

Manufacturer Payment Portal (MPP) Introduction and Login User Guide



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Introduction

Welcome to the Third Party Administrator's (TPA) Manufacturer Payment Portal (MPP) Login User Guide.

As a manufacturer or sponsor involved in one or more of the programs listed below, access to the MPP is necessary to comply with program requirements:

- Coverage Gap Discount Program (CGDP)
- Discarded Drug Program (DDP)
- Manufacturer Discount Program (MDP)
- Medicare Prescription Drug Inflation Rebate Program (Inflation Rebates)

The MPP is designed to provide participants in these programs with a secure location to comply with program requirements to review reports and invoices and initiate automated clearing house (ACH) transfers for payments, like online banking.

All payments must be processed through the program's modules within the MPP.

The TPA serves as the single point of contact between pharmaceutical Drug Manufacturers (manufacturers) and Part D Health Plan Sponsors (sponsors) participating in one or more programs (CGDP and/or MDP). The TPA is required to receive and transmit information between the Centers for Medicare & Medicaid Services (CMS) and participating manufacturers and/or sponsors, as appropriate. For this purpose, the MPP exists to provide participants in these programs a secure location to comply with program requirements.

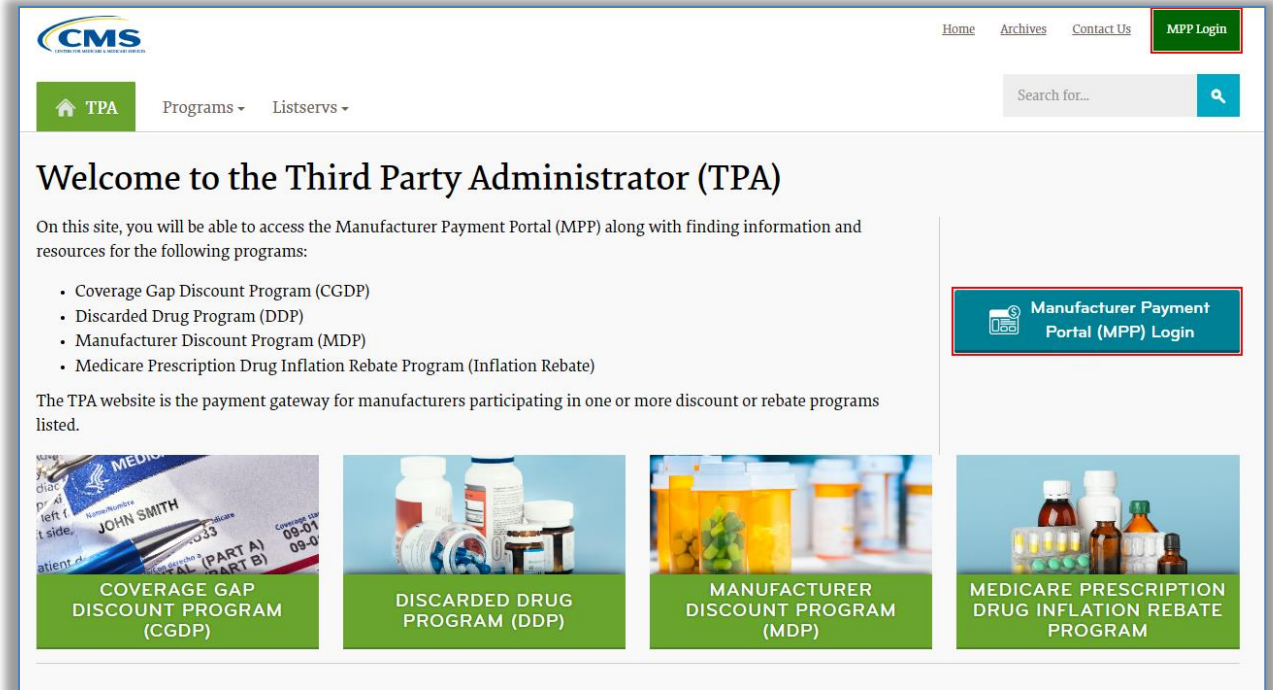
Additionally, as the single point of contact, the TPA facilitates:

- Distribution of timely and appropriate information to manufacturers and/or sponsors.
- Distribution of funds between participating entities in one or more programs.
- Allowing manufacturers to conduct periodic audits of the data and information used by the TPA to determine manufacturer discounts for applicable drugs under one or more programs.

This guide provides detailed instructions for accessing and navigating the MPP, including logging in, accessing the program modules, updating information, using various links, changing your password and personal identification number (PIN), an overview of **My Profile**, and banking instructions.

MPP Location and System Requirements

The MPP allows manufacturers, sponsors, and their authorized third-party representatives to view data related to their contractual obligations. To access the MPP, visit the TPA website (www.tpadministrator.com) and click on the **Manufacturer Payment Portal (MPP) Login** button to the right of the Welcome message or the **MPP Login** link on the top right of the page.



Both links will redirect you to the **MPP Login** page.

Recommended System Requirements

To ensure optimal performance when using the MPP, all new and existing authorized users must meet the following system requirements on their computers.

- Operating System (OS):
 - Windows 10 or later
 - Mac OS X 11.x

Supported Internet Browsers*:

- Microsoft Edge: Version 128.x or later
- Google Chrome: Version 128.0.x or later

Recommended Screen Resolution:

- 1024 x 768

Additional Requirements:

- Adobe Acrobat Reader Version Document Cloud (DC) or Adobe Acrobat Pro Version DC
- JavaScript enabled
- Compatibility view disabled
- Pop-up blocker disabled

MPP utilizes responsive design for our portal. The portal can adapt automatically to a wide range of devices from desktop monitors to tablets to mobile devices.

Note: Although the MPP may still be accessible without meeting these requirements, only the options above are supported. Failure to meet these requirements may adversely affect the functionality and layout of the portal.

*We recommend always using the most current browser version that is available.

HPMS Contact Information

Participants in CGDP, DDP, MDP and Inflation Rebate must set up access in the Health Plan Management System (HPMS) to access programs. The TPA uses HPMS to provide user access in the MPP.

Manufacturers and HPMS

CMS distributed an HPMS memo to assist manufacturer users with accessing and maintaining their contact information in HPMS. You can find this memo on the HPMS website at the following location:

[EFI Instructions for an HPMS Drug Manufacturer new user](#)

Sponsors and HPMS

HPMS provides instructions for sponsors on how to establish access, update, and maintain contact information in HPMS. The instructions are located here:

[EFI instructions for an HPMS Plan new user \(cms.gov\)](#)

MPP Log in Page

The screenshot shows the MPP login page. At the top, there is a navigation bar with the CMS logo and links for TPAdministrator.com, HPMS Website, Contact Us, and ListServ Sign Up. The main heading is 'Welcome to the Manufacturer Payment Portal'. Below this, a paragraph explains the MPP's role as a gateway to programs administered by the TPA. A list of programs is provided: Coverage Gap Discount Program (CGDP), Discarded Drug Program (DDP), Manufacturer Discount Program (MDP), and Medicare Prescription Drug Inflation Rebate Program (Inflation Rebates). To the right, there is a 'Log in' section with a 'Create account' link for new users. The login form includes a 'User ID' field and a 'Password' field with a toggle for visibility. A 'Login' button and a 'Forgot Password?' link are also present. Below the login form, there are four program cards, each with a title, a brief description, and a 'Visit Resources' button. The footer contains a disclaimer, privacy policy, and Adobe Reader link, along with the Palmetto GBA logo.

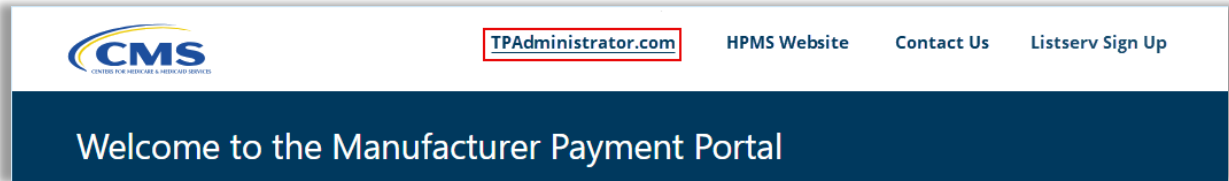
To log into the MPP as an authorized user, you will need to perform these steps in this guide's instructions:

- Navigate to the TPAdministrator website (www.tpadadministrator.com) and click on one of the **MPP Login** links to access the **MPP Login** page.
- Use the user ID credentials provided by the TPA Operations team during your onboarding process.
- Verify your email address to both update your password (initial login) and receive a multifactor authentication (MFA) token, which is required to complete the login process.

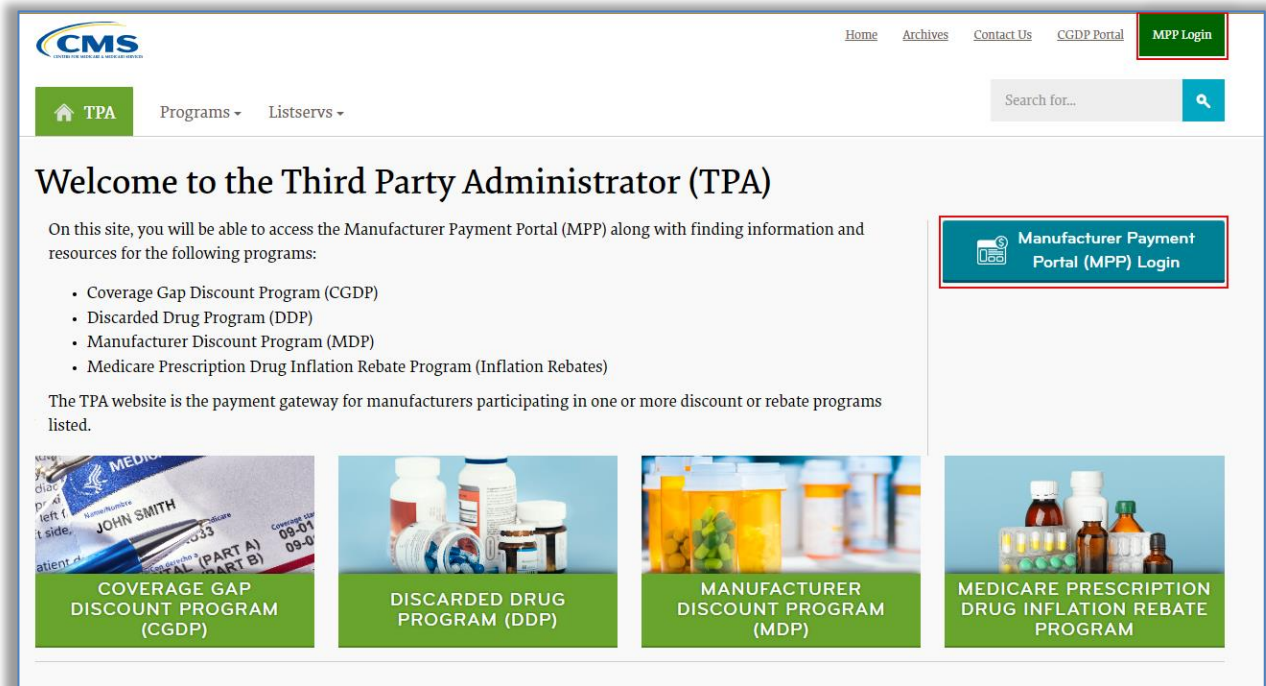
MPP Navigation Links – Login Page

The details below outline the links available in the top navigation bar of the Login Page.

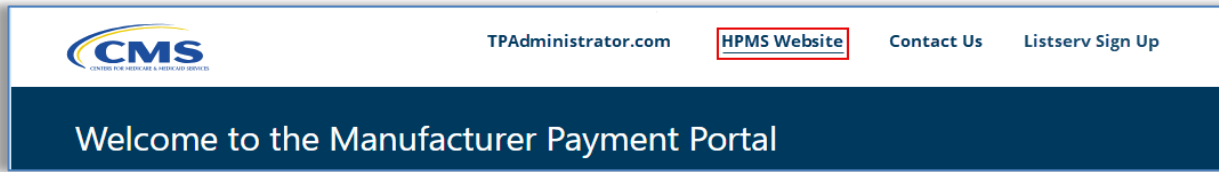
TPAdministrator.com Link



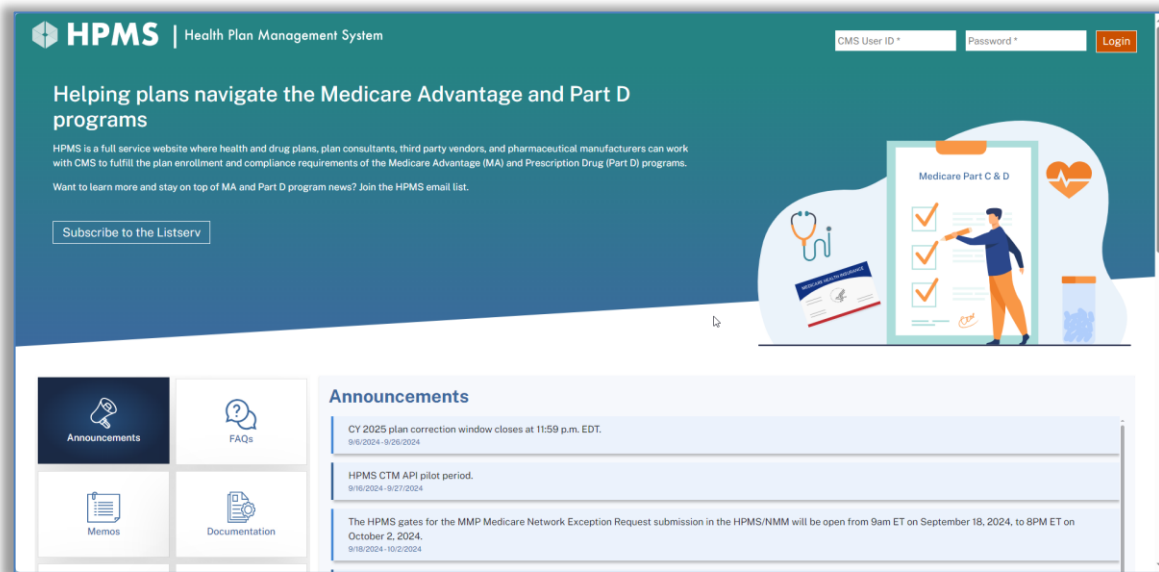
By clicking the [TPAdministrator.com](https://www.tpadmin.com) link, you'll be directed to the Home page of the [TPAdministrator.com](https://www.tpadmin.com) website. Here you'll find a variety of information including communications for Program participants, report formats, webinar training topics, and user guides for each program within the MPP.



HPMS Website Link

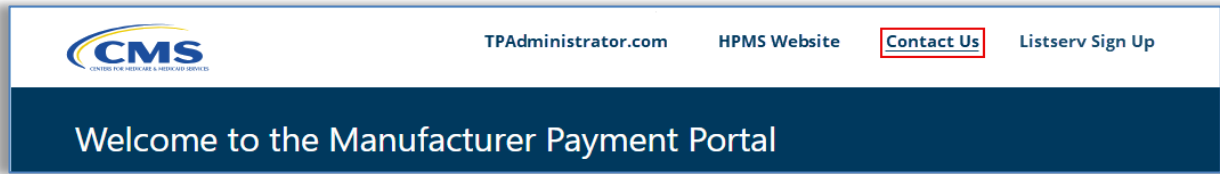


The [HPMS Website](#) link directs users to the [CMS' HPMS website](#). The site is “where health and drug plans, plan consultants, third party vendors and pharmaceutical manufacturers can work with CMS to fulfill the plan enrollment and compliance requirements of the Medicare Advantage (MA) and Prescription Drug (Part D) programs¹.” HPMS is the place to keep your company information current for authorized access to your programs.




¹HPMS Health Plan Management System website Login page Introductory text on [Health Plan Management System Login Page \(cms.gov\)](#) link.

Contact Us Link



The Contact Us link directs you to the TPAdministrator.com's [Contact Us](#) page, where you can access contact details for TPA Customer Service Representatives (CSR). It includes phone and fax numbers, email address and mailing addresses, as well as the TPA Support Center's hours of operation and the holiday schedule for days the company is closed.



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TPA
Programs ▾
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Contact TPA Operations

Published 10/08/2024




Call 877-534-2772, Option 1 (Toll Free)

Our representatives are here to assist you with general inquiries and more. Open 8 a.m. to 7 p.m. ET, Monday through Friday, except for our corporate observed holidays which are listed below.



Email Us tpaoperations@tpadministrator.com


Our representatives are here to assist you with general inquiries and more. Open 8 a.m. to 7 p.m. ET, Monday through Friday, except for our corporate observed holidays which are listed below. For security reasons please do not email requests involving Protected Health Information (PHI)/Personally Identifiable Information (PII).



General Correspondence

Please submit general correspondence to:


<p>Fax (803) 763-2010</p>	<p>U.S. Mail Palmetto GBA TPA Support Center P.O. Box 100275, AG-507 Columbia, SC 29202-3275</p>	<p>Express Mail Palmetto GBA TPA Support Center, AG-507 2300 Springdale Drive, Bldg. One Camden, SC 29020</p>
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Holiday Schedule

Note: If the holiday falls on a Saturday, the holiday is observed on the Friday before the holiday. If the holiday falls on a Sunday, the holiday is observed on the following Monday. Please note that the Third Party Administrator staff will not be available on these days. Any communications received on these dates will be responded to on the following business day.

Month	Holidays
January	New Year's Day Martin Luther King Jr. Day
May	Memorial Day
July	Independence Day
September	Labor Day
November	Thanksgiving Day after Thanksgiving
December	Christmas Eve Christmas Day



Program Specific Links

For information on programs facilitated by the Third Party Administrators (TPA), please select a program below.

Coverage Gap Discount Program (CGDP)

The CGDP, created as part of the Affordable Care Act (ACA) in 2010, makes Drug Manufacturer discounts available at point-of-sale (POS) for applicable Part D drugs for Medicare beneficiaries in the coverage gap.

These discounts are provided by Part D Sponsors and discounted payments are due between the Drug Manufacturers and Part D Sponsors with a quarterly invoice process, facilitated by the TPA.

Manufacturer Discount Program (MDP)

The MDP, created as part of the Inflation Reduction Act (IRA) of 2022, requires drug manufacturers to pay discounts on certain brand-name drugs, biologics, and biosimilars in the initial coverage and catastrophic phase of the Medicare prescription drug benefit.

Discarded Drug Program (DDP)

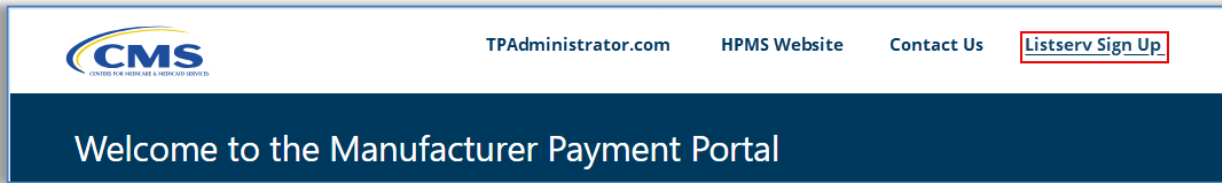
The Discarded Drug Program, created in response to Section 90004 of the Infrastructure Investment and Jobs Act (Pub. L. 117-58 [govinfo.gov], November 15, 2021) which amended section 1874A of the Social Security Act, requires manufacturers to provide a refund to CMS for certain discarded amounts from a single-dose container or single-use package drug.

CMS will issue annual reports, with the TPA facilitating the report publishing and payment processes for refund amounts due.

Medicare Prescription Drug Inflation Rebate Program

The Medicare Prescription Drug Inflation Rebate Program, created as part of the Inflation Reduction Act (IRA) in 2022, established Medicare Part B prescription drug inflation rebates for single-source drugs and biologics with prices increasing faster than the rate of inflation and established Part D prescription drug inflation rebates for certain drugs and biologics with prices increasing faster than the rate of inflation.

ListServ Sign Up Link



The *Listserv Sign Up* link redirects you to the TPAdministrator.com's page where you can subscribe to email updates distributed for specific program information.

The image shows a web form titled 'Subscribe to Email Updates'. At the top, there is a navigation bar with 'Home', 'Contact Us', and 'MPP Login' links. Below the navigation bar are 'TPA', 'Programs', and 'Listservs' menu items, along with a search bar. The main content area has the heading 'Subscribe to Email Updates' and a sub-heading 'Subscribing to our email updates is quick, easy and free!'. It includes instructions to enter an email address and select topics, with a link to 'unsubscribe'. A note states '* - All fields are required for submission.' The form contains two input fields: 'Email Address *' and 'Confirm Email Address *'. Below these is a 'Topic Selection' section with eight radio button options: 'All Third Party Administrator News', 'CGDP Drug Manufacturers Listservs', 'CGDP Part D Plan Sponsors Listservs', 'Discarded Drug Program Listservs', 'MDP Drug Manufacturers Listservs', 'MDP Part D Plan Sponsors Listservs', 'MPP Listservs', and 'Medicare Prescription Drug Inflation Rebate Program Listservs'. A 'CAPTCHA' section follows, with the instruction 'Please answer the math problem below to prove you're not a robot.' and the equation '7 + 5 =' followed by an input box. At the bottom, there is a 'Submit' button and a paragraph explaining that a confirmation email will be sent within 10 minutes and to check the spam folder if not received.

MPP Login

To gain access to the MPP and be assigned a User ID and Password, onboarding must take place. To register to receive a User ID, refer to the links provided in [Manufacturers and HPMS](#) and [Sponsors and HPMS](#) sections in this guide.

After registering for a User ID, during the onboarding process, you will receive an email from TPA Operations detailing how to access the portal and complete EFT forms for payment processing and receipt. As an authorized MPP user, your initial login will require email verification and password update for secure access to the MPP.

A. If you are a first-time user assigned the **responsibility to initiate payments, view reports and update banking information** in your applicable programs, you will be required to:

1. Verify your email address to receive “User Validation” MFA tokens.
2. Set your password using the link in the successful “Email Validation” email or using the “TPA Manufacturer Payment Portal – Email Verification” email.
3. Create a four-digit numeric PIN for payment purposes.

To learn which roles have the responsibility to initiate payments, view reports, and update banking information, refer to [Table 1: Payment Initiator Roles](#).

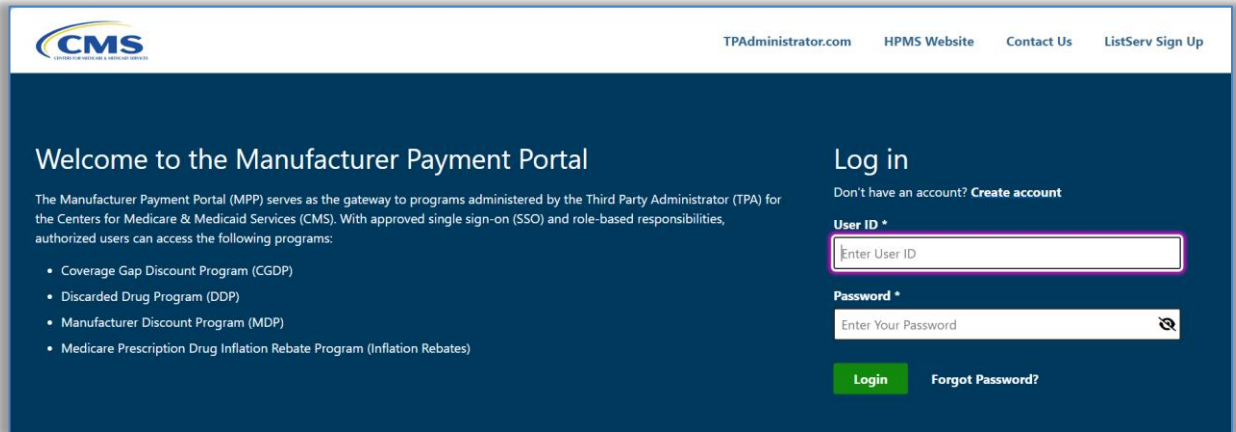
The [Manufacturer Payment Portal – My Profile Instructions](#) in this guide will use the Payment Initiator role to present the functionality available.

B. If you are a first-time user assigned read only access to **review invoices and report information** in your applicable programs, you will be required to:

1. Verify your email address to receive “User Validation” MFA tokens
2. Set your password using the link in the “Email Validation” email or a separate email from the MPP.

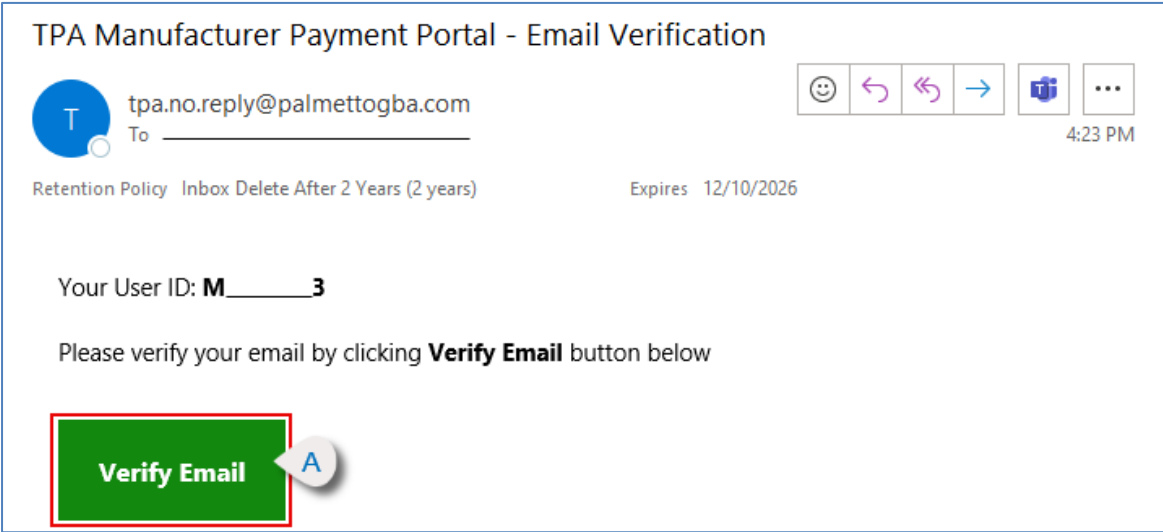
To learn which roles have the responsibility to read reports, refer to _____

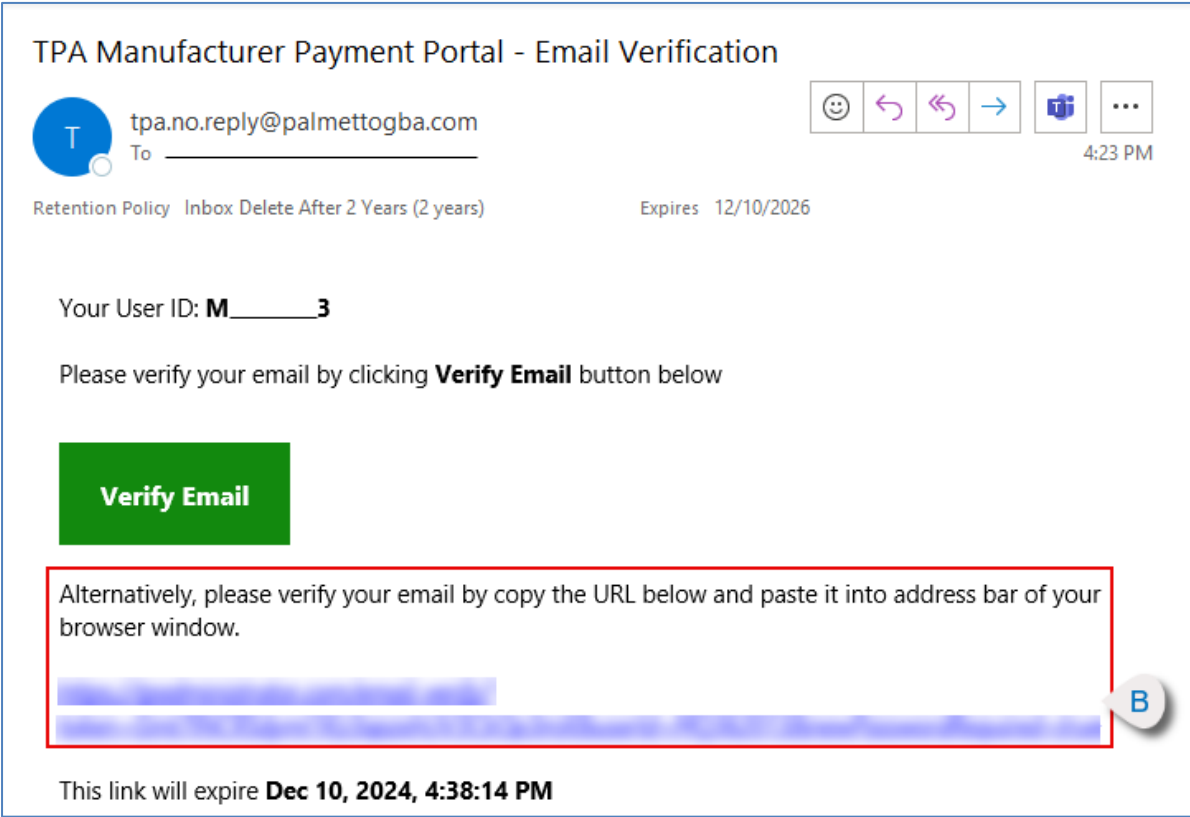
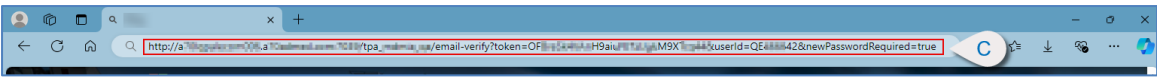
Table 2: Read Only Roles.

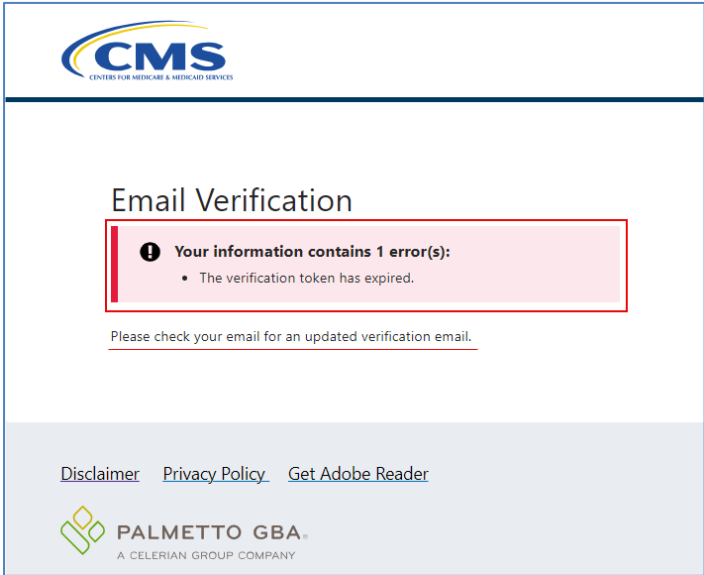


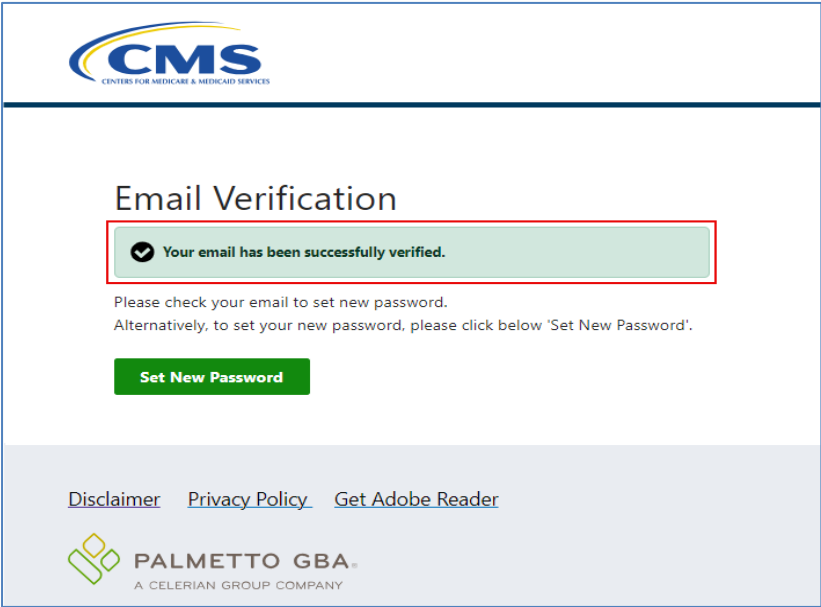
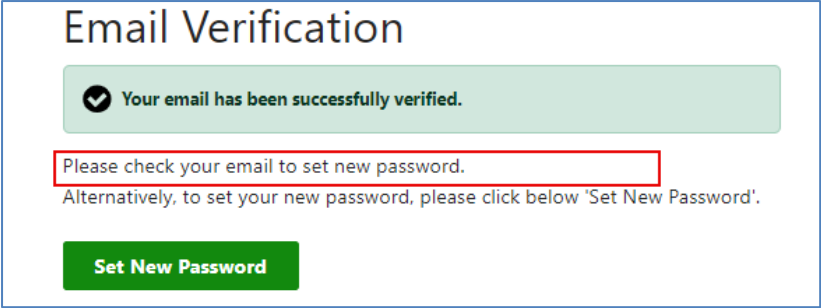
New User Setup and Login Instructions

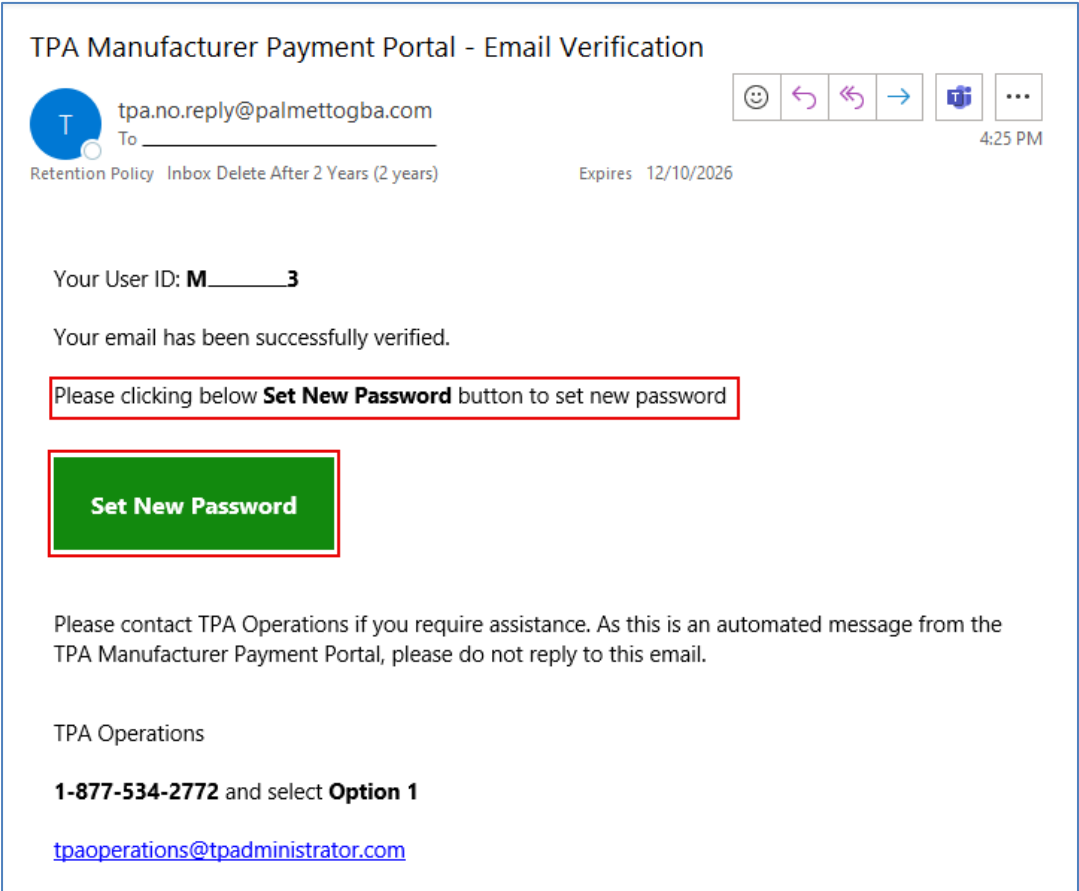

Instructions	Visuals
<p>1. You will receive a Welcome Letter from the TPA Operations team. This letter will instruct you to update your contact information in HPMS.</p> <p>Once your contact information is updated, you will receive your User ID and Password from TPA Operations to log in to the MPP.</p> <p>The email will be from tpa.no.reply@palmettogba.com titled “TPA Manufacturer Payment Portal – Email Verification,” where you will need to verify your email.</p> <p>Please Note: Verifying your email is required for MFA tokens or PIN Validation Tokens to be sent your registered email address.</p>	<div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p style="margin: 0;">TPA Manufacturer Payment Portal - Email Verification</p> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 5px;"> <div style="display: flex; align-items: center;"> T </div> <div style="font-size: 10px;"> tpa.no.reply@palmettogba.com To _____ </div> <div style="font-size: 10px; color: #0070c0;">4:23 PM</div> </div> <div style="margin-top: 5px; font-size: 9px; color: #0070c0;"> Retention Policy Inbox Delete After 2 Years (2 years) Expires 12/10/2026 </div> <div style="margin-top: 10px;"> <p>Your User ID: M_____3</p> <p>Please verify your email by clicking Verify Email button below</p> <div style="text-align: center; margin: 10px 0;"> <div style="background-color: #0070c0; color: white; padding: 5px 15px; border-radius: 3px; display: inline-block; font-weight: bold;">Verify Email</div> </div> <p style="font-size: 10px; color: #0070c0;">Alternatively, please verify your email by copy the URL below and paste it into address bar of your browser window.</p> <div style="background-color: #0070c0; color: white; padding: 2px 10px; border-radius: 3px; margin: 5px 0; font-size: 10px; text-align: center;"> [Redacted URL] </div> <p style="font-size: 10px; color: #0070c0;">This link will expire Dec 10, 2024, 4:38:14 PM</p> <p style="font-size: 10px; color: #0070c0;">If you receive your emails in the plain text format, you will need to copy the URL above and paste it into the address bar of your browser window.</p> <p style="font-size: 10px; color: #0070c0;">Please contact TPA Operations if you require assistance. As this is an automated message from the TPA Manufacturer Payment Portal, please do not reply to this email.</p> <p style="font-size: 10px; color: #0070c0;">TPA Operations</p> <p style="font-size: 10px; color: #0070c0;">1-877-534-2772 and select Option 1</p> <p style="font-size: 10px; color: #0070c0;">tpaoperations@tpadministrator.com</p> </div> </div>

