



User Guide

For use with application release of February $3^{rd}\ 2022$

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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.

Logging in for the first time

After you are added as a user in the csHPMS Module[®], you will receive an email with a link to confirm your account.



server@codysoft.net To:

Confirm your access to CodySoft

Please follow the instructions below to confirm your new account with CodySoft within 7 days to avoid account deactivation.

CodySoft Username:

Please click here to confirm your email address

Thanks!

1. From the confirmation email, click the link to confirm your email address. You are prompted to create a new password.

CODYSOFT.	
	Reset Password
	New Password Confirm Password
	Password must be at least 8 characters in length
	Password must match at least 3 of 4 criteria listed below:
	Contain 1 upper case character Contain 1 lower case character
	Contain 1 numeric character
	Contain 1 special character
	New Password and Confirm Password must match
	Submit

- 2. In the New Password field, enter a **new password.** Follow the instructions for meeting the password requirement.
- 3. In the Confirm Password field, enter the new password again
- 4. Click Submit. The login screen displays.
- 5. Enter your user name
- 6. Enter the **password** you just created
- 7. Click Sign in. You are logged in to the main dashboard of CodySoft.

NOTE: If your company uses Single Sign On (SSO) then you will not be asked to create a CodySoft password when you log in for the first time.

Main Dashboard

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

Statistics

Dashboard										1
										New
Memos	Correspondences Actions	My Tasks	My Approval	S						_
Search										٩
Memo #	Title	Owner	Status	Action Type	Applicable	Last Updated On	Last Updated By	Created On 🗸	Created By	•
T	T	•	т	۲	~ T		~ T		▼ ▼	
22947-A	FW: 2022 Reassignment of Low-Inco	Attila Kozma	Draft	Actionable		10-01-2021	Attila Kozma	10-01-2021	Attila Kozma	
22946-A	FW: Updated: Frequently Asked Que	Attila Kozma	Draft	Actionable		10-01-2021	Attila Kozma	10-01-2021	Attila Kozma	
22945-A	FW: 2022 Reassignment of Low-Inco	Attila Kozma	Draft	Actionable		10-01-2021	Attila Kozma	10-01-2021	Attila Kozma	
22913-A	FW: Updated: Frequently Asked Que	Attila Kozma	Draft	Actionable		09-30-2021	Attila Kozma	09-30-2021	Attila Kozma	
22882-A	FW: 2022 Medicare Star Ratings Mar	Attila Kozma	Draft	Actionable		09-30-2021	Attila Kozma	09-30-2021	Attila Kozma	

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.

ashboard										
										New
Memos	Correspondences Actions	My Tasks	My Approva	IS						
Search										Q
Memo #	Title	Owner	Status	Action Type	Applicable	Last Updated On	Last Updated By	Created On 🗸	Created By	
T	۲	т	т	۲	~ T		~ T		~ т	
22947-A	FW: 2022 Reassignment of Low-Inco	Attila Kozma	Draft	Actionable		10-01-2021	Attila Kozma	10-01-2021	Attila Kozma	
22946-A	FW: Updated: Frequently Asked Que	Attila Kozma	Draft	Actionable	~	10-01-2021	Attila Kozma	10-01-2021	Attila Kozma	
22945-A	FW: 2022 Reassignment of Low-Inco	Attila Kozma	Draft	Actionable	V	10-01-2021	Attila Kozma	10-01-2021	Attila Kozma	
22913-A	FW: Updated: Frequently Asked Que	Attila Kozma	Draft	Actionable	V	09-30-2021	Attila Kozma	09-30-2021	Attila Kozma	
22882-A	FW: 2022 Medicare Star Ratings Man	Attila Kozma	Draft	Actionable		09-30-2021	Attila Kozma	09-30-2021	Attila Kozma	

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:

neral Information				
emo Title	Memo Title	Release Date	Release Date	
PMS Format	Select Some Options	Action Type	Select an Option	
om	From	То	То	
scription				
Description				

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 appropriate HPMS formats received from the dropdown menu:

- Email
- Email PDF
- 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.

Compliance Correspondence			Complexities Complexities Complexities Complexities Complexities	A - 25 (50) - Stephen Tillas Dabbard Hein
csHPMS/CCM	Add Memo			Add Deck
B Dashboard	General Information			×
Reporting	Mamo Dataile			
Archives	Memo Details Attachments			
Regulatory Analyzer	Primary Memo Owner	(Select an Option *)	Lines of Business	Select sil / Deselect all Select Some Options
O Admin	Secondary Memo Owner	(Select an Option	Plan Contract No	Select all / Deselect all Select Some Options
	Due Date	Due Date	Plan Type	Select all / Deselect all
	Priority Level	(Medium × *)	Include in Compliance Committee Agenda	⊖ Yes ⊛ No
	Regulatory Entity	(Select an Option *)	Audit Elements	Select al / Deselect al
	Website/URL	Website/URL	Classification Categories	Select al / Desciect all Select Some Options
	Media Type	Select all / Deselect all Select Some Options		
	Business Applicable			
	Codysoft Referenced Rules			
	Codysoft Referenced Rules			

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 memo 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:

dd Correspondence				Add Ba
Correspondence Title	Correspondence Title	Release Date	Release Date	^
Correspondence Type	CMS Contractor Correspondence	× • Action Type	Select an Option	¥
From	From	То	То	
Description				
Description				

