CODYSOFT®

HPMS Memo module®

User Guide

For use with application release of November 19th, 2020

Contents

csHPMS Memos/CCM®

HPMS Memos

The CodySoft® HPMS Memo Module™ allow health plans to streamline the review, organization, and response to communications from CMS. Cody's internal compliance team manages the input and updates of all standard HPMS memos in the database; the HPMS Memo Module™ notifies clients' teams on a daily basis of any new standard HPMS memo entries. CodySoft® HPMS Memos/Compliance Correspondence Module (CCM) is a full tracking and workflow application for importing, indexing, searching, and maintaining and acting on memos received from HPMS and other Compliance correspondence.

The health plan's compliance department uploads plan-specific HPMS memos to the client's database and publishes these additions to the client's library. When action is required, authorized users can assign responsible parties, establish due dates and update and track required responses. If a plan is unable to complete required actions by the CMS due date, built-in escalation processes can be launched to notify the compliance department and other key stakeholders.

Compliance Correspondence

The CodySoft® Compliance Correspondence Module™ is a workflow management tool designed to capture and organize incoming regulatory correspondence, distribute these materials to the appropriate departments and individuals, and track required actions to ensure understanding and compliance. Each health plan's compliance department will upload incoming correspondence to the client's database and route the correspondence accordingly.

HPMS Memos and Compliance Correspondence

- HPMS Memos is a type of Compliance Correspondence (CCM). HPMS Memos are a separate module because there are more HPMS Memos than any other correspondence type. Also, most Compliance correspondences are private and only for compliance. HPMS Memos are different. Typically, they are public knowledge for the whole organization. Here's how the licensing of the modules works:
    - If you have a CCM license only, there is no option for HPMS Memo in the compliance type dropdown list.
    - If you have a HPMS license only, then there is no dropdown list dropdown to choose a compliance type. All items are HPMS memos.
    - If you have a license for both modules both –there is an option to add HPMS Memos in the compliance type dropdown list, and separate tabs for viewing and handling HPMS Memos and Compliance Correspondence (CCM.

NOTE: These two modules do not differ in any other way. Depending on your user roles and responsibilities, you may have access to just the csHPMS Memos module, the Compliance Correspondence (CCM) module, or both. This user guide documents the screens for a user who has access to both modules.

Accessibility

After you are added as a user in the csHPMS Module®, a temporary password is emailed to you for your initial login to the system.

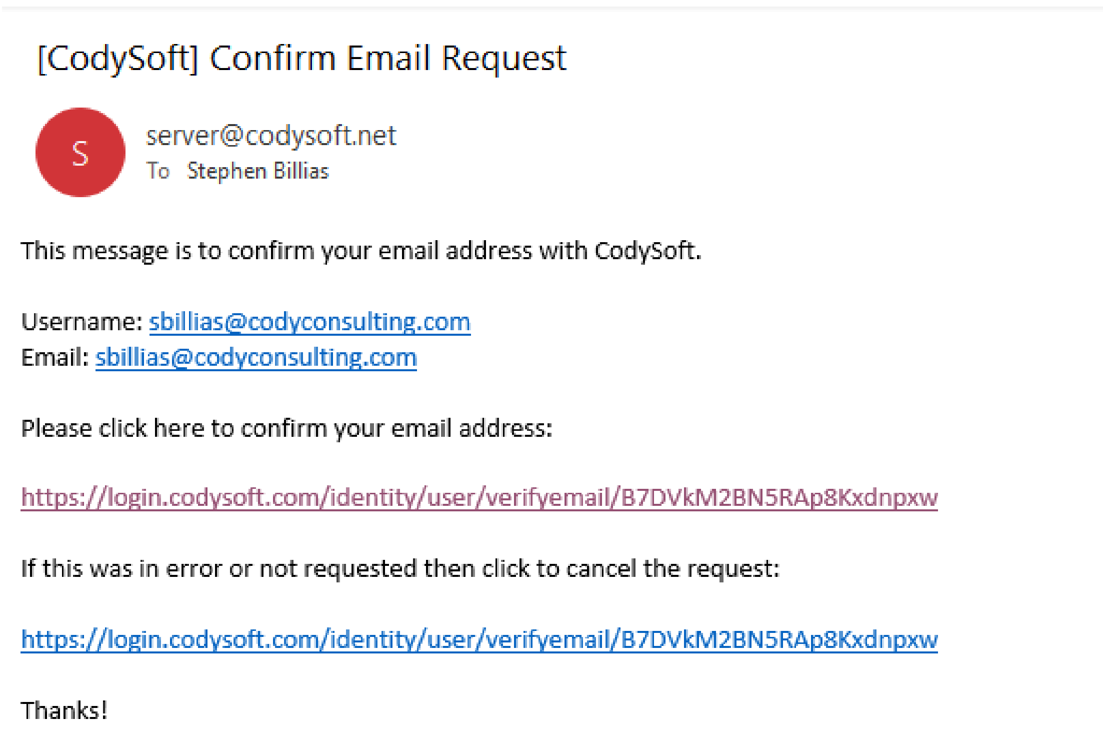
Logging in for the first time

CodySoft® sends you a confirmation email when you are first added to the list of registered users at the start of a project.

1. From the confirmation email, click the link to confirm your email address. When you log in for the first time, you are prompted to create a new password.
2. In the New Password field, enter a **new password**
3. In the Confirm New Password field, enter the **new password** again.
4. Click **Submit.** The login screen displays.
5. Enter your **user name** and **password**
6. Click **Login**
7. Click **Launch csHPMS** to begin working in that module

Changing your password (existing users)

1. Click your **User Name** on the upper right side of the screen. The **Edit Profile** screen appears.
2. Click **Reset Password** to change your password. An email is sent to the email address you use for your Cody account.
3. From the email you receive, click the link to confirm your email address:



[CodySoft] Confirm Email Request

S

server@codysoft.net
To Stephen Billias

This message is to confirm your email address with CodySoft.

Username: sbillias@codyconsulting.com
Email: sbillias@codyconsulting.com

Please click here to confirm your email address:

https://login.codysoft.com/identity/user/verifyemail/B7DVkM2BN5RAp8Kxdnpxw

If this was in error or not requested then click to cancel the request:

https://login.codysoft.com/identity/user/verifyemail/B7DVkM2BN5RAp8Kxdnpxw

Thanks!

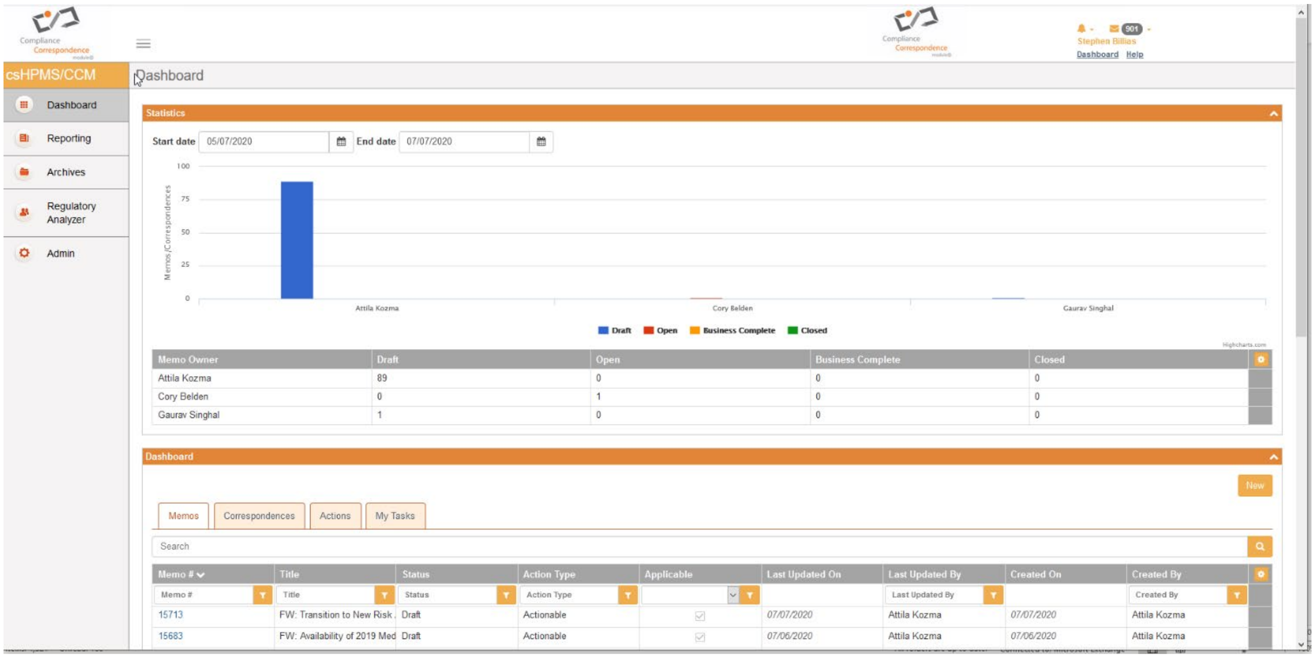
4. In the New Password field, enter a **new password**
5. In the Confirm New Password field, enter the **new password** again
6. Click **Submit.** The login screen displays.

7. Enter your **user name** and **password**
8. Click **Login**
9. Click **Launch csHPMS** to begin working in that module

Main Dashboard

When you launch csHPMS Memos/CCM®, you are presented with the main dashboard, which consists of two screen areas:

Statistics



Statistics gives you a visual representation of all memos, showing the following information:

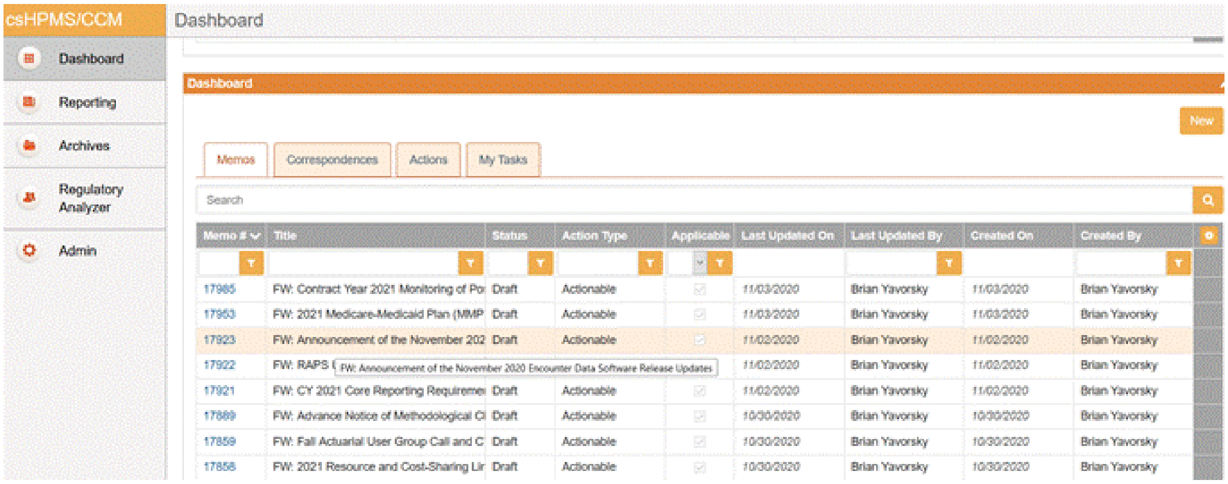
1. Who are the memo owners
2. How many memos are in each state in the workflow:
   - Draft
   - Open
   - Business Complete
   - Closed

See *Workflow Statuses* for more detail

You can filter by Start Date and End Date to narrow the list of displayed memos, using the calendar icons.

Dashboard

The Dashboard is the main work area of the application.

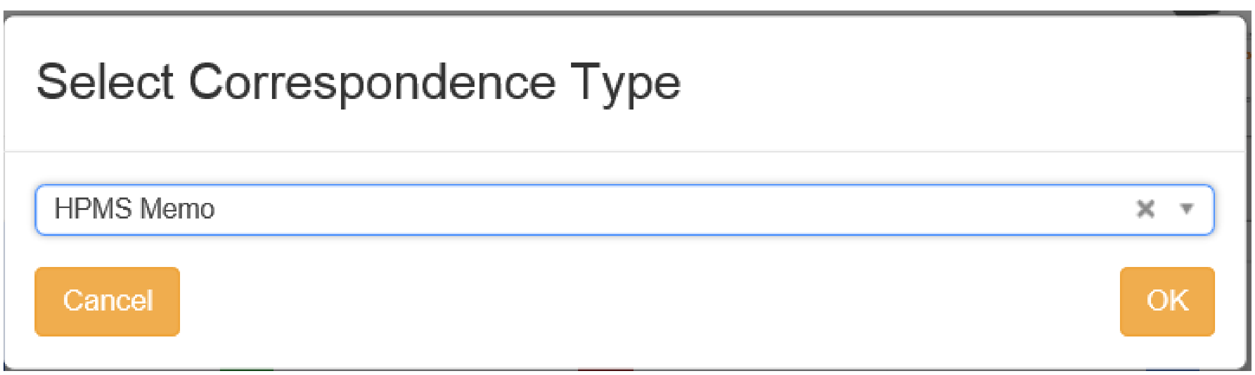


From the dashboard you can add new memos or other Compliance Correspondence items.

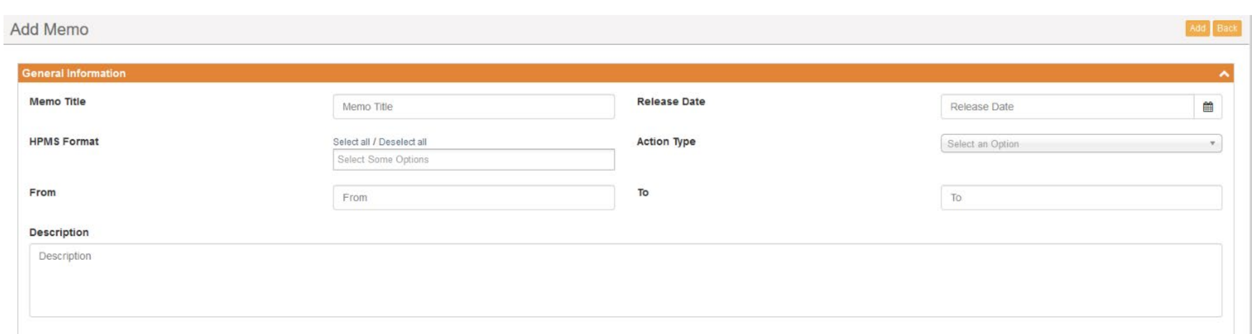
If a column such as Title contains more information than can be displayed, a hover-over provides the complete information.

To Add a New HPMS memo

1. Click **New**. The *Select Correspondence Type* dialogue box displays:



2. Select **HPMS Memo**
3. Click **OK.** The *Add New Memo* dialogue box displays:



The top half of *Add New Memo* is for *General Information*.

