

# ONBOARDING TRAINING



**PALMETTO GBA®**

A CELERIAN GROUP COMPANY

Coverage Gap  
Discount Program  
(CGDP)



# CGDP Onboarding Training

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

In this training you will learn about –

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



# Program Overview

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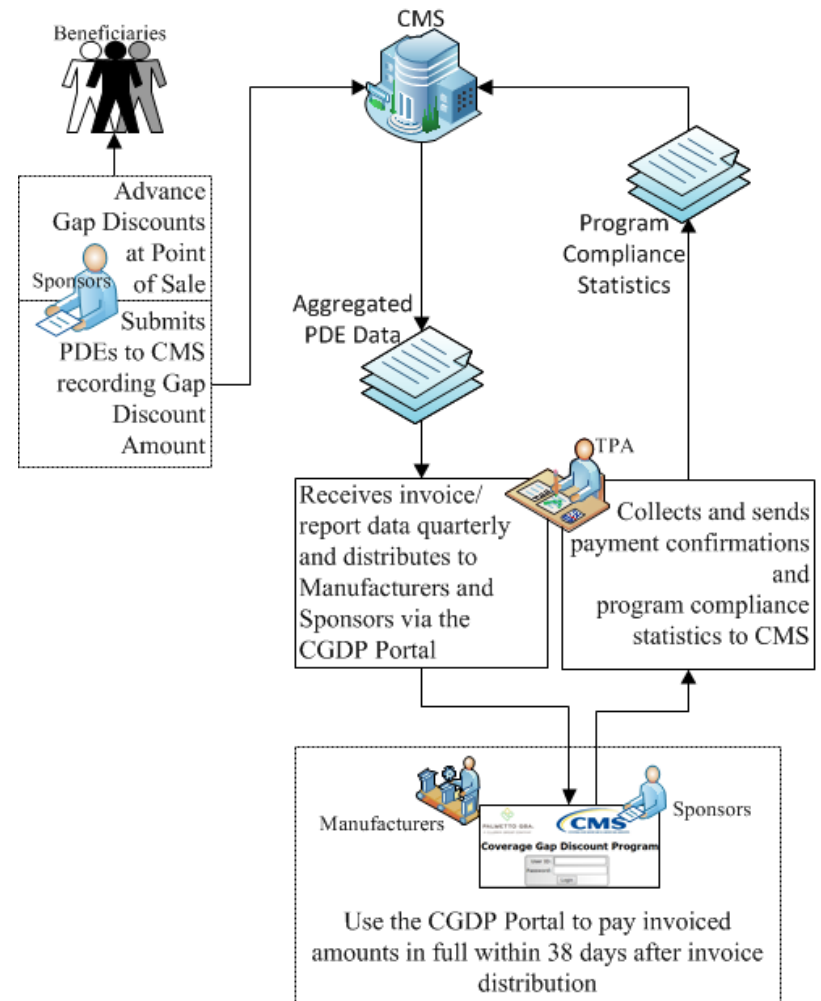
- As of January 1, 2011, the Affordable Care Act became effective and in accordance with this legislation, the Medicare Coverage Gap Discount Program was established
- The CGDP requires that Sponsors provide Part D beneficiaries with a discount for applicable drugs at the point of sale. Drug Manufacturers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