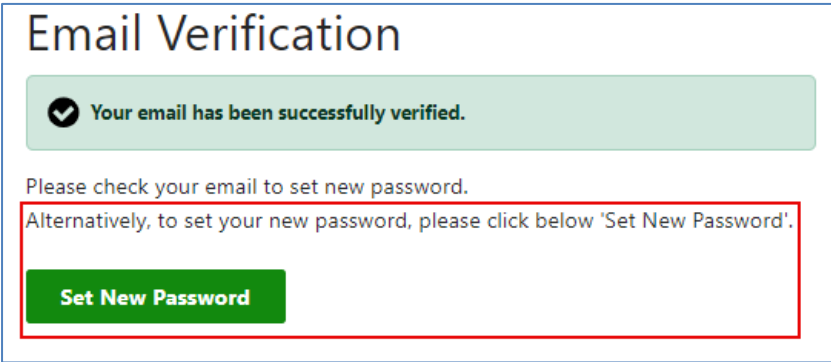
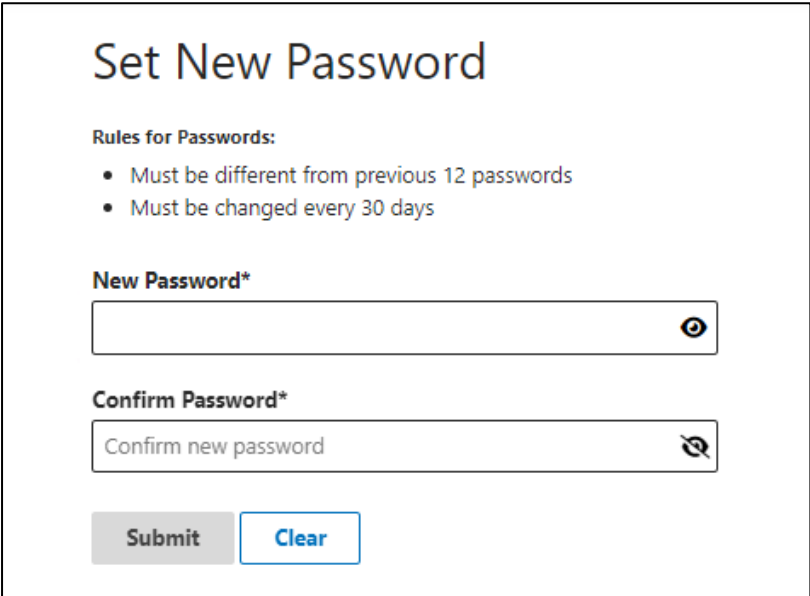
Instructions	Visuals
<p>2. Within the email “TPA Manufacturer Payment Portal – Email Verification” there are different options to verify your email address:</p> <p>A. Option A is to click on the green <u>Verify Email</u> button.</p>	 <p>The screenshot shows an email interface. At the top, the title is "TPA Manufacturer Payment Portal - Email Verification". The sender is "tpa.no.reply@palmettogba.com" with a blue circular profile picture containing a white 'T'. The recipient field is partially visible as "To _____". On the right side, there are icons for smiley face, reply, reply all, forward, share, and more options, along with the time "4:23 PM". Below the header, there is a "Retention Policy" section with "Inbox Delete After 2 Years (2 years)" and "Expires 12/10/2026". The main body of the email contains the text "Your User ID: M_____3" and "Please verify your email by clicking Verify Email button below". At the bottom, there is a green rectangular button with the text "Verify Email" in white. A red border highlights this button, and a blue callout bubble with a white 'A' points to it.</p>

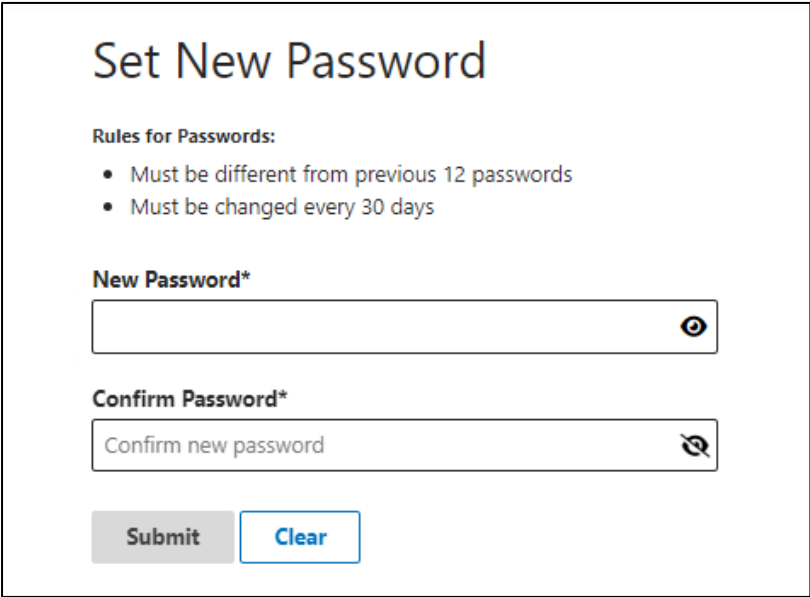
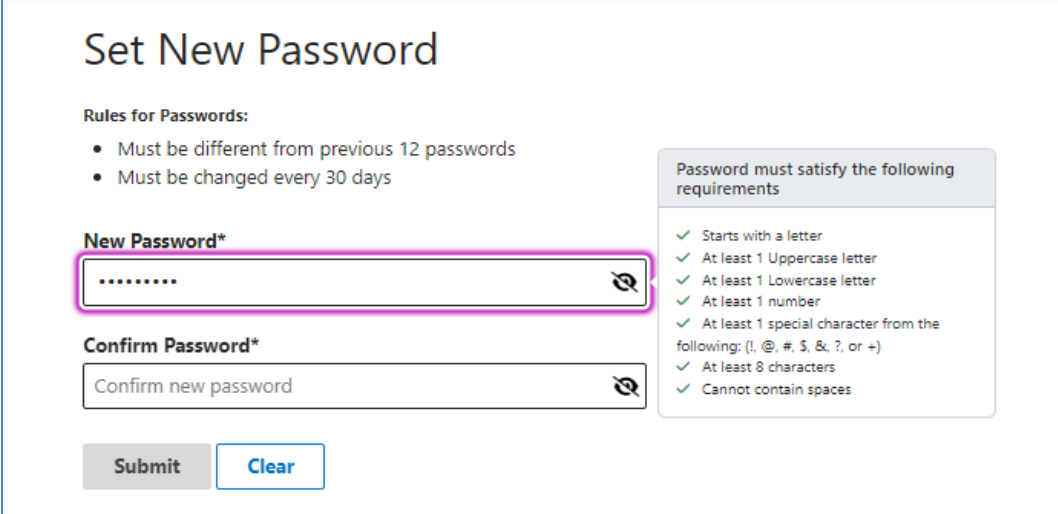
Instructions	Visuals
<p>B. Option B is to click on the uniform resource locator (URL) link.</p>	 <p>TPA Manufacturer Payment Portal - Email Verification</p> <p>tpa.no.reply@palmettogba.com To _____</p> <p>Retention Policy Inbox Delete After 2 Years (2 years) Expires 12/10/2026 4:23 PM</p> <p>Your User ID: M_____3</p> <p>Please verify your email by clicking Verify Email button below</p> <p>Verify Email</p> <p>Alternatively, please verify your email by copy the URL below and paste it into address bar of your browser window.</p> <p>[Redacted URL]</p> <p>This link will expire Dec 10, 2024, 4:38:14 PM</p>
<p>C. Option C is to copy and paste the URL into your browser.</p>	 <p>http://a7b3gpkgrm00la7c2admed.com/tpa_mailbox/email-verify?token=OF3124W1H9au1TgM9X1g44userid=QE44442&newPasswordRequired=true</p>


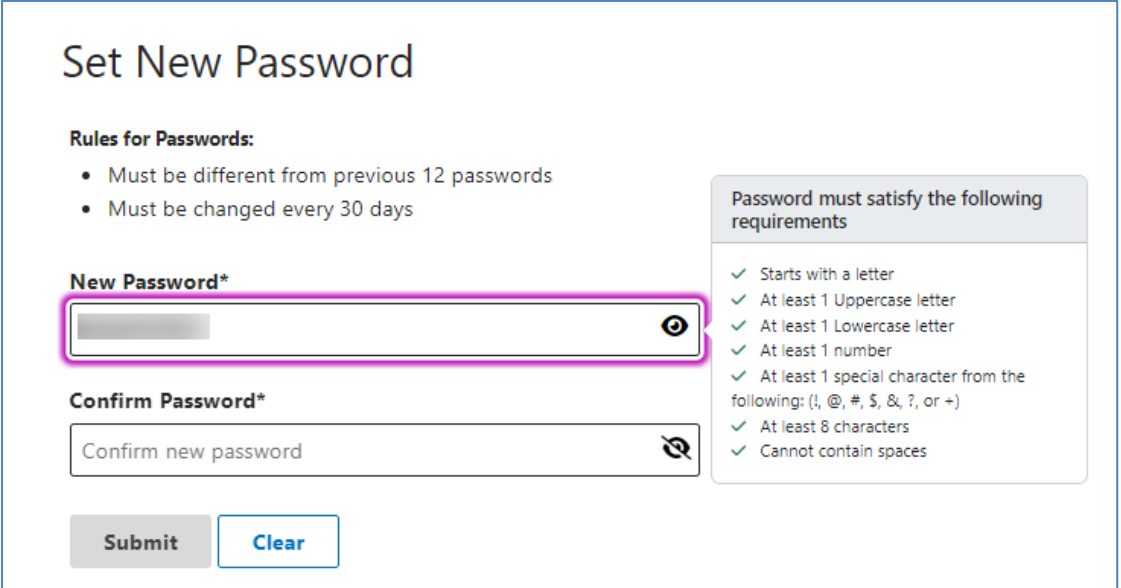
Instructions	Visuals
<p>Please Note:</p> <p>The “TPA Manufacturer Payment Portal – Email Verification” email link will only be valid for fifteen (15) minutes. The expiration date and time of the link is provided in the email.</p> <p>If the email verification time limit has expired, you will receive an error message and a new email. On the right is the error message you will receive is the time limit has expired.</p>	

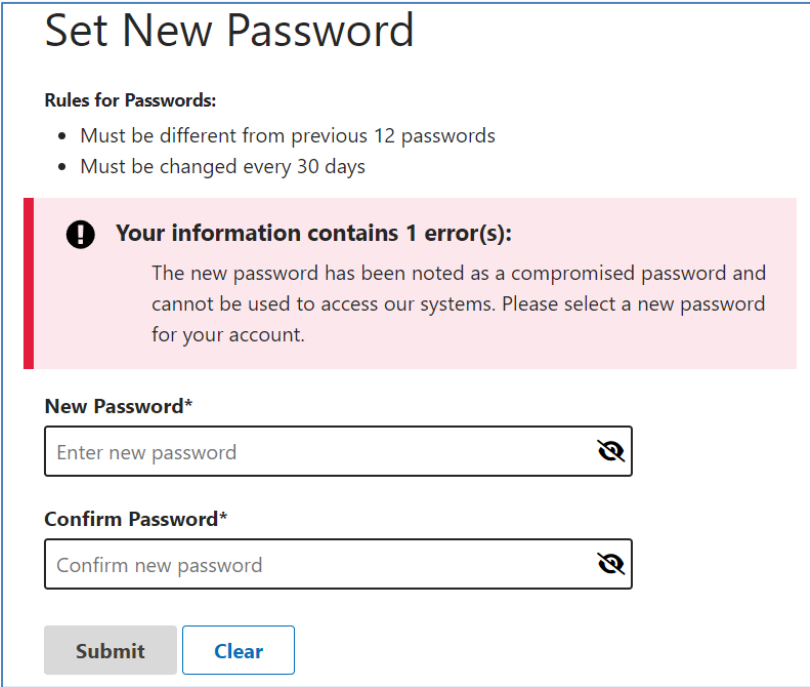
Instructions	Visuals
<p>3. After successfully verifying your email, you will see a confirmation message on the Email Verification screen, which displays the message: “Your email has been successfully verified.”</p> <p>The Email Verification message contains two additional messages regarding new password setup:</p>	 <p>The screenshot shows the CMS logo at the top. Below it is the heading "Email Verification". A green box with a checkmark contains the text "Your email has been successfully verified." Below this, there is a line of text: "Please check your email to set new password. Alternatively, to set your new password, please click below 'Set New Password'." A green button labeled "Set New Password" is positioned below the text. At the bottom of the page, there are links for "Disclaimer", "Privacy Policy", and "Get Adobe Reader", followed by the Palmetto GBA logo and the text "PALMETTO GBA - A CELERIAN GROUP COMPANY".</p>
<ul style="list-style-type: none">The first message says: “Please check your email to set new password.”	 <p>This screenshot is identical to the one above, but a red rectangular box highlights the text: "Please check your email to set new password. Alternatively, to set your new password, please click below 'Set New Password'." The "Set New Password" button and the rest of the page content are the same as in the previous screenshot.</p>

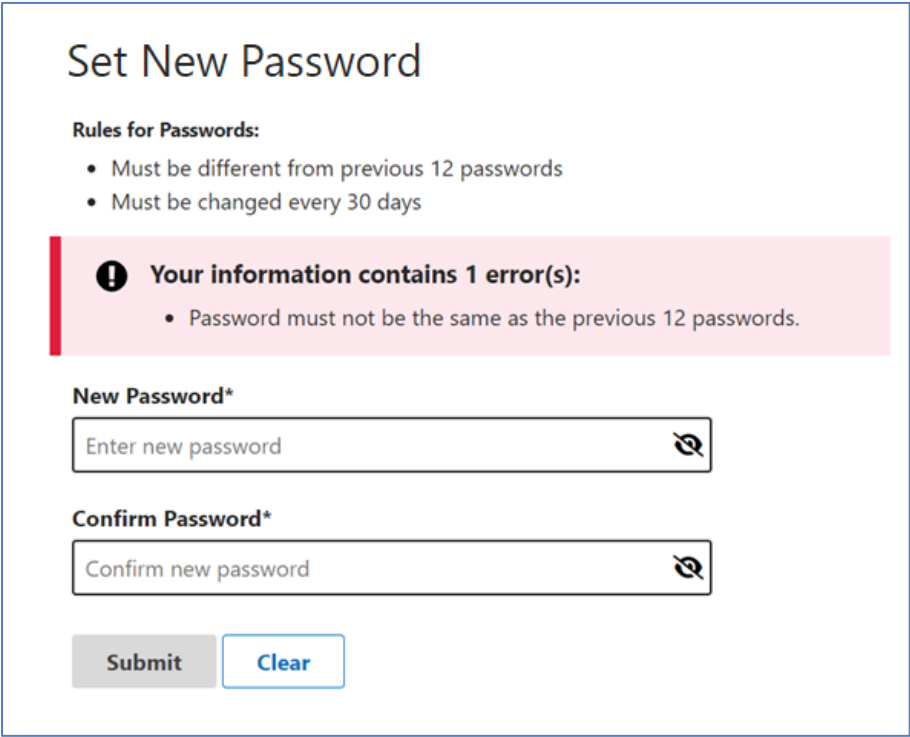
Instructions	Visuals
<ul style="list-style-type: none">• Example of the Email Verification with the “Set New Password” button.	 <p>TPA Manufacturer Payment Portal - Email Verification</p> <p> tpa.no.reply@palmettogba.com To _____</p> <p>Retention Policy Inbox Delete After 2 Years (2 years) Expires 12/10/2026 4:25 PM</p> <p>Your User ID: M_____3</p> <p>Your email has been successfully verified.</p> <p>Please clicking below Set New Password button to set new password</p> <p>Set New Password</p> <p>Please contact TPA Operations if you require assistance. As this is an automated message from the TPA Manufacturer Payment Portal, please do not reply to this email.</p> <p>TPA Operations</p> <p>1-877-534-2772 and select Option 1</p> <p>tpaoperations@tpadministrator.com</p>

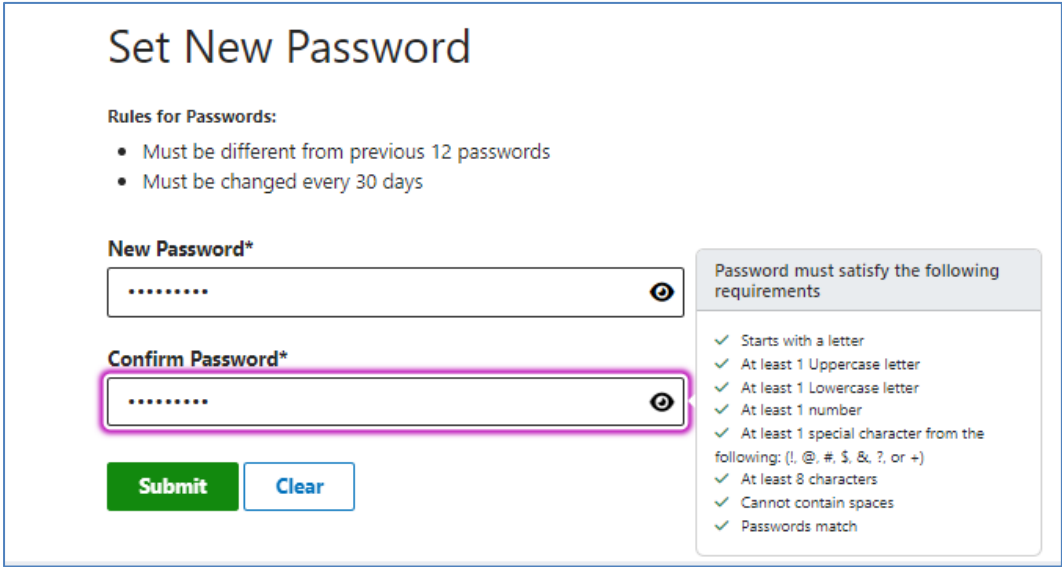
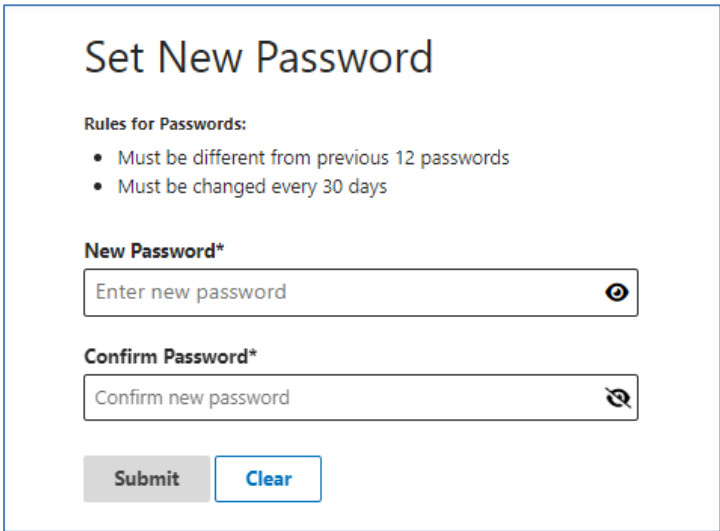
Instructions	Visuals
<ul style="list-style-type: none">The second message says “Alternately, to set your new password, please click below “Set New Password”.”	
<p>4. Selecting the “Set New Password” button, on either of the Email Verification webpage or alternatively Email Verification email, will display the “Set New Password” form.</p>	

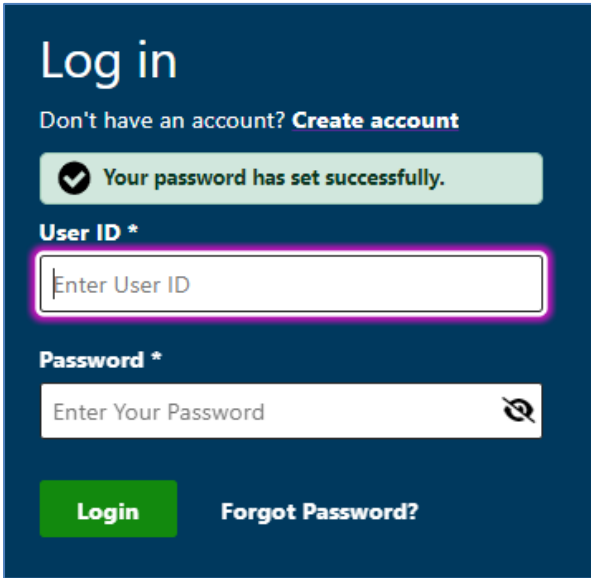
Instructions	Visuals
<p>5. On the Set New Password form, the “Rules for Passwords” are displayed.</p> <ul style="list-style-type: none"> • Must be different from previous 12 passwords • Must be changed every 30 days <p>Password requirements will appear as you enter the new password. They are:</p> <ul style="list-style-type: none"> • Starts with a letter • At least 1 Uppercase letter • At least 1 Lowercase letter • At least 1 number • At least 1 special character from the following: (!, @, #, \$, &, ?, +) • At least 8 characters • Cannot contain spaces 	
<p>6. Type your new password in the “New Password” field.</p> <p>A pop-up window will show which password requirements you meet as you enter your password.</p>	


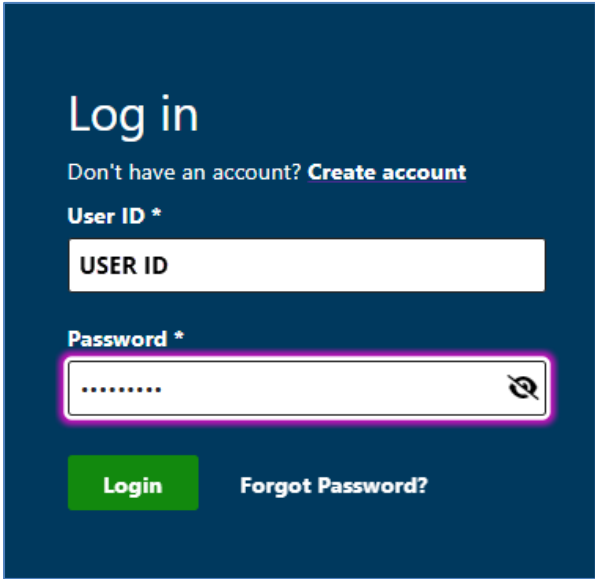
Instructions	Visuals
<p>7. As you meet a requirement, the red X updates to a green <input checked="" type="checkbox"/> checkmark for that line item.</p> <p>Please Note: By default, the <i>New Password*</i> and <i>Confirm Password*</i> fields hide the data you are entering; however you can click the eye icon  in the fields to view your password.</p>	 <p>Set New Password</p> <p>Rules for Passwords:</p> <ul style="list-style-type: none">• Must be different from previous 12 passwords• Must be changed every 30 days <p>New Password*</p> <p>Confirm Password*</p> <p>Confirm new password</p> <p>Submit Clear</p> <p>Password must satisfy the following requirements</p> <ul style="list-style-type: none">✓ Starts with a letter✓ At least 1 Uppercase letter✓ At least 1 Lowercase letter✓ At least 1 number✓ At least 1 special character from the following: (!, @, #, \$, &, ?, or +)✓ At least 8 characters✓ Cannot contain spaces

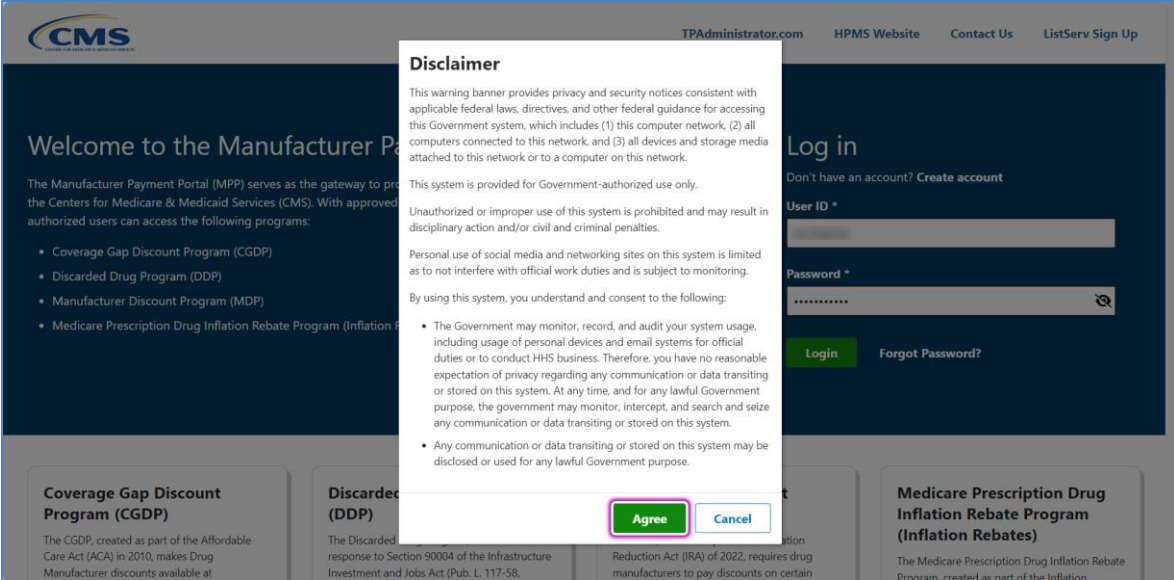
Instructions	Visuals
<p>8. When selecting a new password, remember that certain passwords are not allowed to be used. These are known as compromised passwords. If you try to use one, an error message will appear.</p> <ul style="list-style-type: none">Your information contains 1 error(s): The new password has been noted as a compromised password and cannot be used to access our systems. Please select a new password for your account.”	 <p>The screenshot shows a web form titled "Set New Password". Under the heading "Rules for Passwords:", there are two bullet points: "Must be different from previous 12 passwords" and "Must be changed every 30 days". Below this is a red-bordered error message box with a warning icon and the text: "Your information contains 1 error(s): The new password has been noted as a compromised password and cannot be used to access our systems. Please select a new password for your account." The form includes two input fields: "New Password*" with the placeholder "Enter new password" and "Confirm Password*" with the placeholder "Confirm new password". Both fields have a clear icon on the right. At the bottom are "Submit" and "Clear" buttons.</p>

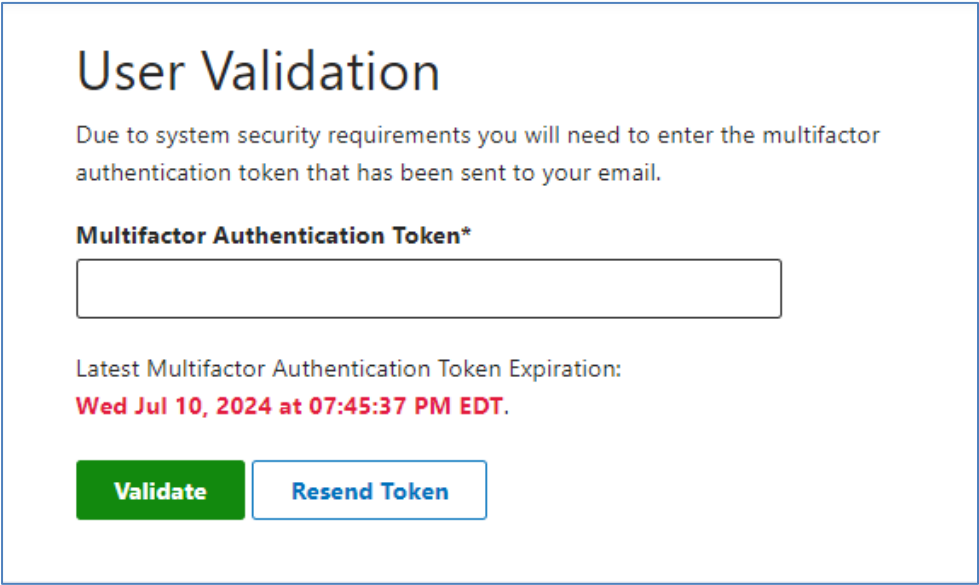
Instructions	Visuals
<p>9. When choosing your new password, it must be different than your prior 12 passwords. If it is not, an error message will appear.</p> <ul style="list-style-type: none">• Message: “Your Information contains 1 error(s): Password must not be the same as the previous 12 passwords.”	 <p>The screenshot shows a web form titled "Set New Password". Under the heading "Rules for Passwords:", there are two bullet points: "Must be different from previous 12 passwords" and "Must be changed every 30 days". Below this, a red error message box states: "Your information contains 1 error(s): Password must not be the same as the previous 12 passwords." The form includes two input fields: "New Password*" and "Confirm Password*", each with a clear icon. At the bottom, there are "Submit" and "Clear" buttons.</p>

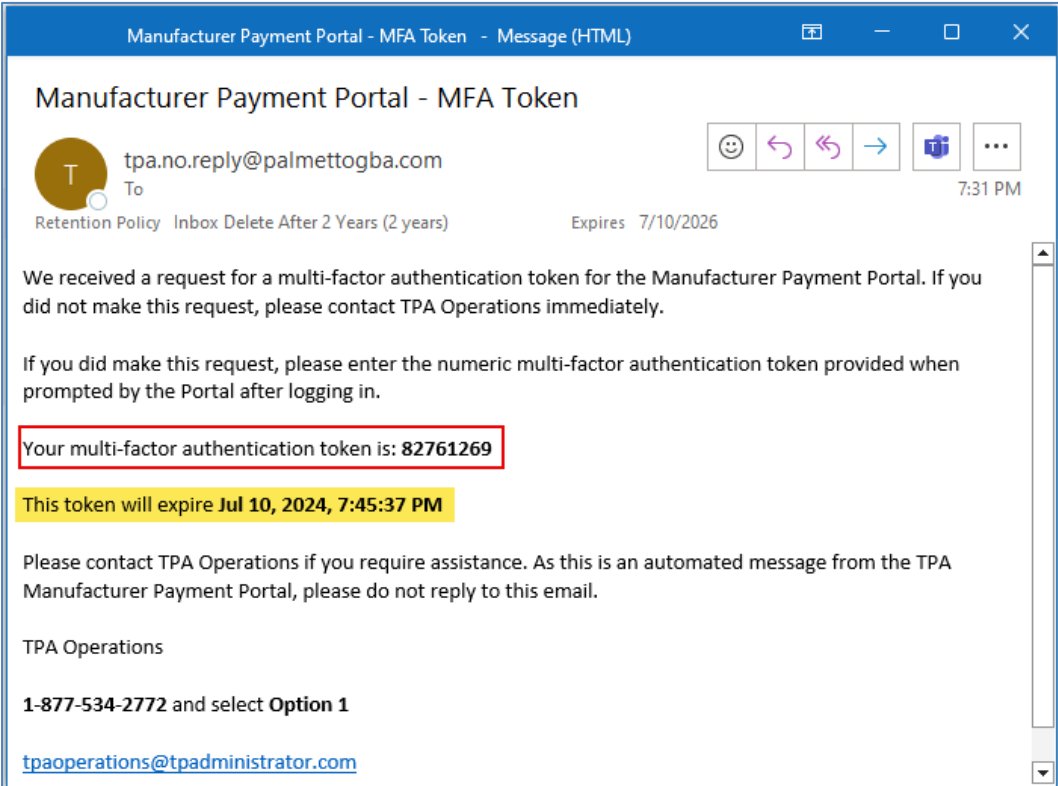
Instructions	Visuals
<p>10. If the password selected passes all requirements, re-enter the same password in the <u>Confirm Password</u> field.</p> <p>Once your password meets the necessary criteria, click the <u>Submit</u> button.</p>	 <p>The screenshot shows a 'Set New Password' form. It includes a title, 'Rules for Passwords' (Must be different from previous 12 passwords, Must be changed every 30 days), two password input fields labeled 'New Password*' and 'Confirm Password*', and 'Submit' and 'Clear' buttons. A requirements list on the right is checked. The 'Confirm Password*' field is highlighted with a pink border.</p>
<p>11. If for any reason you need to restart entering your password, you can choose the <u>Clear</u> button to reset the <u>New Password</u> and <u>Confirm Password</u> fields. You can also backspace or delete the entries in the field.</p> <p>Note: Your user ID is unique to you. All users must have a unique user ID and password.</p>	 <p>The screenshot shows the same 'Set New Password' form. The 'Clear' button is highlighted with a blue border, indicating it should be used to reset the password fields.</p>

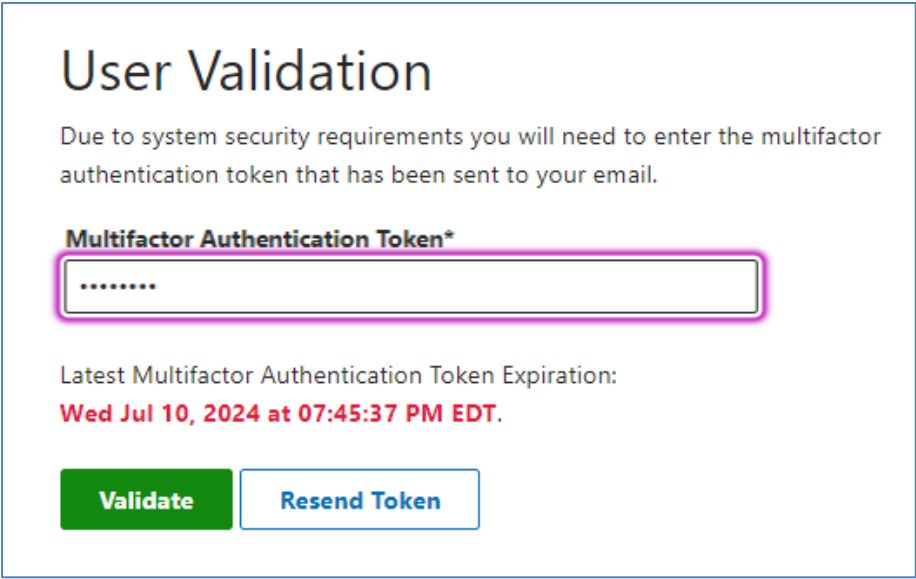
Instructions	Visuals
<p>12. Once you have successfully created your password, you will be automatically directed back to the MPP Log in screen.</p> <p>The message displayed states: “Your password has set successfully.”</p>	 <p>The screenshot shows a dark blue login interface. At the top, it says "Log in". Below that, there is a link "Don't have an account? Create account". A green notification box with a checkmark icon contains the text "Your password has set successfully.". Below the notification are two input fields: "User ID *" and "Password *". The "User ID" field contains the placeholder text "Enter User ID" and is highlighted with a pink border. The "Password" field contains the placeholder text "Enter Your Password" and has a toggle icon on the right. At the bottom, there is a green "Login" button and a link "Forgot Password?".</p>

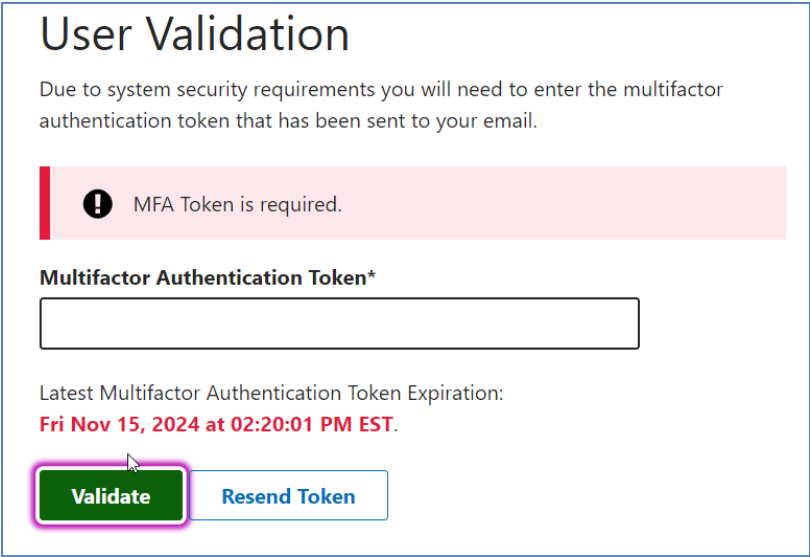
Instructions	Visuals
<p>13. You are now ready to log into the MPP application.</p> <p>Step 1: Click in the <u>User ID*</u> field and enter your user ID, provided by TPA Operations.</p> <p>Step 2: Click in the Password field to enter your password. You can use the eye icon  to view the entered password prior to choosing the Login button.</p>	

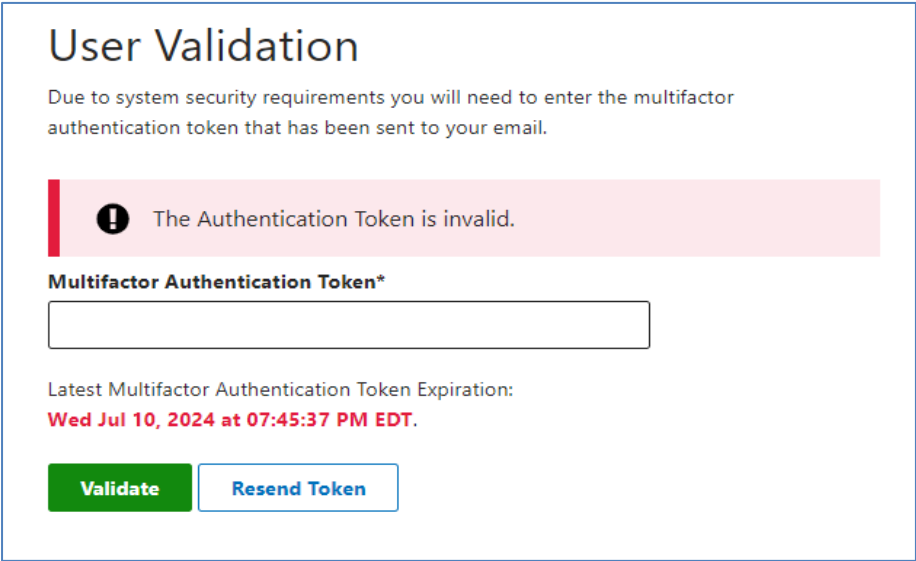
Instructions	Visuals
<p>14. Once you click the Login button, a Disclaimer notification will pop up.</p> <p>Scroll through the text using the bar on the right. To proceed, you need to click Agree.</p> <p>If you disagree with the Disclaimer text, select the Cancel button to return to the Log in screen.</p>	 <p>The screenshot shows the MPP login interface. At the top, there is a navigation bar with links for 'TPAdministrator.com', 'HPMS Website', 'Contact Us', and 'ListServ Sign Up'. The main header features the CMS logo and the text 'Welcome to the Manufacturer Payment Portal'. Below this, a list of programs is displayed: Coverage Gap Discount Program (CGDP), Discarded Drug Program (DDP), Manufacturer Discount Program (MDP), and Medicare Prescription Drug Inflation Rebate Program (Inflation Rebates). A 'Log in' section is visible on the right, containing fields for 'User ID *' and 'Password *', a 'Login' button, and a 'Forgot Password?' link. A 'Disclaimer' pop-up window is centered over the page. The disclaimer text includes: 'This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.' It also states: 'Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties. Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring. By using this system, you understand and consent to the following: The Government may monitor, record, and audit your system usage, including usage of personal devices and email systems for official duties or to conduct HHS business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this system. Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose.' At the bottom of the pop-up are two buttons: 'Agree' (highlighted with a red box) and 'Cancel'.</p>


Instructions	Visuals
<p>15. After agreeing to the Disclaimer, the User Validation screen will display.</p> <p>The system will automatically send you an MFA Token to your registered email address.</p>	 <p>User Validation</p> <p>Due to system security requirements you will need to enter the multifactor authentication token that has been sent to your email.</p> <p>Multifactor Authentication Token*</p> <input data-bbox="884 524 1583 581" type="text"/> <p>Latest Multifactor Authentication Token Expiration: Wed Jul 10, 2024 at 07:45:37 PM EDT.</p> <p>Validate Resend Token</p>

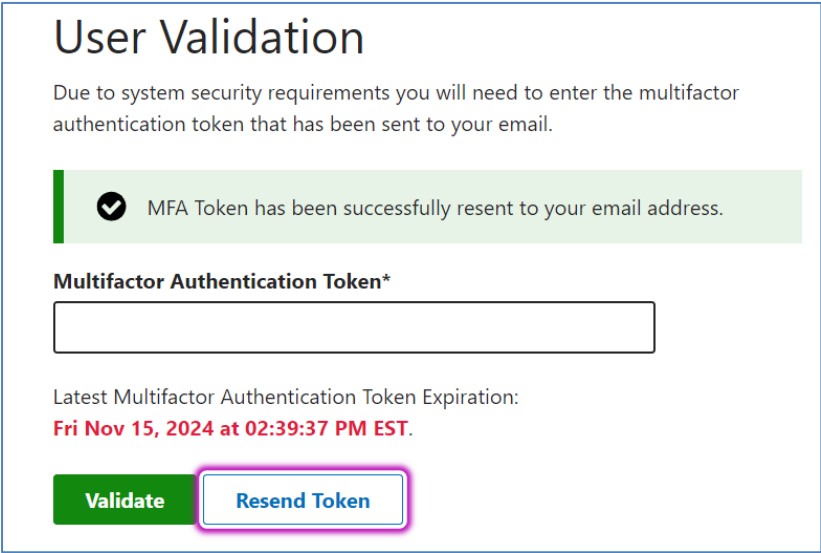
Instructions	Visuals
<p>16. You will receive an email from tpa.no.reply@palmettogba.com titled “TPA Manufacturer Payment Portal – MFA Token.”</p> <p>Enter the MFA token from the email into the <i>Multifactor Authentication Token</i>* field in the User Validation screen</p> <p>Please Note: The authentication token is sent to your verified email and is only valid for 15 minutes. The expiration date and time of the token is provided in the email.</p>	 <p>The screenshot shows an email window titled "Manufacturer Payment Portal - MFA Token - Message (HTML)". The email header includes the sender "tpa.no.reply@palmettogba.com" and the subject "Manufacturer Payment Portal - MFA Token". The body of the email contains the following text:</p> <p>We received a request for a multi-factor authentication token for the Manufacturer Payment Portal. If you did not make this request, please contact TPA Operations immediately.</p> <p>If you did make this request, please enter the numeric multi-factor authentication token provided when prompted by the Portal after logging in.</p> <p>Your multi-factor authentication token is: 82761269</p> <p>This token will expire Jul 10, 2024, 7:45:37 PM</p> <p>Please contact TPA Operations if you require assistance. As this is an automated message from the TPA Manufacturer Payment Portal, please do not reply to this email.</p> <p>TPA Operations 1-877-534-2772 and select Option 1 tpaoperations@tpadministrator.com</p>

