CODYSOFT®

HPMS Memo module®

User Guide

For use with application release of September 19, 2024

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.

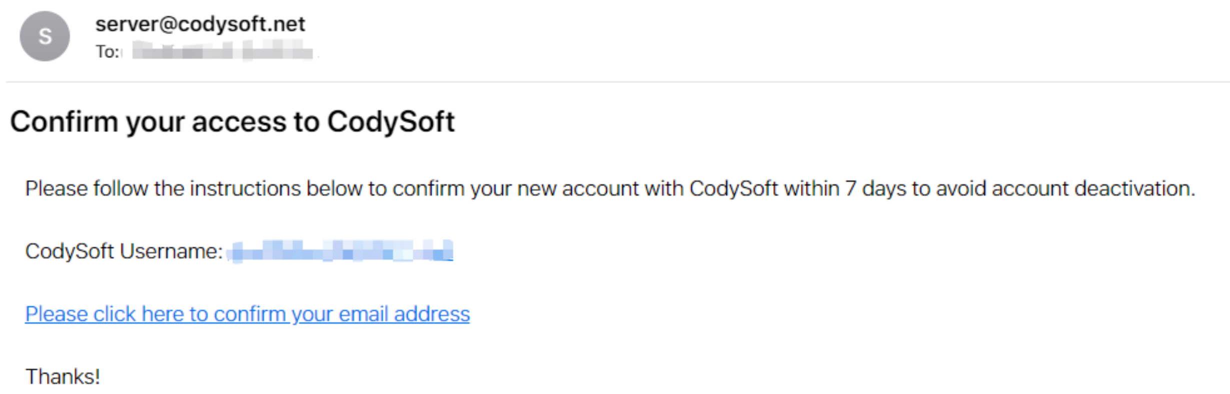
HPMS Memos and Compliance Correspondence

- 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.

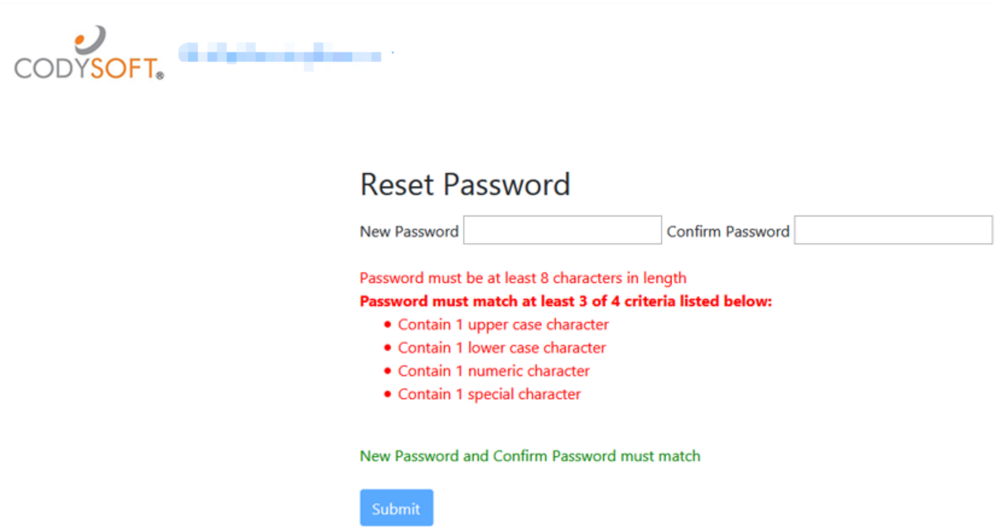
NOTE: These two modules do not differ in any other way. Depending on your user roles and responsibilities, you may have access to just the csHPMS Memos module, the Compliance Correspondence (CCM) module, or both. This user guide documents the screens for a user who has access to both modules.

Logging in for the first time

After you are added as a user in the HPMS Memo/Compliance Correspondence application, you will receive an email with a link to confirm your account.



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



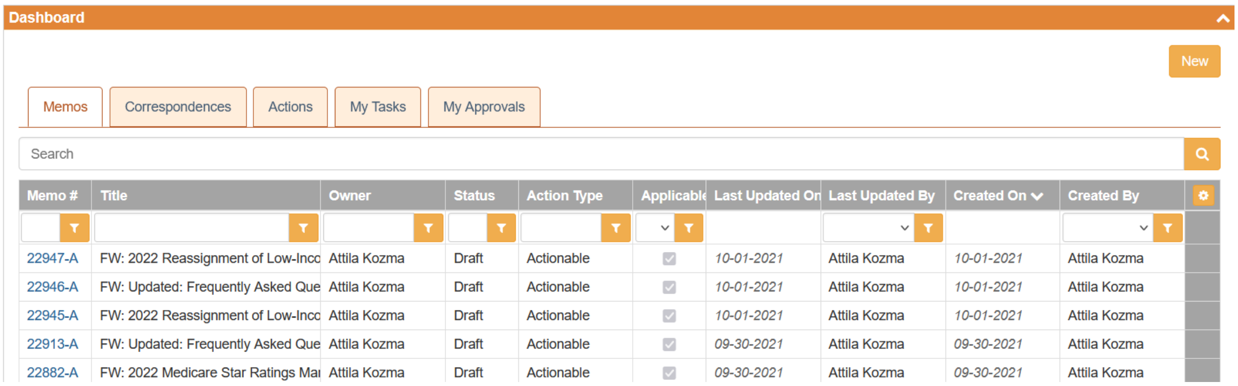
2. In the New Password field, enter a **new password.** Follow the instructions for meeting the password requirement.
3. In the Confirm Password field, enter the **new password** again
4. Click **Submit.** The login screen displays.
5. Enter your **user name**
6. Enter the **password** you just created
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



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

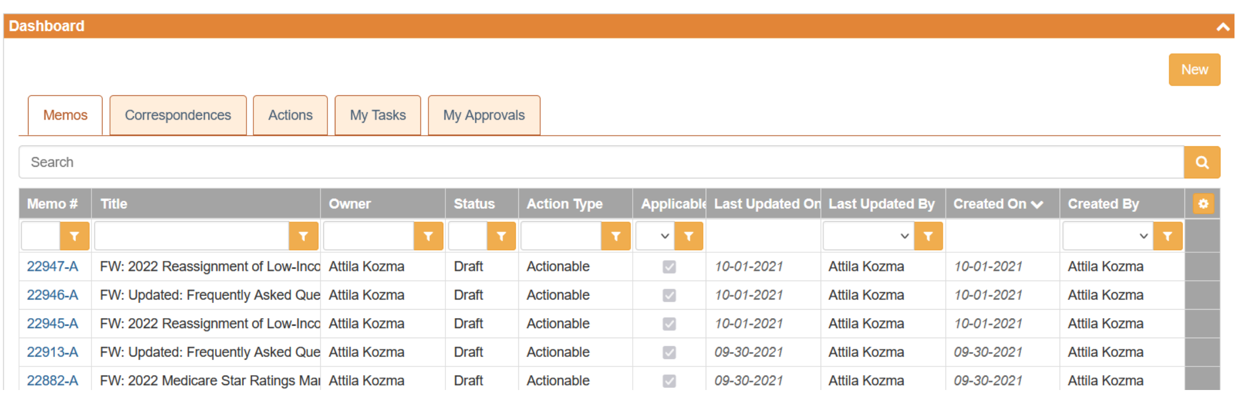
1. Who are the owners
2. How many memos are in each state in the workflow:
   - Draft
   - Open
   - Business Complete
   - Closed

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.

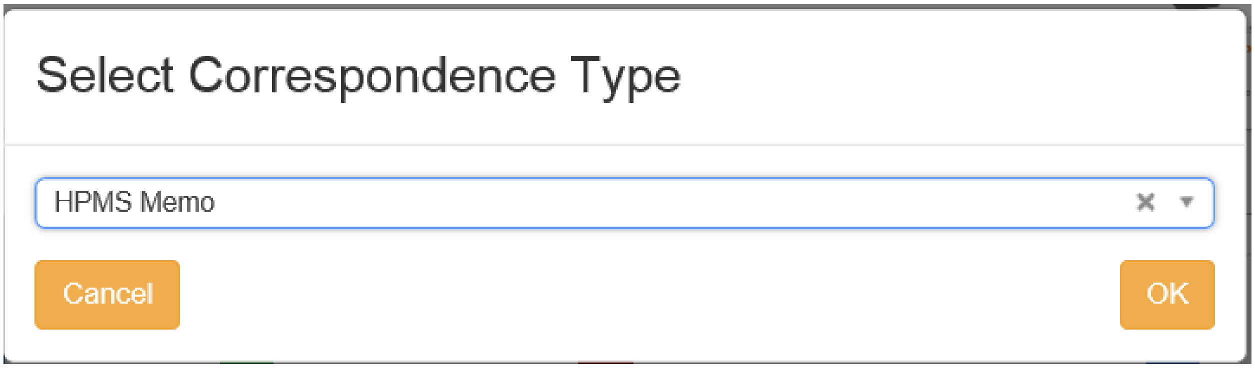


From the dashboard you can add new memos or other Compliance Correspondence items.

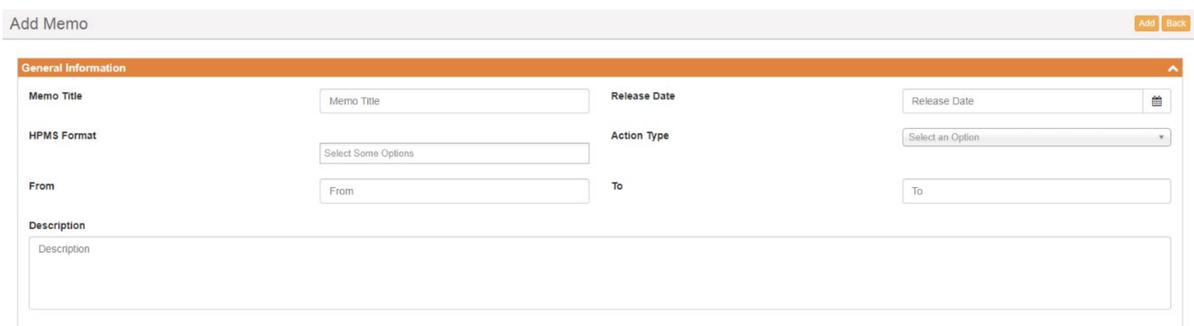
If a column such as Title contains more information than can be displayed, a hover-over provides the complete information.

