributed invoices for specific reporting periods.

The **No Invoice Activity region** contains two (2) fields that assist a user in reviewing reporting periods with no invoice distributions.

6

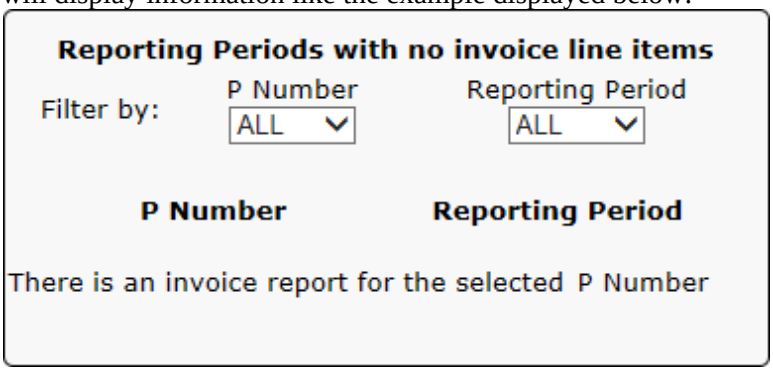
Reporting Periods with no invoice line items

Filter by: A P Number [ALL] B Reporting Period [ALL]

P Number	Reporting Period
P1__9	201601
P1__9	201504

A. P Number field displays a specific P number, or all P numbers associated with the Corporate ID. Users can sort via the drop down menu in the field to view a specific P Number. Field defaults to 'ALL'.
B. Reporting Period field displays reporting periods with no distributed invoices for P Numbers associated with the Corporate ID. Users can sort via the drop down menu in the field to view a specific Reporting Period in the listing. Field defaults to 'ALL'.

If reporting periods are not available to display in the **Filter Results Region**, the **No Invoice Activity region** will display information like the example displayed below:



CGDP Portal – Payments

CGDP Portal Payment Initiator Role and Administrator Role

As introduced in the Login and Initial Security Data Setup Instructions sections, the Portal contains two (2) roles for Manufacturers to gain access: The **Payment Initiator** role and the **Administrator** role.

The primary point of contact is automatically assigned these two (2) roles for Manufacturers; however, the **Payment Initiator** role can be assigned to a separate associate who will have the responsibility of processing payment of invoice line items submitted each quarter.

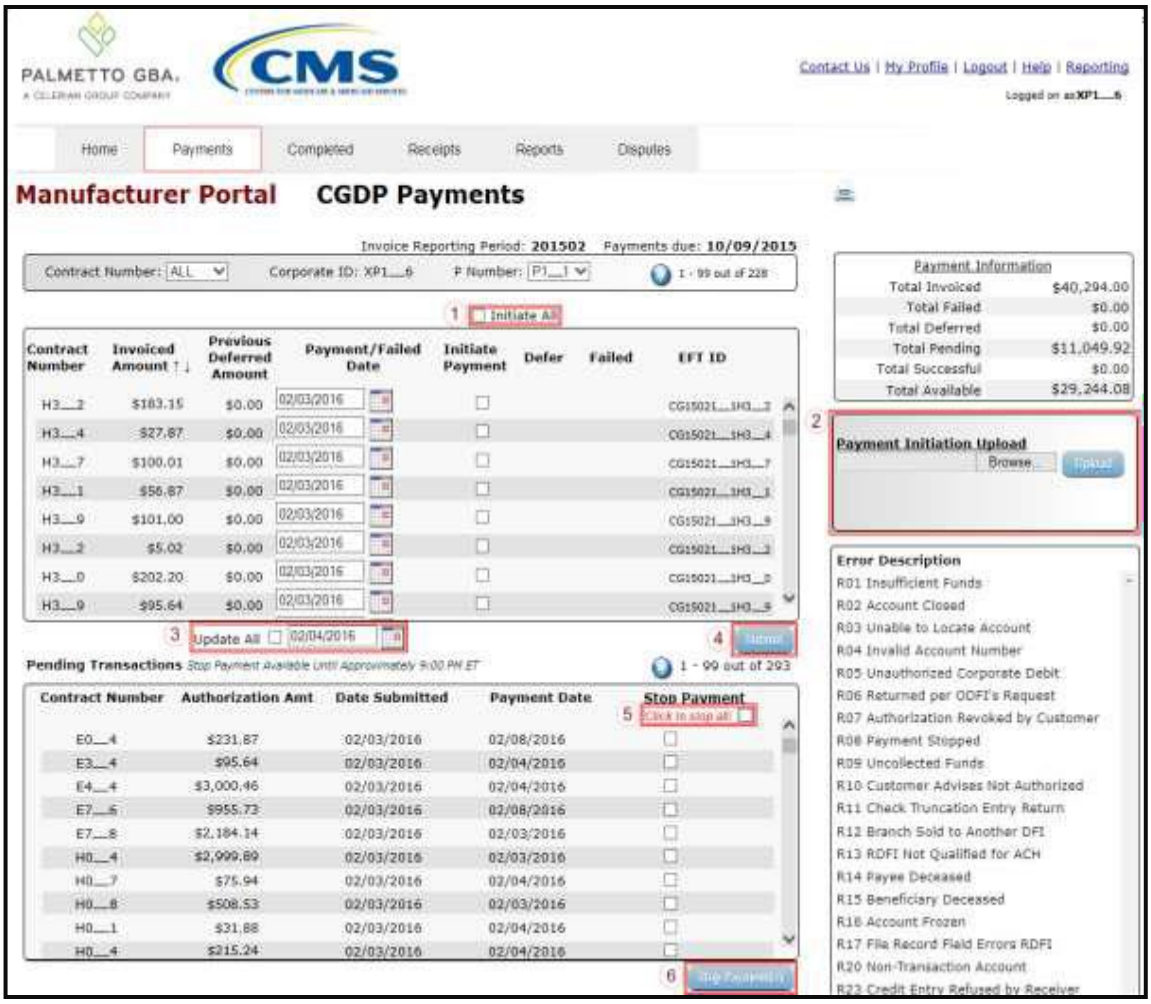
Users assigned the **Payment Initiator** role authority will be required to provide a four (4)-digit numeric PIN pass code for payment initiation purposes.

User assigned the **Administrator** role will not have payment authorization available in the Portal.

The upcoming pages will highlight the differences available between the **Payment Initiator** role and the **Administrator** role in the **Payments** tab**.**

CGDP Portal Payment Initiator Role – Payments Tab View

This example of the **Payments** tab displays the view an associate with the **Payment Initiator** role will view.

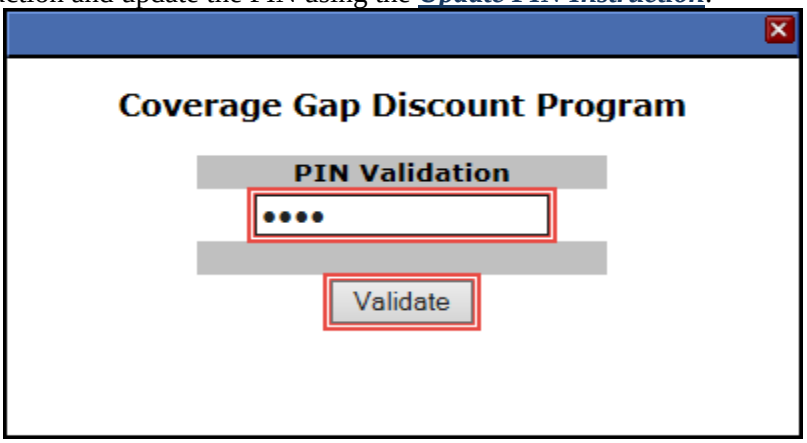


Six (6) functions are available with the **Payment Initiator** role.