# Program Overview

## Coverage Gap Discount Flow

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





# Program Overview

## Invoice Distribution Schedule

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

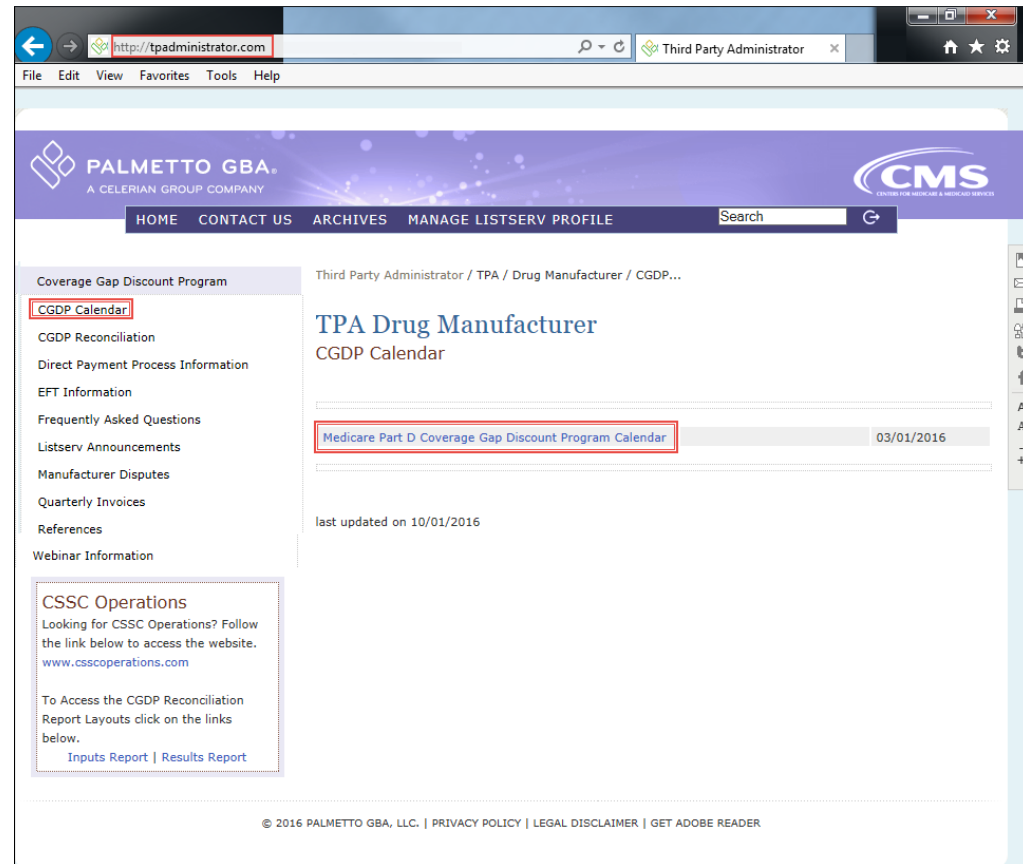
The table displayed below provides the reporting period quarter end and report distribution dates for 2017.

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

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

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

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



# ONBOARDING FORMS



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Coverage Gap  
Discount Program  
(CGDP)



# Onboarding Form Requirements

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

For Manufacturers, the following forms are required:

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



# Manufacturer Onboarding Form Requirements

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

- Welcome Letter Form pages two and three
- Payment Information Form (ACH Deposit)
- ProfitStars application (ACH Payment)\*

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

\*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 – Page One

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



## Third Party Administrator (TPA) Support Center

Third Party Administrator (TPA) Support Center for Drug Manufacturers welcomes you to the Coverage Gap Discount Program (CGDP). We provide online access to process invoice payments, submit invoice disputes, and retrieve Invoice, Data, Tracking, and Sponsor 1099 reports. According to the data provided in the Health Plan Management System (HPMS), your Submitter ID (XP9999 – CGDP TPA, Inc.) will be effective 1/1/2017. In order to receive these reports we must establish connectivity between the TPA and your Submitter ID. To set up connectivity, please complete Tables 1, 2, and 3 in this document and submit to the TPA Operations via email at [tpaoperations@tpadministrator.com](mailto:tpaoperations@tpadministrator.com).



# Manufacturer Welcome Letter – Page Two

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The next page of the Welcome Letter requires the completion of the three tables provided on the form.

- Table 1: Manufacturer Labeler Information
- Table 2: Manufacturer Contact Information
- Table 3: Third Party Vendor Reports

Once completed, scan the page(s) containing the tables and send them to the TPA Operations via email: [tpaoperations@tpadministrator.com](mailto:tpaoperations@tpadministrator.com).

Upon receipt of the scanned form and validation of HPMS data, login credentials will be provided to the TPA Liaison contact listed on the HPMS website.



# Manufacturer Welcome Letter – Page Three

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

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

**Table 4: Documents Checklist**

*Checklist of Documents/Links referenced in the Welcome Letter and applicable due dates.*

<u>DOCUMENT</u>	<u>FORM DESCRIPTION</u>	<u>DUE DATE</u>
Welcome Letter	Instruction	
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	
CGDP Portal Registration	Access to reports, initiating payments or submitting and reviewing disputes <b>(Login credentials will be provided by TPA Operations)</b>	
Listserv Registration <a href="#">Listserv 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 mailed to TPA Operations)</b>	
HPMS Point of Contact Information <a href="#">HPMS website</a>	Website <b>(Ensure this is the most current information)</b>	



# Manufacturer CMS HPMS Access – EUA Form

Manufacturer associates listed in the Welcome Letter as the TPA Liaison must have access to HPMS to be granted access to the CGDP Portal.