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 appropriate HPMS formats received from the dropdown menu:

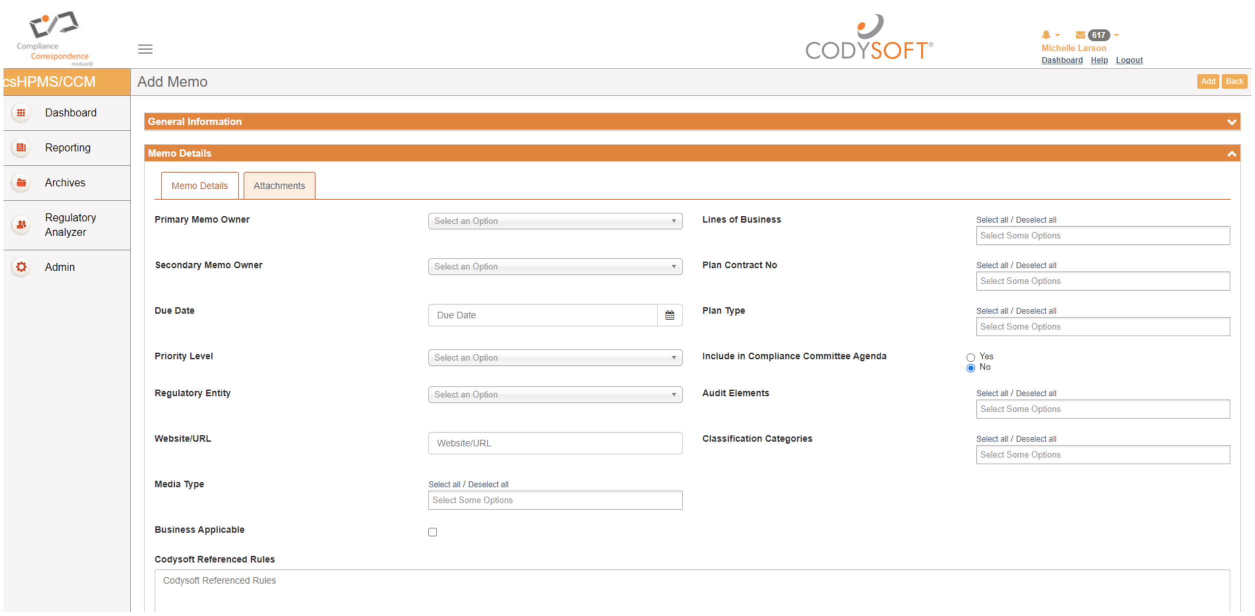
- Email
- Email PDF
- Other Attachments

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*.



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 date by which a response must be completed

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

Low

Medium

High

Critical

Entity—Select the Entity from the list.

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

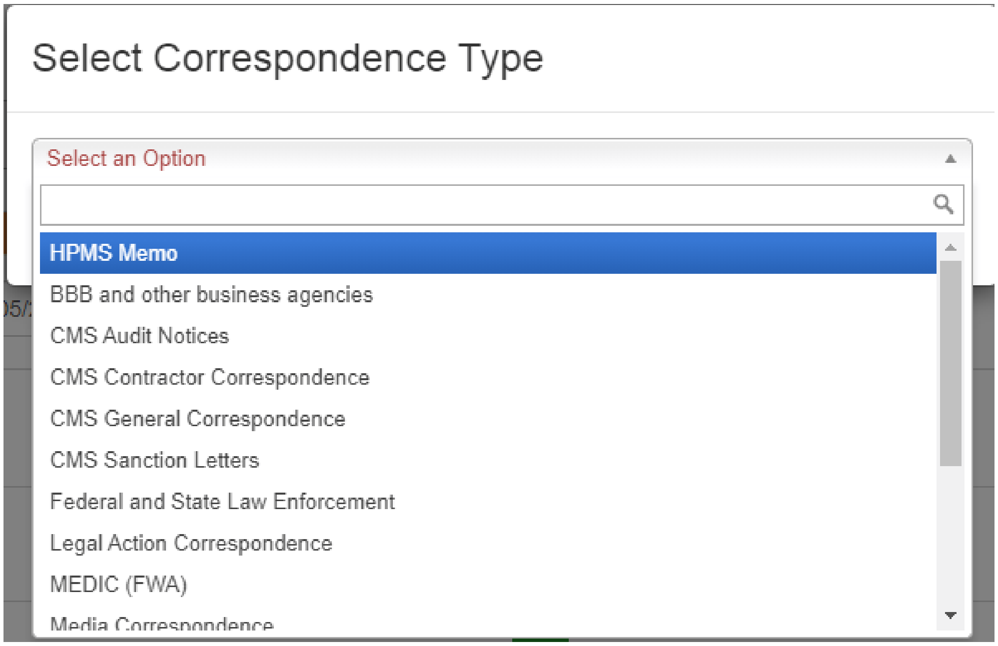
Audit Elements—Select one or more common auditable features like Medicare Part C, Medicare Part D

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).

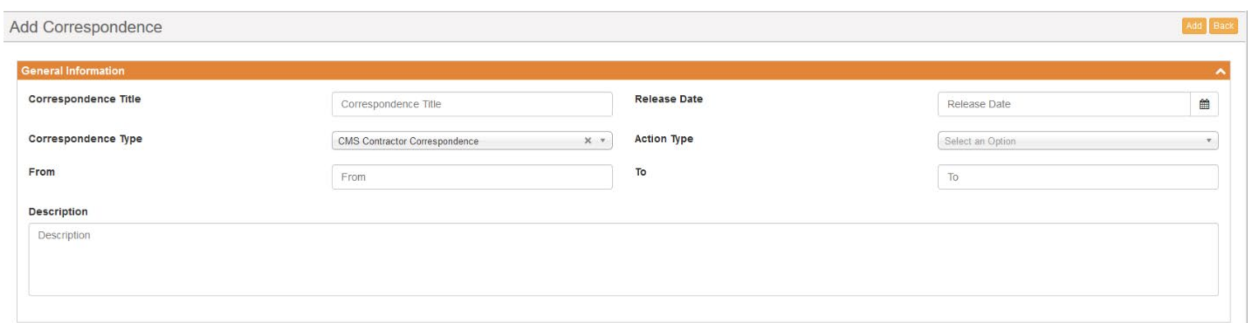
6. Click **Add**. The new memo is added to your My Memos list.

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**:**



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

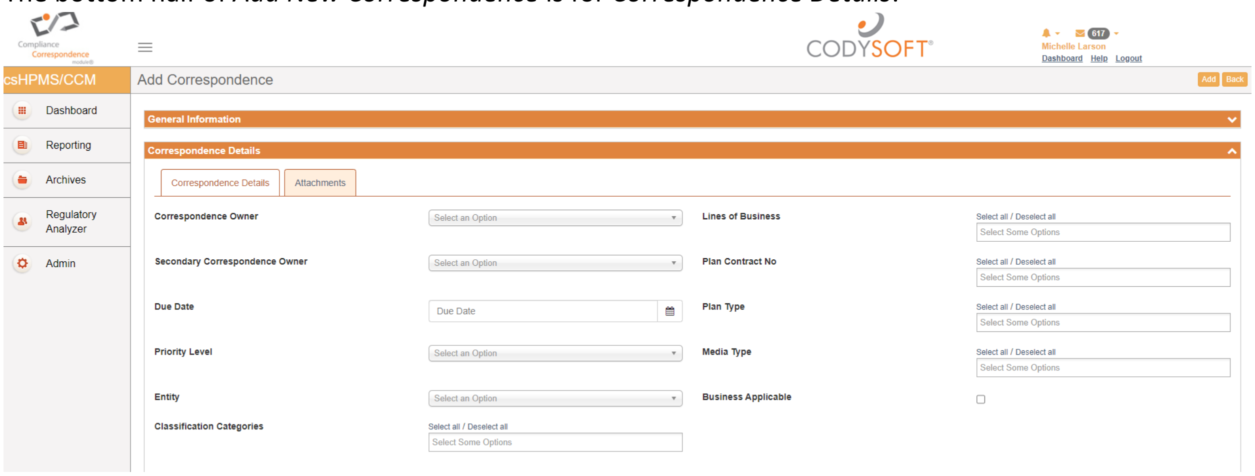
Actionable

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

   Entity—Select the Entity from the list.

   Classification Categories— Select one or more classification categories from the list.

   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 Correspondence applies to their business and that the correspondence must be resolved.

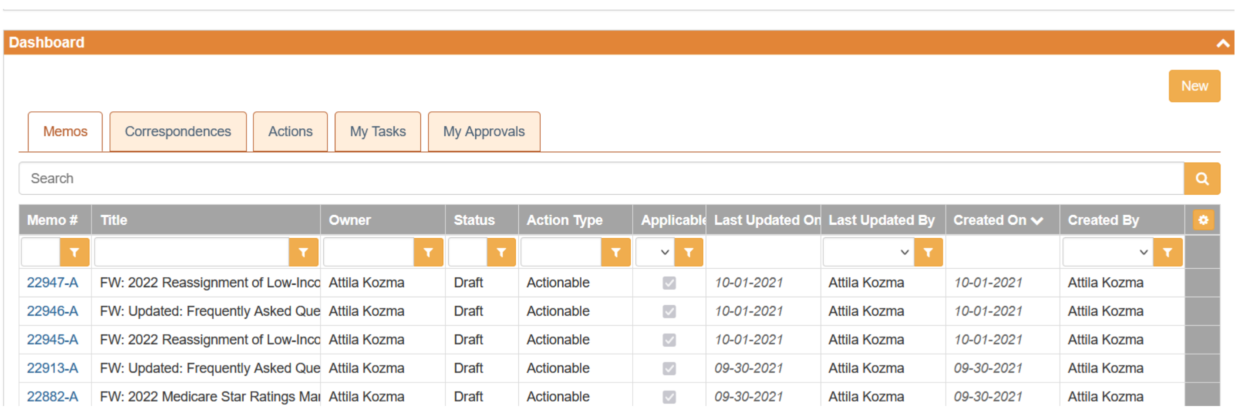
6. Click **Add**. The new memo is added to your Correspondences list.

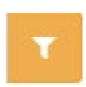
Auto-intake of HPMS Memos

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.

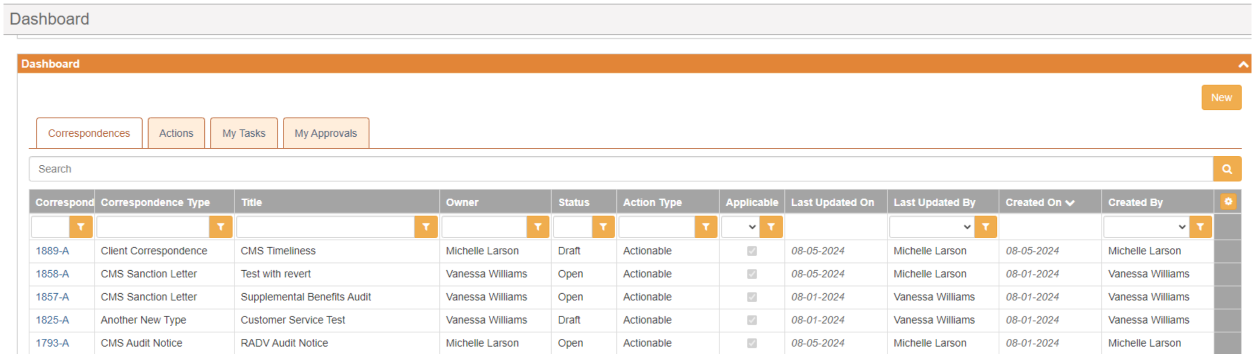


You can refine the list using the filter icon  on any column or combinations of columns in the list:

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

Correspondences

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



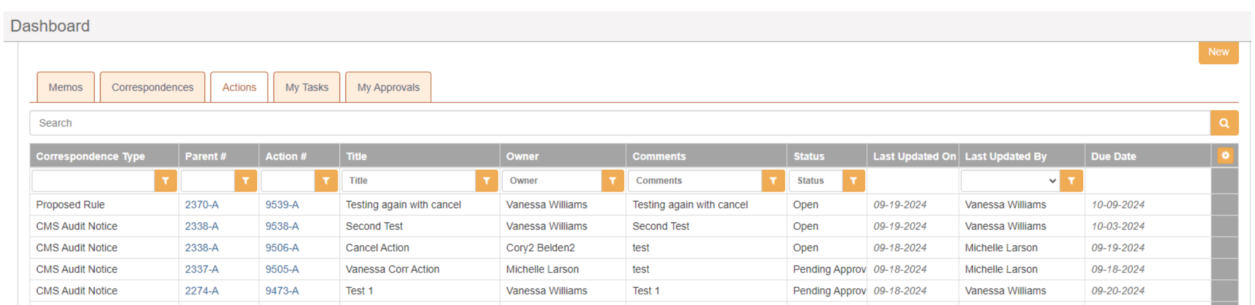
Correspond	Correspondence Type	Title	Owner	Status	Action Type	Applicable	Last Updated On	Last Updated By	Created On	Created By
1889-A	Client Correspondence	CMS Timeliness	Michelle Larson	Draft	Actionable		08-05-2024	Michelle Larson	08-05-2024	Michelle Larson
1858-A	CMS Sanction Letter	Test with revert	Vanessa Williams	Open	Actionable		08-05-2024	Michelle Larson	08-01-2024	Vanessa Williams
1857-A	CMS Sanction Letter	Supplemental Benefits Audit	Vanessa Williams	Open	Actionable		08-01-2024	Vanessa Williams	08-01-2024	Vanessa Williams
1825-A	Another New Type	Customer Service Test	Vanessa Williams	Draft	Actionable		08-01-2024	Vanessa Williams	08-01-2024	Vanessa Williams
1793-A	CMS Audit Notice	RADV Audit Notice	Michelle Larson	Open	Actionable		08-05-2024	Michelle Larson	08-01-2024	Michelle Larson

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

- Correspondence #
- Correspondence Type
- 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.



Correspondence Type	Parent #	Action #	Title	Owner	Comments	Status	Last Updated On	Last Updated By	Due Date
Proposed Rule	2370-A	9539-A	Testing again with cancel	Vanessa Williams	Testing again with cancel	Open	09-19-2024	Vanessa Williams	10-09-2024
CMS Audit Notice	2338-A	9538-A	Second Test	Vanessa Williams	Second Test	Open	09-19-2024	Vanessa Williams	10-03-2024
CMS Audit Notice	2338-A	9506-A	Cancel Action	Cory2 Belden2	test	Open	09-18-2024	Michelle Larson	09-19-2024
CMS Audit Notice	2337-A	9505-A	Vanessa Corr Action	Michelle Larson	test	Pending Approv	09-18-2024	Michelle Larson	09-18-2024
CMS Audit Notice	2274-A	9473-A	Test 1	Vanessa Williams	Test 1	Pending Approv	09-18-2024	Vanessa Williams	09-20-2024

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

- Correspondence Type
- Parent ID #
- Action ID #
- Title
- Owner

- Comments
- Status
- Last Updated On
- Last Updated By
- Due Date

Action Statuses

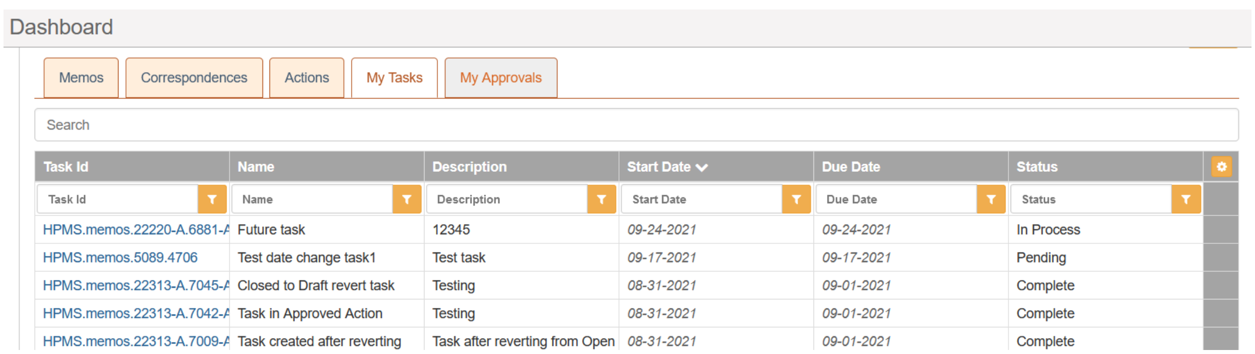
Actions have a different set of statuses from the memo. There are four action statuses:

- **Draft**—when the action is first created, it is in Draft status
- **Open**—when Correspondence is opened the action moves to open.
- **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

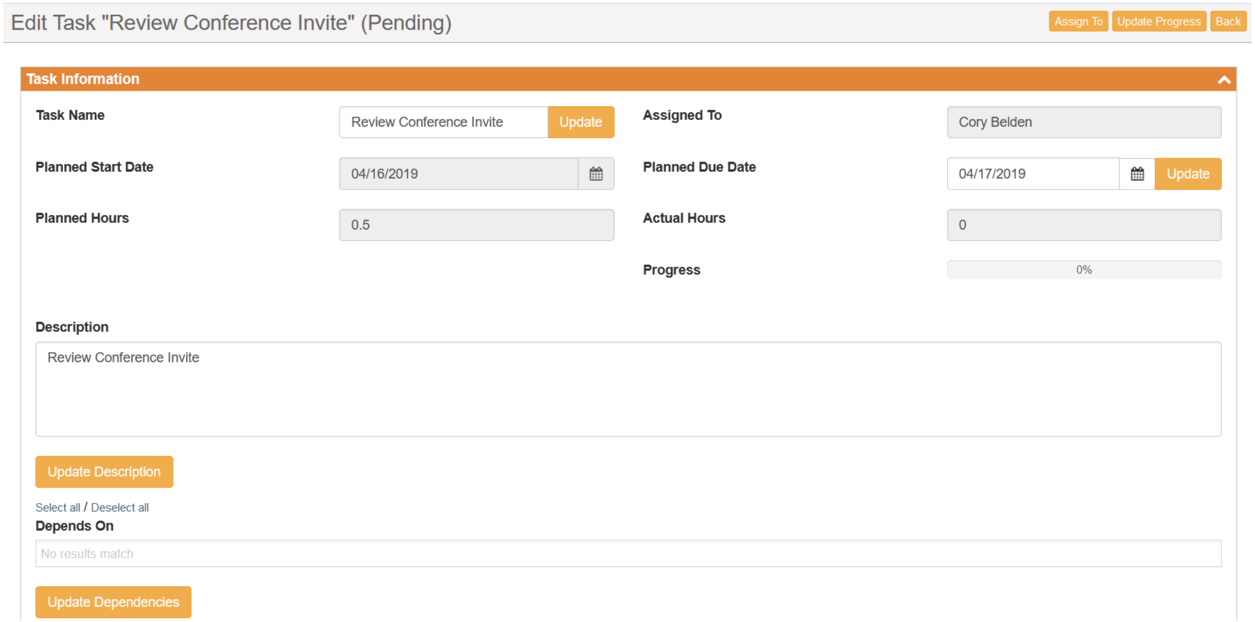
The My Tasks tab displays all tasks assigned to you for HPMS memos and Compliance Correspondence items, sorted by most recent items first.



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:

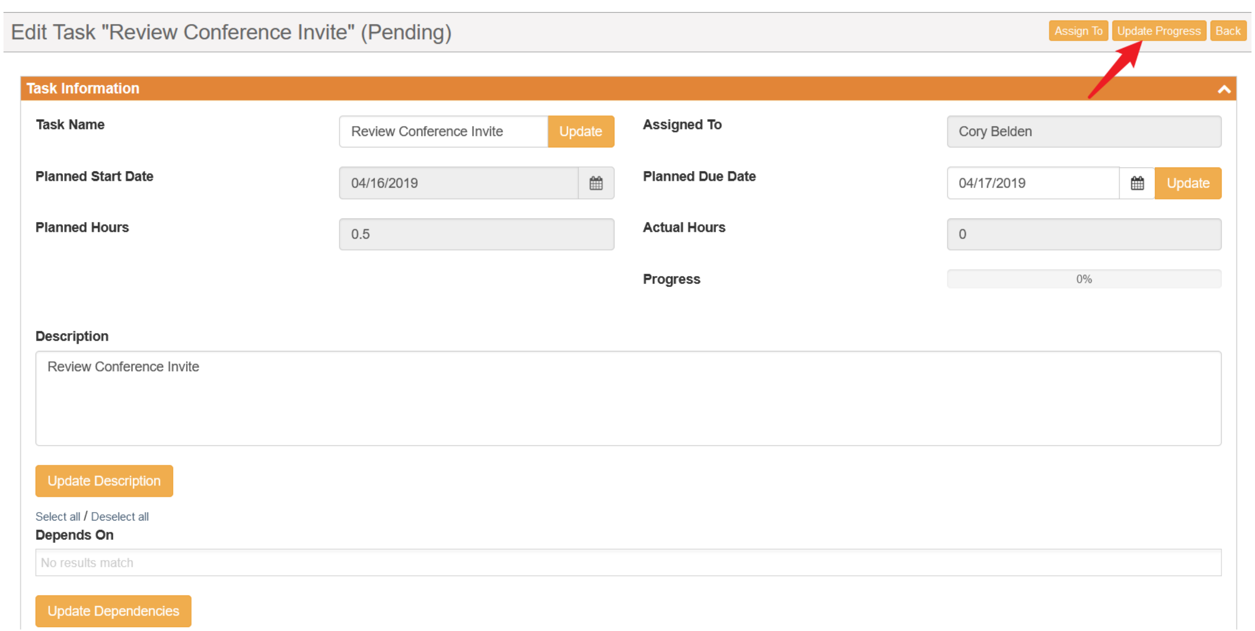


You can update the person to whom the memo is assigned, and update the Task Name, Description and Dependencies on this screen.