1. Initiate All check box provides a **Payment Initiator** role user with the functionality to populate the check box with a check mark. This action selects only invoice line items displayed on the active page for payment initiation.
2. **Payment Initiation Upload region** provides a location for uploading manually created payment files for **Payment Initiator** role users working with large volumes of payments for a reporting period.
3. Update All check box and field allows a **Payment Initiator** role user to set a future date for only invoices displayed on the active page.
4. *Submit* button provides a user one (1)-click functionality to process selected invoice line items for payment.
5. Click to stop all check box provides a **Payment Initiator** role user with the functionality to populate the check box with a check mark. This action select only pending invoice line items displayed on the active page for stop payment.
6. *Stop Payment(s)* button provides a **Payment Initiator** role user with one (1)-click functionality to process the selected invoices for stop payment.

Also assigned to a **Payment Initiator** role is the *PIN Validation* form, which requires the entry of a four (4)-digit numeric PIN once selection of the *Submit*, *Upload* or *Stop Payment(s)* buttons takes place for ANY payment initiation processing.

The **Payment Initiator** role associates can set the four (4)-digit numeric PIN using the Initial Security Data Setup instruction and update the PIN using the ***Update PIN Instruction***.

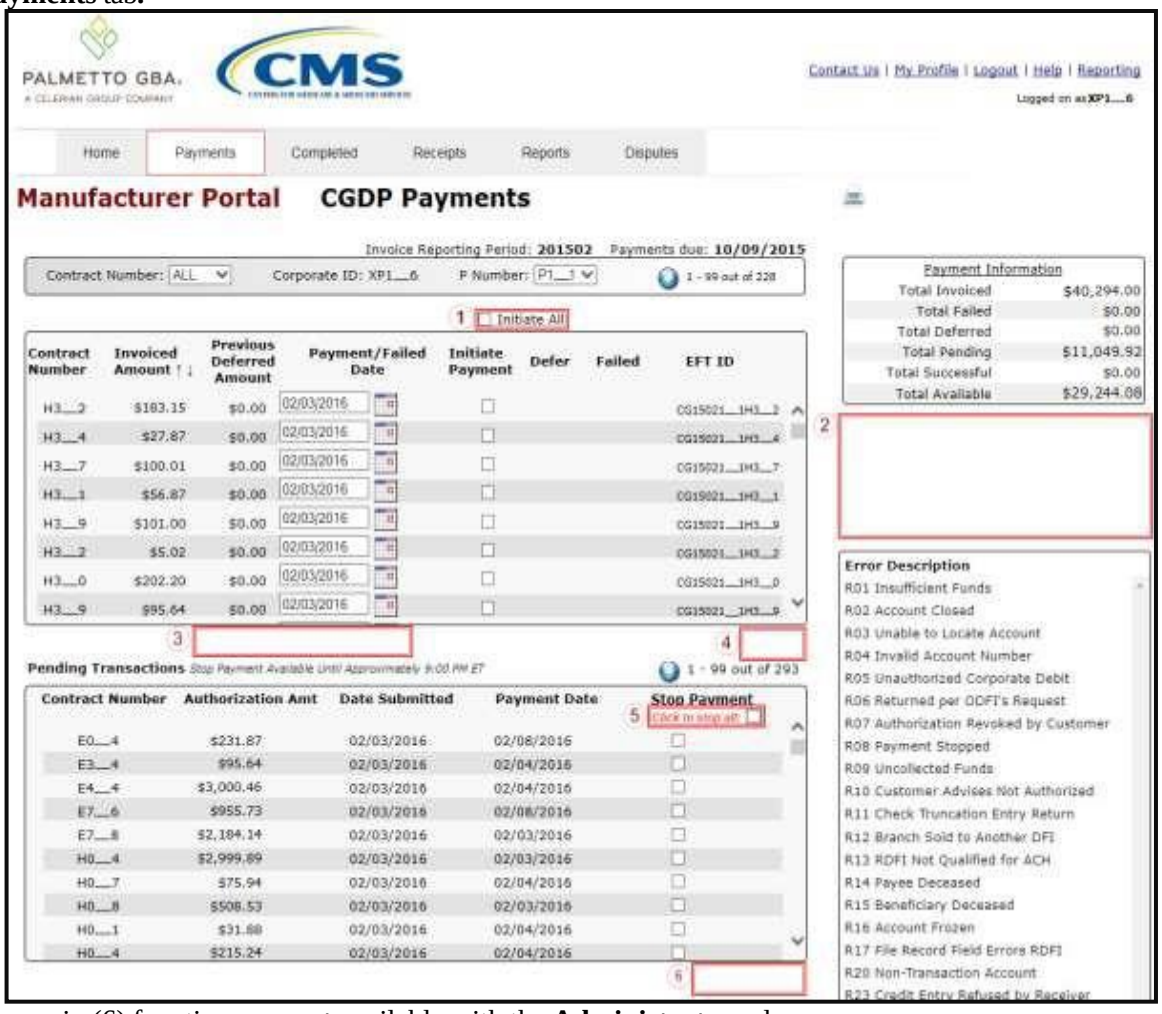


The instructions included in this guide provide **Payment Initiation** associates step-by-step guidance to complete payment processing.

1. Processing Invoice Payments
2. Processing Future Dated Invoice Payments
3. Initiate All Payment Processing Functionality
4. Processing Stop Payments
5. Processing Payment Initiation Upload Batch Functionality
6. Processing Deferred Invoices

CGDP Portal Administrator Role – Payments Tab View

This example displays the view an associate with the **Administrator** role views when selecting the **Payments** tab**.**



These six (6) functions are **not** available with the **Administrator** role.

1. Initiate All check box will appear but not be functional
2. Payment Initiation Upload region
3. Update All
4. Submit button
5. Click to stop all check box will appear but not be functional
6. Stop Payment(s) button

Associates assigned the **Administrator** role can review distributed invoices, processed invoices, and payment information totals for distributed quarterly invoice line items.

The upcoming **Payment** introduction provides an overview of the functionality offered as guidance for **Payment Initiator** and **Administrator** role associates to understand the payment process and steps needed to complete the processing of invoice line item payments by the Invoice Paid due date of 38 calendar days from date of receipt. Step-by-step instructions for the Portal's payment functionality are in the **CGDP Manufacturer Portal Payments Users Guide** located under ***References*** on the ***TPAdministrator.com*** website.

Payments Tab – Invoices

The **Payments** tab allows a user to review and process payment information for invoice line items by Sponsor Contract number in the Portal. The available regions in the **Payments** tab differ for **Payment Initiator** role users versus **Administrator** role users.

Detailed instructions for the **Payments** tab and its contents and functionality are in the **CGDP Manufacturer Portal Payments Users Guide** located under ***References*** on the ***TPAdministrator.com*** website.

Completed Tab – Quarterly Invoices

The **Completed** tab allows a user to review completed payment information for each Quarterly invoice line item by Contract Number. Manufacturers can utilize the Portal to view the status of invoice line items that have completed the payment initiation process. The **Completed** tab provides Manufacturers with the capability to view deferred, pending, or successful invoice payments.

