

**SPONSOR
ONBOARDING
TRAINING**



PALMETTO GBA.
A CELERIAN GROUP COMPANY

Coverage Gap
Discount Program
(CGDP)

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CGDP Onboarding Training

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

In this training you will learn about –

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

As of January 1, 2011, the Affordable Care Act became effective and in accordance with this legislation, the Medicare Coverage Gap Discount Program (the Program) was established

The Program requires that Sponsors provide Part D beneficiaries with a discount for applicable Program drugs at the point of sale. Drug Manufacturers are required to reimburse the Sponsor for this discount.

Section 1860D-14(A) (d) requires that the Centers for Medicare and Medicaid Services (CMS) contract with a Third Party Administrator (TPA) to:

- Receive and transmit information between CMS, pharmaceutical Manufacturers, Part D Sponsors and other entities as appropriate
- Receive, distribute, or facilitate the distribution of funds of pharmaceutical Manufacturers and Part D Sponsors to appropriate entities
- Provide adequate and timely information to pharmaceutical Manufacturers and Part D Sponsors

The TPA is the single point of contact between the pharmaceutical Manufacturers (including their third party vendors) and the Part D Sponsors participating in the Program.

CGDP (Program) Overview Coverage Gap Discount Flow

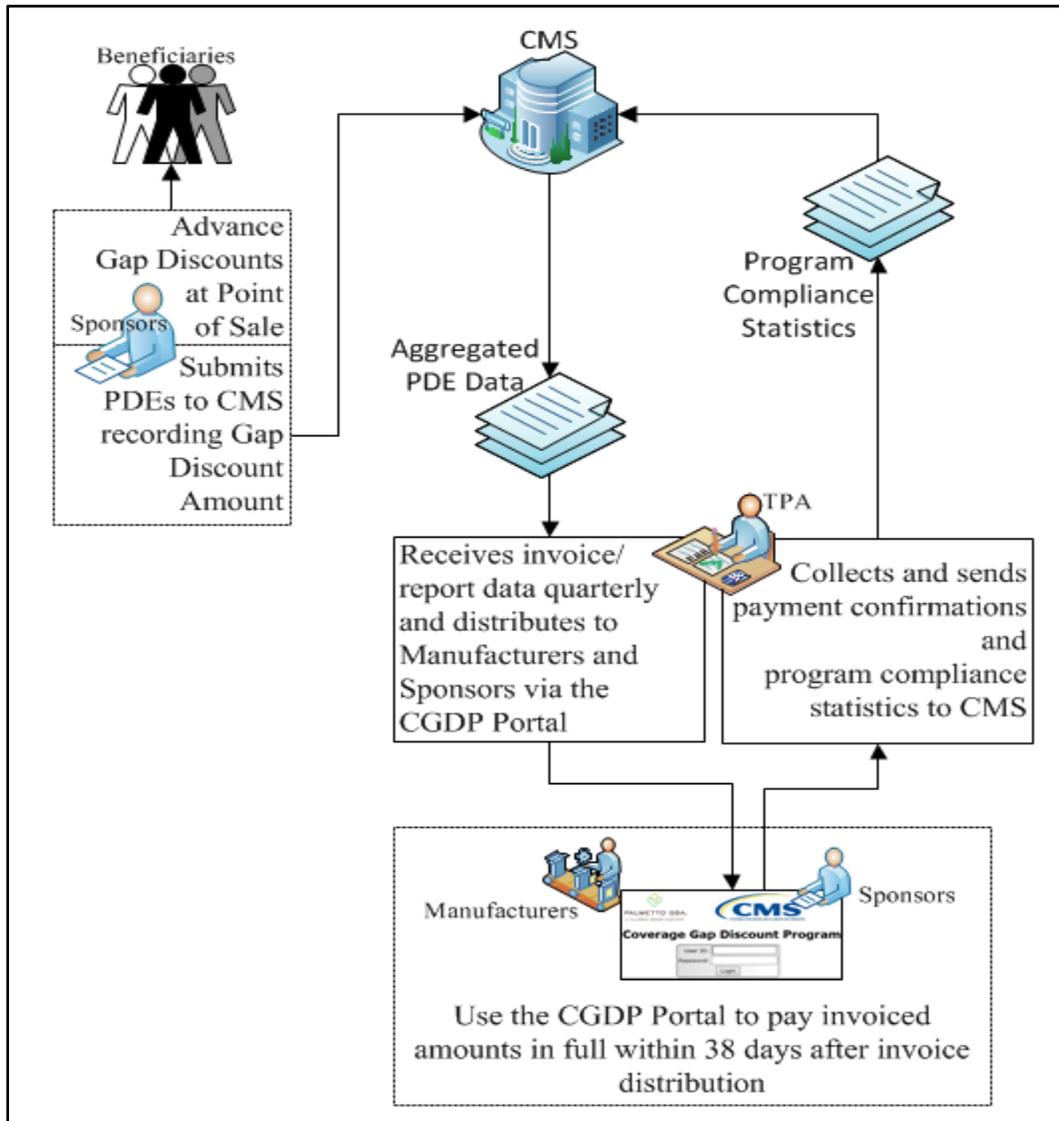


Figure 1: Coverage Gap Discount Program Overview Diagram

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

CGDP (Program) Overview Invoice Distribution Schedule

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

The table displayed here provides the reporting period quarter end and report distribution dates.

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

Figure 2: Reporting Period Quarter End and Distribution Dates

A full program calendar can be found at the TPA website <https://www.tpadadministrator.com>.

The **CGDP Calendar** link appears under the Topics menu.

Users can select the **Medicare Part D Coverage Gap Discount Program Calendar** link to view the full calendar.

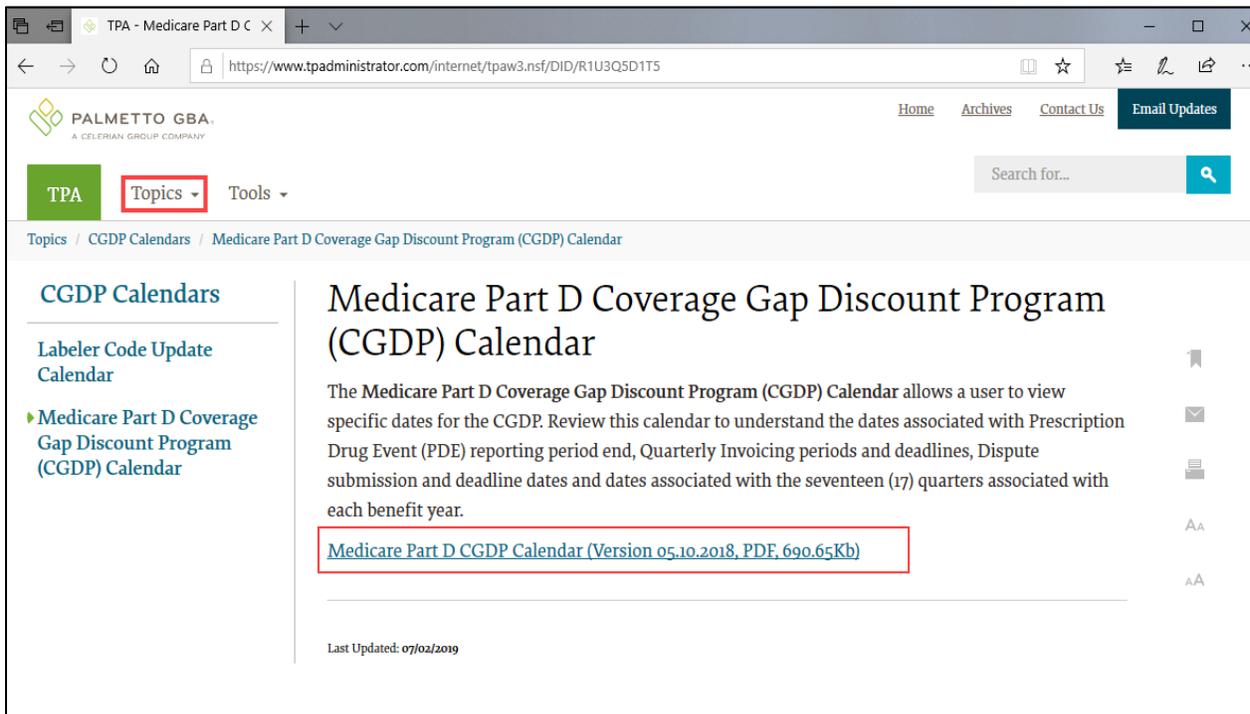


Figure 3: CGDP Calendar on TPAAdministrator.com Website

Onboarding Forms

Sponsor Onboarding Form Requirements

Sponsors (and their third party vendors) that participate in the Program supply onboarding information to allow the TPA to act as the single point of contact to facilitate the distribution and receipt of funds between the participating entities.

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

- CMS HPMS Access via Enterprise User Authentication (EUA) Instruction
- Electronic Funds Transfer (EFT) Online Form (ACH Deposit)
- ProfitStars Application (Automated Clearinghouse (ACH) Payment) *
- CGDP Reconciliation (Payment Reconciliation Summary (PRS) form
- Third Party Registration Form (if applicable)
- ListServ registration

