



**MANUFACTURER  
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 Drug Manufacturers 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
  - Manufacturer Forms
  - Health Plan Management System (HPMS) Access
- CGDP Portal Access
  - Accessing the 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, 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) participating in the Program.

## CGDP (Program) Overview Coverage Gap Discount Flow

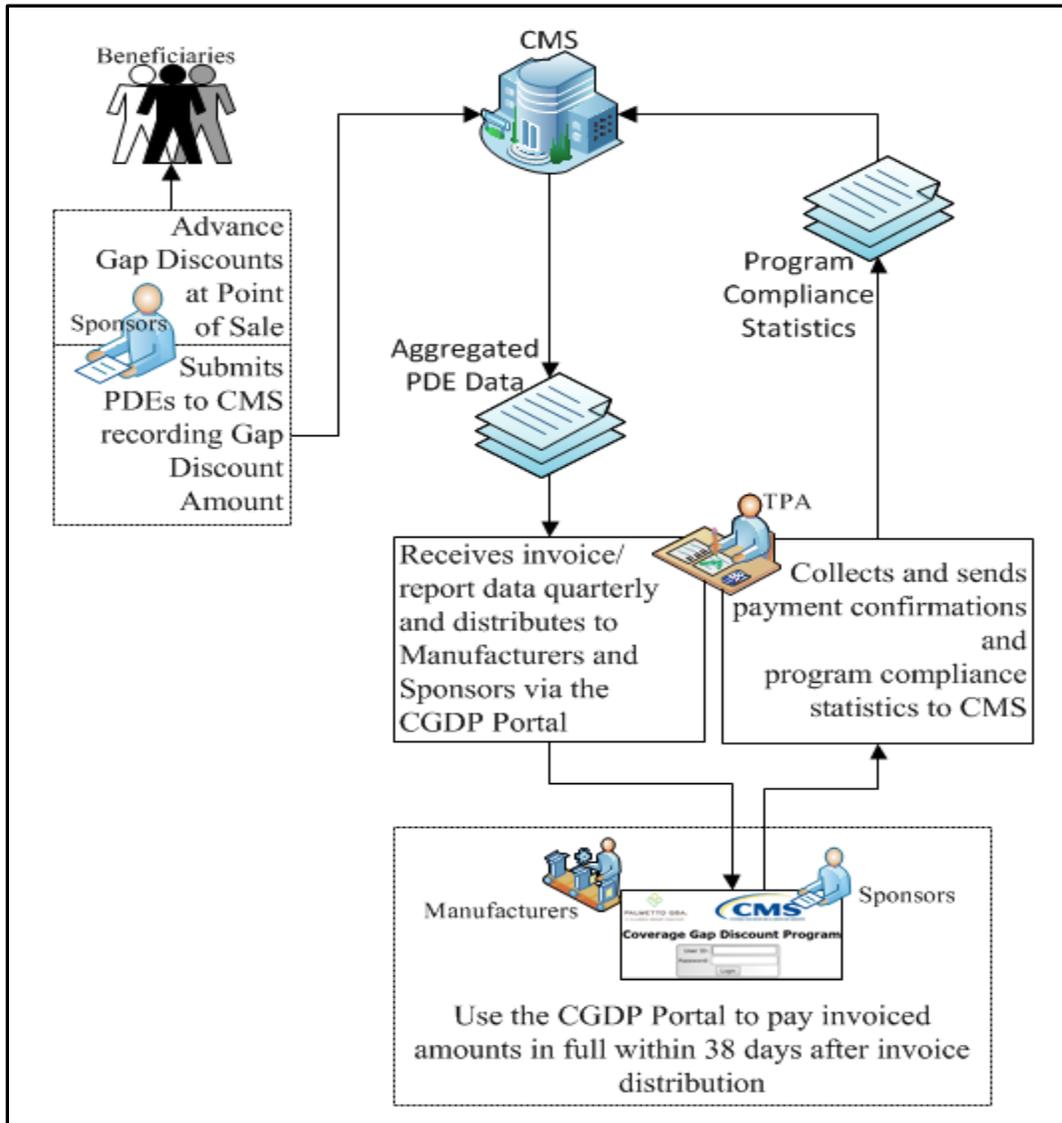


Figure 1: Coverage Gap Discount Program Overview Diagram

- 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, here forward known as the Portal
- Manufacturers and Sponsors use the 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 Portal and submits statistics to CMS

## CGDP (Program) Overview Invoice Distribution Schedule

On a quarterly basis, the TPA distributes invoice and data files to Manufacturers 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 2L Reporting Period Quarter End and Distribution Dates

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

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

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

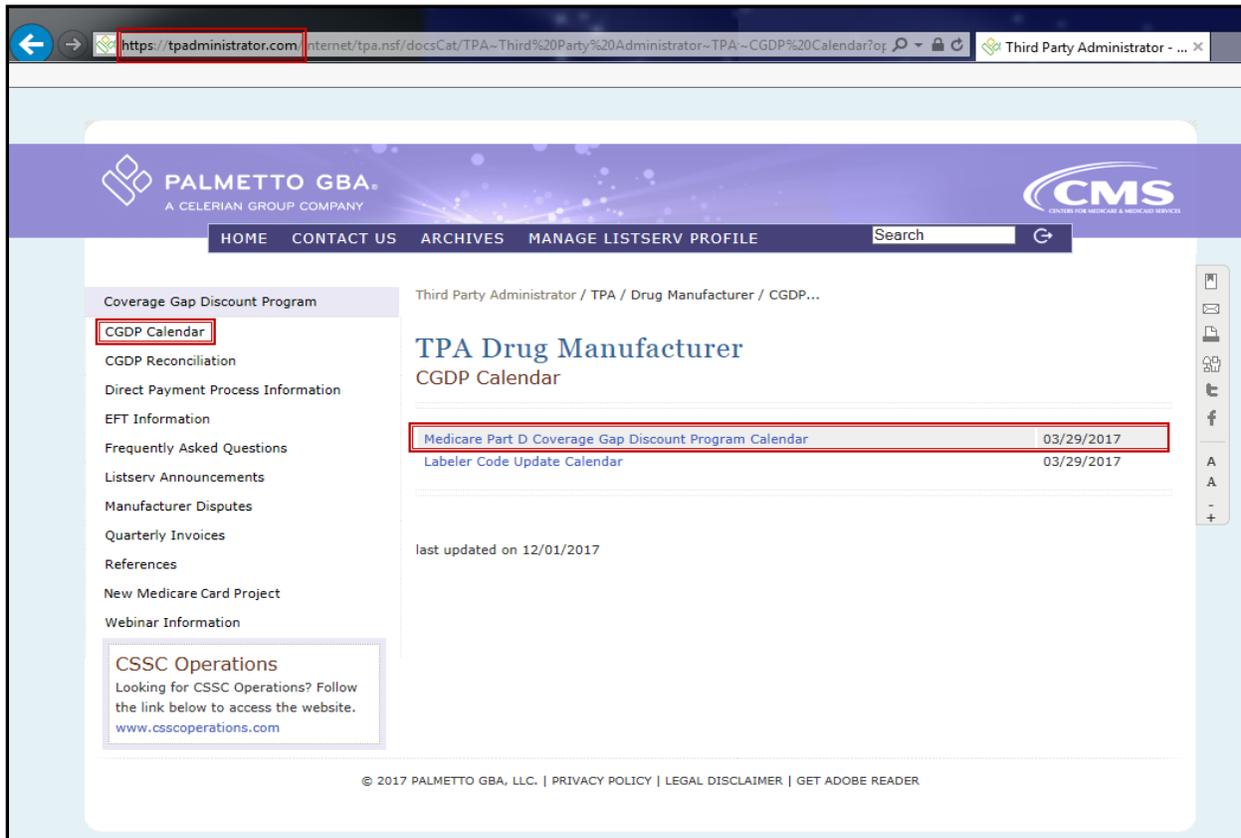


Figure 3: CGDP Calendar on TPAdministrator.com website

## Onboarding Forms

### Manufacturer Onboarding Form Requirements

Drug Manufacturers (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.