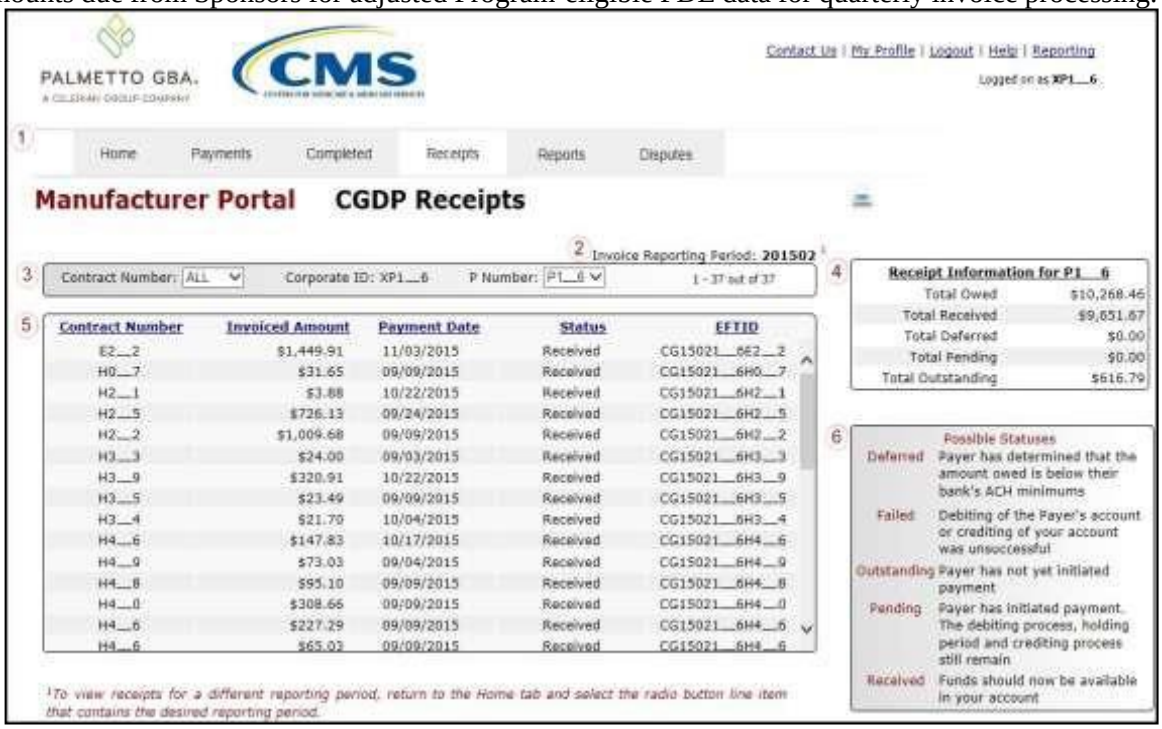
The invoice line item selected on the **Home** tab drives information displayed on the **Completed** tab.

Detailed instructions for the **Completed** tab and its contents and functionality are in the **CGDP Manufacturer Portal Payments Users Guide** located under ***References*** on the ***TPAdministrator.com*** website.

Receipts Tab – Quarterly Invoices

Manufacturers can utilize the Portal to view the status of both Quarterly and BY Closeout invoice line items that are due for receipt from Part D Health Plan Sponsors.

The **Quarterly Invoices Receipts** tab allows a Manufacturer to review negative invoice line item amounts due from Sponsors for adjusted Program-eligible PDE data for quarterly invoice processing.



The invoice line item selected on the **Home** tab drives information displayed on the **Receipts** tab.

Receipts Tab – Benefit Year (BY) Closeout Invoices

The **BY Closeout Receipts** tab allows a Manufacturer to review upheld disputes not previously invoiced for end of benefit year processing for BY Closeout processing.

The invoice line item selected on the **Home** tab drives information displayed on the **Receipts** tab.

Detailed instructions for the **Receipts** tabs and their contents and functionality are in the **CGDP Manufacturer Portal Payments Users Guide** located under ***References*** on the ***TPAdministrator.com*** website.

CGDP Portal Reports

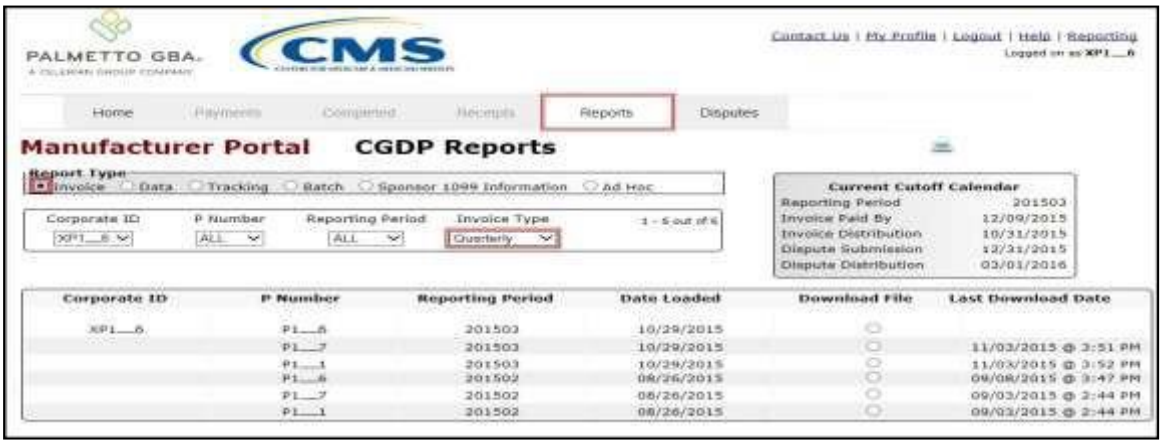
The **Reports tab** allows a user to review distributed invoice information for quarterly and BY Closeout invoices, payment-batch submission reports, Sponsor 1099 data, and Ad Hoc report requests.

Quarterly and BY Closeout Invoice Reports

Manufacturers can utilize the Portal to review and download invoice summary reports for distributed invoice line items. Quarterly reports provide summary information on the specific reporting period's invoices. BY Closeout invoice summary reports provide information regarding the status of upheld disputed invoices due from Sponsors.

Quarterly Invoice Reports

Manufacturers can utilize the Portal to view Quarterly invoice summary reports for a specific reporting period's distributed invoices. Positive amounts on the report summarize the payments each Drug Manufacturer will make to the Part D Sponsors. Negative amounts on the report summarize the payments Drug Manufacturers will receive from Part D Sponsors as a result of adjusted or deleted PDEs from previous quarters. Invoice reports provide the Benefit Year, Labeler Level totals, and the Sponsor contract and Manufacturer P numbers for the invoice.



Benefit Year (BY) Closeout Invoice Reports

Manufacturers can utilize the Portal to view BY Closeout invoice summary reports of upheld dispute invoices from the closed benefit year due from Sponsors. The Manufacturer Reimbursement Summary Report allows Manufacturers to identify any amounts owed from the Sponsor for upheld disputes by specific contracts and by benefit year.

Data Reports

The **Data** Reports allow a user to review detail information on distributed invoices for quarterly or BY Closeout invoices.

Quarterly Data Reports

Manufacturers can utilize the Portal to view review and download detailed data reports on distributed Quarterly invoices. The Data Report is an itemized list of each final action gap discount PDE for which the Drug Manufacturer is responsible in the quarter.

Benefit Year (BY) Closeout Data Reports

Manufacturers can utilize the Portal to review and download detail data reports for distributed BY Closeout invoice line items. The Manufacturer Reimbursement Detail Report only reports on upheld disputes in which the action taken by the Sponsor to resolve the dispute resulted in a partial or full repayment of the disputed gap discount amount and prior invoicing of the gap discount amount has not been previously invoiced for Sponsor payment to the Manufacturer.