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

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

EUA WorkFlow Request No. \_\_\_\_\_

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**APPLICATION FOR ACCESS TO CMS COMPUTER SYSTEMS**

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**1. TYPE OF REQUEST** *(Check only one):*

<input type="checkbox"/> NEW <i>(Issue a CMS UserID)</i>	<input type="checkbox"/> CERTIFY <i>(Due date: <input type="text"/> / <input type="text"/> )</i>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <b>USERID</b> <i>(Capital Letters)</i>
<input type="checkbox"/> CONNECT/DISCONNECT <i>(Add/remove access authorities)</i>	<input type="checkbox"/> CHANGE USER INFORMATION <i>(Note new info)</i>	
<input type="checkbox"/> DELETE <i>(Remove CMS UserID from all CMS systems)</i>		

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**2. USER INFORMATION**

<input type="checkbox"/> CMS Employee	<input type="checkbox"/> Federal Govt – Centers for Disease Control & Prevention
<input type="checkbox"/> Medicare Advantage / Medicare Advantage with Prescription Drug / Prescription Drug Plan / Cost Contracts – Using HPMS Only	<input type="checkbox"/> Federal Govt – Commission Corps
<input type="checkbox"/> Medicare Advantage / Medicare Advantage with Prescription Drug / Prescription Drug Plan / Cost	<input type="checkbox"/> Federal Govt – Dept of Health & Human Services
	<input type="checkbox"/> Federal Govt – HHS – OMHA
	<input type="checkbox"/> Federal Govt – Dept of Justice

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



# Manufacturer Login Credentials

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It is a CMS requirement that the TPA Liaison contact entered in Table 2: Manufacturer Contact Information must be the same person listed as the TPA Liaison contact in HPMS.

**Note:**

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

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



# Manufacturer User ID and Password Emails

After verification that the TPA Liaison in HPMS matches the TPA Liaison contact on the Welcome Letter, the TPA Liaison will receive two separate emails with CGDP Manufacturer Portal access information; the first with the User ID, and the second with the initial password.

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

**To:** Juliet.Caplet@cgdptpa.com  
**Sent:** Thursday, April 21, 2016 11:02 AM  
**From:** TPA Operations  
**Subject:** CGDP User ID

Hello Juliet,

To access the new portal, follow the steps below:

- [www.tpadministrator.com](http://www.tpadministrator.com)
- Direct Payment Process Information
- CGDP Portal

Your User ID is **XP9999** and your temporary password will follow on a separate email.

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

**To:** Juliet.Caplet@cgdptpa.com  
**Sent:** Thursday, April 21, 2016 11:03 AM  
**From:** TPA Operations  
**Subject:** CGDP Password

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

**password**

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



# Manufacturer ACH Deposit Form

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

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

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

Third Party Administrator / TPA / Drug Manufacturer / EFT...

## TPA Drug Manufacturer EFT Information

<a href="#">Payee Bank Account Change Form (account for receiving payments)</a>	08/12/2016
<a href="#">Payer Bank Account Change Form (account for sending payments)</a>	08/12/2016

last updated on 10/01/2016

**CSSC Operations**  
Looking for CSSC Operations? Follow the link below to access the website.  
[www.csscoperations.com](http://www.csscoperations.com)

To Access the CGDP Reconciliation Report Layouts click on the links below.  
[Inputs Report](#) | [Results Report](#)

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# Manufacturer EFT Online Form

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

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

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

Initiate Request

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





# Manufacturer Completed EFT Online Form

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

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

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

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

**Document Submission Success**

The document has been submitted successfully and will undergo validation before being sent to the specified authorized signer:  
Franc.Sterling@cgdptpa.com

[Click here to submit another document.](#)



# Manufacturer ProfitStars Application Process

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

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

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

**From:** JHA <do-not-reply@securemail.jhasecuredoc.com>  
**Sent:** Thurs 4/21/2016 10:15 AM  
**To:** 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.



# Manufacturer ProfitStars Application

The 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. 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.