Manufacturers 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)\*
- Third Party Registration Form (if applicable)
- ListServ registration

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

## Manufacturer Welcome Letter

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

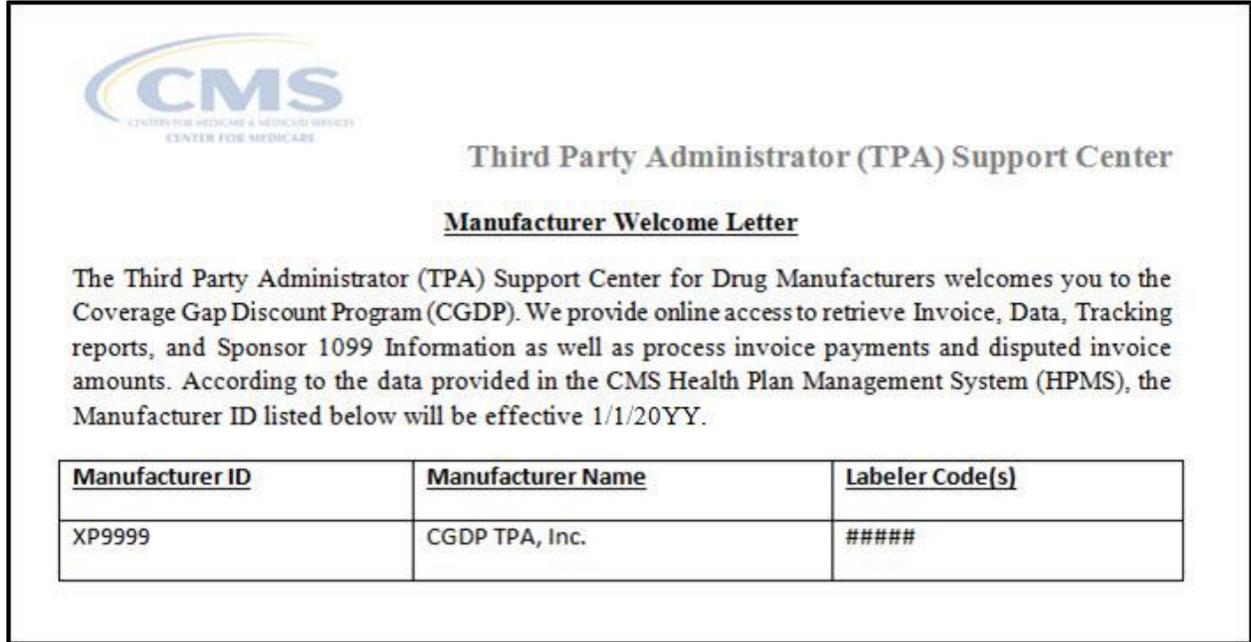


Figure 4: Manufacturer Welcome Letter – Excerpt of Page One (1)

Page three of the Welcome Letter requires the completion of Table 1, if the Manufacturer 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.

<b>Table 1: Third Party Vendor Reports</b>	
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: Manufacturer Welcome Letter – Table 1 Third Party Vendor Reports on Page Three (3)

Once completed, the Manufacturer will scan the page(s) containing the tables and send them to the TPA Operations via email from [tpaoperations@tpadministrator.com](mailto: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 Manufacturers to track the documents needed in the onboard process and provides a description of each one.

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

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

## Manufacturer HPMS Access

### Manufacturer CMS HPMS Access

HPMS is the system of record for all Manufacturer Agreements, Manufacturer contacts, and Labeler Codes.

Manufacturers are responsible for keeping their information updated at all times.

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

In order to obtain HPMS access, the requestor and the Drug Manufacturer (company) must have a physical location within the United States. Foreign-based corporations may participate in the Program but must use their US location for managing the Program within HPMS.

**Note:** Individuals must have a valid Social Security Number to gain access to HPMS.

By statute, Drug Manufacturers must contract for the Program by January 30 of the year prior to the contract's effective date. The signatory must log into HPMS and sign the agreement by that time. It is strongly recommended that the signatory sign the agreement well in advance of the January 30 deadline to prevent missing the deadline due to technical or access related issues.

During the contracting process, each Drug Manufacturer participating in the Program is required to sign a Manufacturer Agreement (between CMS and the Manufacturer) and a TPA Agreement (between the Manufacturer and TPA). They are also required to provide CMS with a primary contact, a signatory contact, and a third-party submitter contact (if applicable). The Drug Manufacturer in HPMS submits this information. CMS uses this information during the process of securing Manufacturer Agreements and continues to communicate Program information to contracted Drug Manufacturers' designated points of contacts.

To obtain access to the Portal, the Drug Manufacturer must enter contact information in HPMS for the TPA Liaison and the CGDP Payment Contact, which allows an authorized user to review and process quarterly invoices for the CGDP.

## CMS HPMS Access – EUA Form

Manufacturer 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 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 Drug Manufacturer 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](mailto:EUA@cms.hhs.gov) and [ESS@cms.hhs.gov](mailto: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”.

**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 Drug Manufacturer Access in HPMS](#)” link to review the instructions for requesting a New User ID.

## Manufacturer 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 Manufacturer TPA Liaison and/or Coverage Gap Discount Program (CGDP) Payment Contact, if applicable to access the 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 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.

## Manufacturer CGDP Portal User ID and Initial Password

Once the TPA Liaison or Coverage Gap Discount Program (CGDP) Payment Contact is listed in HPMS, the authorized Manufacturer 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 Portal, refer to [The CGDP Portal](#) section of this document.

## Banking Information

### ACH Deposit Form

Manufacturers are required to complete an ACH Deposit Form to provide a depository account to receive Sponsor CGDP adjustment funds paid via the Portal.

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

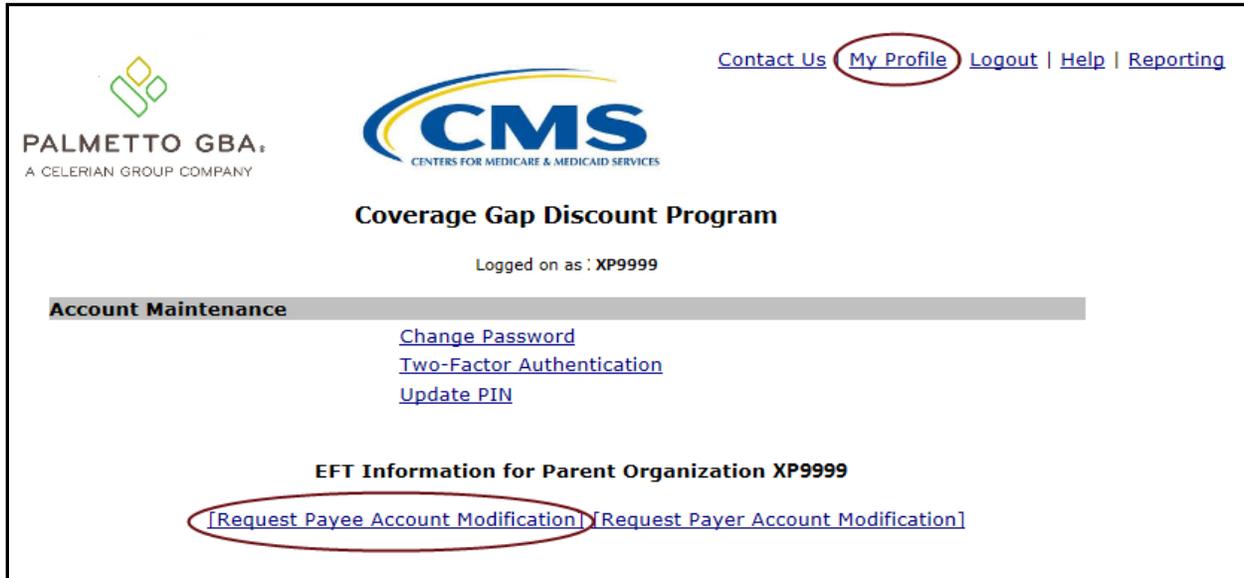


Figure 8: Request Payee Account Modification link in the CGDP Portal

The form is located in the Portal and can be accessed from the Login page:

- Click on “My Profile” in the upper right hand corner of the 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 payments via the Portal.

**From:** JHA <do-not-reply@securemail.jhasecuredoc.com>  
**Sent:** 01/21/20YY 10:15 AM  
**To:** Juliet.Caplet@cgdptpa.com  
**Subject:** Your ProfitStars Application for P9999 – CGDP TPA, INC.

Hello Juliet Caplet :

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

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

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

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

This enrollment process should take no more than 15 minutes. If you need assistance or have any questions, please contact TPA Operations at 1-877-534-2772, option 1, or [tpaoperations@tpadministrator.com](mailto:tpaoperations@tpadministrator.com). Please reference ProfitStars application # ABC123.

Figure 9: Example of ProfitStars Email

The “click here” link listed in the invitation email will open the ProfitStars site to allow the Manufacturer 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.