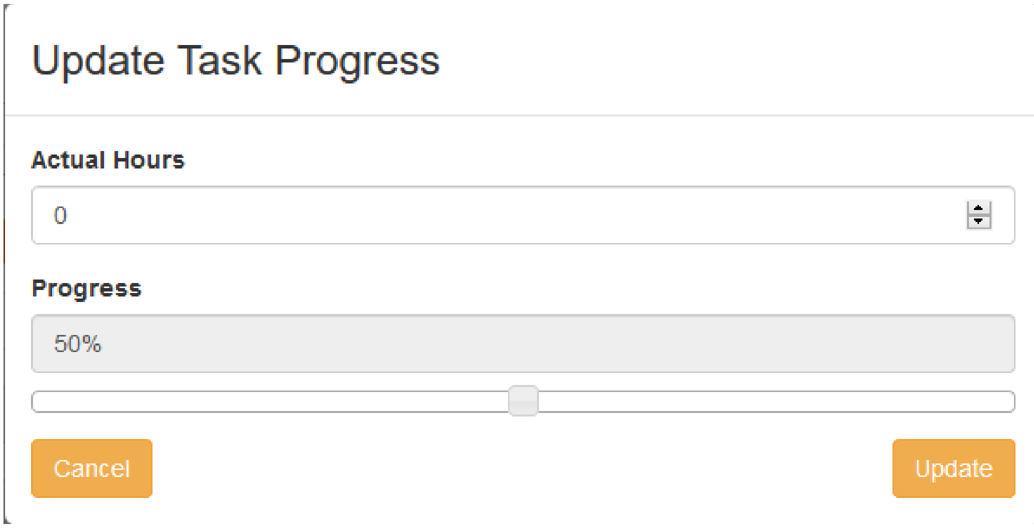
Updating Task Progress

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**



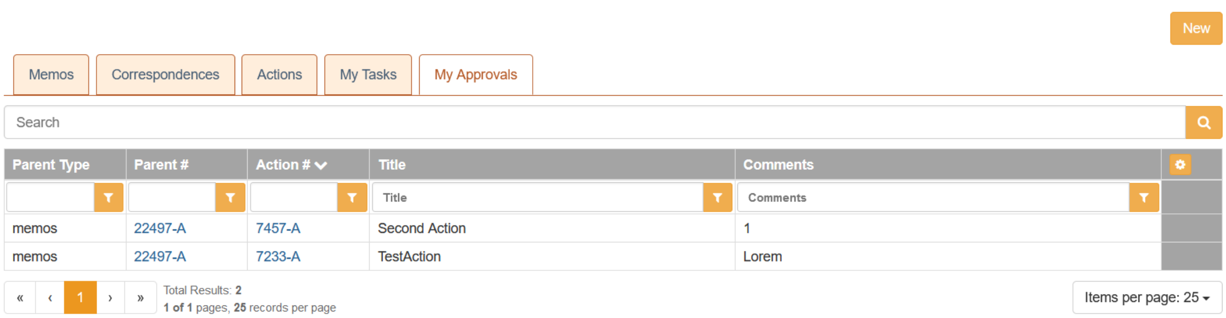
The Update Task Progress dialog box displays.

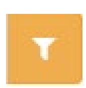


4. Enter the Actual Hours
5. Use the slider bar to set the percentage complete. To mark the task as complete, slide the bar all the way to the right to set the progress as 100% complete.
6. Click **Update**

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.



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

- Parent Type
- Parent #
- Action #
- Title
- 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

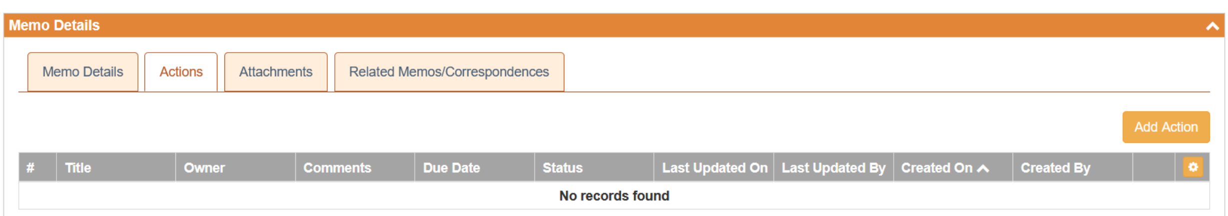
Each item in Memos or Correspondence is in one of the following statuses in the workflow:

- **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.

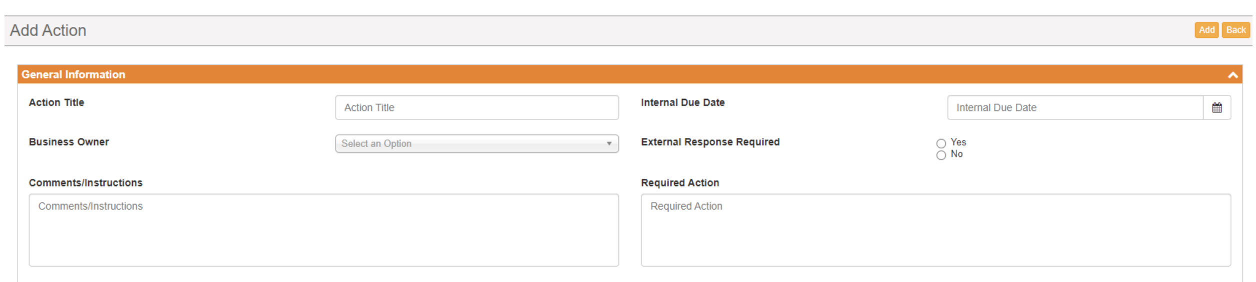
Add New Action

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.**



The **Add New Action** screen displays.



3. Enter information in the following fields:

   Action Title—Enter a name for the required action

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

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

External Response Required—Select Yes or No

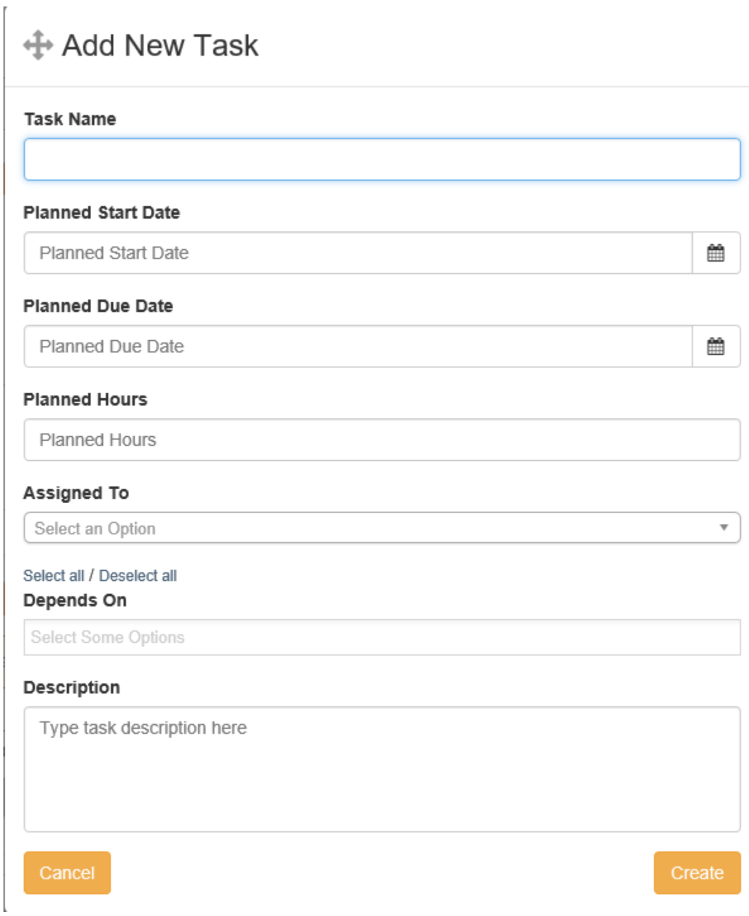
Required Action—Enter a summary of the actions the organization has to take to comply with the memo.

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:

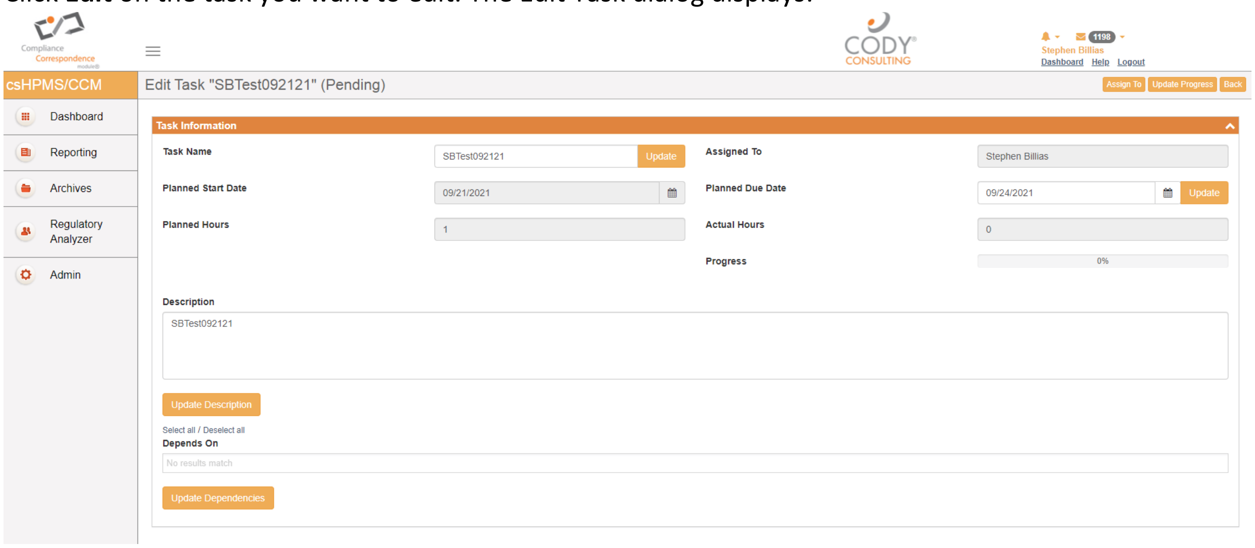


3. Enter information in all the relevant fields:
    - **Task Name**—Enter a name for the task
    - **Planned Start Date**—Enter the date by which the task should start. Use the calendar widget to pick a date.
    - **Planned Due Date**—Enter the date by which the task should be completed. Use the calendar 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.

Edit Task

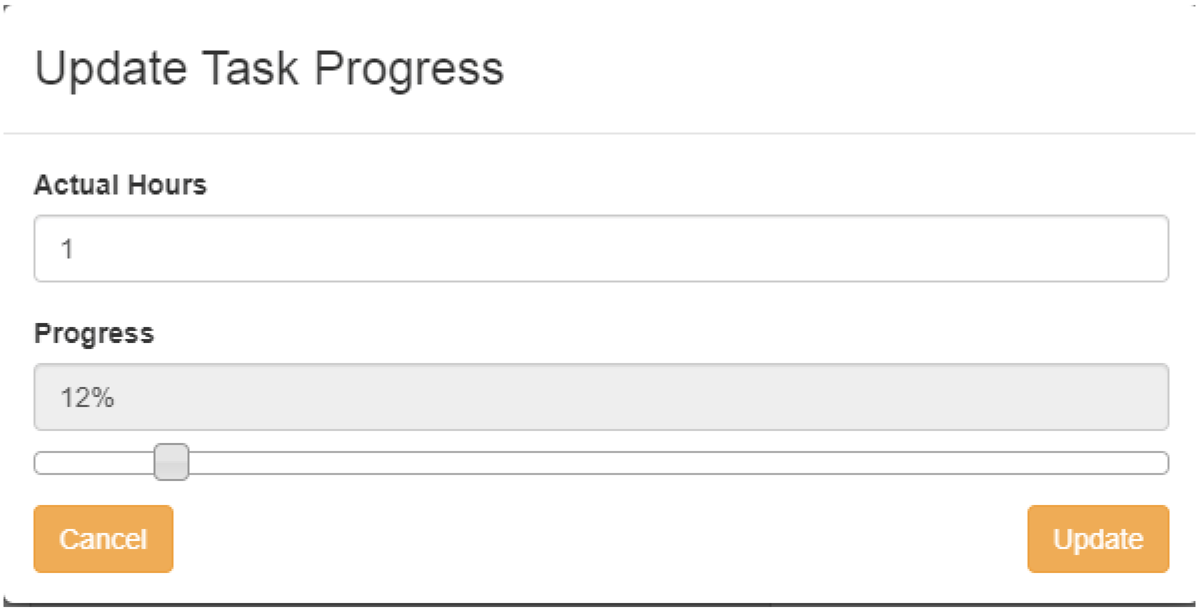
You can edit tasks after they have been created.