The screenshot displays the ProfitStars website interface. The left sidebar contains navigation options: Main Menu, My Transactions, My Profile, and My Applications. The main content area is titled 'Message Center' and features three columns: 'Forms', 'Uploads', and 'Documents'. The 'Forms' column is highlighted with a red border and contains a list of items: General Information, Applicant Invitation, Welcome, Business Information, Contact Information, Owner / Officer Information, Services / Transaction Types, NSF Collection Options, and Bank Account / Location Info. The 'Documents' column shows an 'Application for Payment Processing' document. An email preview is overlaid on the right side of the screenshot, showing the following details:

**From:** JHA <do-not-reply@securemail.jhasecuredoc.com>  
**Sent:** Thurs 4/21/2016 10:15 AM  
**To:** Juliet.Caplet@cgdptpa.com  
**Subject:** ProfitStars Application # ABC123 for P9999 - CGDP TPA, Inc. has been submitted

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



# Manufacturer ProfitStars Application Signature

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

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

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

**To:** Franc.Sterling@cgdptpa.com

**Subject:** Your ProfitStars Application for P9999 – CGDP TPA, Inc. is ready for signature

Hello Franc Sterling,

Juliet Caplet has indicated that the ProfitStars application related to processing payment for the CMS Coverage Gap Discount Program (CGDP) is complete and ready for your signature.

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

The screenshot displays the ProfitStars web portal. On the left, a navigation menu includes 'Main Menu', 'My Transactions', 'My Profile', and 'My Applications'. Under 'My Applications', there are icons for 'TPA' and 'Account Maintenance'. The main content area features a 'Message Center' header and three columns: 'Forms', 'Uploads', and 'Documents'. The 'Documents' column contains a single item, 'Application for Payment Processing', which is highlighted with a red border. The top right of the page shows the user's name 'Franc Sterling (Officer)' and the company name 'P9999 CGDP TPA, Inc. (Third Party Administrator (TPA))'.

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.



# Manufacturer Third Party Vendor Onboarding Form Requirements

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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 3: Third Party Vendor Reports.

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



# Third Party Vendor Welcome Letter – Page One

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



Third Party Administrator (TPA) Support Center

**Third Party Vendor Welcome Letter**

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

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

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



# Manufacturer Third Party Vendor Welcome Letter – Page Two

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

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

<b>Third Party Vendor Name</b>	<b>Submitter ID</b>	
Third Party Vendor Systems, LLC	XTP099	
<b>Drug Manufacturer /Sponsor Name</b>	<b>Agree</b>	<b>Disagree</b>
CGDP TPA, Inc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Third Party Vendor Status</b>	<b>New:</b> <input checked="" type="checkbox"/>	<b>Established:</b> <input type="checkbox"/>

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

The two additional tables are:

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

# ACCESSING THE CGDP PORTAL



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Coverage Gap  
Discount Program  
(CGDP)





# CGDP Portal Access

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The CGDP 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 CGDP Portal will provide functionality for the following:

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

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

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



# CGDP Portal via TPAdministrators.com

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

<http://tpadministrator.com>.

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

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

Third Party Administrator / TPA Drug Manufacturer / Direct Payment Process...

## TPA Drug Manufacturer Direct Payment Process Information

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

last updated on 10/01/2016

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# CGDP Portal Roles

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

- 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 Coverage Gap Discount Program (CGDP) Payment Initiator, who will have the responsibility of processing payment of invoice line items submitted each quarter.

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

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

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



# CGDP Users Guides via TPAAdministrators.com

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

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

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

The screenshot shows a web browser window displaying the Palmetto GBA website. The browser address bar shows <http://tpadministrator.com>. The website header includes the Palmetto GBA logo and the CMS logo. The navigation menu includes links for HOME, CONTACT US, ARCHIVES, and MANAGE LISTSERV PROFILE. The main content area is titled "TPA Drug Manufacturer Direct Payment Process Information". A table lists various guides and their dates:

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

The "Direct Payment Process Information" link in the left sidebar and the "Manufacturer Portal Direct Payment Process (DPP) Users Guide" link in the table are highlighted with red boxes. The footer of the page includes the copyright notice: © 2016 PALMETTO GBA, LLC. | PRIVACY POLICY | LEGAL DISCLAIMER | GET ADOBE READER.



