



CENTERS FOR MEDICARE & MEDICAID SERVICES

DATE: September 1, 2020

TO: All Medicare Advantage (MA) Plans, Prescription Drug Plans (PDP), Religious Fraternal Benefit Plans (RFB), Special Needs Plans (SNP), and Cost Plans

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SUBJECT: Additional Guidance for the Contract Year (CY) 2021 Online Enrollment Center (OEC)

This memo provides supplemental guidance for the OEC regarding: (1) plan testing of the new CY 2021 record layout; and (2) the timeline to opt-in to participate in the CY 2021 OEC.

OEC Plan Testing

As noted in the August 21, 2020 memo entitled “Contract Year (CY) 2021 Online Enrollment Center (OEC) Timeline and Requirements,” CMS will provide an opportunity for plans to test the new CY 2021 OEC record layout in the HPMS production environment. All organizations are welcome to participate; however, each participating parent organization is limited to no more than 10 contract numbers.

The OEC test period will run from **Monday, September 14, 2020 through Monday, September 21, 2020**. Organizations can retrieve the CY 2021 test enrollments using the download functionality in the OEC Management module and/or via the OEC application programming interface (API). The Medicare Plan Finder (MPF) will send test enrollments to HPMS several times throughout each day of the test window. At the end of the testing process, CMS will purge all of the CY 2021 test enrollments from HPMS.

Organizations that wish to participate in this testing effort must complete the online form available at: https://cms.gov1.qualtrics.com/jfe/form/SV_emaDpFiUwMNOXTT. This form requires the name of the organization, the contract number(s) that will be used, and a testing contact at the organization. To allow sufficient time for CMS to create test data, interested organizations must complete this form no later than **Tuesday, September 8, 2020**.

OEC Opt-In Process

SNP, 1876 Cost, and RFB plans will opt-in or opt-out of the CY 2021 OEC using the following navigation path in HPMS:

Plan Bids > OEC Management > OEC Opt-In/Out

Regardless of their CY 2020 OEC participation status, all SNP, 1876 Cost, and RFB plans will be placed in an “opt-out” status when the CY 2021 OEC Management module becomes available on **September 29, 2020**. To participate in OEC for CY 2021, these plans must opt-in via HPMS once again. Changes to the opt-in or opt-out status for a given plan will be reflected on MPF within approximately 24 hours. To ensure that the Enroll button is available on October 15, 2020, CMS strongly recommends that plans opt-in via HPMS no later than **October 13, 2020**.

Please direct questions regarding this memo to the HPMS Help Desk at either hpms@cms.hhs.gov or 1-800-220-2028.