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:



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:

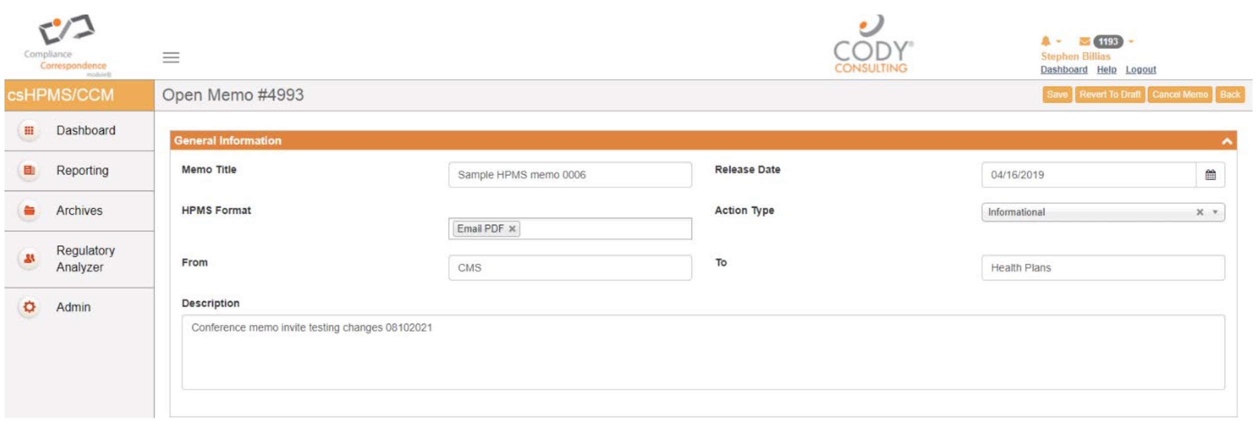


7. Enter a new value for **Actual Hours**
8. Use the slider bar to update the **task progress**
9. Click **Update**

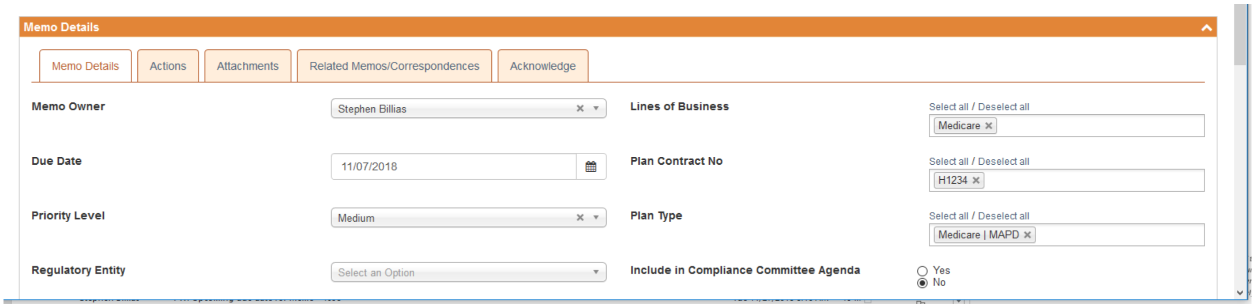
Open Status

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.

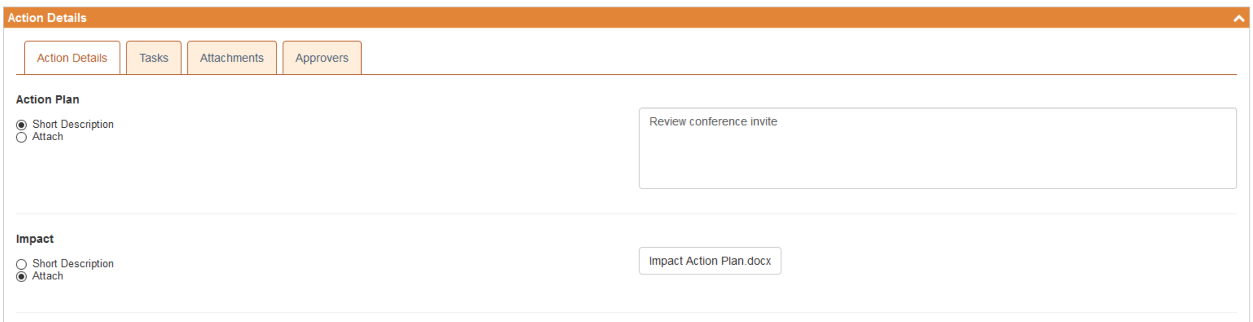
1. Click the **Memo #** to open the memo. The Open Memo screen displays. The top half of the screen is for General Information:



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.

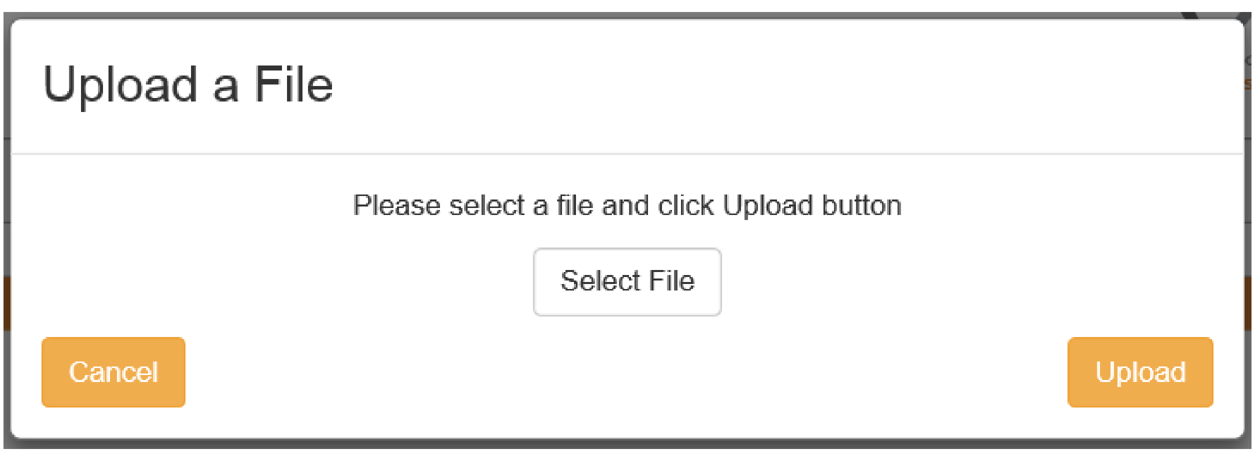


5. When all supporting details for actions have been added and all tasks created, click Save. The Business Owner receives a notification that the memo is open and can be worked.

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.

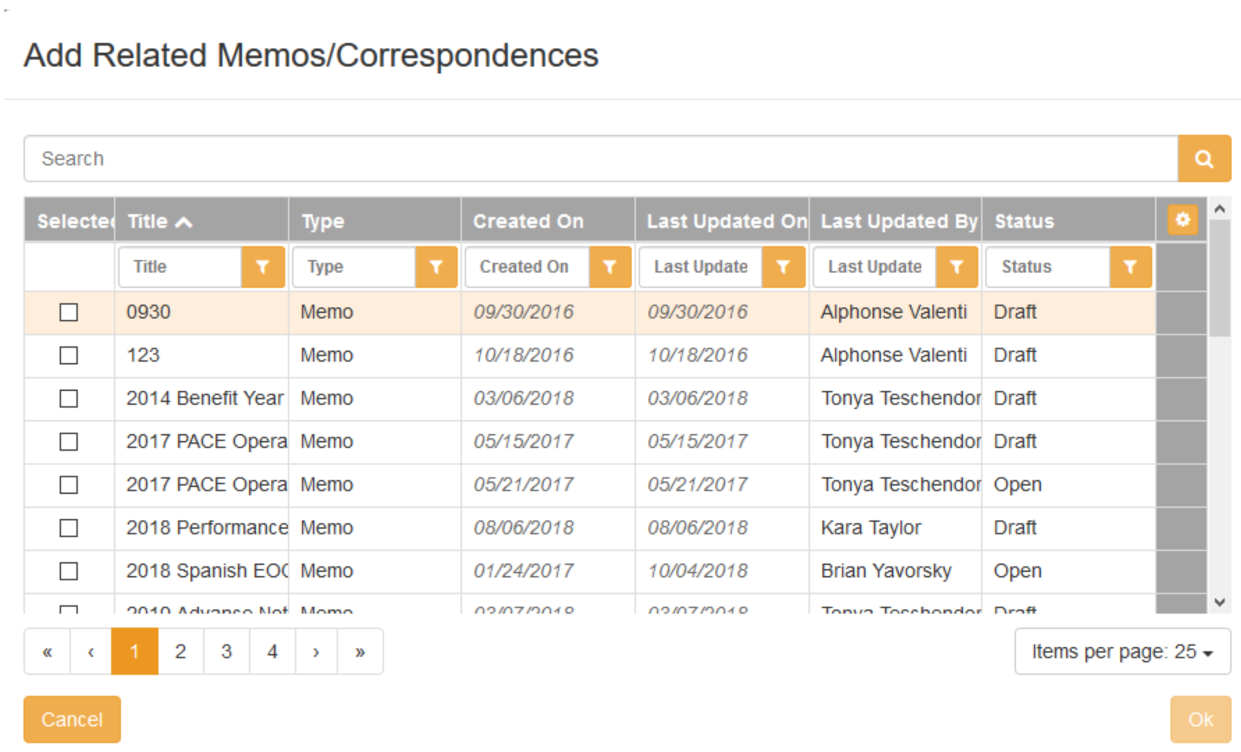
Add Related Memos/Correspondences

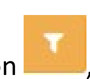
You can add related memos or correspondences to a memo.