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

10

From—Enter the name of the person or entity that issued the correspondenceTo—Enter the name of the person or entity to whom the memo is addressedDescription—Enter a brief description of the correspondence

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

Correspondence Details			*
Correspondence Details Attachments			
Correspondence Owner	Select an Option	Lines of Business	Select all / Deselect all
			Select Some Options
Due Date	Due Date	Plan Contract No	Select all / Deselect all
			Select Some Options
Priority Level	Medium	Plan Type	Select all / Deselect all
			No results match
Regulatory Entity	Select an Option 🔹	Media Type	Select all / Deselect all
			Select Some Options
Classification Categories	Select all / Deselect all	Business Applicable	
	Select Some Options		

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.

shboard									
Memos	Correspondences	My Tasks	My Approva	Is					
		ing ident							
earch									
lemo #	Title	Owner	Status	Action Type	Applicable	Last Updated On	Last Updated By	Created On 🗸	Created By
τ	۲	۲	т	т	~ τ		~ т		~ т
2947 - A	FW: 2022 Reassignment of Low-Inco	Attila Kozma	Draft	Actionable		10-01-2021	Attila Kozma	10-01-2021	Attila Kozma
2946-A	FW: Updated: Frequently Asked Que	Attila Kozma	Draft	Actionable		10-01-2021	Attila Kozma	10-01-2021	Attila Kozma
2945-A	FW: 2022 Reassignment of Low-Inco	Attila Kozma	Draft	Actionable		10-01-2021	Attila Kozma	10-01-2021	Attila Kozma
2913-A	FW: Updated: Frequently Asked Que	Attila Kozma	Draft	Actionable		09-30-2021	Attila Kozma	09-30-2021	Attila Kozma
	FM/ 2022 Madiante Star Datiana Mar	Attile Kozme	Draft	Actionable	(F2)	00-20-2021	Attila Kozma	00-20-2021	Attila Kozma



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

Correspondences

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

Memos	Correspondences	My Tasks M	ly Approval	5					
Search									
Correspor	Title	Owner	Status	Action Type	Applicable	Last Updated On	Last Updated By	Created On 🗸	Created By
T	т	т	T	T	~ T		~ T		<u>~</u> т
1313-A	Testing new value	Cory Belden	Draft	Informational		09-22-2021	Cory Belden	09-22-2021	Cory Belden
1249-A	SBTestCorr091521	Stephen Billias	Draft	Actionable		09-15-2021	Stephen Billias	09-15-2021	Stephen Billias
1217-A	Actions Test1	Andrew Casey	Open	Actionable		10-05-2021	Cory Belden	08-09-2021	Andrew Casey
1185-A	Test Correspondence	Gaurav Singhal4	Draft	Actionable	~	09-09-2021	Cory Belden	07-28-2021	Cory Belden
1153-A	asdf	Gaurav Singhal4	Business C	Actionable	~	09-16-2021	Andrew Casey	06-29-2021	Andrew Casey
1089-A	Sample Legal Record	Cory Belden	Closed	Informational		09-09-2021	Cory Belden	06-10-2021	Cory Belden



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

Actions

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

Search										
Parent Tyr	Parent #	Action #	Title	Owner	Comments	Status	Last Updated On	Last Updated By	Created On 🗸	Created By
T	T	T	Title T	Owner T	Comments T	Star 🔻		All 🗸 🕇		~ T
memos	22497-A	7457-A	Second Action	Cory Belden	1	Pending Ap	10-05-2021	Cory Belden	10-05-2021	Cory Belden
memos	22785-A	7394-A	Title	Cory Belden	1	Draft	10-04-2021	Cory Belden	10-04-2021	Cory Belden
memos	22785-A	7297-A	Test	Cory Belden	1	Complete	09-29-2021	Cory Belden	09-29-2021	Cory Belden
memos	22529-A	7265-A	SBTest092121	Cory Belden	SBTest092121	Draft	10-04-2021	Cory Belden	09-21-2021	Stephen Billias
memos	22497-A	7233-A	TestAction	Cory Belden	Lorem	Pending Ap	10-05-2021	Cory Belden	09-17-2021	Attila Kozma
corresponc	1153-A	7171-A	Late Action	Cory Belden	1	Complete	09-10-2021	Cory Belden	09-10-2021	Cory Belden
correspond	1153-A	7170-A	New Action	Cory Belden	1	Complete	09-10-2021	Cory Belden	09-10-2021	Cory Belden

- Parent Type
- Parent ID #
- Action ID #

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- Title
- Owner
- 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.

ashboard								
Memos Correspondences Actions My Tasks My Approvals								
Search	Search							
Task Id	Name	Description	Start Date 🗸	Due Date	Status	٠		
Task Id T	Name	Description T	Start Date T	Due Date T	Status			
HPMS.memos.22220-A.6881-A	Future task	12345	09-24-2021	09-24-2021	In Process			
HPMS.memos.5089.4706	Test date change task1	Test task	09-17-2021	09-17-2021	Pending			
HPMS.memos.22313-A.7045-A	Closed to Draft revert task	Testing	08-31-2021	09-01-2021	Complete			
HPMS.memos.22313-A.7042-A	Task in Approved Action	Testing	08-31-2021	09-01-2021	Complete			
HPMS.memos.22313-A.7009-A	Task created after reverting	Task after reverting from Open	08-31-2021	09-01-2021	Complete			