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

Sponsor Welcome Letter

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

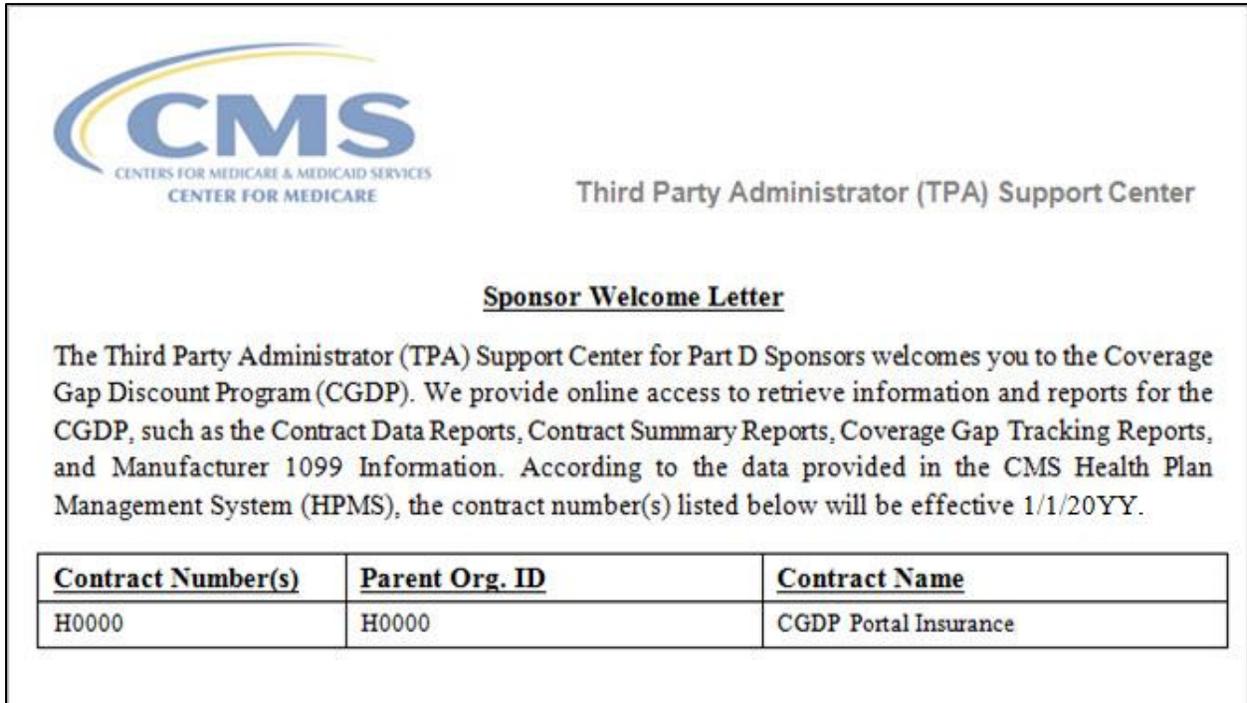


Figure 4: Sponsor Welcome Letter – Excerpt of Page One (1)

Page three of the Welcome Letter requires the completion of Table 1, if the Sponsor has opted to use a third party vendor. This table is completed if a third party vendor is authorized to receive Invoice, Data, and Tracking reports for the Manufacturer.

Table 1: Third Party Vendor Reports	
Distribute all report(s) to Third Party Vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No (If no specify which reports they should receive.) <input type="checkbox"/> Invoice <input type="checkbox"/> Data <input type="checkbox"/> Tracking Reports
Third Party Vendor Name:	
Email Address:	
Phone Number:	

Figure 5: Sponsor Welcome Letter – Table 1 Page Three (3) Third Party Vendor Reports

Once completed, the Sponsor will scan the page(s) containing the tables and send them to the TPA Operations via email from tpaoperations@tpadministrator.com.

The last page of the Welcome Letter provides Manufacturers with a checklist of documents and links referenced in the Welcome Letter. This checklist is provided for Sponsors to track the documents needed in the onboard process and provides a description of each one.

Table 2: Documents Checklist	
<i>Checklist of Documents/Links referenced in the Welcome Letter</i>	
DOCUMENT	FORM DESCRIPTION
HPMS Point of Contact Information HPMS website	Website (Ensure this is the most current information)
Electronic Funds Transfer (EFT) Online Form Payment Information Form	Receive deposits from entities (Form submitted electronically)
Profit Stars Application (ACH Payments)	Make payments to entities
CGDP Reconciliation (PRS) Form Payment Reconciliation System Form	Complete for receiving annual PRS reports (Form submitted electronically)
Listserv Registration Listserv Profile	Ability to receive email announcements from TPA Operations
Third Party Registration Form (If applicable)	Complete if Third Party is managing payments and/or retrieving reports (Form to be emailed to TPA Operations)

Figure 6: Sponsor Welcome Letter – Table 2: Documents Checklist on Page Four (4)

Sponsor HMPS Access

Sponsor CMS HPMS Access

HPMS is the system of record for all Sponsor contacts. Sponsors are responsible for keeping their information updated at all times.

To obtain access to the CGDP Portal, the Sponsor must enter contact information in HPMS for the TPA Liaison and the Coverage Gap Discount Program (CGDP) Payment Contact, which allows an authorized user to review and process quarterly invoices for the CGDP.

In addition, CMS uses the Sponsor contacts within HPMS to communicate key matters of policy and compliance. Therefore, Sponsors should ensure that individuals within their organizations have ongoing access to HPMS.

CMS HPMS Access – EUA Form

Sponsor associates listed in the Welcome Letter as the TPA Liaison or Coverage Gap Discount Program (CGDP) Payment Contact must have access to HPMS to be granted access to the CGDP Portal.

In order to obtain HPMS access, the EUA Workflow Request online form must be completed.

**Instructions for Requesting a New CMS User ID:
HPMS Plan Users**

Prior to starting this process, please add the following email addresses to your email address book and/or “safe senders list” to ensure delivery: EUA@cms.hhs.gov and ESS@cms.hhs.gov

1. Open your web browser and enter the EUA Front-End Interface (EFI) URL:
<https://eua.cms.gov/efi>

Note: At this time, you must use either IE 9+ or Firefox 35+ with compatibility mode disabled. Google Chrome is not currently supported.

2. Click the “Register” button.
3. Enter your personal details in the respective boxes. Create your own “username” and “password”.

Note: Both the user name and password are case sensitive. The password must be eight to twenty-four characters long, include at least one uppercase letter, contain at least one special character (e.g., @, !, %), and contain at least one number. The email address you use in EFI must be the same email address you will use in HPMS user account.

Figure 7: Example of Instructions for Requesting New CMS User ID for HPMS

To access the online form, go to the [CMS.gov User ID Process](#) page and select the “[Instructions for Requesting EUA User Access via EFI.pdf](#)” link to review the instructions for requesting a New User ID.

Sponsor CGDP Portal Login Credentials

To set up connectivity, CMS requires that there be a TPA Liaison Contact listed in HPMS. A Coverage Gap Discount Program (CGDP) Payment Contact can also be listed in HPMS.

Once this contact information appears in HPMS, login credentials will be provided to the Sponsor TPA Liaison and/or Coverage Gap Discount Program (CGDP) Payment Contact, if applicable to access the CGDP Portal, which is used to facilitate the CGDP quarterly invoicing and direct payment processing.

Note:

Login credentials will **only** be provided to the TPA Liaison or Coverage Gap Discount Program (CGDP) Payment contact. The TPA Liaison Contact will be assigned view and payment privileges in the Portal, unless there is a Coverage Gap Discount Program (CGDP) Payment Contact listed in HPMS.

If a Coverage Gap Discount Program (CGDP) Payment Contact is listed, they will be assigned view and payment capabilities in the CGDP Portal whereas the TPA Liaison will now be granted view-only capabilities.

In addition, CMS will not excuse or extend deadlines for failure to have the correct TPA Liaison or Coverage Gap Discount Program (CGDP) Payment contact information listed on the HPMS website.

Sponsor CGDP Portal User ID and Password Emails

Once the TPA Liaison or Coverage Gap Discount Program (CGDP) Payment Contact is listed in HPMS, the authorized Sponsor associate will be required to contact TPA Support Center to receive an initial temporary password. The User ID is included in the Welcome Letter and can be communicated to the applicable user via email during the initial onboarding logon process.

For information on accessing the CGDP Portal, refer to [The CGDP Portal](#) section of this document.

Banking Information

ACH Deposit Form

Sponsors are required to complete an ACH Deposit Form to provide a depository account to receive Manufacturer CGDP adjustment funds initiated via the CGDP Portal.

Note: Only the TPA Liaison or Coverage Gap Discount Program (CGDP) Payment Contact is authorized to complete bank account updates for your company.

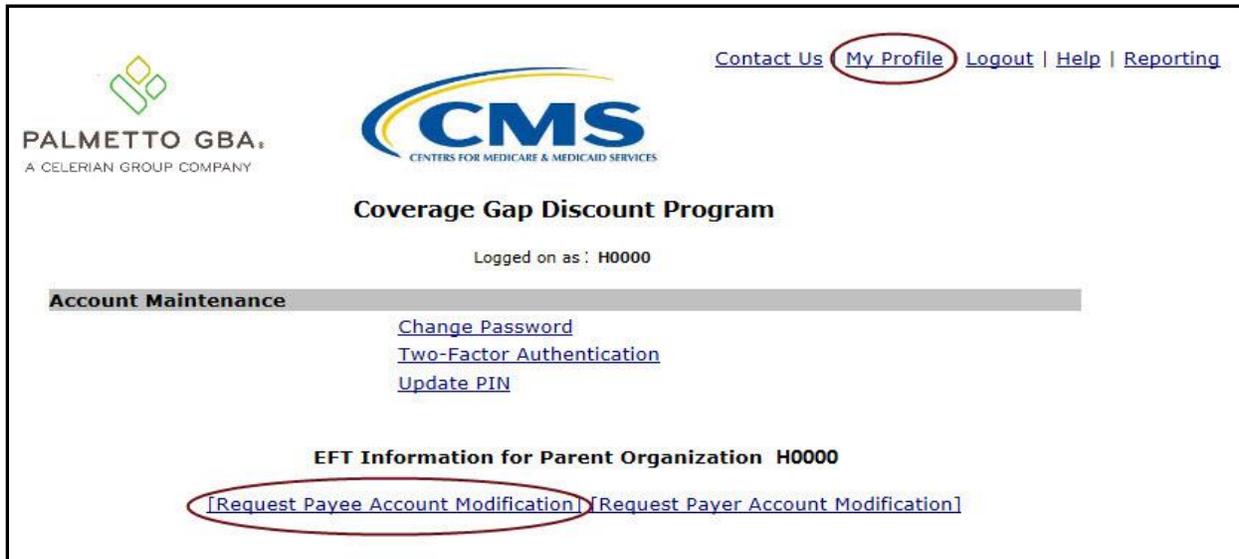


Figure 8: Request Payee Account Modification link in the CGDP Portal

The form is in the CGDP Portal and can be accessed after successful login to the portal:

- Click on “My Profile” in the upper right hand corner of the CGDP Portal.
- Under the Account Maintenance section, select “Request Payee Account Modification” to provide information for the bank account to receive CGDP payments.

ProfitStars Application Process

After the TPA receives the electronic version of the ACH Deposit form, a ProfitStars invitation email will be forwarded to the authorized Manufacturer that submitted the ACH Deposit form.

To access ProfitStars to complete an account application form, select the “[click here](#)” link in the email. This application will provide account information that will be utilized to make CGDP invoice payment initiations via the CGDP Portal.