NOTE: The functionality of the **Back** button in the HPMS memo module is dependent on which screen you are on in the module and your user role:

- If you are in an Action, the Back button takes you back to the Memo or Correspondence
- If you are in a Memo or Correspondence, the Back button takes you to the Dashboard
- If you are in a Task, the Back button takes you to the Action related to the task

4. Enter information in the fields below:

Memo Title—Enter the full name of the memo

Release Date—Enter the date the memo was issued

Action type—Select the action type from the dropdown menu:

- Informational—No action required. The organization determines that the memo is for information only. No actions are added for informational memos/correspondences. There is no Add Action button. When Action type = Informational, you can close the memo without doing anything else
- Actionable—The organization that received the memo will be required to make changes to policies and procedures, documents, or other deliverables. The Add Action button becomes available and you must add actions to complete the memo. After you add an action you cannot change the Action Type; this field is greyed out.

HPMS Format—Select the HPMS format from the dropdown menu:

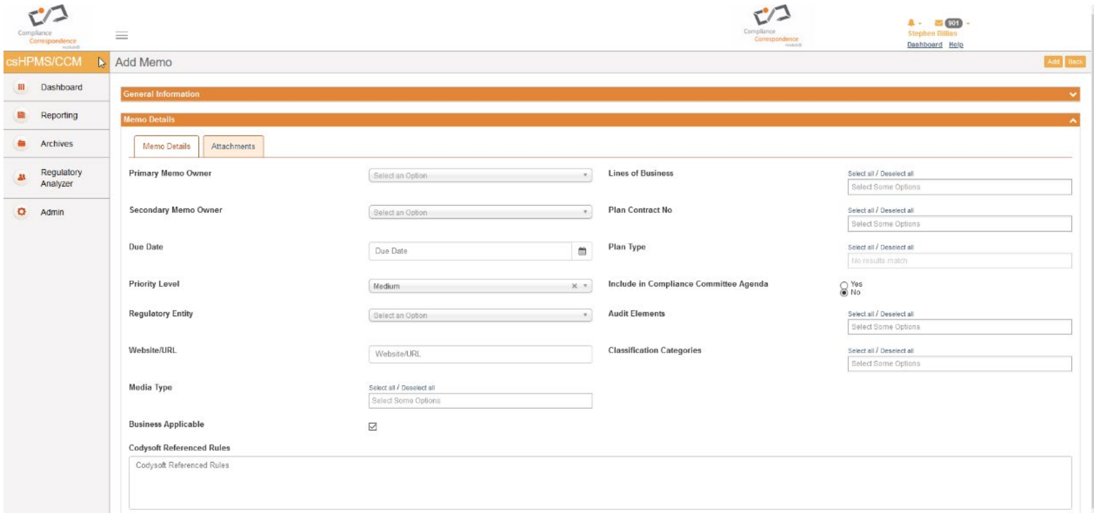
- Email Only
- Email – PDF Memo
- Other Attachments

From—Enter the name of the person or entity that issued the memo

To— Enter the name of the person or entity within the organization to whom the memo is addressed

Description—Enter a brief description of the memo

The bottom half of *Add New Memo* is for *Memo Details*.



5. Enter information in these fields:

   Primary Memo Owner—Enter the name of the person in the organization who is the memo owner.

   Secondary Memo Owner—Enter the name of the person in the organization who is assigned as the secondary memo owner. See *User Roles and Responsibilities* for additional information.

   Due Date—Enter the CMS-mandated response date by which a response must be completed

   Priority Level—Select the priority level from the dropdown list:

   Low

   Medium

   High

   Critical

   Regulatory Entity—Select the Regulatory Entity from the list. The values are CMS and State Agency

   Website/URL—Enter the URL where the memo content is located, from the email

   Media Type—Select media type(s) to which the memo is applicable

   Business Applicable—Select this checkbox if the HPMS Memo applies to their business and that the memo must be resolved.

   CodySoft Referenced Rules—Enter other rules that are referenced in relation to this memo

Lines of Business—Select one or more lines of business from the dropdown list:

Medicare

Medicaid

Commercial

Plan Contract No—Select the plan contract number(s) from the dropdown list:

Plan Type—Enter the plan types to which the m emo is applicable.

Include in Compliance Committee Agenda— Select the appropriate radio button (Yes or No) to indicate whether the memo should be an agenda item for the Compliance Committee

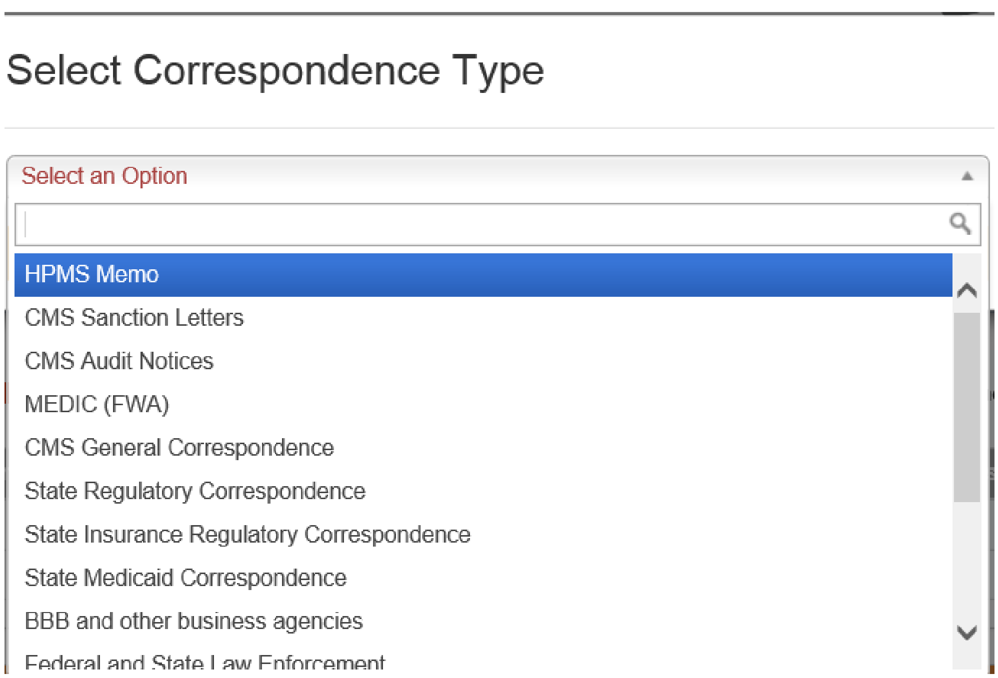
Audit Elements—Select one or more common auditable features like Medicare Part C, Medicare Part D

Classification Categories—Select one or more classification categories from the list. Classification categories are the Cody-assigned subject areas of the memo, for example, Annual Call Letter, Bids, or Low-income Subsidy (LIS).

6. Click **Add**. The new memo is added to your My Memos list.

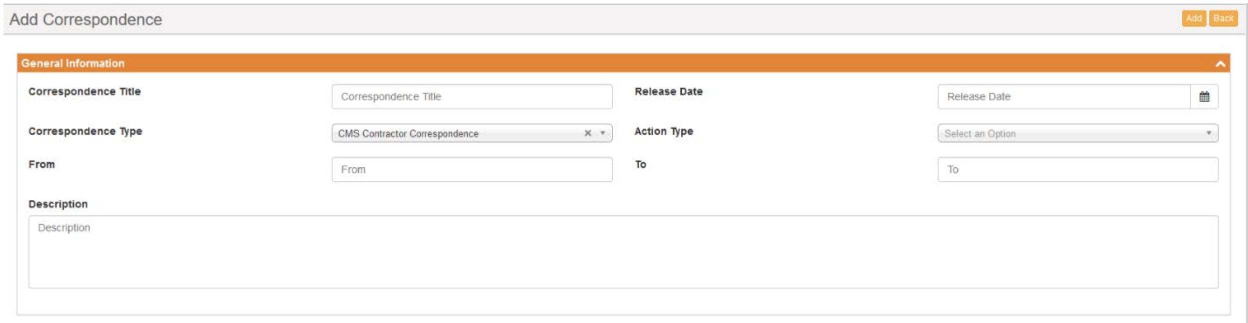
To Add a New Compliance Correspondence item:

1. Click **New**. The *Select Correspondence Type* dialogue box displays:



2. Select **a Correspondence Type** (other than HPMS Memo) from the dropdown list

3. Click **OK.** The *Add New Correspondence* dialogue box displays**:**



The top half of *Add New Correspondence* is for *General Information*.

4. Enter information in the fields below:

Correspondence Title—Enter the full name of the memo

Release Date—enter the date the correspondence was issued

Correspondence Type—Enter the correspondence type from the dropdown list

Action type—Select the action type from the dropdown menu:

Informational

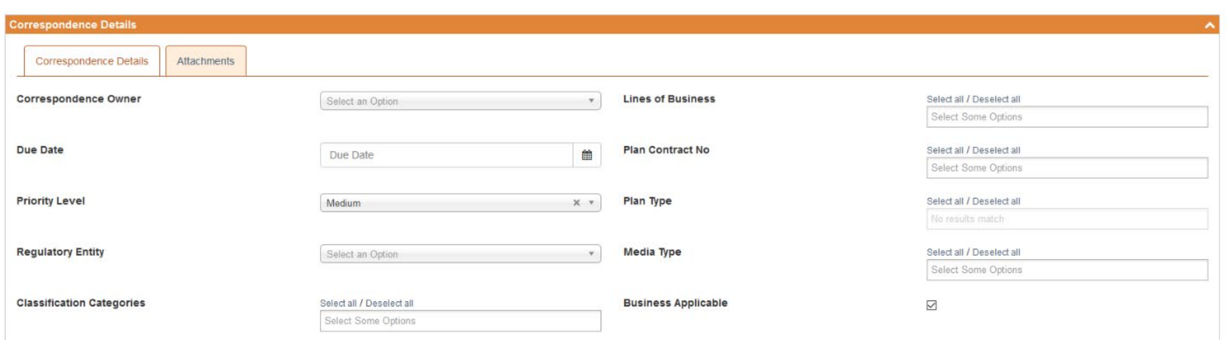
Actionable

From—Enter the name of the person or entity that issued the correspondence

To—Enter the name of the person or entity to whom the memo is addressed

Description—Enter a brief description of the correspondence

The bottom half of *Add New Correspondence* is for *Correspondence Details*.



5. Enter information in the fields below:

Correspondence Owner— Enter the name of the person in the organization who is the memo owner.

Due Date—Enter the date by which a response must be completed

Priority Level—Select the priority level from the dropdown list:

Low

Medium

High

Critical

Regulatory Entity—Select the Regulatory Entity from the list. The values are CMS and State Agency

Classification Categories— Select one or more classification categories from the list. Classification categories are the Cody-assigned subject areas of the memo, for example, Annual Call Letter, Bids, or Low-income Subsidy (LIS).

Lines of Business—Select one or more lines of business from the dropdown list:

Medicare

Medicaid

Commercial

Plan Contract No—Select the plan contract number(s) from the dropdown list:

Plan Type—Enter the plan types to which the correspondence is applicable.

Media Type— Enter the media type(s) to which the correspondence is applicable.

Business Applicable—Select this checkbox if the HPMS Memo applies to their business and that the memo must be resolved.

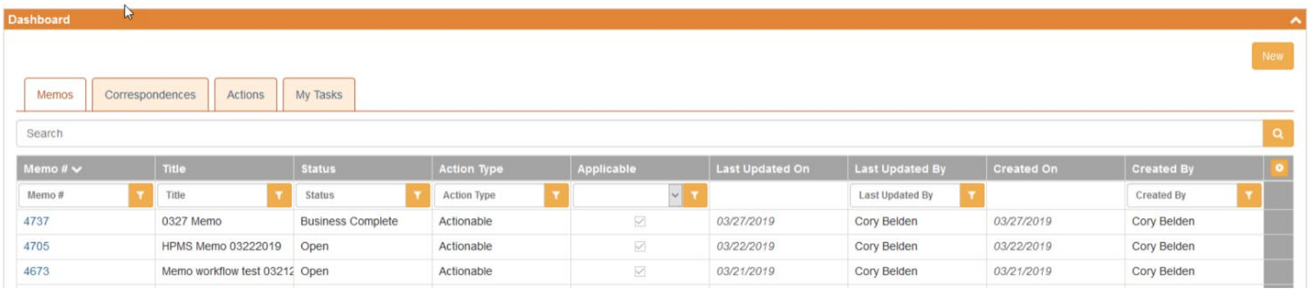
6. Click **Add**. The new memo is added to your My Correspondences list.

Auto-intake of HPMS Memos

CodySoft can set up auto-intake into the csHPMS/CCM module of memos issued by HPMS. This is a nightly service that brings in all memos issued by HPMS, both those memos that go to all health plans, and those that are sent to specific plans. The intake populates all required fields, adds any attachments that come with the memo, and sends a notification email to a default memo owner specified by the client. The memo owner would then fill out any additional information and start the process of working the memo. If you decide to have memos brought into the csHPMS/CCM module automatically, then you would not enter these memos manually, to avoid double entry. If you are interested in setting up this service, please contact your Cody Consulting account manager.

Memos

The Memos tab of the Dashboard displays the list of all memos. If you are the owner of the memo, then you have all rights. If you are not the memo owner, you see only tasks assigned to you.

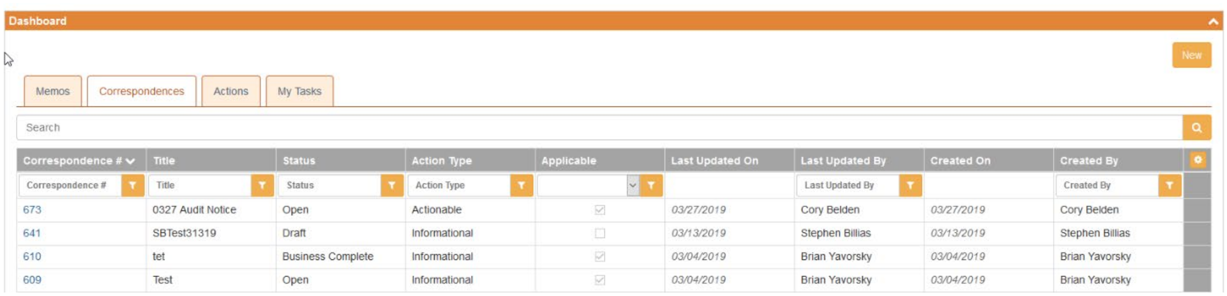


You can refine the list using the filter icon  on any column or combinations of columns in the list:

- Memo ID
- Title
- Status
- Action Type
- Applicable
- Last Updated By
- Created By

Correspondences

The Memos tab of the Dashboard displays the list of all compliance correspondences.

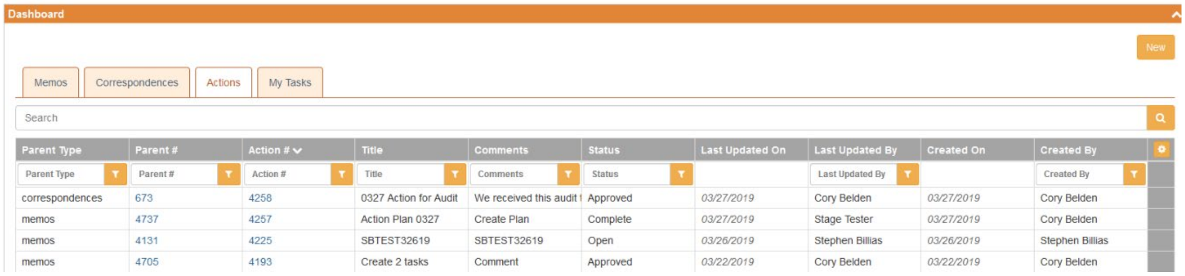


You can refine the list using the filter icon  on any column or combinations of columns in the list:

- Correspondence #
- Title
- Status
- Action Type
- Applicable
- Last Updated By
- Created By

Actions

The Actions tab displays all actions related to HPMS memos and Compliance Correspondence items.