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

Click the Task Id to access the Task Information screen:

Edit Task "Review Conference Invite" (Pending)								
Task Information					^			
Task Name	Review Conference Invite	Update	Assigned To	Cory Belden				
Planned Start Date	04/16/2019	雦	Planned Due Date	04/17/2019	Dpdate Update			
Planned Hours	0.5		Actual Hours	0				
			Progress		0%			
Description								
Review Conference Invite								
Update Description								
Select all / Deselect all								
No results match								
Update Dependencies								

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

Edit Task "Review Conference Invite" (Pending)							
Task Information					^		
Task Name	Review Conference Invite	Update	Assigned To	Cory Belden			
Planned Start Date	04/16/2019	Ê	Planned Due Date	04/17/2019	Update		
Planned Hours	0.5		Actual Hours	0			
			Progress		0%		
Description							
Review Conference Invite							
Update Description							
Select all / Deselect all							
Depends On							
No results match							
Update Dependencies							

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The Update Task Progress dialog box displays.

Update Task Progress	
Actual Hours	
0	÷
Progress	
50%	
Cancel	Update

- 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

My Approvals

The My Approvals tab shows all Actions that have been assigned to you for Approval. This will only show for users with the Action Approver permission.

					New				
Memos Co	Memos Correspondences Actions My Tasks My Approvals								
Search					Q				
Parent Type	Parent #	Action # 🗸	Title	Comments	o				
۲	т	۲	Title	Comments	T				
memos	22497-A	7457-A	Second Action	1					
memos	22497-A	7233-A	TestAction	Lorem					
« (1)	» Total Results: 2	recordo por pago			Items per page: 25 -				
			T						
• Par	ent Type								
• Par	ent #								
• Act	Action #								
• Title									
• Cor	Comments								

NOTE: Completed Approvals do not display on this tab.

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.

Memo Details												^
_	Memo Details	Actions	Attachments	Related M	emos/Correspondenc	es						
	Add Action							tion				
	# Title	Owne	r Co	omments	Due Date	Status	Last Updated On	Last Updated By	Created On 木	Created By		•
	No records found											

The Add New Action screen displays.

Compliance Correspondence	=		Complete	A - 20 (90) - Stephen Balas Bashboard Hele			
csHPMS/CCM	Add Action				Add Back		
Dashboard	General Information				^		
Reporting	Action Title	Action Title	Action Due Date	Action Due Date			
Archives	Business Owner/Dept	Select an Option	CMS Response Required	8 Yes No			
Regulatory	Comments/Instructions		Required Action				
Analyzer	Comments/Instructions		Required Action	Required Action			
O Admin							
		I ma accurrent containe confidential information that is for the pro	pretary use by Coty Consulting City and carries of reproceeds of used without the sole permission of Coby Consulting @ 2014 Coby Consulting City, inc	92. T			

3. Enter information in the following fields:

Action Title—Enter a name for the required action

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Business Owner -- 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:

Task Name	
Planned Start Date	
Planned Start Date	ش
Planned Due Date	
Planned Due Date	m
Planned Hours	
Planned Hours	
Assigned To	
Select an Option	Ŧ
Select all / Deselect all Depends On	
Select Some Options	
Description	
Type task description here	
Cancel	Create

- 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.

Edit Task

You can edit tasks after they have been created.

- 1. From the Action Details section, click the Tasks Tab.
- 2. Click **Edit** on the task you want to edit. The Edit Task dialog displays:

1	-12							_
Com	oliance correspondence module®	≡					Stephen Bill Dashboard	1198 - ias Help Logout
csHP	MS/CCM	Edit Task "SBTest092121" (Pending)						Assign To Update Progress Back
	Dashboard	Task Information						^
	Reporting	Task Name	SBTest092121	Update	Assigned To		Stephen Billias	
۲	Archives	Planned Start Date	09/21/2021	*	Planned Due Date		09/24/2021	M Update
	Regulatory Analyzer	Planned Hours	1		Actual Hours		0	
ø	Admin				Progress			0%
		Description						
		SBTest092121						
		Update Description						
		Select all / Deselect all Depends On						
		No results match						
		Update Dependencies						

- 3. Change the values for any of these fields:
 - Task Name
 - Planned Due Date
 - Description
 - Dependencies
- 4. Click the appropriate **Update** button
- 5. Click **Assign To** to change the assignee
 - a. Enter a new Assignee
 - b. Click Assign

6. Click **Update Progress** to update task progress. The Update Task Progress dialog displays:

Update Task Progress

Actual Hours	
1	
Progress	
12%	
)
Cancel	Update

- 7. Enter a new value for Actual Hours
- 8. Use the slider bar to update the task progress
- 9. Click Update

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:

Comp	aliance orrespondence moderati	=			♣ - ☎ 1193 - Stephen Billias Dashboard Help Logg	out
csHP	MS/CCM	Open Memo #4993			Save Revert To Draft	Cancel Memo Back
	Dashboard	General Information				^
	Reporting	Memo Title	Sample HPMS memo 0006	Release Date	04/16/2019	m
۲	Archives	HPMS Format	Email PDF ×	Action Type	Informational	x *
۲	Regulatory Analyzer	From	CMS	То	Health Plans	
ø	Admin	Description				
		Conference memo invite testing changes 08102021				

The bottom half of the screen is for Memo Details:

Memo Details			^
Memo Details Actions Attachments R	elated Memos/Correspondences Acknowledge		
Memo Owner	Stephen Billias × •	Lines of Business	Select all / Deselect all Medicare ×
Due Date	11/07/2018	Plan Contract No	Select all / Deselect all H1234 ×
Priority Level	Medium × •	Plan Type	Select all / Deselect all Medicare MAPD ×
Regulatory Entity	Select an Option	Include in Compliance Committee Agenda	⊖ Yes ● No

- 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.