# CGDP Portal Login

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

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

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**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

[Contact Us](#) | [Help](#)

## Coverage Gap Discount Program

User ID:

Password:

Login

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



# CGDP Portal Login – User Validation Form

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

**Coverage Gap Discount Program**

**User Validation**

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

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

Answer: ●●●●●

Validate

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



# CGDP Manufacturer Portal Login – Successful Login

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

The screenshot shows the Palmetto GBA CMS Manufacturer Portal. 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 'XP' in a 'Test Environment'. Below the logos is a navigation bar with tabs: Home, Payments, Completed, Receipts, Reports, and Disputes. The 'Home' tab is selected.

The main heading is 'Manufacturer Portal Coverage Gap Discount Program'. Below this is a filter section with dropdown menus for Corporate ID (XP), Invoice Type (ALL), P Number (ALL), Reporting Period (ALL), and Status (ALL). A '1 - 4 out of 4' indicator is present.

Below the filters is a table of invoice items:

Invoice Type	P Number	Reporting Period	Status	Select
Quarterly	P_____	201601	Available	<input type="radio"/>
Quarterly	P_____	201504	Available	<input type="radio"/>
Quarterly	P_____	201503	Available	<input type="radio"/>
Quarterly	P_____	201502	Available	<input type="radio"/>

To the right of the table is a welcome message: 'Welcome to Coverage Gap Discount Portal where you can initiate a payment, check the status of payments and receipt of payments as well as view your reports. For payment functions, start by selecting a line item from the list to the left of this message.'

Below the welcome message is a legend for invoice statuses:

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

At the bottom right, there is a section for 'Reporting Periods with no invoice line items' with a filter by P Number (ALL) and Reporting Period (ALL). Below this is a table:

P Number	Reporting Period
P1_____	201601
P1_____	201504
P1_____	201503
P1_____	201502

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

# INITIATING PAYMENTS



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Coverage Gap  
Discount Program  
(CGDP)





# CGDP Portal – Initiating Quarterly Invoice Payments

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The CGDP 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 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
- Manufacturers can perform these payment functions in the CGDP Portal
  - Individual invoice payment functionality
  - Future Date invoice payment functionality
  - Initiate All invoice payments functionality
  - Payment Initiation Upload Batch functionality
  - Stop Payment functionality
  - Defer Payment functionality

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



# CGDP Portal

## Manufacturer Payments Tab – Quarterly Invoices

The Payments tab contains eight regions:

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

The screenshot displays the 'Manufacturer Portal' interface for 'CGDP Payments'. 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 'XP'.

The main navigation bar includes tabs for 'Home', 'Payments' (highlighted), 'Completed', 'Receipts', 'Reports', and 'Disputes'. Below this, the 'Manufacturer Portal' header shows the 'Invoice Reporting Period: 201503' and 'Payments due: 12/09/2015'. A filter region shows 'Contract Number: ALL', 'Corporate ID: XP', and 'P Number: P'.

The 'Payment Information' region on the right provides a summary of invoice status:

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

The 'Payment Initiation Upload' region includes a 'Browse...' button and an 'Upload' button.

The main 'Payment Eligible Invoices' table is as follows:

Contract Number	Invoiced Amount ↑ ↓	Previous Deferred Amount	Payment/Failed Date	Initiate Payment	Defer	Failed	EFT ID
H_____	\$212.47	\$0.00	01/13/2016	<input type="checkbox"/>			CG1503_H_____
H_____	\$89.53	\$1.75	01/13/2016	<input type="checkbox"/>			CG1503_H_____
H_____	\$808.25	\$0.00	01/13/2016	<input type="checkbox"/>			CG1503_H_____
H_____	\$52.96	\$0.00	01/13/2016	<input type="checkbox"/>			CG1503_H_____
H_____	\$9.86	\$0.00	01/13/2016	<input type="checkbox"/>			CG1503_H_____
H_____	\$631.92	\$0.00	01/13/2016	<input type="checkbox"/>			CG1503_H_____
H_____	\$50.51	\$0.00	01/13/2016	<input type="checkbox"/>			CG1503_H_____
H_____	\$592.63	\$16.79	01/13/2016	<input type="checkbox"/>			CG1503_H_____
H_____	\$52.26	\$0.00	01/13/2016	<input type="checkbox"/>		Failed - Closed / Invalid Acct	CG1503_H_____

Below the table is an 'Update All' button and a 'Submit' button. The 'Pending Transactions' region shows a 'Debit Failed Due To Debit Block' message and a table of pending items:

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"/>

A 'Stop Payment(s)' button is located at the bottom right of the pending transactions table.