You can refine the list using the filter icon on any column or combinations of columns in the list:

- Parent Type
- Parent ID
- Action ID
- Title
- Comments
- Status
- Last Updated By
- Created By

Action Statuses

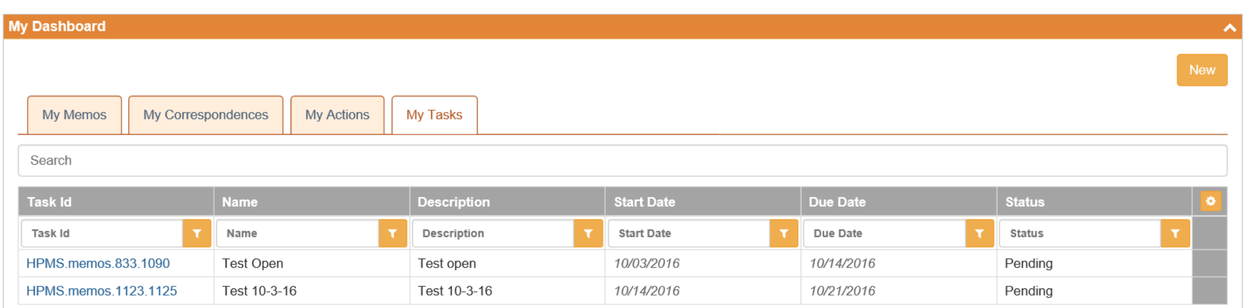
Actions have a different set of statuses from the memo. There are four action statuses:

- **Draft**—when the action is first created, it is in Draft status
- **Pending Approval**—When all action data has been filled in, the Business Owner submits the action for approval and the action status moves to Pending Approval. Emails are sent to approvers to approve the actions on the memo.
- **Approved**—When actions are approved, the action moves to approved status and assigned task owners can begin their tasks.
- **Complete**—when the action has been completed, the action moves to Complete status

Note: If an action is rejected by a reviewer, the status returns to Draft.

My Tasks

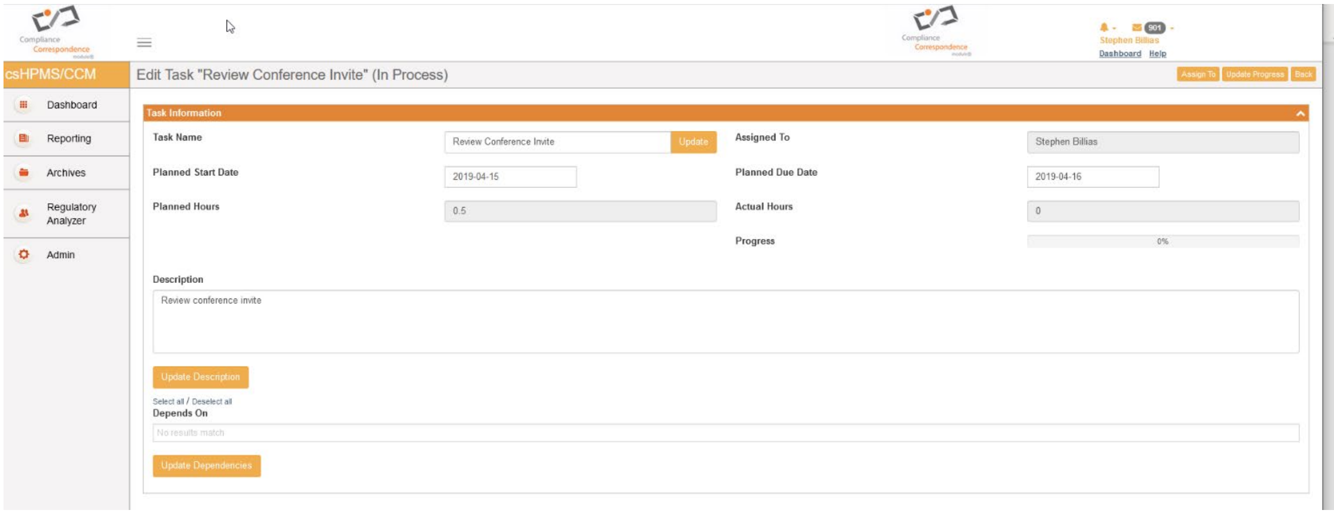
The My Tasks tab displays all tasks assigned to you for HPMS memos and Compliance Correspondence items, sorted by most recent items first.



You can refine the list using the filter icon on any column or combinations of columns in the list:

- Task Id
- Name
- Description
- Start Date
- Due Date
- Status

Click the Task Id to access the Task Information screen:

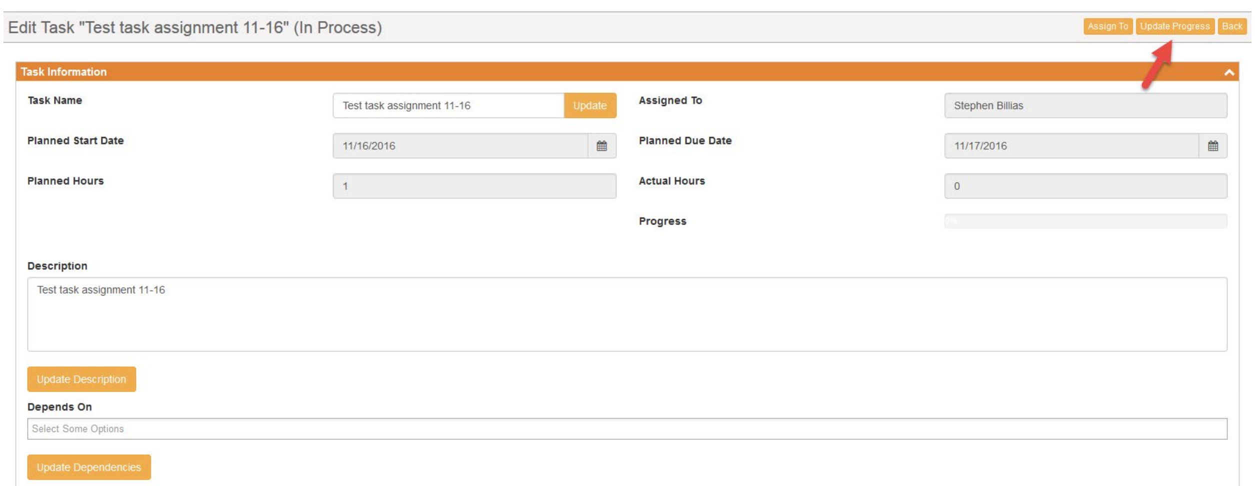


You can update the person to whom the memo is assigned, and update the Task Name, Description and Dependencies on this screen.

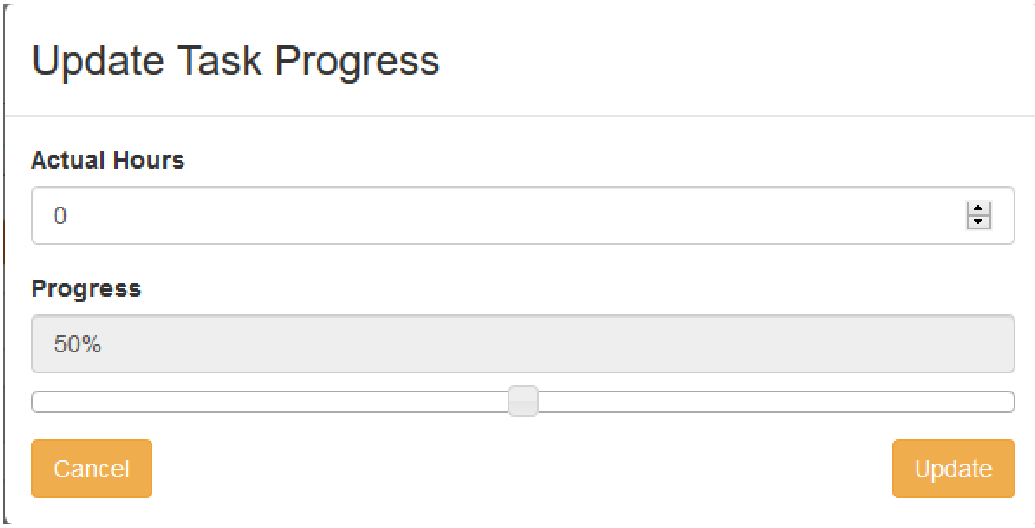
Updating Task Progress

When you are assigned a task, you can update your progress on the task.

1. From My Dashboard, click **My Tasks**
2. Click the **Task Id** of the task you want to update
3. Click **Update Progress**



The Update Task Progress dialog box displays.



4. Enter the Actual Hours
5. Use the slider bar to set the percentage complete. To mark the task as complete, slide the bar all the way to the right to set the progress as 100% complete.
6. Click **Update**

HPMS Memo Workflow

Each memo entered into the csHPMS/CCM database passes through several statuses in a workflow designed to track actions taken on the memo. These workflow statuses are displayed on the Dashboard.

Workflow Statuses

Each item in Memos or Correspondence is in one of the following statuses in the workflow:

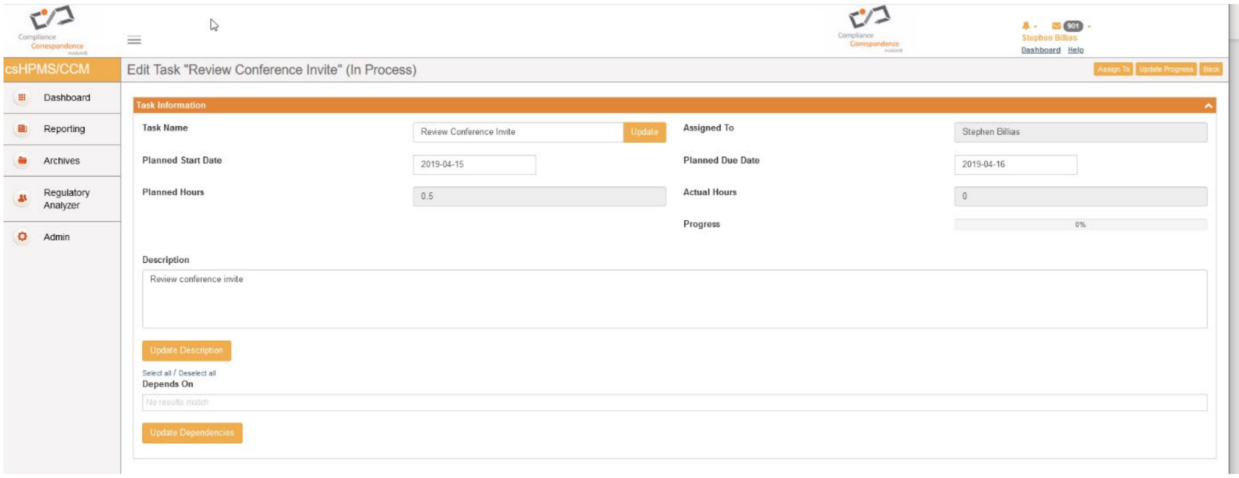
- **Draft**—When a memo is created it is automatically set to Draft status. While a memo is in Draft status, you can Cancel it. Cancelled memos go to the Archives tab automatically and immediately.
- **Open**—When you create actions and assign tasks on a memo and click Open, the memo status changes to Open and the memo can be worked by the business owner to whom it is assigned. The actions have a due date that is tied to the Response date, and notifications are sent if the action is not taken by the due date.
- **Business Complete**—If all actions are completed before the due date and all tasks closed and all actions finalized, then the status moves to Business Complete.
- **Closed**—When you have completed a memo you can move the memo to Closed and add the date on which the memo was closed. Closed memos remain in the list and do not move to Archives.

Add New Action

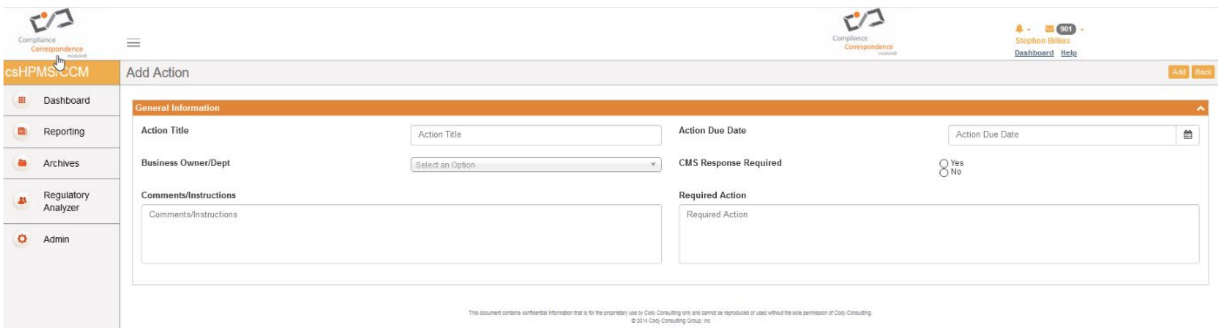
To initiate the workflow and move the item from Draft stage, you create actions. To add a new action to a memo:

1. Click the **Memo ID** of the memo to which you want to add an action.

2. On the Actions tab of the Memo Details section of the Edit Memo screen, click **Add Action.**



The **Add New Action** screen displays.



3. Enter information in the following fields:

   Action Title—Enter a name for the required action

   Business Owner Dept—Select the business owner or department from the dropdown list

   Comments/Instructions—Enter notations or other instructions for the team members on how to take the action required

   Action Due Date—Enter the date by which he action must be completed

   CMS Response Required—Select Yes or No

   Required Action—Enter a summary of the actions the organization has to take to comply with the memo.

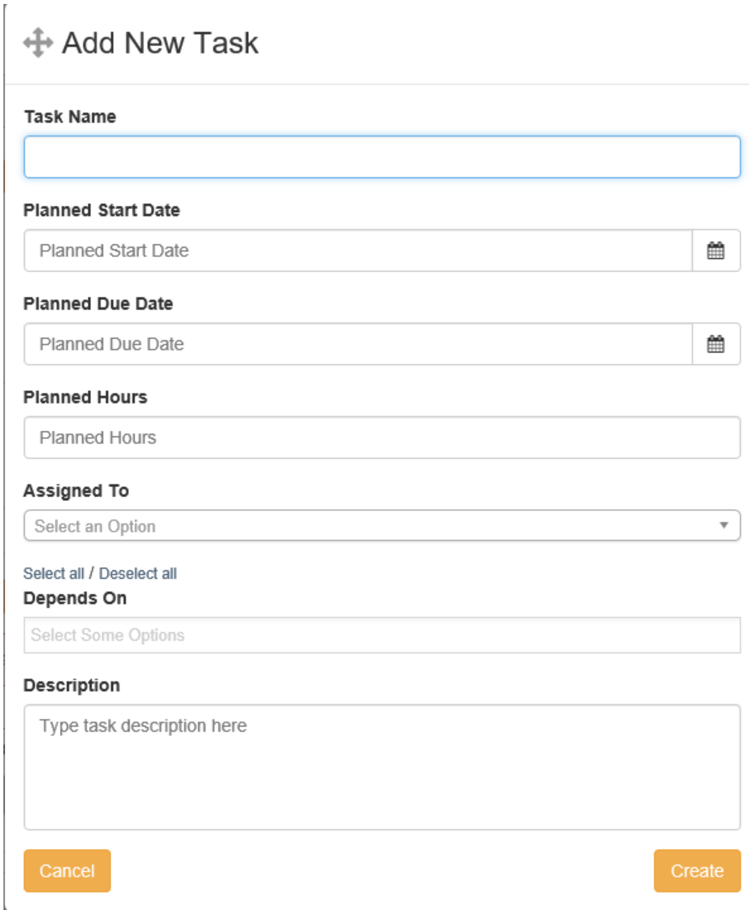
4. Click **Add**. The action is added to the My Actions list.