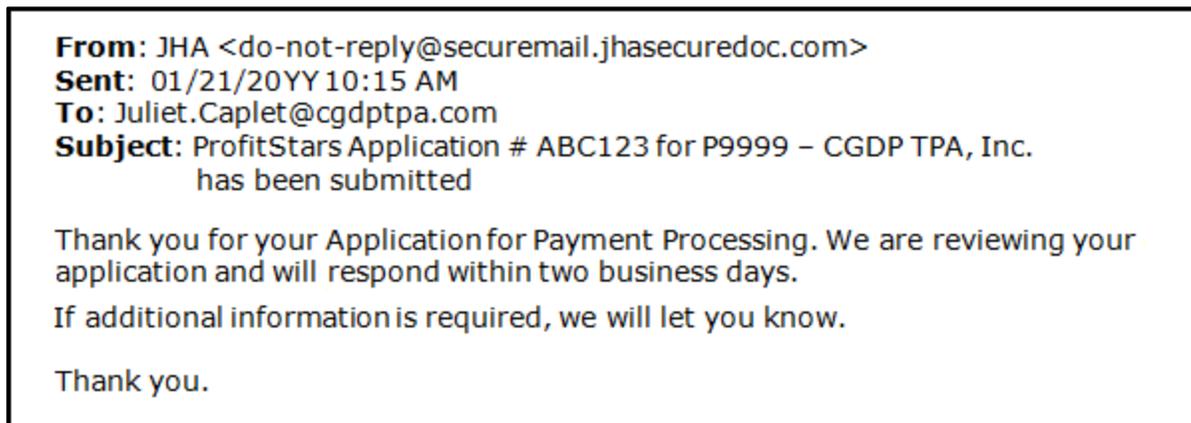


Figure 11: Example of ProfitStars Application Number Email

### 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.

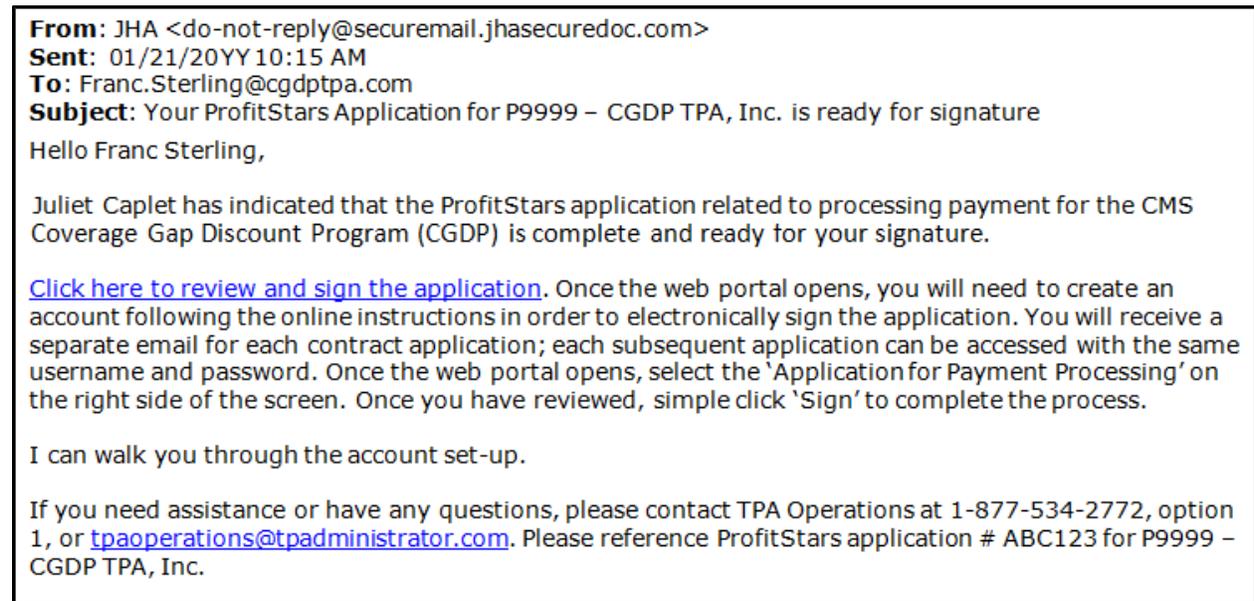


Figure 12: Example of ProfitStars Application Signature Email

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 above), review the application for content, and either sign the application electronically or reject the application.



Figure 13: ProfitStars Dashboard - Application Signature Example

## Manufacturer Third Party

### Third Party Vendor Onboarding Form Requirements

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

**Third Party Vendors:** Drug Manufacturers 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](mailto:tpaoperations@tpadministrator.com). We will immediately initiate procedures to establish connectivity with the third party vendor. We will also 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:	<a href="mailto:Joe.Smith@TPVSystemsLLC.com">Joe.Smith@TPVSystemsLLC.com</a>
Phone Number:	123-555-1234

Figure 14: 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.

## Manufacturer 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.

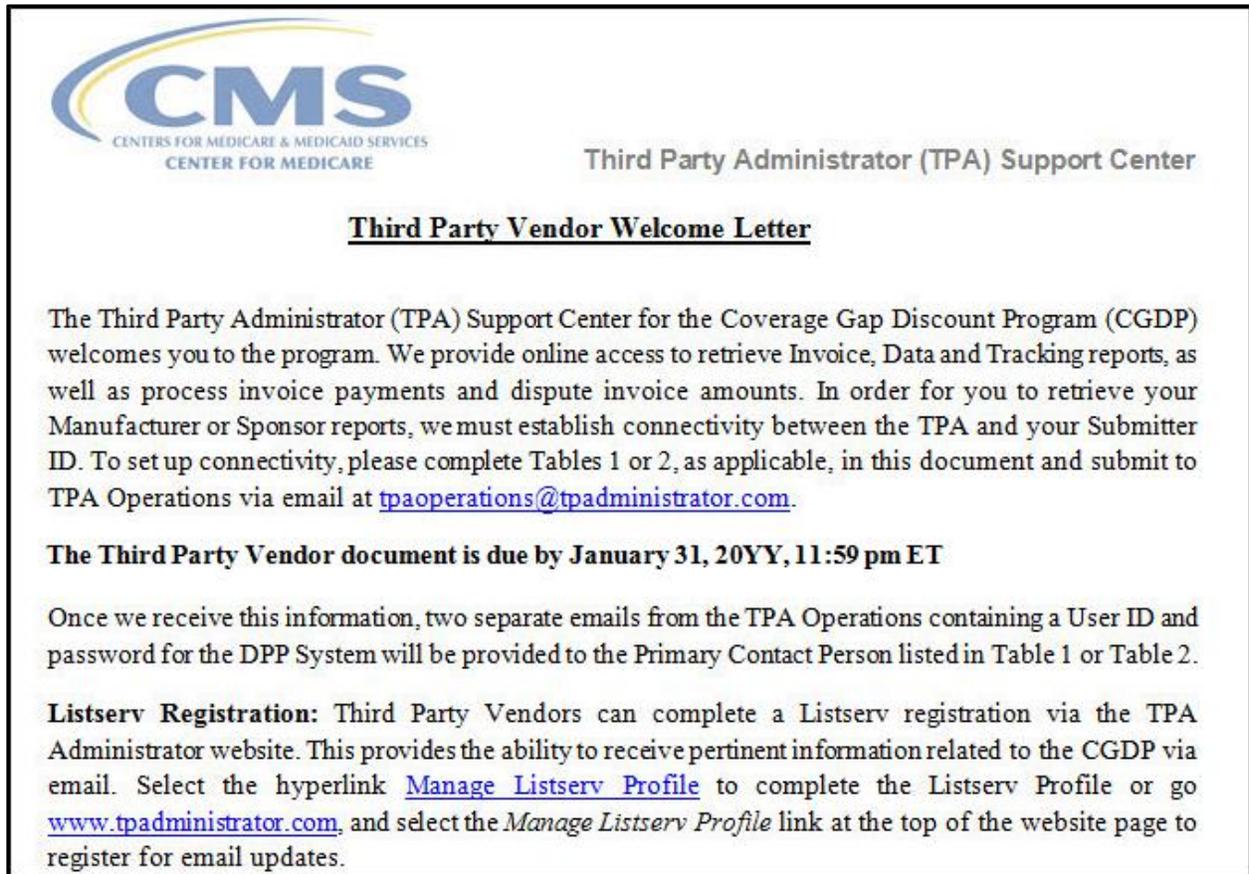


Figure 15: Example of Third Party Vendor Welcome Letter – Page One (1)

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

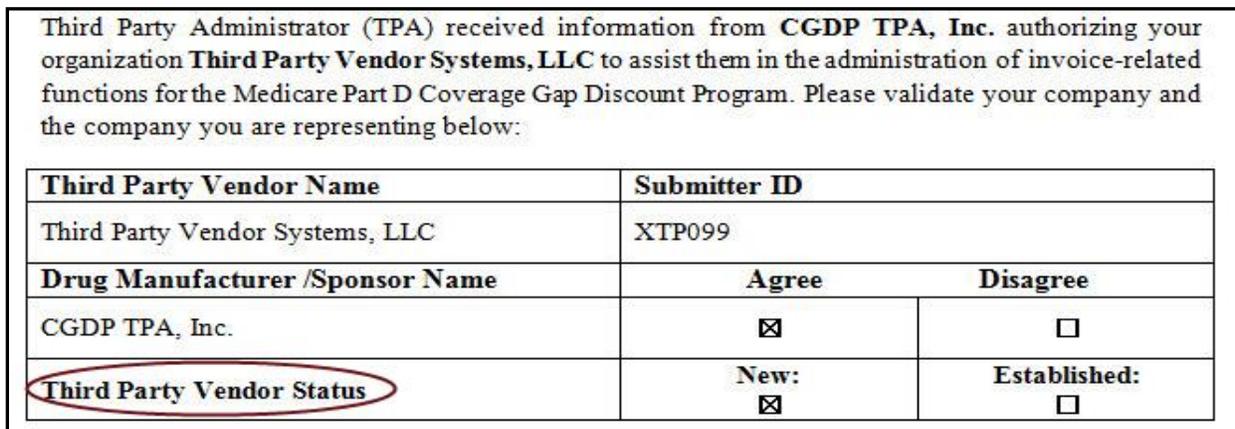


Figure 16: Example of Third Party Vendor Welcome Letter – Page Two (2)

There are 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 Figure 16).