Action Details	^
Action Details Tasks Attachments Approvers	
Action Plan Short Description Attach 	Review conference invite
Impact O Short Description @ Attach	Impact Action Plan.docx

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:

Upload a File	
Please select a file and click Upload button Select File	
Cancel	Upload

2. Click Select File

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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. A list of related memos displays:

Memo Details								^
Memo Details Acti	ions Attachments	Related Memos/Corresponde	ences					
							Add Related Memo	s/Correspondences
Search								
Title	Туре	Created On	Last Updated On	Last Updated By	Related On	Related By	Status	

If you add a related memo or correspondence to a memo on the **Related Memos/Correspondences** tab, that memo or correspondence appears on the **Related Memos/Correspondences** tab of the memo you add, creating a reciprocal association between the two memos or correspondences.

- 2. Click Add Related Memos/Correspondences.
- 3. The Upload a File screen displays:

Add Related Memos/Correspondences

Search	Search						Q
Selecter	Title 🔨	Туре	Created On	Last Updated On	Last Updated By	Status	•
	Title	Туре 🕇	Created On T	Last Update 🔻	Last Update 🔻	Status T	
	0930	Memo	09/30/2016	09/30/2016	Alphonse Valenti	Draft	
	123	Memo	10/18/2016	10/18/2016	Alphonse Valenti	Draft	
	2014 Benefit Year	Memo	03/06/2018	03/06/2018	Tonya Teschendor	Draft	
	2017 PACE Opera	Memo	05/15/2017	05/15/2017	Tonya Teschendor Draft		
	2017 PACE Opera	Memo	05/21/2017	05/21/2017	Tonya Teschendor	Open	
	2018 Performance	Memo	08/06/2018	08/06/2018	Kara Taylor	Draft	
	2018 Spanish EOC	Memo	01/24/2017	10/04/2018	Brian Yavorsky	Open	
	2010 Advance Not	Momo	02/07/2040	02/07/2040	Tonya Toschondor	Draft	×
« (1 2 3 4	> »				Items per page	: 25 🗸
Cancel							Ok
							_
						T	

- 5. Click the checkboxes at the beginning of each row to select memos for inclusion.
- 6. 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:

	Men 4/15/219 12:03 PM	
S	server@codysoft.net	
	Your Action, Begin mock audit process, has been opened 👔	
To Cory Belden		^
		A
Ì		
Com		
COIL	phane	
	Correspondence	
	module*	
Your Action	n, Begin mock audit process, has been opened.	
Action Deta	ilis:	
Action #: 577		
Title: Begin n	nock audit process	
Link to Action	n: OPEN	
Correspond	lence Details	
Corrospondo	March 425	
corresponde		
Corresponde	nce Name: April 15 CMS Audit Notice	-
Link to Corre	rspondence: OPEN	Ŧ
4)(I	y.

- 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. In the email, click the first OPEN link to go directly to the Action Plan, or the second OPEN link to go to the Memo record.

Your Approval is Requested



Action #7457-A is ready to be reviewed.

Action Plan Details:
Assigned By: Cory Belden
Action Plan #: 7457-A
Action Plan Name: Second Action
Link to Action Plan: OPEN
Memo Details:
Memo #: memos/22497-A
Memo Name: Test 13Sept -4
Link to Memo: OPEN

2. Review the action plan

Pending Approva	Action #7457-A
-----------------	----------------

General Information				^				
Action Title	Second Action	Action Due Date	10/15/2021	Ê				
Business Owner	Cory Belden × *	CMS Response Required	○ Yes ◉ No					
Comments/Instructions		Required Action						
1		2						
Action Details								
Action Details Tasks Attachments	Approvers							
Action Plan	Action Plan							
 Short Description Attach 		Enter Text						

3. Click Approve or Reject

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

Approve Reject Back

Action	n is Rejected
S	server@codysoft.net To
Compl	liance
	module®
Review c	of Action #7457-A is Rejected.
Action Pl	an Details:
Action Pla	an #: 7457-A
Action Pla	an Name: Second Action
Link to Ac	tion Plan: <u>OPEN</u>
Commen	its :
Cory Beld	en: Please provide additional information on how you will facilitate this plan
Memo D	etails:
Memo #:	22497-A
Memo Na	ime: Test 13Sept -4
Link to Me	emo: <u>OPEN</u>

The Approvers tab on the Action Details screen shows the status of the approvals:

A	ction Details				^
	Action Details Tasks Attachments Approvers				
	Name	Comments	Voted On	Vote	0
	Cory Belden			×	
	Cory Belden	Please provide additional information on how you will facilitate this plan.	10-06-2021 04:27:34 PM	×	

- Name of the approver
- If the project is rejected, the comment reason
- Date and time the project was voted on
- The vote.
 - Green checkmark for approved
 - o Red X for rejected
 - Hourglass icon for vote pending

When all actions have been reviewed and approved, the action moves to Approved status. In addition to the Action Owner, users in the Admin permission, and users in the Compliance Owner permission that are assigned Primary or Secondary Memo/Correspondence Owner to the parent record of an Approved Action are also able to Complete the Action.