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

# INVOICE REPORTS



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Coverage Gap  
Discount Program  
(CGDP)



# Onboarding Training – Invoice Reports

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- Distributed quarterly to Manufacturers via the CGDP Portal
- Provides gap discount amounts summarized into invoices based on P Number

Detailed instructions for downloading Invoice reports reside in the CGDP Manufacturer Portal Direct Payment Process (DPP) Users Guide found on the [TPAdministrator.com](http://TPAdministrator.com) website.



# Manufacturer Invoice Report

Manufacturers are able to utilize the CGDP 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 or Calendar Year (CY) invoices and provides the ability to download the information for review.

**Report Type**

Invoice  Data  Tracking  Batch  Sponsor 1099 Information

Corporate ID: XP\_\_\_\_ P Number: ALL Reporting Period: ALL Invoice Type: ALL 1 - 4 out of 4

Current Cutoff Calendar						
Reporting Period	201601					
Invoice Paid By	06/06/2016					
Invoice Distribution	04/30/2016					
Dispute Submission	06/30/2016					
Dispute Distribution	08/29/2016					

Invoice Type	P Number	Reporting Period	Date Loaded	Download File	Last Download Date
CY Closeout	P____	2016	06/29/2016	<input type="radio"/>	06/29/2016 @ 11:40 AM
Quarterly	P____	201504	01/29/2016	<input type="radio"/>	06/29/2016 @ 11:33 AM
Quarterly	P____	201503	10/29/2015	<input type="radio"/>	
Quarterly	P____	201502	08/26/2015	<input type="radio"/>	

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

# DATA REPORTS



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## Coverage Gap Discount Program (CGDP)



# Onboarding Training – Data Reports

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- Distributed quarterly to Manufacturers
- 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 CGDP Portal

Detailed instructions for downloading Data reports reside in the CGDP Manufacturer Portal Direct Payment Process (DPP) Users Guide found on the [TPAdministrator.com](http://TPAdministrator.com) website.



# Manufacturer Data Report

Manufacturers are able to utilize the CGDP Portal to review detail data reports for distributed quarterly or Calendar Year (CY) invoices line items.

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

**Report Type**

Invoice  Data  Tracking  Batch  Sponsor 1099 Information

Corporate ID: XP\_\_\_\_ P Number: ALL Reporting Period: ALL Invoice Type: ALL 1 - 2 out of 2

Invoice Type	P Number	Reporting Period	Date Loaded	Download File	Last Report Downloaded Date	Download Spreadsheet	Last Spreadsheet Downloaded Date
CY Closeout	P_____	2016	06/29/2016	<input type="radio"/>	06/29/2016 @ 11:40 AM	<input type="radio"/>	06/29/2016 @ 11:42 AM
Quarterly	P_____	201504	04/13/2015	<input type="radio"/>	06/29/2016 @ 11:33 AM	<input type="radio"/>	06/29/2016 @ 11:36 AM

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



# TRACKING REPORTS



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Coverage Gap  
Discount  
Program (CGDP)



# Onboarding Training – Upheld Dispute Tracking Report

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- Distributed annually to Manufacturers
  - Cumulative CY Closeout 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 reside in the CGDP Manufacturer Portal Direct Payment Process (DPP) Users Guide found on the [TPAdministrator.com](http://TPAdministrator.com) website.



# Manufacturer Upheld Dispute Tracking Report

Manufacturers are able to utilize the CGDP 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.

**Report Type**  
 Invoice  Data  Tracking  Batch  Sponsor 1099 Information

Corporate ID: XP  P Number: ALL  Reporting Period: ALL  Invoice Type: CY Closeout  1 - 1 out of 1

**Current Cutoff Calendar**

Reporting Period	201601
Invoice Paid By	06/06/2016
Invoice Distribution	04/30/2016
Dispute Submission	06/30/2016
Dispute Distribution	08/29/2016

Invoice Type	P Number	Reporting ID	Date Loaded	Download File	Last Download Date
CY Closeout	P_____	2016	06/14/2016		06/29/2016 @ 2:33 PM