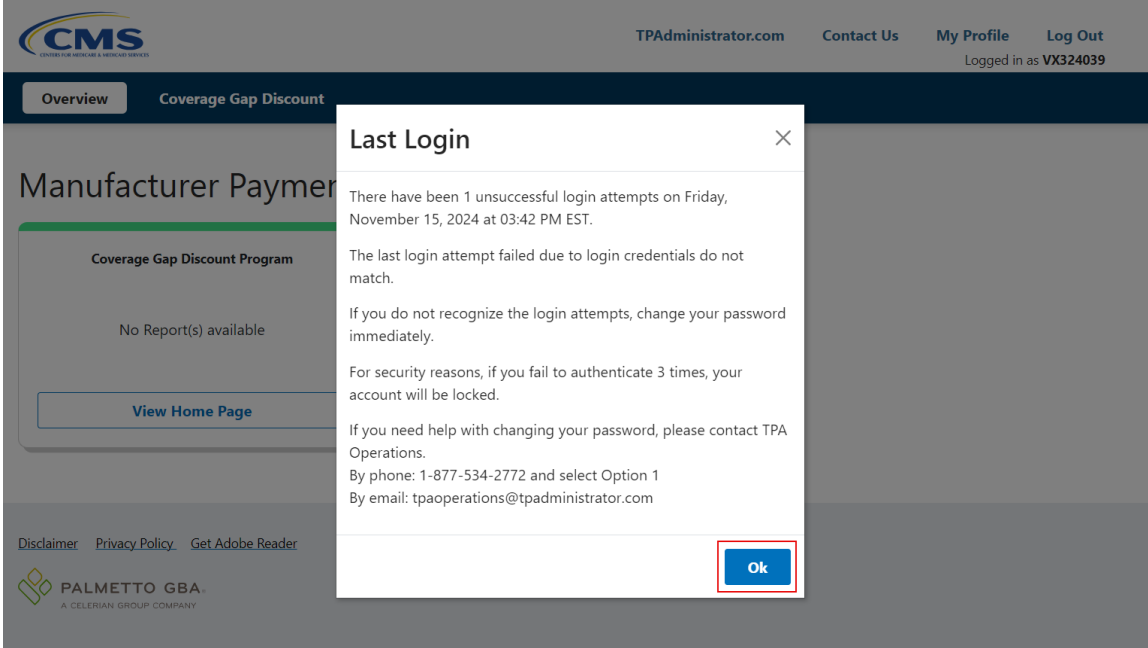
Instructions	Visuals
<p>17. You can copy and paste the authentication token from the email or manually enter it into the <u>Multifactor Authentication Token*</u> field on the User Validation screen.</p> <p>Please ensure you input the token before it expires and then click the <u>Validate</u> button.</p>	 <p>User Validation</p> <p>Due to system security requirements you will need to enter the multifactor authentication token that has been sent to your email.</p> <p>Multifactor Authentication Token*</p> <p>.....</p> <p>Latest Multifactor Authentication Token Expiration: Wed Jul 10, 2024 at 07:45:37 PM EDT.</p> <p>Validate Resend Token</p>

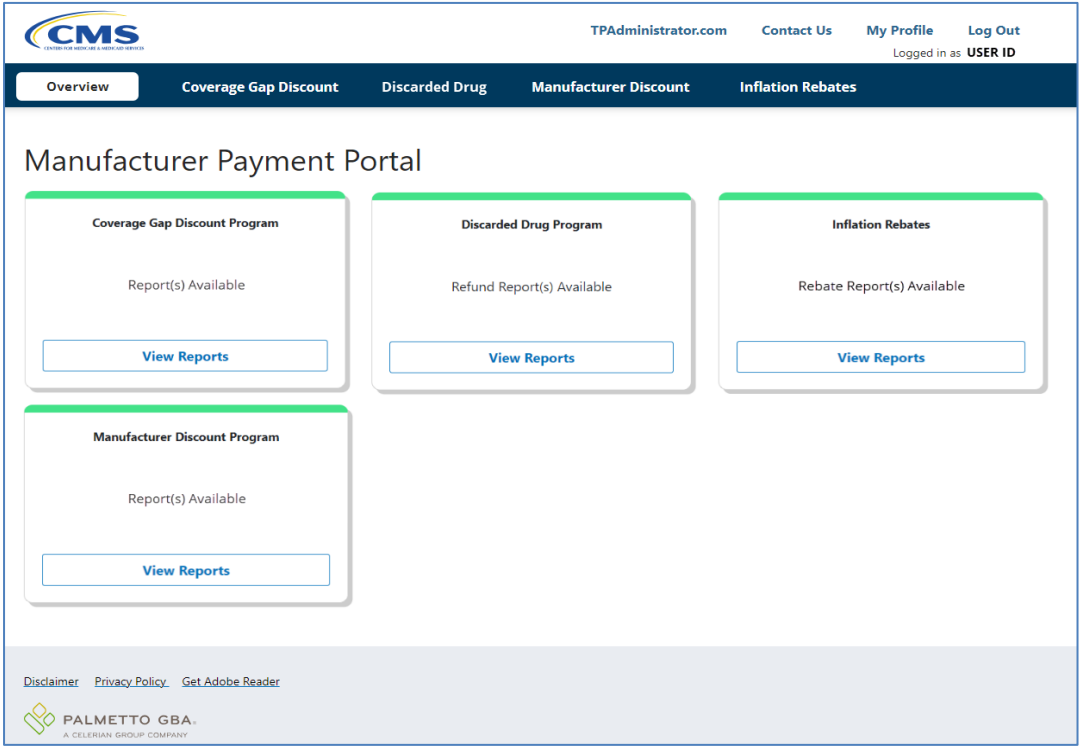
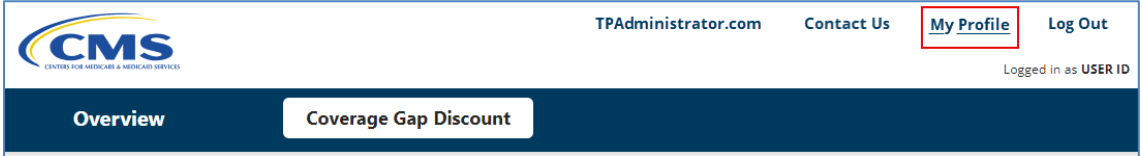
Instructions	Visuals
<p>18. If you get a message that says an MFA token is required, verify that you have received and entered the correct MFA token into the field, then click on the <i>Validate</i> button.</p>	 <p>User Validation</p> <p>Due to system security requirements you will need to enter the multifactor authentication token that has been sent to your email.</p> <p>! MFA Token is required.</p> <p>Multifactor Authentication Token*</p> <p>Latest Multifactor Authentication Token Expiration: Fri Nov 15, 2024 at 02:20:01 PM EST.</p> <p>Validate Resend Token</p>

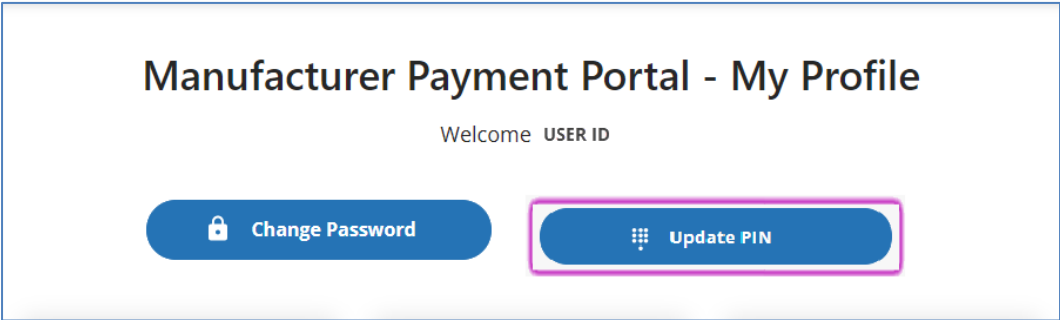
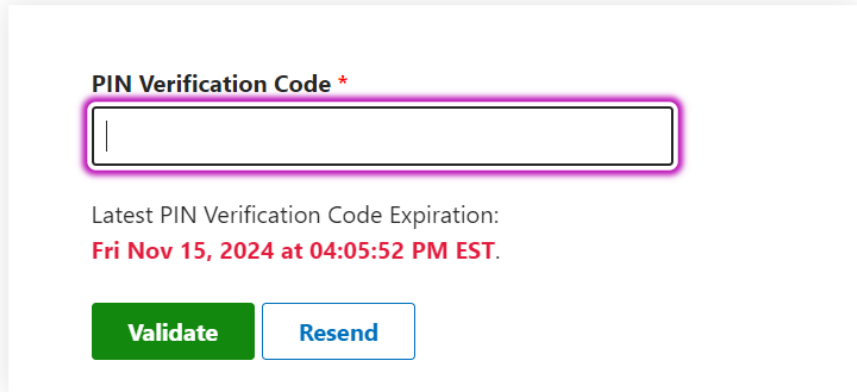
Instructions	Visuals
<p>19. If you get a message that says your token is invalid, first check if you entered the code correctly, and then confirm that the authentication token hasn't expired.</p> <p>If the message still appears after verifying and re-entering the current token, click the <i>Resend Token</i> button to get a new MFA token via email.</p> <p>Please Note: If this error message continues to appear even after requesting a new authentication token, please reach out to TPA Operations. You can find the contact information for TPA Operations under the Contact Us link on TPAdministrator.com.</p>	 <p>User Validation</p> <p>Due to system security requirements you will need to enter the multifactor authentication token that has been sent to your email.</p> <p>The Authentication Token is invalid.</p> <p>Multifactor Authentication Token*</p> <input type="text"/> <p>Latest Multifactor Authentication Token Expiration: Wed Jul 10, 2024 at 07:45:37 PM EDT.</p> <p>Validate Resend Token</p>

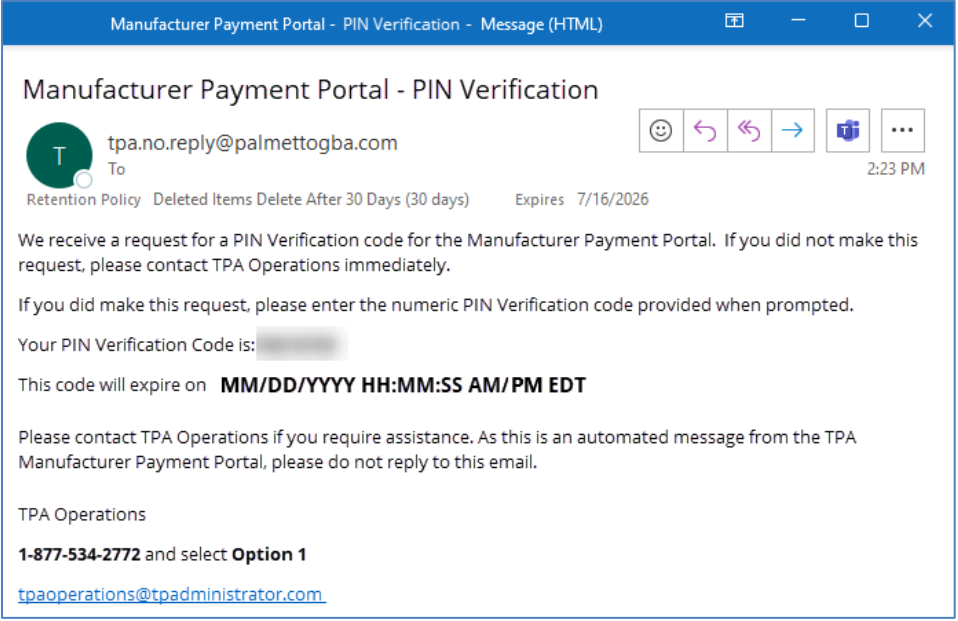
Instructions	Visuals
<p>20. If you get a message that says your token has expired, click the <u>Resend Token</u> button to have a new token sent to your registered email.</p>	<div data-bbox="808 267 1566 841"><h3>User Validation</h3><p>Due to system security requirements you will need to enter the multifactor authentication token that has been sent to your email.</p><div data-bbox="835 431 1541 529"><p> MFA Token is expired. Please generate the new token by clicking on 'Resend Token' button</p></div><p>Multifactor Authentication Token*</p><input data-bbox="835 586 1402 634" type="text"/><p>Latest Multifactor Authentication Token Expiration: Fri Nov 15, 2024 at 02:20:01 PM EST.</p><div data-bbox="835 748 1165 797"><p>Validate Resend Token</p></div></div>

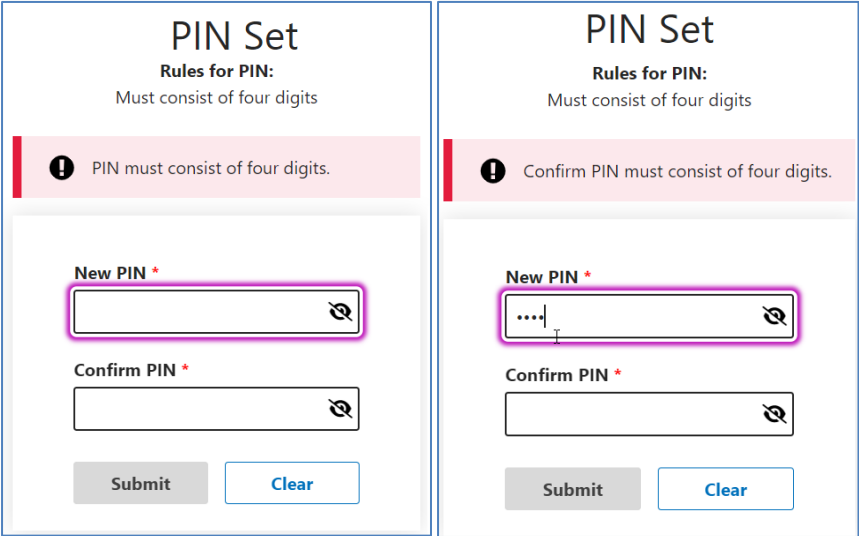
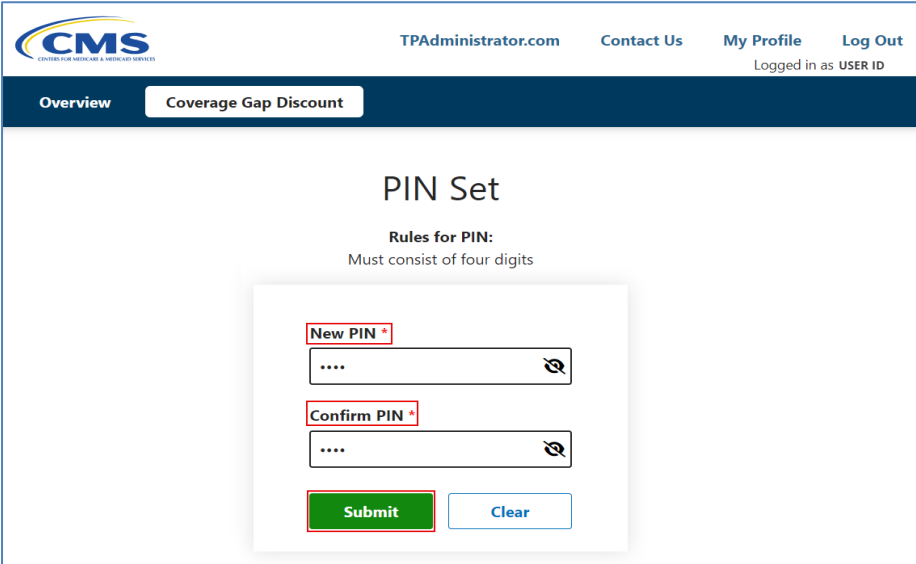
Instructions	Visuals
<p>21. You will receive a message that the token has been sent.</p>	 <p>The screenshot displays the 'User Validation' section of the application. It features a green success message stating 'MFA Token has been successfully resent to your email address.' Below this is a text input field labeled 'Multifactor Authentication Token*'. The expiration time is shown as 'Latest Multifactor Authentication Token Expiration: Fri Nov 15, 2024 at 02:39:37 PM EST.' At the bottom, there are two buttons: a green 'Validate' button and a blue 'Resend Token' button.</p>

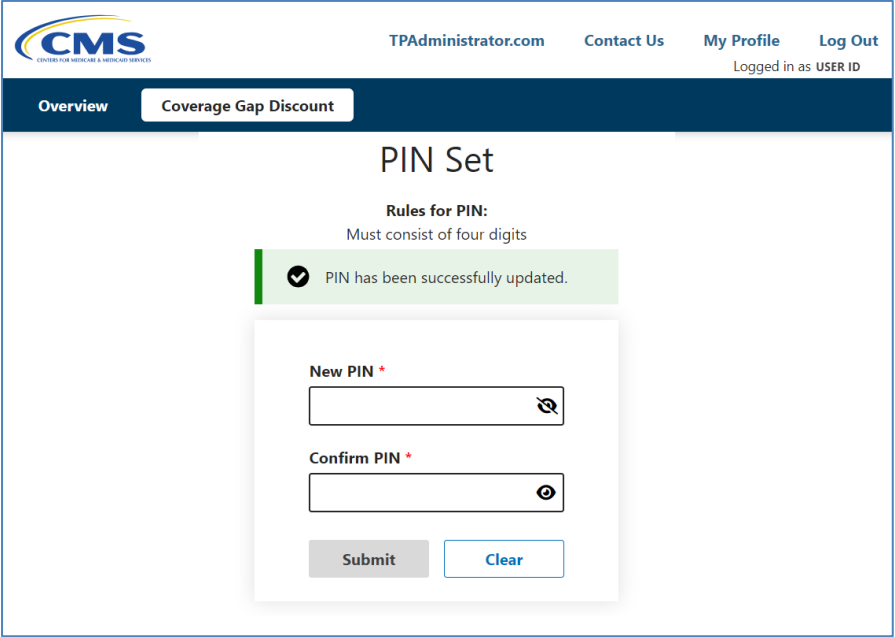
Instructions	Visuals
<p>22. If you have entered your password incorrectly on the Log In screen, a “Last Login” message will appear after you successfully log into the MPP Overview page.</p> <p>This message will display the number of unsuccessful login attempts, along with the date and time of these attempts. It will also provide contact information for TPA Operations.</p> <p>To exit the message, click the <u>OK</u> button.</p>	 <p>The screenshot shows the CMS TPA Administrator portal. The main content area displays the 'Coverage Gap Discount Program' with a message: 'No Report(s) available' and a 'View Home Page' button. A modal dialog box titled 'Last Login' is open, providing details of a failed login attempt on Friday, November 15, 2024, at 03:42 PM EST. The modal text states that the login failed due to incorrect credentials and offers instructions on how to change the password or contact TPA Operations for assistance. The 'Ok' button at the bottom right of the modal is highlighted with a red box.</p>

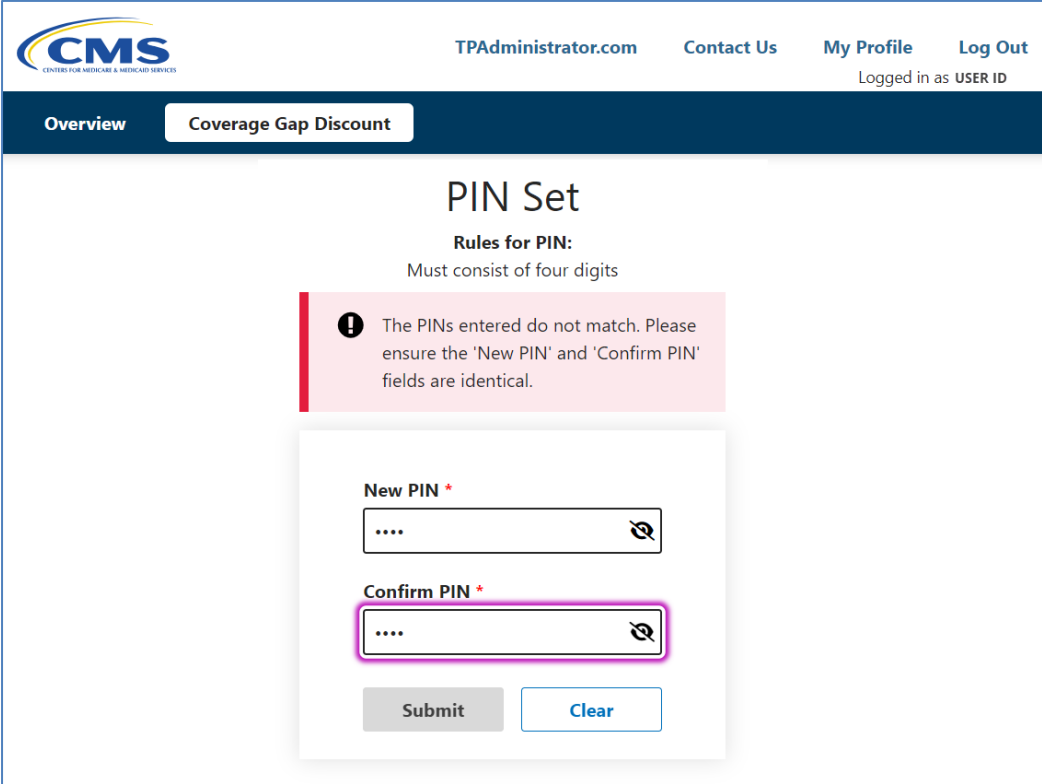
Instructions	Visuals
<p>23. After successfully logging into the MPP, you will see the MPP Overview page. This page gives an overview of the programs your assigned User ID is authorized to access.</p> <p>Each program is shown both as a link in the blue navigation bar and as cards in the main section of the page.</p> <ul style="list-style-type: none"> • Here is an example of the MPP Overview page with a user authorized to access the CGDP, the DDP, the MDP, and the Inflation Rebates Program. • Accessing the individual programs from the MPP Overview page cards will be presented in a separate users guide for each program. 	 <p>The screenshot shows the MPP Overview page. At the top right, there are links for 'TPAdministrator.com', 'Contact Us', 'My Profile', and 'Log Out'. Below these, it says 'Logged in as USER ID'. A dark blue navigation bar contains tabs for 'Overview', 'Coverage Gap Discount', 'Discarded Drug', 'Manufacturer Discount', and 'Inflation Rebates'. The main content area is titled 'Manufacturer Payment Portal' and features four report cards: 'Coverage Gap Discount Program' (Report(s) Available), 'Discarded Drug Program' (Refund Report(s) Available), 'Inflation Rebates' (Rebate Report(s) Available), and 'Manufacturer Discount Program' (Report(s) Available). Each card has a 'View Reports' button. At the bottom, there are links for 'Disclaimer', 'Privacy Policy', and 'Get Adobe Reader', along with the Palmetto GBA logo.</p>
<p>24. Users assigned a user role that permits payment initiation must create a PIN.</p> <p>To set your PIN, click the <i>My Profile</i> link located above the blue navigation bar.</p> <p>Refer to <i>Table 1: Payment Initiator Roles</i> for roles that require PIN code creation.</p>	 <p>This screenshot shows a close-up of the navigation bar. The 'My Profile' link is highlighted with a red rectangular box. Other links visible include 'TPAdministrator.com', 'Contact Us', and 'Log Out'. The 'Logged in as USER ID' text is also present.</p>

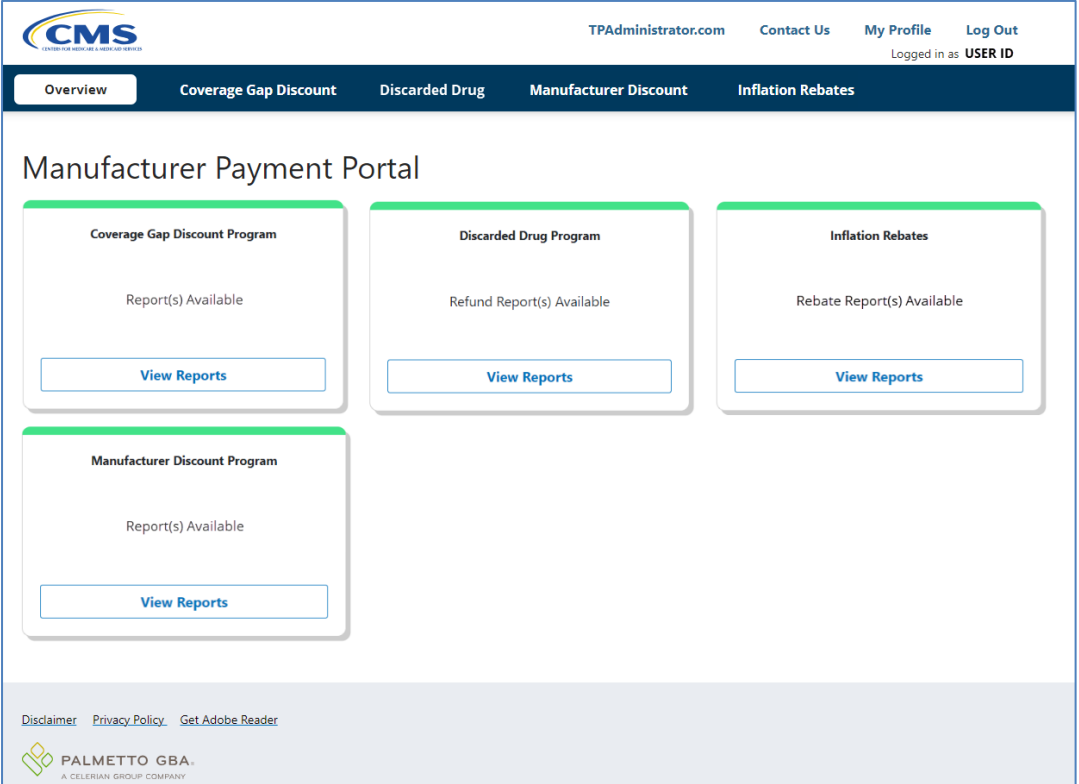
Instructions	Visuals
<p>25. The Manufacturer Payment Portal – My Profile page will display.</p> <p>Choose the <u>Update PIN</u> button to start the process of creating your PIN.</p> <p>Please Note: Users without the authority to initiate payments will only see <u>Change Password</u> button on this page.</p>	
<p>26. The <u>PIN Verification Code Validation</u> screen will appear, and the system will automatically send you an email with a PIN verification code to enter.</p> <p>To proceed, check your registered email and enter the PIN verification code provided.</p>	

Instructions	Visuals
<p>27. “The Manufacturer Payment Portal – PIN Verification” email will contain the PIN verification code for entry.</p>	 <p>The screenshot shows an email interface with a blue header bar that reads "Manufacturer Payment Portal - PIN Verification - Message (HTML)". The email content includes the following text:</p> <p>Manufacturer Payment Portal - PIN Verification</p> <p>From: tpa.no.reply@palmettogba.com To: [Redacted] Retention Policy Deleted Items Delete After 30 Days (30 days) Expires 7/16/2026 2:23 PM</p> <p>We receive a request for a PIN Verification code for the Manufacturer Payment Portal. If you did not make this request, please contact TPA Operations immediately.</p> <p>If you did make this request, please enter the numeric PIN Verification code provided when prompted.</p> <p>Your PIN Verification Code is: [Redacted]</p> <p>This code will expire on MM/DD/YYYY HH:MM:SS AM/PM EDT</p> <p>Please contact TPA Operations if you require assistance. As this is an automated message from the TPA Manufacturer Payment Portal, please do not reply to this email.</p> <p>TPA Operations 1-877-534-2772 and select Option 1 tpaoperations@tpadministrator.com</p>

Instructions	Visuals
<p>28. The PIN Set form will open, showing the Rules for PIN as "Must consist of four digits".</p> <p>While entering your new PIN, messages will display:</p> <ul style="list-style-type: none"> • "PIN must consist of four digits." • "Confirm PIN must consist of four digits." 	
<p>29. Enter your new four-digit PIN in the <u>New PIN</u> field, re-enter it in the <u>Confirm PIN</u> field, and click <u>Submit</u>.</p>	

Instructions	Visuals
<p>30. After successful PIN setup, the message "PIN has been successfully updated." will be displayed.</p>	 <p>The screenshot displays the CMS TPA Administrator portal. At the top, the CMS logo is on the left, and navigation links for 'TPAdministrator.com', 'Contact Us', 'My Profile', and 'Log Out' are on the right. Below the navigation bar, there are tabs for 'Overview' and 'Coverage Gap Discount'. The main content area is titled 'PIN Set' and includes the instruction 'Rules for PIN: Must consist of four digits'. A green notification box with a checkmark icon states 'PIN has been successfully updated.'. Below this, there are two input fields: 'New PIN *' and 'Confirm PIN *', each with a clear button. At the bottom of the form are 'Submit' and 'Clear' buttons.</p>

Instructions	Visuals
<p>31. If the entered PINs do not match an error message will display.</p>	 <p>The screenshot displays the CMS TPA Administrator portal. At the top left is the CMS logo. The top right navigation bar includes links for 'TPAdministrator.com', 'Contact Us', 'My Profile', and 'Log Out', with a status indicator 'Logged in as USER ID'. Below this is a dark blue header with 'Overview' and 'Coverage Gap Discount' tabs. The main content area is titled 'PIN Set' and includes the heading 'Rules for PIN: Must consist of four digits'. A prominent red error message box states: 'The PINs entered do not match. Please ensure the 'New PIN' and 'Confirm PIN' fields are identical.' Below the error message are two input fields: 'New PIN *' and 'Confirm PIN *', both containing four dots and a clear icon. At the bottom of the form are 'Submit' and 'Clear' buttons.</p>

Instructions	Visuals
<p>32. After you successfully submit the PIN code, you will be automatically redirected to the MPP Overview page.</p>	 <p>The screenshot shows the Manufacturer Payment Portal (MPP) Overview page. At the top left is the CMS logo. To the right are links for TPAdministrator.com, Contact Us, My Profile, and Log Out. Below these links, it says "Logged in as USER ID". A dark blue navigation bar contains the following tabs: Overview (selected), Coverage Gap Discount, Discarded Drug, Manufacturer Discount, and Inflation Rebates. The main heading is "Manufacturer Payment Portal". Below this, there are four report cards. The first card is for the Coverage Gap Discount Program, showing "Report(s) Available" and a "View Reports" button. The second card is for the Discarded Drug Program, showing "Refund Report(s) Available" and a "View Reports" button. The third card is for Inflation Rebates, showing "Rebate Report(s) Available" and a "View Reports" button. The fourth card is for the Manufacturer Discount Program, showing "Report(s) Available" and a "View Reports" button. At the bottom of the page, there are links for Disclaimer, Privacy Policy, and Get Adobe Reader. The footer also includes the Palmetto GBA logo and the text "PALMETTO GBA. A CELERIAN GROUP COMPANY".</p>

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

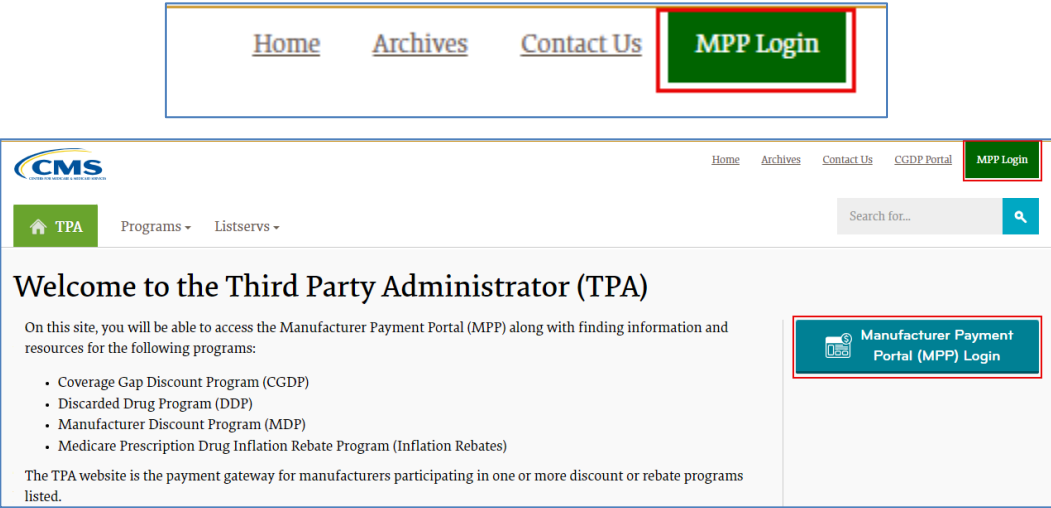
Existing User Login Instructions

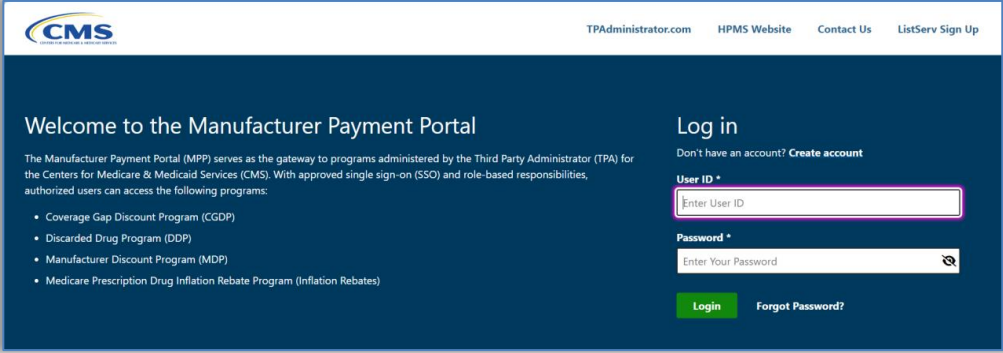
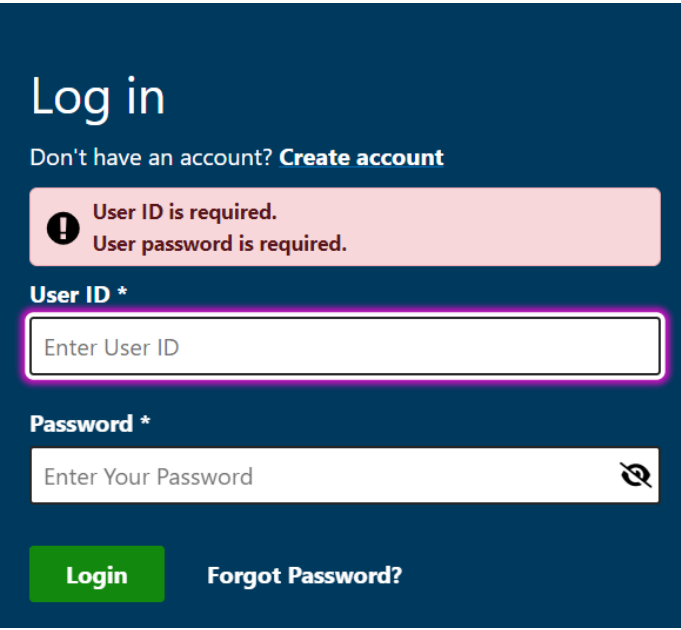
To access the MPP after setting up a new user, you need your User ID, password, and an MFA token that has been sent to your verified email.

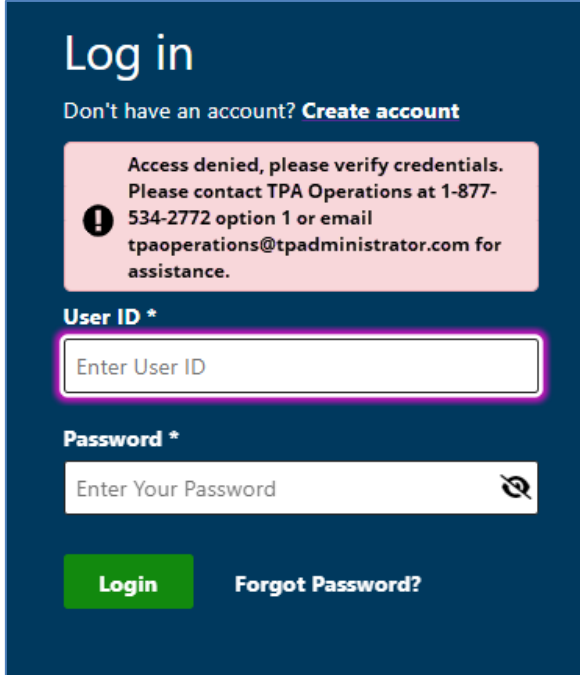
Access will be necessary once invoices and rebate reports have been issued within the MPP's specific program modules to ensure adherence to program requirements.

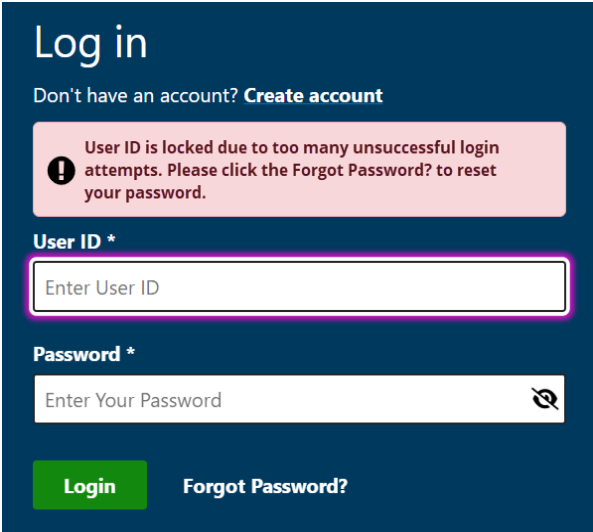
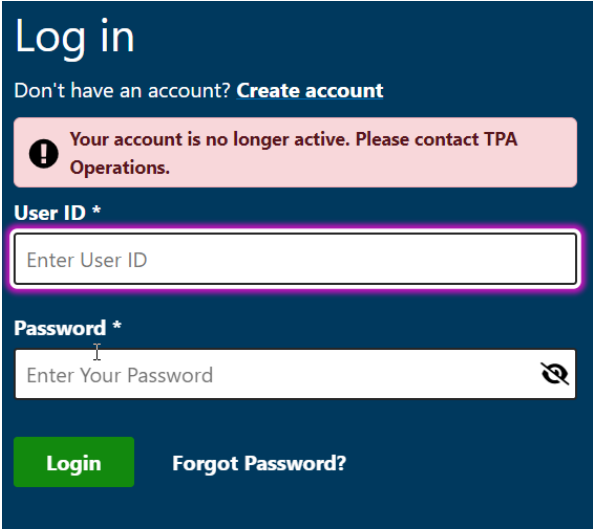
TPA Operations will inform you via email when quarterly and benefit year (BY) closeout invoices, as well as preliminary and final rebate reports, are available for review and action in the MPP for your authorized programs.