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. **Note:** users in the Admin permission, and users in the Compliance Owner permission that are assigned Primary or Secondary Memo/Correspondence Owner to the parent record of a Business Incomplete Action are also able to Create a Review.

- 1. From the Dashboard, click the action # of the action that is in Business Incomplete status
- 2. Click Create Review

csHF	MS/CCM	Business Incomplete Action #35	553				Create Review Back
	Dashboard	General Information					~
۲	Reporting	Action Title	Test	Action Due Date		10/30/2018	m
۲	Regulatory Analyzer	Business Owner/Dept	Brian Yavotsky	× + CMS Response R	lequired	• Yes No	
0	Admin	Comments/Instructions		Required Action	de Date	10/30/2018	
		test		test			

The Create Review dialog box displays.

Create Review	
Reason for Review	
Enter Text	
Review Due Date	
Review Due Date	曲
Review Solution	
Enter Text	
Prevention Plan	
Enter Text	
Review Approvers	
Select Some Options	
Cancel	ОК

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

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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 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.

	Under Review Memo #833			Approve Review Reject Review Back
Dashboard	General Information			^
Reporting	Memo Title	SB Test 9-23-16	Business Applicable	V
★ Statistics★ Report	Release Date	09/23/2016	Action Type	Actionable × v
Regulatory	From	cms.gov	HPMS Format	Email Only ×
Analyzer	То	internal department or person		
O Admin	Description Test new memo			

Revert an Open Memo to Draft Status

If you are the owner or an Admin and you need to revert an Open memo to draft status work on it again, for example to assign a new action, you can do so.

1. Click **Revert to Draft**. The memo is moved to Draft status. If the memo is Informational, the Save, Cancel, and Close buttons become available again. If the memo is Actionable, then the Open button becomes available also:

Compliance Correspondence			COE	Y" A - 2 (193) Stephen Billias Dashboard Help	Lopout
	Draft Memo #19233			Save Cancel I	Memo Close Memo Back
Dashboard	General Information				^
Reporting	Memo Title	SBTest111120	Release Date	11/11/2020	
Archives	HPMS Format	Fmail X	Action Type	Informational	x *
Regulatory Analyzer	From	HPMS	То	BPO	
O Admin	Description				
	SBTest111120				

Any Disseminations that have been sent are retained. For Actionable memos, any Action statuses and Approvals are retained also.

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.

 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

CISHPMS - Edit Memo	× +				l .		•
÷) → ൙ 🏠	(i) A https://hpms.codysoft.com/#i/mer	nos/BusinessComplete/1123			··· 🖂 🕁	± lin∖ f	•
Compliance Correspondence mode	=			Compliance Correspondence	🌲 – 🐹 (577) – Stephen Billias Dashboard Help		
	Business Complete Memo #112	23				Close Mo	smo Ba
Dashboard	General Information						~
Reporting	Memo Title	Test 10-3-16	Release Date		10/03/2016		8
Archives	HPMS Format	Select all / Deselect all	Action Type		Actionable		X *
Regulatory Analyzer	From	CMS	То		Insurer		
O Admin	Description						
	Test 10-3-16						

Ы

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

Close CCM Date
Close Date

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

Compliance Correspondence rodurg	=		COE	NG Dashboard Help	Logout
csHPMS/CCM	Closed Memo #19233			Re	vert To Draft Archive Back
Dashboard	General Information				^
Reporting	Memo Title	SBTest111120	Release Date	11/11/2020	1
Archives	HPMS Format	(Facel at	Action Type	Informational	х *
Regulatory Analyzer	From	HPMS	То	BPO	
🗘 Admin	Description				
	SBTest111120				

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

NOTE: Items moved to Archives cannot be reverted to Draft status.

Removing a Closed Record from the Archives

If you are the owner or an Admin and you need to remove a Closed memo from the Archives to work on it again, for example to assign a new action, you can do so.



Archives									
Memos	respondences								
Search									
Memo #	Title	Status	Action Type	Applicable	Last Updated On	Last Updated By	Created On 🗸	Created By	
Memo #	Title T	Status T	Action Type T	~ T		Last Updated 🔻		Created By	
24929-A	FW: Retail Pharmad	Cancelled	Informational		01-04-2022	Cory Belden	01-03-2022	Attila Kozma	C
23042-A	Memo Title	Closed	Actionable		01-04-2022	Cory Belden	10-04-2021	Zane Zglobicki	C

Revert a Closed Memo to Draft Status

If you are the owner or an Admin and you need to reopen a Closed memo to work on it again, for example to assign a new action, you can do so.