Add Task

To track the activity of people assigned to actions, you can create tasks. To add a task:

1. From the Action Details area of an action, select the Tasks tab.

2. Click **Add Task**. The Add New Task dialog box displays:

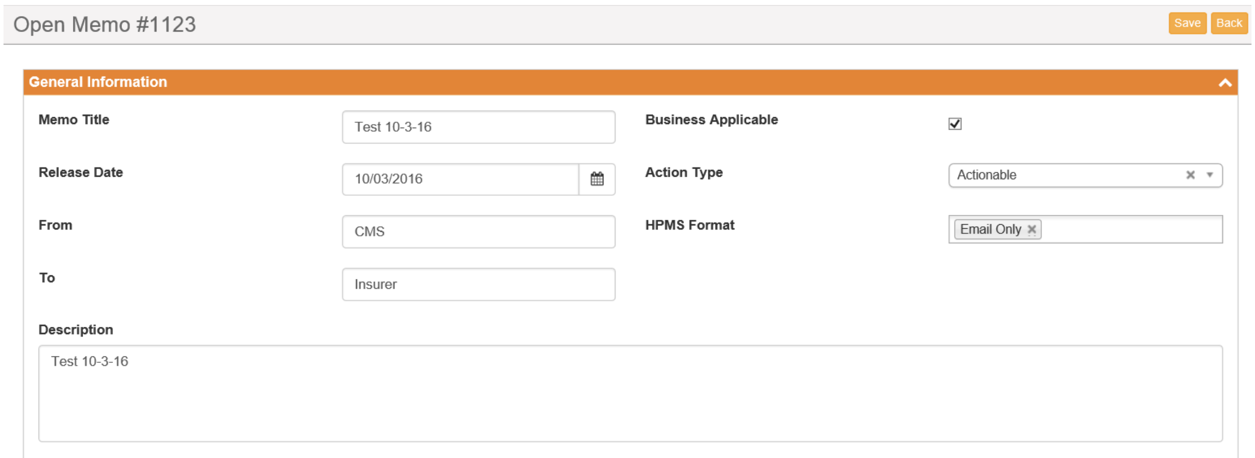


3. Enter information in all the relevant fields:
   - **Task Name**—Enter a name for the task
   - **Planned Start Date**—Enter the date by which the task should start. Use the calendar widget to pick a date.
   - **Planned Due Date**—Enter the date by which the task should be completed. Use the calendar widget to pick a date.
   - **Planned Hours**—Enter the number of hours you believe it should take to complete the task
   - **Assigned To**—Select one user per task. You may have multiple tasks with different assignees on a single action.
   - **Depends On**—If this task depends on the completion of a previous task, select that task from the list.
   - **Description**—Enter a description of the work required to complete the task.
   - Click **Create**. The task is created. When the memo is opened, a task notification is sent to the task owner.

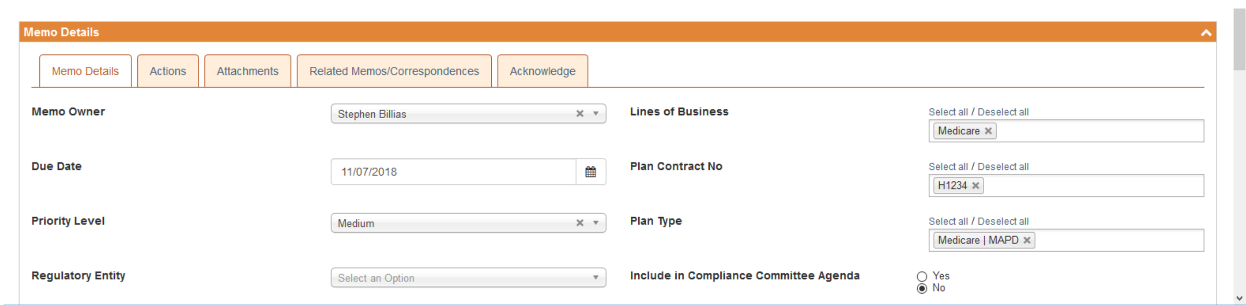
Open Status

When a memo is in Open status then the memo can be worked by the person to whom it is assigned. The actions have a due date that is tied to the Response date, and notifications are sent if the action is not taken by the due date.

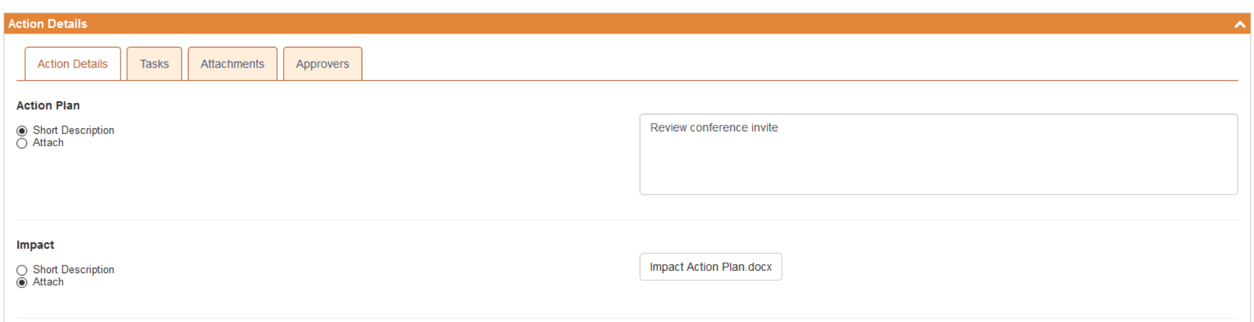
1. Click the **Memo #** to open the memo. The Open Memo screen displays. The top half of the screen is for General Information:



The bottom half of the screen is for Memo Details:



2. Click the **Actions** tab.
3. Click **Action Details**
4. On the Action Details tab, for each category of action on the Action Details screen, select the appropriate choice to provide a short description of the action or attach a file.

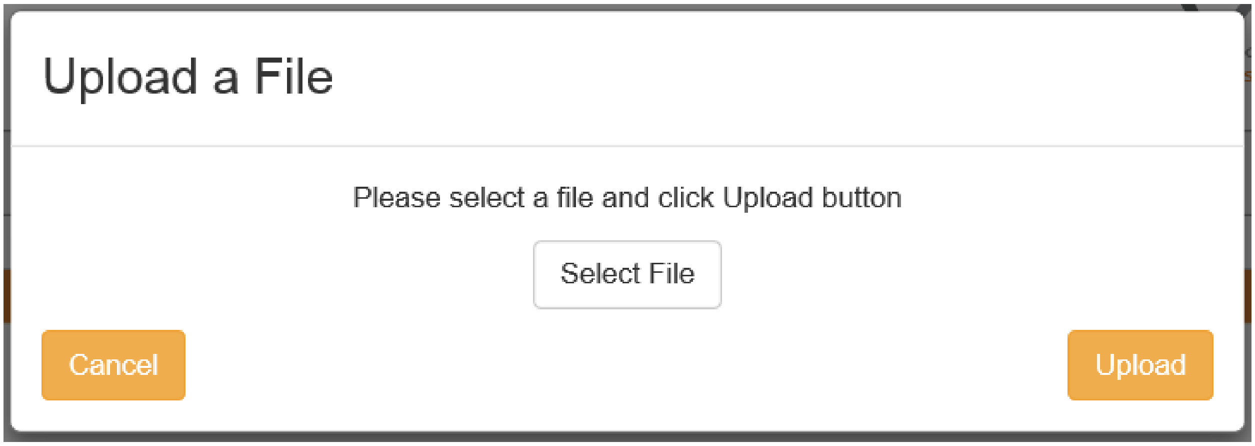


5. When all supporting details for actions have been added and all tasks created, click Save. The Business Owner receives a notification that the memo is open and can be worked.

Add Attachment

You can add attachments to a memo. These could be attachments that were sent with the memo or any other files the organization needs in order to work on the memo.

1. Click the **Attachments** tab. The Upload a File screen displays:

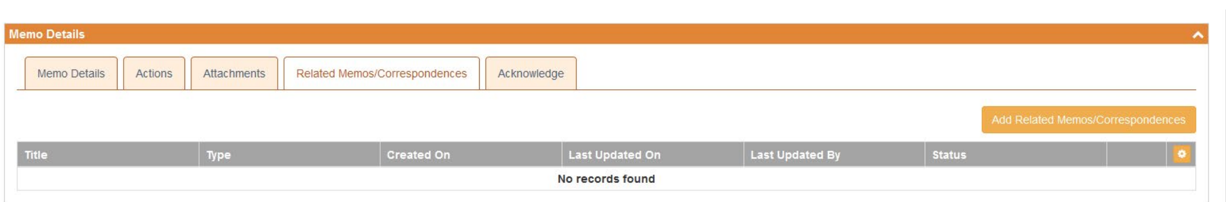


2. Click **Select File**
3. Browse to a file and click **Upload**. The attachment is added to the list of attachments on this tab.

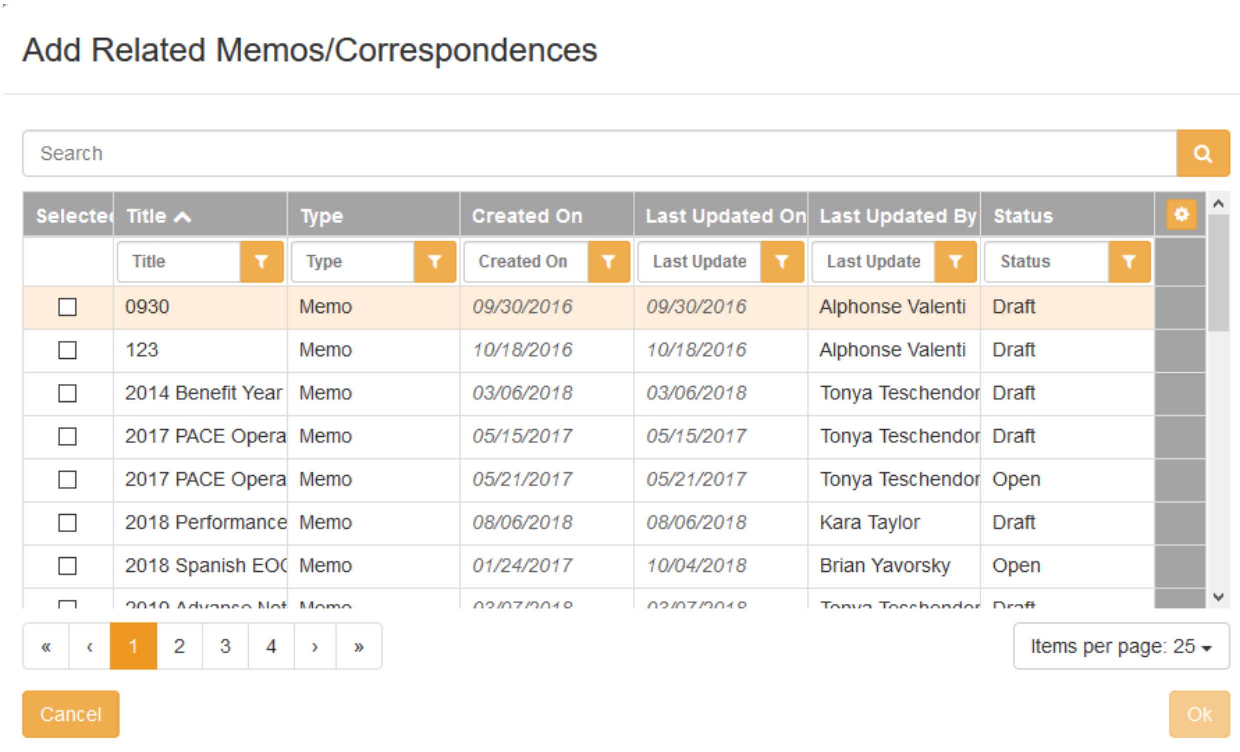
Add Related Memos/Correspondences

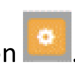
You can add related memos or correspondences to a memo.

1. Click the **Related Memos/Correspondences** tab.
2. Click **Add Related Memos/Correspondences**.



The Upload a File screen displays:

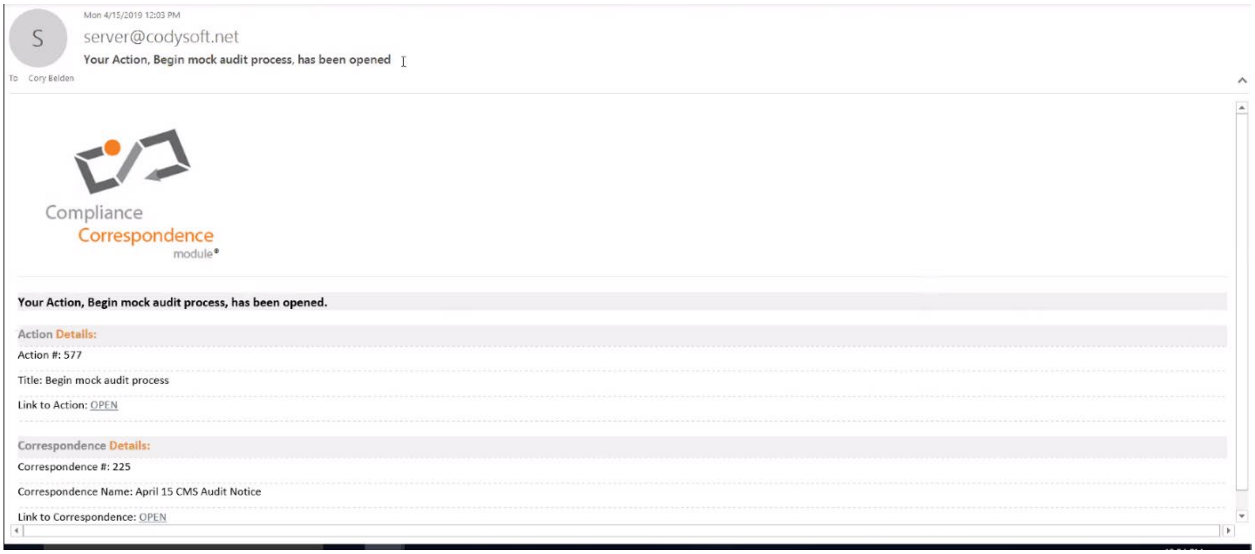


3. Search and select related memos. You can filter on any column using the filter icon , and add more columns using the settings cog icon .
4. Click the checkboxes at the beginning of each row to select memos for inclusion.
5. Click **OK** when finished. The memo is added to the list of related memos/correspondences

Submit for Approval

The memo owner opens the memo. The business owner submits the action plan for approval, after reviewing the action details and adding any additional supporting documentation. If you are the business owner, when you receive a notification that the memo has been opened, take the following action:

1. Click **Open** from Link to Action in the notification:

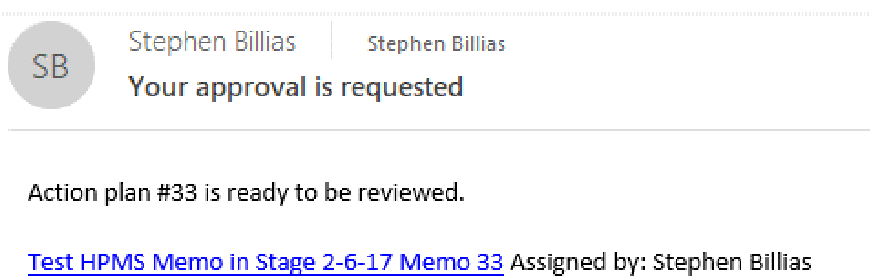


2. Verify that all information is supplied on the Action Details tab.
3. Click **Submit for Approval.**
4. Select approvers from the list.
5. Click **Submit**. The memo moves to Pending Approval status, and notification emails are sent to approvers to approve the actions on the memo.