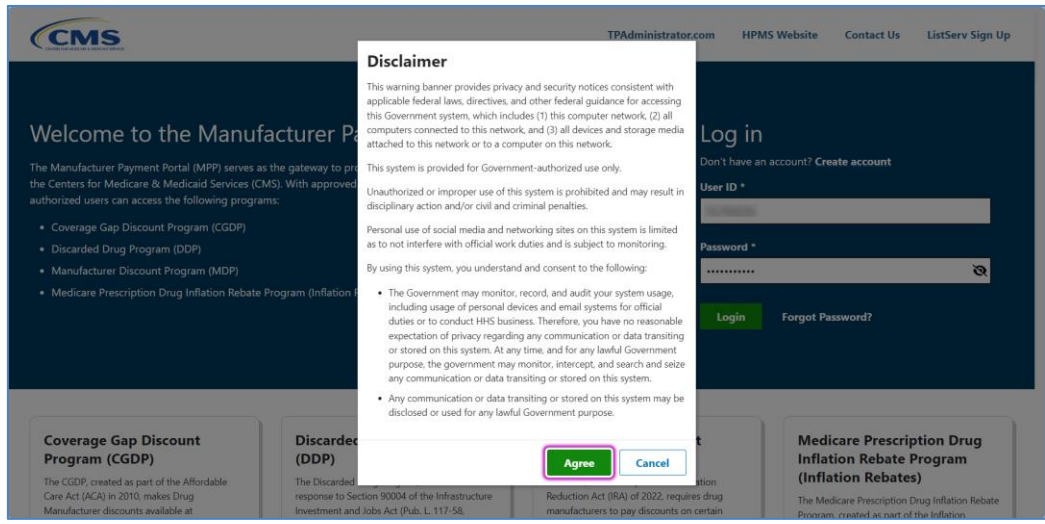
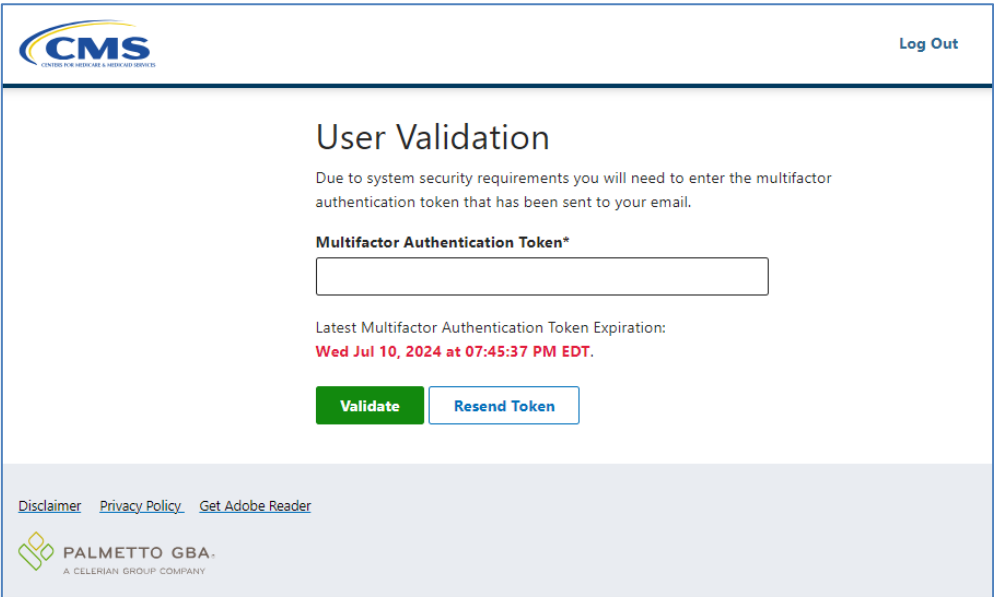
The steps listed here will assist you with accessing the MPP as a returning user.

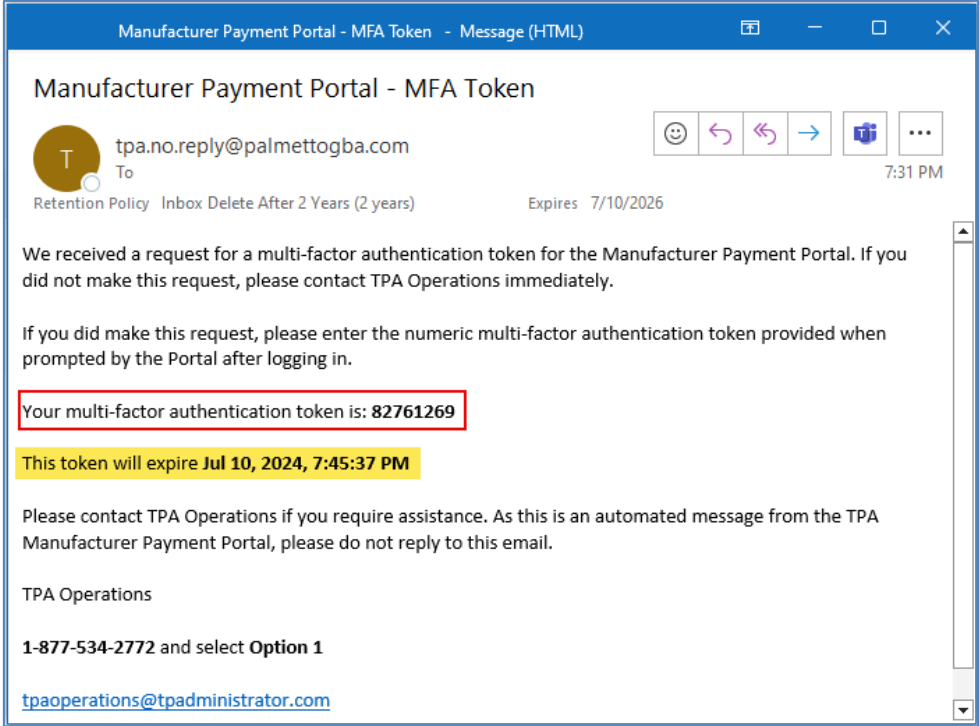
Instructions	Visuals
<p>1. Access the TPAdministrator.com website and select one of the two links for the MPP Login.</p> <ul style="list-style-type: none"> • In the top right corner of the page. • Or, next to the Welcome message on the right side of the page. 	 <p>The visual shows two screenshots of the TPA website. The top screenshot is a navigation bar with links for Home, Archives, Contact Us, and MPP Login. The MPP Login link is highlighted with a red box. The bottom screenshot is the main page of the TPA website, featuring the CMS logo, a search bar, and a 'Welcome to the Third Party Administrator (TPA)' message. A 'Manufacturer Payment Portal (MPP) Login' button is highlighted with a red box on the right side of the page.</p>

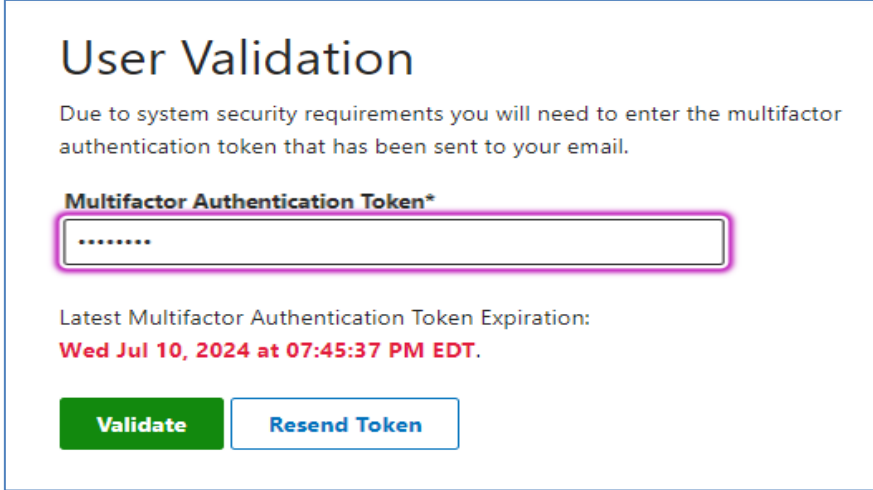
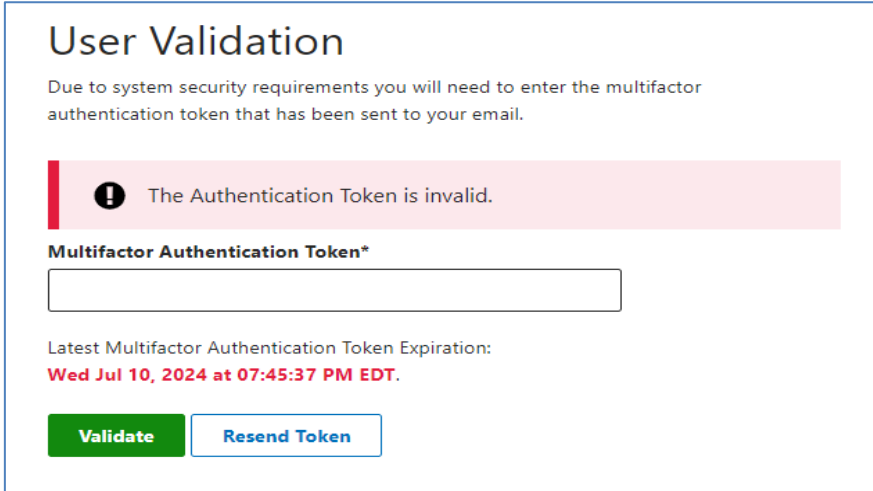
Instructions	Visuals
<p>2. As an authorized user of the MPP, you will enter your user ID in the <u>User ID*</u> field and your password into the <u>Password*</u> field on the MPP Log in page. Then, select the <u>Login</u> button.</p> <p>Please note: If a login attempt fails, system error messages will appear upon clicking the Login button.</p>	 <p>The screenshot shows the MPP Log in page. At the top left is the CMS logo. At the top right are links for TPAdministrator.com, HPMS Website, Contact Us, and ListServ Sign Up. The main heading is "Welcome to the Manufacturer Payment Portal". Below this is a paragraph explaining the MPP's purpose. A bulleted list of programs is provided: Coverage Gap Discount Program (CGDP), Discarded Drug Program (DDP), Manufacturer Discount Program (MDP), and Medicare Prescription Drug Inflation Rebate Program (Inflation Rebates). On the right side, there is a "Log in" section with a link for "Create account". Below this are two input fields: "User ID *" and "Password *". The "User ID *" field is highlighted with a red border. Below the input fields are "Login" and "Forgot Password?" buttons.</p>
<p>If you do not enter a User ID or Password and click "Login" a message that says "User ID is required. User password is required."</p>	 <p>The screenshot shows the MPP Log in page with an error message. The error message is displayed in a pink box with a white exclamation mark icon. The message reads: "User ID is required. User password is required." Below the error message are the "User ID *" and "Password *" input fields. The "User ID *" field is highlighted with a red border. Below the input fields are "Login" and "Forgot Password?" buttons.</p>

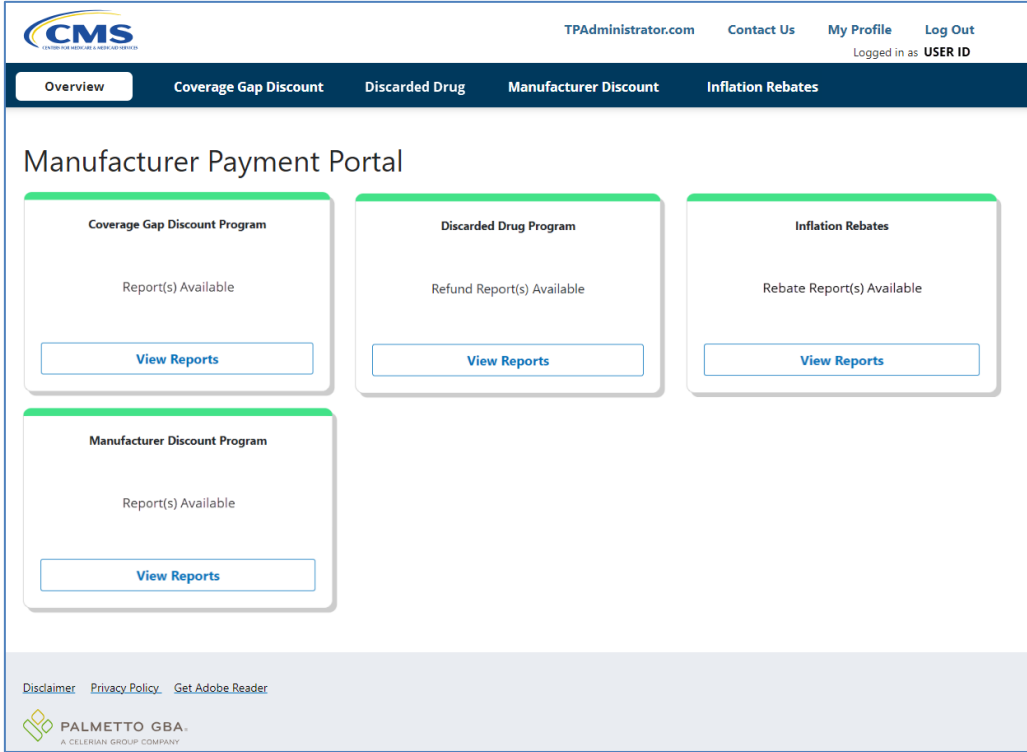
Instructions	Visuals
<p>If you enter invalid credentials, a message that says “Access denied, please verify credentials. Please contact TPA Operations at 1-877-534-2772 option 1, or email tpaoperations@tpadministrator.com for assistance.”</p>	 <p>The screenshot shows a dark blue login interface. At the top, it says "Log in" and "Don't have an account? Create account". Below this is a pink error message box with a white exclamation mark icon: "Access denied, please verify credentials. Please contact TPA Operations at 1-877-534-2772 option 1 or email tpaoperations@tpadministrator.com for assistance." Underneath the error message are two input fields: "User ID *" with a placeholder "Enter User ID" and "Password *" with a placeholder "Enter Your Password" and a toggle icon. At the bottom, there is a green "Login" button and a "Forgot Password?" link.</p>

Instructions	Visuals
<p>Your User ID will be locked if you enter your User ID and password <i>incorrectly three times</i>.</p> <p>The message says “User ID is locked due to too many unsuccessful login attempts. Please click the Forgot Password? to reset your password.”</p>	 <p>The screenshot shows a dark blue login page with the title 'Log in'. At the top, it says 'Don't have an account? Create account'. Below this is a pink error message box with an exclamation mark icon: 'User ID is locked due to too many unsuccessful login attempts. Please click the Forgot Password? to reset your password.' Underneath are two input fields: 'User ID *' with the placeholder 'Enter User ID' and 'Password *' with the placeholder 'Enter Your Password' and a toggle icon. At the bottom are two buttons: a green 'Login' button and a white 'Forgot Password?' button.</p>
<p>If you attempt to access the Portal after 30 days of inactivity, you will see the following error message:</p> <p>“Your account is no longer active. Please contact TPA Operations.”</p> <p>Note: If this message appears, contact TPA Operations to reset your account.</p> <p>You can find the contact information for TPA Operations under the Contact Us link on TPAdministrator.com.</p>	 <p>The screenshot shows a dark blue login page with the title 'Log in'. At the top, it says 'Don't have an account? Create account'. Below this is a pink error message box with an exclamation mark icon: 'Your account is no longer active. Please contact TPA Operations.' Underneath are two input fields: 'User ID *' with the placeholder 'Enter User ID' and 'Password *' with the placeholder 'Enter Your Password' and a toggle icon. At the bottom are two buttons: a green 'Login' button and a white 'Forgot Password?' button.</p>

Instructions	Visuals
<p>3. Once you click the <i>Login</i> button, a Disclaimer notification will pop up. Scroll through the text using the bar on the right.</p> <p>To proceed into the MPP, click <i>Agree</i>. If you disagree with the Disclaimer text, select the <i>Cancel</i> button to return to the <i>Log in</i> screen.</p>	
<p>4. After agreeing to the Disclaimer, the User Validation form will display.</p>	

Instructions	Visuals
<p>5. You will receive an email from tpa.no.reply@palmettogba.com titled “TPA Manufacturer Payment Portal – MFA Token.”</p> <p>Enter the multi-factor authentication token from the email into the <u>Multifactor Authentication Token*</u> field in the portal.</p> <p>Please note: The authentication token is sent to your verified email and is only valid for fifteen 15 minutes. The expiration date and time of the token is provided in the email.</p>	 <p>The screenshot shows an email window titled "Manufacturer Payment Portal - MFA Token - Message (HTML)". The sender is "tpa.no.reply@palmettogba.com" with a profile picture of a brown circle containing a white 'T'. The email body text reads: "We received a request for a multi-factor authentication token for the Manufacturer Payment Portal. If you did not make this request, please contact TPA Operations immediately. If you did make this request, please enter the numeric multi-factor authentication token provided when prompted by the Portal after logging in." A red rectangular box highlights the text "Your multi-factor authentication token is: 82761269". Below this, a yellow rectangular box highlights "This token will expire Jul 10, 2024, 7:45:37 PM". The email concludes with "Please contact TPA Operations if you require assistance. As this is an automated message from the TPA Manufacturer Payment Portal, please do not reply to this email." and "TPA Operations 1-877-534-2772 and select Option 1" followed by the email address tpaoperations@tpadministrator.com.</p>

Instructions	Visuals
<p>6. You can copy and paste the authentication token from the email or manually enter it into the <u>Multifactor Authentication Token</u>* field.</p> <p>Ensure you enter the token before it expires and then click the <u>Validate</u> button.</p>	
<p>7. If you get a message that says your token is invalid, first check if you entered the code correctly, and then confirm that the authentication token has not expired.</p> <p>If the message still appears after verifying and re-entering the current token, click the <u>Resend Token</u> button to get a new MFA token via email.</p> <p>Please note: If this error message continues to appear even after requesting a new authentication token, please reach out to TPA Operations.</p> <p>You can find the contact information for TPA Operations</p>	

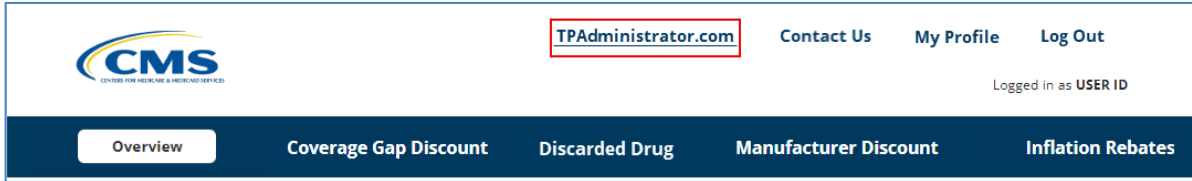
Instructions	Visuals
<p>under the Contact Us link on TPAdministrator.com.</p>	
<p>8. After logging into the MPP, you will see the MPP Overview page. This page gives an overview of the programs your user ID is authorized to access. Each available program is shown both as a link in the blue navigation bar and as cards in the main section of the page.</p> <ul style="list-style-type: none"> This is an example of the MPP Overview page with a user authorized to access the CGDP, the DDP, the MDP, and the Inflation Rebates Program. 	

You have successfully completed the login process.

MPP Overview Page Links

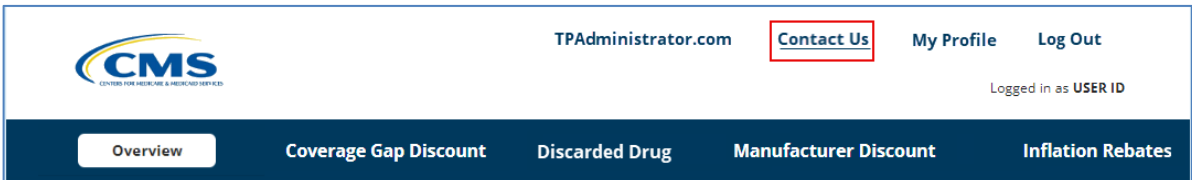
Once you log into the MPP with your User ID* and Password*, you can access the links located in the portal's header.

TPAdministrator.com Link



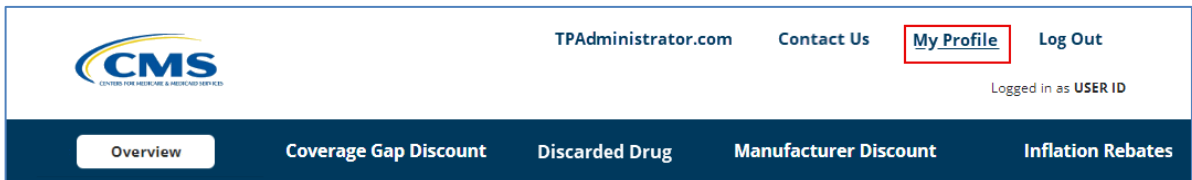
The TPAdministrator.com link provides access to the [TPAdministrator.com](https://www.tpadmin.com) website's Home page. The website contains public information, such as communications provided to Program participants, report formats, frequently asked questions, webinar training topics, and users guides for each of the programs housed in the MPP.

Contact Us Link

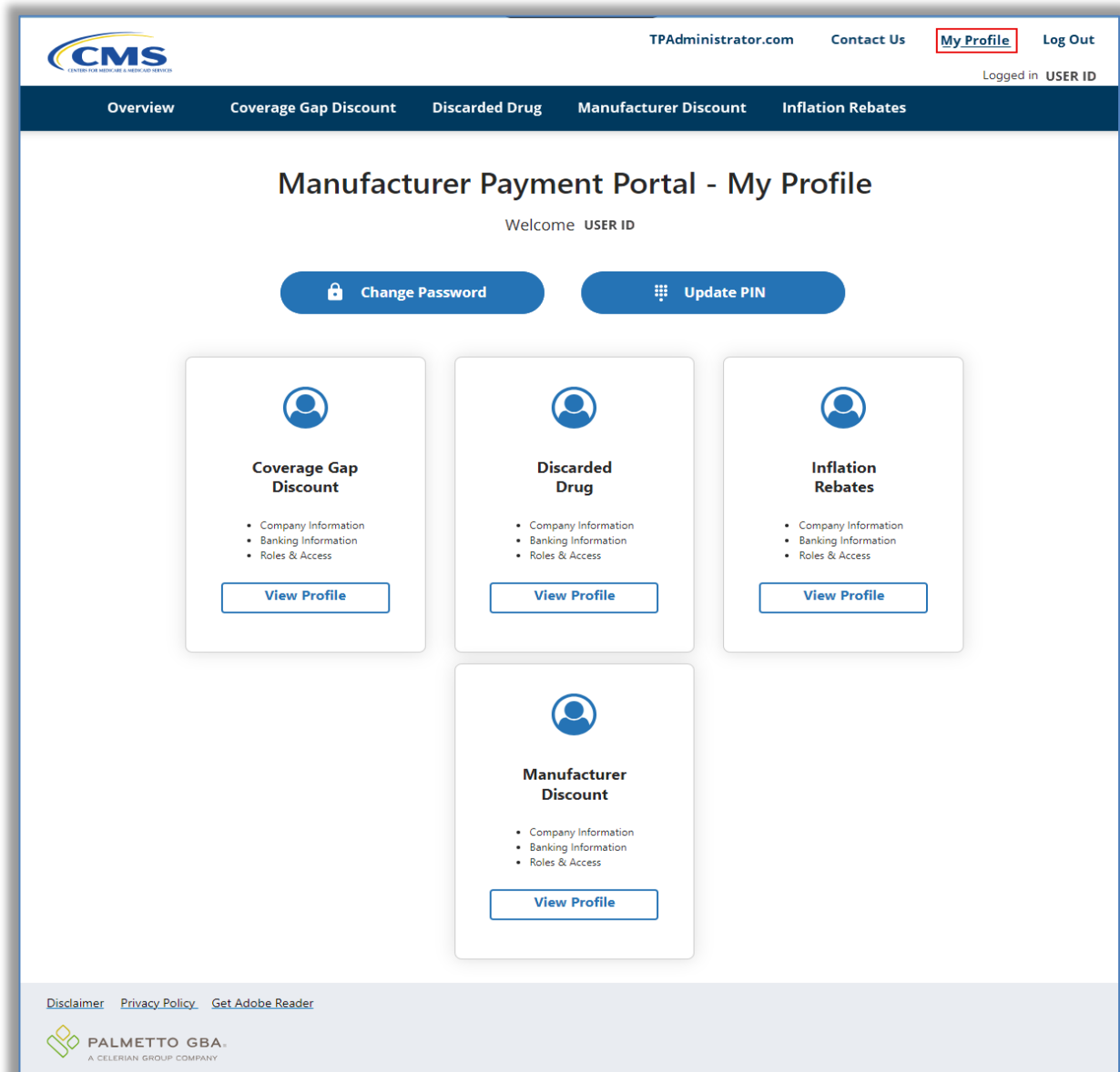


The Contact Us link directs you to the TPAdministrator.com's [Contact Us](#) page where information to call, fax, email or mail for assistance requests from a TPA CSR is located. This link also provides the TPA Support Center hours of operation and the TPA holiday schedule for the current calendar year.

My Profile Link

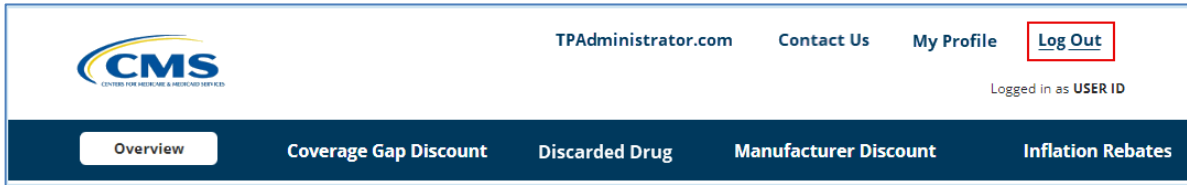


The My Profile link provides the ability to review and update your MPP authorized access information, such as changing passwords, payment initiation PIN, or banking information (accessible only to those with specific roles and permissions) on the **My Profile** page.

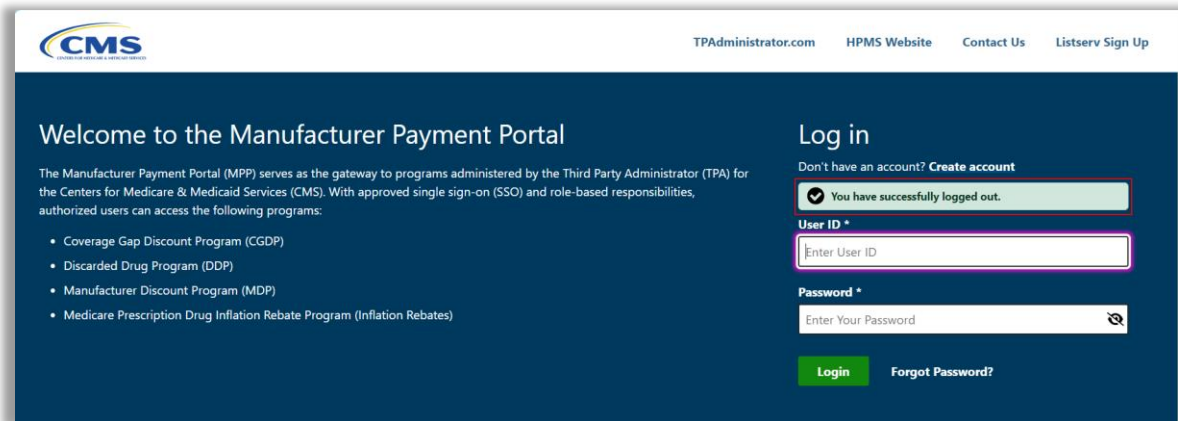


For an overview of the **My Profile** page related to your assigned role, refer to the [My Profile Program Cards](#).

Log Out Link

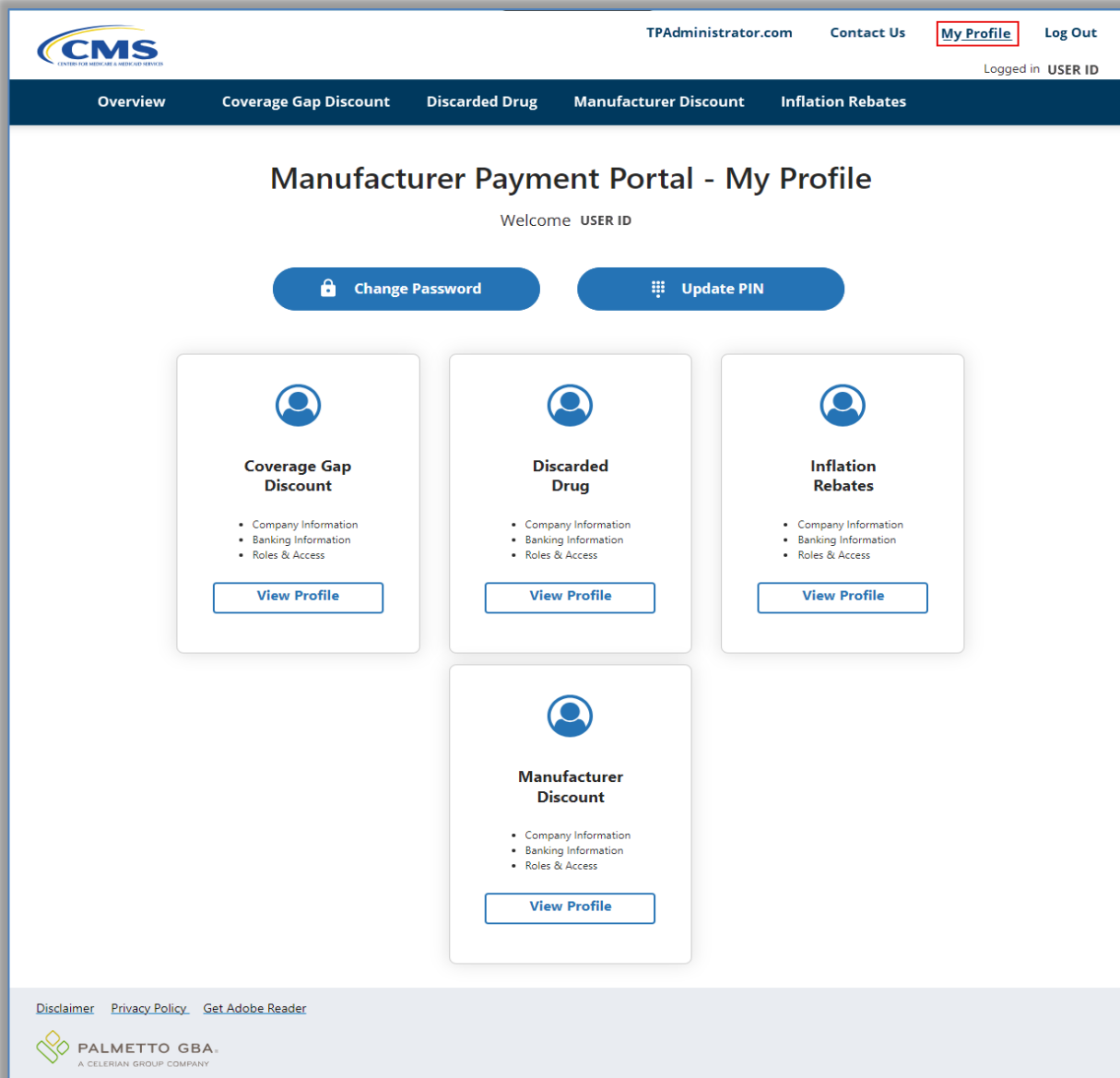
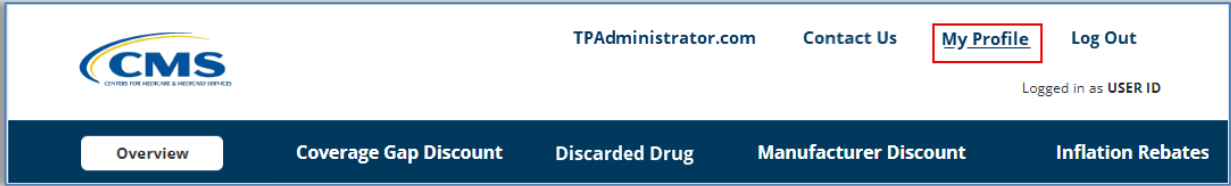


To log out of the MPP, select the Log Out link at the top right of the page. This will redirect you to the Log in page, displaying the message “You have successfully logged out.”



Manufacturer Payment Portal – My Profile Instructions

After logging into the MPP and reaching the **MPP Overview** page, you can use the **My Profile** link in the header located in the upper right corner to update your information.



The functions you can view and update on your **My Profile** page depend on your assigned role. Select a **cross-reference link** below to review the procedures for changing passwords, updating PINs, and viewing **My Profile** program cards.

- [My Profile – Change Passwords](#) – Available for all roles
 - Reset or Change Password Instructions
 - Forgot Password Instructions

- [My Profile – Update PIN](#)
Role-based access for the following roles:
 - Administrator
 - Payment Initiator
 - TPA Liaison*

- [My Profile Program Cards](#) – Available for all roles
To see the associated organization/company data the user is assigned to.

- [Banking Instructions](#)

Request Payee Account Modification link allows role-based authorized users the ability to update bank account information for the receipt of paid invoice amounts.

- Role-based access for the following roles and programs:
 - Administrator (Inflation Rebates)
 - Payment Initiator (CGDP, MDP and DDP)
 - TPA Liaison (CGDP and MDP)

Request Payer Account Modification link allows role-based authorized users the ability to update bank account information for the payment of initiated invoice amounts.

- Role-based access for the following roles and programs:
 - Administrator (Inflation Rebates)
 - Payment Initiator (CGDP and MDP)
 - TPA Liaison (CGDP and MDP)

*For situations where the TPA Liaison is the only contact in HPMS and has been assigned as a Payment Initiator.

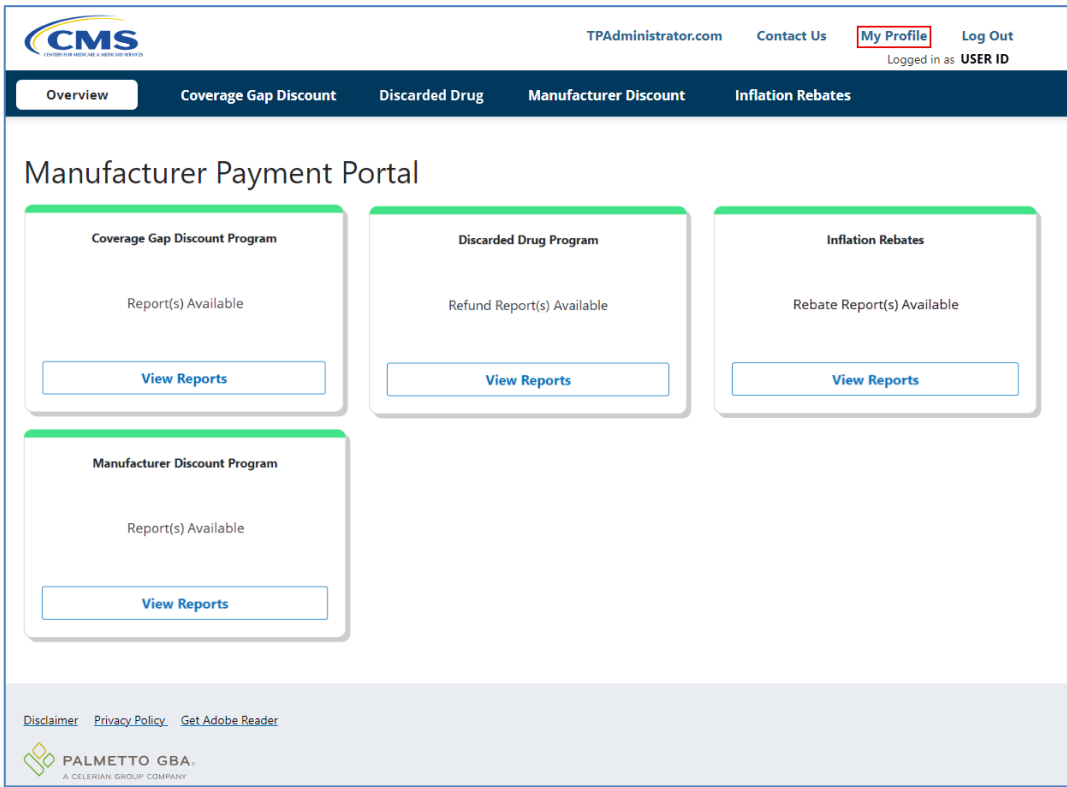
Your ability to access these items depends on successfully logging into the MPP. If you can't update any of these categories within the MPP, please seek help from TPA Operations by using the [Contact Us](#) link located to the left of the [My Profile](#) link in the header.