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*

## The CGDP Portal

### CGDP Portal Access

The Portal is designed to assist Manufacturers with processing Coverage Gap Discount Program payments. This system allows Manufacturers 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 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 Manufacturer Portal Payments Users Guide.

### CGDP Portal Roles

The Portal contains two access roles for Manufacturers:

- Payment Initiator role
- Administrator role

The HPMS TPA Liaison contact is automatically assigned these two roles for Manufacturers; however, the Payment Initiator role can be assigned to a separate associate, listed in HPMS as the 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 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 payment functionality reside in the CGDP Manufacturer Portal Introduction and Login Users Guide.

## CGDP Portal via TPAAdministrators.com

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

Once on the site, select the *Direct Payment Process Information* link located on the left side of the page. After the Direct Payment Process Information page opens, locate and select the CGDP Portal link.

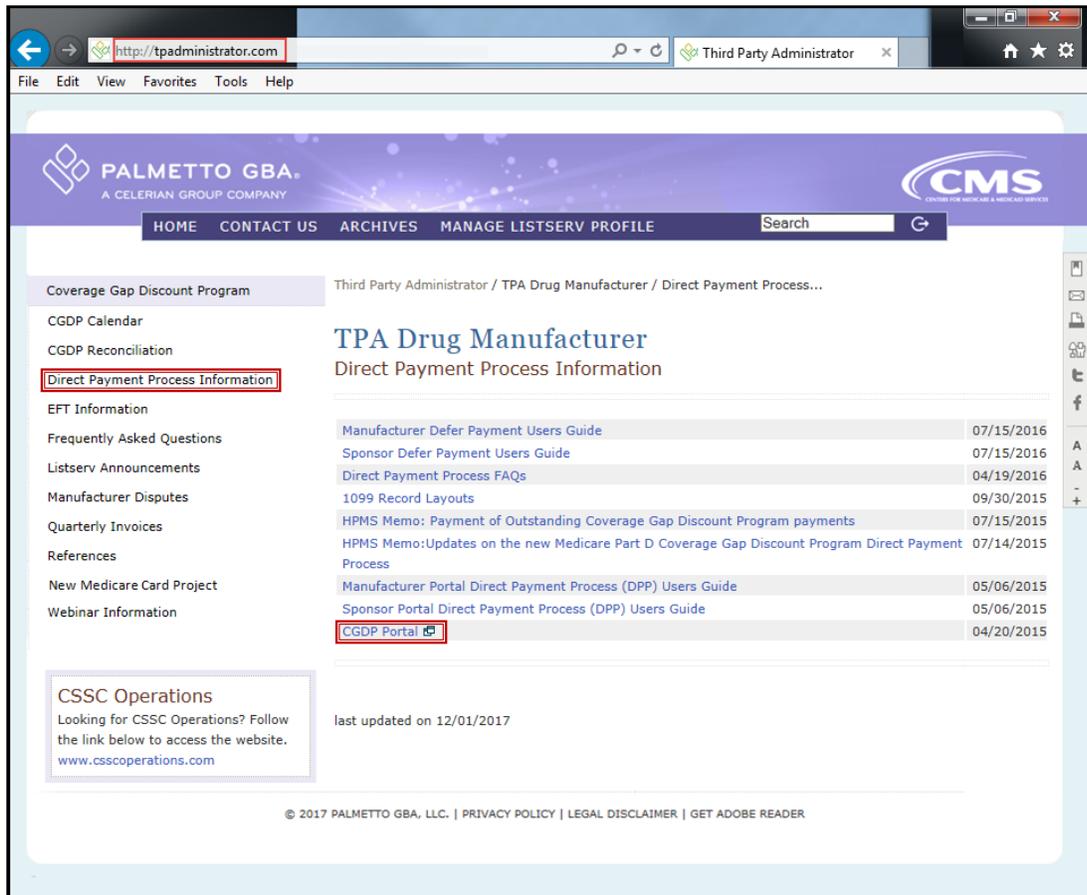


Figure 17: CGDP Portal Link

## CGDP Users Guides via TPAAdministrators.com

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

Once on the site, select the *References* link located on the left side of the page. After the page opens, locate and select the applicable *Manufacturer Portal Users Guides*.

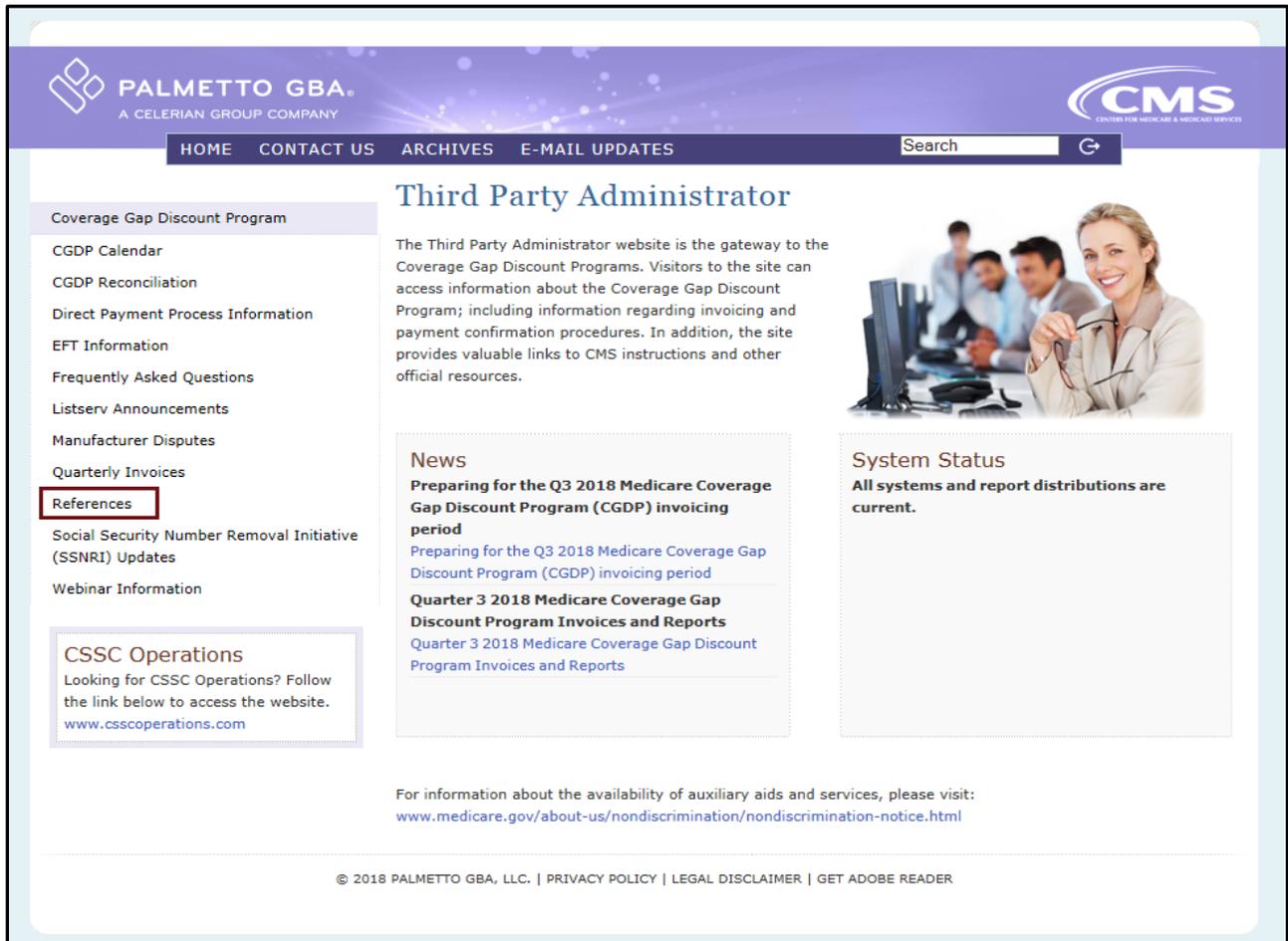


Figure 18: References Link on the TPAAdministrators.com Website

## Accessing the CGDP Portal

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

- The User ID is the Corporation ID for Manufacturers
- 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
- Manufacturer associates are assigned one of two roles for access to the Portal: Payment Initiator or Administrator
- All Quarterly and Benefit Year (BY) Closeout invoice and report data for Manufacturers 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 Portal.

## 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 Portal.

Once a user is authorized to access the Portal, they will receive an email from [tpa.no.reply@palmettogba.com](mailto: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 Portal.