1. Click the **Related Memos/Correspondences** tab. A list of related memos displays:

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:



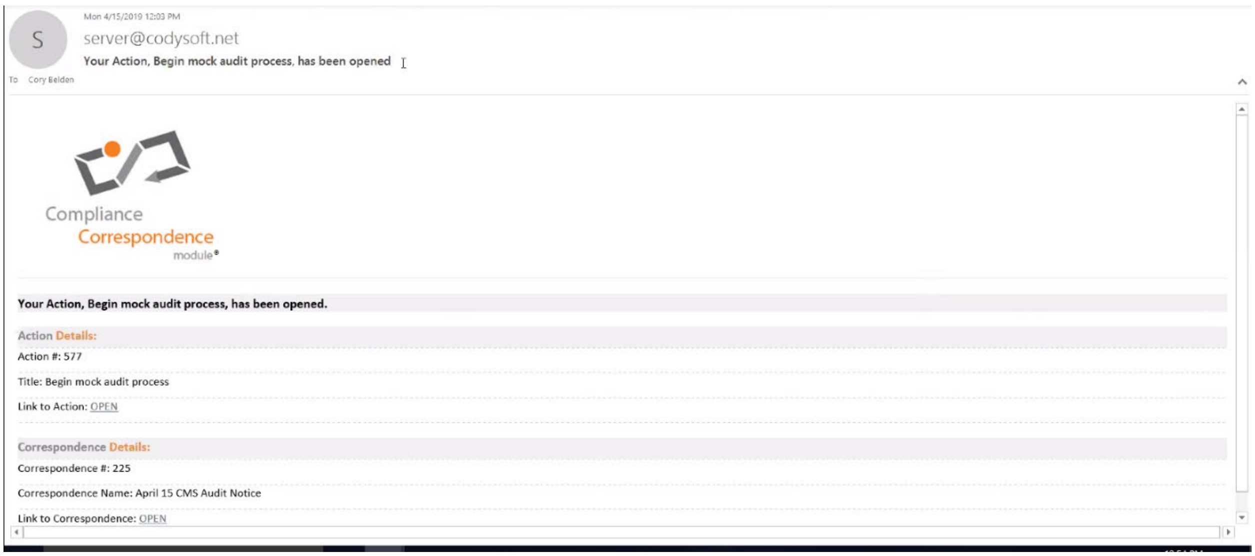
4. Search and select related memos. You can filter on any column using the filter icon , and add more columns using the settings cog icon .
5. Click the checkboxes at the beginning of each row to select memos for inclusion.

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 entering 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:

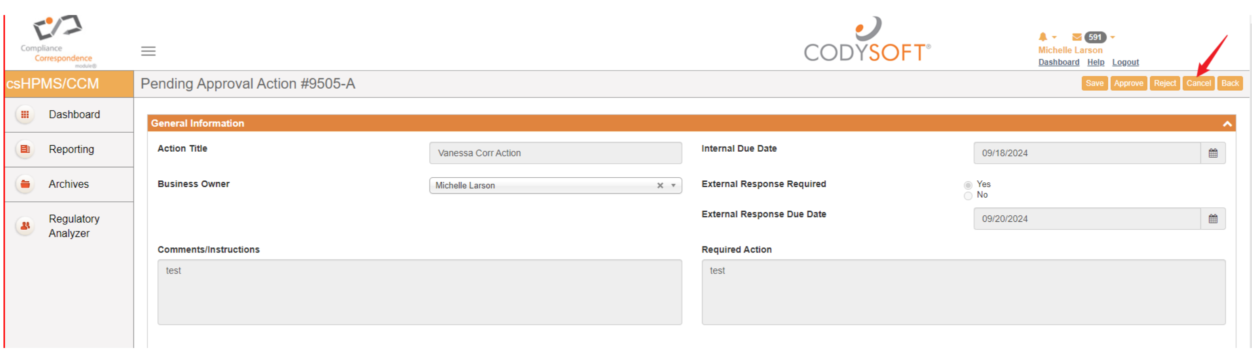
1. Click **Open** from Link to Action in the notification:



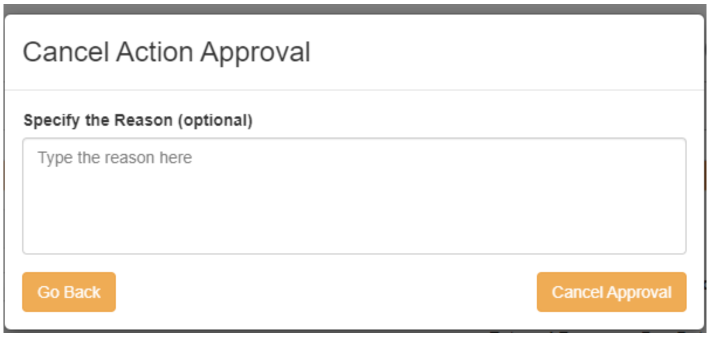
2. Verify that all information is supplied on the Action Details tab.
3. Add planned action.
4. Click **Submit for Approval.**
5. Select approvers from the list.
6. Click **Submit**. The memo moves to Pending Approval status, and notification emails are sent to approvers to approve the actions on the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

To Cancel an approval request

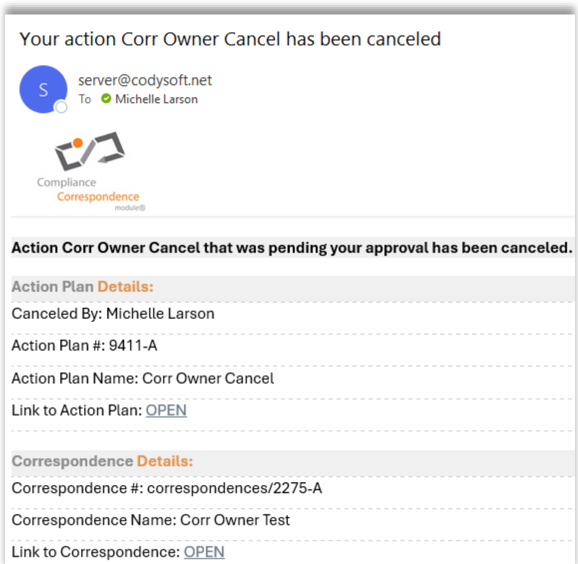
1. Click **Cancel** button.



2. A Cancel Action Approval screen appears. Enter cancel reason (optional) and select **Cancel Approval** button.



3. Once an approval is canceled the approver receives an email notification indicating the approval request has been canceled.



4. The Approver tab within Action Details displays the audit trail of an approval. The columns display
   - Status
   - Name
   - Email
   - Review Requested
   - Days in Review
   - Review Complete
   - Comments

*User can click on the to view any comments or click on the next to comment column to view all comments.

Action Details

Action Details | Tasks | Attachments | Approvers

Status	Name	Email	Review Requested	Days in Review	Review Complete	Comments
⌛	Michelle Larson	mlarson@codyconsulting.com	09-18-2024 03:03:20 PM	0		
⊘	Michelle Larson	mlarson@codyconsulting.com	09-18-2024 02:59:18 PM	0	09-18-2024 03:01:59 PM	
⊘	Vanessa Williams	vwilliams@codyconsulting.com	09-18-2024 02:41:12 PM	0	09-18-2024 02:41:35 PM	💬
⌛	Michelle Larson	mlarson@codyconsulting.com	09-18-2024 02:41:12 PM	0		
⊘	Vanessa Williams	vwilliams@codyconsulting.com	09-18-2024 02:29:32 PM	0	09-18-2024 02:39:11 PM	💬
⌛	Michelle Larson	mlarson@codyconsulting.com	09-18-2024 02:29:32 PM	0		

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

S server@codysoft.net

To Cory Belden

Compliance Correspondence module®

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

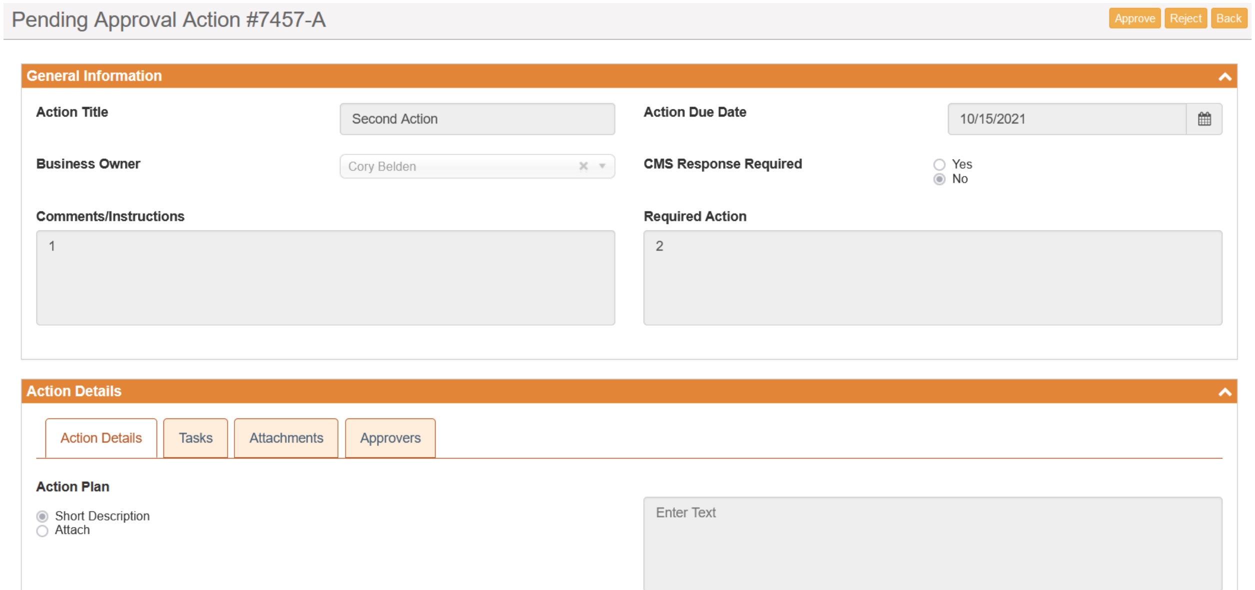
Memo Details:

Memo #: memos/22497-A

Memo Name: Test 13Sept -4

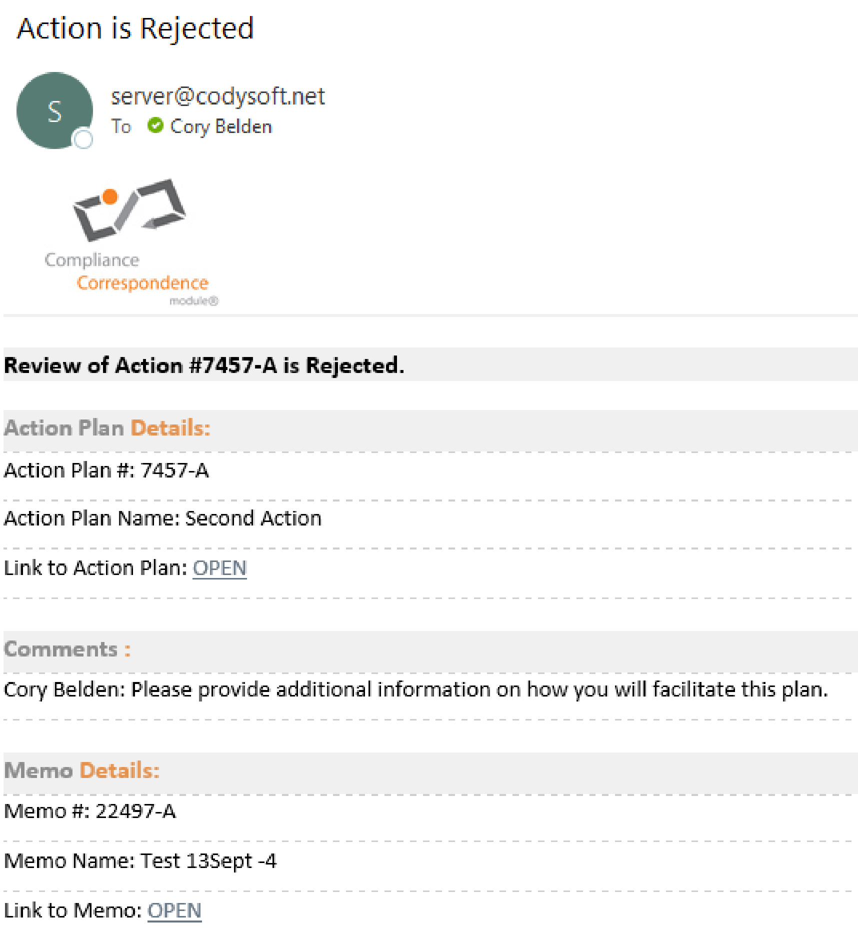
Link to Memo: OPEN

2. Review the action plan



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

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



Action is Rejected

server@codysoft.net
To Cory Belden

Compliance Correspondence module®

Review of Action #7457-A is Rejected.