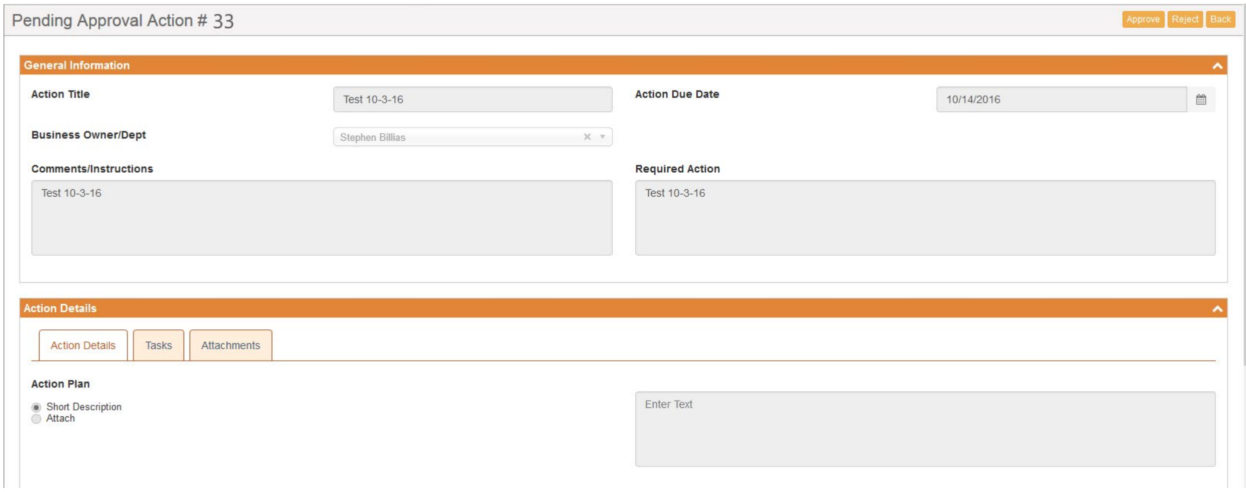
Review an action plan

If you are assigned to review an action on a memo, you receive an email.

1. Click the link in the email

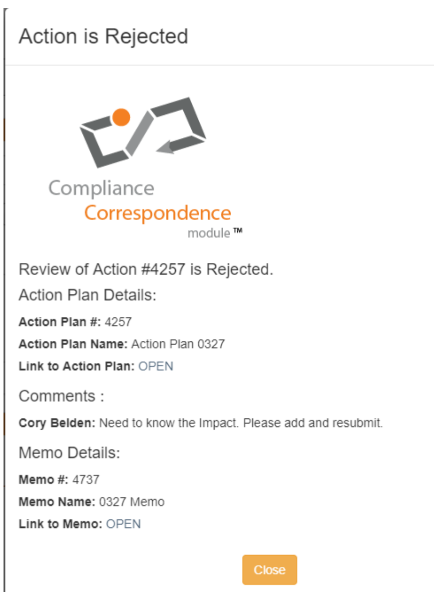


2. Review the action plan



3. Click **Approve** or **Reject**

   If you select Reject, you must enter a rejection reason, which is included in the notification



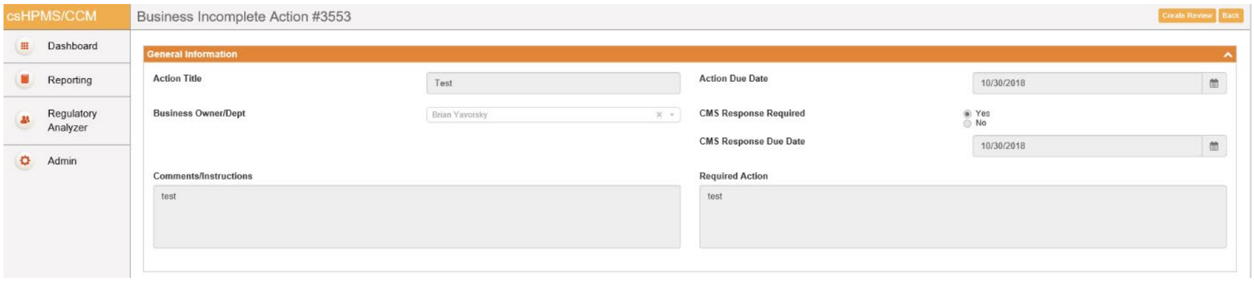
When all actions have been reviewed and approved, the action moves to Approved status.

Business Incomplete Status

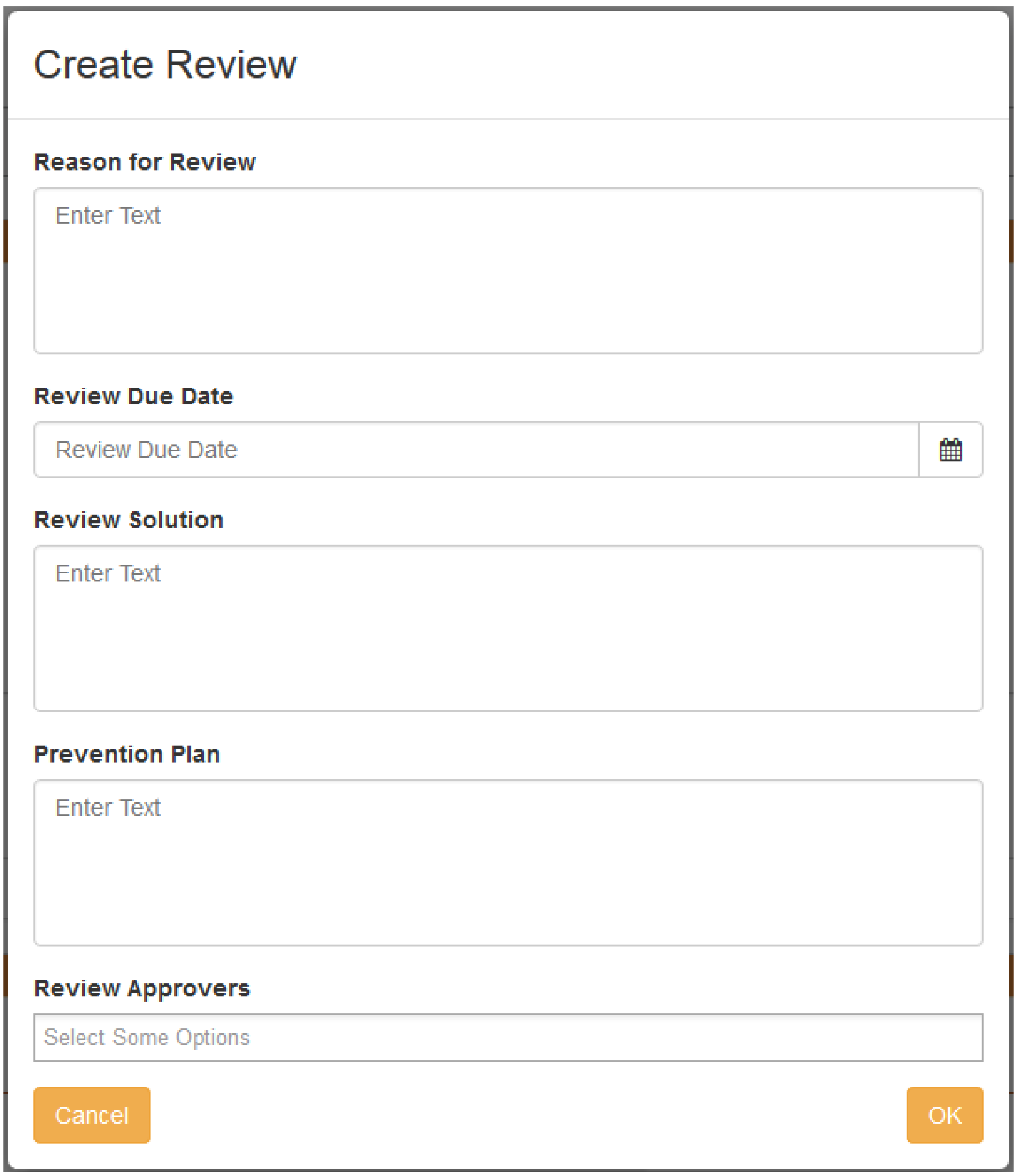
An action item goes to Business Incomplete status if the response date has passed and tasks or actions have not been completed. To address this status, the action owner must create a review to address the late/incomplete status.

1. From the Dashboard, click the **action #** of the action that is in Business Incomplete status

2. Click **Create Review**



The Create Review dialog box displays.



3. Enter information in the Create Review dialog box:

   Reason for Review—Describe the reason the memo is under review

   Review Due Date—Enter a date by which the review must be completed

   Review Solution—Describe the solution to the issue identified in the memo

   Prevention Plan—Describe a prevention plan to ensure that the issue does not occur in future

   Review Approvers—Select approvers for the review plan

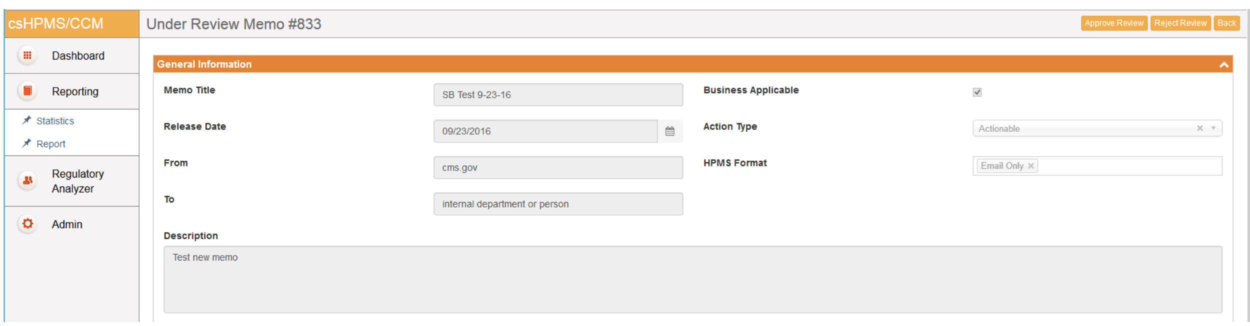
4. Click **OK**. The memo moves to Under Review status. Approvers are notified by email to approve or reject the review

Business Complete Status

If all actions are completed before the due date and all tasks closed and all actions finalized, then the status moves to Business Complete.

Under Review Status

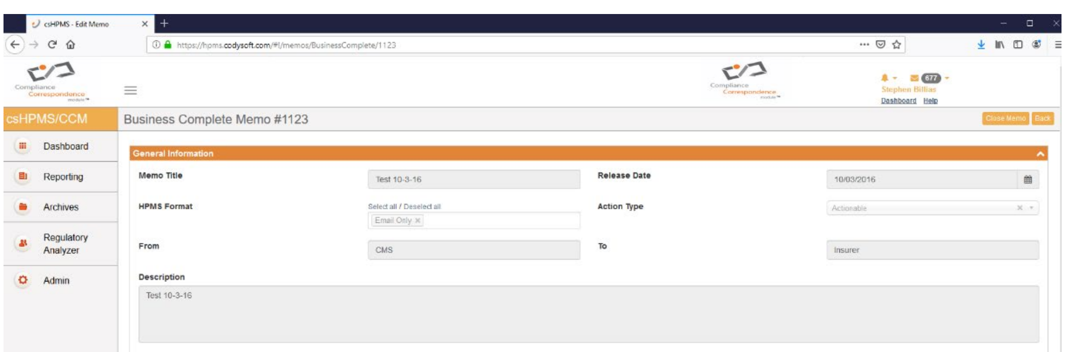
When an item is placed in Business Incomplete status, the Memo Owner must create a review to address the late/incomplete status. When this review is generated, the item moves to Under Review status. Approvers are notified by email to approve or reject the review.



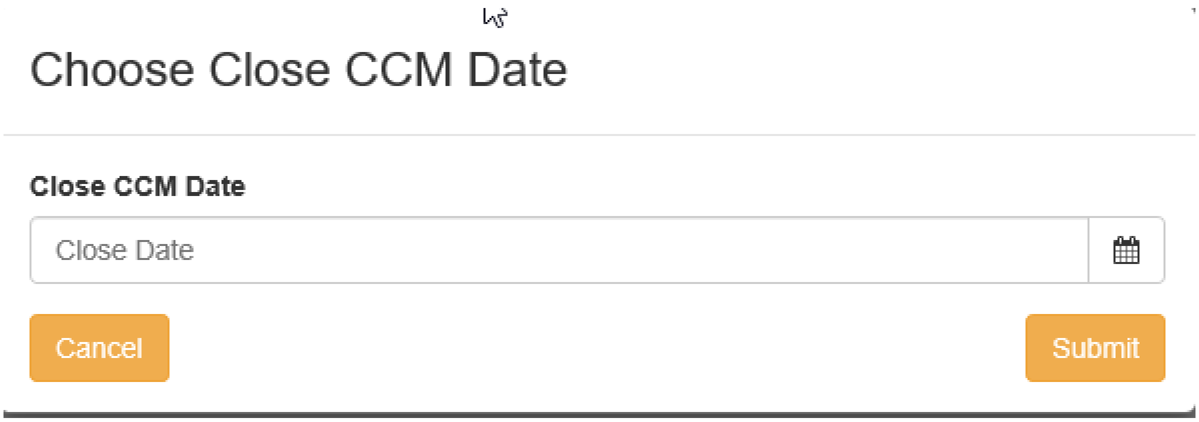
Closed Status

When you have completed a memo, whether or not you filed a response to CMS you can move the memo from Business Complete to Closed and add the date on which the memo was filed.