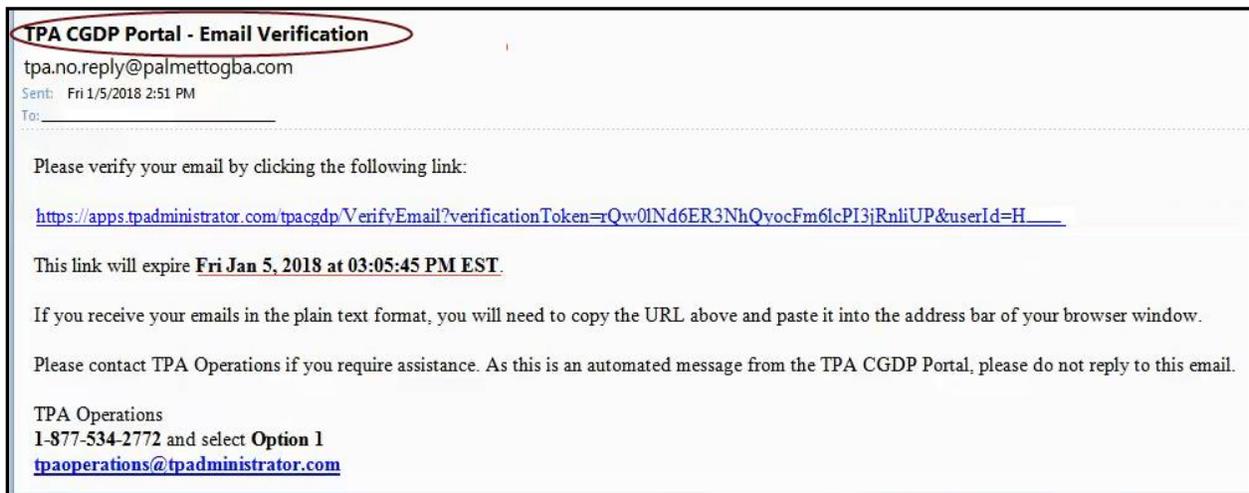


Figure 19: Example of a TPA CGDP Portal – Email Verification

### 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 20: Multifactor Authentication – Email Verification Success Message

After selecting the *“Please click here to log into the Portal”* the 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.

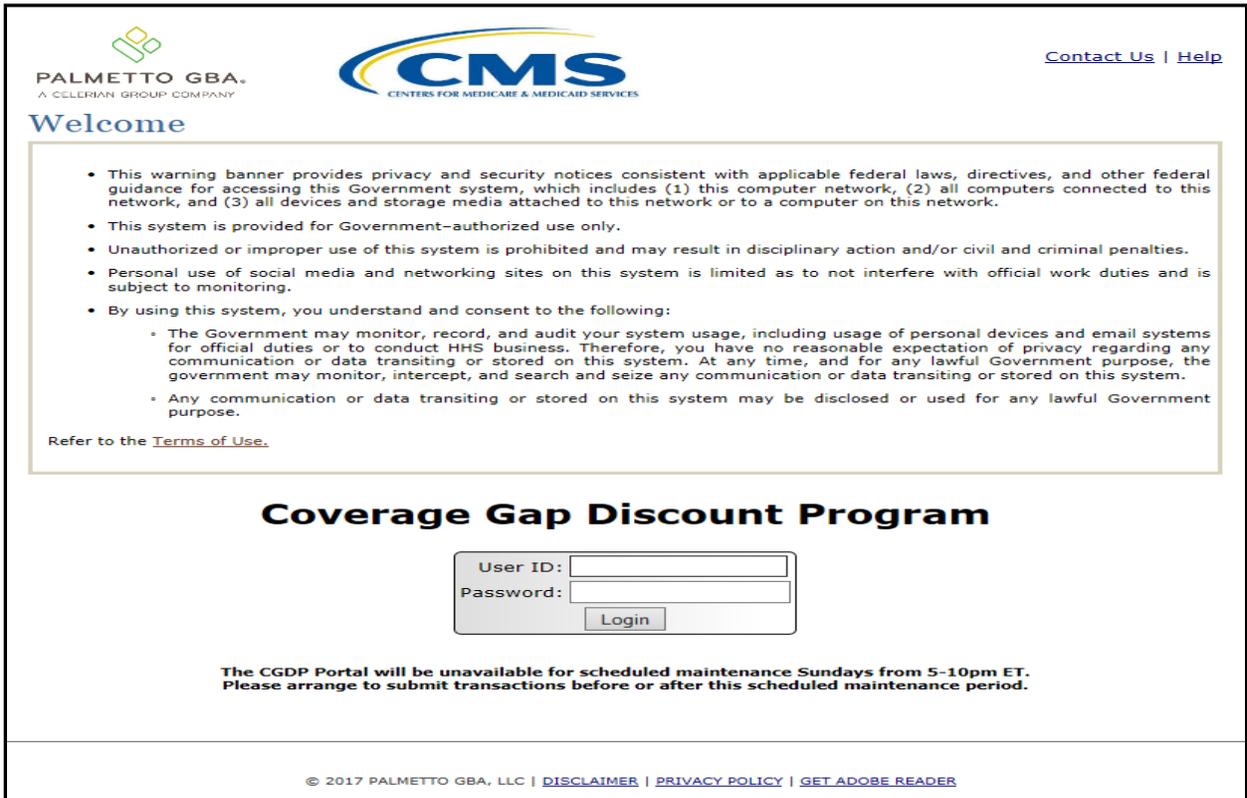


Figure 21: CGDP Portal Login Page

### 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 for the Coverage Gap Discount Program. At the top left are the logos for Palmetto GBA (A Cellerian Group Company) and CMS (Centers for Medicare & Medicaid Services). On the top right are links for 'Contact Us', 'Logout', and 'Help'. The main heading is 'Coverage Gap Discount Program' with a sub-heading 'User Validation'. Below this, a message states: '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 22: User Validation Form

The authorized user will receive an email from [tpa.no.reply@palmettogba.com](mailto:tpa.no.reply@palmettogba.com) titled “TPA CGDP Portal – Portal Authentication”. The authorized user will be required to enter the verification code, provided in the email, into the **Authentication Token** field in the Portal.

The screenshot shows an email titled 'TPA CGDP Portal - Portal Authentication'. The sender is 'tpa.no.reply@palmettogba.com', sent on 'Fri 1/5/2018 2:49 PM' to 'APRIL EASTMAN'. The email body contains the following text: '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](mailto:tpaoperations@tpadministrator.com)'.

Figure 23: 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 24: Completed User Validation Form with Validate Button Highlighted

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

Figure 25: CGDP Manufacturer Portal Home Tab

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

## Initiating Payments

### Quarterly Invoice Payments

The Portal Payments tab allows a user to review and process payment information for quarterly invoice line items by Sponsor Contract Number for Manufacturers.

- Payments can only be made via the 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

Manufacturers can perform these payment functions 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\*

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

**Payment Information**

Total Invoiced	\$137,938.98
Total Failed	\$141.00
Total Current Deferred	\$0.00
Total Previously Deferred	\$0.00
Total Pending	\$24,744.52
Total Successful	\$95,966.02
Total Available	\$17,087.44

**Pending Transactions** Debit Failed Due To Debit Block. 1 - 5 out of 5

Contract Number	Authorization Amt	Date Submitted	Payment Date	Stop Payment
* H____	\$6.07	12/22/2015	11/02/2015	
E____	\$2,891.47	12/02/2015	12/02/2015	
E____	\$74,682.34	12/02/2015	12/02/2015	
E____	\$11,017.15	12/02/2015	12/02/2015	
E____	\$7,375.06	12/02/2015	12/09/2015	<input type="checkbox"/>

Figure 26: CGDP Manufacturer Portal Payments Tab

The **Payments** tab contains eight regions:

- (1) The Tabbed region displays the active tab
- (2) The Invoice Reporting region displays the current reporting period
- (3) The Payments Due region displays the date payments are due
- (4) The Filter region – Payments allows filtering of invoices by selected criteria
- (5) The Payment Information region provides numerical totals of all invoice line items and their qualifying status
- (6) The Payment Initiation region displays payment eligible invoices by Contract 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 Manufacturer Portal Payments Users Guide.

## Reporting

### Invoice Reports

Are:

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

Detailed instructions for downloading Invoice reports in the Portal reside in the CGDP Manufacturer Portal Reports Users Guide found on the <http://tpadministrator.com> website.