Action Plan Details:

Action Plan #: 7457-A

Action Plan Name: Second Action

Link to Action Plan: OPEN

Comments :

Cory Belden: Please provide additional information on how you will facilitate this plan.

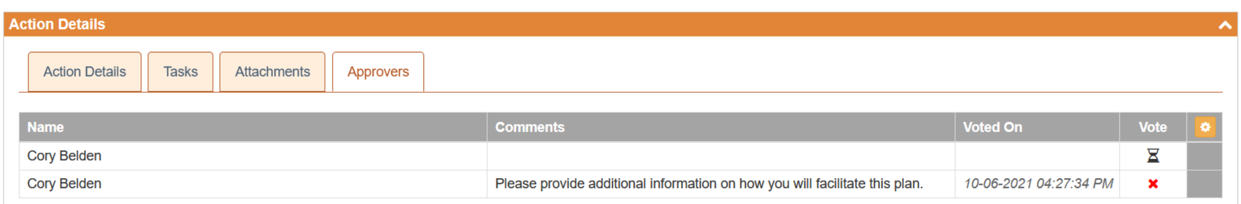
Memo Details:

Memo #: 22497-A

Memo Name: Test 13Sept -4

Link to Memo: OPEN

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



Action Details

Action Details | Tasks | Attachments | Approvers

Name	Comments	Voted On	Vote
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
  - 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.

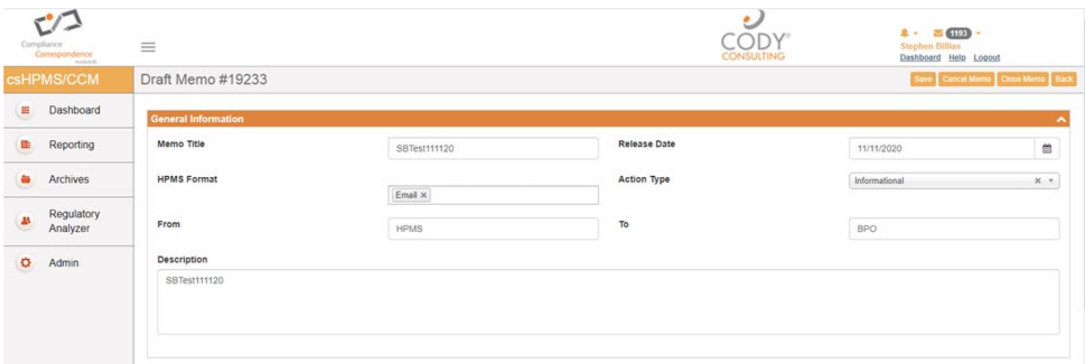
Business Complete Status

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

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:

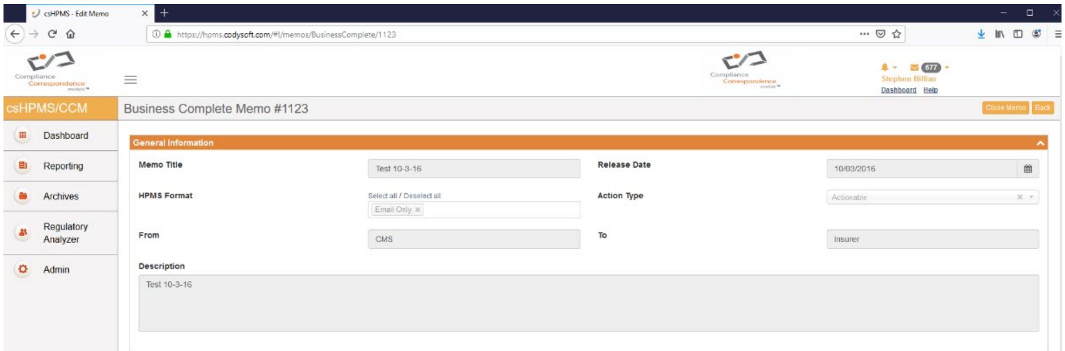


Any Disseminations that have been sent are retained. For Actionable memos, any Action statuses and Approvals are retained also.

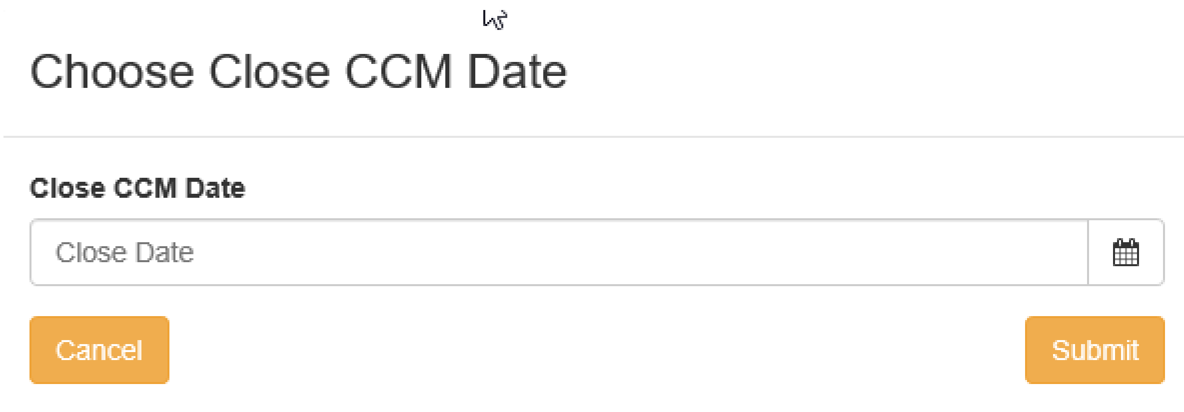
Closed Status

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.

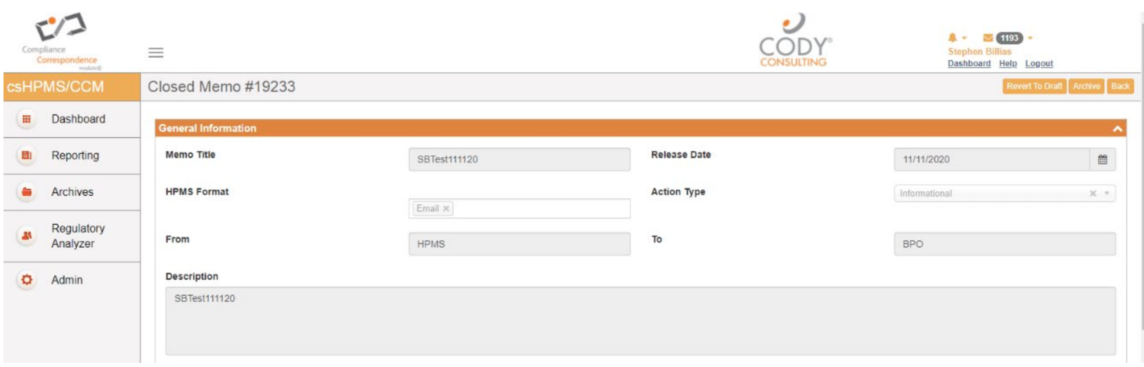
1. Click the **memo #** of the memo you want to mark as Closed. The memo opens with the **Close Memo** button (or **Close CCM** for Correspondence items) available



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

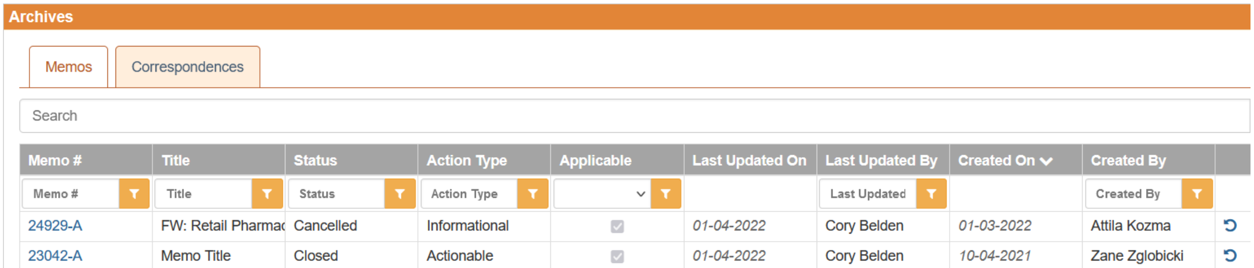


5. Click **Archive** to move the memo to the Archives. The status of the item does not change when this backup is made.
   NOTE: Items moved to Archives cannot be reverted to Draft status.

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.

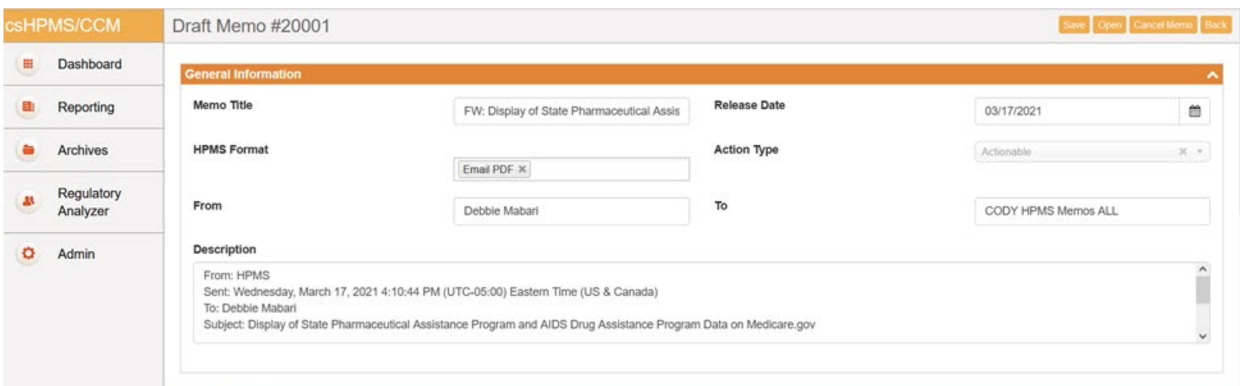
1. From the Archives, click the symbol. The record is now removed from the Archives and back on the active Dashboard.