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

# BATCH REPORTS



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Discount  
Program (CGDP)



# Onboarding Training – Batch Reports

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

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



# CGDP Portal

## Manufacturer Batch Report

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

Corporate ID: XP\_\_\_\_ 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
XP____	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"/>	09/11/2015 @ 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 07/28/2015 @ 1:23 PM	Partially Rejected	<input type="radio"/>	07/28/2015 @ 1:23 PM
	Submitted at 07/28/2015 @ 1:21 PM	Partially Rejected	<input type="radio"/>	07/28/2015 @ 1:21 PM

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

# 1099 INFORMATION REPORTS



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# Onboarding Training – Sponsor 1099 Reports for Manufacturers

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- 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 CGDP Manufacturer Users Guide found on the [TPAdministrator.com](http://TPAdministrator.com) website.





# CGDP Portal – Manufacturer Sponsor 1099 Information

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

The screenshot shows the Palmetto GBA CMS portal interface. At the top left is the Palmetto GBA logo and text: "PALMETTO GBA, A CELERIAN GROUP COMPANY". To its right is the CMS logo: "CMS CENTERS FOR MEDICARE & MEDICAID SERVICES". On the top right, there are navigation links: "Contact Us | My Profile | Logout | Help | Reporting" and a user status indicator: "Logged on as XP\_\_\_\_ Test Environment".

A horizontal navigation bar contains the following tabs: "Home", "Payments", "Completed", "Receipts", "Reports" (highlighted with a red box), and "Disputes".

Below the navigation bar, the page title is "Manufacturer Portal CGDP Reports". To the right of the title is a printer icon.

The "Report Type" section contains radio buttons for "Invoice", "Data", "Tracking", "Batch", and "Sponsor 1099 Information" (which is selected and highlighted with a red box).

Below the report type section is a form with four fields: "Corporate ID" (containing "XP\_\_\_\_"), "P Number", "Reporting Period" (a dropdown menu with "ALL" selected), and "Invoice Type" (a dropdown menu with "ALL" selected).

At the bottom left, the "Choose Format" section has radio buttons for "Download Text File" and "Download Spreadsheet".

On the right side of the page, there is a "Current Cutoff Calendar" box containing the following information:

Current Cutoff Calendar	
Reporting Period	201601
Invoice Paid By	06/06/2016
Invoice Distribution	04/30/2016
Dispute Submission	06/30/2016
Dispute Distribution	08/29/2016

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

# DISPUTES PROCESS



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Coverage Gap  
Discount Program  
(CGDP)



# Manufacturer Disputes Process

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The CGDP 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 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 CGDP Portal
  - 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 with creating dispute files from PDE line item data files received for the current quarter with required information needed to support dispute line items



# Manufacturer Disputes Process (continued – page two)

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- 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 edits on dispute files that are created or loaded in the Portal and have obtained a “Passed” status and are then forwarded to the Drug Data Processing System (DDPS) contract for additional edits
  - 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



# Manufacturer Disputes Process (continued - page three )

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- 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 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



# Additional Dispute Information Dispute File Format

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

The screenshot shows the Palmetto GBA website interface. The main content area is titled 'TPA Drug Manufacturer' and 'Manufacturer Disputes'. A search bar is present. Below the search bar, there is a table of links with dates. The links are:

Link	Date
Manufacturer Disputes User Guide	03/02/2016
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
Dispute Layout Side by Side Comparison	03/14/2012
Manufacturer Dispute Submission and Attachment Overview	03/14/2012
Dispute Reminder	11/23/2011

- [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](#)



# Manufacturer Dispute Invoices

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The CGDP 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 dispute files created manually from data files received, for the current quarter and review the dispute file submission statuses of *Passed or Failed*



# Manufacturer 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

The screenshot shows the 'Manufacturer Portal Dispute Dashboard' interface. At the top, there are navigation links for 'Contact Us', 'My Profile', 'Logout', 'Help', and 'Reporting', along with a user login 'Logged on as X...7'. The main navigation bar includes 'Home', 'Payments', 'Completed', 'Receipts', 'Reports', and 'Disputes'. The dashboard title is 'Manufacturer Portal Dispute Dashboard'. Below the title, there are filter options for 'Corporate ID' (XP1\_\_6), 'P Number' (ALL), and 'Reporting Period' (ALL). A 'Current Cutoff Calendar (Quarter 201503)' section displays 'Invoice Paid By: 12/09/2015', 'Dispute Submission: 01/31/2016', 'Invoice Distribution: 10/31/2015', and 'Dispute Distribution: 03/01/2016'. Two data tables are shown: one for 'Return File' and one for 'Resolution File'. Both tables have columns for 'Return File', 'Download', 'Download Date', 'Reporting Period', 'P Number', 'Number Accepted'/'Upheld', 'Number Rejected'/'Denied', and 'Total'.