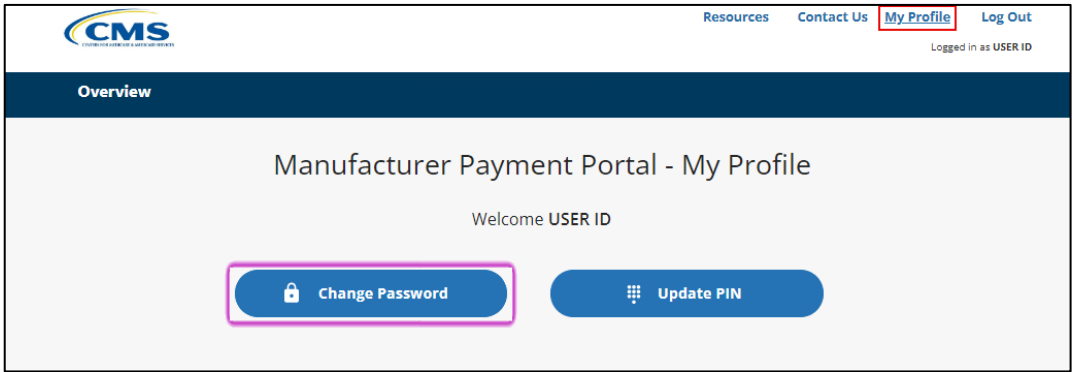
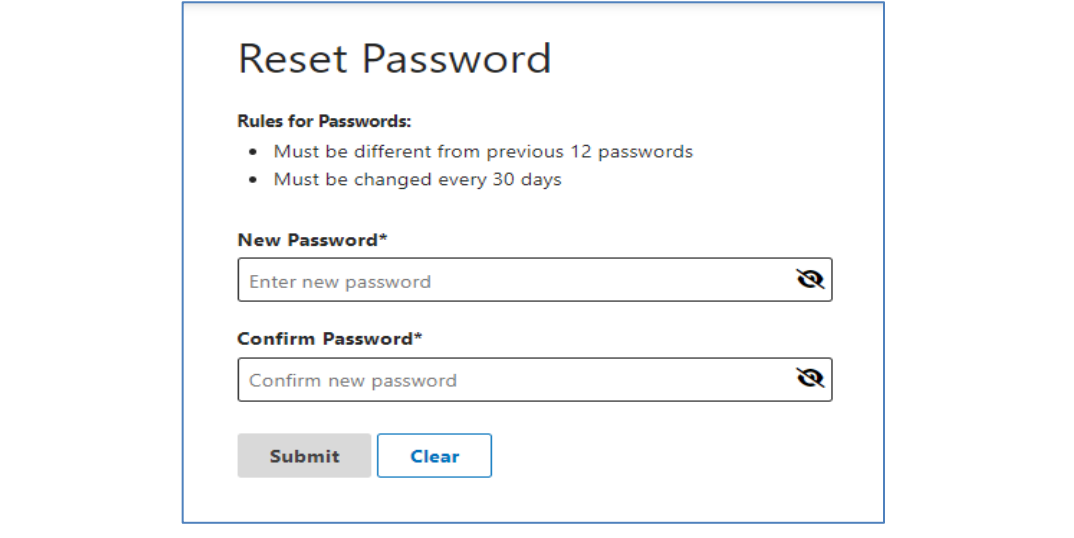
My Profile – Change Passwords

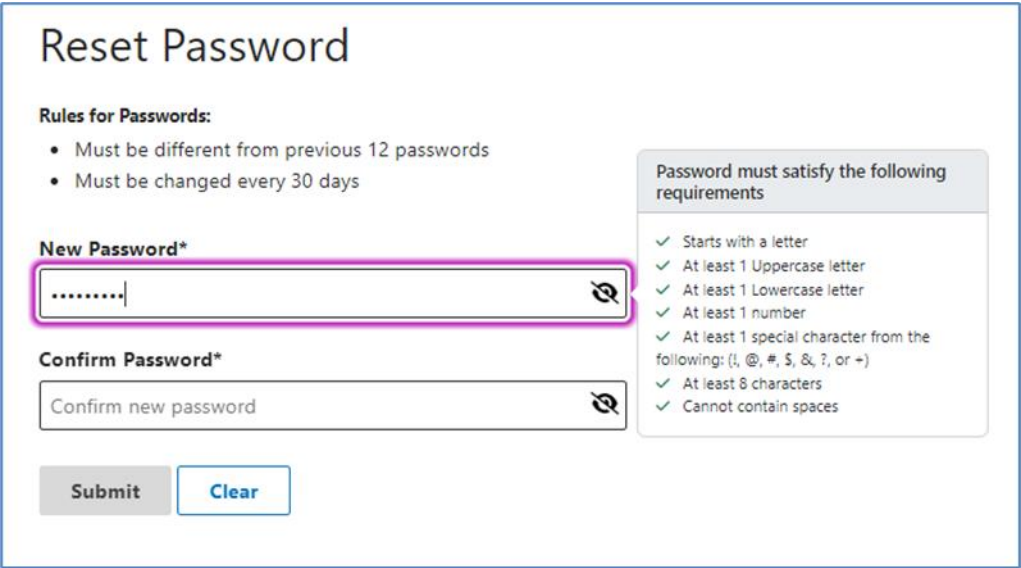
Reset or Change Password Instructions



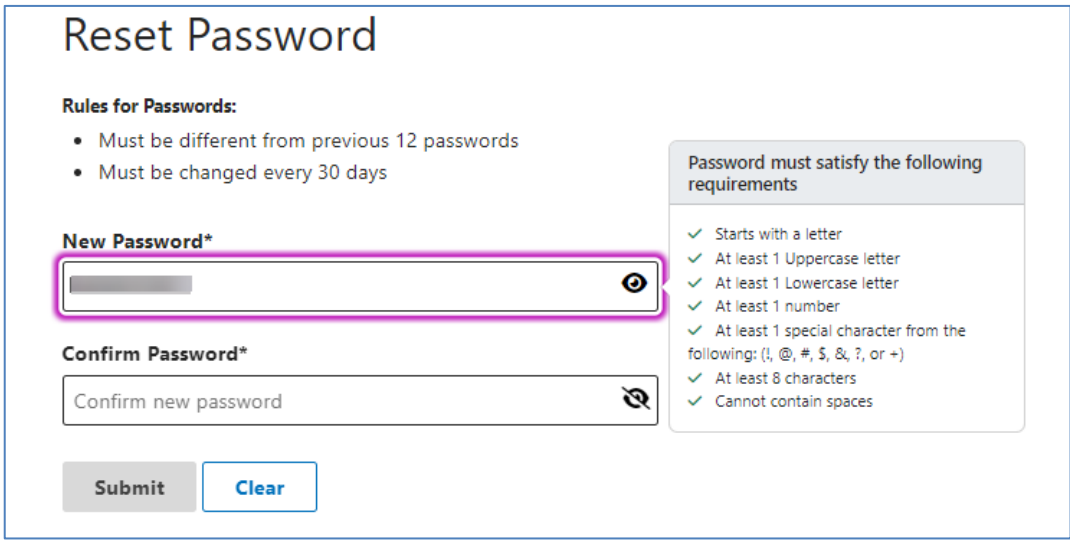
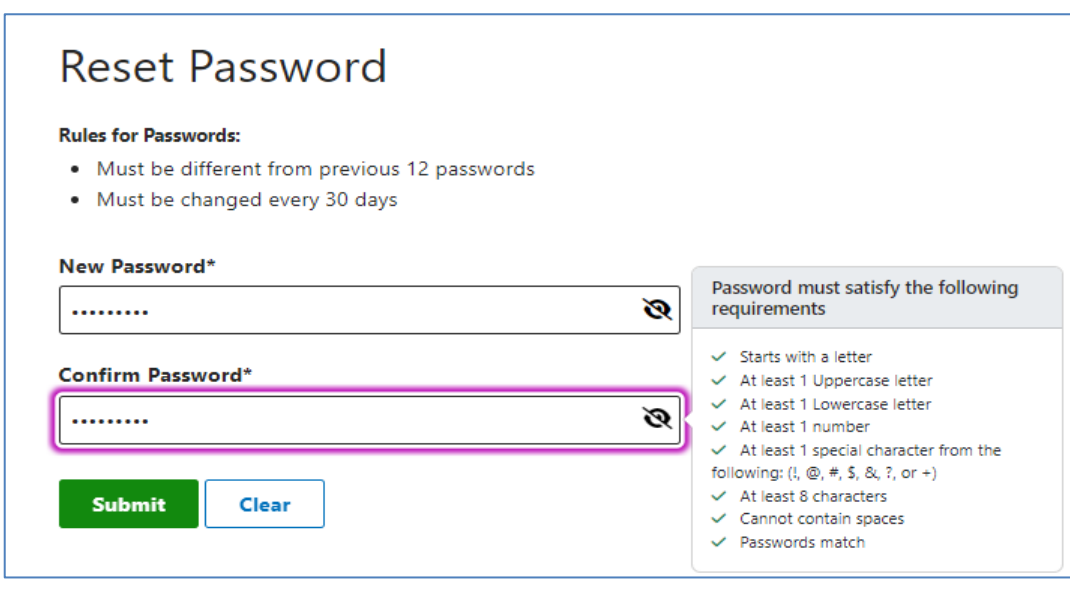
These instructions will assist you in resetting your password. As a system requirement, your password expires every 30 days.

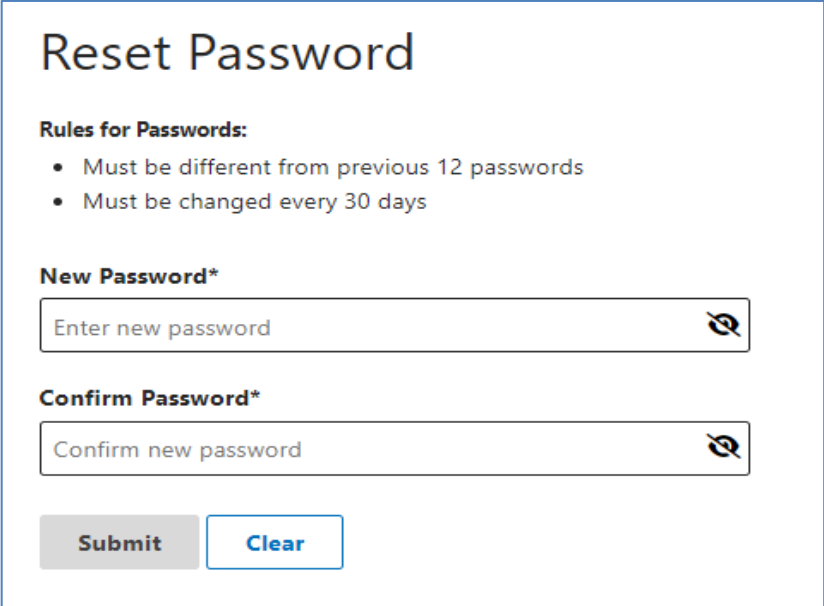
Note: All roles have access to the *Change Password* functionality.

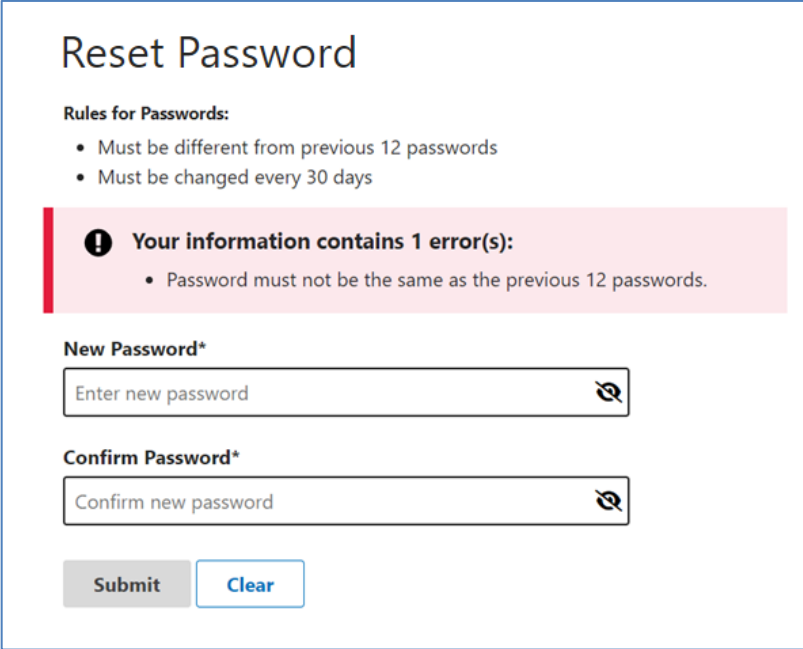
Instructions	Visuals
<p>1. Once you log into the MPP, the MPP Overview page will display.</p> <p>Choose the <i>My Profile</i> link located in the upper right-hand corner to open the My Profile page.</p>	 <p>The screenshot displays the MPP Overview page. At the top right, the 'My Profile' link is highlighted with a red box. Below the navigation bar, the 'Manufacturer Payment Portal' section contains four report cards: Coverage Gap Discount Program, Discarded Drug Program, Inflation Rebates, and Manufacturer Discount Program. Each card shows 'Report(s) Available' and a 'View Reports' button. The footer includes a disclaimer, privacy policy, and Adobe Reader link, along with the Palmetto GBA logo.</p>

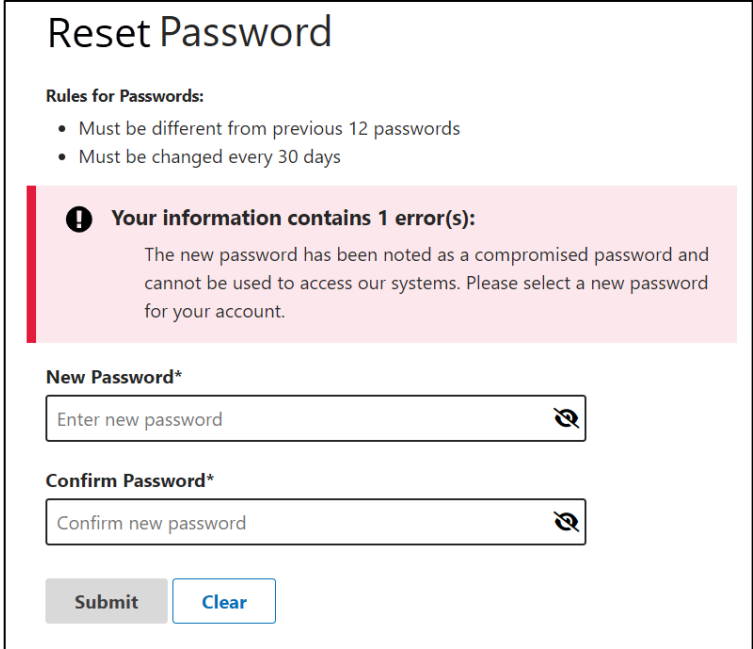
Instructions	Visuals
<p>2. The Manufacturer Payment Portal – My Profile page will display. Select the <u>Change Password</u> link to access the <u>Reset Password</u> form.</p> <p>Please note: The system requires passwords to be updated every 30 days. The MPP will not send any notifications or reminders for password updates.</p>	
<p>3. The Reset Password form will prompt you to input and confirm your new password.</p>	

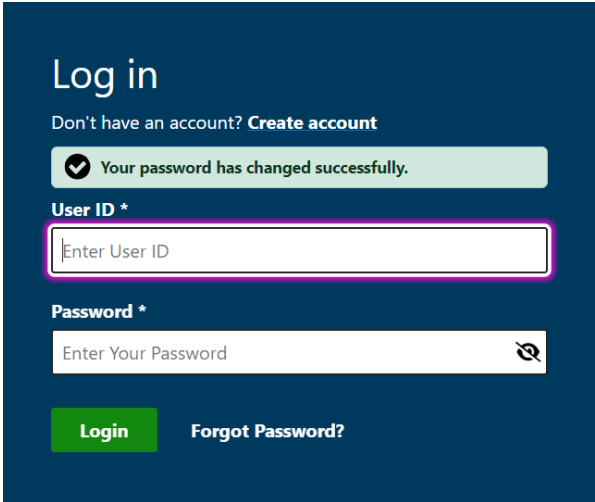
Instructions	Visuals
<p>4. On the <i>Reset New Password</i> form, the “Rules for Passwords” are displayed.</p> <p>Type your new password in the New Password field. A pop-up window will show which password requirements you meet as you enter it.</p> <p>Password requirements are:</p> <ul style="list-style-type: none">• “Starts with a letter”• “At least 1 Uppercase letter”• “At least 1 Lowercase letter”• “At least 1 number”• “At least 1 special character from the following: (!, @, #, \$, &, ?, +)”• “At least 8 characters”• “Cannot contain spaces”	 <p>The screenshot shows a web form titled "Reset Password". Under the heading "Rules for Passwords:", there are two bullet points: "Must be different from previous 12 passwords" and "Must be changed every 30 days". Below this is a "New Password*" field with a pink border and a "Confirm Password*" field. To the right of the "New Password*" field is a pop-up box titled "Password must satisfy the following requirements" which lists six requirements, each with a checkmark: "Starts with a letter", "At least 1 Uppercase letter", "At least 1 Lowercase letter", "At least 1 number", "At least 1 special character from the following: (!, @, #, \$, &, ?, or +)", and "At least 8 characters". At the bottom of the form are "Submit" and "Clear" buttons.</p>

Instructions	Visuals
<p>5. As you enter your password and meet a requirement, the red X updates to a green  checkmark for that line item.</p> <p>By default, the <i>New Password*</i> and <i>Confirm Password*</i> fields hide the data you are entering, however you can click the eye icon  in the fields to view your password.</p>	 <p>Reset Password</p> <p>Rules for Passwords:</p> <ul style="list-style-type: none"> • Must be different from previous 12 passwords • Must be changed every 30 days <p>New Password*</p> <p>Confirm Password*</p> <p>Confirm new password</p> <p>Submit Clear</p> <p>Password must satisfy the following requirements</p> <ul style="list-style-type: none"> ✓ Starts with a letter ✓ At least 1 Uppercase letter ✓ At least 1 Lowercase letter ✓ At least 1 number ✓ At least 1 special character from the following: (!, @, #, \$, &, ?, or +) ✓ At least 8 characters ✓ Cannot contain spaces
<p>6. Re-enter the same password as above in the <i>Confirm Password</i> field.</p> <p>Once your password meets the necessary criteria, click the <i>Submit</i> button.</p>	 <p>Reset Password</p> <p>Rules for Passwords:</p> <ul style="list-style-type: none"> • Must be different from previous 12 passwords • Must be changed every 30 days <p>New Password*</p> <p>Confirm Password*</p> <p>Submit Clear</p> <p>Password must satisfy the following requirements</p> <ul style="list-style-type: none"> ✓ Starts with a letter ✓ At least 1 Uppercase letter ✓ At least 1 Lowercase letter ✓ At least 1 number ✓ At least 1 special character from the following: (!, @, #, \$, &, ?, or +) ✓ At least 8 characters ✓ Cannot contain spaces ✓ Passwords match

Instructions	Visuals
<p>If for any reason you need to restart entering your new password, choose the <i>Clear</i> button to reset the <i>New Password*</i> and <i>Confirm Password*</i> fields. You can also backspace or delete the entries in the field.</p> <p>Please note: Your user ID is unique to you. All users must have a unique user ID and password.</p> <p>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 all monitoring and recording of your activities. Unauthorized use is prohibited and subject to criminal and civil penalties.</p>	 <p>Reset Password</p> <p>Rules for Passwords:</p> <ul style="list-style-type: none">• Must be different from previous 12 passwords• Must be changed every 30 days <p>New Password*</p> <p>Enter new password <input type="text"/></p> <p>Confirm Password*</p> <p>Confirm new password <input type="text"/></p> <p><input type="button" value="Submit"/> <input type="button" value="Clear"/></p>

Instructions	Visuals
<p>7. When choosing your new password, it must be different than the prior 12 passwords. If it is not, an error message will display.</p> <p>The message says, “Your information contains 1 error(s): Password must not be the same as the previous 12 passwords.”</p>	 <p>The screenshot shows a 'Reset Password' form. At the top, it lists 'Rules for Passwords': must be different from previous 12 passwords and must be changed every 30 days. Below this, a red error message states: 'Your information contains 1 error(s): Password must not be the same as the previous 12 passwords.' The form includes two input fields: 'New Password*' and 'Confirm Password*', both with 'x' icons for clearing the text. At the bottom are 'Submit' and 'Clear' buttons.</p>

Instructions	Visuals
<ul style="list-style-type: none">When selecting a new password, remember that certain passwords are not allowed to be used. These are known as compromised passwords. If you try to use one, an error message will display.	 <p>The screenshot shows a 'Reset Password' form. At the top, it says 'Reset Password'. Below that, under 'Rules for Passwords:', there are two bullet points: 'Must be different from previous 12 passwords' and 'Must be changed every 30 days'. A red error message box states: 'Your information contains 1 error(s): The new password has been noted as a compromised password and cannot be used to access our systems. Please select a new password for your account.' Below the error message are two input fields: 'New Password*' and 'Confirm Password*', each with a 'Show/Hide' icon. At the bottom are 'Submit' and 'Clear' buttons.</p>

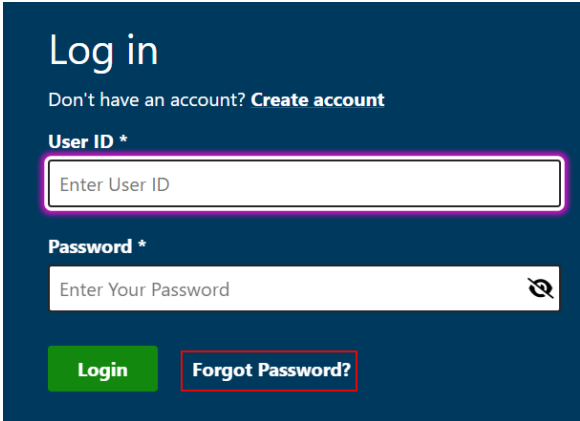
Instructions	Visuals
<ul style="list-style-type: none">• Upon entering the correct password, the MPP Log in screen will be displayed. <p>The message says, “Your password has changed successfully.”</p>	 <p>The screenshot shows a dark blue login interface. At the top, it says "Log in". Below that, there is a link "Don't have an account? Create account". A green success message box with a checkmark icon says "Your password has changed successfully." Below the message are two input fields: "User ID *" with a placeholder "Enter User ID" and "Password *" with a placeholder "Enter Your Password" and a toggle icon. At the bottom, there is a green "Login" button and a link "Forgot Password?".</p>

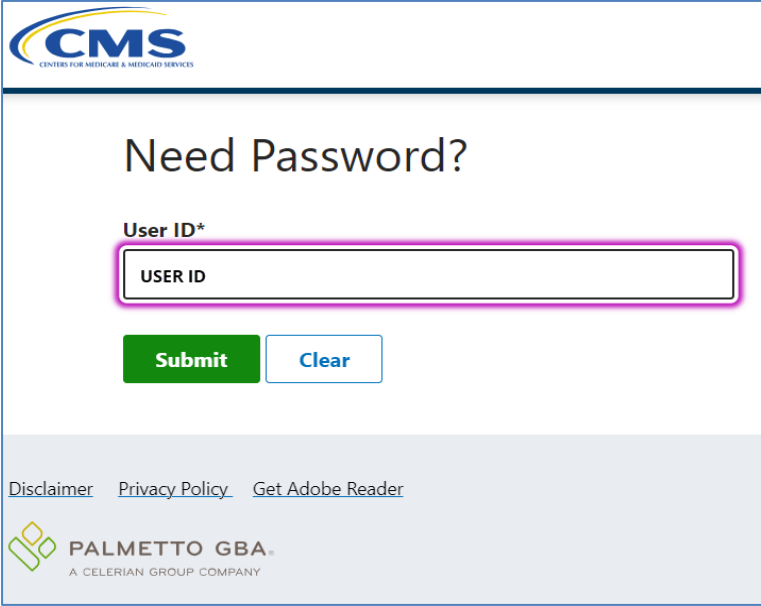
You are now ready to complete your log into the MPP after successfully changing your password.

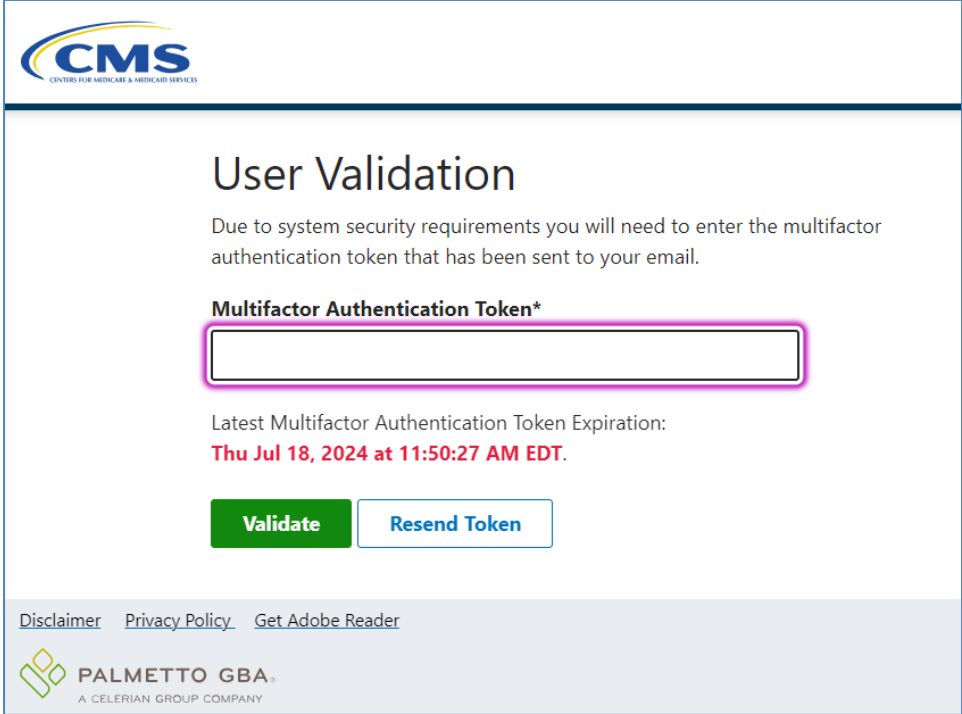
Forgot Password Instructions

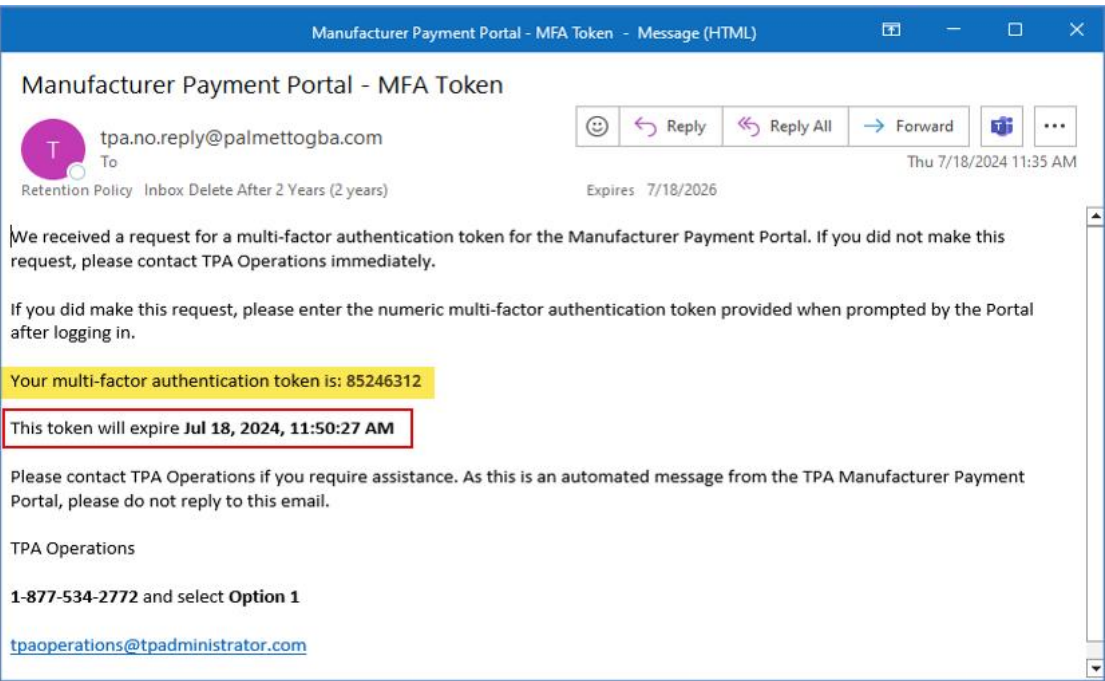
These steps help users reset their MPP password if they have forgotten it.

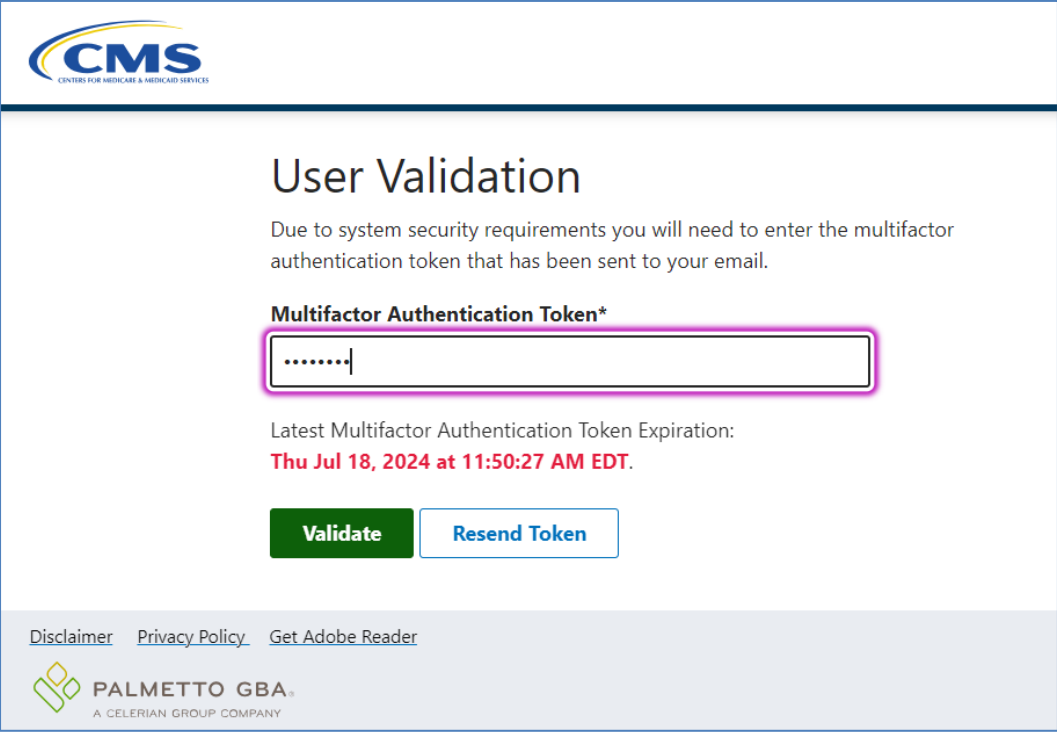
Please Note: All authorized users have access to this functionality.

Instructions	Visuals
1. On the MPP Log in page, choose the <u>Forgot Password?</u> link, located to the right of the <u>Login</u> button.	

Instructions	Visuals
<p>2. Clicking this link will take you to the Forgot Password? Page. Enter your user ID in the <u>User ID*</u> field and then click <u>Submit</u>.</p>	 <p>The screenshot shows the 'Need Password?' page. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). The main heading is 'Need Password?'. Below it is a 'User ID*' label above a text input field containing 'USER ID'. To the right of the input field is a 'Clear' button. Below the input field is a green 'Submit' button. At the bottom of the page, there are links for 'Disclaimer', 'Privacy Policy', and 'Get Adobe Reader'. The footer includes the Palmetto GBA logo and the text 'PALMETTO GBA - A CELERIAN GROUP COMPANY'.</p>

Instructions	Visuals
<p>3. The User Validation page will prompt you to enter an MFA token that was sent to your email address.</p>	

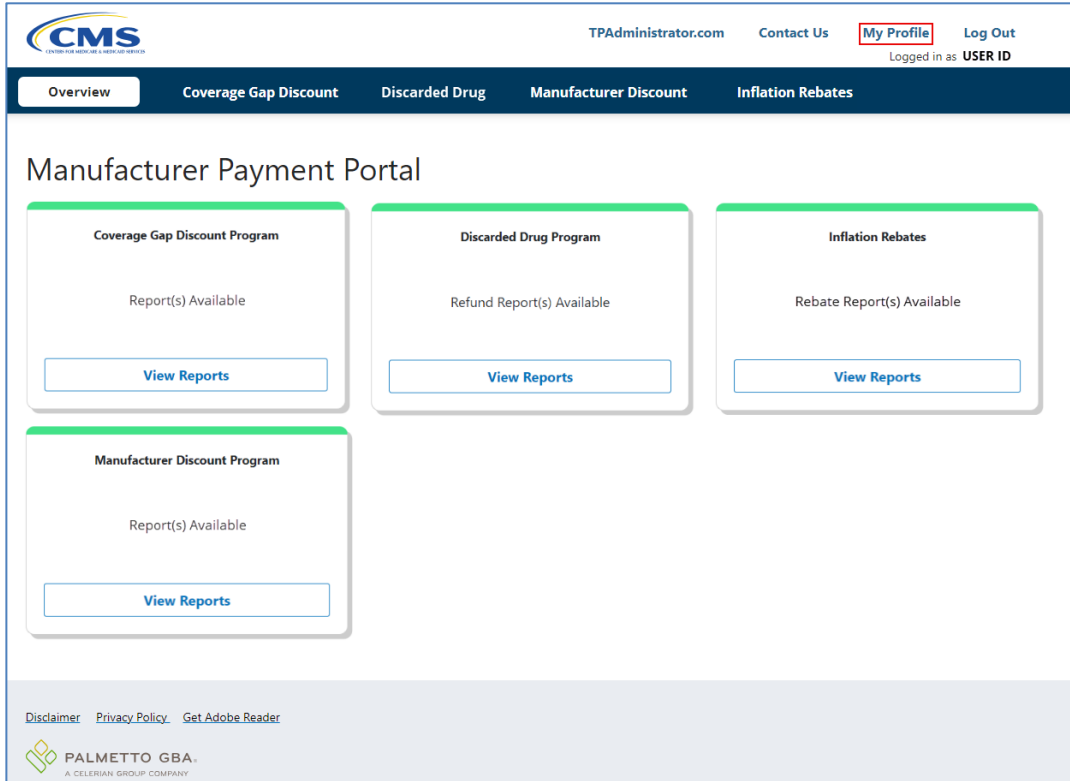
Instructions	Visuals
<p>4. You will receive an email from tpa.no.reply@palmettogba.com titled “TPA Manufacturer Payment Portal – MFA Token”.</p>	 <p>The screenshot shows an email interface with the following content:</p> <ul style="list-style-type: none">Subject: Manufacturer Payment Portal - MFA TokenFrom: tpa.no.reply@palmettogba.comTo: [Redacted]Retention Policy: Inbox Delete After 2 Years (2 years)Expires: 7/18/2026Date: Thu 7/18/2024 11:35 AMBody text: "We received a request for a multi-factor authentication token for the Manufacturer Payment Portal. If you did not make this request, please contact TPA Operations immediately. If you did make this request, please enter the numeric multi-factor authentication token provided when prompted by the Portal after logging in."Token: "Your multi-factor authentication token is: 85246312" (highlighted in yellow)Expiration: "This token will expire Jul 18, 2024, 11:50:27 AM" (boxed in red)Instructions: "Please contact TPA Operations if you require assistance. As this is an automated message from the TPA Manufacturer Payment Portal, please do not reply to this email."Contact info: "TPA Operations 1-877-534-2772 and select Option 1" and email tpaoperations@tpadministrator.com

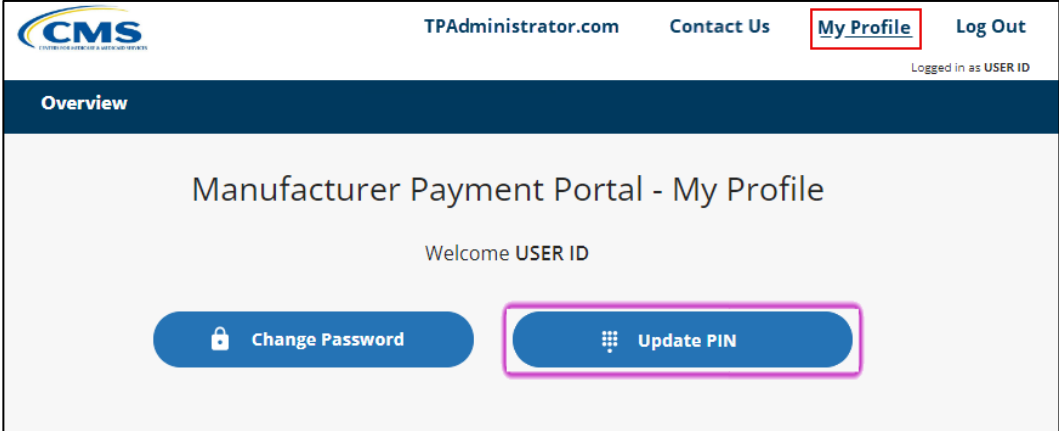
Instructions	Visuals
<p>5. Enter the multifactor authentication token, provided in the email, into the <i>Multifactor Authentication Token*</i> field on the User Validation page and click on <i>Validate</i>.</p> <p>Navigate to the Reset or Change Password Instructions section to complete your password reset.</p>	

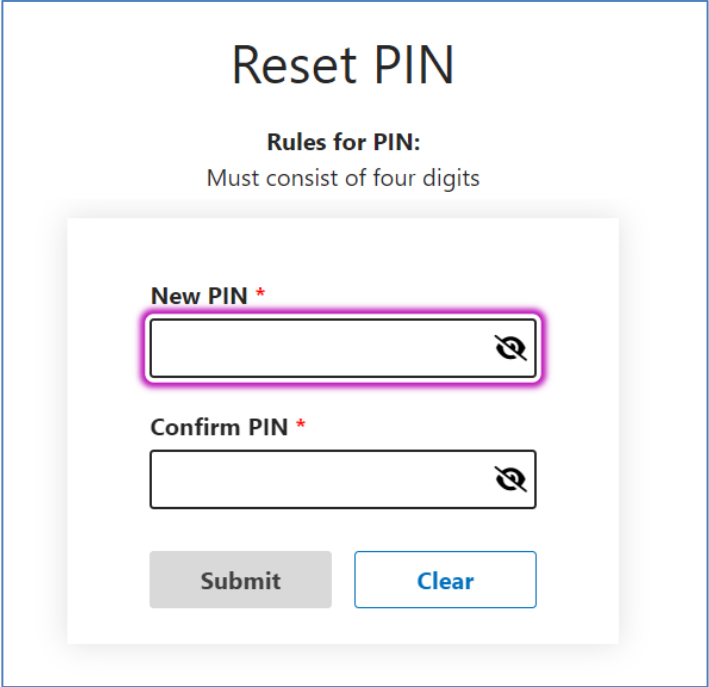
You can now access the MPP, as you have successfully reset and updated your password in the Portal.