Tracking Reports

The **Tracking** report provides a Manufacturer with the capability to select and view the cumulative BY Closeout reports that provide the status of all upheld disputes for the closed benefit year. The Upheld Dispute Tracking Report for Manufacturers is a report that will provide the Manufacturer with the status of invoiced PDEs that were disputed and subsequently upheld. The purpose of the report is to inform Manufacturers of any adjustment or deletion activity undertaken by the Sponsor in response to the upheld dispute.

As a reminder, Manufacturers should consider that not all adjustments to the PDE record in response to an upheld dispute would result in a full or even partial reimbursement of the gap discount to the Manufacturer. Part D Sponsors can make changes to both financial and/or non-financial elements on the PDE record to resolve the issue that led to the successfully disputed PDE, for example through an adjustment to a field such as Fill Number, Days' Supply or Quantity Dispensed on the PDE record. This type of resolution may or may not result in the Manufacturer receiving the gap discount amount back.

Batch Reports

The **Batch** report provides a Manufacturer with the ability to review manually created payment batch reports information submitted via the Portal.

Manufacturers can utilize the **Batch** functionality to review the outcome of the payment processing batch text files for multiple invoice line items and provide a user with reports containing uploaded batch file results when using the **Payment Initiation Upload** process. A user can view batch file status for successful processing, partially or totally rejected batch file uploads and review errors associated with rejected records.

Sponsor 1099 Information Report

The **Sponsor 1099 Information** report provides a Manufacturer with the ability to review Sponsor 1099 related non-bank account information for entities receiving payments from Manufacturers, to assist with 1099 reporting for payments made to Sponsors.

This 1099 information report will give a user relevant, easily identifiable, non-bank account information for Sponsors such as business name, tax identification number/employer identification number (TIN/EIN) and mailing address.

Ad Hoc Reports

The **Ad Hoc** report functionality is used to provide a Manufacturer with the ability to access specially requested data and reports, such as archived reports or other documentation, which are not readily available in the Portal.

The **Ad Hoc** functionality allows a user to view data requested from the TPA using contact information listed on the *Contact Us* link. Fulfilled report requests are available via the population of the Ad Hoc radio button. Reports that can be displayed under the Ad Hoc radio button can consist of:

- Archived reports: Reports are typically removed from the Portal two (2) years after initial load. Reports that are archived off the Portal consist of:
  - Invoice
  - Data
  - Tracking
  - Dispute Resolution
- Special request data: Reports or notifications that do not conform to the existing report formats available on the Reports tab.

Requested reports, accessible via the Ad Hoc radio button, will be available for download for one (1) of the following periods:

- 14 calendar days from request date
- Seven (7) calendar days after download

Reports are removed from the system depending on which time period expires first, request date or last download date.

Manufacturers can utilize the **Ad Hoc Reports** functionality to view distributed invoice reports prior to the Q2 2015 invoicing period. Report types available for review on the Ad Hoc report page: Invoice, Data, Tracking, Dispute Return, or Dispute Resolution reports.

Detailed instructions for the **Reports** tabs and their contents and functionality are in the **CGDP Manufacturer Portal Reports Users Guide** located under ***References*** on the ***TPAdministrator.com*** website.

CGDP Portal Disputes

Disputes Tab

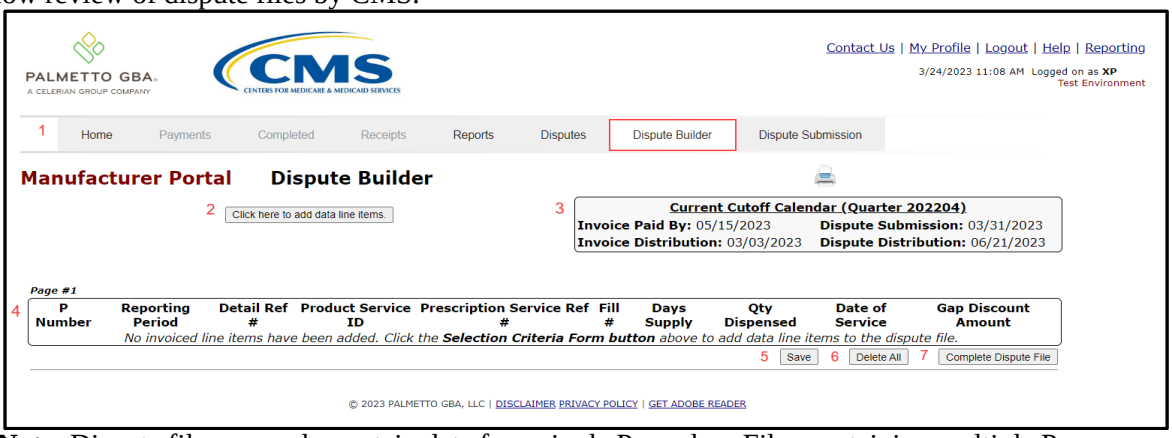
The **Disputes** tab allows a Manufacturer to review dispute return and resolution files received as part of the dispute process. Manufacturers submit disputes for PDE files included in quarterly invoices that may be incorrect and require review by CMS. The **Disputes** tab lists the return and resolution reports received by the TPA and loaded to the Portal in response to Manufacturer-submitted dispute files.

Manufacturers can utilize the Portal to review return and resolution reports of submitted disputed invoice line items.

Dispute Builder Tab

The **Dispute Builder** tab allows a user to create dispute files from data files received for the current quarter. Utilizing the dispute builder will assist Manufacturers in creating dispute files with required information needed to support disputed PDE line items. Users can select individual or multiple PDE invoice lines from the data file, select the applicable dispute reason code, and enter the required data for supporting the selected line items.

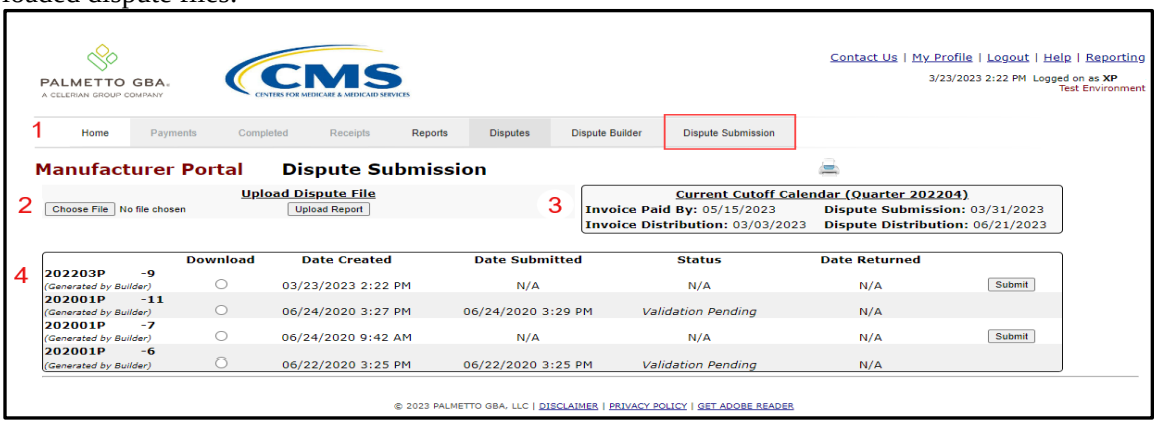
This functionality will assist a user in the ability to create dispute files that pass TPA edit programs to allow review of dispute files by CMS.



Note: Dispute files can only contain data for a single P number. Files containing multiple P numbers for a Corporate ID will error out in the Portal.