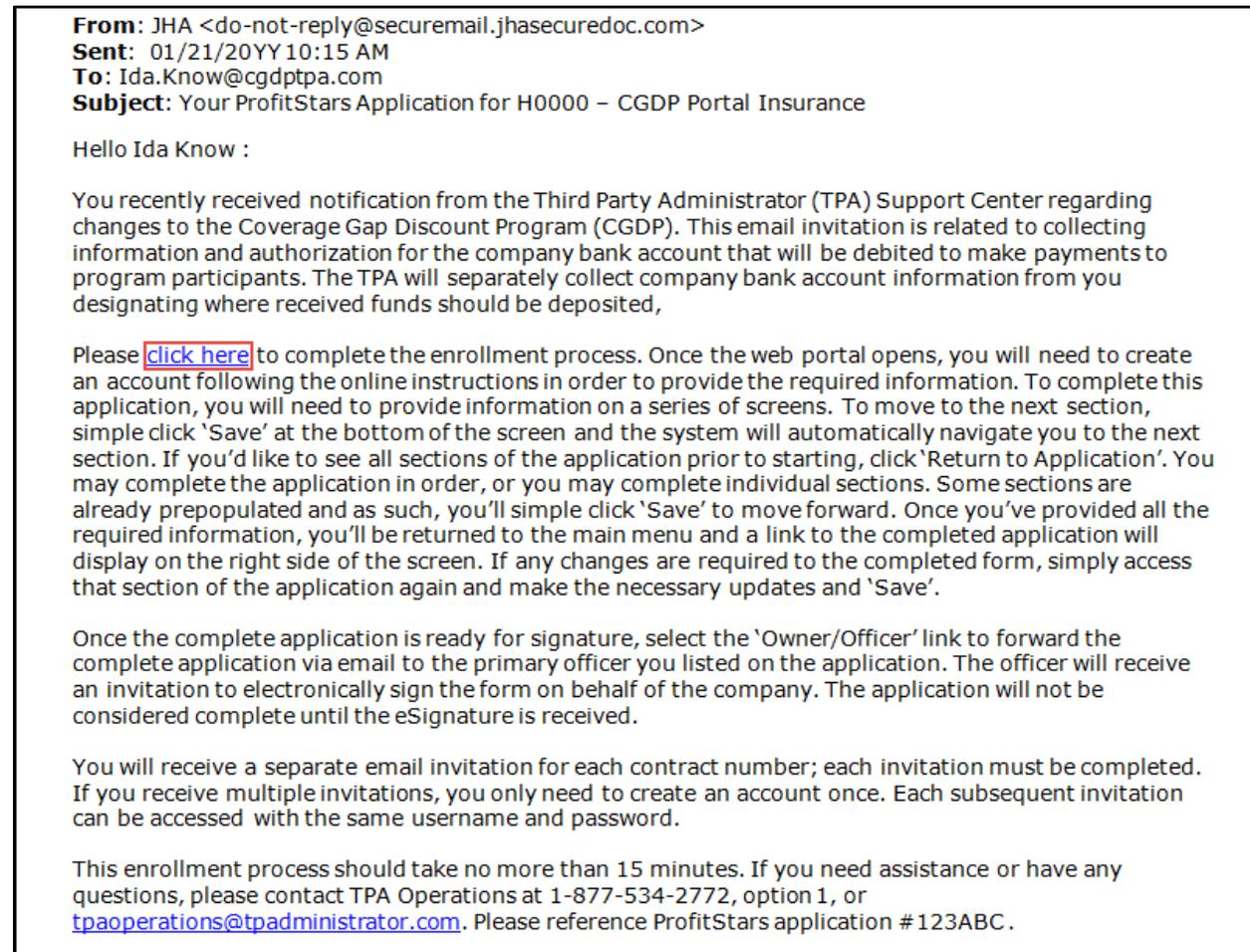


Figure 9: Example of ProfitStars Email

The “[click here](#)” link listed in the invitation email will open the ProfitStars site to allow the Sponsor TPA Liaison or designated POC to create an access account and complete the ProfitStars application.



Figure 10: Example of ProfitStars Dashboard

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

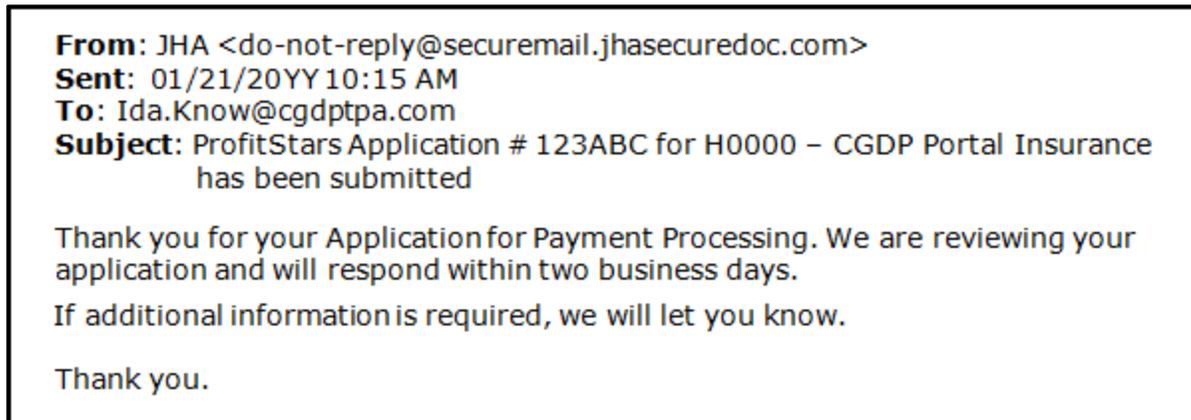


Figure 11: Example of ProfitStars Application Number Email

ProfitStars Application Signature

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

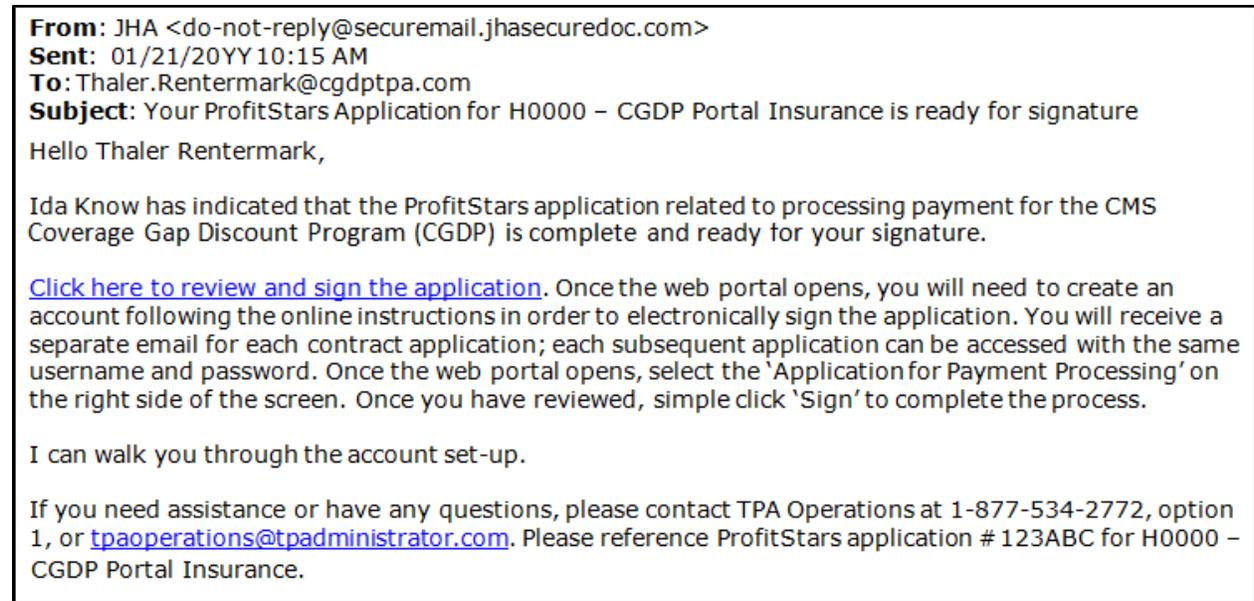


Figure 12: Example of ProfitStars Application Signature Email

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

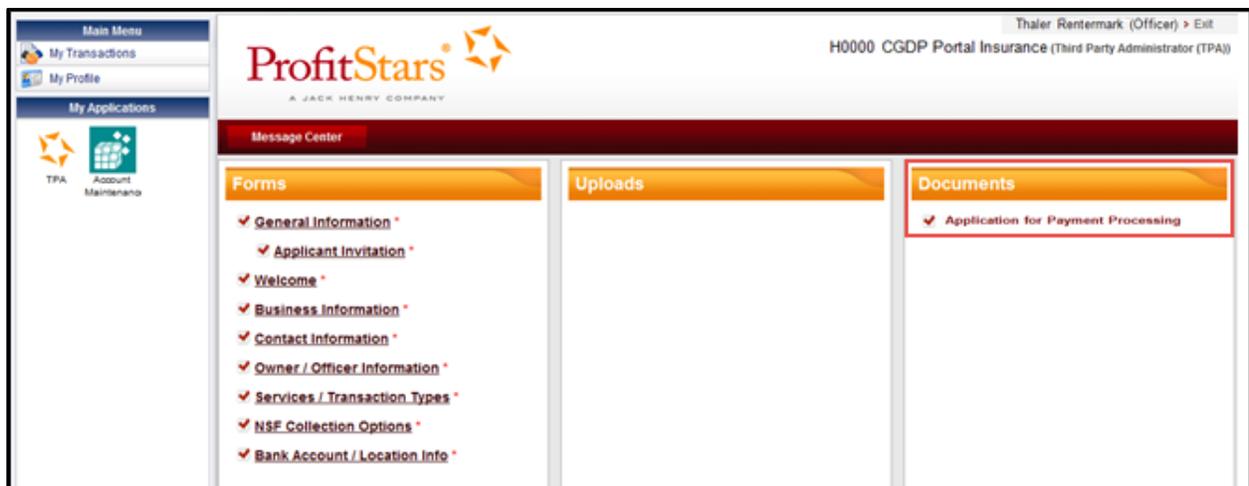


Figure 13: ProfitStars Dashboard - Application Signature Example

CGDP Reconciliation (PRS) Form

Sponsors are also required to complete a Payment Reconciliation Summary (PRS) report form. PRS reports are generated and distributed on an annual basis. The CGDP Reconciliation reconciles the prospective CGDP payments with the actual reported gap discount amounts invoiced during the first six quarters of the benefit year.