#### Quarterly Invoice Reports:

Manufacturers are able to utilize the Portal to view reports of distributed 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 'Manufacturer Portal CGDP Reports' interface. At the top, there are logos for Palmetto GBA and CMS. A navigation bar includes 'Home', 'Payments', 'Completed', 'Receipts', 'Reports' (highlighted), and 'Disputes'. Below the navigation bar, the 'Report Type' is set to 'Invoice'. The 'Invoice Type' dropdown is set to 'Quarterly'. A 'Current Cutoff Calendar' box shows the reporting period as 201503. Below this, a table lists report entries:

Corporate ID	P Number	Reporting Period	Date Loaded	Download File	Last Download Date
XP1__6	P1__6	201503	10/29/2015	<input type="radio"/>	
	P1__7	201503	10/29/2015	<input type="radio"/>	11/03/2015 @ 3:51 PM
	P1__1	201503	10/29/2015	<input type="radio"/>	11/03/2015 @ 3:52 PM
	P1__6	201502	08/26/2015	<input type="radio"/>	09/08/2015 @ 3:47 PM
	P1__7	201502	08/26/2015	<input type="radio"/>	09/03/2015 @ 2:44 PM
	P1__1	201502	08/26/2015	<input type="radio"/>	09/03/2015 @ 2:44 PM

Figure 27: Quarterly Invoice Reports

#### Benefit Year (BY) Closeout Invoice Report

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

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.

Figure 28: Benefit Year (BY) Closeout Invoice Reports

## Data Reports

Are:

- Distributed quarterly to Manufacturers via the Portal
- Provides Manufacturers the opportunity to review inputs to the invoice
- Incorporates changes in subsequent quarters due to adjustments or deletions of PDEs
- Utilized by Manufacturers for creating dispute files submitted via the Portal
- Quarterly and Benefit Year (BY) Closesout invoice reports are available

Detailed instructions for downloading Data reports in the Portal reside in the CGDP Manufacturer Portal Reports Users Guide found on the <http://tpadministrator.com> website.

### Quarterly Data Report

Manufacturers are able to utilize the 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 Manufacturer.

The screenshot shows the 'Manufacturer 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 'XHK7' 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' (selected), 'Tracking', 'Batch', 'Sponsor 1099 Information', and 'Ad Hoc'. A search filter section includes 'Corporate ID' (XP1\_\_9), 'P Number' (ALL), 'Reporting Period' (ALL), and 'Invoice Type' (ALL). A 'Current Cutoff Calendar' box shows details for Reporting Period 201601, including Invoice Paid By (06/06/2016), Invoice Distribution (04/30/2016), Dispute Submission (06/30/2016), and Dispute Distribution (08/29/2016). The main table lists quarterly reports with columns for Invoice Type, P Number, Reporting Period, Date Loaded, Download File, Last Report Downloaded Date, Download Spreadsheet, and Last Spreadsheet Downloaded Date.

Invoice Type	P Number	Reporting Period	Date Loaded	Download File	Last Report Downloaded Date	Download Spreadsheet	Last Spreadsheet Downloaded Date
BY Closeout	P1__9	2016	06/29/2016	<input type="radio"/>		<input type="radio"/>	
Quarterly	P1__9	201504	01/29/2016	<input type="radio"/>		<input type="radio"/>	
Quarterly	P1__9	201503	10/29/2015	<input type="radio"/>		<input type="radio"/>	
Quarterly	P1__9	201502	08/26/2015	<input type="radio"/>		<input type="radio"/>	

Figure 29: Quarterly Invoice Reports

### Benefit Year (BY) Closeout Data Report

Manufacturers are able to utilize the Portal to view detail data reports for BY Closeout invoice line items.

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

This screenshot shows the same portal interface but with the 'Report Type' set to 'Invoice' and the 'Invoice Type' dropdown set to 'BY Closeout'. The search filter section now shows 'BY Closeout' selected in the 'Invoice Type' dropdown. The 'Current Cutoff Calendar' box remains the same. The table below now displays only one row for the 'BY Closeout' report.

Invoice Type	P Number	Reporting Period	Date Loaded	Download File	Last Download Date
BY Closeout	P1__9	2016	06/29/2016	<input type="radio"/>	

Figure 30: Benefit Year Closeout Data Reports

## Tracking Report

Are:

- Distributed annually to Manufacturers via the Portal
  - Cumulative reports that provide the status of adjustments performed on all upheld disputes for the closed benefit year
  - Tracking reports will include multiple benefit years

Detailed instructions for downloading Tracking reports in the Portal reside in the CGDP Manufacturer Portal Reports Users Guide found on the <http://tpadministrator.com> website.

## Upheld Dispute Tracking Report

Manufacturers are able to utilize the Portal to view reports of all upheld disputes.

The Upheld Dispute Tracking Report for Manufacturers provides the status of invoiced PDEs that were disputed and subsequently upheld. The purpose of the report is to inform Manufacturers of any adjustment or deletion activity undertaken by the Sponsor in response to the upheld dispute.

The screenshot shows the 'Manufacturer 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 'XHK7' in a 'Test Environment'. A navigation bar includes 'Home', 'Payments', 'Completed', 'Receipts', 'Reports' (highlighted with a red box), and 'Disputes'. The main heading is 'Manufacturer Portal CGDP Reports'. Below this, there are filters for 'Report Type' (Invoice, Data, Tracking, Batch, Sponsor 1099 Information, Ad Hoc) and a search box with fields for 'Corporate ID' (XP1\_9), 'P Number' (ALL), 'Reporting Period' (ALL), and 'Invoice Type' (BY Closeout, highlighted with a red box). To the right is a 'Current Cutoff Calendar' table. At the bottom, a table displays report data.

Invoice Type	P Number	Reporting ID	Date Loaded	Download File	Last Downloaded Date
BY Closeout	P1_9	2016	06/14/2016		

Figure 31: Upheld Dispute 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 can be found in the CGDP Manufacturer Portal Payments Users Guide. Downloading Batch reports in the Portal reside in the CGDP Manufacturer Portal Payments Users Guide found on the <http://tpadministrator.com> website.

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

**Manufacturer Portal CGDP Reports**

Report Type:  Invoice  Data  Tracking  Batch  Sponsor 1099 Information  Ad Hoc

Corporate ID: XP1\_\_8 P Number: Reporting Period: ALL Invoice Type: ALL 1 - 34 out of 34

**Current Cutoff Calendar**  
 Reporting Period: 2016  
 Invoice Paid By: 08/23/2016  
 Invoice Distribution: 07/01/2016  
 Dispute Submission:  
 Dispute Distribution:

Corporate ID	Submission Date	Status	Download File	Last Download Date
XP1__8	Submitted at 09/18/2015 @ 4:14 PM	Successfully processed	<input type="radio"/>	01/21/2016 @ 10:29 AM
	Submitted at 09/11/2015 @ 3:22 PM	Successfully processed	<input type="radio"/>	01/21/2016 @ 10:41 AM
	Submitted at 09/11/2015 @ 3:19 PM	Totally Rejected	<input type="radio"/>	01/21/2016 @ 10:41 AM
	Submitted at 08/18/2015 @ 11:22 AM	Partially Rejected	<input type="radio"/>	01/22/2016 @ 1:24 PM
	Submitted at 07/29/2015 @ 2:50 PM	Partially Rejected	<input type="radio"/>	01/21/2016 @ 10:39 AM
	Submitted at 07/28/2015 @ 1:21 PM	Partially Rejected	<input type="radio"/>	07/28/2015 @ 1:21 PM

Figure 32: Batch Reports

## 1099 Information Reports

Are:

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

Detailed instructions for downloading 1099 reports reside in the Portal in the CGDP Manufacturer Portal Reports Users Guide found on the <http://tpadministrator.com> website.

Manufacturers are able to utilize the Portal to review the Sponsor 1099 Information report, which provides non-bank account information for Manufacturers to utilize for tax reporting purposes.

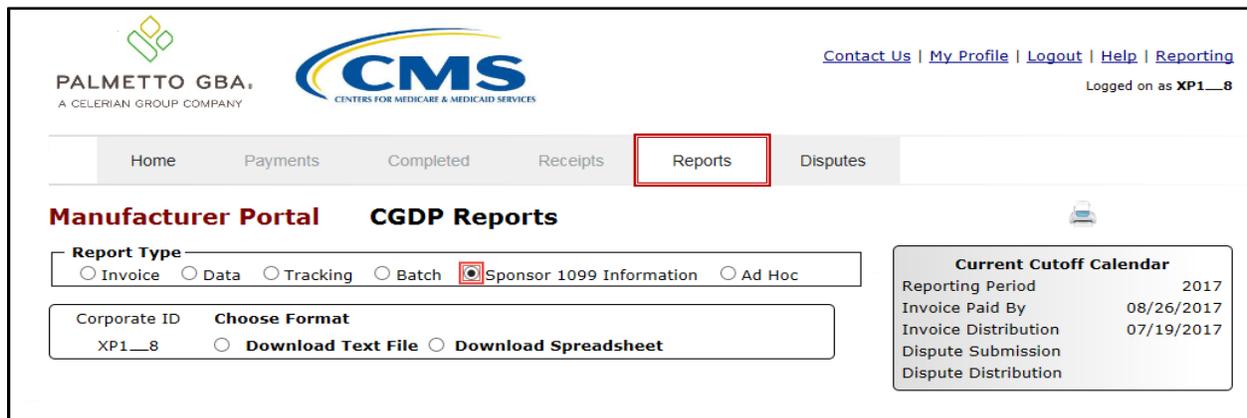


Figure 33: Sponsor 1099 Information Reports

## AD Hoc Reports

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

Detailed instructions for requesting and viewing Ad Hoc reports reside in the Portal in the CGDP Manufacturer Portal Reports Users Guide found on the <http://tpadministrator.com> website.