Dispute Submission Tab

The **Dispute Submission** tab allows Manufacturers to submit dispute files loaded to the Portal by the Dispute Builder functionality, create, and upload manual dispute files from data files received for the current quarter and review statuses for both submitted Dispute Builder created files and manually uploaded dispute files.



This new functionality will assist a user in the ability to verify and review status updates of loaded dispute files. Dispute files undergo system verification via the TPA edit programs to provide CMS with system file edit approved disputes.

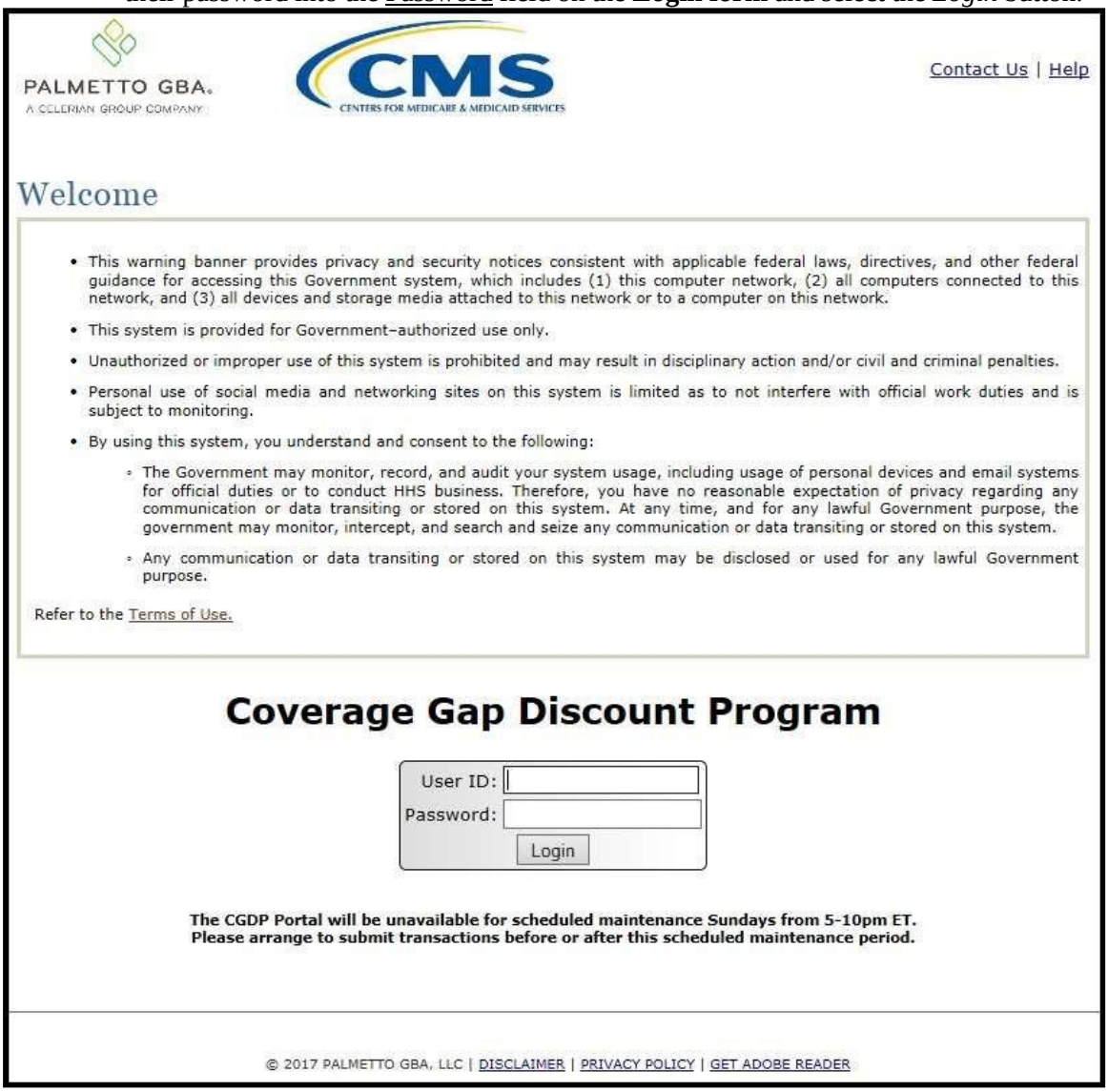
Detailed instructions for the **Disputes**, **Dispute Builder**, and **Dispute Submission** tabs and their contents and functionality are in the **CGDP Manufacturer Portal Disputes Users Guide** located under ***References*** on the ***TPAdministrator.com*** website.

Navigating the Portal Instructions

This instruction provides an overview of how to access the Portal and navigate to access the available functionality.

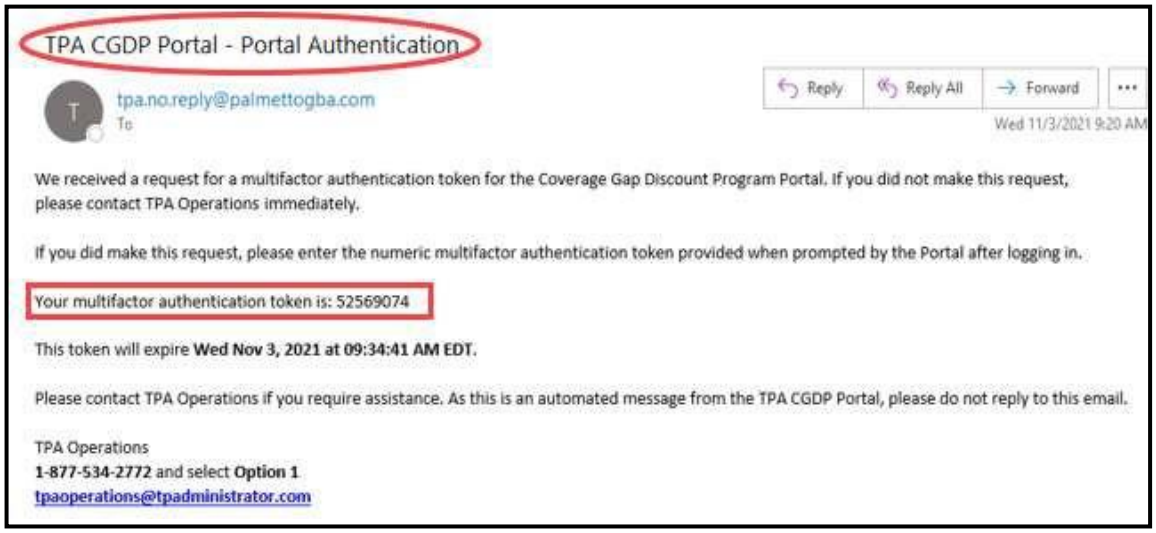
Details of each tab's functionality are included in separate manuals. Links to the applicable manuals are listed in this guide.

1. Authorized users of the Portal will enter the Corporate ID in the User ID field and their password into the Password field on the **Login form** and select the *Login* button.