1. Click **Revert to Draft**. The memo is moved to Draft status. If the memo is Informational, the Save, Cancel, and Close buttons become available again. If the memo is Actionable, then the Open button becomes available also:

NOTE: Items in Cancelled status will remain in Cancelled status and cannot be reverted to Draft status.

SHPMS/CCM	Draft Memo #20001			Save Open	Cancel Memo Ba
Dashboard	General Information				~
Reporting	Memo Title	FW: Display of State Pharmaceutical Assis	Release Date	03/17/2021	8
Archives	HPMS Format	Energi ODE M	Action Type	Actionable	х *
Regulatory Analyzer	From	Debbie Mabari	То	CODY HPMS Memos ALL	
O Admin	Description				
	From: HPMS Sent: Wednesday, March 17, 202 To: Debbie Mabari Subject: Display of State Pharma	1 4:10:44 PM (UTC-05:00) Eastern Time (US & Canada) iceutical Assistance Program and AIDS Drug Assistance Program	n Data on Medicare.gov		-

2. Any Disseminations that have been sent are retained. For Actionable memos, any Action statuses and Approvals are retained also.

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:

Me	emo Details									
	Memo Details	Action	ıs	Attachments	R	elateo	I Memos/Correspondences		Acknowledge	
	Select Internal Use	rs OR	Upl	load External User	List	OR	Add External Users Manua	lly		

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:

- Upload Signature Users List
 Please select the signature users list document (Excel format only) and click Upload button
 Select File
 Upload
- 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.

Mem	o Deta	ils				^
	Memo	Details Actions Attachments Related Memos/Correspondences	Acknowledge			
Se	elect Ir	ternal Users OR Upload External User List OR Add External Users Manual	Start Dissemination Cancel Dissemination Res		vledgm	nent
	~	Name	Email	Signed		•
	~	Attila Kozma	akozma@codyconsulting.com	×	Û	
	~	Al Valenti	avalenti@codyconsulting.com	×	Û	
	~	Brian Yavorsky	byavorsky@codyconsulting.com	×	Û	
	~	Cory Belden	cbelden@codyconsulting.com	×	Û	

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.

Single User Di	ssemination		
First Name	Last Name	Email	Department
First Name	Last Name	Email	Department
		+ Add User	
Cancel			Confirm

- b. Click **Add User** to add another person to the dissemination list. The fields are not case sensitive.
- 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.

Please select the dissemination recipients:	
Select all / Deselect all	
Adrienne Olson	^
Al Valenti	
Alphonse Valenti	- B
Andrew Casey	- 18
Annie O'Reilly	- 1
Apostrophe D'Test	- 1
Ashish Gupta	- 1
Attila Kozma	- 1
Brad Boyer	- 1
Rrian Test	•

- b. Select users you want to receive the acknowledgment dissemination. You can Select all to send to the entire list.
- c. Click Confirm to confirm the list of users
- d. Click Start Dissemination

Dissemination Options

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

Me	mo Details																					•
	Memo Details	Actions	Attachments	Related Memos/Correspondences	Acknowledge	e																
	Select Internal Use	rs OR Up	oload External User	List OR Add External Users Manuall									St	art Dissemir	ation	[Ca	incel Disse	mination	R	esend Acia	iowledgn	

- Click Cancel Dissemination to stop a dissemination already in progress
- 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.

³ Please Confirm Users

Are you sure you want to resend dissemination to the following users?

First Name	Last Name	Email
Stephen	Billias	sbillias@codyconsulting.com
		Cancel Confirm

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 a Memo or Correspondence is assigned	You have been assigned [Memo or Correspondence] Owner	[[Correspondence or Memo #]] [[Title]] [[Link to [Correspondence or Memo]: <u>Open</u>]]
When memo + action is opened 2 Memo Owner, Action Owner	You May Begin Your Action	You May Begin Your Action Action #
When task is assigned to all task owners 2 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 2 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 2 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 a task due date is changed	Task Due Date Changed	Your task under Memo #xxxxx has been changed. [[Task]] [[Description]] [[Due Date]] [[Link to task: <u>Open</u>]] [[Memo #]] [[Memo Name]] [[Link to Memo: <u>Open</u> :]]
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]]

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

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, correspondences, actions or tasks to which the Admin is not assigned.
- **Compliance**—can own and project manage the memo, including assigning Actions to Business Owners, and Tasks to Task Owners. They also can see all reporting. Compliance role users can edit memos or correspondences to which they are assigned. Users in this role are usually often assigned the Action Approver permission as well.
- **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. Responsible for assigning out Tasks to Task Owners as part of their Actions.
- **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 or reject actions routed to them by Business/Action Owners. 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. Users in this role are usually often assigned the Compliance permission as well.