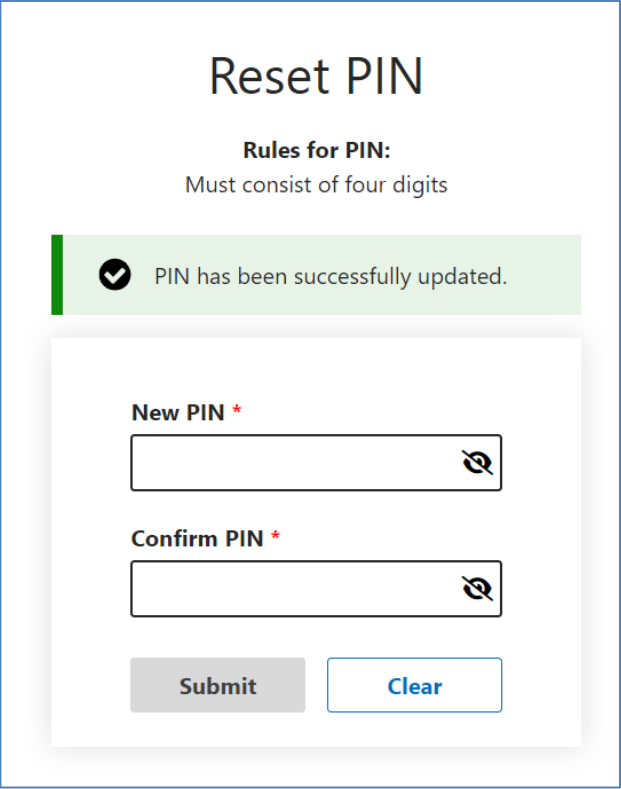
My Profile – Update PIN

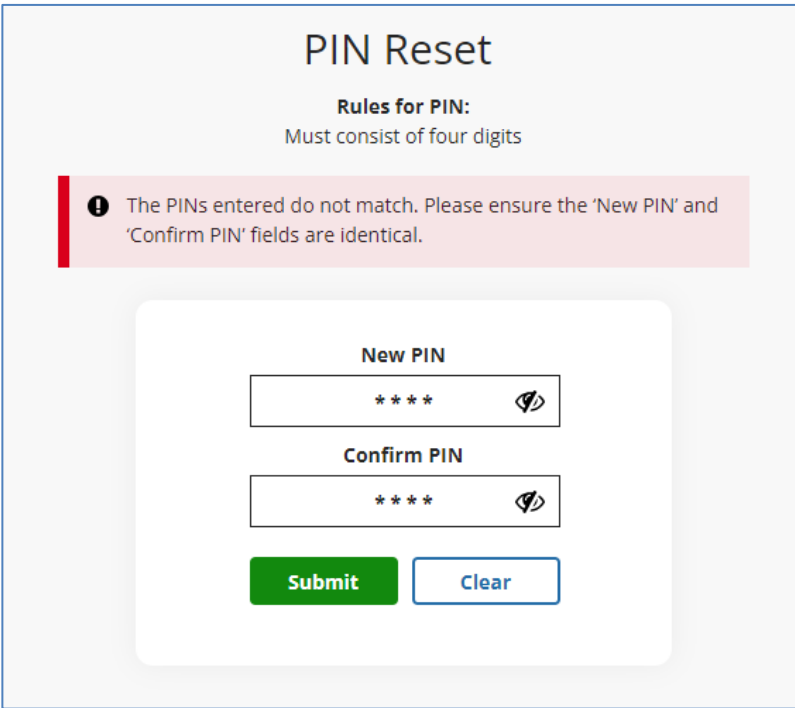
Update PIN Instructions

Instructions	Visuals
<p>1. After successfully logging into the MPP, the overview page will display. Choose the <i>My Profile</i> link located in the upper right hand corner to open the Manufacturer Payment Portal - My Profile page.</p>	 <p>The screenshot shows the 'Manufacturer Payment Portal - My Profile' page. At the top, there is a navigation bar with the CMS logo on the left and links for 'TPAdministrator.com', 'Contact Us', 'My Profile' (highlighted with a red box), and 'Log Out'. Below the navigation bar, there is a dark blue menu with options: 'Overview', 'Coverage Gap Discount', 'Discarded Drug', 'Manufacturer Discount', and 'Inflation Rebates'. The main content area is titled 'Manufacturer Payment Portal' and contains four report cards. Each card has a title, a status (e.g., 'Report(s) Available'), and a 'View Reports' button. The cards are: 'Coverage Gap Discount Program' (Report(s) Available), 'Discarded Drug Program' (Refund Report(s) Available), 'Inflation Rebates' (Rebate Report(s) Available), and 'Manufacturer Discount Program' (Report(s) Available). At the bottom of the page, there are links for 'Disclaimer', 'Privacy Policy', and 'Get Adobe Reader', along with the Palmetto GBA logo and text 'PALMETTO GBA. A CELERIAN GROUP COMPANY'.</p>

Instructions	Visuals
<p>2. Choose the Update PIN button to update your PIN code.</p> <p>Note: Only users with permission to initiate payments will be able to update a PIN.</p>	 <p>The screenshot displays the 'My Profile' page of the Manufacturer Payment Portal. At the top left is the CMS logo. To the right are links for 'TPAdministrator.com', 'Contact Us', 'My Profile' (which is highlighted with a red rectangular box), and 'Log Out'. Below these links, it says 'Logged in as USER ID'. A dark blue horizontal bar contains the word 'Overview'. The main content area has the heading 'Manufacturer Payment Portal - My Profile' and a sub-heading 'Welcome USER ID'. At the bottom, there are two blue buttons: 'Change Password' with a lock icon and 'Update PIN' with a grid icon. The 'Update PIN' button is highlighted with a purple rectangular box.</p>

Instructions	Visuals
<p>3. The PIN Reset page will open, showing the rule “Must consist of four-digits”. Enter your new four-digit numeric PIN in the <u>New PIN</u> field, re-enter the same four-digits in the <u>Confirm PIN</u> field and click <u>Submit</u>.</p>	 <p>The screenshot shows a web form titled "Reset PIN". Underneath the title, it states "Rules for PIN: Must consist of four digits". There are two text input fields: "New PIN *" and "Confirm PIN *". The "New PIN *" field is highlighted with a pink border. Below the input fields are two buttons: "Submit" and "Clear".</p>

Instructions	Visuals
<p>4. After you successfully set up your PIN, a message that says "PIN has been successfully updated." will display.</p>	 <p>The screenshot displays a 'Reset PIN' interface. At the top, the title 'Reset PIN' is centered. Below it, the text 'Rules for PIN: Must consist of four digits' is shown. A green success message box with a checkmark icon contains the text 'PIN has been successfully updated.'. Below this, there are two input fields: 'New PIN *' and 'Confirm PIN *', each with a clear icon on the right. At the bottom, there are two buttons: 'Submit' and 'Clear'.</p>

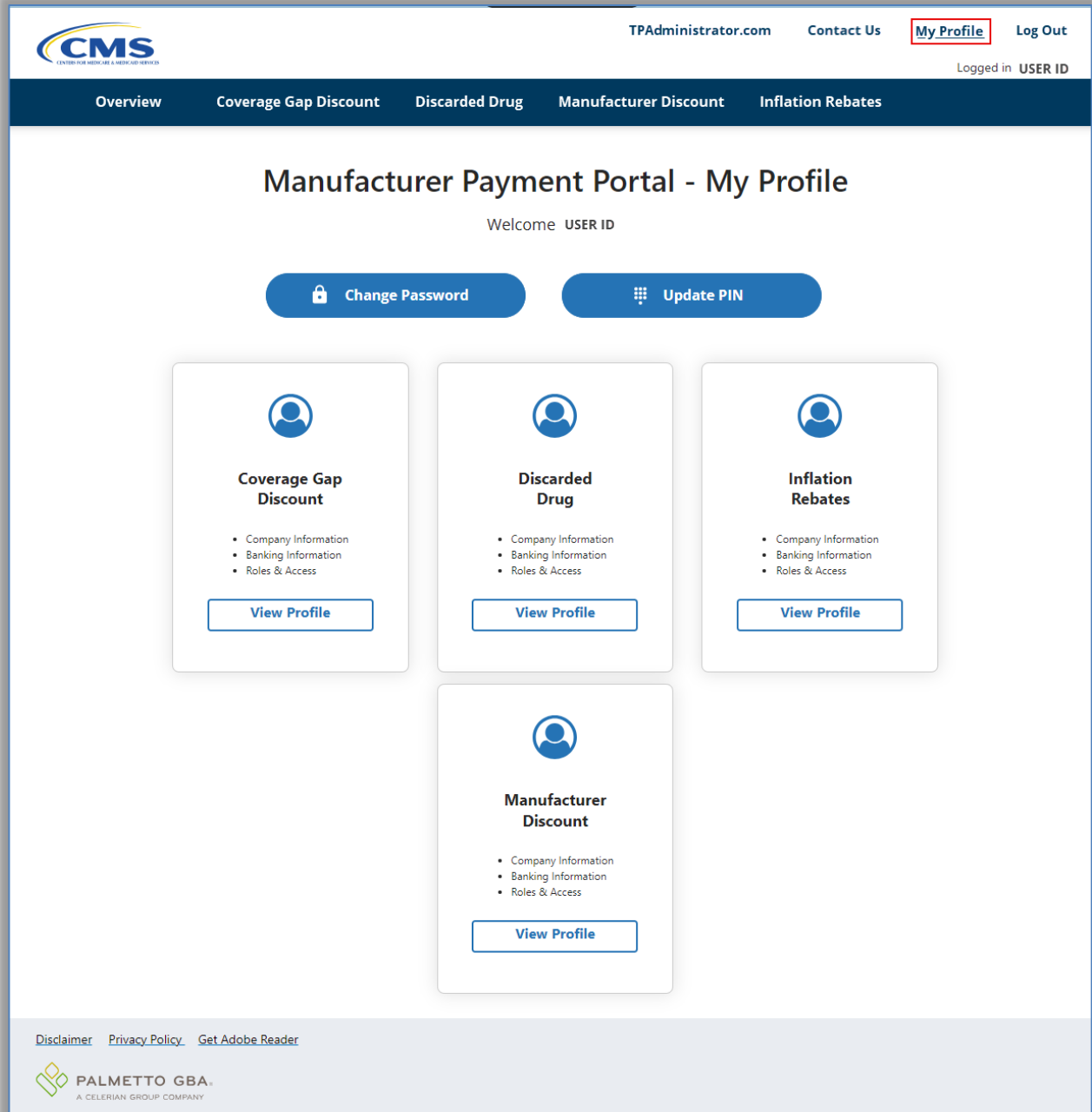
Instructions	Visuals
<p>5. If the PINs you entered do not match, an error message will display that says “The PINs entered do not match. Please ensure the ‘New PIN’ and ‘Confirm PIN’ fields are identical.”</p> <p>Re-enter your four-digit PIN in both the <i>New PIN</i> and <i>Confirm PIN</i> fields and click <i>Submit</i>.</p> <p>6. Once the PIN code is successfully entered, you will be redirected to the MPP Overview page.</p>	 <p>The screenshot displays the 'PIN Reset' interface. At the top, it says 'PIN Reset' and 'Rules for PIN: Must consist of four digits'. A red error message box states: 'The PINs entered do not match. Please ensure the 'New PIN' and 'Confirm PIN' fields are identical.' Below this, there are two input fields: 'New PIN' and 'Confirm PIN', both containing four asterisks. At the bottom, there are two buttons: a green 'Submit' button and a blue 'Clear' button.</p>

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

My Profile Program Cards

On the **My Profile** page, you'll see program cards for programs you can access. Click the [View Profile](#) button to see details like [Company Information](#), [Banking Information](#), and [Roles & Access](#).

In this example, the user ID has access to all four programs: Coverage Gap Discount, Discarded Drug, Inflation Rebates and Manufacturer Discount.



My Profile Overview Instructions

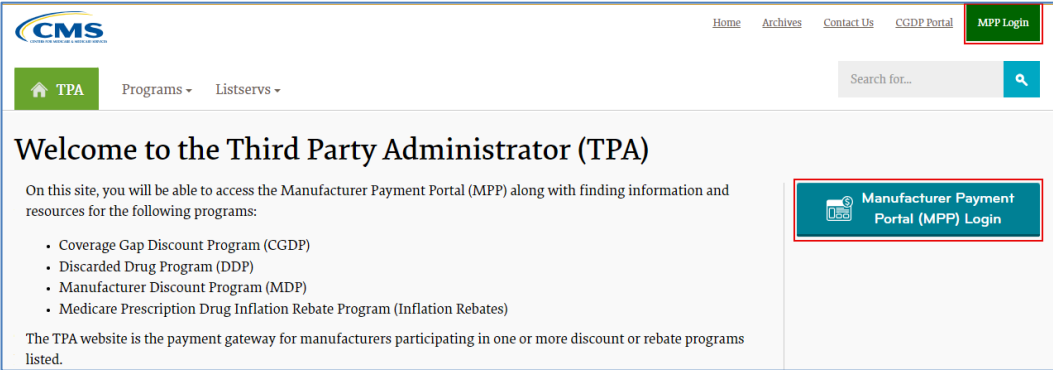
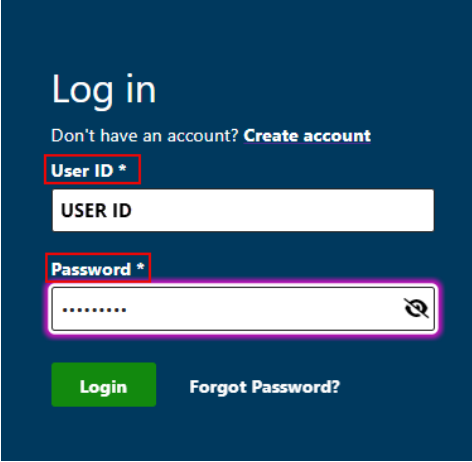
My Profile provides role-specific options to change passwords, update PINs, view role details, and manage banking information.

- Your role is displayed in the *Associated Users* section.
- The *Associated Company EFT Information* table lists companies linked to your User ID.
- The banking data for these companies are shown in the *Associated Company EFT Information* table based on the role assigned to your user ID.

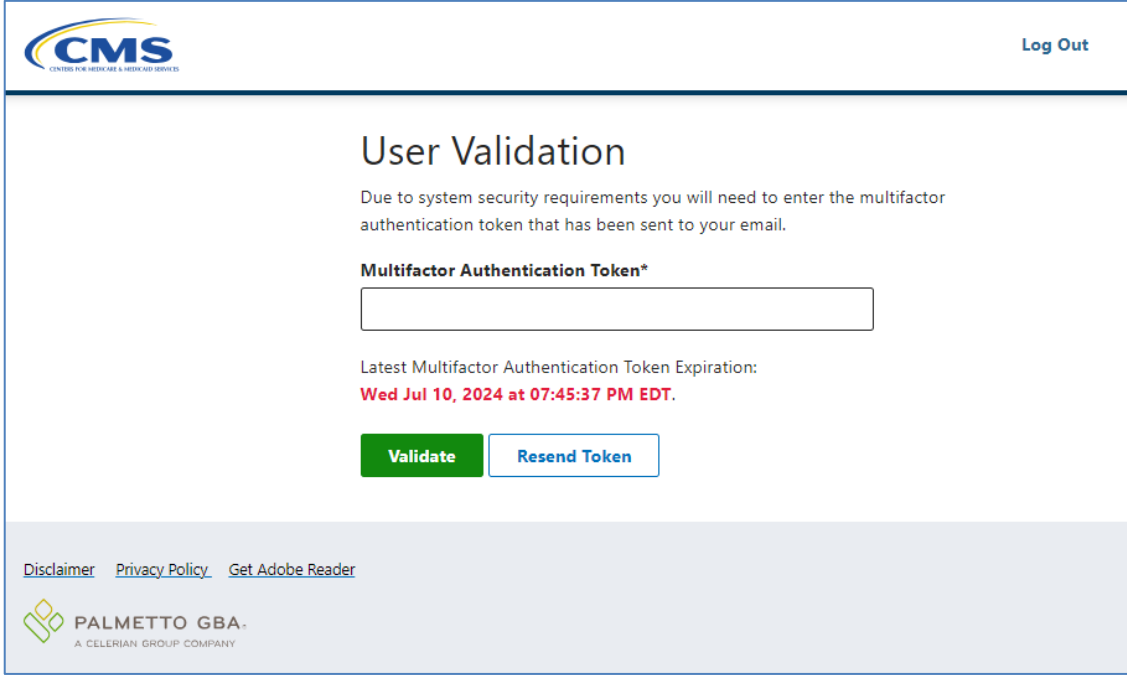
To review the roles that can view banking data, refer to

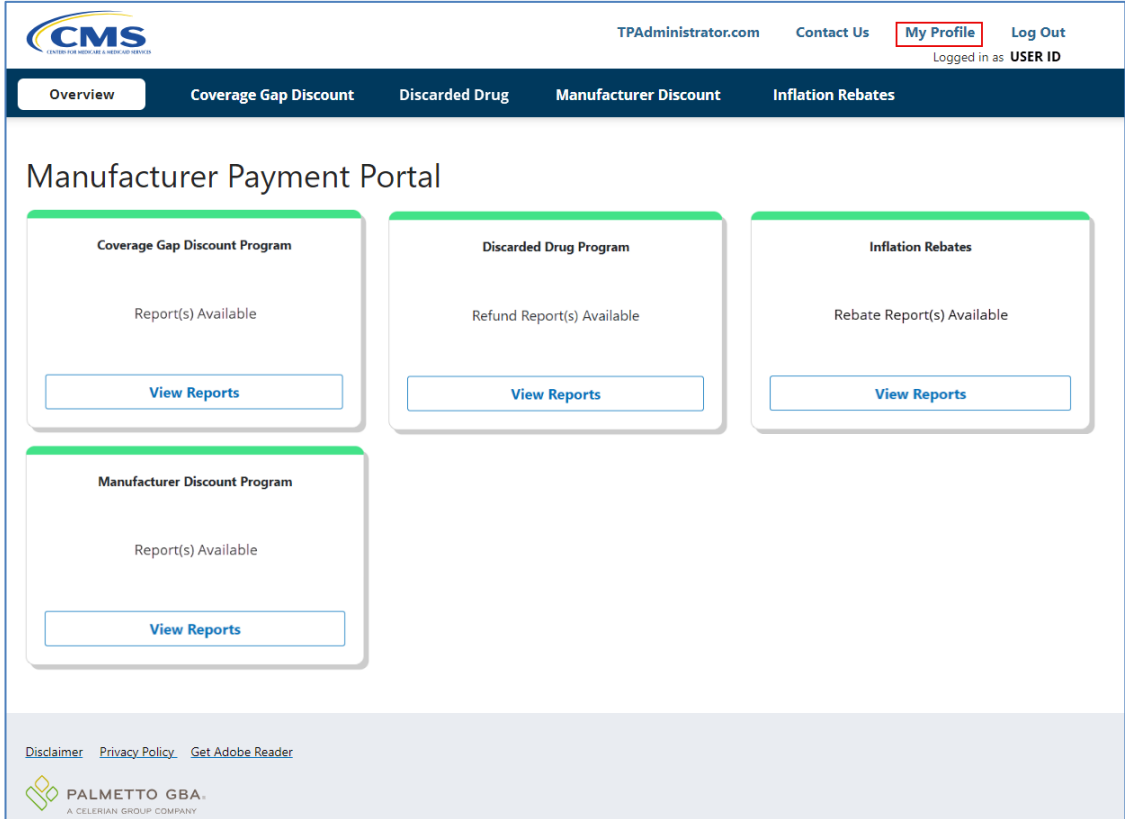
[*Table 1: Payment Initiator Roles.*](#)

My Profile – Instructions

Instruction	Visual
<p>1. Access the TPAadministrator.com website and select a link for the MPP Login.</p>	
<p>2. Enter your user ID in the <u>User ID*</u> field and your password into the <u>Password*</u> field on the MPP Log in page. Then, select the <u>Login</u> button.</p>	

Instruction	Visual
<p>3. After clicking the <u>Login</u> button, a Disclaimer notification will pop up. Scroll through the text using the bar on the right.</p> <p>To proceed into the MPP, click <u>Agree</u>. If you disagree with the Disclaimer text, select the <u>Cancel</u> button to return to the <u>Login</u> screen.</p>	 <p>The screenshot shows the 'Welcome to the Manufacturer Payment Portal' page. A 'Disclaimer' modal is centered on the screen. The modal text reads: 'Disclaimer. This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network. This system is provided for Government-authorized use only. Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties. Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring. By using this system, you understand and consent to the following: • The Government may monitor, record, and audit your system usage, including usage of personal devices and email systems for official duties or to conduct HHS business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this system. • Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose.' At the bottom of the modal are 'Agree' and 'Cancel' buttons. The background shows the login form with fields for 'User ID *' and 'Password *', and a 'Login' button.</p>

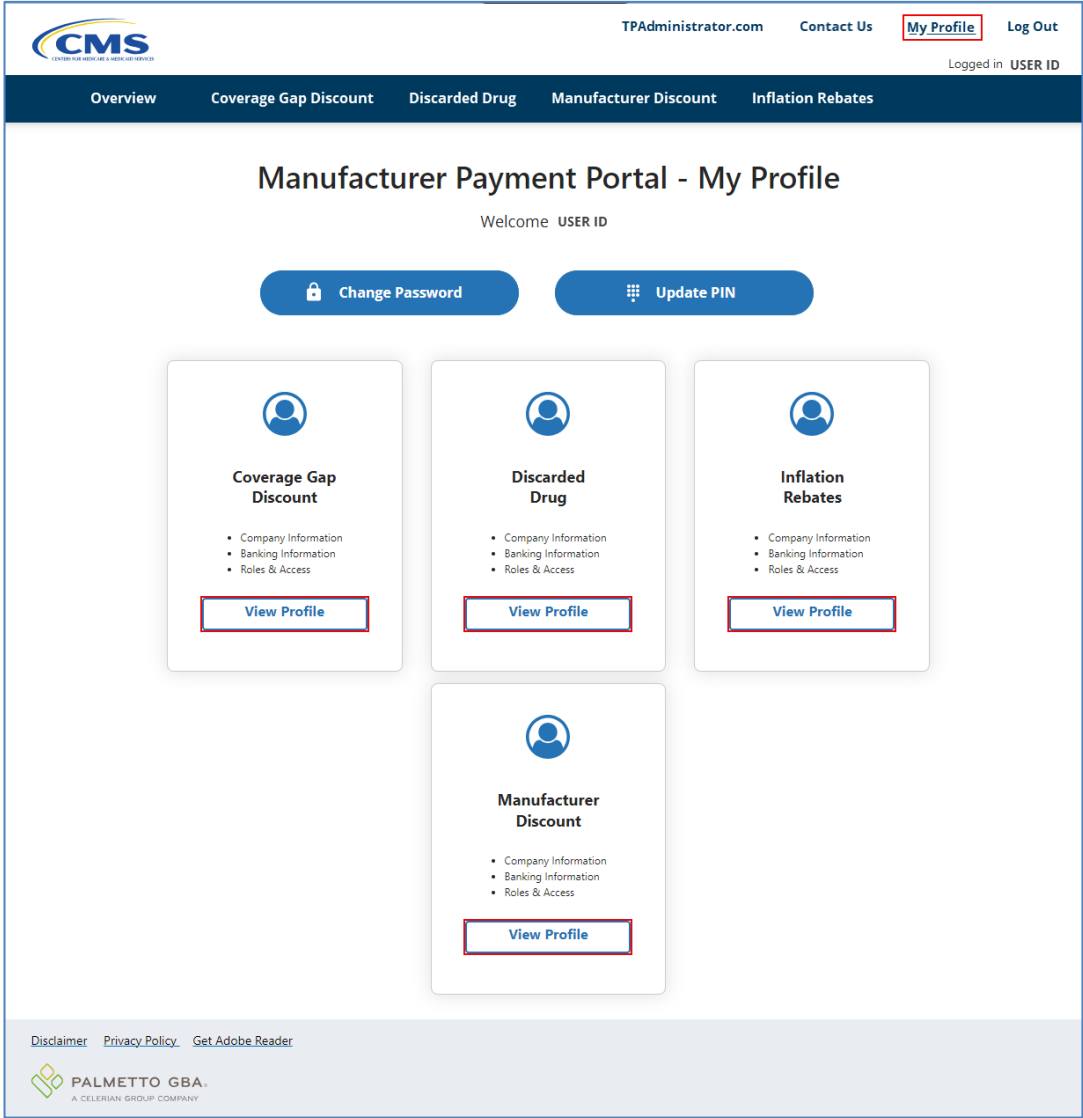
Instruction	Visual
<p>4. Enter the enter the eight-digit token in the <i>Multifactor Authentication Token</i>* field sent to your verified email, then click the <i>Validate</i> button.</p>	

Instruction	Visual
<p>5. After successfully logging into the MPP, you will see the MPP Overview page.</p> <p>Click the <i>My Profile</i> link in the upper header.</p>	 <p>The screenshot shows the Manufacturer Payment Portal (MPP) Overview page. At the top, there is a CMS logo and navigation links for 'TPAdministrator.com', 'Contact Us', 'My Profile', and 'Log Out'. Below this is a dark blue header with tabs for 'Overview', 'Coverage Gap Discount', 'Discarded Drug', 'Manufacturer Discount', and 'Inflation Rebates'. The main content area displays four report cards: 'Coverage Gap Discount Program' (Report(s) Available), 'Discarded Drug Program' (Refund Report(s) Available), 'Inflation Rebates' (Rebate Report(s) Available), and 'Manufacturer Discount Program' (Report(s) Available). Each card includes a 'View Reports' button. The footer contains links for 'Disclaimer', 'Privacy Policy', and 'Get Adobe Reader', along with the Palmetto GBA logo.</p>

Instruction

6. To view your organization information on the **My Profile** page, click on the *View Profile* button on the applicable program card.

Visual



Instruction	Visual
<p>7. Once the My Profile page opens it displays information on your organization, you and associated users, if applicable, and bank account modification request links.</p> <p>The information displayed on this page depends on the role assigned to your user ID.</p> <p>This is the top half of the <u><i>My Profile</i></u> page.</p>	<p>The screenshot shows the 'My Profile' page. At the top, there is a navigation bar with the CMS logo on the left and links for 'TPAdministrator.com', 'Contact Us', 'My Profile' (highlighted with a red box), and 'Log Out'. Below the navigation bar is a dark blue header with menu items: 'Overview', 'Coverage Gap Discount', 'Discarded Drug', 'Manufacturer Discount', and 'Inflation Rebates'. The main content area is titled '- My Profile' and includes a breadcrumb 'Profile Home > Profile'. Under 'Organization Information', there are fields for 'Name:' and 'Type:'. The 'Associated Users' section contains two user profiles, each with fields for 'Role:', 'Title:', 'Phone:', 'Ext:', and 'Email:'. The first profile has 'Payer Access: N/A' and the second has 'Payer Access: __1, __4, __5, __6, __8, __3'. At the bottom, there are two buttons: 'Request Payer Account Modification' and 'Request Payee Account Modification', each with an information icon.</p>

Instruction

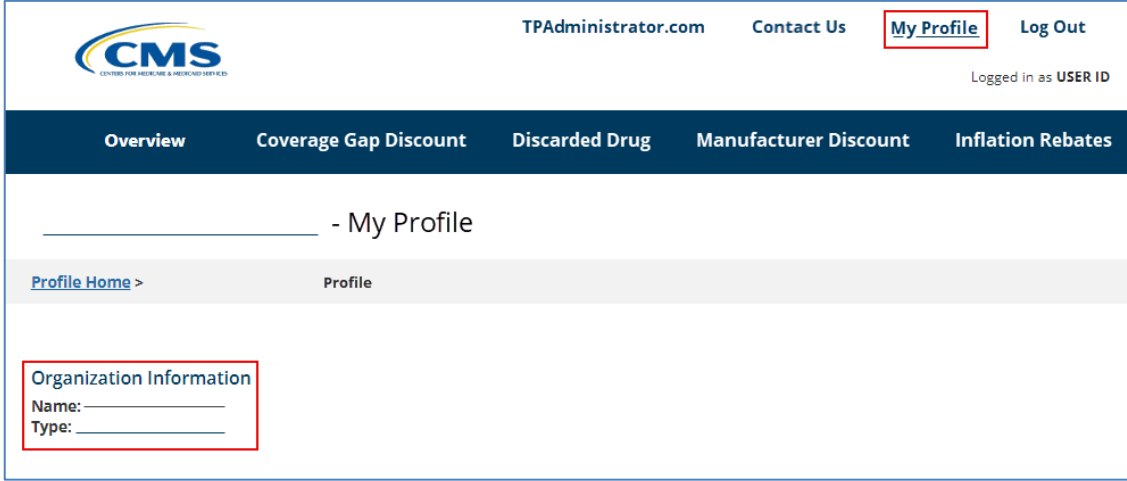
This example is the bottom half of the *My Profile* page that displays the *Associated Company EFT Information* section.

To view roles with authority for banking access refer to [Table 1: Payment Initiator Roles](#).

Visual

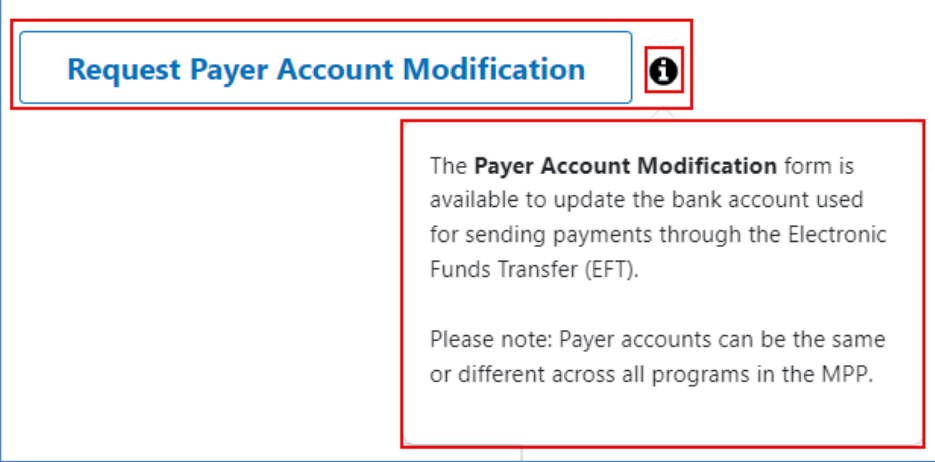
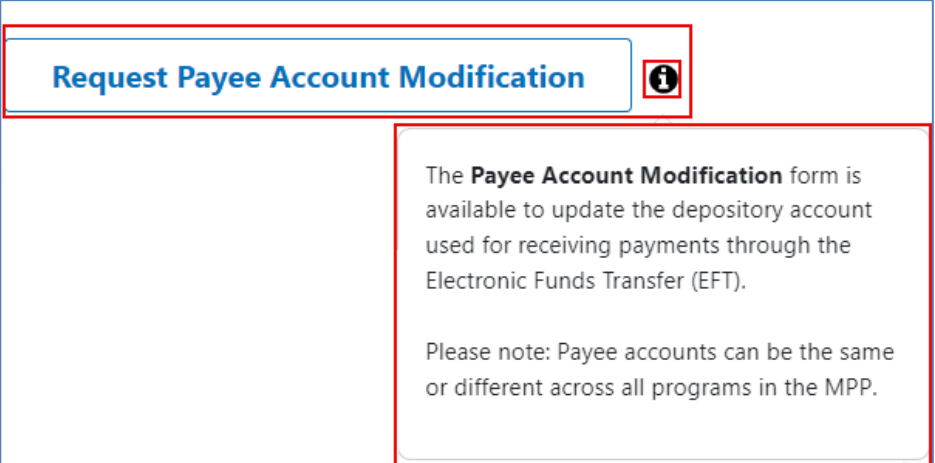
The screenshot shows the 'My Profile' page for a TPA Administrator. The page includes a navigation bar with 'Overview', 'Coverage Gap Discount', 'Discarded Drug', 'Manufacturer Discount', and 'Inflation Rebates'. The main content area is titled '- My Profile' and contains a section for 'Associated Company EFT Information'. This section includes several dropdown menus for filtering data by Company ID, Name, Status, Begin Quarter, Payee Routing #, and Payer Account #. Below the filters is a table with 6 entries, each showing company details and routing information. The table is paginated to show 1 to 6 of 6 entries.

Company ID	Name	Status	Begin Quarter	Payee Routing #	Payee Account #	Payer Routing #	Payer Account #
___1	_____	Active	202304	031___1	*****_51	03___3	*****_37
___4	_____	Active	202304	031___2	*****_52	03___4	*****_38
___5	_____	Active	202304	031___3	*****_53	03___5	*****_39
___6	_____	Active	202304	031___4	*****_54	03___6	*****_30
___8	_____	Active	202304	031___5	*****_55	03___7	*****_31
___3	_____	Active	202304	031___6	*****_56	03___8	*****_32

Instruction	Visual
<p>8. The <u>Organization Information</u> section, lists the organization name and type.</p> <p>Please Note: This is only for CGDP and MDP program roles and Inflation Rebates Contractor Roles</p>	 <p>The screenshot shows the TPA Administrator portal interface. At the top, there is a navigation bar with the CMS logo, the URL 'TPAdministrator.com', and links for 'Contact Us', 'My Profile' (highlighted with a red box), and 'Log Out'. Below the navigation bar, a dark blue menu contains links for 'Overview', 'Coverage Gap Discount', 'Discarded Drug', 'Manufacturer Discount', and 'Inflation Rebates'. The main content area displays the user's profile information, including a breadcrumb trail 'Profile Home > Profile'. The 'Organization Information' section is highlighted with a red box and contains the following text: 'Organization Information', 'Name: _____', and 'Type: _____'.</p>

Instruction	Visual
<p>The <i>Associated Users</i> section, lists your user information and your role assigned to your user ID. It will also display other users assigned to the same organization, if applicable. Your information will appear first on the My Profile page and will be outlined in black.</p> <ul style="list-style-type: none"> • <i>Name (no title)</i>: First and last name of authorized user and User ID • <i>Role</i>: Role assigned to your User ID for access. Review Table 1: Payment Initiator Roles or Table 2: Read Only Roles to learn what your role allows. • <i>Title</i>: Displays the company title associated with the logged in user. • <i>Phone</i>: Displays the contact phone number and extension of the logged in user. • <i>Email</i>: Displays the contact email address of the logged in user. • <i>Payer Access</i>: Displays the P Number, Contract Number, or Unique ID that your role can 	<p>The screenshot shows the TP Administrator website interface. At the top right, there are links for 'TPAdministrator.com', 'Contact Us', 'My Profile' (highlighted with a red box), and 'Log Out'. Below these links, it says 'Logged in as USER ID'. A dark blue navigation bar contains links for 'Overview', 'Coverage Gap Discount', 'Discarded Drug', 'Manufacturer Discount', and 'Inflation Rebates'. The main content area is titled '- My Profile' and includes a breadcrumb 'Profile Home > Profile'. Under 'Organization Information', there are fields for 'Name:' and 'Type:'. The 'Associated Users' section (highlighted with a red box) contains two user profiles, each with a red border. Each profile shows a name with a masked ID '(__9999)', fields for 'Role:', 'Title:', 'Phone:', 'Ext:', and 'Email: @email.com', and a 'Payer Access:' field. The first profile's Payer Access is 'N/A', and the second profile's Payer Access is ' __1, __4, __5, __6, __8, __3'.</p>

Instruction	Visual
<p>initiate payments for based on authorized access.</p> <p>Note: Other <u>Associated User</u> information displays for the CGDP and MDP programs and for the Inflation Rebates Contractor (Third Party) users.</p>	
<p>9. The <u>Payer and Payee Account Modification</u> displays links to access the draft account for making payments for quarterly invoices (Payer) and the depository account for receiving payments for quarterly invoices (Payee).</p> <p>Additional information for completing these forms will be discussed in the Banking Instructions.</p> <p>Note: The <u>Request Payer Account Modification</u> will be the only button displayed for DDP.</p>	

Instruction	Visual
<p>10. The Request Payer Account Modification button has a hover-over Information icon that shows this message: “The Payer Account Modification form is available to update the bank account used for sending payment through the Electronic Funds Transfer (EFT). Please note: Payer accounts can be the same or different across all programs in the MPP.”</p>	
<p>11. The Request Payee Account Modification button has a hover-over Information icon that shows this message: “The Payee Account Modification form is available to update the depository account used for receiving payment through the Electronic Funds Transfer (EFT). Please note: Payer accounts can be the same or different across all programs in the MPP.”</p>	

Instruction

12. The Associated Company EFT Information section provides filters to sort the associated companies and present you with redacted banking information for the companies linked to your authorized user ID as a Payment Initiator or Administrator.

This example displays the bottom half of the My Profile screen where the Associated Company EFT Information section is located.

- Company ID: Displays the P Number, Contract Number or Unique ID of companies associated to your user ID.
- Name: Displays the name of the associated company.
- Status: Displays the company status. Status for companies displayed are Active.
- Payee Routing #: Lists the routing number associated with the Payee bank account.
- Payee Account #: Lists a redacted bank account number associated with the Payee account.
- Payer Routing #: Lists the routing number associated with the Payer

Visual

The screenshot shows the 'My Profile' page in the TPA Administrator portal. The 'Associated Company EFT Information' section is highlighted with a red box. It contains several filter dropdowns: Company ID, Name, Status, Begin Quarter, Payee Routing #, and Payee Account #. Below these are 'Filter' and 'Reset' buttons. A table below the filters displays 6 entries of associated companies. The table has columns for Company ID, Name, Status, Begin Quarter, Payee Routing #, Payee Account #, Payer Routing #, and Payer Account #. The entries are all 'Active' and from the '202304' quarter.

Company ID	Name	Status	Begin Quarter	Payee Routing #	Payee Account #	Payer Routing #	Payer Account #
___1	_____	Active	202304	031___1	*****__51	03___3	*****__37
___4	_____	Active	202304	031___2	*****__52	03___4	*****__38
___5	_____	Active	202304	031___3	*****__53	03___5	*****__39
___6	_____	Active	202304	031___4	*****__54	03___6	*****__30
___8	_____	Active	202304	031___5	*****__55	03___7	*****__31
___3	_____	Active	202304	031___6	*****__56	03___8	*****__32

Instruction	Visual
<p>bank account.</p> <ul style="list-style-type: none">• <i>Payer Account #</i>: Lists a redacted bank account number associated with the Payer account.	

Instruction

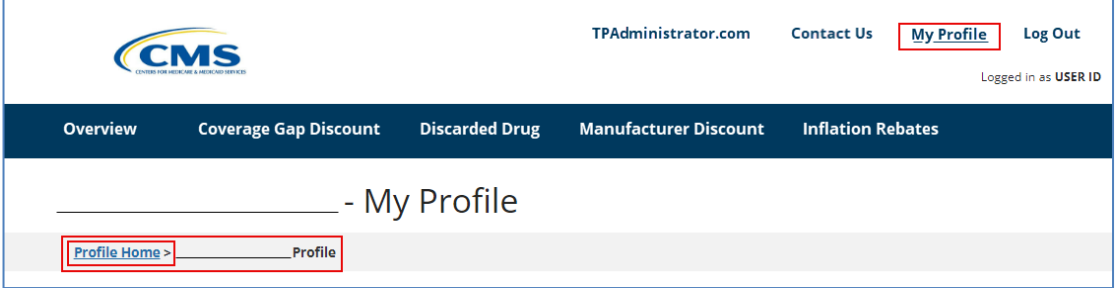
13. For those roles without banking access, only the Company ID, Name, Status and Begin Quarter will be displayed in the Associated Companies EFT Information section.

Note: Associated companies will appear on the **Home** page and will allow you to review invoice information or initiate payment, based on the role you have assigned to your user ID.

Visual

The screenshot shows the 'My Profile' page on the TPA Administrator website. The 'Associated Company EFT Information' section is highlighted with a red box. It contains a table with the following data:

Company ID	Name	Status	Begin Quarter
___1	_____	Active	Q1 2023
___4	_____	Active	Q2 2023

Instruction	Visual
<p>14. Once the information has been reviewed, choose the <u>Profile Home</u> link to return to the My Profile page.</p> <p>Note: If your information is incorrect, contact the TPA by choosing the <u>Contact Us</u> link in the upper right corner of the MPP screen.</p>	 <p>The screenshot shows the TPA Administrator website interface. At the top left is the CMS logo. The top right contains the text 'TPAdministrator.com', 'Contact Us', 'My Profile' (highlighted with a red box), and 'Log Out'. Below this is a dark blue navigation bar with links for 'Overview', 'Coverage Gap Discount', 'Discarded Drug', 'Manufacturer Discount', and 'Inflation Rebates'. The main content area displays '_____ - My Profile' and a 'Profile Home >' link (highlighted with a red box) next to a 'Profile' label.</p>

You have successfully reviewed your **My Profile** information in the MPP.

Banking Instructions

The **My Profile** page contains links to banking information forms, enabling you to update your banking details, provided that your user ID's roles and permissions allow access to the selected program. Both links open an Electronic Funds Transfer (EFT) Online form.

- The *Request Payer Account Modification* form is needed for CGDP, DDP, MDP, or Inflation Rebates programs.
 - The Payer Account(s) are the debit account(s) from which funds are withdrawn to pay initiated Invoices and Rebate Reports.
- The *Request Payee Account Modification* – This form is needed for CGDP, MDP, and Inflation Rebates programs.
 - The Payee Account(s) are the depository account(s) from which funds are deposited from paid invoices or rebates.

These forms are used to register new bank accounts or update existing account details shown in the **My Profile** table for each program.

To review which roles have the responsibility to initiate payments, view reports, and update banking information, refer to [*Table 1: Payment Initiator*](#) Roles.

These instructions provide guidance for completing the EFT Online form which is displayed after selecting either modification link to manage bank information. These links are accessible based on your role and assigned permissions for each program.

Request Payee and Payer Account Modification Instructions

The [Payee Account Modification](#) form is only for manufacturers, sponsors, and third party manufacturers participating in CGDP, MDP and Inflation Rebates.

The [Payer Account Modification](#) form is applicable to *all* programs in the MPP.

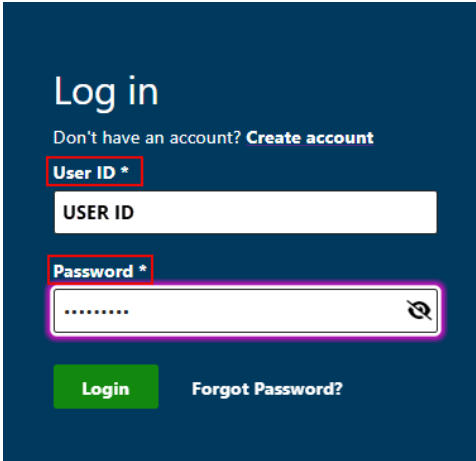
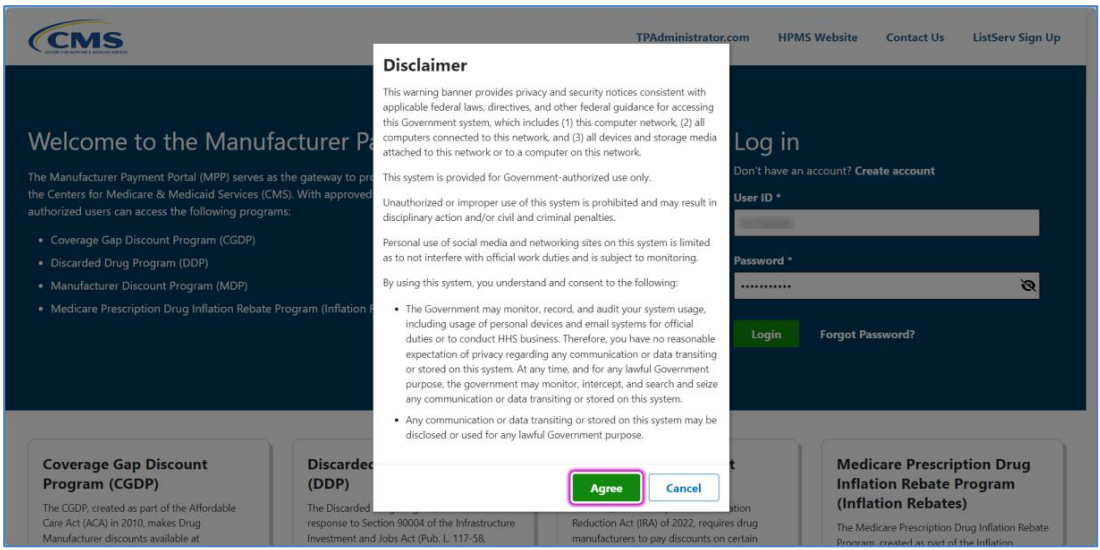
The form differs for each program, based on the partnering bank with TPA. Also, there is one field that is different based on your user ID or [Type](#) displayed in the [Organization Information](#) region of the **My Profile** page.