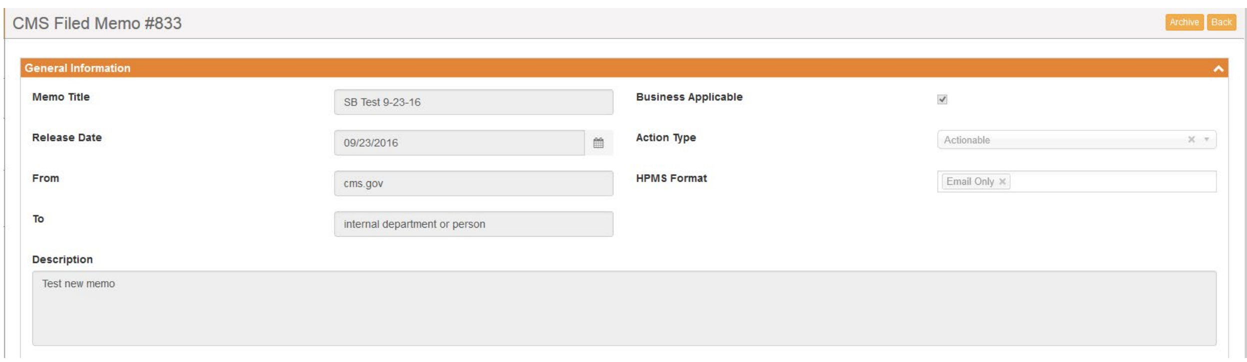
1. Click the **memo #** of the memo you want to mark as Closed. The memo opens with the **Close Memo** button (or **Close CCM** for Correspondence items) available



2. Click **Close Memo** (or **Close CCM** for Correspondence items)
3. Enter the close date:



4. Click **Submit**. The memo is set to Closed and the Archive button becomes available



5. Click **Archive** to move the memo to the Archives. The status of the item does not change when this backup is made.

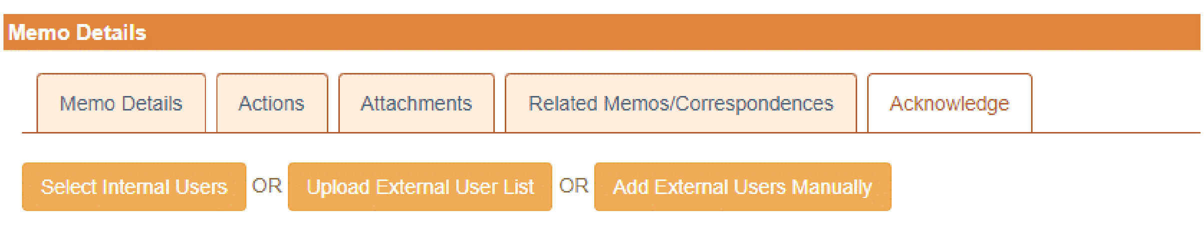
Send a Document for Acknowledgment

After a memo is closed (or you can obtain acknowledgment of the completed memo).

NOTE: You must be a Primary or Secondary memo owner to request acknowledgment.

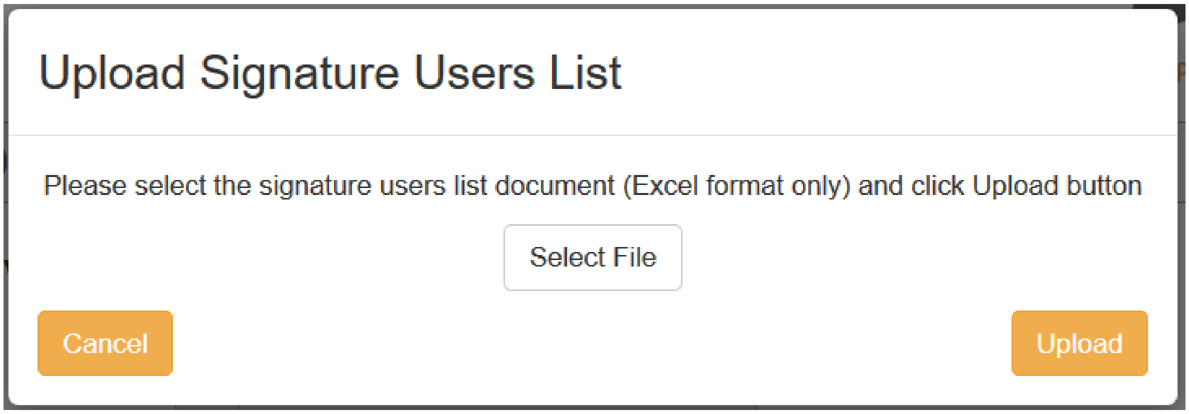
On the Acknowledge tab of the Published Document screen:

1. From the Memo Details screen of the Closed memo, select the Acknowledgment tab
2. Click **Select Internal Users** OR **Upload External User List** OR **Add External Users Manually:**



To upload a list of external users who aren't licensed CodySoft users but have access to published documents in the library, such as outside vendors, partners, and contractors who must acknowledge the document:

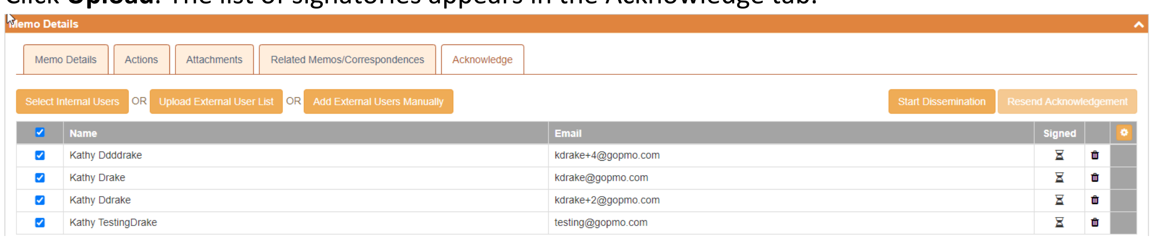
a. Click **Upload External User List**. The Upload Signature Users List dialog box displays.



b. Browse to select a **.xls or .xlsx file** for upload.

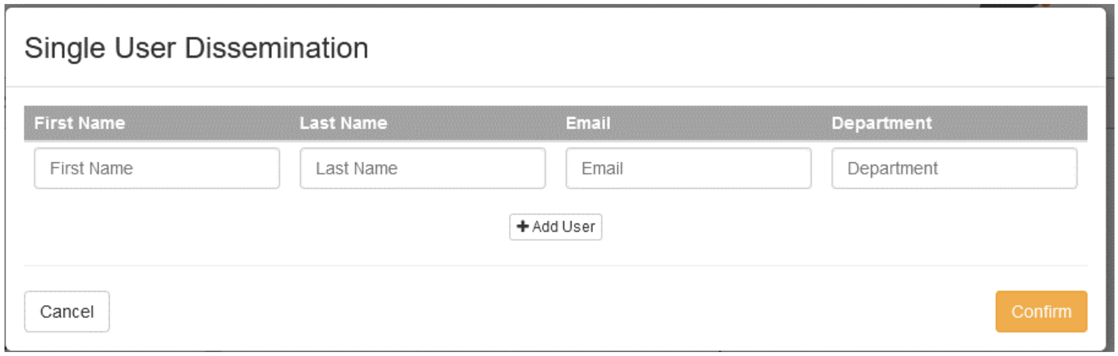
NOTE: The filename maximum length is 100 characters. The characters in the filename can be anything that Windows allows; if you are working on a Windows Operating System (OS) any valid filename can be used in CodySoft.

c. Click **Upload**. The list of signatories appears in the Acknowledge tab.



To enter the names and emails of individual external users who aren't licensed CodySoft users but have access to published documents in the library, such as outside vendors, partners, and contractors who must acknowledge the document manually:

a. Click **Add External Users Manually**. The Single User Dissemination dialog box displays.

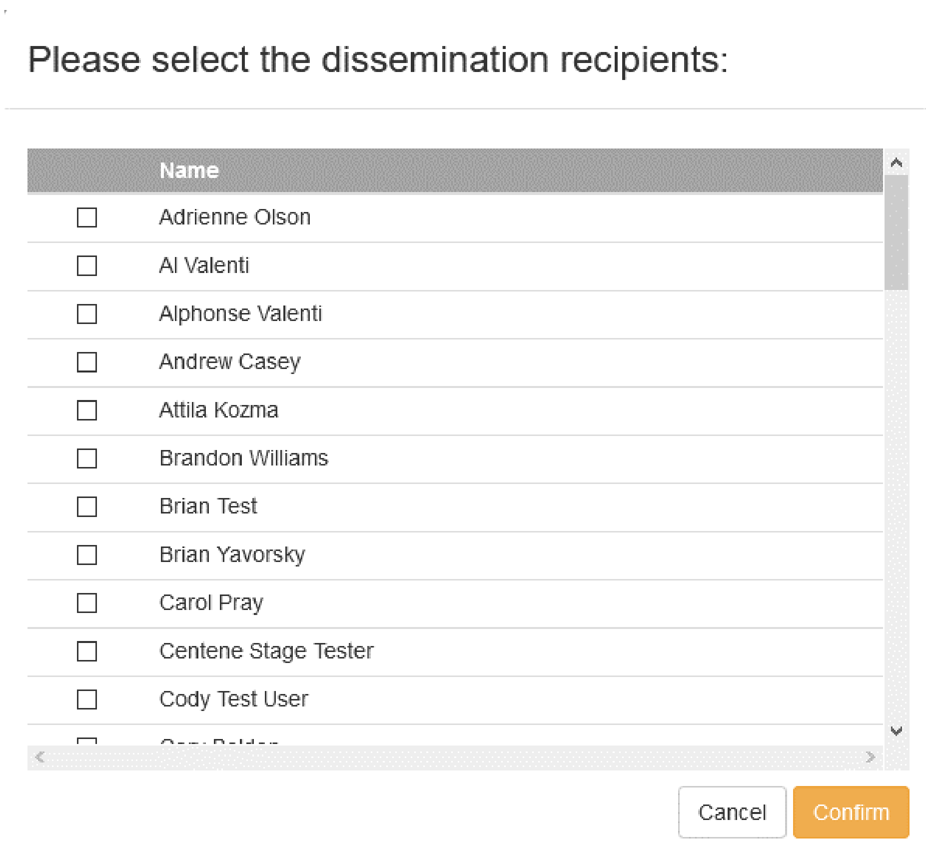


b. Click **Add User** to add another person to the dissemination list
c. Click **Confirm** to complete the list

2. Click **Start Dissemination** to send the document for signatures. An email notification goes to each email address in the list with a URL to link to the PDF of the document. The PDF has a checkbox that states: “I hereby acknowledge and accept this document”.

To select internal csHPMS users:

a. Click **Select Internal Users**. The csHPMS Users Dissemination dialog box displays.



b. Select the checkboxes for any users you want to receive the acknowledgment dissemination
c. Click **Start Dissemination**
d. =At the confirmation prompt, click Confirm to confirm the list of users

Dissemination Options

When a document is out for acknowledgment, you have several options for managing the dissemination:

Click the trash can icon to remove a user from the list of people that are being asked to acknowledge the document. For audit purposes, this icon will be greyed out if the user has already signed the document.

Deselect the checkbox in the first column next to any user to remove them from the dissemination list.

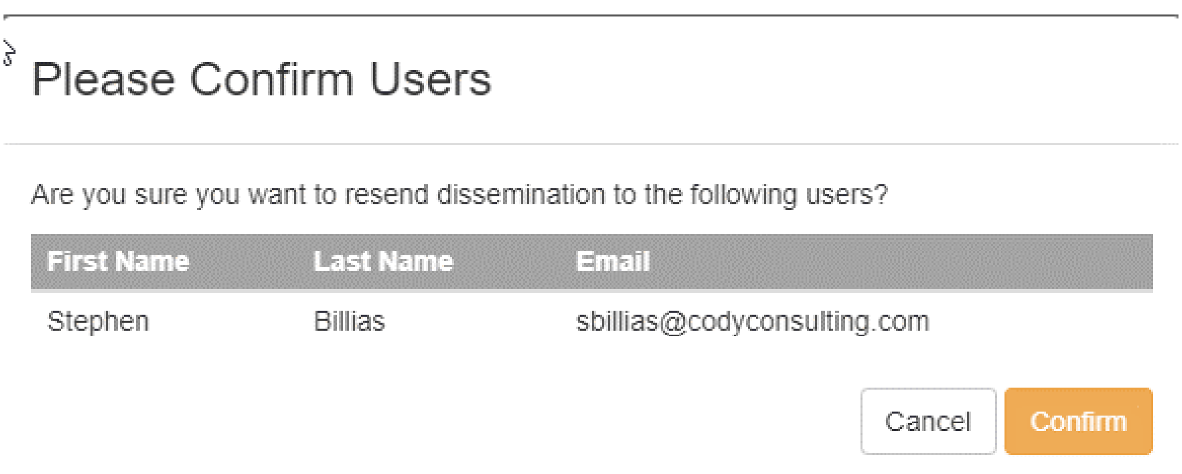
You can add users to the acknowledgment list even after the dissemination has begun. Click **Select Internal Users**, **Upload External User List**, or **Add External Users Manually**. See *Multiple Dissemination*.

Resend Acknowledgment

You can resend the acknowledgment at any time.

1. Click **Resend Acknowledgment**

   A confirmation message displays with only the names of those users who have not yet signed the acknowledgment.



2. Click **Confirm** to resend the acknowledgment.

Acknowledge a Document

If you receive an email request to acknowledge a document:

1. Click the link in the email you receive
2. Fill out the following fields:
    a. First Name
    b. Last Name
    c. Email
    d. Employee Id (if included by the Administrator
3. Select the checkbox for "I hereby acknowledge and accept this Memo"
4. Click **Accept.** the list on the Acknowledgment tab is updated with your acceptance.

Notifications

The system sends notifications when there are changes to status or other changes about which an owner needs to be notified.

NOTE: Secondary Memo Owners receive the same notifications as the Primary Memo Owners.