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

The screenshot shows the TPA website interface. At the top, there is a navigation bar with links for Home, Archives, Contact Us, and Email Updates. Below this is a search bar and a menu with TPA, Topics, and Tools. The main content area is titled 'Topics / CGDP Reconciliation / PRS Form'. On the left, there is a sidebar menu with links for CGDP Reconciliation, CGDP Reconciliation Report Layouts, Coverage Gap Discount Reconciliation Reports - Payment Reconciliation System (PRS), and PRS Form (highlighted with a red box). The main content area displays the title 'PRS Form' and a description: 'The PRS Form [\(Payment Reconciliation System \(PRS\) Form\)](#) is an electronically submitted document used to request and obtain access, via signed authorization, to the CGDP Reconciliation report for the specific Part D Plan Sponsor contract(s)'. Below the description, it says 'Last Updated: 06/17/2019'. On the right side, there are icons for bookmarking, email, printing, and font size adjustment.

Figure 14: PRS Form Link

Select the **CGDP Reconciliation** link located under the Topics menu.

Select the **PRS Form** subtopic link and click on the [Payment Reconciliation System \(PRS\) Form](#) link (outlined in red) in the text on the PRS Form page.

A designated Sponsor representative is required to complete the required data listed on the CGDP Reconciliation Summary Report form. This process utilizes Adobe Sign eSignature functionality to provide authorization and audit trail information for the form originator, the authorized signer, and TPA Operations.

Adobe Sign eSignature information is transmitted via email to the contact information provided in the *Authorized Signer Information* sections of the PRS form.



PALMETTO GBA
A CELERIAN GROUP COMPANY



CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Third Party Administrator (TPA) Support Center

**Coverage Gap Discount Program (CGDP)
Reconciliation Summary Reports**

Contact Information

Name of Company: *CDGP Portal Insurance*
 Address: *1234 CGDP Way Suite TPA1*
 City, State Zip: *Anytown, MD 12345*
 Contact Person: *Audi T. Ready*
 Email Address: *.audi.t.ready@cgdpportalins.com*
 Phone Number: *(401) 555-6879*

Please provide the contract number(s) in which the person above is authorized to receive the CGDP Reconciliation Summary Report for:

H___ H___ H___

This document contains information of a proprietary nature. Information contained herein shall be kept confidential and divulged only to persons who, by nature of their duties, require access to such documentation.

Authorized Signer Information

I am authorized to sign this document on behalf of the indicated party and I have read and agree to the foregoing provisions and acknowledge the same by signing below.

<p>Audi T. Ready Name</p> <p><u><i>Audi T. Ready</i></u> <small>Audi T. Ready (Jan 11, 2018)</small> Signature</p> <p><u><i>TPA Operations/Leticia Reid</i></u> <small>TPA Operations/Leticia Reid (Jan 12, 2018)</small> TPA Representative Signature</p>	<p>audi.t.ready@cgdpportalins.com 401-555-6879 Email Phone Number</p> <p>Jan 11, 2018 Date</p>
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------

Figure 15: PRS Form Example

Sponsor Third Party

Third Party Vendor Onboarding Form Requirements

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

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

Table 1: Third Party Vendor Reports

Distribute all report(s) to Third Party Vendor?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (If no specify which reports they should receive.) <input checked="" type="checkbox"/> Invoice <input checked="" type="checkbox"/> Data <input type="checkbox"/> Tracking Reports
Third Party Vendor Name:	Third Party Vendor Systems, LLC
Email Address:	Joe.Smith@TPVSystemsLLC.com
Phone Number:	123-555-1234

Figure 16: Example of Completed Third Party Vendor Reports Table

The Third Party Vendor Welcome Letter contains instructions for completing and returning CGDP information to the TPA Support Center via email.

Sponsor Third Party Vendor Welcome Letter

The first page of the Third Party Vendor Welcome Letter provides a brief introduction to the Program for Third Party Vendors, how to return the completed form back to TPA Operations, and instructions for completing the second page of the Welcome Letter.

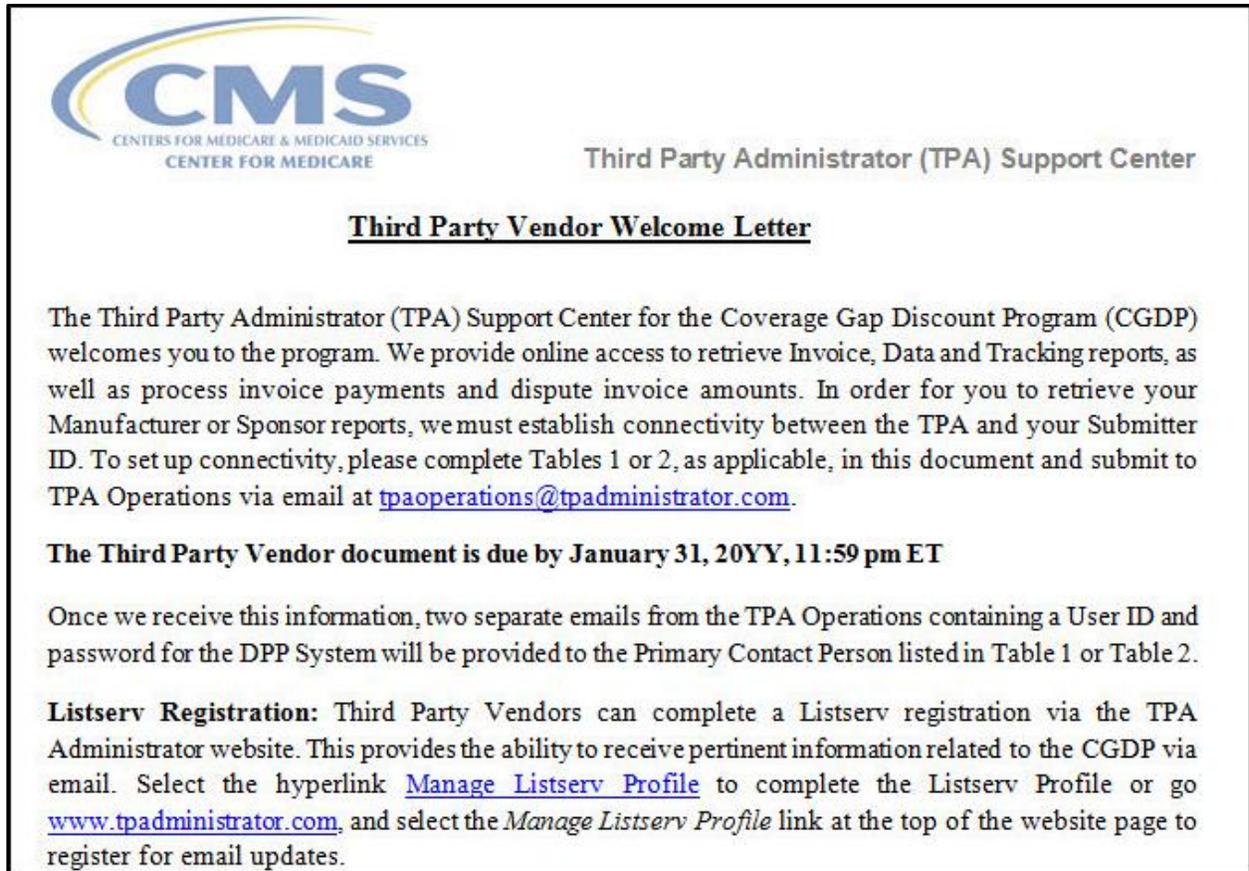


Figure 17: Example of Third Party Vendor Welcome Letter – Page One (1)

The second page of the Third Party Vendor Welcome Letter provides information about the Sponsor authorizing the third party vendor organization access to Program information.

Third Party Administrator (TPA) received information from **CGDP TPA, Inc.** authorizing your organization **Third Party Vendor Systems, LLC** to assist them in the administration of invoice-related functions for the Medicare Part D Coverage Gap Discount Program. Please validate your company and the company you are representing below:

Third Party Vendor Name	Submitter ID	
Third Party Vendor Systems, LLC	IXTH0000	
Drug Manufacturer /Sponsor Name	Agree	Disagree
CGDP TPA, Inc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Third Party Vendor Status	New: <input checked="" type="checkbox"/>	Established: <input type="checkbox"/>

Figure 18: Example of Third Party Vendor Welcome Letter – Page Two (2)

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

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

Two additional tables are located on the second page. One of these two tables should be completed by the third party vendor with the applicable information, based on the Third Party Vendor Status check box prefilled by the TPA Support Center (as seen in Figure 18).

The CGDP Portal

CGDP Portal Access

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

The CGDP Portal will provide functionality for the following:

- Invoice review
- Invoice payment selection
- Invoice payment deferment *
- Batch Invoice payment selection
- Automatic payment confirmation
- Payment receipt review
- Reports retrieval
- Invoice dispute submission and resolution

* Invoice payment deferment occurs under limited circumstances and is detailed in the ***CGDP Sponsor Portal Payments Users Guide***.

CGDP Portal Roles

The CGDP Portal contains two access roles for Sponsors:

- Payment Initiator role
- Administrator role

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

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

If these roles require separate associates to perform these functions, the Payment Initiator should be listed as the Coverage Gap Discount Program (CGDP) Payment Contact in HPMS.

Detailed instructions for initial security setup and an introduction to the CGDP Portal functionality reside in the ***CGDP Sponsor Portal Introduction and Login Users Guide***.

CGDP Portal via TPAdministrator.com

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

Once at the website, select the **CGDP Portal** graphic link on the Home Page (outlined in red).

Users can also access the **CGDP Portal** by selecting either the Topics menu or the Tools menus (both outlined in red).

Even the Archives page link in the upper right hand corner (outlined in red) has a **CGDP Portal** graphic link for access.