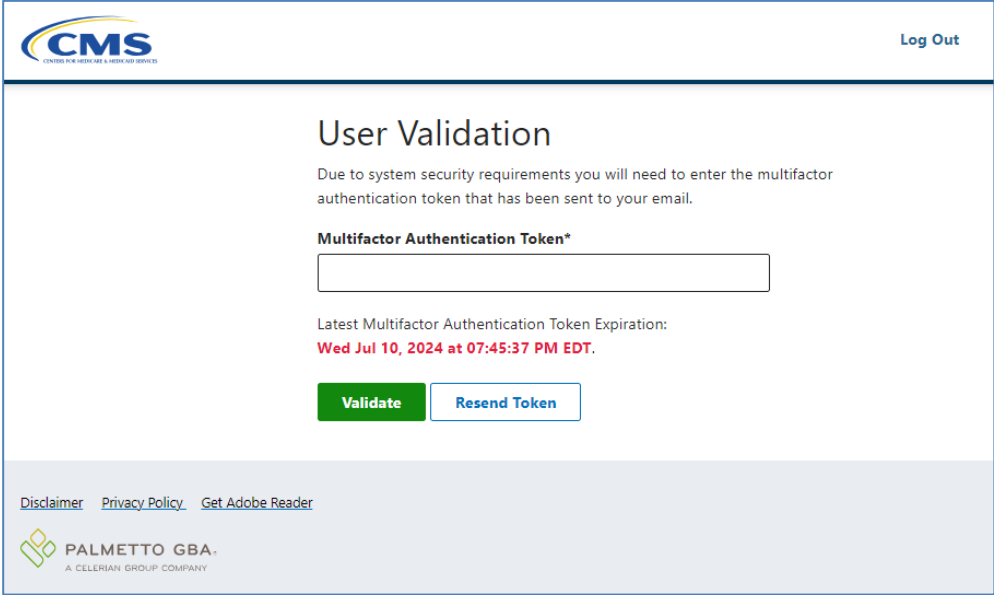
That field is:

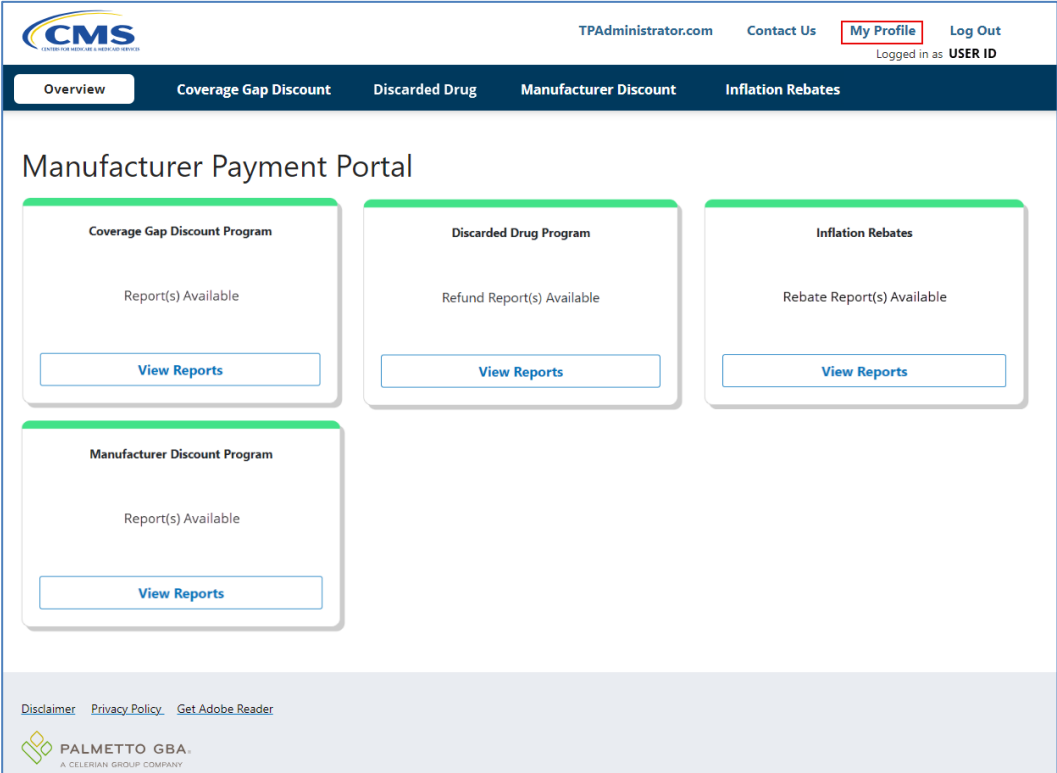
- * [P Number](#) for manufacturers or third-party manufacturers for CGDP, DDP and MDP.
- * [Unique ID](#) for manufacturers or contractors (third party manufacturers) for Inflation Rebates.
- * [Contract Number](#) for sponsors for CGDP and MDP.

Refer to [Appendix A: Payee Electronic Fund Transfer \(EFT\) Online Forms](#) or [Appendix B: Payer Electronic Funds Transfer \(EFT\) Online Forms](#) to view specific online EFT forms.

Instruction	Visual
<p>1. Access the TPAAdministrator.com website and select a link for the MPP Login.</p>	 <p>The screenshot shows the CMS TPA Administrator website. At the top right, there is a navigation menu with links for Home, Archives, Contact Us, CGDP Portal, and MPP Login. Below the navigation is a search bar. The main heading reads 'Welcome to the Third Party Administrator (TPA)'. Underneath, it states that users can access the Manufacturer Payment Portal (MPP) and lists the following programs: Coverage Gap Discount Program (CGDP), Discarded Drug Program (DDP), Manufacturer Discount Program (MDP), and Medicare Prescription Drug Inflation Rebate Program (Inflation Rebates). A red box highlights the 'Manufacturer Payment Portal (MPP) Login' button on the right side of the page.</p>

Instruction	Visual
<p>2. Enter your user ID in the <u>User ID*</u> field and your password into the <u>Password*</u> field on the MPP Log in page. Then, select the <u>Login</u> button.</p>	
<p>3. After clicking the <u>Login</u> button, a Disclaimer notification will pop up. Scroll through the text using the bar on the right.</p> <p>To proceed into the MPP, click <u>Agree</u>. If you disagree with the Disclaimer text, select the <u>Cancel</u> button to return to the <u>Log in</u> screen.</p>	

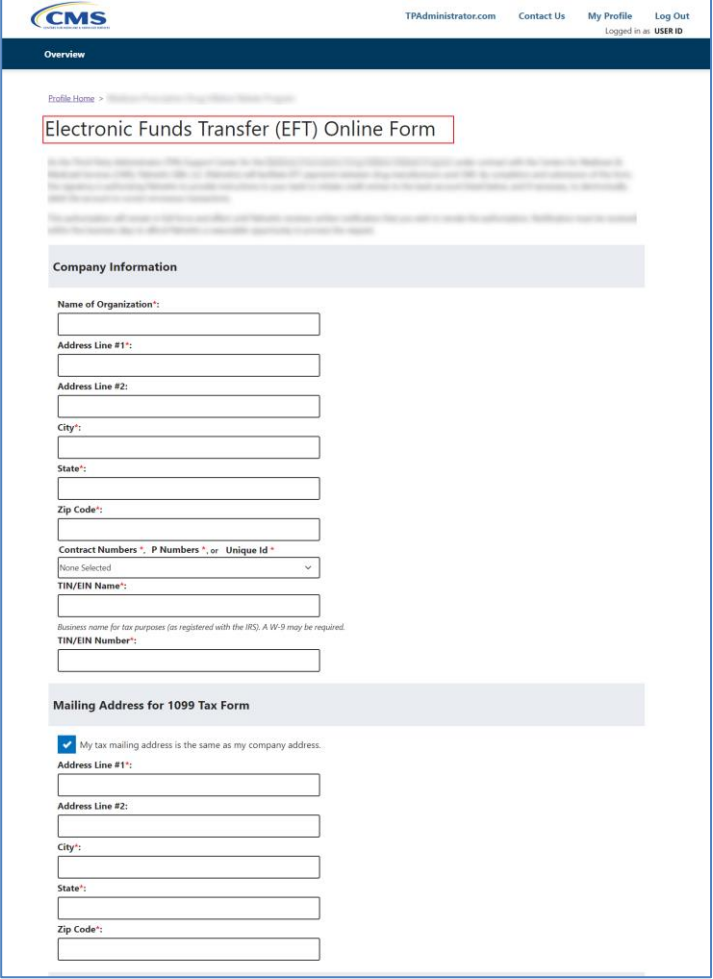
Instruction	Visual
<p>4. Enter the eight-digit token in the <u>Multifactor Authentication Token*</u> field sent to your verified email, then click the <u>Validate</u> button.</p>	

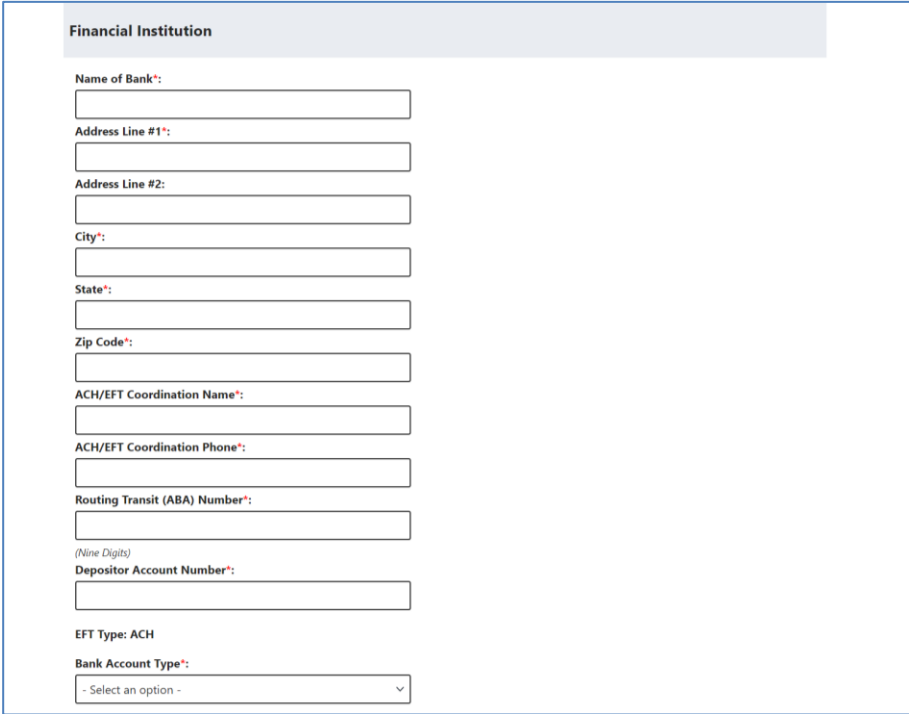
Instruction	Visual
<p>5. After successfully logging into the MPP, you will see the MPP Overview page.</p> <p>Click the <u><i>My Profile</i></u> link in the upper header.</p>	 <p>The screenshot shows the Manufacturer Payment Portal (MPP) Overview page. At the top, there is a CMS logo and navigation links for TPAAdministrator.com, Contact Us, My Profile (highlighted with a red box), and Log Out. Below this, a dark blue navigation bar contains tabs for Overview, Coverage Gap Discount, Discarded Drug, Manufacturer Discount, and Inflation Rebates. The main content area is titled "Manufacturer Payment Portal" and features four report cards. Each card has a title, a status message (e.g., "Report(s) Available"), and a "View Reports" button. The cards are: Coverage Gap Discount Program, Discarded Drug Program, Inflation Rebates, and Manufacturer Discount Program. The footer contains links for Disclaimer, Privacy Policy, and Get Adobe Reader, along with the Palmetto GBA logo.</p>

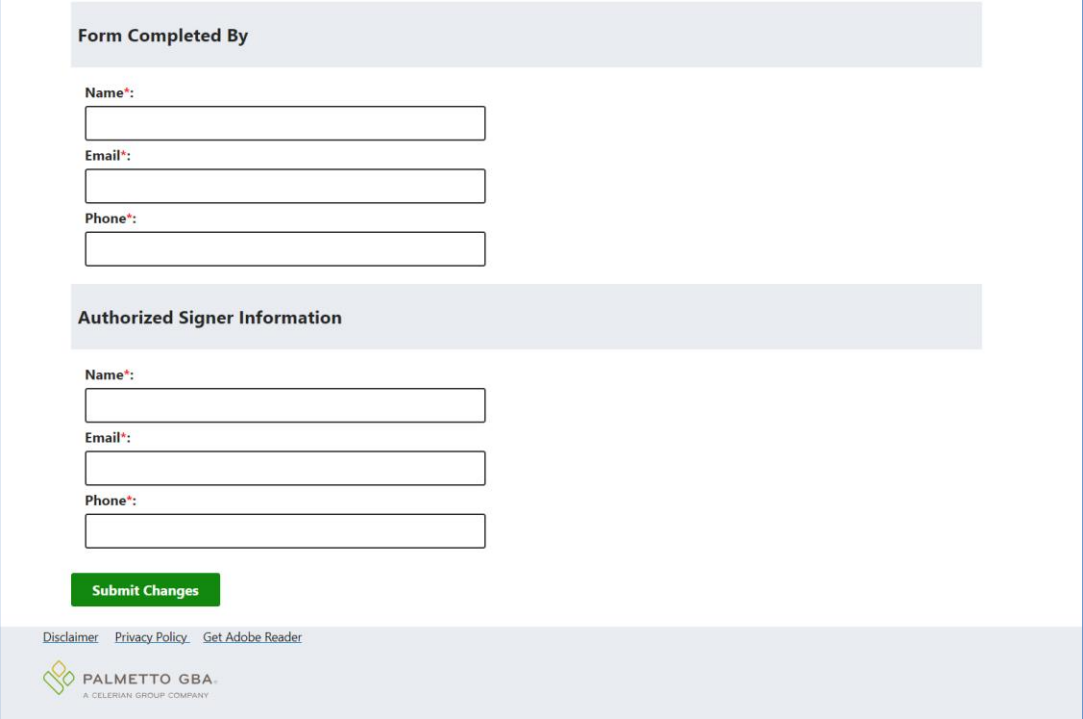
6. To view your organization information on the **My Profile** page, click on the *View Profile* button on the applicable program card.

The screenshot displays the 'Manufacturer Payment Portal - My Profile' interface. At the top, the CMS logo is on the left, and navigation links for 'TPAdministrator.com', 'Contact Us', 'My Profile', and 'Log Out' are on the right. A 'Logged in USER ID' indicator is also present. A dark blue navigation bar contains links for 'Overview', 'Coverage Gap Discount', 'Discarded Drug', 'Manufacturer Discount', and 'Inflation Rebates'. The main content area is titled 'Manufacturer Payment Portal - My Profile' and includes a 'Welcome USER ID' greeting. Two primary action buttons are shown: 'Change Password' and 'Update PIN'. Below these are four profile cards, each with a user icon, a title, a list of menu items (Company Information, Banking Information, Roles & Access), and a 'View Profile' button. The cards are for 'Coverage Gap Discount', 'Discarded Drug', 'Inflation Rebates', and 'Manufacturer Discount'. The footer contains a disclaimer, privacy policy, and Adobe Reader link, along with the Palmetto GBA logo and the text 'PALMETTO GBA. A CELERIAN GROUP COMPANY'.

Instruction	Visual
<p>7. Choose either the <u><i>Request Payee Account Modification</i></u> link if you need to create a new payee bank account or update an existing one for your assigned program.</p> <p>Or</p> <p>Choose the <u><i>Request Payer Account Modification</i></u> link to create a new payer bank account or update an existing one for your assigned program.</p> <p>This will allow you to create or update your depository account, where your invoice payments will be deposited.</p>	<p>The screenshot shows the 'My Profile' page on the TPA Administrator website. The page header includes the CMS logo, 'TPAdministrator.com', 'Contact Us', 'My Profile' (highlighted with a red box), and 'Log Out'. Below the header is a navigation bar with links: 'Overview', 'Coverage Gap Discount', 'Discarded Drug', 'Manufacturer Discount', and 'Inflation Rebates'. The main content area is titled '- My Profile' and includes a 'Profile Home >' link. Under 'Organization Information', there are fields for 'Name:' and 'Type:'. The 'Associated Users' section displays two user profiles. Each profile has fields for 'Role:', 'Title:', 'Phone:', 'Ext:', and 'Email:'. The first profile has 'Payer Access: N/A' and the second has 'Payer Access: __1. __4. __5. __6. __8. __3'. At the bottom of the page, there are two buttons: 'Request Payer Account Modification' and 'Request Payee Account Modification', both highlighted with red boxes.</p>

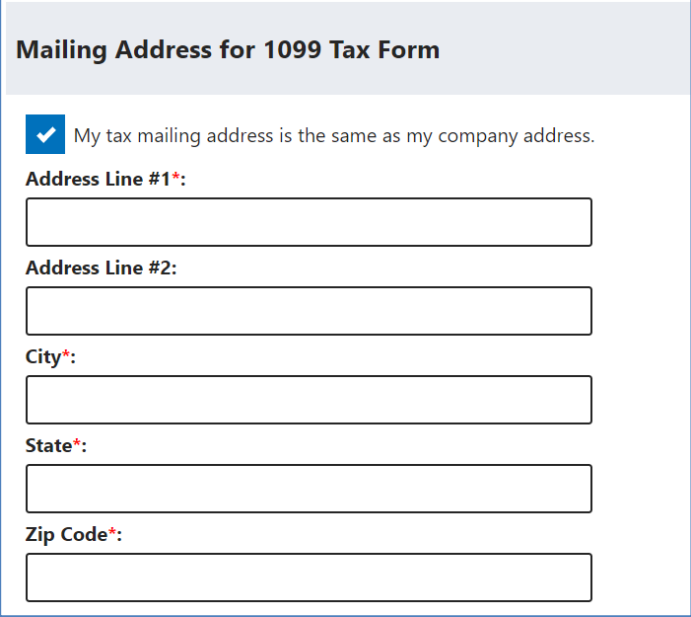
Instruction	Visual
<p>8. The Electronic Funds Transfer (EFT) Online Form will display.</p> <p>You can add or update your bank accounts for making payments or receiving deposits.</p> <p>This first two sections of the form displays the <u>Company Information</u>, and <u>Mailing Address for 1099 Tax Form</u>.</p>	 <p>The screenshot shows the 'Electronic Funds Transfer (EFT) Online Form' interface. At the top, there is a navigation bar with the CMS logo and links for 'TPAdministrator.com', 'Contact Us', 'My Profile', and 'Log Out'. Below the navigation bar, the page title is 'Electronic Funds Transfer (EFT) Online Form'. The form is divided into two main sections: 'Company Information' and 'Mailing Address for 1099 Tax Form'. The 'Company Information' section includes fields for 'Name of Organization*', 'Address Line #1:', 'Address Line #2:', 'City*', 'State:', 'Zip Code*', and 'Contract Numbers *, P Numbers *, or Unique Id *'. The 'Mailing Address for 1099 Tax Form' section includes a checkbox for 'My tax mailing address is the same as my company address.' and fields for 'Address Line #1:', 'Address Line #2:', 'City*', 'State:', and 'Zip Code:'.</p>

Instruction	Visual
<p>The next sections on the Electronic Funds Transfer (EFT) Online Form is the <i>Financial Institution</i> section.</p>	 <p>The screenshot shows the 'Financial Institution' section of the EFT Online Form. It contains the following fields:</p> <ul style="list-style-type: none">Name of Bank*:Address Line #1*:Address Line #2:City*:State*:Zip Code*:ACH/EFT Coordination Name*:ACH/EFT Coordination Phone*:Routing Transit (ABA) Number*:(Nine Digits)Depositor Account Number*:EFT Type: ACHBank Account Type*: <p>The 'Bank Account Type*' field is a dropdown menu with the option '- Select an option -'.</p>

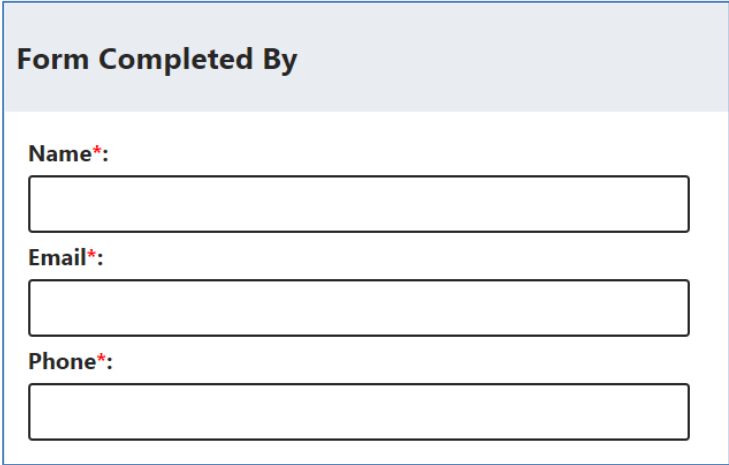
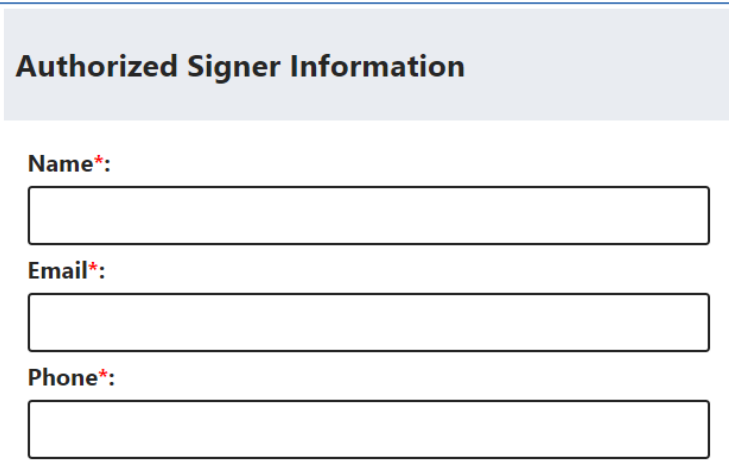
Instruction	Visual
<p>The final two sections are the <u>Form Completed By</u> and <u>Authorized Signer Information</u> sections.</p> <p>Once you fill out all sections, then click on the Submit Changes button.</p> <p>The following steps provide detailed information for each of these five sections.</p>	 <p>The screenshot displays two sections of a web form. The first section, titled "Form Completed By", contains three input fields labeled "Name*", "Email*", and "Phone*". The second section, titled "Authorized Signer Information", also contains three input fields labeled "Name*", "Email*", and "Phone*". Below these sections is a green "Submit Changes" button. At the bottom of the form, there are links for "Disclaimer", "Privacy Policy", and "Get Adobe Reader", along with the Palmetto GBA logo and the text "PALMETTO GBA A CELERIAN GROUP COMPANY".</p>


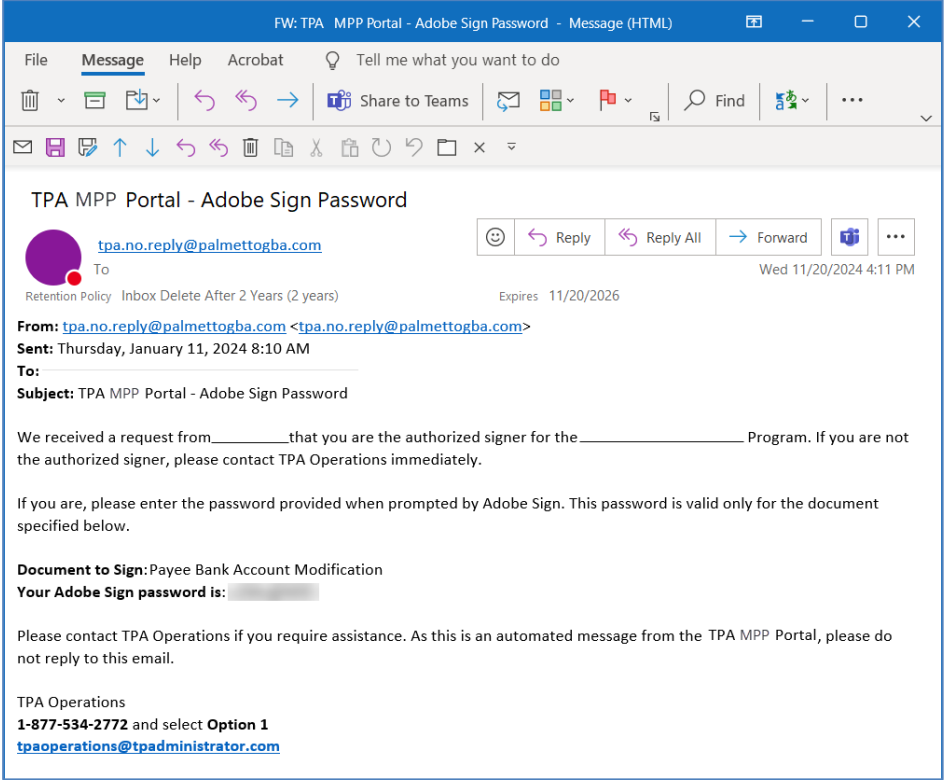
Instruction	Visual
<p>9. Complete the required fields in the <u>Company Information</u> section of the Electronic Funds Transfer (EFT) Online Form.</p> <p>For manufacturer and third party manufacturer users, enter all the required information along with either <u>P Numbers*</u> or <u>Unique Id*</u>.</p> <ul style="list-style-type: none"> • Name of Organization • Address Line 1 and 2 • City • State • Zip Code • P Numbers or Unique Id: • Tax Identification Number (TIN) / Employer Identification Number (EIN) Name • TIN/EIN Number 	<div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <div style="background-color: #d9e1f2; padding: 5px;">Company Information</div> <p>Name of Organization*: <input type="text"/></p> <p>Address Line #1*: <input type="text"/></p> <p>Address Line #2: <input type="text"/></p> <p>City*: <input type="text"/></p> <p>State*: <input type="text"/></p> <p>Zip Code*: <input type="text"/></p> <p>P Numbers*: <input type="text" value="None Selected"/> </p> <p>TIN/EIN Name*: <input type="text"/></p> <p><small>Business name for tax purposes (as registered with the IRS). A W-9 may be required.</small></p> <p>TIN/EIN Number*: <input type="text"/></p> </div> <div style="width: 48%;"> <div style="background-color: #d9e1f2; padding: 5px;">Company Information</div> <p>Name of Organization*: <input type="text"/></p> <p>Address Line #1*: <input type="text"/></p> <p>Address Line #2: <input type="text"/></p> <p>City*: <input type="text"/></p> <p>State*: <input type="text"/></p> <p>Zip Code*: <input type="text"/></p> <p>Unique Id*: <input type="text" value="None Selected"/> </p> <p>TIN/EIN Name*: <input type="text"/></p> <p><small>Business name for tax purposes (as registered with the IRS). A W-9 may be required.</small></p> <p>TIN/EIN Number*: <input type="text"/></p> </div> </div>

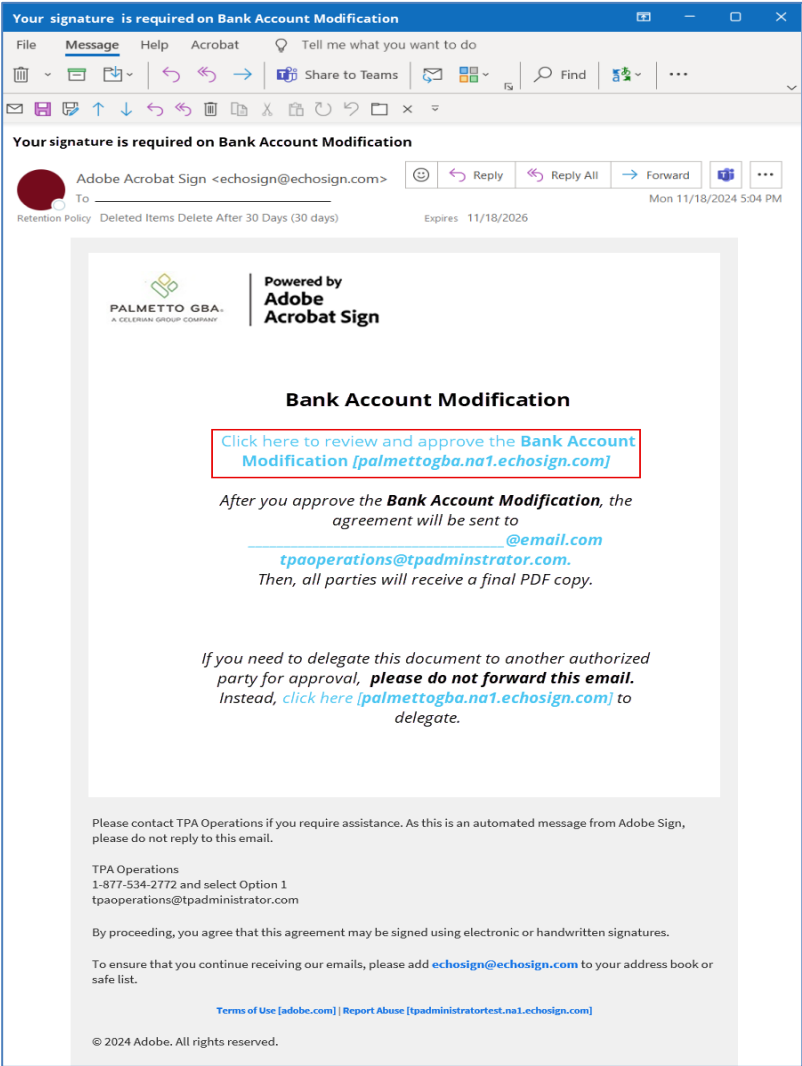
Instruction	Visual
<p>10. In the <i>Company Information</i> section, sponsor users will need to enter <i>Contract Numbers</i>* along with the other required fields.</p> <ul style="list-style-type: none"> • Name of Organization • Address Line 1 and 2 • City • State • Zip Code • Contract Number(s) • Tax Identification Number (TIN) / Employer Identification Number (EIN) Name • TIN/EIN Number 	<div style="border: 1px solid #ccc; padding: 10px;"> <p>Company Information</p> <p>Name of Organization*: <input type="text"/></p> <p>Address Line #1*: <input type="text"/></p> <p>Address Line #2: <input type="text"/></p> <p>City*: <input type="text"/></p> <p>State*: <input type="text"/></p> <p>Zip Code*: <input type="text"/></p> <p>Contract Numbers*: <input type="text" value="None Selected"/></p> <p>TIN/EIN Name*: <input type="text"/></p> <p><small>Business name for tax purposes (as registered with the IRS). A W-9 may be required.</small></p> <p>TIN/EIN Number*: <input type="text"/></p> </div>

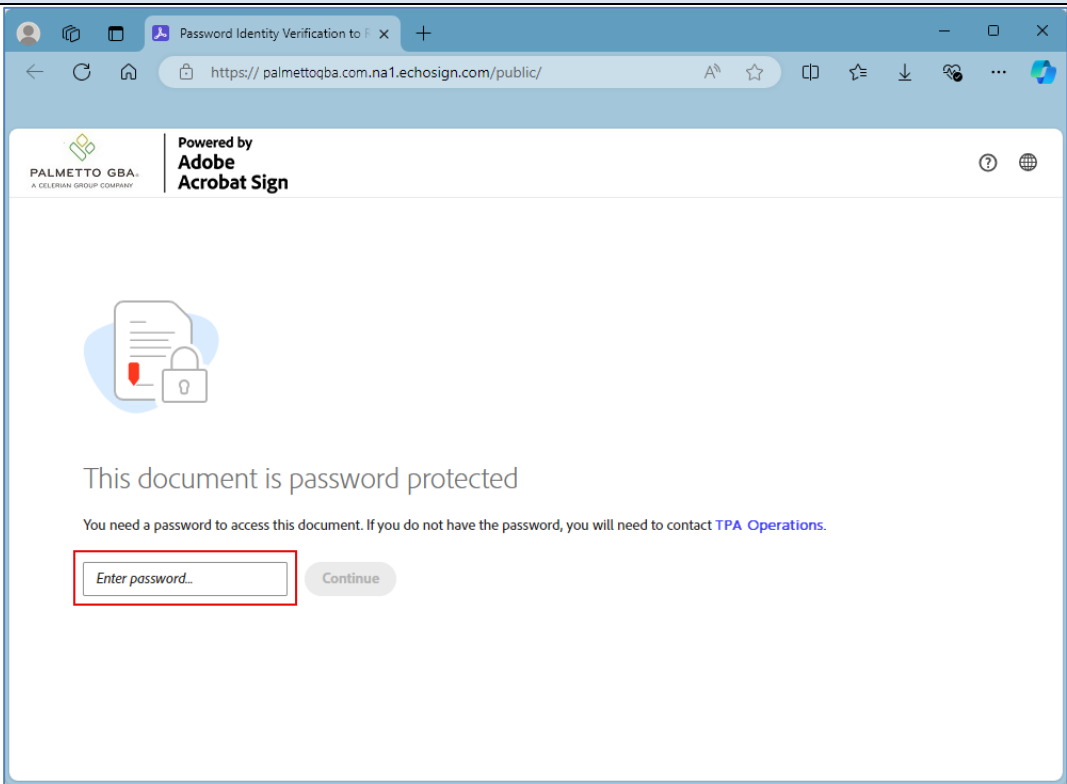
Instruction	Visual
<p>11. The <u>Mailing Address for 1099 Tax Form</u> section has a check box that defaults with a check mark. It will designate that the mailing address for 1099 tax forms is the same as the information entered into the <u>Company Information</u> section.</p> <p>If your information is different, uncheck the check box and complete the required fields.</p> <ul style="list-style-type: none">• Address Line #1*• Address Line #2• City*• State*• Zip Code*	 <p>Mailing Address for 1099 Tax Form</p> <p><input checked="" type="checkbox"/> My tax mailing address is the same as my company address.</p> <p>Address Line #1*:</p> <input type="text"/> <p>Address Line #2:</p> <input type="text"/> <p>City*:</p> <input type="text"/> <p>State*:</p> <input type="text"/> <p>Zip Code*:</p> <input type="text"/>

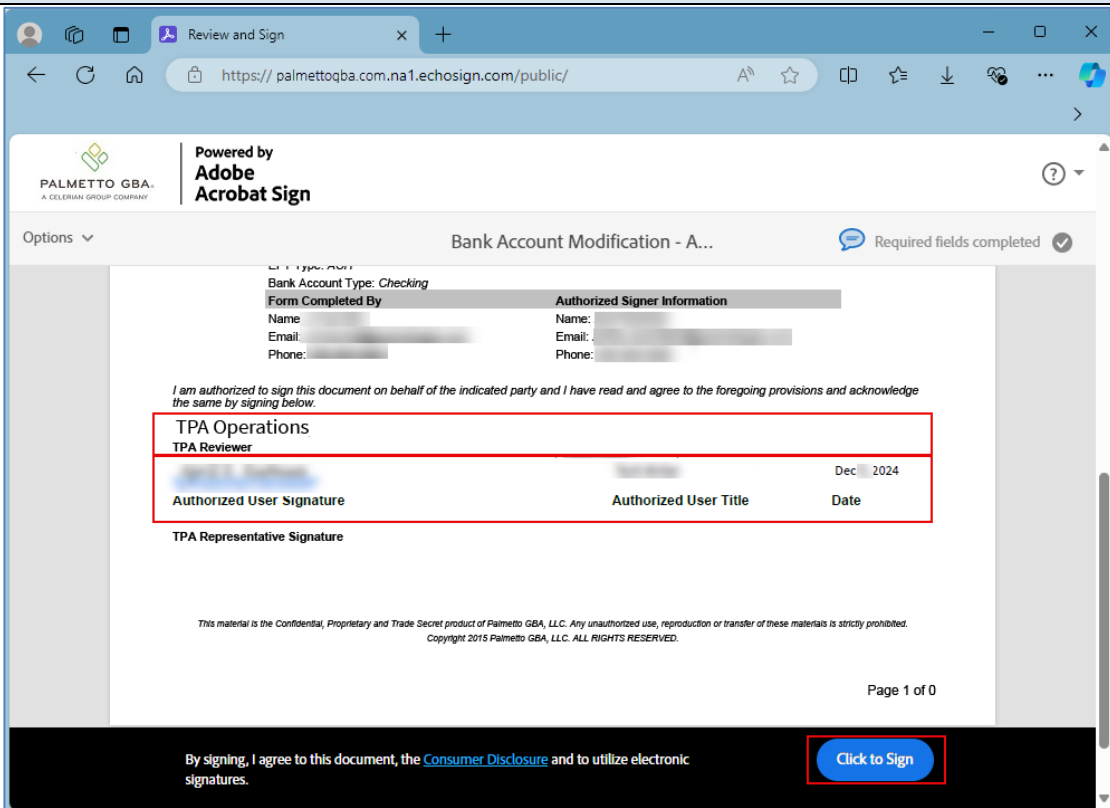
Instruction	Visual
<p>12. Enter your organization’s bank account information in the <i>Financial Institution</i> section.</p> <p>For the payee form, this account will be used to receive payments from entities that have invoice or rebate line items to be paid to your company.</p> <p>For the payer form, this account will be used to draft initiated payments for invoice or rebate line items to be paid.</p> <ul style="list-style-type: none"> • Name of Bank* • Address Line #1* • Address Line #2 • City* • State* • Zip Code* • ACH/EFT Coordination Name* • ACH/EFT Coordination Phone* • Routing Transit (ABA) Number* • Depositor Account Number* • EFT Type: ACH • Bank Account Type* 	<div style="border: 1px solid black; padding: 10px;"> <p>Financial Institution</p> <p>Name of Bank*: <input type="text"/></p> <p>Address Line #1*: <input type="text"/></p> <p>Address Line #2: <input type="text"/></p> <p>City*: <input type="text"/></p> <p>State*: <input type="text"/></p> <p>Zip Code*: <input type="text"/></p> <p>ACH/EFT Coordination Name*: <input type="text"/></p> <p>ACH/EFT Coordination Phone*: <input type="text"/></p> <p>Routing Transit (ABA) Number*: <input type="text"/></p> <p><small>(Nine Digits)</small></p> <p>Depositor Account Number*: <input type="text"/></p> <p>EFT Type: ACH</p> <p>Bank Account Type*: <input type="text" value="- Select an option -"/></p> </div>

Instruction	Visual
<p>13. Complete the required fields in the <u>Form Completed By</u> section.</p> <ul style="list-style-type: none"> • Name* • Email* • Phone* 	 <p>The screenshot shows a form section titled "Form Completed By" with a light blue header. Below the header are three input fields, each with a label and an asterisk: "Name*", "Email*", and "Phone*". Each label is positioned to the left of its corresponding text input box.</p>
<p>14. Complete the required fields in the <u>Authorized Signer Information</u> section with information for the person who can authorize bank account changes for your organization.</p> <ul style="list-style-type: none"> • Name* • Email* • Phone* <p>Note: TPA's Adobe Sign will use this information to send and collect electronic signatures for current financial information, enabling secure electronic processing of requests.</p>	 <p>The screenshot shows a form section titled "Authorized Signer Information" with a light blue header. Below the header are three input fields, each with a label and an asterisk: "Name*", "Email*", and "Phone*". Each label is positioned to the left of its corresponding text input box.</p>

Instruction	Visual
<p>After entering all the required information on the form, click the <u><i>Submit Changes</i></u> button.</p>	
<p>15. When initiating a modification request, an automatically generated password will be sent, via email, from tpa.no.reply@palmettogba.com to the authorized signer assigned to each form.</p> <p>Note: TPA Operations will process the request to update an <u><i>Account Modification</i></u> form, verifying data, processing signatures, and updating the MPP.</p>	

Instruction	Visual
<p>16. Following TPA approval, the validated form will be emailed to the authorized signer for signature from echosign@echosign.com.</p> <p>To access the document click the “Review and sign” link in the email from echosign@echosign.com to access the document on the palmettogba.na1.echosign.com website.</p> <p>Note: The link palmettogba.na1.echosign.com in this document is not active. It is associated with a specific bank modification form for review and approval.</p>	 <p>The screenshot shows an email window titled "Your signature is required on Bank Account Modification". The sender is Adobe Acrobat Sign <echosign@echosign.com>. The email content includes the Palmetto GBA logo, the text "Powered by Adobe Acrobat Sign", and a prominent link: "Click here to review and approve the Bank Account Modification [palmettogba.na1.echosign.com]". Below this, it states: "After you approve the Bank Account Modification, the agreement will be sent to [redacted]@email.com tpaoperations@tpadministrator.com. Then, all parties will receive a final PDF copy." A warning follows: "If you need to delegate this document to another authorized party for approval, please do not forward this email. Instead, click here [palmettogba.na1.echosign.com] to delegate." The footer contains contact information for TPA Operations and a copyright notice for Adobe, 2024.</p>

Instruction	Visual
<p>17. Once you have selected the link in the email to review and sign the updated bank account modification form, you will be shown the following page. Use the system-generated password, provided in the email discussed in step 15, to access and sign the EFT form.</p>	 <p>The screenshot shows a web browser window displaying a password-protected document page. The browser's address bar shows the URL: https://palmettoqba.com.na1.echosign.com/public/. The page header includes the Palmetto GBA logo and the text "Powered by Adobe Acrobat Sign". The main content area features a document icon with a lock, followed by the text "This document is password protected". Below this, a message states: "You need a password to access this document. If you do not have the password, you will need to contact TPA Operations." At the bottom, there is a text input field labeled "Enter password..." which is highlighted with a red rectangular box, and a "Continue" button to its right.</p>

Instruction	Visual
<p>18. After reviewing the form, enter your Name and Title in the marked locations and then select the “Click to Sign” button.</p>	 <p>The screenshot shows a web browser window displaying the Palmetto GBA Bank Account Modification form. The form is titled "Bank Account Modification - A..." and is powered by Adobe Acrobat Sign. The form includes a "Form Completed By" section and an "Authorized Signer Information" section. A red box highlights the "TPA Operations" section, which contains fields for "Authorized User Signature", "Authorized User Title", and "Date". A blue "Click to Sign" button is highlighted at the bottom right of the form.</p>

You now know how to submit a payee or payer account modification request in the MPP’s **My Profile** page. For examples of the Payee and Payer Electronic Funds Transfer (EFT) Online Forms for each program, refer to [Appendix A: Payee Electronic Fund Transfer \(EFT\) Online Forms](#) and [Appendix B: Payer Electronic Funds Transfer \(EFT\) Online Forms](#).