Here is a chart that details when and to whom notifications are sent:

Notification Condition	Notification/Email subject line	Notification/Email text
When memo + action is opened → Memo Owner, Action Owner	You May Begin Your Action	You May Begin Your Action Action #
When task is assigned to all task owners →Task Owners	You May Begin Your Task	You May Begin Your Task Task # #
When memo is actionable, not yet past due, but within [OFF, or 1-N DAYs] of requested date where [] denote configurability in the system →Memo Owner	Upcoming task due date for [[Project xxx]] [[Project Name]]	[[MemoName Memo #xxx]] is due for completion on [[DATE as per notification condition using reminder settings]]
When memo is actionable, not yet past due, but within [OFF, or 1-N DAYs] of requested date where [] denote configurability in the system → Action Owner	Upcoming task due date for [[Project xxx]] [[Project Name]]	Your assigned action on [[MemoName Memo #xxx]] is due for completion on [[DATE as per notification condition using reminder settings]]
When memo is actionable, not yet past due, but within [OFF, or 1-N DAYs] of requested date where [] denote configurability in the system – Task Owner	Upcoming task due date for [[Project xxx]] [[Project Name]]	Your assigned task on [[MemoName Memo #xxx]] is due for completion on [[DATE as per notification condition using reminder settings]]
When Action Plan submitted for approval: Approval List	Your Approval is Requested	[[Action #xxx]] is ready to be reviewed [[MemoName Memo #xxx] Assigned by: [[Assignee Name]]
When Action Plan is approved: Action Owner, Memo Owner	Action Plan Approved	[[Action plan #xxx]] is [[Approved]]

Notification Condition	Notification/Email subject line	Notification/Email text
When Action Plan is rejected: Action Owner, Memo Owner	Action Plan Rejected	[[Action plan #xxx]] is [[Rejected]] [[Reason]]
When Memo is completed: Memo Owner, Action Owners	Status changed to Business Complete	Status changed to Business Complete [[MemoName Memo #xxx]]
When CMS Response Required due date passes and Action Owner has not completed the Action	Status changed to Business Incomplete	Status changed to Business Incomplete [[MemoName Memo #xxx]]
When Review Plan submitted for approval: Approval List	Your Approval is Requested	[[Review plan #xxx]] is ready to be reviewed [[MemoName Memo #xxx]] Assigned by: [[Assignee Name]]
When Review Plan approved: Action Owners, Memo Owner	Review Plan Approved	[[Review plan #xxx]] is [[Approved]] Status changed to Business Complete
When Review Plan rejected: Action Owners, Memo Owner	Review Plan Rejected	[[Review plan #xxx]] is [[Rejected]] Status changed to Business Incomplete
When Closed – Memo Owner, Action Owners	Status changed to Closed	Status changed to Closed [[MemoName Memo #xxx]]
When a request for Acknowledgment is disseminated	Memo Acknowledgment Assigned	Memo #xxx has been Sent to You for Acknowledgement. [[Memo #xxx]] [[Title]] To review and accept the Memo, please click: HERE

User Roles and Responsibilities

There are five user roles:

- **Admin**—can do everything including reporting. This role includes the ability to change ownership on memos or correspondences to which the Admin is not assigned. Admins can edit memos or correspondences, actions or tasks to which they are assigned as the primary or secondary owner.
- **Compliance**—can own the memo traffic manage or project manage the memo. They also can see all reporting. Compliance role users can edit memos or correspondences to which they are assigned but cannot edit memos or correspondences to which they are not assigned. Compliance owners can edit memos or correspondences, actions or tasks to which they are assigned as the primary or secondary owner.
- **Business Owner**—can own an action. They cannot own a memo or correspondence; their names do not appear in the Memo or Correspondence owner dropdown. They do not have access to reporting or archives.
- **Task Owner**—populates the Task Owner dropdown. A Task Owner cannot own actions or memos or correspondences but can be assigned to tasks. They do not have access to reporting, and cannot see any memos, correspondences, tasks, and actions to which they are not assigned. Task owners cannot see the Archives tab or any items under that tab.
- **Action Approver**—populates the Action Approver dropdown and can approve actions taken by others. Action Approvers cannot see any memos, tasks, and actions to which they are not assigned. Action Approvers cannot see the Archives tab or any items under that tab.

If a user is assigned all roles, they can be assigned Memos, Correspondences, Actions or Tasks.

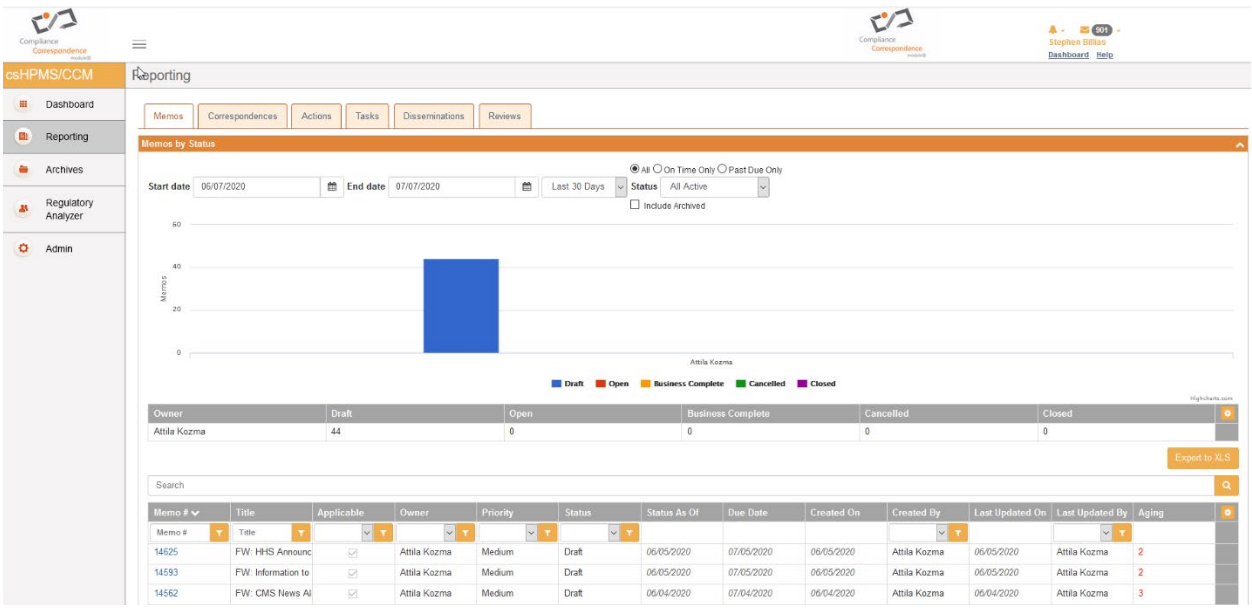
NOTE: The Administrator assigns role to users that determines whether the user's name populates in the Action Approver list and the Review Approver list. If you have any question about what role you are in, please contact your system administrator.

Reporting

The csHPMS Memos/CCM module offers reports on the following items:

- Memos
- Correspondences
- Actions
- Tasks
- Disseminations
- Reviews

The Reporting choice opens to the Memos tab:



The screen provides a bar chart of the memos by owner and number of items.

You can sort the Memos (and all reports) by the following criteria:

- Start and End Date
- Duration, from Today to Last Year
- Category: All, On Time Only or Past Due Only
- Status
- Whether to include Archived memos in the report

Select any tab to view and filter reports on Memos, Correspondences, Actions, Tasks, Disseminations, and Reviews.

On the lower portion of every Reporting tab, you can filter and access the Memos, Correspondences and all other choices directly from Reporting.

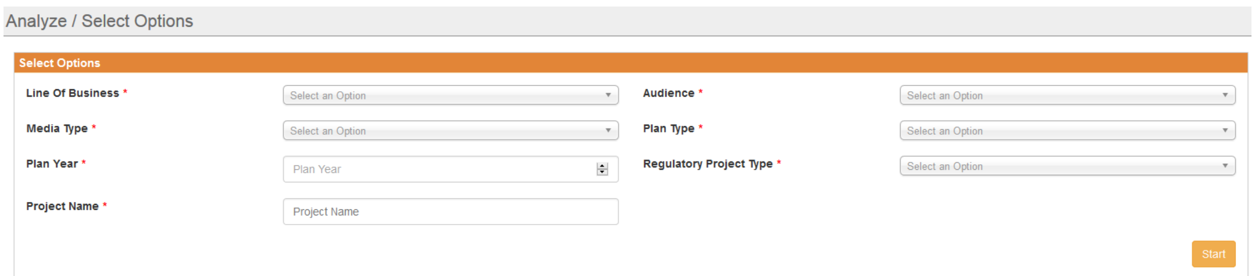
Export Reports

- Click **Export to XLS** to export a selected report as an Excel spreadsheet.

Regulatory Analyzer

You can perform an analysis that returns a list of relevant documents in the Regulatory Analyzer® database, including CMS guidelines, rules of other regulatory agencies, and company-issued documents, based on criteria you specify.

1. Enter information in the Select Options dialog box:



Mandatory fields are identified with a red asterisk (*).

   a. Line of Business*

   Select one or more lines of business from the list. Use [CTRL + Click] to select multiple options. Lines of business include categories such as Medicare and Medicaid.

   b. Media Type*

   Select one or more media types from the list. Use [CTRL + Click] to select multiple options. Media types include categories such as ANOC and Direct Mail.

   c. Plan Year*

   Enter the plan year for which you want to search for documents

   d. Project Name*

   Enter the name of the project for which you are searching for documents

   e. Audience*

   Select one or more audiences from the list. Use [CTRL + Click] to select multiple options. Audiences include categories such as Members and Providers.

   f. Plan Type*

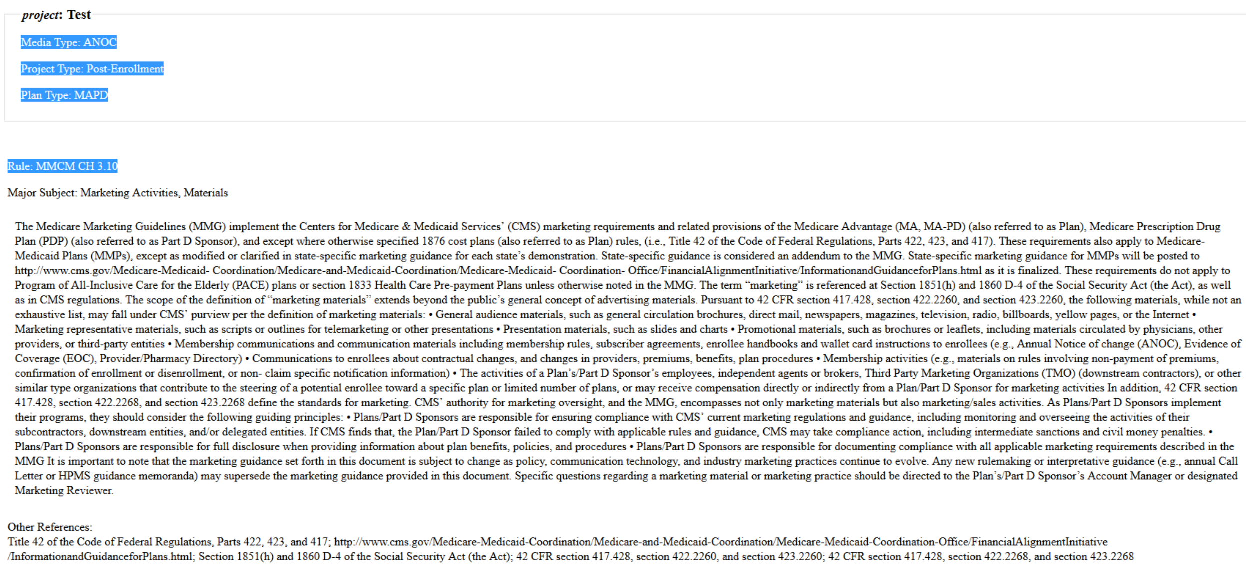
   Select one or more plan types from the list. Use [CTRL + Click] to select multiple options.

   g. Regulatory Project Type*

   Select one or more regulatory project types from the list. Use [CTRL + Click] to select multiple options

2. Click **Start.** The Questions Wizard opens
3. Answer the questions in the wizard
   a. *Does this piece include co-branding?* Click **Yes** or **No**
   b. *Does this piece include co-branding with providers or downstream entities?* **Click Yes** or **No**
   c. Click **Generate Report**

The Regulatory Analyzer® generates a report with a listing of all rules that meet the criteria you specify, with their major subjects and other references listed also.



project: **Test**

Media Type: ANOC

Project Type: Post-Enrollment

Plan Type: MAPD

Rule: MMCM CH 3.10

Major Subject: Marketing Activities, Materials

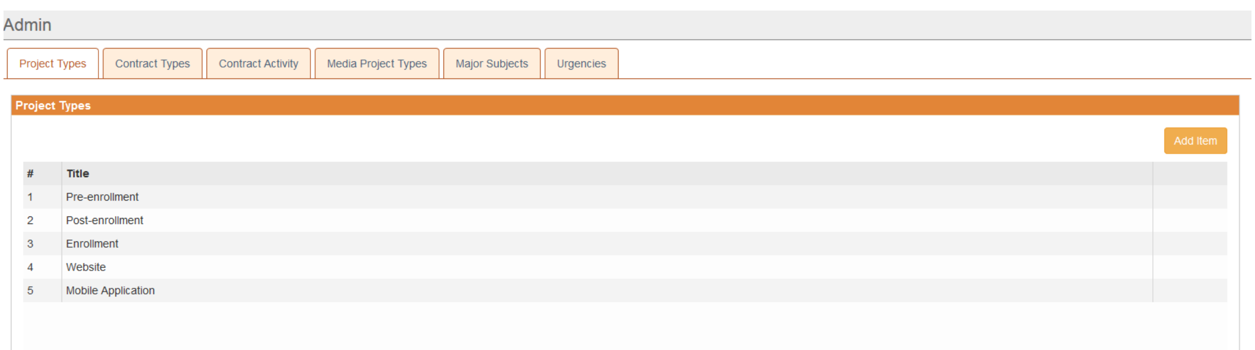
The Medicare Marketing Guidelines (MMG) implement the Centers for Medicare & Medicaid Services' (CMS) marketing requirements and related provisions of the Medicare Advantage (MA, MA-PD) (also referred to as Plan), Medicare Prescription Drug Plan (PDP) (also referred to as Part D Sponsor), and except where otherwise specified 1876 cost plans (also referred to as Plan) rules, (i.e., Title 42 of the Code of Federal Regulations, Parts 422, 423, and 417). These requirements also apply to Medicare-Medicaid Plans (MMPs), except as modified or clarified in state-specific marketing guidance for each state's demonstration. State-specific guidance is considered an addendum to the MMG. State-specific marketing guidance for MMPs will be posted to http://www.cms.gov/Medicare-Medicaid- Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid- Coordination- Office/FinancialAlignmentInitiative/InformationandGuidanceforPlans.html as it is finalized. These requirements do not apply to Program of All-Inclusive Care for the Elderly (PACE) plans or section 1833 Health Care Pre-payment Plans unless otherwise noted in the MMG. The term "marketing" is referenced at Section 1851(h) and 1860 D-4 of the Social Security Act (the Act), as well as in CMS regulations. The scope of the definition of "marketing materials" extends beyond the public's general concept of advertising materials. Pursuant to 42 CFR section 417.428, section 422.2260, and section 423.2260, the following materials, while not an exhaustive list, may fall under CMS' purview per the definition of marketing materials: • General audience materials, such as general circulation brochures, direct mail, newspapers, magazines, television, radio, billboards, yellow pages, or the Internet • Marketing representative materials, such as scripts or outlines for telemarketing or other presentations • Presentation materials, such as slides and charts • Promotional materials, such as brochures or leaflets, including materials circulated by physicians, other providers, or third-party entities • Membership communications and communication materials including membership rules, subscriber agreements, enrollee handbooks and wallet card instructions to enrollees (e.g., Annual Notice of change (ANOC), Evidence of Coverage (EOC), Provider/Pharmacy Directory) • Communications to enrollees about contractual changes, and changes in providers, premiums, benefits, plan procedures • Membership activities (e.g., materials on rules involving non-payment of premiums, confirmation of enrollment or disenrollment, or non- claim specific notification information) • The activities of a Plan's/Part D Sponsor's employees, independent agents or brokers, Third Party Marketing Organizations (TMO) (downstream contractors), or other similar type organizations that contribute to the steering of a potential enrollee toward a specific plan or limited number of plans, or may receive compensation directly or indirectly from a Plan/Part D Sponsor for marketing activities In addition, 42 CFR section 417.428, section 422.2268, and section 423.2268 define the standards for marketing. CMS' authority for marketing oversight, and the MMG, encompasses not only marketing materials but also marketing/sales activities. As Plans/Part D Sponsors implement their programs, they should consider the following guiding principles: • Plans/Part D Sponsors are responsible for ensuring compliance with CMS' current marketing regulations and guidance, including monitoring and overseeing the activities of their subcontractors, downstream entities, and/or delegated entities. If CMS finds that, the Plan/Part D Sponsor failed to comply with applicable rules and guidance, CMS may take compliance action, including intermediate sanctions and civil money penalties. • Plans/Part D Sponsors are responsible for full disclosure when providing information about plan benefits, policies, and procedures • Plans/Part D Sponsors are responsible for documenting compliance with all applicable marketing requirements described in the MMG It is important to note that the marketing guidance set forth in this document is subject to change as policy, communication technology, and industry marketing practices continue to evolve. Any new rulemaking or interpretative guidance (e.g., annual Call Letter or HPMS guidance memoranda) may supersede the marketing guidance provided in this document. Specific questions regarding a marketing material or marketing practice should be directed to the Plan's/Part D Sponsor's Account Manager or designated Marketing Reviewer.