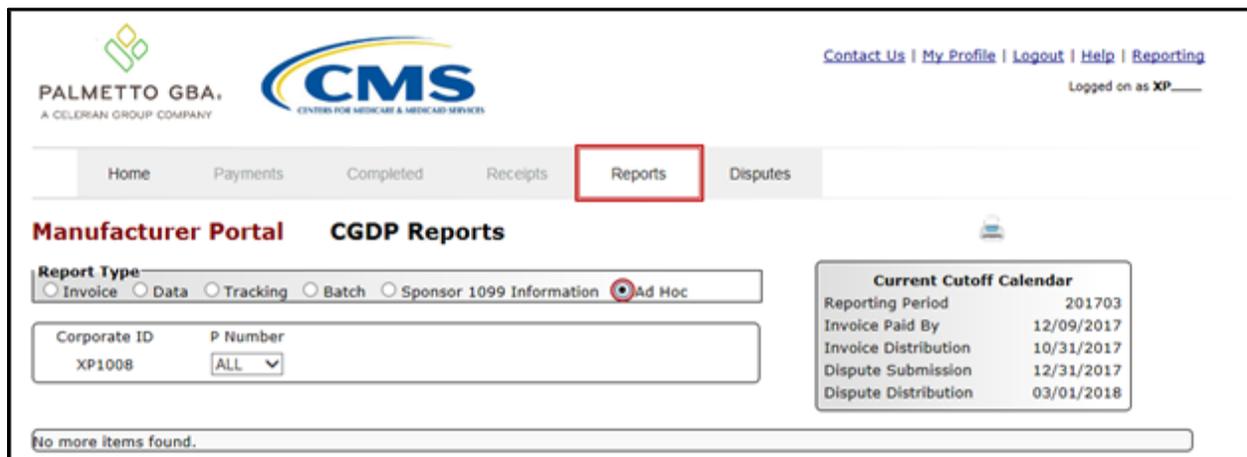


Figure 34: Ad Hoc Reports

## Disputes Process

The Portal allows Manufacturers to submit disputes for invoiced PDE records included in quarterly invoices.

Manufacturers have 60 calendar days from the date of invoice receipt, known as the *Quarterly Invoice Receipt* date on the CGDP Calendar, to submit a dispute file

- Receipt of the invoice is considered to be one calendar day after the TPA loads the invoice and data reports to the Portal, known as the *Quarterly Invoice Distribution* date on the CGDP Calendar
- Even though a Manufacturer may choose to dispute an invoiced PDE, the invoice must be paid in full within 38 days after invoice distribution
- The Portal provides functionality to assist Manufacturers with creating dispute files utilizing the Dispute Builder process
  - The Dispute Builder process assists Manufacturers with creating dispute files from PDE line item data files received for the current quarter with required information needed to support dispute line items
- Dispute files may only contain data for a single P Number
  - Files containing multiple P Numbers for a Corporate ID will error out during the Portal edit processing

Dispute files submitted by Manufacturers are subjected to multiple edit processes.

TPA performs initial edits on dispute files that are created or loaded in the Portal.

- Uploaded or Dispute Builder files that have obtained a “Passed” status are then forwarded to the Drug Data Processing System (DDPS) contract for additional edits
- Uploaded or Dispute Builder files may receive a “Delayed” status if they are duplicate dispute files submitted in the same 24-hour processing period (4:00pm – 4:00 pm ET). Dispute files with “Delayed” status will process in the following 24-hour processing cycle (See the CGDP Manufacturer Portal Disputes Users Guide for full details)

**Note:** Manually uploaded dispute text files that receive a “Failed” status require review and correction of failed line items, resubmission of the entire file, and assignment of a “Passed” status before they are to be forwarded to DDPS for additional edits before the submission deadline

DDPS edits dispute files line-by-line, not by a submitted file in its entirety

- If a dispute record is Accepted by DDPS, it will be reviewed by CMS
- If a dispute record is Rejected by DDPS, a Manufacturer may re-file any rejected line records by correcting and resubmitting the updated PDE line items via the Portal *before* the submission deadline

Manufacturers should allow enough time for dispute files to complete edit processing and error correction, which may take more than one day

- Waiting until the last day of the submission deadline is not recommended; Just because you started your dispute process before the submission deadline does not count toward meeting the deadline
- Dispute line items only count as eligible to be submitted if each line item obtains a *Passed* status from TPA and an *Accepted* status from DDPS prior to the submission deadline

After the dispute line item has been *Accepted* by DDPS, Manufacturers can send supporting documentation and attachments to [disputes@tpadministrator.com](mailto:disputes@tpadministrator.com)

Dispute Resolutions are available for review in the Portal 60 days following the dispute file submission deadline

- Dispute determinations can be either Upheld or Denied

Sponsors are obligated to fix the incorrect data that caused the upheld dispute within 90 days of discovery. Sponsors 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

The Portal provides Manufacturers with the ability to review dispute filings and their subsequent decisions rendered by CMS.

In the Portal, there are three tabs that assist Manufacturers with the dispute process.

In order, they are:

- The Disputes tab:
  - Allows Manufacturers the ability to review accepted or rejected return files and upheld or denied resolution files
- The Dispute Builder tab:
  - Provides functionality for Manufacturers to create dispute files from data files received for the current quarter
- The Dispute Submission tab:
  - Provides Manufacturers the ability to submit dispute files, either created in the Portal by the Dispute Builder functionality or uploaded dispute text files created manually from data files received, for the current quarter and review the dispute file submission statuses of *Passed*, *Delayed*, or *Failed*

**Note:** The status of *Failed* only applies to manually uploaded dispute text files

## Disputes Tab

**Manufacturer Portal Dispute Dashboard**

Corporate ID:  P Number:  Reporting Period:

**Current Cutoff Calendar (Quarter 201503)**  
 Invoice Paid By: 12/09/2015 Dispute Submission: 01/31/2016  
 Invoice Distribution: 10/31/2015 Dispute Distribution: 03/01/2016

Return File	Download	Download Date	Reporting Period	P Number	Number Accepted	Number Rejected	Total
Dispute_Return_R	<input type="radio"/>	Last downloaded on 09/21/2015 @ 4:29 PM	201403	P1__6	4574	415	4989
Dispute_Return_R	<input type="radio"/>		201403	P1__7	0	2	2
Dispute_Return_R	<input type="radio"/>		201403	P1__1	69	32	101

Resolution File	Download	Download Date	Reporting Period	P Number	Number Upheld	Number Denied	Total
Dispute_Resolution_R2015082	<input type="radio"/>	Last downloaded on 01/15/2016 @ 10:52 AM	201501	P1__6	1	3236	3237
Dispute_Resolution_R	<input type="radio"/>	Last downloaded on 01/15/2016 @ 10:42 AM	201501	P1__6	1	3236	3237
Dispute_Resolution_R2015082	<input type="radio"/>		201501	P1__1	0	18	18
Dispute_Resolution_R	<input type="radio"/>		201501	P1__1	0	18	18
Dispute_Resolution_R	<input type="radio"/>		201402	P1__6	311	4955	5266
Dispute_Resolution_R	<input type="radio"/>		201402	P1__1	13	87	100

Figure 35: Disputes Tab

The Manufacturer Disputes tab contains five 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 Return File region displays Accepted and Returned dispute return files
- (5) The Resolution File region displays Upheld and Denied dispute resolution files

## Dispute File Format

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

- [HPMS Memo: Updates to the Medicare Coverage Gap Discount Program Manufacturer Dispute and Appeals Submission Process](#)
- [Contract Dispute File \(Effective February 8, 2015\)](#)
- [Dispute Edits \(Effective February 8, 2015\)](#)
- [Dispute Reasons \(Effective February 8, 2015\)](#)
- [Dispute Resolution Report File Layout \(Effective February 8, 2015\)](#)
- [Dispute Return File \(Effective February 8, 2015\)](#)
- [Dispute Submission File \(Effective February 8, 2015\)](#)
- [Dispute Layout Side by Side Comparison](#)

The screenshot shows a web browser window with the URL <http://tpadministrator.com>. The page is titled "TPA Drug Manufacturer Manufacturer Disputes" and is part of the Palmetto GBA CMS. The left sidebar contains a navigation menu with "Manufacturer Disputes" highlighted. The main content area features a search bar and a list of document links with their respective dates. A red box highlights the "Manufacturer Disputes" link in the sidebar and a group of document links in the main content area, including "HPMS Memo-Updates to the Medicare Coverage Gap Discount Program Manufacturer Dispute and Appeals Submission Process" (01/29/2015), "Contract Dispute File (Effective February 8, 2015)" (01/28/2015), "Dispute Edits (Effective February 8, 2015)" (01/28/2015), "Dispute Reasons (Effective February 8, 2015)" (01/28/2015), "Dispute Resolution Report File Layout (Effective February 8, 2015)" (01/28/2015), "Dispute Return File (Effective February 8, 2015)" (01/28/2015), "Dispute Submission File (Effective February 8, 2015)" (01/28/2015), "Coverage Gap Discount Program Appeals Portal" (03/21/2013), and "Dispute Layout Side by Side Comparison" (03/14/2012).