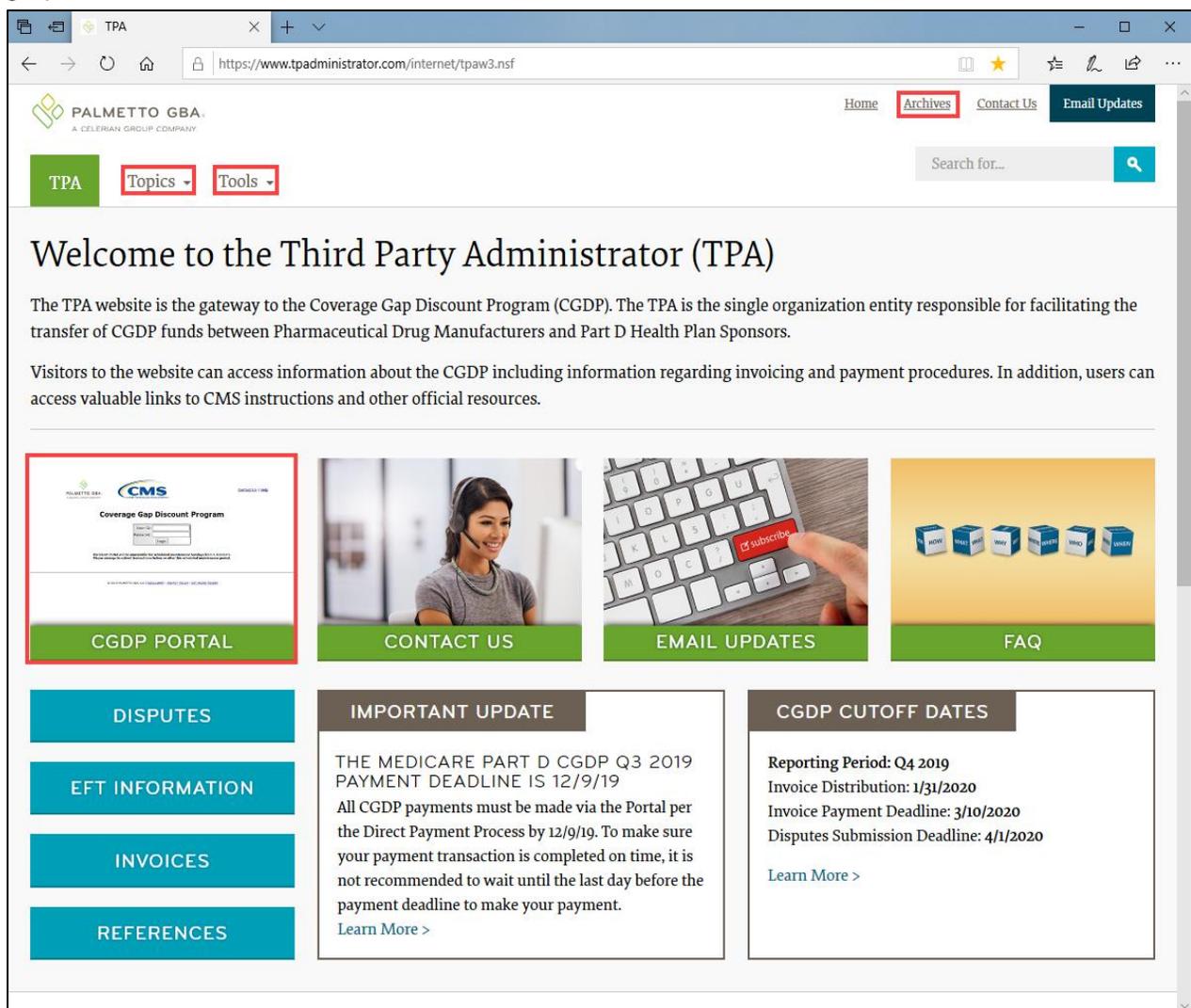


Figure 19: CGDP Portal Link

CGDP Sponsor Portal Users Guides via TPA Administrator.com

CGDP program participants can access the CGDP Sponsor Portal Users Guides via the TPA website <https://www.tpadadministrator.com>.

Once on the site, there are two (2) ways to access the **References** link. One is a box text link located on the left side of the page under the graphic picture links (outlined in red). The second is located under the Topics menu (outlined in red).

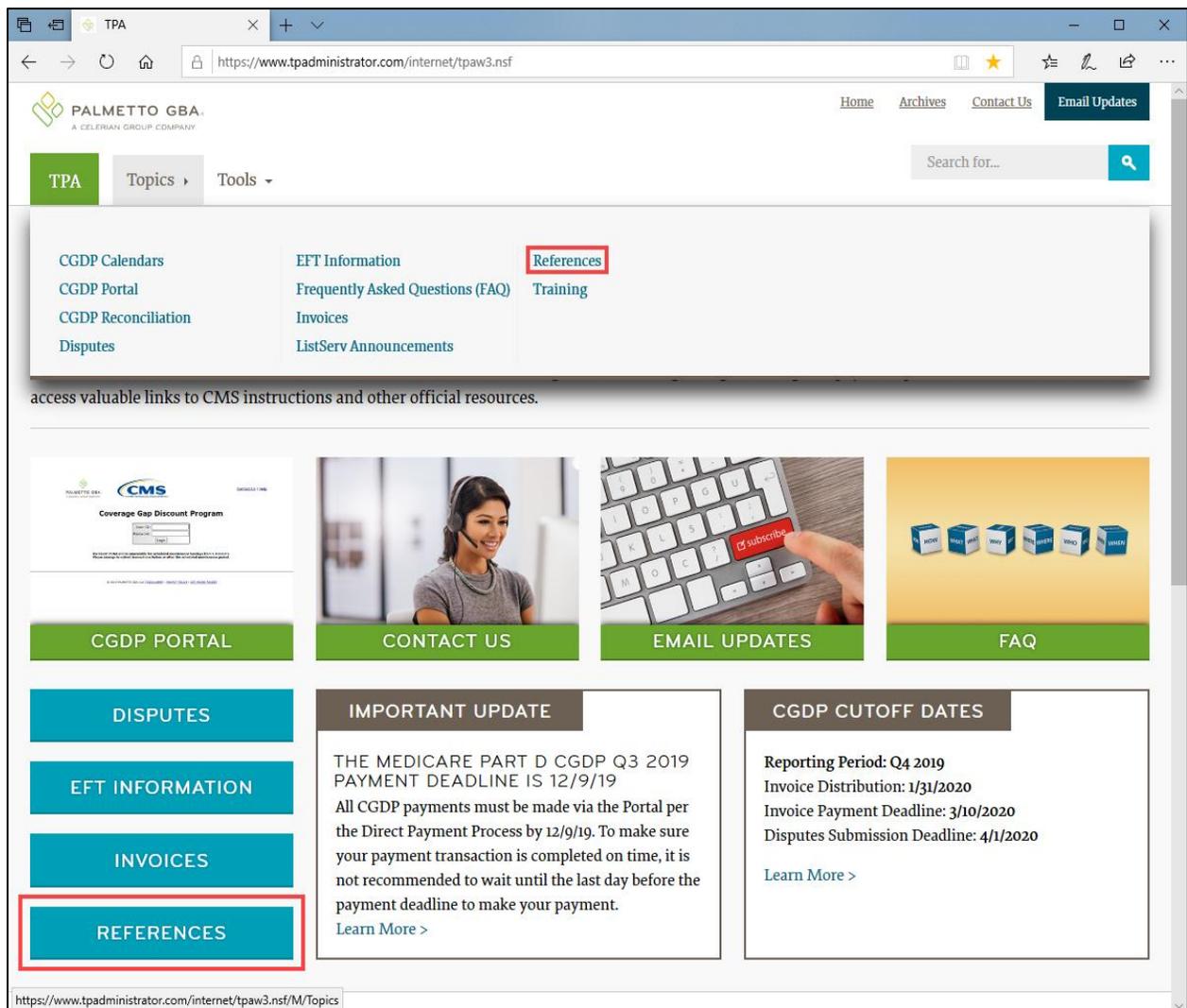


Figure 20: References Link on the TPA Administrator.com Website

Once the *References* topic displays, select **CGDP Sponsor Portal Users Guides** and review the four (4) topic specific manuals available.

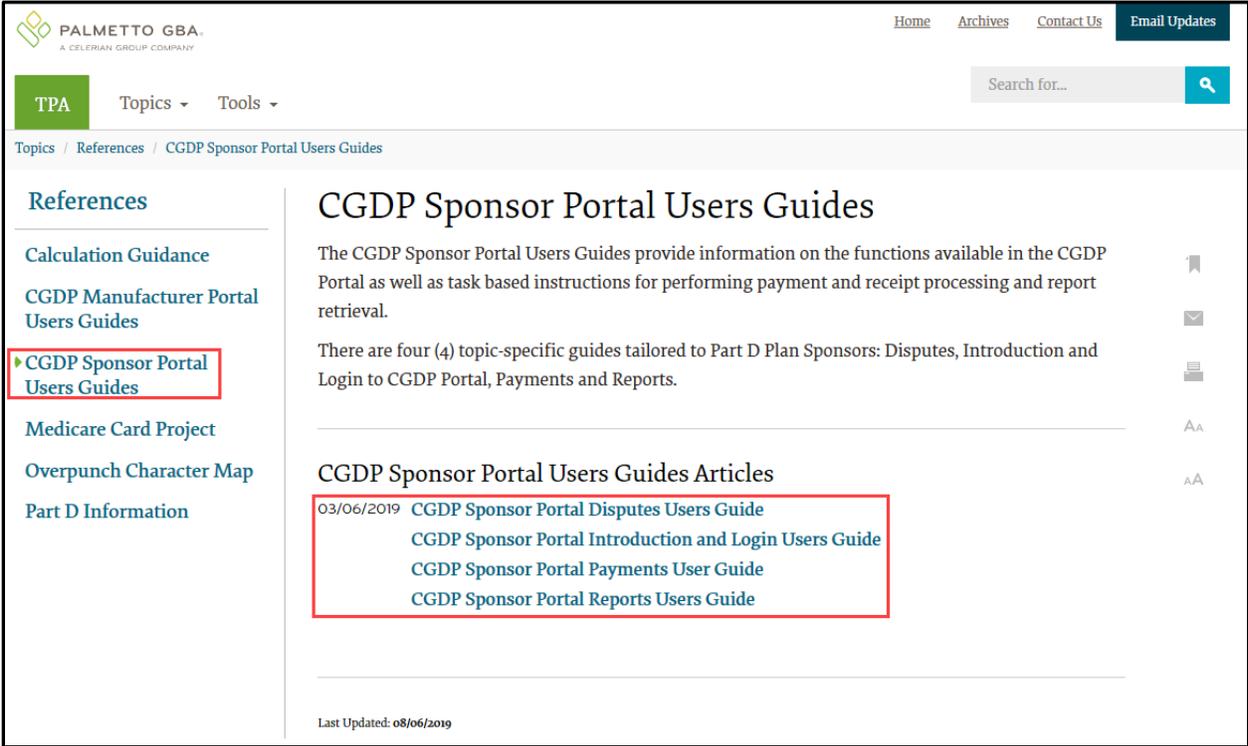


Figure 21: CGDP Sponsor Portal Users Guides location

Accessing the CGDP Portal

For daily access, authorized users will access the CGDP Portal via the Login form.