Other References:
Title 42 of the Code of Federal Regulations, Parts 422, 423, and 417; http://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/InformationandGuidanceforPlans.html; Section 1851(h) and 1860 D-4 of the Social Security Act (the Act); 42 CFR section 417.428, section 422.2260, and section 423.2260; 42 CFR section 417.428, section 422.2268, and section 423.2268

NOTE: Click the links for Primary Regulation or Dependent Regulation to display the regulation within the report.

Admin in Regulatory Analyzer

Use Admin to set up categories for the Regulatory Analyzer®



Admin

Project Types | Contract Types | Contract Activity | Media Project Types | Major Subjects | Urgencies

Project Types

Add Item

#	Title
1	Pre-enrollment
2	Post-enrollment
3	Enrollment
4	Website
5	Mobile Application

Project Types

Use this tab to create and update the different project types for use in the Regulatory Analyzer®.

1. Select **Add Item**
2. Give the new project type a **Name**
3. Click **OK**

Contract Types

Use this tab to create and update the different contract types for use in the Regulatory Analyzer®.

1. Select **Add Item**
2. Give the new contract type a **Name**
3. Click **OK**

Contract Activity
Use this tab to create and update the different contract activities for use in the Regulatory Analyzer®.

1. Select **Add Item**
2. Give the new contract activity a **Name**
3. Add a **contract supplemental activity**
4. Click **Add Sub**
5. Add additional **contract supplemental activities**
6. Click **Add Sub** after adding each new contract supplemental activity
7. Click **OK**

Media Project Types
Use this tab to create and update the different media project types for use in the Regulatory Analyzer®.

1. Select **Add Item**
2. Give the new media project type a **Name**
3. Click **OK**

Major Subjects
Use this tab to create and update the different major subjects for use in the Regulatory Analyzer®.

1. Select **Add Item**
2. Give the new contract activity a **Name**
3. Add a **minor subject**
4. Click **Add Sub**
5. Add additional **minor subjects**
6. Click **Add Sub** after adding each new minor subject
7. Click **OK**

Urgencies
Use this tab to create and update the urgency levels for use in the Regulatory Analyzer®. Common urgency levels are Low, Medium, and High.

1. Select **Add Item**
2. Give the new urgency a **Name**
3. Click **OK**

Admin in csHPMS/CCM
In Admin you can add items to these lists that appear as fields in the application
- Audit Elements—common auditable features like Medicare Part C and Medicare Part D
- Regulatory Entities—for example, CMS and State Agency
- Classification Categories— Cody-assigned subject areas of the memo, for example, Annual Call Letter, Bids, or Low-income Subsidy (LIS)

You can adjust the settings of the csHPMS/CCM application also.

To add Audit Elements

1. From the Items tab of Admin, click **Audit Elements.** The Audit Elements display:

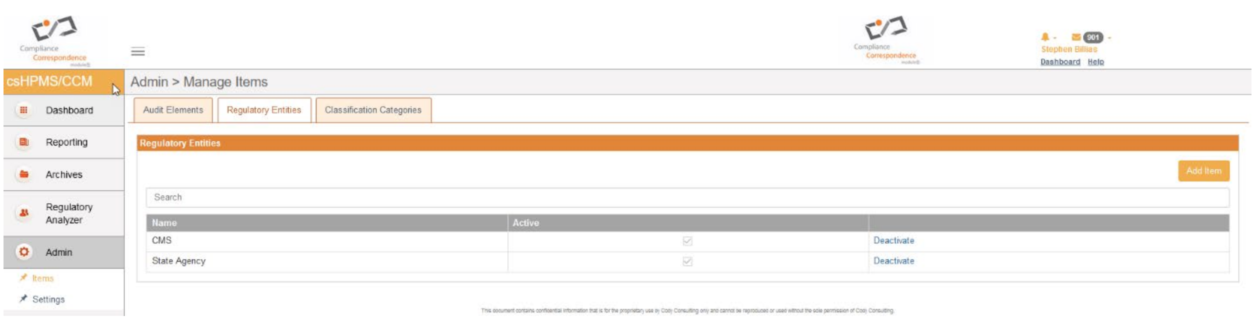
2. Click **Add Item**. The Add New Item dialog box displays:

3. Enter a **name** for the audit element.
4. Click **OK.** The new audit element is added to the list.

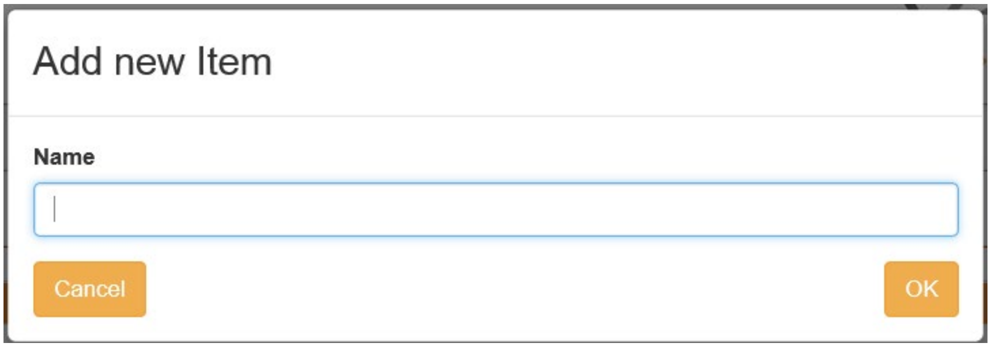
You can also deactivate an existing audit element by unselecting the checkbox on that element's row in the list.

To add Regulatory Entities

1. From the Items tab of Admin, click **Regulatory Entities.** The Regulatory Entities display:



2. Click **Add Item**. The Add New Item dialog box displays

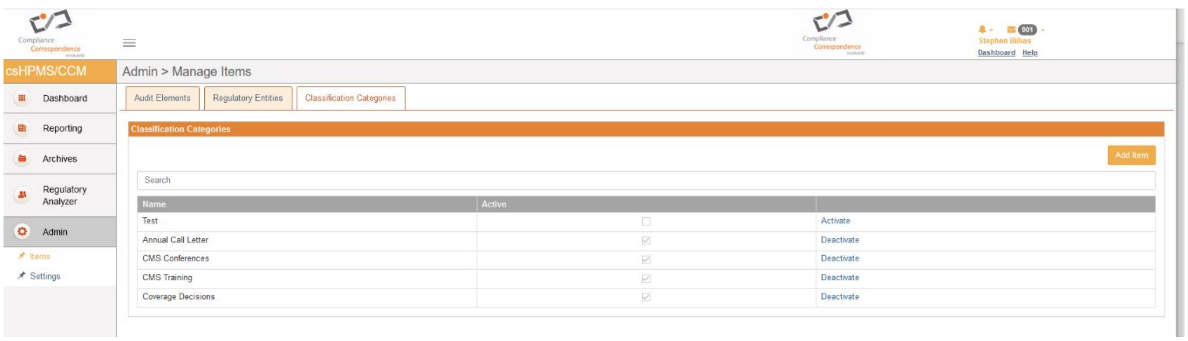


3. Enter a **name** for the regulatory entity.
4. Click **OK.** The new regulatory entity is added to the list.

You can also deactivate an existing regulatory entity by unselecting the checkbox on that entity's row in the list.

To add Classification Categories

1. From the Items tab of Admin, click **Classification Categories.** The Classification Categories display:



2. Click **Add Item**. The Add New Item dialog box displays:

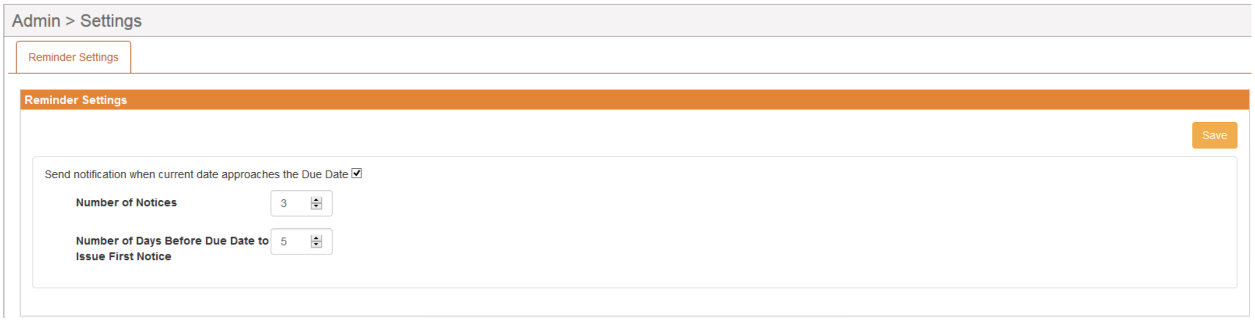
3. Enter a **name** for the classification category.
4. Click **OK.** The new classification category is added to the list.

You can also deactivate an existing classification category by unselecting the checkbox on that category's row in the list.

Settings

To adjust the Reminder Settings for reminder notices

1. Click **Settings**. The Reminder Settings screen displays

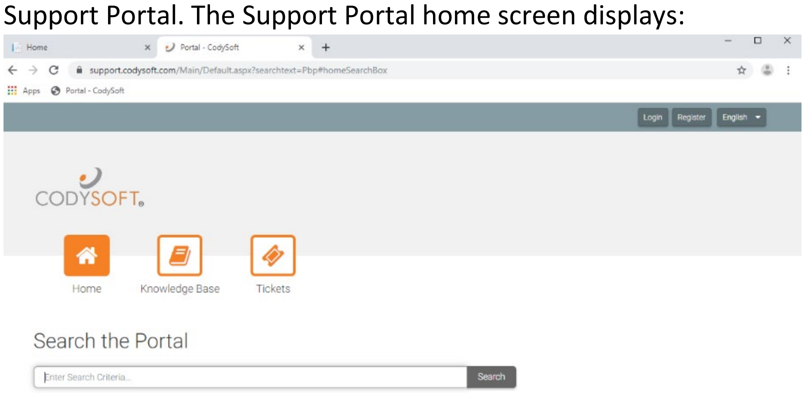


2. Select the Response Date Settings checkbox to have the settings apply to the response date
3. Enter the number of notices to send in the Number of Notices field
4. Enter a value in the Number of Days Before Due Date to Issue First Notice field, to specify when to be reminded to send the first notice.
5. Click **Save**

Support

In the Support Portal, CodySoft® provides several ways to get more information about how to use the CodySoft product.

1. From any screen in CodySoft, click **Help** in the upper right corner of the screen to enter the Support Portal. The Support Portal home screen displays:



2. From the Support Portal home screen you have three choices:
   a. Knowledge Base
   b. Tickets
   c. Search the Portal

Using the Knowledge Base

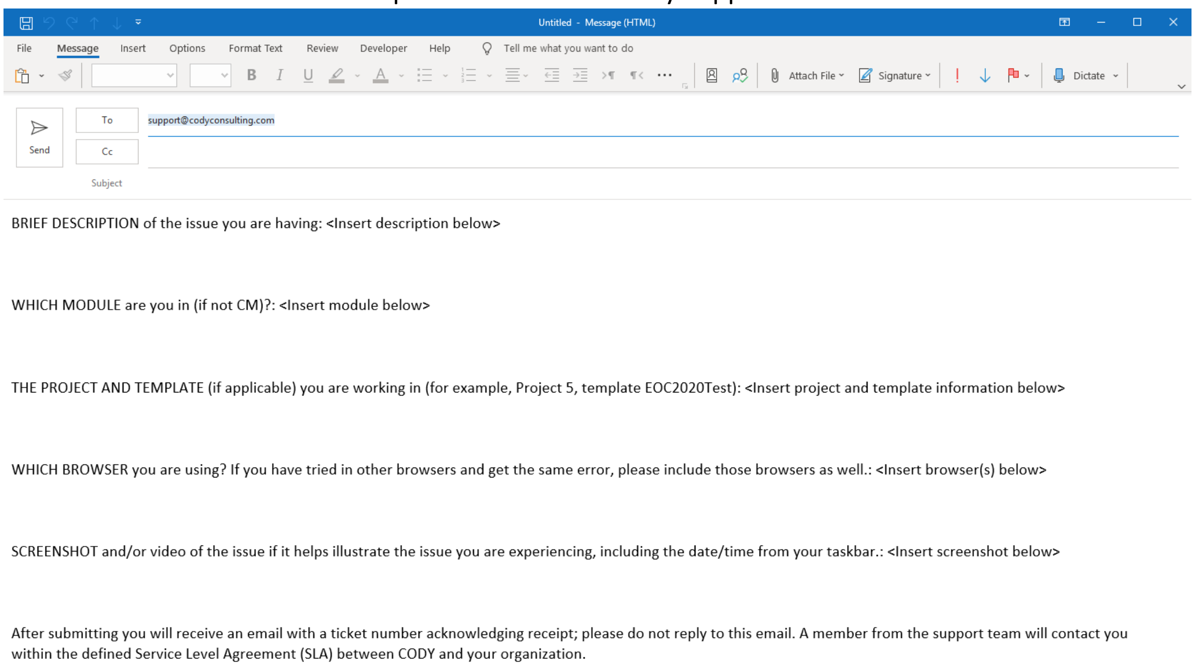
1. Click **Knowledge Base** to enter the Knowledge Base
   a. Enter a Search term
   b. Click Search to look for topics related to your search criteria. The system displays a list of

relevant Knowledge Base topics.

c. The Knowledge Base choice provides links to user guide documents on many CODY modules, including a set of videos on how to accomplish basic CodySoft Collateral Management (CM) tasks

Open a Ticket

1. Click **Tickets** to enter a new support ticket:
2. Click **Start Ticket**. An email opens addressed to Cody Support:



3. Fill out the email, providing as much information as possible for each requested item:
   a. Description
   b. Module
   c. Project/Template
   d. Browser
   e. Attached screenshot or video

4. Click **Send.** After you submit the email you will receive an email with a ticket number acknowledging receipt; please do not reply to this email. A member from the support team will contact you within the defined Service Level Agreement (SLA) between CODY and your organization.

Search the Portal

You can search the Support portal, including the Knowledge Base for information.

1. Enter search criteria, for example "PBP."
2. Click **Search**. Any items related to your search appear below the Search bar, with live links to the information.