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:

Compliance Correspondence	=					Comp			A - Stephen Billiss Dashboard Help	
sHPMS/CCM	Reporting									
Dashboard	Memos	ree Artings Tasks Di	seminations Reviews							
Reporting	Memos by Status									
Archives	Start date 06/07/2020	End date 07/0	07/2020	All O On Time Last 30 Days Status All Ac	Only O Past Due Only					
Regulatory Analyzer	60			Include Archi	ed					
Aumin	40 00 0			/ Draft © Open b usiness C	tila Kozma mplete E Cancelled	Closed				
	Owner	Draft	Open	в	siness Complete	Ca	celled	c	Closed	Highcharts.co
	Attila Kozma	44	0	0		0		0		Company of the local distance of the local d
	Search									CAUNTURE
	Memo∦ ✓ Title	Applicable Ov	wner Priority	Status As C	Due Date	Created On	Created By	Last Updated On	Last Updated By	Aging
	14625 FW: HI	HS Announc 🖂 Att	ila Kozma Medium	Draft 06/05/2020	07/05/2020	06/05/2020	Attila Kozma	05/05/2020	Attila Kozma	2
	14593 FW: In	formation to 🧭 Att	ila Kozma Medium	Draft 06/05/2020	07/05/2020	06/05/2020	Attila Kozma	06/05/2020	Attila Kozma	2
	14562 FW: CI	MS News Al 🤄 Att	tila Kozma Medium	Draft 06/04/2020	07/04/2020	06/04/2020	Attila Kozma	06/04/2020	Attila Kozma	3

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.

Reporting Accepted: 23.5 Search Document Title Recipient Email Parent # 1185-4 Test Correspondence Gauray Singhal4 Gauray Singhal gauray@netision.com 08-04-2021 Pending Dissemination 08-04-2021 08-11-2021 609 Brian Yavorsky Cory Belden cbelden@codyconsulti 08-11-2021 08-11-2021 Accepted 1089-A Sample Legal Record Cory Belden Cory Belden cbelden@codyconsulti 08-09-2021 Pending Acceptance 08-09-2021 8 22226-A FW: Reminder: Particit Gaurav Singhal4 Gaurav Singhal4 gaurav@netision.com 07-19-2021 Pending Dissemination 07-19-2021 29 22224-A FW: Medicare Advanta Gaurav Singhal4 Gaurav Singhal gaurav.singhal79@gm 07-22-2021 Pending Dissemination 07-22-2021 26

On the Disseminations tab of the reporting screen you can access the specific memo or correspondence that has been disseminated by clicking the Parent record # in the first column:

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:

Analyze / Select Options					
Select Options					
Line Of Business *	Select an Option	*	Audience *	Select an Option	×
Media Type *	Select an Option	*	Plan Type *	Select an Option	*
Plan Year *	Plan Year	\$	Regulatory Project Type *	Select an Option	v
Project Name *	Project Name				
					Start

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.



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 Plan T) Sponsor), and except where otherwise specific dilates (equiptions). Parts 422, 423, and 417). These requirements also apply to Medicare-Medicaid-(MDP) (also referred to as Plan) Tules, (i.e., Title 42 of the Code of Federal Regulations, Parts 422, 423, and 417). These requirements also apply to Medicare-Medicaid-Coordination-Medicare-Medicaid-Coordination-Office/Financial/alignmentinitiative/Informationana/Guidancefor/Plans hund as it is finalized. These requirements do not apply to Porgram of All-Inclusive Care for the Elderly (PAC) plans or section 1833 Health Care Pre-pyment Plans unless otherwise noted in the MMG. The term "marketing" is referenced as Section 1813(b) and 1800 D-4 of the Social Section 432, 2260, and section 423, 2260, the following materials, while not an evaluation and characting materials, and hages in provides, perturbance and the section 1813 Health Care Pre-pyment Plans emperation and trainal, such as slides and charts • Promotional materials, such as sloces and the section 1813 Health Care emperation emperation and trainals, such as slides and charts • Promotional materials, such as sloces of the definition of marketing materials - General aduicates materials, such as slides and charts • Promotional materials, such as sloces (e.g., Annual Notice of change (ANOC), E.g., defined of a successful and the successful as the structure of a specific particing and perturbations and communications materials including membership role with several aduates in provides, perminum, serific so and trains and section parts (aduates expression) and and train a specific particing and specific parts in a specific part and trains and the specific part and trains and the specific parts and trains and tregeneral sectinal specific pa

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/Medicare-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 117.428, section 423.2260; A2 CFR section 117.428, section 423.2260; A2 CFR section 417.428, section 423.2260; A2 CFR section 423.2260; A

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											
Projec	t Types Contract Types	Contract Activity	Media Project Types	Major Subjects	Urgencies						
Projec	t 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

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- 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

Admins can change all fields in any Memo or Correspondence, including changing the Project Manager if necessary. Admins can Cancel a Memo, Add Actions, Attachments, Related Memos/Correspondences, and send for Acknowledgment.

Additionally, from the Admin menu choice 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)
- Correspondence Types These values populate the dropdown selection when creating a new Correspondence in the system

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

To add or edit Audit Elements

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

Comp	oliance correspondence module®	≡					G Dashbeard Hele Legeut
csHP	MS/CCM	Admin > Mana	age Items				
	Dashboard	Audit Elements	Regulatory Entities	Classification Categories	Correspondence Types		
	Reporting	Audit Elements					
۲	Archives						Add Item
	Regulatory	Search					
-	Analyzer	Name		Active			
A	Admin	Part D CDAG				Edit	Deactivate
	Admin	Part C&D CPE			<	Edit	Deactivate
🔹 🖈 It	ems	Part D FA				Edit	Deactivate
∦ s	ettings	Part C ODAG				Edit	Deactivate
		SNP MOC				Edit	Deactivate

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

Add new Item	
Name	
Cancel	ок

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

You can also edit an existing audit element:

- 1. Click Edit on any row in the list of audit elements
- 2. Change the existing item name
- 3. Click OK

You can also deactivate an existing audit element by selecting **Deactivate** on that category's row in the list.