- The User ID is the Parent Organization ID for Sponsors
- HPMS-assigned Manufacturer TPA Liaison or Coverage Gap Discount Program (CGDP) Payment Initiator personnel are sent a temporary password for initial access and are responsible for changing and maintaining their permanent password every 30 days
- Sponsors associates are assigned one of two roles for access to the CGDP Portal: Payment Initiator or Administrator
- All Quarterly and Benefit Year (BY) Closeout invoice and report data for Sponsors is loaded to the Portal for access and review by Payment Initiator and Administrator role associates
- Only associates assigned the Coverage Gap Discount Program (CGDP) Payment Initiator will be allowed to process Program invoice payments in the CGDP Portal.

Detailed instructions for accessing the CGDP Portal reside in the ***CGDP Sponsor Portal Introduction and Login Users Guide***.

Email Verification

First time users will be required to verify their email address to allow receipt of User Validation authentication tokens required to access and use the CGDP Portal.

Once a user is authorized to access the CGDP Portal, they will receive an email from tpa.no.reply@palmettogba.com titled “TPA CGDP Portal – Email Verification”.

The authorized user is required to select the link, provided in the email, to verify their email address prior to logging into the CGDP Portal.

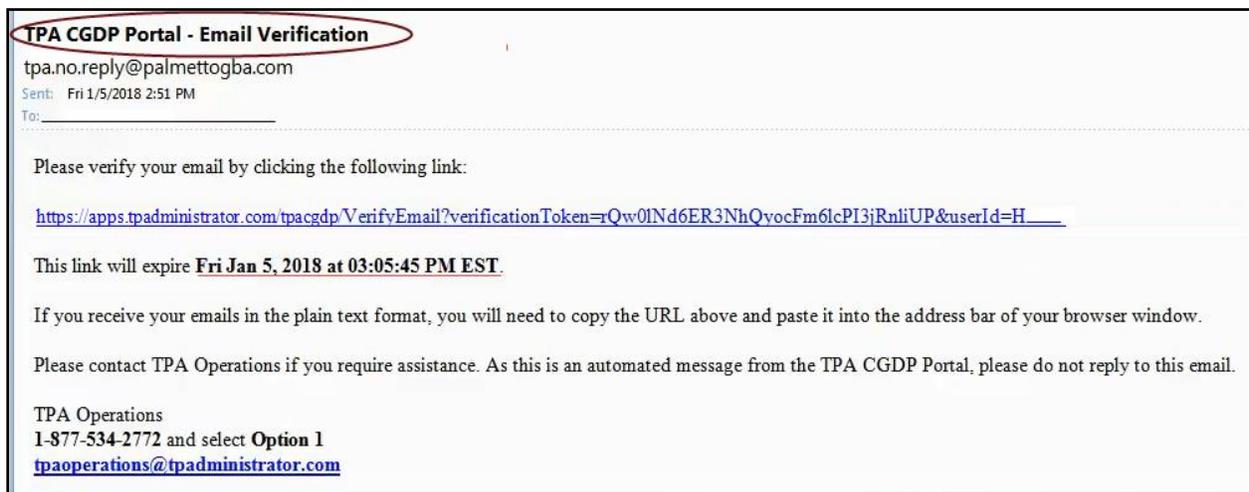


Figure 22: Example of a TPA CGDP Portal – Email Verification

Multifactor Authentication

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



Figure 23: Multifactor Authentication – Email Verification Success Message

After selecting the *“Please click here to log into the Portal”* the CGDP Portal Login page will appear and authorized users will enter their assigned user ID in the User ID field and the corresponding temporary password into the Password field on the **Login form** and select the *Login* button.

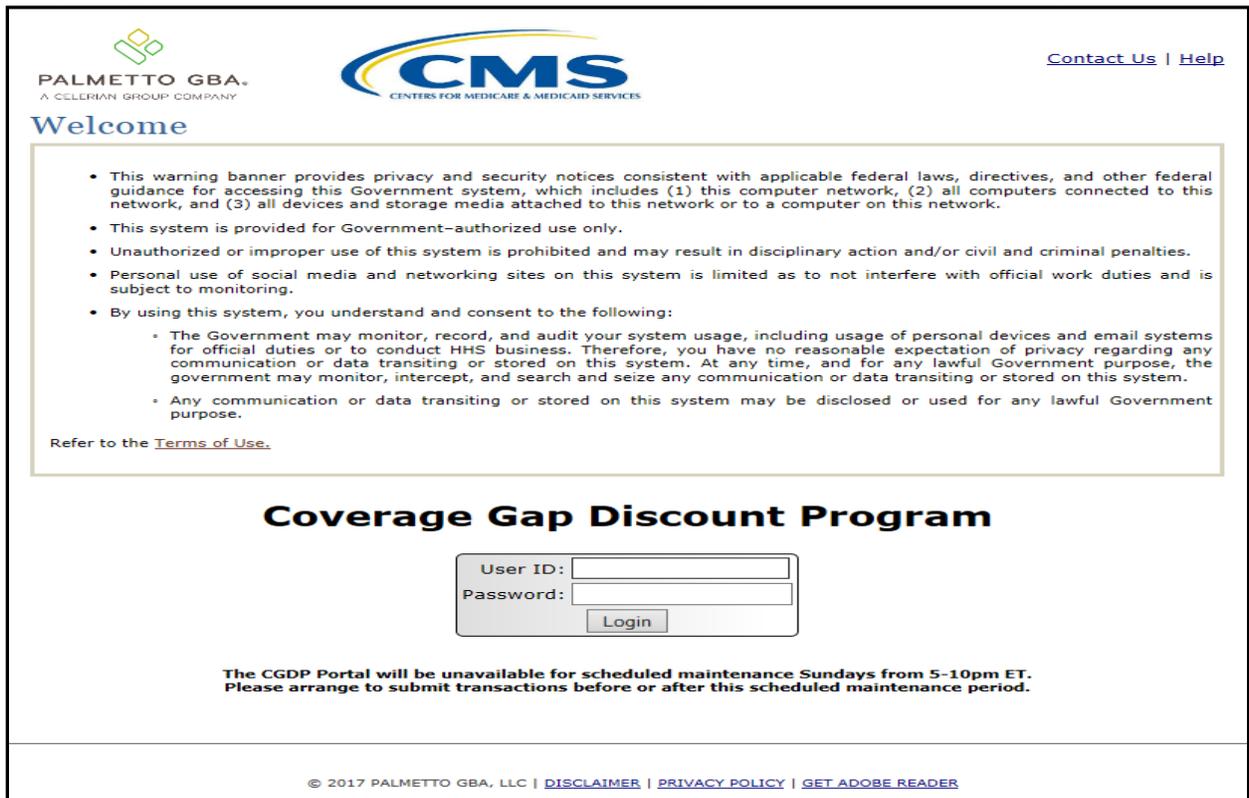


Figure 24: CGDP Portal Login Page

User Validation Form

After entering the User ID and Password successfully, the User Validation form will display and require the entry of a Multifactor Authentication (MFA) token.

The screenshot shows the 'User Validation' form. At the top left are the logos for Palmetto GBA (A Cellerian Group Company) and CMS (Centers for Medicare & Medicaid Services). At the top right are links for 'Contact Us', 'Logout', and 'Help'. The main heading is 'Coverage Gap Discount Program'. Below this is a red bar with the text 'User Validation'. The instructions state: 'Due to system security requirements you will need to enter the authentication token that has been sent to your email.' There is an input field labeled 'Authentication Token:'. Below the input field, it says 'Latest Authentication Token Expiration: **January 5, 2018 3:04:18 PM EST.**' At the bottom of the form are two buttons: 'Validate' and 'Resend Authentication Token'. The footer contains the text: '© 2018 PALMETTO GBA, LLC | DISCLAIMER | PRIVACY POLICY | GET ADOBE READER'.

Figure 25: User Validation Form

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

The screenshot shows an email titled 'TPA CGDP Portal - Portal Authentication'. The sender is 'tpa.no.reply@palmettogba.com'. The email was sent on 'Fri 1/5/2018 2:49 PM' to 'APRIL EASTMAN'. The body of the email reads: 'We received a request for a multifactor authentication token for the Coverage Gap Discount Program Portal. If you did not make this request, please contact TPA Operations immediately. If you did make this request, please enter the numeric authentication token provided when prompted by the Portal after logging in. Your verification code is: 73915681 This token will expire **Fri Jan 5, 2018 at 03:04:18 PM EST.** Please contact TPA Operations if you require assistance. As this is an automated message from the TPA CGDP Portal, please do not reply to this email.' At the bottom, it lists 'TPA Operations', the phone number '1-877-534-2772 and select Option 1', and the email address 'tpaoperations@tpadministrator.com'.

Figure 26: CGDP Portal Authorization MFA Token Email

After entering the MFA token sent to the user's verified email, the user will select the Validate button.

Figure 27: Completed User Validation Form with Validate Button Highlighted

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

Figure 28: CGDP Sponsor Portal Home Tab

Detailed instructions for accessing the Portal reside in the **CGDP Sponsor Portal Introduction and Login Users Guide**.

Initiating Payments

Quarterly Invoice Payments

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

- Payments can only be made via the CGDP Portal
- Payment amounts automatically populate from the quarterly invoice and are not subject to modification
- Payments must be paid no later than 38 days after the distribution of the invoice
- Payments must be made even if the Manufacturer is disputing the invoice

Sponsors can perform these payment functions in the CGDP Portal

- Individual invoice payment functionality
- Future Date invoice payment functionality
- Initiate All invoice payments functionality
- Payment Initiation Upload Batch functionality
- Stop Payment functionality
- Defer Payment functionality *

* Invoice payment deferment occurs under limited circumstances and is detailed in the ***Sponsors Portal Payments Users Guide***.