Return File	Download	Download Date	Reporting Period	P Number	Number Accepted	Number Rejected	Total
		Last downloaded on					
Dispute_Return_R	<input type="radio"/>	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
		Last downloaded on					
Dispute_Resolution_R2015082	<input type="radio"/>	01/15/2016 @ 10:52 AM	201501	P1__6	1	3236	3237
		Last downloaded on					
Dispute_Resolution_R	<input type="radio"/>	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

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





# Manufacturer 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

The screenshot shows the Palmetto GBA CMS interface. At the top left is the Palmetto GBA logo and 'A CELERIAN GROUP COMPANY'. To the right is the CMS logo and 'CENTERS FOR MEDICARE & MEDICAID SERVICES'. In the top right corner are links for 'Contact Us | My Profile | Logout | Help | Reporting' and 'Logged on as XP1 6'. A navigation bar contains buttons for 'Home', 'Payments', 'Completed', 'Receipts', 'Reports', 'Disputes', 'Dispute Builder', and 'Dispute Submission'. Below this is the 'Manufacturer Portal Dispute Builder' header. A callout '1' points to the navigation bar. A callout '2' points to a button labeled 'Click here to add data line items.'. A callout '3' points to a box titled 'Current Cutoff Calendar (Quarter 201503)' containing '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 callout '4' points to the table header. Below the table is a message: '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 are three buttons: 'Save' (callout 5), 'Delete All' (callout 6), and 'Complete Dispute File' (callout 7).

Detailed instructions for creating dispute files via the Dispute Builder functionality reside in the CGDP Manufacturer Portal Direct Payment Process (DPP) Users Guide.



# Manufacturer 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

Palmetto GBA, A CELERIAN GROUP COMPANY | CMS CENTERS FOR MEDICARE & MEDICAID SERVICES | Contact Us | My Profile | Logout | Help | Reporting | Logged on as XP1...6

Home | Payments | Completed | Receipts | Reports | Disputes | Dispute Builder | Dispute Submission

**Manufacturer Portal** **Dispute Submission**

**Upload Dispute File**

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

	Download	Date Created	Date Submitted	Status	Date Returned	
201503P1...6-19 <small>(Generated by Builder)</small>	<input type="radio"/>	2016-01-25	N/A	N/A	N/A	<input type="button" value="Submit"/>
201503P1...6-16 <small>(Generated by Builder)</small>	<input type="radio"/>	2016-01-22	N/A	N/A	N/A	<input type="button" value="Submit"/>

Detailed instructions for dispute file submission resides in the CGDP Manufacturer Portal Direct Payment Process (DPP) Users Guide.



# Manufacturer Disputes Appeals

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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



# Additional Dispute Information Dispute Appeals

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

The screenshot shows the Palmetto GBA website interface. The main content area is titled "TPA Drug Manufacturer" and "Manufacturer Disputes". A search bar is present at the top. A list of links is displayed, with two links highlighted in red boxes: "Coverage Gap Discount Program Appeals Portal" and "Manufacturer Dispute Submission and Attachment Overview".

Link	Date
Manufacturer Disputes User Guide	03/02/2016
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
Dispute Layout Side by Side Comparison	03/14/2012
Manufacturer Dispute Submission and Attachment Overview	03/14/2012
Dispute Reminder	11/23/2011

- [Coverage Gap Discount Program Appeals Portal](#)
- [Manufacturer Dispute Submission and Attachment Overview](#)

# CONTACTING THE TPA



**PALMETTO GBA®**

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Coverage Gap  
Discount Program  
(CGDP)



# Contacting the TPA

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- 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

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- 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>



# Resources (continued)

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- 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)





# Onboarding Training Questions

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Questions?

Send an email to [tpaoperations@tpadministrator.com](mailto:tpaoperations@tpadministrator.com) with your questions.