Figure 36: Dispute File Formats

## Dispute Builder Tab

The screenshot displays the 'Dispute Builder' interface. At the top left, the Palmetto GBA and CMS logos are present. A navigation bar contains tabs for Home, Payments, Completed, Receipts, Reports, Disputes, Dispute Builder (highlighted), and Dispute Submission. A 'Click here to add data line items.' button is located below the navigation. To the right, a 'Current Cutoff Calendar (Quarter 201503)' box shows: Invoice Paid By: 12/09/2015, Dispute Submission: 01/31/2016, Invoice Distribution: 10/31/2015, and Dispute Distribution: 03/01/2016. Below this is a table header with columns: P Number, Detail Ref #, Product Service ID, Prescription Service Ref #, Fill #, Days Supply, Qty Dispensed, Date of Service, Gap, Discount, and Amount. A message states: 'No invoiced line items have been added. Click the Selection Criteria Form button above to add data line items to the dispute file.' At the bottom right, there are three buttons: Save, Delete All, and Complete Dispute File.

Figure 37: Dispute Builder Tab

The Manufacturer Dispute Builder tab contains seven regions:

- (1) The Tabbed region displays the active tab
- (2) The Selection Criteria Form button (displaying as the “Click here to add data line items” button) opens the Selection Criteria form to add PDE line items to dispute files
- (3) The Current Cutoff Calendar region provides pertinent reporting period dates
- (4) The PDE Line Item region displays PDE line items selected via the Selection Criteria Search form
- (5) The Save button saves files that have been loaded to the PDE Line Item region
- (6) The Delete All button will delete all PDE line item files that have been loaded to the PDE Line Item region
- (7) The Complete Dispute File button will complete the dispute file for a specific P Number and send it to the Dispute Submission page in the Portal

## Dispute Submission Tab

The screenshot shows the CMS Dispute Submission 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 'XP1...6'. A navigation bar contains tabs for Home, Payments, Completed, Receipts, Reports, Disputes, Dispute Builder, and Dispute Submission. The 'Dispute Submission' tab is active. Below the navigation bar, the page title is 'Manufacturer Portal Dispute Submission'. There are three numbered callouts: (1) points to the 'Dispute Submission' tab; (2) points to the 'Upload Dispute File' section, which includes a 'Browse...' button and an 'Upload Report' button; (3) points to the 'Current Cutoff Calendar (Quarter 201503)' section, which shows 'Invoice Paid By: 12/09/2015', 'Dispute Submission: 12/31/2015', 'Invoice Distribution: 10/31/2015', and 'Dispute Distribution: 03/01/2016'. (4) points to a table of submitted dispute files.

	Download	Date Created	Date Submitted	Status	Date Returned	
201503P1__6-19 (Generated by Builder)	<input type="radio"/>	2016-01-25	N/A	N/A	N/A	<input type="button" value="Submit"/>
201503P1__6-16 (Generated by Builder)	<input type="radio"/>	2016-01-22	N/A	N/A	N/A	<input type="button" value="Submit"/>

Figure 38: Dispute Submission Tab

The Manufacturer Dispute Submission tab contains four regions:

- (1) The Tabbed region displays the active tab
- (2) The Upload Disputes Files region allows searching for manually created dispute files for loading to the Portal for submission
- (3) The Current Cutoff Calendar region provides pertinent reporting period dates
- (4) The Submitted Disputes region displays dispute files loaded to the Portal and provides statuses of each file as they progress through TPA edit processing

## Disputes Appeals

For denied disputes, Manufacturers can submit appeal requests to the Independent Review Entity (IRE).

- Manufacturers can appeal within 30 days of receiving the decision reported with the dispute resolution file or 60 days after filing the dispute, if no decision has been reached, whichever date is earlier
- The IRE must provide a decision within 90 days of receiving the appeal
- Manufacturers can appeal the IRE decision to the CMS Administrator

Documentation to assist with dispute appeals can be located on the <http://tpadministrator.com> website under the following links:

[Coverage Gap Discount Program Appeals Portal](#)

[Manufacturer Dispute Submission and Attachment Overview](#)

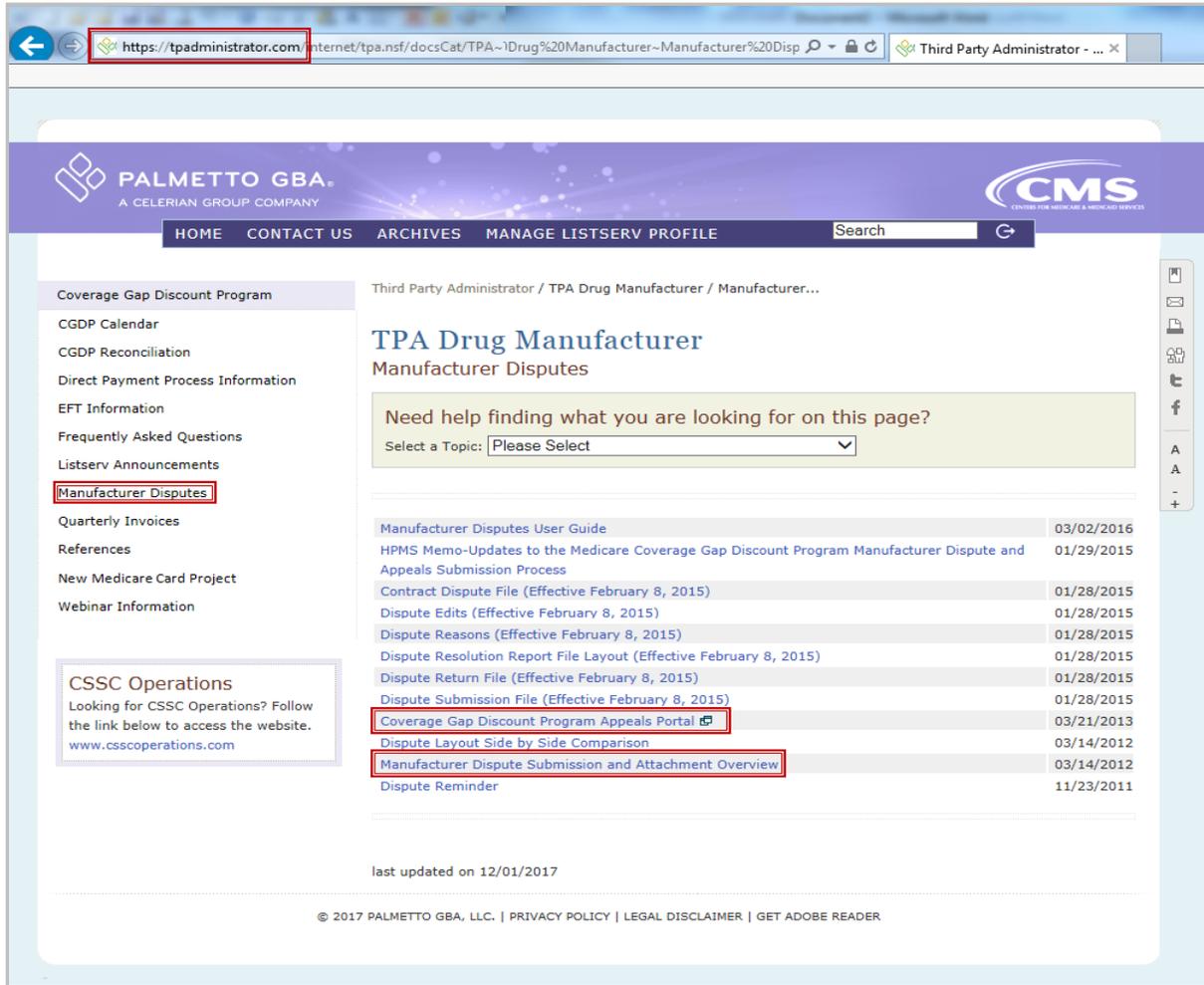


Figure 39: Dispute Appeal Links on TPAdministrator.com

## 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 – <http://tpadministrator.com>

Phone

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

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

- [tpaoperations@tpadministrator.com](mailto:tpaoperations@tpadministrator.com)

Webinar Training

- Suggestions for webinar topics should be sent to [webinar@tpadministrator.com](mailto:webinar@tpadministrator.com)
- Previous webinar slides are posted to the TPA website

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

- <http://tpadministrator.com>

## Resources

### Medicare Drug Benefit and C & D Data Group

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

### CMS HPMS Non-Password access assistance

- Email: [CMSHPMS\\_access@cms.hhs.gov](mailto:CMSHPMS_access@cms.hhs.gov)

## Acronyms

<b>Acronym</b>	<b>Definition</b>
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