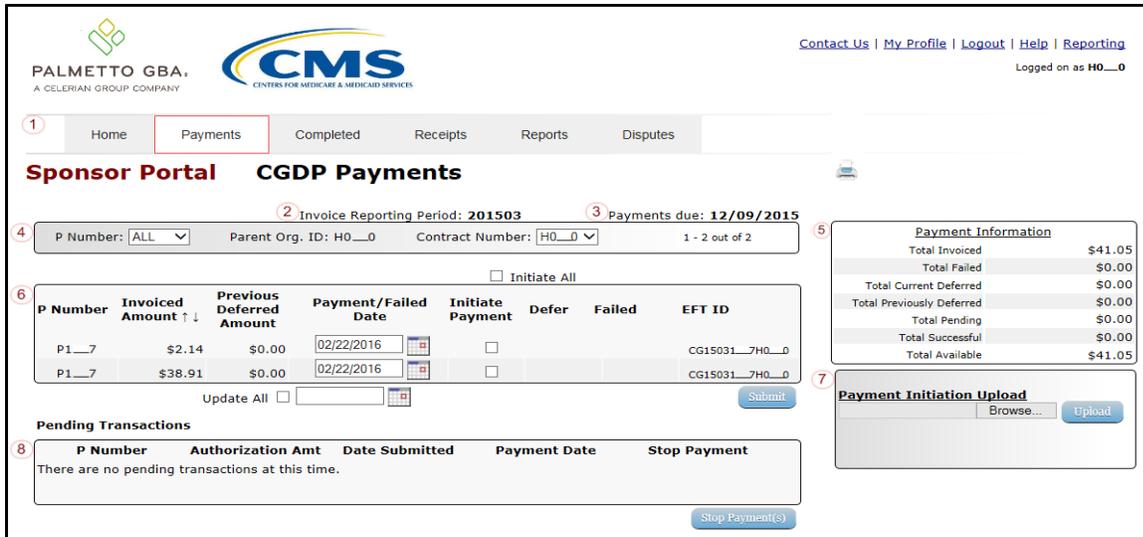


Figure 29: CGDP Sponsor Portal Payments Tab – Quarterly Invoices

The **Payments** tab contains eight regions for Quarterly Invoices:

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

Detailed instructions for processing Payments reside in the **CGDP Sponsor Portal Payments Users Guide**.

Benefit Year (BY) Closeout Invoice Payments

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

- Payments can only be made via the CGDP Portal
- Payment amounts automatically populate from the invoice and are not subject to modification
- Payments must be paid no later than 38 days after the distribution of the invoice

These payment functions are available for BY Closeout invoice processing in the Portal

- Individual invoice payment functionality
- Future Date invoice payment functionality
- Initiate All invoice payments functionality
- Payment Initiation Upload Batch functionality
- Stop Payment functionality
- Defer Payment functionality*

The screenshot shows the 'Sponsor Portal' interface for 'CGDP Payments'. At the top, there are navigation tabs: Home, Payments (highlighted with a red box and circled 1), Completed, Receipts, Reports, and Disputes. Below the tabs, the page title is 'Sponsor Portal CGDP Payments'. A breadcrumb trail shows 'Reimbursement Report Year: 2016' (circled 2) and 'Payments due: 08/19/2016' (circled 3). A filter region (circled 4) includes 'P Number: ALL', 'Parent Org. ID: H8...4', and 'Contract Number: H8...4'. A table (circled 6) lists invoice details for P Number P1...6, Invoiced Amount \$3,897.86, Previous Deferred Amount \$0.00, Payment/Failed Date 06/20/2016, and Initiate Payment checked. To the right, a 'Payment Information' summary (circled 5) shows Total Invoiced \$3,897.86, Total Failed \$0.00, Total Current Deferred \$0.00, Total Previously Deferred \$0.00, Total Pending \$0.00, Total Successful \$0.00, and Total Available \$3,897.86. At the bottom, a 'Pending Transactions' section (circled 7) shows 'There are no pending transactions at this time.' and a 'Stop Payment(s)' button.

Figure 30: Benefit Year (BY) Closeout Payments Tab – BY Closeout Invoices

The Sponsor **Payments** tab contains eight (8) regions for Benefit Year (BY) Invoices:

- (1) The Tabbed region displays the active tab
- (2) The Reimbursement Report Year region displays to the calendar year BY Closeout invoices are distributed
- (3) The Payments Due region displays the date payments are due
- (4) The Filter region – Payments allows filtering of invoices by selected criteria
- (5) The Payment Information region provides numerical totals of all invoice line items and their qualifying status

- (6) The Payment Initiation region displays payment eligible invoices by P Number and Invoiced Amount and/or Previous Deferred Amount
- (7) The Payment Initiation Upload region provides a location to upload payment batch files
- (8) The Pending Transactions region displays invoice line items that are pending payment processing

Detailed instructions for processing Payments reside in the ***CGDP Sponsor Portal Payments Users Guide***.

Reporting

Invoice Reports

Are:

- Distributed quarterly to Sponsors via the CGDP Portal
- Provides gap discount amounts summarized into invoices based on P Number
- Quarterly and Benefit Year (BY) Closeout invoice reports are available

Detailed instructions for downloading Invoice reports in the CGDP Portal reside in the **CGDP Sponsor Portal Reports Users Guide**.

Quarterly Invoice Reports:

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

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

The screenshot shows the 'Sponsor Portal CGDP Reports' interface. At the top, there are logos for Palmetto GBA and CMS, along with navigation links like 'Contact Us', 'My Profile', 'Logout', 'Help', and 'Reporting'. A user is logged in as 'H4...3' in a 'Test Environment'. The main navigation bar includes 'Home', 'Payments', 'Completed', 'Receipts', 'Reports' (highlighted with a red box), and 'Disputes'. Below this, the 'Report Type' section has radio buttons for 'Invoice' (checked and highlighted with a red box), 'Data', 'Tracking', 'Batch', 'Manufacturer 1099 Information', and 'Ad Hoc'. A filter section shows 'Parent Org. ID' as 'H4...3', 'Contract Number' as 'ALL', 'Reporting Period' as 'ALL', and 'Invoice Type' as 'Quarterly' (highlighted with a red box). To the right, a 'Current Cutoff Calendar' box lists: Reporting Period (2016), Invoice Paid By (08/23/2016), Invoice Distribution (07/15/2016), Dispute Submission, and Dispute Distribution. At the bottom, a table displays the following data:

Invoice Type	Contract Number	Reporting Period	Date Loaded	Download File	Last Download Date
Quarterly	H4...3	201502	07/05/2016		

Figure 31: Quarterly Invoice Reports

Benefit Year (BY) Closeout Invoice Report

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

The population of the Invoice radio button allows a user to select and view distributed invoice line item reports. The report provides abbreviated information of distributed BY Closeout invoices and provides the ability to download the information for review.

The screenshot shows the 'Sponsor Portal CGDP Reports' interface. At the top, there are logos for Palmetto GBA and CMS, along with navigation links like 'Contact Us', 'My Profile', 'Logout', 'Help', and 'Reporting'. The user is logged in as 'H4__3' in a 'Test Environment'. A navigation bar includes 'Home', 'Payments', 'Completed', 'Receipts', 'Reports' (highlighted with a red box), and 'Disputes'. Below this, the 'Report Type' section has radio buttons for 'Invoice' (selected), 'Data', 'Tracking', 'Batch', 'Manufacturer 1099 Information', and 'Ad Hoc'. A filter table shows 'Parent Org. ID' as 'H4__3', 'Contract Number' as 'ALL', 'Reporting Period' as 'ALL', and 'Invoice Type' as 'BY Closeout' (highlighted with a red box). To the right, a 'Current Cutoff Calendar' box lists: Reporting Period (2016), Invoice Paid By (08/23/2016), Invoice Distribution (07/15/2016), Dispute Submission, and Dispute Distribution. At the bottom, a table displays the following data:

Invoice Type	Contract Number	Reporting Period	Date Loaded	Download File	Last Download Date
BY Closeout	H4__3	2016	07/06/2016		

Figure 32: Benefit Year (BY) Closeout Invoice Reports

Data Reports

Are:

- Distributed quarterly to Sponsors via the CGDP Portal
- Provides Sponsors the opportunity to review inputs to the invoice
- Incorporates changes in subsequent quarters due to adjustments or deletions of PDEs
- Quarterly and Benefit Year (BY) Closeout invoice reports are available

Detailed instructions for downloading Data reports in the Portal reside in the **CGDP Sponsor Portal Reports Users Guide**.

Quarterly Data Report

Sponsors can utilize the CGDP Portal to view detailed data reports for distributed invoice line items that provides a user with reports containing detail information of the PDE's combined to create the total invoice line item amount distributed to the Sponsor.

The screenshot shows the 'Sponsor Portal CGDP Reports' interface. At the top, there are logos for Palmetto GBA and CMS, along with navigation links and a user login status. The 'Reports' tab is highlighted in the navigation bar. Below the navigation, the 'Report Type' section has 'Data' selected. The 'Invoice Type' dropdown is set to 'Quarterly'. A 'Current Cutoff Calendar' box shows reporting details for 2016. A table at the bottom lists three quarterly reports for 201504, each with a 'Download File' and 'Download Spreadsheet' option.

Invoice Type	Contract Number	Reporting Period	Date Loaded	Download File	Last Report Downloaded Date	Download Spreadsheet	Last Spreadsheet Downloaded Date
Quarterly	H2__2	201504	12/31/2015	<input type="radio"/>		<input type="radio"/>	
Quarterly	H2__2	201504	12/31/2015	<input type="radio"/>		<input type="radio"/>	
Quarterly	S3__0	201504	12/31/2015	<input type="radio"/>		<input type="radio"/>	

Figure 33: Quarterly Invoice Reports

Benefit Year (BY) Closeout Data Report

Sponsors can utilize the CGDP Portal to view detail data reports for BY Closeout invoice line items. The Contract Reimbursement Detail Report will inform the contract of any gap discount payments due to the Manufacturer for upheld disputes from Quarter 17 or previous quarters.

The Contract Reimbursement Detail Report only reports on upheld disputes in which the action taken by the Sponsor to resolve the dispute resulted in a partial or full repayment of the disputed gap discount amount and the respective gap discount amount has not been previously invoiced for Sponsor payment to the Manufacturer.

The screenshot shows the 'Sponsor Portal CGDP Reports' interface. At the top, there are logos for Palmetto GBA and CMS, along with navigation links and a user login status. A navigation bar includes 'Home', 'Payments', 'Completed', 'Receipts', 'Reports' (highlighted with a red box), and 'Disputes'. Below this, the 'Report Type' section has radio buttons for 'Invoice', 'Data' (selected), 'Tracking', 'Batch', 'Manufacturer 1099 Information', and 'Ad Hoc'. A filter section includes dropdowns for 'Parent Org. ID' (H4__5), 'Contract Number' (H4__5), 'Reporting Period' (ALL), and 'Invoice Type' (BY Closeout). A 'Current Cutoff Calendar' box displays dates for Reporting Period (2016), Invoice Paid By (08/23/2016), Invoice Distribution (07/15/2016), Dispute Submission, and Dispute Distribution. At the bottom, a table lists report data with columns for Invoice Type, Contract Number, Reporting Period, Date Loaded, Download File, Last Report Downloaded Date, Download Spreadsheet, and Last Spreadsheet Downloaded Date.