Summary

This **Manufacturer Payment Portal (MPP) Introduction and Login** users guide provides an overview of the MPP, how to access it, and its functionalities.

All invoice or rebate payments must be processed through the program modules available in the MPP.

No other methods of payment are allowed.

The primary function of the MPP is to serve as a central repository for the CGDP and MDP's Quarterly and BY Closeout invoices; the DDP's single-dose container or single-use package rebates and Inflation Rebates preliminary and final rebates.

Invoices and reports are to be distributed, reviewed, and paid by participating manufacturers and sponsors with the ability to initiate bank to bank ACH transfers, like online banking for monthly bills.

Key functionalities covered in this guide include:

- MPP Login Instructions
- Manufacturer Payment Portal – My Profile
 - My Profile link for updating your password and PIN code, viewing the organization you are assigned to, and if applicable, based on your user ID permissions, view and update banking information.
- MPP Header Links
 - TPAdministrator.com link to access the TPAdministrator.com website.
 - Contact Us link to access contact information for the TPA Operations team. Information is located on the TPAdministrator.com website.
 - My Profile link to access password and PIN update functionality and view information based on your role assigned to your user ID, including associated users, associated companies and banking data, if available to your specific role.
 - Logout link to successfully sign you out of the MPP and close all activities.

References

Appendix: Acronym List

Acronym	Description
ACH	Automated Clearing House
BY Closeout	Benefit Year Closeout
CGDP	Coverage Gap Discount Program
CMS	Centers for Medicare & Medicaid Services
CSR	Customer Service Representative
DC	Document Cloud (Adobe DC)
DDP	Discarded Drug Program
EFT	Electronic Funds Transfer
EIN	Employer Identification Number
GBA	Government Benefits Administrators
HPMS	Health Plan Management System
ID	Identifier or Identification
IRA	Inflation Reduction Act
MA	Medicare Advantage
MFA	Multifactor authentication
MDP	Manufacturer Discount Program
MPP	Manufacturer Payment Portal
OS	Operating System
PIN	Personal Identification Number
TPA	Third Party Administrators
TIN	Tax Identification Number
URL	Uniform Resource Locator

Glossary

Term	Definition
Contract Number	Contract number assigned by CMS, which allows participation in the CGDP or MDP for sponsors.
Coverage Gap Discount Program (CGDP)	The CGDP was established under section 1860D–14A of the Social Security Act. The CGDP makes manufacturer discounts available to eligible Medicare beneficiaries receiving applicable drugs while in the coverage gap phase of the Part D benefit. As required under the Inflation Reduction Act of 2022, the CGDP will end on 12/31/2024. Applicable drugs under the CGDP dispensed prior to 1/1/2025 will be invoiced according to CGDP agreements.
Discarded Drug Program (DDP)	<p>The Discarded Drug Program is part of Public Law 117-58 Section 90004.</p> <p>Where Section 1847A of the Social Security Act (42 U.S.C. 1395w– 3a) has been amended with (h) Refund for Certain Discarded Single-Dose Container or Single-Use Package Drugs.</p> <p>Where each calendar quarter beginning on or after January 1, 2023, regarding refundable single-dose container or single-use packages, each manufacturer of such refundable single-dose container or single-use package drug will receive a report on the refund amounts due the following for the calendar quarter. These reports will include information on the total number of units of the billing and payment code of such drug, if any, that were discarded during such quarter, as determined using the JW modifier used.</p>
Inflation Reduction Act (IRA)	The Inflation Reduction Act provides meaningful financial relief for millions of people with Medicare by improving access to affordable treatments and strengthening the Medicare Program both now and in the long run. The new drug law makes improvements to Medicare that will expand benefits, lower drug costs, keep prescription drug premiums stable, and improve the strength of the Medicare program. ²

² Introductory statements on the Inflation Reduction Act law from the [Inflation Reduction Act and Medicare | CMS](#).

Term	Definition
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 ³ .
Manufacturer Discount Program (MDP)	The MDP was established under section 1860D-14C of the Social Security Act and begins on 1/1/2025. Under the MDP, participating manufacturers are required to provide discounts on their applicable drugs both in the initial coverage phase and in the catastrophic coverage phase of the Part D benefit. The MDP replaces the CGDP, which sunsets on 12/31/2024.
Medicare Prescription Drug Inflation Rebate Program	The Inflation Reduction Act requires drug companies to pay a rebate if they raise their prices for certain drugs faster than the rate of inflation. This rebate is paid to Medicare and will be calculated and invoiced by the Centers for Medicare & Medicaid Services (CMS). The law establishes Medicare Part B prescription drug inflation rebates for single-source drugs and biologics with prices increasing faster than the rate of inflation. In addition, the law establishes Medicare Part D prescription drug inflation rebates for certain drugs and biologics with prices increasing faster than the rate of inflation. Collectively, the program to implement these rebates is referred to as the Medicare Prescription Drug Inflation Rebate Program. For more information, please visit the Inflation Rebates in Medicare page. ⁴
My Profile	Provides ability to enter and review business contact information for manufacturers and sponsors.
P Number	P number assigned to manufacturers by CMS, which assists with furnishing access to participate in the CGDP and MDP.
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.

³ Code of Federal Regulations (CFR), specifically 42 CFR § 447.502

⁴ Introductory statements on the Inflation Rebates Program from the [Inflation Rebates in Medicare](#) site.

Term	Definition
Unique ID	ID assigned to Inflation Rebates manufacturers for use in the MPP for rebate reports review and payment. System-generated at time of onboarding of new users.
User ID	<p>Credential information provided by TPA to participants in the Manufacturer Payment Portal (MPP) and the programs housed therein, for access to the system.</p> <p>User IDs can be legacy system P numbers, Contract Numbers, or system generated user IDs.</p> <p>Programs are the Coverage Gap Discount Program, the Discarded Drug Program, the Manufacturer Discount Program, and the Medicare Prescription Drug Inflation Rebate Program.</p>

Table 1: Payment Initiator Roles

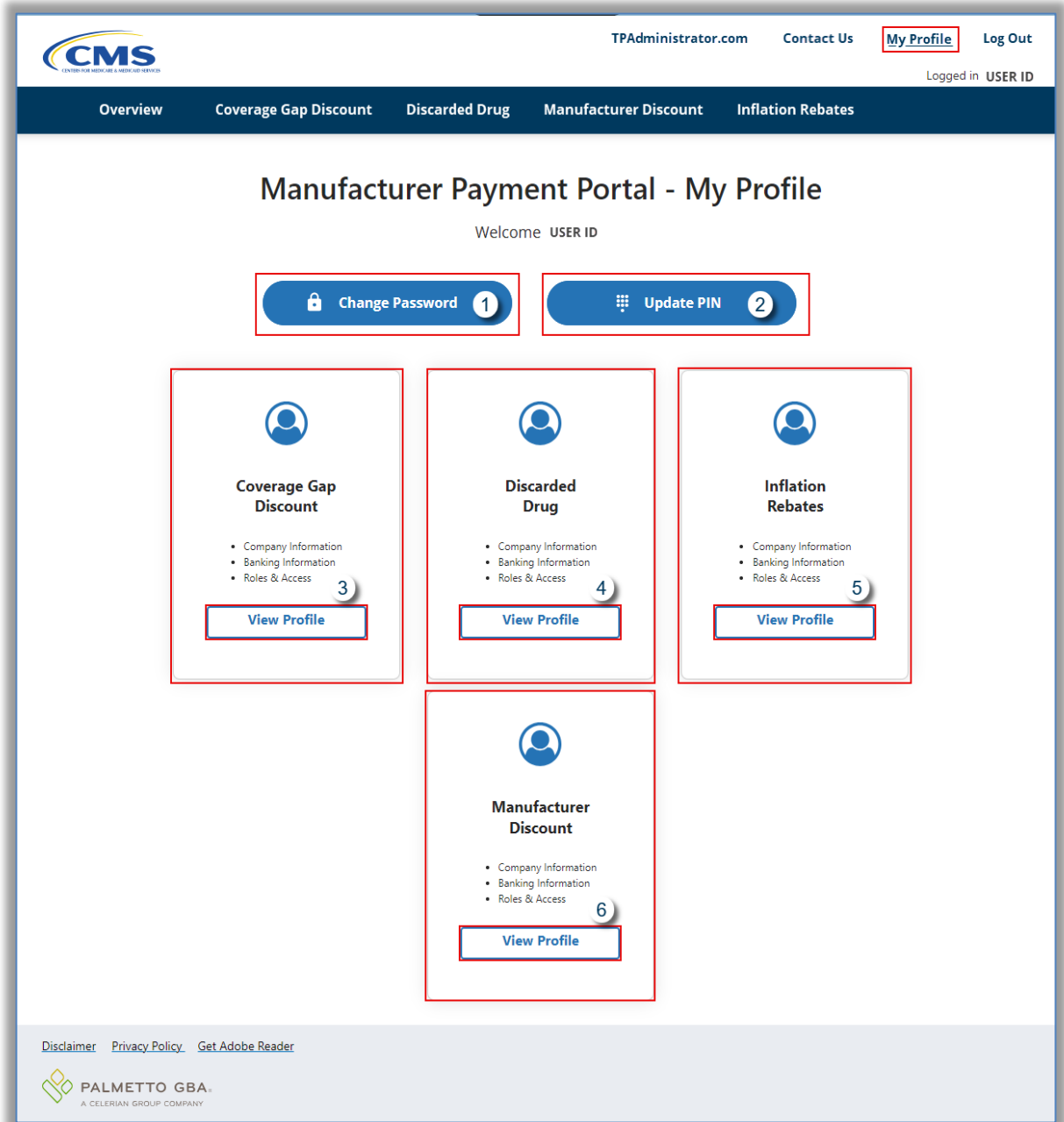
Program	Participant Type	Role
Coverage Gap Discount	Manufacturer	Payment Initiator TPA Liaison (Point of Contact)*
Coverage Gap Discount	Third Party Manufacturer	Payment Initiator TPA Liaison
Coverage Gap Discount	Sponsor	Payment Initiator TPA Liaison (Point of Contact)*
Discarded Drug	Manufacturer	Payment Initiator
Discarded Drug	Third Party Manufacturer	Payment Initiator
Manufacturer Discount	Manufacturer	Payment Initiator TPA Liaison (Point of Contact)*
Manufacturer Discount	Third Party Manufacturer	Payment Initiator TPA Liaison
Manufacturer Discount	Sponsor	Payment Initiator TPA Liaison (Point of Contact)*
Inflation Rebates	Manufacturer	Administrator
Inflation Rebates	Contractor	Administrator
Inflation Rebates	Manufacturer	Payment Initiator (no banking access)
Inflation Rebates	Contractor	Payment Initiator (no banking access)

*User can be assigned Payment Initiator role until new user is added to HPMS as Payment Initiator.

Table 2: Read Only Roles

Program	Participant	Role
Coverage Gap Discount	Manufacturer	TPA Liaison (Point of Contact)
Coverage Gap Discount	Third Party Manufacturer	TPA Liaison
Coverage Gap Discount	Sponsor	TPA Liaison (Point of Contact)
Manufacturer Discount	Manufacturer	TPA Liaison (Point of Contact)
Manufacturer Discount	Third Party Manufacturer	TPA Liaison
Manufacturer Discount	Sponsor	TPA Liaison (Point of Contact)
Inflation Rebates	Manufacturer	Reports
Inflation Rebates	Contractor	Reports

Table 3: My Profile – Program Cards Page



Number	Field Name	Description
1.	<i>Change Password button</i>	This button allows users to access the Reset Password form to update the MPP password.

Number	Field Name	Description
2.	<i>Update PIN button</i>	This button allows users to access the PIN Reset form to update the payment initiator PIN code for payment processing.
3.	<i>Coverage Gap Discount – View Profile Card</i>	This card allows users to access Coverage Gap Discount profile data for Company Information, Banking Information and Roles & Access. Select the View Profile button to open the My Profile form.
4.	<i>Discarded Drug – View Profile Card</i>	This card allows users to access Discarded Drug profile data for Company Information, Banking Information and Roles & Access. Select the View Profile button to open the My Profile form.
5.	<i>Inflation Rebates – View Profile Card</i>	This card allows users to access Inflation Rebates profile data for Company Information, Banking Information and Roles & Access. Select the View Profile button to open the My Profile form.
6.	<i>Manufacturer Discount – View Profile Card</i>	This card allows users to access Manufacturer Discount profile data for Company Information, Banking Information and Roles & Access. Select the View Profile button to open the My Profile form.

Table 4: My Profile Screen

The screenshot displays the 'My Profile' page. At the top, there is a navigation bar with 'TPAdministrator.com', 'Contact Us', 'My Profile' (highlighted), and 'Log Out'. Below this is a secondary navigation bar with 'Overview', 'Coverage Gap Discount', 'Discarded Drug', 'Manufacturer Discount', and 'Inflation Rebates'. The main content area is titled '- My Profile' and includes a 'Profile Home >' link. The 'Organization Information' section shows fields for Name and Type. The 'Associated Users' section lists two users with their roles, titles, phone numbers, and email addresses. Below this are buttons for 'Request Payer Account Modification' and 'Request Payee Account Modification'. The 'Associated Company EFT Information' section features several dropdown menus for Company ID, Name, Status, Begin Quarter, Payee Routing #, and Payee Account #, along with Filter and Reset buttons. A table below shows a list of EFT entries with columns for Company ID, Name, Status, Begin Quarter, Payee Routing #, Payee Account #, Payer Routing #, and Payer Account #. The table shows 6 entries, all with a status of 'Active'. At the bottom, there are links for Disclaimer, Privacy Policy, and Get Adobe Reader, along with the Palmetto GBA logo.

Number	Field Name	Description
1.	<i>Profile Home</i>	Link to return to the My Profile Home page. Review Table 3: My Profile – Program Cards Page .
2.	<i>Organization Information section</i>	Provides information about the company: Name and Type of business, participating in the MPP.
3.	<i>Name field</i>	Displays the name of the organization participating in a program.
4.	<i>Type field</i>	Displays the type of organization – Manufacturer, Sponsor, Third Party Manufacturer, or Contractor
5.	<i>Associated Users section</i>	Displays the information for the user logged into the MPP. Will also display associated users for the same Contract Number, P Number or Unique ID if your type is Manufacturer, Sponsor or Third Party Manufacturer for CGDP or MDP, or your type is Contractor for Inflation Rebates. The types of Manufacturer Administrator and Manufacturer Payment Initiator for Inflation Rebate will only display the logged in user in the Associated Users section.
6.	<i>Username field</i>	Displays the name of the authorized user logged into the MPP.
7.	<i>User ID field</i>	Displays the User ID of the authorized user.
8.	<i>Role field</i>	Displays the type of role the authorized user has been assigned. To review the roles available, refer to Table 1: Payment Initiator Roles and Table 2: Read Only Roles .
9.	<i>Title field</i>	Displays the business title provided in onboarding documentation.
10.	<i>Phone and Ext field</i>	Displays the phone number with area code and extension (Ext) provided in onboarding documentation.
11.	<i>Email field</i>	Displays the email address provided in onboarding documentation.
12.	<i>Payee/Payer Access field</i>	Displays the Payee or Payer bank access user ID is authorized to view for the Contract Numbers, P Numbers or Unique IDs assigned to the User ID. If no access is allowed, field will list N/A for not available.


Number	Field Name	Description
13.	<i>Request Payer Bank Account Modification Button</i>	Displays the link to open a program and organization type specific electronic funds transfer (EFT) online form used to modify the draft bank account on file with the Third Party Administrators (TPA).
14.	<i>Request Payer Bank Account Modification Information Icon</i>	Hover-over icon provides additional information for the link. Messages states: “The Payer Account Modification form is available to update the bank account used for sending payments through the Electronic Funds Transfer (EFT). Please note: Payee account can be the same or different across all programs in the MPP.”
15.	<i>Request Payee Bank Account Modification Button</i>	Displays the link to open a program and organization type specific EFT online form used to modify the depository bank account on file with the TPA.
16.	<i>Request Payee Bank Account Modification Information Icon</i>	Hover-over icon provides additional information for the link. Messages states: “The Payer Account Modification form is available to update the depository account used for receiving payments through the Electronic Funds Transfer (EFT). Please note: Payee account can be the same or different across all programs in the MPP.”
17.	<i>Associated Company EFT Information section</i>	<p>Displays the companies that are linked to the logged in user’s User ID. Based on access, the user be able to view the Company ID, Name, Status and Begin Quarter.</p> <p>Viewing banking information is reserved for specific roles. To review the roles available, refer to Table 1: Payment Initiator Roles and Table 2: Read Only Roles.</p>
18.	<i>Associated Company EFT Information Filter: Company ID</i>	<p>This filter allows users to sort data by the Company ID (Contract Number, P Number or Unique ID).</p> <p>Items available in the drop-down menu are dependent on the assigned companies to the User ID. The field defaults to All.</p>
19.	<i>Associated Company EFT Information Filter: Name</i>	<p>This filter allows users to sort data by the Name of the company participating in the programs supported in the MPP. The field defaults to All.</p> <p>Items available in the drop-down menu are dependent on the assigned companies to the User ID.</p>
20.	<i>Associated Company EFT Information Filter: Status</i>	This filter displays the status of the company, active or terminated. The field defaults to All.

Number	Field Name	Description
21.	<i>Associated Company EFT Information Filter: Begin Quarter</i>	<p>This filter allows users to filter for the quarter that a company was onboarded to the MPP.</p> <p>Items available in the drop-down menu are dependent on the assigned companies to the User ID. The field defaults to All.</p>
22.	<i>Associated Company EFT Information Filter: Payee Routing # (*)</i>	<p>This filter allows a user to search by payee bank account routing number for the companies visible. The field defaults to All.</p> <p>This field is visible to users with roles assigned bank account access. To view the roles with banking access, review Table 1: Payment Initiator Roles.</p>
23.	<i>Associated Company EFT Information Filter: Payee Account # (*)</i>	<p>This field allows a user to search by payer bank account number for the companies visible. The field defaults to All.</p> <p>This field is visible to users with roles assigned bank account access. To view the roles with banking access, review Table 1: Payment Initiator Roles.</p>
24.	<i>Associated Company EFT Information Filter: Payer Routing # (*)</i>	<p>This field allows a user to search by payer bank account routing number for the companies visible. The field defaults to All.</p> <p>This field is visible to users with roles assigned bank account access. To view the roles with banking access, review Table 1: Payment Initiator Roles.</p>
25.	<i>Associated Company EFT Information Filter: Payer Account # (*)</i>	<p>This field allows a user to search by payer bank account number for the companies visible. The field defaults to All.</p> <p>This field is visible to users with roles assigned bank account access. To view the roles with banking access, review Table 1: Payment Initiator Roles.</p>
26.	<i>Associated Company EFT Information Filter button</i>	<p>The Filter button runs the search for data that has been entered into the filter fields. Data returned from the search will appear in the Associated Company EFT Information Table.</p>
27.	<i>Associated Company EFT Information Filter Reset button</i>	<p>The Reset button clears the search fields and resets them to the default of All.</p>
28.	<i>Associated Company EFT Information Table: Company ID</i>	<p>This column displays the Company ID data (Contract Number, P Number or Unique ID) selected in the Company ID filter field.</p>

Number	Field Name	Description
29.	<i>Associated Company EFT Information Table: Name</i>	This column displays the Company Name associated with the Company ID column.
30.	<i>Associated Company EFT Information Table: Status</i>	This column provides the current status that the bank account is in.
31.	<i>Associated Company EFT Information Table: Begin Quarter</i>	This column displays the quarter that a company was onboarded to the MPP.
32.	<i>Associated Company EFT Information Table: Payee Routing # (*)</i>	<p>This column displays a redacted payer bank routing number for the associated company.</p> <p>This field is visible to users with roles assigned bank account access. To view the roles with banking access, review Table 1: Payment Initiator Roles.</p>
33.	<i>Associated Company EFT Information Table: Payee Account # (*)</i>	<p>This column displays a redacted payee bank account number for the associated company.</p> <p>This field is visible to users with roles assigned bank account access. To view the roles with banking access, review Table 1: Payment Initiator Roles.</p>
34.	<i>Associated Company EFT Information Table: Payer Routing # (*)</i>	<p>This column displays a redacted payer bank routing number for the associated company.</p> <p>This field is visible to users with roles assigned bank account access. To view the roles with banking access, review Table 1: Payment Initiator Roles.</p>
35.	<i>Associated Company EFT Information Table: Payer Account # (*)</i>	<p>This column displays a redacted payer bank account number for the associated company.</p> <p>This field is visible to users with roles assigned bank account access. To view the roles with banking access, review Table 1: Payment Initiator Roles.</p>

Appendix A: Payee Electronic Fund Transfer (EFT) Online Forms

Coverage Gap Discount Payee EFT Form – Manufacturers and Third-Party Manufacturers

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Top Section [Profile Home](#) > Coverage Gap Discount Program

Coverage Gap Discount Program Payee Electronic Funds Transfer (EFT) Online Form

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 Automatic Clearing House (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 situation 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.

Company Information

Name of Organization*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

P Numbers*:
None Selected

TIN/EIN Name*:

Business name for tax purposes (as registered with the IRS). A W-9 may be required.

TIN/EIN Number*:

Mailing Address for 1099 Tax Form

My tax mailing address is the same as my company address.

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

Lower Section

Financial Institution

Name of Bank*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

ACH/EFT Coordination Name*:

ACH/EFT Coordination Phone*:

Routing Transit (ABA) Number*:

(Nine Digits)

Depositor Account Number*:

EFT Type: ACH

Bank Account Type*:

Form Completed By

Name*:

Email*:

Phone*:

Authorized Signer Information

Name*:

Email*:


Phone*:

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Coverage Gap Discount Program Payee Electronic Funds Transfer (EFT) Online Form

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 Automatic Clearing House (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 situation 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.

Company Information

Name of Organization*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

Contract Numbers*:

TIN/EIN Name*:

Business name for tax purposes (as registered with the IRS). A W-9 may be required.

TIN/EIN Number*:

Mailing Address for 1099 Tax Form

My tax mailing address is the same as my company address.

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

Lower Section

Financial Institution

Name of Bank*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

ACH/EFT Coordination Name*:

ACH/EFT Coordination Phone*:

Routing Transit (ABA) Number*:

(Nine Digits)

Depositor Account Number*:

EFT Type: ACH

Bank Account Type*:

Form Completed By

Name*:

Email*:

Phone*:

Authorized Signer Information

Name*:

Email*:


Phone*:

Submit Changes

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Manufacturer Discount Payee EFT Form – Manufacturers and Third-Party Manufacturers

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Manufacturer Discount Program Payee Electronic Funds Transfer (EFT) Online Form

As Third-Party Administrator (TPA) Support Center for the Manufacturer Discount Program (Discount Program) under contract with the Centers for Medicare & Medicaid Services (CMS), Palmetto GBA, LLC, will facilitate electronic funds transfers in the form of an Automatic Clearing House (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 MDP program payers in situation 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.

Company Information

Name of Organization*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

P Numbers*:

TIN/EIN Name*:

Business name for tax purposes (as registered with the IRS). A W-9 may be required.

TIN/EIN Number*:

Mailing Address for 1099 Tax Form

My tax mailing address is the same as my company address.

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

Lower Section

Financial Institution

Name of Bank*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

ACH/EFT Coordination Name*:

ACH/EFT Coordination Phone*:

Routing Transit (ABA) Number*:

(Nine Digits)

Depositor Account Number*:

EFT Type: ACH

Bank Account Type*:

Form Completed By

Name*:

Email*:

Phone*:

Authorized Signer Information

Name*:

Email*:


Phone*:

Submit Changes

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Manufacturer Discount Program Payee Electronic Funds Transfer (EFT) Online Form

As Third-Party Administrator (TPA) Support Center for the Manufacturer Discount Program (Discount Program) under contract with the Centers for Medicare & Medicaid Services (CMS), Palmetto GBA, LLC, will facilitate electronic funds transfers in the form of an Automatic Clearing House (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 MDP program payers in situation 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.

Company Information

Name of Organization*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

Contract Numbers*:

TIN/EIN Name*:

Business name for tax purposes (as registered with the IRS). A W-9 may be required.

TIN/EIN Number*:

Mailing Address for 1099 Tax Form

My tax mailing address is the same as my company address.

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

Lower Section

Financial Institution

Name of Bank*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

ACH/EFT Coordination Name*:

ACH/EFT Coordination Phone*:

Routing Transit (ABA) Number*:

(Nine Digits)

Depositor Account Number*:

EFT Type: ACH

Bank Account Type*:

Form Completed By

Name*:

Email*:

Phone*:

Authorized Signer Information

Name*:

Email*:


Phone*:

Submit Changes

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Medicare Prescription Drug Inflation Rebate Payee EFT Form – Manufacturers and Third-Party Manufacturers

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Medicare Prescription Drug Inflation Rebate Program Payee Electronic Funds Transfer (EFT) Online Form

As the Third-Party Administrator (TPA) Support Center for the Medicare Prescription Drug Inflation Rebate Program under contract with the Centers for Medicare & Medicaid Services (CMS), Palmetto GBA, LLC (Palmetto) will facilitate EFT payments between drug manufacturers and CMS. By completion and submission of this form, the signatory is authorizing Palmetto to provide instructions to your bank to initiate credit entries to the bank account listed below, and if necessary, to electronically debit the account to correct erroneous transactions.

This authorization will remain in full force and effect until Palmetto receives written notification that you wish to revoke the authorization. Notification must be received within five business days to afford Palmetto a reasonable opportunity to process the request.

Company Information

Name of Organization*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

Unique Id*:
None Selected

TIN/EIN Name*:

Business name for tax purposes (as registered with the IRS). A W-9 may be required.

TIN/EIN Number*:

Mailing Address for 1099 Tax Form

My tax mailing address is the same as my company address.

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

Lower Section

Financial Institution

Name of Bank*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

ACH/EFT Coordination Name*:

ACH/EFT Coordination Phone*:

Routing Transit (ABA) Number*:

(Nine Digits)

Depositor Account Number*:

EFT Type: ACH

Bank Account Type*:

Form Completed By

Name*:

Email*:

Phone*:

Authorized Signer Information

Name*:

Email*:

Phone*:


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Appendix B: Payer Electronic Funds Transfer (EFT) Online Forms

Coverage Gap Discount Payer EFT Form – Manufacturers and Third-Party Manufacturers

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[Profile Home](#) > Coverage Gap Discount Program

Coverage Gap Discount Program Payer Electronic Funds Transfer (EFT) Online Form

As the 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 GBA) will facilitate EFT in the form of an Automatic Clearing House (ACH) transaction for the participating manufacturers to issue payments authorized in the Palmetto GBA Manufacturer Payment Portal (MPP).

Palmetto GBA has partnered with PNC Bank (PNC) to originate and settle these transactions on behalf of payors. On behalf of the Payor, by completion and submission of this signed authorization, the signatory is authorizing Palmetto to provide instructions to PNC Bank (PNC) to initiate debit entries to the bank account provided above and if necessary to electronically credit the account to correct erroneous transactions. Additionally, by signing, the signatory affirms this form provides company ID 1571062326 to the ACH debit filter of the bank account below to prevent unauthorized ACH returns. This authorization will remain in full force and effect until Palmetto GBA receives written notification that the Payor or business wishes to revoke the authorization. Notification must be given in such time and such manner as to afford Palmetto GBA a reasonable opportunity to act on it. The signatory of this authorization certifies that all information provided above is accurate and complete and that they are authorized to sign on behalf of the Payor.

Company Information

Name of Organization*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

P Numbers*:
None Selected

TIN/EIN Name*:

Business name for tax purposes (as registered with the IRS). A W-9 may be required.

TIN/EIN Number*:

Mailing Address for 1099 Tax Form

My tax mailing address is the same as my company address.

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

Lower Section

Financial Institution

Name of Bank*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

ACH/EFT Coordination Name*:

ACH/EFT Coordination Phone*:

Routing Transit (ABA) Number*:

(Nine Digits)

Depositor Account Number*:

EFT Type: ACH

Bank Account Type*:

Form Completed By

Name*:

Email*:

Phone*:

Authorized Signer Information

Name*:

Email*:


Phone*:

Submit Changes

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Coverage Gap Discount Program Payer Electronic Funds Transfer (EFT) Online Form

As the 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 GBA) will facilitate EFT in the form of an Automatic Clearing House (ACH) transaction for the participating manufacturers to issue payments authorized in the Palmetto GBA Manufacturer Payment Portal (MPP).

Palmetto GBA has partnered with PNC Bank (PNC) to originate and settle these transactions on behalf of payors. On behalf of the Payor, by completion and submission of this signed authorization, the signatory is authorizing Palmetto to provide instructions to PNC Bank (PNC) to initiate debit entries to the bank account provided above and if necessary to electronically credit the account to correct erroneous transactions. Additionally, by signing, the signatory affirms this form provides company ID 1571062326 to the ACH debit filter of the bank account below to prevent unauthorized ACH returns. This authorization will remain in full force and effect until Palmetto GBA receives written notification that the Payor or business wishes to revoke the authorization. Notification must be given in such time and such manner as to afford Palmetto GBA a reasonable opportunity to act on it. The signatory of this authorization certifies that all information provided above is accurate and complete and that they are authorized to sign on behalf of the Payor.

Company Information

Name of Organization*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

Contract Numbers*:

TIN/EIN Name*:

Business name for tax purposes (as registered with the IRS). A W-9 may be required.

TIN/EIN Number*:

Mailing Address for 1099 Tax Form

My tax mailing address is the same as my company address.

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

Lower Section

Financial Institution

Name of Bank*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

ACH/EFT Coordination Name*:

ACH/EFT Coordination Phone*:

Routing Transit (ABA) Number*:

(Nine Digits)

Depositor Account Number*:

EFT Type: ACH

Bank Account Type*:

Form Completed By

Name*:

Email*:

Phone*:

Authorized Signer Information

Name*:

Email*:


Phone*:

Submit Changes

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Discarded Drug Payer EFT Form – Manufacturers and Third-Party Manufacturers

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Discarded Drug Program Payer Electronic Funds Transfer (EFT) Online Form

As the Third-Party Administrator (TPA) Support Center for the Discarded Drug Program (DDP) under contract with the Centers for Medicare & Medicaid Services (CMS), Palmetto GBA, LLC (Palmetto GBA) will facilitate EFT in the form of an Automatic Clearing House (ACH) transaction for the participating manufacturers to issue payments authorized in the Palmetto GBA Manufacturer Payment Portal (MPP).

Palmetto GBA has partnered with Citibank to originate and settle these transactions on behalf of payors. On behalf of the Payor, by completion and submission of this signed authorization, the signatory is authorizing Palmetto to provide instructions to Citibank to initiate debit entries to the bank account provided above and if necessary to electronically credit the account to correct erroneous transactions. Additionally, by signing, the signatory affirms this form provides company ID 1571062326 to the ACH debit filter of the bank account below to prevent unauthorized ACH returns. This authorization will remain in full force and effect until Palmetto GBA receives written notification that the Payor or business wishes to revoke the authorization. Notification must be given in such time and such manner as to afford Palmetto GBA a reasonable opportunity to act on it. The signatory of this authorization certifies that all information provided above is accurate and complete and that they are authorized to sign on behalf of the Payor.

Company Information

Name of Organization*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

P Numbers*:

TIN/EIN Name*:

Business name for tax purposes (as registered with the IRS). A W-9 may be required.

TIN/EIN Number*:

Mailing Address for 1099 Tax Form

My tax mailing address is the same as my company address.

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

Lower Section

Financial Institution

Name of Bank*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

ACH/EFT Coordination Name*:

ACH/EFT Coordination Phone*:

Routing Transit (ABA) Number*:

(Nine Digits)
Depositor Account Number*:

EFT Type: ACH

Bank Account Type*:

Form Completed By

Name*:

Email*:

Phone*:

Authorized Signer Information

Name*:

Email*:


Phone*:

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Manufacturer Discount Payer EFT Form – Manufacturers and Third-Party Manufacturers

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Manufacturer Discount Program Payer Electronic Funds Transfer (EFT) Online Form

As the Third-Party Administrator (TPA) Support Center for the Manufacturer Discount Program (MDP) under contract with the Centers for Medicare & Medicaid Services (CMS), Palmetto GBA, LLC (Palmetto GBA) will facilitate EFT in the form of an Automatic Clearing House (ACH) transaction for the participating manufacturers to issue payments authorized in the Palmetto GBA Manufacturer Payment Portal (MPP).

Palmetto GBA has partnered with PNC Bank (PNC) to originate and settle these transactions on behalf of payors. On behalf of the Payor, by completion and submission of this signed authorization, the signatory is authorizing Palmetto to provide instructions to PNC Bank (PNC) to initiate debit entries to the bank account provided above and if necessary to electronically credit the account to correct erroneous transactions. Additionally, by signing, the signatory affirms this form provides company ID 1571062326 to the ACH debit filter of the bank account below to prevent unauthorized ACH returns. This authorization will remain in full force and effect until Palmetto GBA receives written notification that the Payor or business wishes to revoke the authorization. Notification must be given in such time and such manner as to afford Palmetto GBA a reasonable opportunity to act on it. The signatory of this authorization certifies that all information provided above is accurate and complete and that they are authorized to sign on behalf of the Payor.

Company Information

Name of Organization*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

P Numbers*:

TIN/EIN Name*:

Business name for tax purposes (as registered with the IRS). A W-9 may be required.

TIN/EIN Number*:

Mailing Address for 1099 Tax Form

My tax mailing address is the same as my company address.

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

Lower Section

Financial Institution

Name of Bank*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

ACH/EFT Coordination Name*:

ACH/EFT Coordination Phone*:

Routing Transit (ABA) Number*:

(Nine Digits)

Depositor Account Number*:

EFT Type: ACH

Bank Account Type*:

Form Completed By

Name*:

Email*:

Phone*:

Authorized Signer Information

Name*:

Email*:


Phone*:

Submit Changes

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Manufacturer Discount Program Payer Electronic Funds Transfer (EFT) Online Form

As the Third-Party Administrator (TPA) Support Center for the Manufacturer Discount Program (MDP) under contract with the Centers for Medicare & Medicaid Services (CMS), Palmetto GBA, LLC (Palmetto GBA) will facilitate EFT in the form of an Automatic Clearing House (ACH) transaction for the participating manufacturers to issue payments authorized in the Palmetto GBA Manufacturer Payment Portal (MPP).

Palmetto GBA has partnered with PNC Bank (PNC) to originate and settle these transactions on behalf of payors. On behalf of the Payor, by completion and submission of this signed authorization, the signatory is authorizing Palmetto to provide instructions to PNC Bank (PNC) to initiate debit entries to the bank account provided above and if necessary to electronically credit the account to correct erroneous transactions. Additionally, by signing, the signatory affirms this form provides company ID 1571062326 to the ACH debit filter of the bank account below to prevent unauthorized ACH returns. This authorization will remain in full force and effect until Palmetto GBA receives written notification that the Payor or business wishes to revoke the authorization. Notification must be given in such time and such manner as to afford Palmetto GBA a reasonable opportunity to act on it. The signatory of this authorization certifies that all information provided above is accurate and complete and that they are authorized to sign on behalf of the Payor.

Company Information

Name of Organization*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

Contract Numbers*:

TIN/EIN Name*:

Business name for tax purposes (as registered with the IRS). A W-9 may be required.

TIN/EIN Number*:

Mailing Address for 1099 Tax Form

My tax mailing address is the same as my company address.

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

Lower Section

Financial Institution

Name of Bank*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

ACH/EFT Coordination Name*:

ACH/EFT Coordination Phone*:

Routing Transit (ABA) Number*:

(Nine Digits)

Depositor Account Number*:

EFT Type: ACH

Bank Account Type*:

Form Completed By

Name*:

Email*:

Phone*:

Authorized Signer Information

Name*:

Email*:



Phone*:

Submit Changes

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Medicare Prescription Drug Inflation Rebate Payer EFT Form – Manufacturers and Third-Party Manufacturers

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Medicare Prescription Drug Inflation Rebate Program Payer Electronic Funds Transfer (EFT) Online Form

As Third-Party Administrator (TPA) Support Center for the Medicare Prescription Drug Inflation Rebate Program under contract with the Centers for Medicare & Medicaid Services (CMS), Palmetto GBA, LLC (Palmetto) will facilitate EFT payments between drug manufacturers and CMS for payments authorized in the Palmetto Manufacturer Payment Portal. Palmetto has partnered with JP Morgan to originate and settle these transactions on your behalf.

On behalf of the foregoing legal business, completion and submission of this signed authorization authorizes Palmetto to provide instructions to JP Morgan to initiate debit entries to the bank account provided below, and if necessary, to electronically credit the account to correct erroneous transactions. Completion and submission of this form also provides confirmation that Palmetto's company ID 7571062326 has been added to the Automated Clearing House (ACH) debit filter to the bank account below 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 received within five business days to afford Palmetto a reasonable opportunity to process the request. The signatory on this authorization certifies that all information provided below is accurate and complete and that they are authorized to sign on behalf of Applicant.

Company Information

Name of Organization*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

Unique Id *:
None Selected

Taxpayer Identification Name / Employer Identification Name*:

Business name for tax purposes (as registered with the IRS). A W-9 may be required.

Taxpayer Identification Number / Employer Identification Number*:

Mailing Address for 1099 Tax Form

My tax mailing address is the same as my company address.

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

Financial Institution

Name of Bank*:

Address Line #1*:

Address Line #2:

City*:

State*:

Zip Code*:

ACH/EFT Coordinator Name*:

ACH/EFT Coordinator Phone*:

Routing Transit (ABA) Number*:

(Nine Digits)

Depositor Account Number*:

EFT Type: ACH

Bank Account Type*:

Form Completed By

Name*:

Email*:

Phone*:

Authorized Signer Information

Name*:

Email*:

Phone*:

Submit Changes