To add Regulatory Entities

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

Compliance Correspondence reduce	=			<mark>♣ ▼ </mark>
csHPMS/CCM	Admin > Manage Items			
Dashboard	Audit Elements Regulatory Entities Class	Sification Categories Correspondence Types		
Reporting	Regulatory Entities			
Archives				Add Item
Regulatory	Search			
Analyzer	Name	Active		
Admin	CMS		Edit	Deactivate
Admin	State Agency		Edit	Deactivate
🖈 Items	Corys NEW Regulatory Entity		Edit	Deactivate
★ Settings	New Reg		Edit	Deactivate

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

Add new Item	
Name	
Cancel	ок

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

You can also edit an existing regulatory entity:

- 1. Click Edit on any row in the list of regulatory entities
- 2. Change the existing item name
- 3. Click OK

You can also deactivate an existing regulatory entity by selecting **Deactivate** on that category's row in the list.

To add Classification Categories

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

Comp	liance prrespondence module®	=	:					<mark>♣ - ⊠</mark> 3533 - Cory Belden Dashboard Heip Logout
csHP	MS/CCM	Ad	dmin > Mana	ige Items				
	Dashboard		Audit Elements	Regulatory Entities	Classification Categories	Correspondence Types		
	Reporting	(Classification Cat	tegories				
	Archives							Add Item
	Regulatory		Search					
•	Analyzer		Name		Active			
A	Admin		Test				Edit	Activate
	Admin		Annual Call Lette	er			Edit	Deactivate
🔹 🖈 Ite	ems		CMS Conference	es			Edit	Deactivate
🖈 Si	ettings		CMS Training				Edit	Deactivate
			Coverage Decisio	ons			Edit	Deactivate

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

Add new Item	
Name	
Cancel	ок

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

You can also edit an existing classification category:

- 1. Click Edit on any row in the list of classification categories
- 2. Change the existing item name
- 3. Click OK

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You can also deactivate an existing classification category by selecting **Deactivate** on that category's row in the list.

To add Correspondence Types

1. From the Items tab of Admin, click **Correspondence Types.** The Correspondence Types display:

Compliance Correspondence modułe@	=			CODY° CONSULTING	♣ - ≅ 3531 - Cory Belden Dashboard Help Logout
csHPMS/CCM	Admin > Manage Items				
Dashboard	Audit Elements Regulatory Entities	Classification Categories	Correspondence Types		
Reporting	Correspondence Types				
Archives					Add Item
Regulatory	Search				
Analyzer	Name	Active	Allow New		
A durin	CMS Sanction Letter			Edit	Deactivate
Admin	CMS Audit Notice			Edit	Deactivate
🖈 Items	MEDIC (FWA)			Edit	Deactivate
★ Settings	Cms General Correspondence			Edit	Deactivate
	State Regulatory Correspondence			Edit	Deactivate
	Medicaid Fraud Control Unit			Edit	Deactivate
	State Insurance Regulatory Correspon			Edit	Deactivate

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

Add new Item	
Name	
Name	
Allow New 🗹	
Cancel	ОК

- 3. Enter a **name** for the correspondence type.
- 4. Note: by default Allow New is checked, this allows the value to be selected on new records.
- 5. Click **OK**. The new correspondence type is added to the list.

You can also edit an existing correspondence type:

- 1. Click Edit on any row in the list of correspondence types
- 2. Change the existing item **name**, or unselect **Allow New** if you would like to prevent this type from being used on new records
- 3. Click OK

You can also deactivate an existing correspondence type by selecting **Deactivate** 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

Admin > Settings	
Reminder Settings	
Reminder Settings	
	Save
Send notification when current date approaches the Due Date $\overline{oldsymbol{arDeta}}$	
Number of Notices 3 🔄	
Number of Days Before Due Date to 5	

- 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

To adjust the requirement for Employee ID on Disseminations

1. Click Settings, then Dissemination Settings

Admin > Settings	
Reminder Settings Dissemination Settings	
Dissemination Settings	
Required Employee Id 🗌	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:

Home	× 🥑 Portal - CodySoft	× +		
- > C 🔒 s	support.codysoft.com/Main/Default.aspx?	earchtext=Pbp#homeSearchBox		☆ 👶
Apps 🚱 Portal -	CodySoft			
				Login Register English -
)			
CODY	SOFT.			
		*		
Hom	ne Knowledge Base	Tickets		
Search	the Portal			
Enter Search	h Criteria		Search	

- 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:



BRIEF DESCRIPTION of the issue you are having: <Insert description below>

WHICH MODULE are you in (if not CM)?: <Insert module below>

THE PROJECT AND TEMPLATE (if applicable) you are working in (for example, Project 5, template EOC2020Test): <Insert project and template information below>

WHICH BROWSER you are using? If you have tried in other browsers and get the same error, please include those browsers as well.: < Insert browser(s) below>

SCREENSHOT and/or video of the issue if it helps illustrate the issue you are experiencing, including the date/time from your taskbar.: <Insert screenshot below>

After submitting 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.

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.



PBP Module User Guide PBP Module Reference Materials