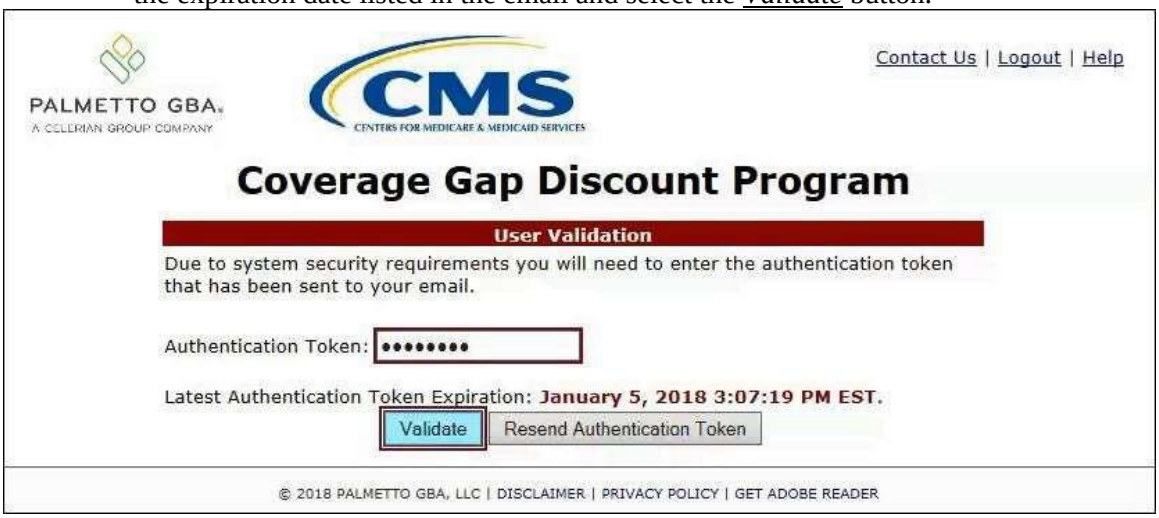
2. After entering the User ID and Password successfully, the **User Validation** form displays.

3. The authorized user will receive an email from tpa.no.reply@palmettogba.com titled "*TPA CGDP Portal – Portal Authentication"*. The authorized user will be required to enter the verification code, provided in the email, into the **Authentication Token** field in the Portal.



Note: The authentication token is submitted via the authorized user's validated email and is only valid for ***fifteen (15) minutes*** from generation. The expiration date and time of the token is provided in the email. Users can copy and paste the authentication token or enter the token into the **Authentication Token** field.

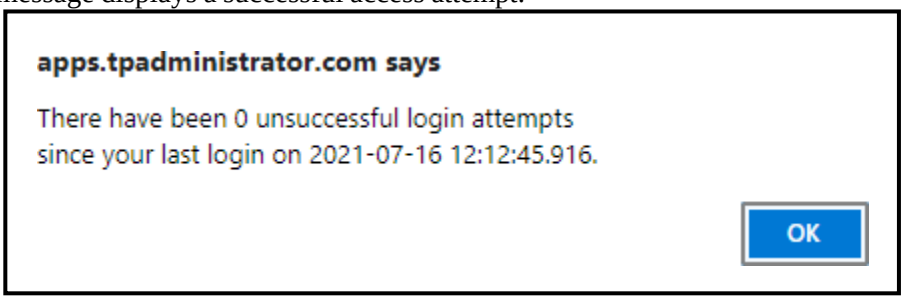
4. Enter the supplied authentication token into the **Authentication Token** field prior to the expiration date listed in the email and select the *Validate* button.



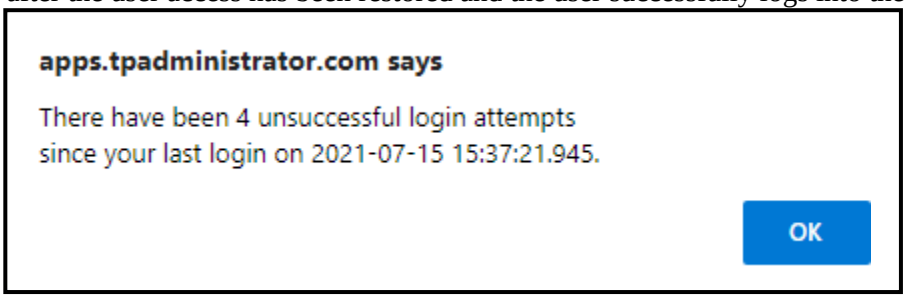
Note: Authentication Tokens are only valid for ***fifteen (15) minutes*** from the generation of the code.

5. Once a user successfully enters their password and the MFA token code correctly, a system message will display detailing the number of unsuccessful login attempts since the last correct login.

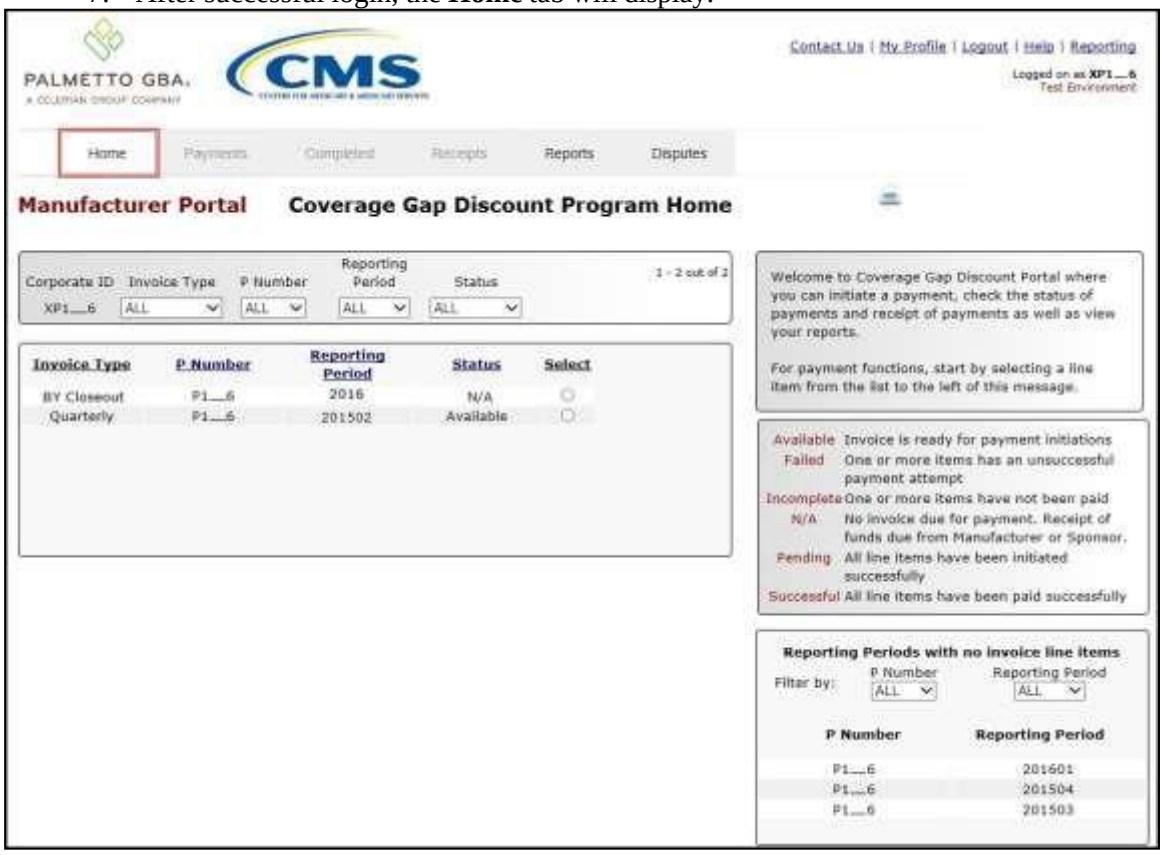
This system message displays a successful access attempt:



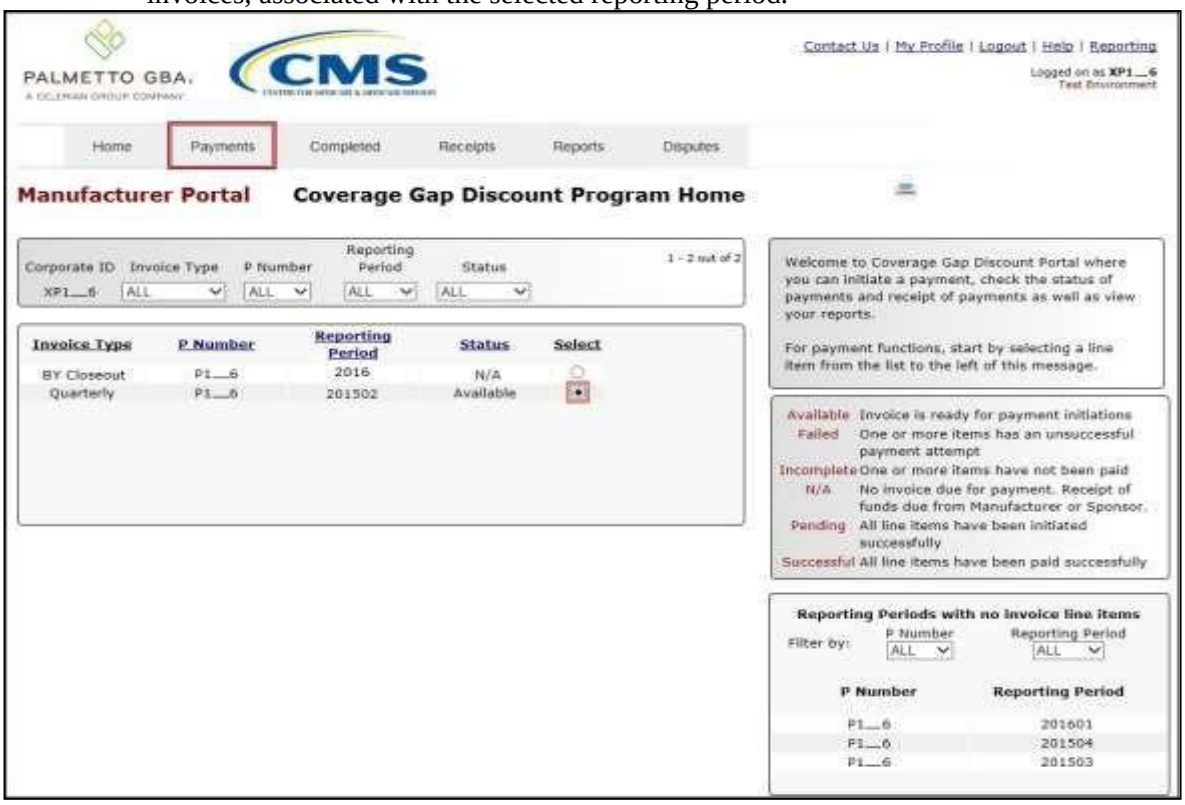
6. However, if a user is not successful in accessing the Portal and their account becomes locked, the system message will display the number of unsuccessful logins attempted after the user access has been restored and the user successfully logs into the Portal:



7. After successful login, the **Home** tab will display.



8. Populate the Select radio button for the applicable reporting period then select the **Payments** tab to view the invoice line items, Quarterly invoices or BY Closeout invoices, associated with the selected reporting period.



9. On the **Payments** tab, review the number of invoices available in the **Filter Results region** and balances available for payment in the **Payment Information region**.

10. Select the **Completed** tab to view the invoice line items associated with the reporting period selected on the **Home** tab to review the payment status information for payments processed on the **Payments tab**.

11. Select the **Receipts** tab to view the invoice line items associated with the reporting period selected on the **Home** tab and review the **Receipt Information region** for totals on the deferred, received, pending, and outstanding negative invoice line items due from Sponsors.

Instructions for the **Payments**, **Completed**, and **Receipts** tabs and their contents and functionality for processing Quarterly and BY Closeout invoices can be located on the ***TPAdministrator.com*** website.

12. Select the **Reports** tab to view the types of reports available for review and download. The **Reports** tab provides access to the following reports:
    - Quarterly and BY Closeout Invoice reports
    - Quarterly and BY Closeout Data reports
    - BY Closeout Tracking reports
    - Manually created payment Batch reports
    - Sponsor 1099 Information report
    - Ad Hoc functionality to view requested reports not available in the Portal.

Note: The **Reports** tab does not require selecting a reporting period on the **Home** tab to activate the tab.

13. Instructions for the **Reports** tab and their contents and functionality can be located on the ***TPAdministrator.com*** website.

14. The **Disputes** tab, displayed as the **Dispute Dashboard**, allows a user to review dispute submission return and resolution files in the Portal.

15. The **Dispute Builder** tab is made visible by positioning the cursor over the **Disputes** tab. The **Dispute Builder** will assist users in creating dispute files that successfully pass the TPA and CMS pre-review edits in a timely manner.

16. The **Dispute Submission** tab allows Manufacturers to submit dispute files loaded to the Portal by the Dispute Builder functionality, or to create and upload manual dispute files from data files received for the current quarter. The **Dispute Submission** tab also allows users to review statuses for both submitted Dispute Builder created files and manually uploaded dispute files.

17. Instructions for the **Disputes**, **Dispute Builder**, and **Dispute Submission** tabs and their contents and functionality can be located on the ***TPAdministrator.com*** website.

18. To exit out of the Portal application properly, a user must select the *Logout* link to close active sessions of the Portal.

If a user does not select the ***Logout*** link to close active sessions of the Portal, they may receive the following message when attempting to log back in:

Note: If this message appears a user must log out of the Portal window and wait for a ***minimum of 30 minutes*** before attempting to log back into the Portal. For continuing issues with gaining access to the Portal, please use the information listed in the *Contact Us* link to contact TPA Operations.

You have successfully completed accessing and navigating the Portal.

Summary

This **CGDP Manufacturer Portal Introduction and Login Users Guide** introduced the CGDP Portal, how to access it, and provided an overview of its functionality. All invoice payments must be made using the Portal. No other methods of payment may be used.

The primary function of the Portal is to provide a central repository for Program-qualified PDE Quarterly invoices and BY Closeout invoices to be distributed and paid by Program participating Manufacturers and Sponsors with the ability to initiate bank to bank ACH transfers, similar to the way online banking customers pay monthly bills.

This Users Guide introduced how to access the Portal and the differences between the two (2) separate roles for users to access distributed invoices and reports: The **Payment Initiator** role and the **Administrator** role.

You have been introduced to the following functionality for accessing the Portal:

- Initial Setup and Login
- Daily Login
- Account Maintenance

You also received an overview of the following functionality available to end users to process payments, review payment statuses, and review and download reports by using the following:

- Icons and Links
- Payments tab
- Completed tab
- Receipts tab
- Reports tab
- Disputes tab
- Dispute Builder tab
- Dispute Submission tab

Finally, you discovered that all payments are due to be completed in the Portal on or before the payment date listed in the **Payments Due region**, as listed on the **Payments** tab and as noted in the "*Invoice Paid By 38th Calendar Day After Receipt*" as defined in the ***Medicare Part D CGDP Calendar***.