Invoice Type	Contract Number	Reporting Period	Date Loaded	Download File	Last Report Downloaded Date	Download Spreadsheet	Last Spreadsheet Downloaded Date
BY Closeout	H4__5	2016	07/06/2016				

Figure 34: Benefit Year Closeout Data Reports

Tracking Report

Are:

- Distributed annually to Sponsors via the CGDP Portal
 - Report that provides the history of each Gap Discount PDE saved in the CMS database and all activity associated with the invoice, such as adjustments performed in response for upheld Manufacturer disputes
 - Tracking reports will include multiple benefit years

Detailed instructions for downloading Tracking reports in the Portal reside in the **CGDP Sponsor Portal Reports Users Guide**.

Invoice Tracking Report

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

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

The screenshot shows the 'Sponsor Portal' for 'CGDP Reports'. The 'Reports' tab is selected. Under 'Report Type', 'Tracking' is selected. The search filters are: Parent Org. ID: H0_0, Contract Number: ALL, Reporting Period: ALL, Invoice Type: ALL. A 'Current Cutoff Calendar' box shows: Reporting Period: 2016, Invoice Paid By: 08/23/2016, Invoice Distribution: 07/15/2016, Dispute Submission, Dispute Distribution. Below is a table of report data:

Invoice Type	Contract Number	Reporting ID	Date Loaded	Download File	Last Downloaded Date
Quarterly	S5_2	201214	10/21/2015	<input type="radio"/>	
Quarterly	S5_8	201214	10/21/2015	<input type="radio"/>	
Quarterly	S5_2	201117	10/21/2015	<input type="radio"/>	
Quarterly	S5_8	201117	10/21/2015	<input type="radio"/>	

Figure 35: Invoice Tracking Report

Batch Reports

Are:

- Generated when the Batch Upload Payment Process is utilized to process payment initiations
- Detailed instructions for utilizing the Batch Upload Payment Process functionality reside in the **CGDP Sponsor Portal Payments Users Guide**.

Downloading Batch reports in the CGDP Portal reside in the **CGDP Sponsor Portal Reports Users Guide**.

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

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

Report Type

Invoice Data Tracking Batch Manufacturer 1099 Information Ad Hoc

Parent Org. ID: H0__0 Contract Number: Reporting Period: ALL Invoice Type: ALL 1 - 17 out of 17

Parent Org. ID	Submission Date	Status	Download File	Last Download Date
H0__0	Submitted at 03/11/2016 @ 10:57 AM	Successfully processed	<input type="radio"/>	
	Submitted at 03/11/2016 @ 10:55 AM	Totally Rejected	<input type="radio"/>	03/11/2016 @ 10:55 AM
	Submitted at 09/11/2015 @ 4:12 PM	Partially Rejected	<input type="radio"/>	09/11/2015 @ 4:12 PM
	Submitted at 09/11/2015 @ 4:11 PM	File rejected: Invalid Header record	<input type="radio"/>	
	Submitted at 08/13/2015 @ 4:18 PM	Successfully processed	<input type="radio"/>	02/24/2016 @ 11:10 AM
	Submitted at 08/13/2015 @ 4:09 PM	Totally Rejected	<input type="radio"/>	
	Submitted at 08/13/2015 @ 1:30 PM	Primary Id and logon do not match	<input type="radio"/>	08/13/2015 @ 2:25 PM

Figure 36: Batch Reports

1099 Information Reports

Are:

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

Detailed instructions for downloading 1099 reports reside in the CGDP Portal in the **CGDP Sponsor Portal Reports Users Guide**.

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

The screenshot displays the CGDP Sponsor Portal interface. At the top, there are logos for Palmetto GBA and CMS, along with navigation links like 'Contact Us', 'My Profile', 'Logout', 'Help', and 'Reporting'. The user is logged in as 'H4...3' in a 'Test Environment'. A navigation bar includes 'Home', 'Payments', 'Completed', 'Receipts', 'Reports' (highlighted with a red box), and 'Disputes'. Below this, the 'Sponsor Portal' and 'CGDP Reports' sections are visible. The 'Report Type' dropdown menu is open, showing options: Invoice, Data, Tracking, Batch, **Manufacturer 1099 Information** (selected), and Ad Hoc. Below the dropdown, there is a 'Parent Org. ID' field with 'H4...3' and a 'Choose Format' section with radio buttons for 'Download Text File' and 'Download Spreadsheet'. On the right side, a 'Current Cutoff Calendar' box contains the following information:

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

Figure 37: Manufacturer 1099 Information Reports

AD Hoc Reports

Sponsors can utilize the CGDP Portal to review Ad Hoc report requests, which provide limited access to reports that are no longer available on the CGDP Portal.

Detailed instructions for requesting and viewing Ad Hoc reports reside in the CGDP Portal in the **CGDP Sponsor Portal Reports Users Guide**.

The screenshot shows the 'Sponsor Portal CGDP Reports' interface. At the top, there are logos for Palmetto GBA and CMS, along with navigation links like 'Contact Us', 'My Profile', 'Logout', 'Help', and 'Reporting'. The user is logged in as 'S1_0' in a 'Test Environment'. A navigation bar includes 'Home', 'Payments', 'Completed', 'Receipts', 'Reports' (highlighted with a red box), and 'Disputes'. Below this, the 'Report Type' section has radio buttons for 'Invoice', 'Data', 'Tracking', 'Batch', 'Manufacturer 1099 Information', and 'Ad Hoc' (which is selected). There are input fields for 'Parent Org. ID' (S1_0) and 'Contract Number' (ALL). A 'Current Cutoff Calendar' box lists dates for Reporting Period (2017), Invoice Paid By (08/26/2017), Invoice Distribution (07/19/2017), Dispute Submission, and Dispute Distribution. At the bottom, a table displays report data:

Contract Number	Reporting Period	Report Type	Date Loaded	Download File	Last Downloaded Date
H0_4	201501	Invoice	07/25/2017		

Figure 38: Ad Hoc Reports

Disputes Process

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

The Disputes tab allows Sponsors the ability to review the Dispute Resolution Report

Sponsors have 90 days from discovery (date the dispute resolution file is distributed to Sponsors via the CGDP Portal) to submit a corrected PDE's to CMS

- Manufacturers can generally expect an adjustment for an upheld dispute usually within two invoicing cycles after the release of the dispute resolution file
- Sponsors are obligated to fix the incorrect data that caused the upheld dispute and can adjust financial and/or non-financial fields to correct the upheld disputes
- The Reported Gap Discount amount may or may not change due to an upheld dispute

Disputes Tab

[Contact Us](#) | [My Profile](#) | [Logout](#) | [Help](#) | [Reporting](#)
 Logged on as H0__0

Home Payments Completed Receipts Reports **Disputes**

Sponsor Portal Dispute Dashboard

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

Current Cutoff Calendar (Quarter 201504)
 Invoice Paid By: 03/10/2016 Dispute Submission: 04/01/2016
 Invoice Distribution: 01/31/2016 Dispute Distribution: 06/08/2016

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

Figure 39: Disputes Tab

The Sponsors Disputes tab contains four regions:

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

Detailed instructions for reviewing Dispute reports reside in the CGDP Portal in the **CGDP Sponsor Portal Disputes Users Guide**.

Dispute File Format

Documentation to assist with dispute file report formats can be located on the <https://www.tpadministrator.com> website under the following links:

- [Contract Dispute File](#)
- [Dispute Reasons \(Effective February 8, 2015\)](#)
- [Dispute Resolution Report File Layout \(Effective February 8, 2015\)](#)
- [Dispute Layout Side by Side Comparison](#)

The screenshot shows a web browser window displaying the 'TPA - Disputes' page. The page header includes the Palmetto GBA logo and navigation links like Home, Archives, Contact Us, and Email Updates. A search bar is visible. The main content area is titled 'Disputes' and contains several paragraphs explaining the dispute process. Below this, there is a section for 'Disputes Articles' with a list of links. Several links are highlighted with red boxes: 'Disputes' in the left sidebar, 'CGDP Contract Dispute File', 'Dispute Reasons (Effective February 8, 2015)', 'Dispute Resolution Report File Layout (Effective February 8, 2015)', and 'Dispute Layout Side by Side Comparison'.

Figure 40: Dispute File Formats

Contacting the TPA

The following provides information on how to contact the TPA Operations for questions with the Coverage Gap Discount Program (CGDP).

TPA website – <https://www.tpadministrator.com>

Phone

- Help Line: **1 (877) 534-2772 Option 1**
- Help Line Hours: **Monday through Friday 8:00 am until 7:00 pm EST**

General email inquiries regarding the invoicing and payment process should be sent to

- tpaoperations@tpadministrator.com

Webinar Training

- Suggestions for webinar topics should be sent to webinar@tpadministrator.com
- Previous webinar slides are posted to the TPA website

Questions regarding Disputes, EFT information and invoice corrections can be located on the TPA website

- <https://www.tpadministrator.com>

Resources

Medicare Drug Benefit and C & D Data Group

- Manufacturers Agreement, Changes of Ownership (CHOW), Terminations, Compliance/Administrative-related Issues, and Policy related questions
- Email: CGDPandManufacturers@cms.hhs.gov

Discount Program Manufacturer's Page

- website: <https://www.cms.gov/medicare/prescription-drug-coverage/prescriptiondrugcovgenin/index.html>

Independent Review Entity (IRE) for Discount Program appeals

- Website: <https://cgdpappeals.provider-resources.com>

HPMS website for updating CMS contact and labeler code changes

- website: <https://hpms.cms.gov>

CMS HPMS Password Resets (CMS Passwords must be reset every 60 days via CMS EUA system)

- CMS EUA Password Reset: <https://eua.cms.gov>
- CMS IT Service Desk phone: 1 (800) 562-1963 or 1 (410) 786-2580
- CMS IT Service Desk email: CMS_IT_service_desk@cms.hhs.gov

CMS HPMS Non-Password access assistance

- Email: CMSHPMS_access@cms.hhs.gov

Acronyms

Acronym	Definition
ACH	Automated Clearinghouse
BY	Benefit Year
CMS	Centers for Medicare and Medicaid Services
CGDP	Coverage Gap Discount Program
DDPS	Drug Data Processing System
EFT	Electronic Funds Transfer
EUA	Enterprise User Administration
HPMS	Health Plan Management System
IRE	Independent Review Entity
Manufacturer	Pharmaceutical Drug Manufacturer
MFA	Multifactor Authentication
PDE	Prescription Drug Event
Sponsor	Part D Health Plan Sponsor
TPA	Third Party Administrator