References

Appendix A: Acronym List

Acronym	Description
ACH	Automated Clearing House
BY Closeout	Benefit Year Closeout
CGDP	Coverage Gap Discount Program
CMS	Centers for Medicare & Medicaid Services
DPP	Direct Payment Process
EFT	Electronic Funds Transfer
EIN	Employer Identification Number
GBA	Government Benefits Administrators
HPMS	Health Plan Management System
ID	Identifier or Identification
IRS	Internal Revenue Service
NCPDP	National Council of Prescription Drug Programs
NDC	National Drug Coder
NPI	National Provider Identifier
NSF	Non-sufficient Funds
PIN	Personal Identification Number
PDE	Prescription Drug Event
SFTP	Secure File Transfer Protocol
SSA	Social Security Act
TPA	Third Party Administrators
TIN	Tax Identification Number
UPIN	Unique Physician Identification Number
USD	United States Dollar

Glossary

Term	Definition
Authorization Amount	Displays the amount authorized for payment processing, including amounts located in the Invoice Amount and Previous Deferred Amount fields.
Available	Status designation of an invoice that denotes that an item is ready for payment initiation.
Batch	Report type that displays batch files uploaded to the system with status and ability to download files for review.
Batch ID	Displays the batch numbering convention, system generated, based on the order the batch file received by the system.
Contact Us	Provides contact information for requesting assistance from the TPA Operations team.
Contract Number	Pending contract number assigned by CMS, which allows participation in the Coverage Gap Discount Program.
Corporate ID	Numerical designation assigned by CMS to Manufacturers. For Manufacturers, the current Mailbox ID will be the Corporate ID.
Data	Report type that displays the detail information of distributed invoices and invoice line items and provides the ability to download files for review.
Date Loaded	Displays the invoice distribution date. This date corresponds to the end of month after the reporting period closing. Date format is DD/MM/YYYY.
Date Submitted	Displays the calendar date, in MM/DD/YYYY format, the invoice line item was processed for payment initiation.
Date Time	Displays the batch file date and time for files loaded to the system. Date format is MM/DD/YYYY. Time format is HH:MM AM/PM.
Defer	Provides a check box available for selection when the Invoiced Amount or the combination of the Invoiced Amount and the Previous Deferred Amount total less than the system-defaulted allowable amount. Invoice line items can only be deferred if the Manufacturer or Sponsors banking ACH process prevents payment of invoice line items that fall below the minimum ACH processing amount.
Deferred	Status designation of an invoice that denotes that invoice amount falls below minimum. Invoice line items can only be deferred if the Manufacturer or Sponsors banking ACH process prevents payment of invoice line items that fall below the minimum ACH processing amount.
Description (Batch)	Displays the batch file name loaded to the system.
Dispute	Report type that provides the ability to enter dispute requests and review the status of entered requests.

Dispute Distribution	Current Cutoff Calendar field that displays the current reporting period data. Displays the date Dispute distributions are due to be loaded to the Portal.
Dispute Submission	Current Cutoff Calendar field that displays the current reporting period data. Displays the date Dispute submissions are due to be entered into the Portal.
Download	Displays a radio button to allow downloading of distributed invoice summary information loaded to the system.
EFTID	Displays EFT identifying information in the specified format of CG for Coverage Gap; YYQQ for the reporting period; 9999 for the P number and Z9999 for the contract number. Example: CG1403999Z9999.
Failed (Status)	Status designation of an invoice that denotes that one (1) or more items have an unsuccessful payment attempt.
Failed (Code)	Provides an informational message when an invoice line item does not successfully process payments to Manufacturers or Sponsors.
Help	Provides link to reference guides and system code messages and descriptions.
Incomplete	Status designation of an invoice that denotes that one (1) or more items have not been paid.
Initiate Payment	Provides a check box to allow the payment process to begin for an individual invoice line item.
Invoice	Report type that displays the summary information of distributed invoices and provides the ability to download files for review.
Invoice Distribution	Current Cutoff Calendar field that displays the current reporting period data. Displays the date distributed invoices were posted to the Portal.
Invoice Paid by	Current Cutoff Calendar field that displays the current reporting period data. Displays the final due date all invoice line items are to be processed for payment.
Invoiced Amount	Displays the invoice line item amounts due to either the Manufacturer or Sponsor.
Invoiced Reporting Period	Region of the active tab that provides the reporting period of the invoice line items displayed.
Last Download	Displays the last date and time distributed invoice summary data retrieved from the Web Portal. Date format is MM/DD/YYYY. Time format is HH:MM AM/PM.

Logout	Provides one (1)-click access for logging out of the system.
Manufacturer	Any entity which is engaged in the production, preparation, propagation, compounding, conversion, or processing of prescription drug products, either directly or indirectly, by extraction from substances of natural origin, or independently by means of chemical synthesis or by a combination of extraction and chemical synthesis. Such term does not include wholesale distributors or retail pharmacies licensed under State law. From Medicare Coverage Gap Discount Program Agreement, item I. j.
My Profile	Provides ability to enter and review business contact information for Manufacturers and Sponsors.
Outstanding	Status designation of an invoice that denotes no payment activity has taken place.
P Number	Pending contract number assigned by CMS which allows participation in the Coverage Gap Discount Program.
Parent Org. ID	Numerical designation assigned by CMS to Sponsor.
Payment Date	Displays current date of a generated invoice line item payment in MM/DD/YYYY format.
Payments Due	Region of the active tab that provides the final date invoice line item payment initiations due to complete initiation.
Payment/Failed Date	Displays the date a specific invoice line item payment initiation successfully processed or where payment initiation failed the payment initiation process.
Pending	Status designation of an invoice that denotes that all line items have been initiated successfully.
Previous Deferred Amount	Displays amounts that qualified for deferment from the prior reporting period(s).
Received	Status designation of an invoice that denotes payment is in the applicable bank account.
Reporting Period	Quarter and Calendar year, in YYYYQQ format, prescription drug event data distributed to Manufacturers and Sponsors. BY Closeout reimbursement period, in YYYY format, for quarter 17 upheld disputes not offset in prior quarter invoice distributions.
Sponsor	A Part D Plan (PDP) Sponsor, Medicare Advantage (MA) organization offering a MA-prescription drug (PD) plan, a Program of All-Inclusive Care for the Elderly (PACE) organization offering a PACE plan including qualified prescription drug coverage and a cost plan offering qualified prescription drug coverage. From Pub. 100-18: Medicare Prescription Drug Benefit Manual, section 20.

Status	The current designation of an invoice line item within the system.
Status (Batch)	Displays the condition of the batch file loaded to the system. Batches can be successful, partially successful (containing line failures) or failed.
Stop Payment	Provides a check box with the ability to stop payment processing prior to actual payment for future dated payments.
Successful	Status designation of an invoice that denotes that all line items have been paid successfully.
Total Available	Displays the total dollar amount of remaining invoice line items requiring payment.
Total Deferred	Displays the total dollar amount of deferred invoice line items with amounts less than the allowable amount to the subsequent reporting period.
Total Failed	Displays the total dollar amount of invoice line items selected for payment that contained errors and did not complete the payment process for the reporting period.
Total Invoiced	Displays the total dollar amount of invoice line items that require payment for the reporting period.
Total Outstanding	Displays the total dollar amount of remaining invoice line items requiring processing.
Total Owed	For Manufacturers: Displays the total dollar amount of negative invoice line items due from Sponsors. For Sponsors: Displays the total dollar amount of invoice line items due from Manufacturers.
Total Pending	Displays the total dollar amount of invoice line items selected for payment for the reporting period.
Total Received	For Manufacturers: Displays the total dollar amount of negative invoice line items received from Sponsors. For Sponsor: Displays the total dollar amount of invoice line items received from Manufacturers.
Total Successful	Displays the total dollar amount of invoice line items that have successfully paid and are no longer visible in the Payment Initiation or Pending Transaction regions of the Payments tab.
User ID	Credential information provided by TPA to Manufacturer or Sponsor for access to system. User ID is the Corporate ID, formerly the Mailbox ID for Manufacturer User ID is the Parent Organization ID (Parent Org. ID) for Sponsor.