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.



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

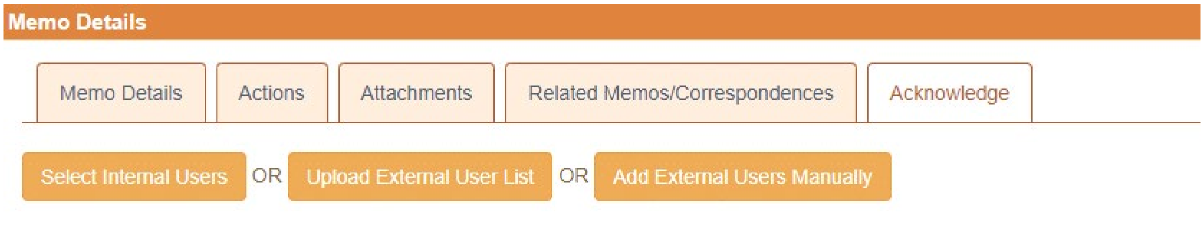
After a memo is closed (or you can obtain acknowledgment of the completed memo).

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

On the Acknowledge tab of the Published Document screen:

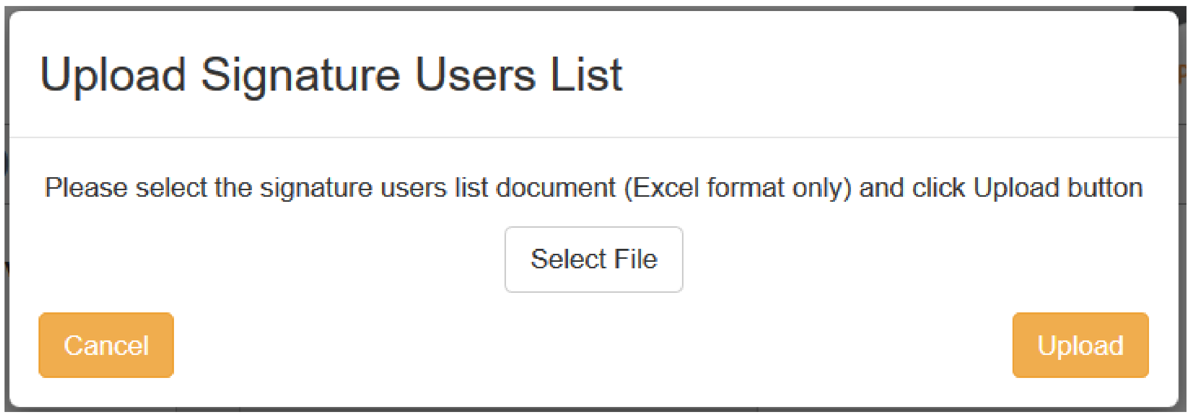
1. From the Memo Details screen of the Closed memo, select the Acknowledgment tab

2. Click **Select Internal Users** OR **Upload External User List** OR **Add External Users Manually:**



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:

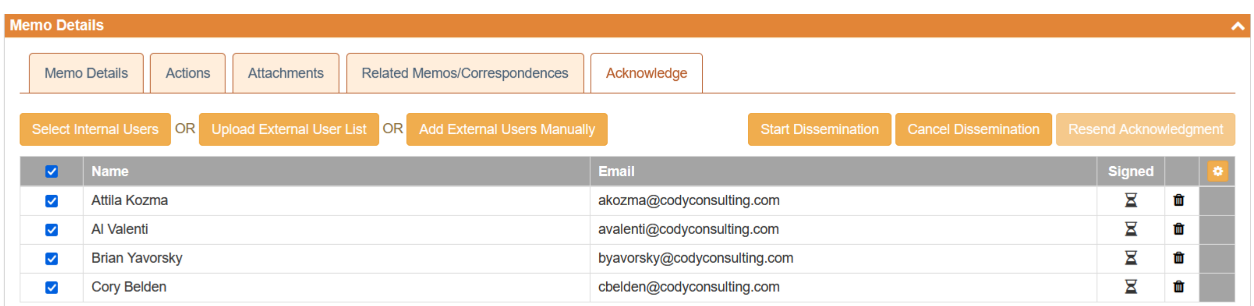
a. Click **Upload External User List**. The Upload Signature Users List dialog box displays.



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

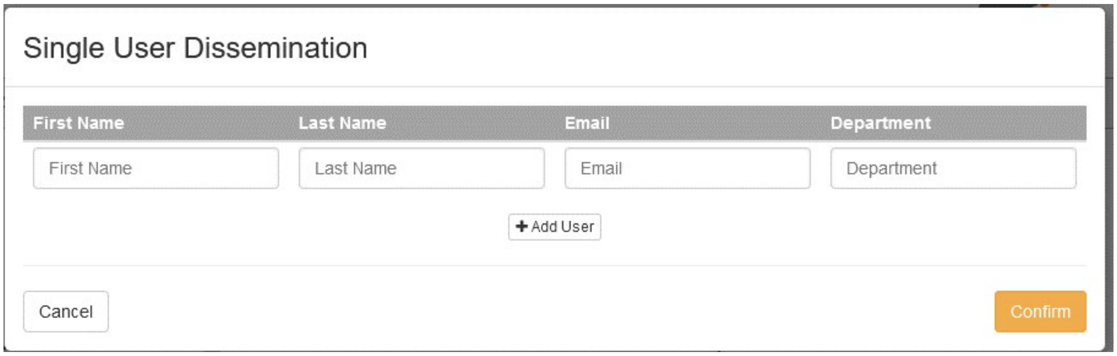
NOTE: The filename maximum length is 100 characters. The characters in the filename can be anything that Windows allows; if you are working on a Windows Operating System (OS) any valid filename can be used in CodySoft.

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.



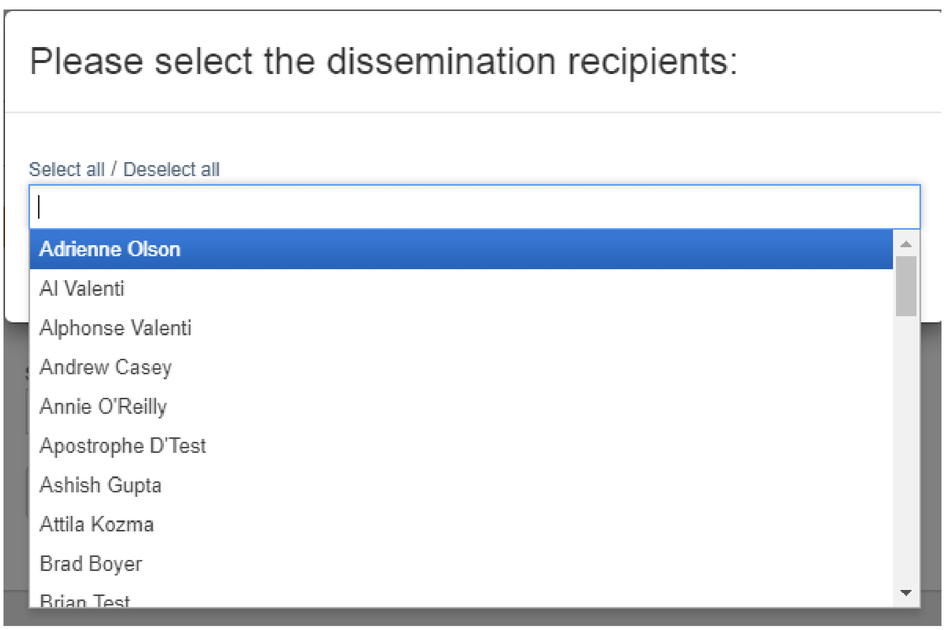
b. Click **Add User** to add another person to the dissemination list. The fields are not case sensitive.

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.



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:

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

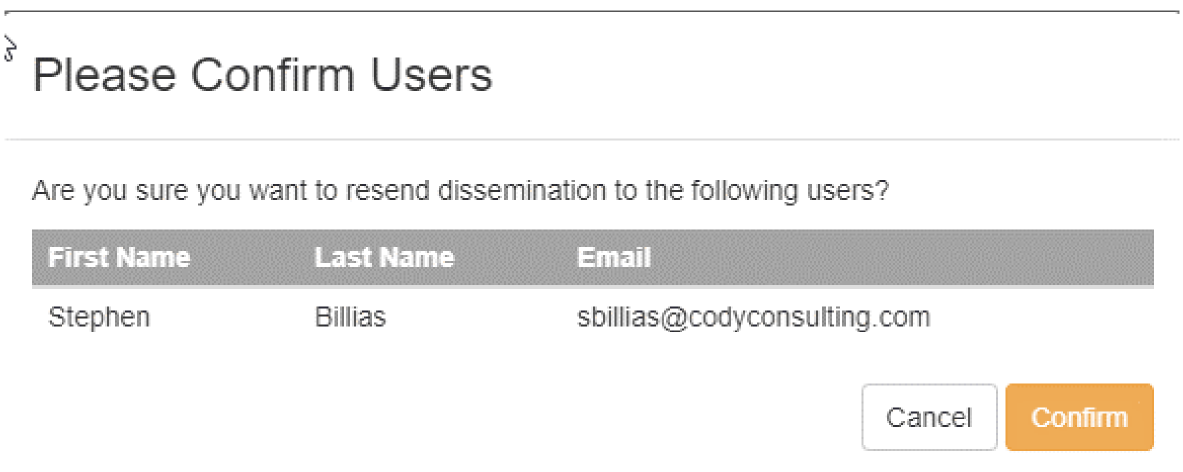
You can add users to the acknowledgment list even after the dissemination has begun. Click **Select Internal Users**, **Upload External User List**, or **Add External Users Manually**. See *Multiple Dissemination*.

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 a Memo or Correspondence is assigned	You have been assigned [Memo or Correspondence] Owner	[[Correspondence or Memo #]] [[Title]] [[Link to [Correspondence or Memo]: Open]]
When memo + action is opened ⍰ Memo Owner, Business 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 ⍰ Business 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: Open]] [[Memo #]] [[Memo Name]] [[Link to Memo: Open:]]
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]]

Notification Condition	Notification/Email subject line	Notification/Email text
When Action Plan is approved: Action Owner, Business Owner	Action Plan Approved	[[Action plan #xxx]] is [[Approved]]
When Action Plan is rejected: Action Owner, Business Owner	Action Plan Rejected	[[Action plan #xxx]] is [[Rejected]] [[Reason]]
When an Action assignment changes	You have been assigned Action Owner	[[Memo #]] [[Memo Name]] [[Link to Memo: Open:]] [[Action #]] [[Title]] [[Link to Action: Open:]]
When Memo is completed: Memo Owner, Business Owners	Status changed to Business Complete	Status changed to Business Complete [[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 a Memo or Correspondence Action Plan Approval Request is Canceled	Your action [[Action Name]] has been canceled	Action [[ActionName]] that was pending your approval has been canceled.
When Review Plan approved: Business Owners, Memo Owner	Review Plan Approved	[[Review plan #xxx]] is [[Approved]] Status changed to Business Complete
When Review Plan rejected: Business Owners, Memo Owner	Review Plan Rejected	[[Review plan #xxx]] is [[Rejected]] Status changed to Business Incomplete
When Closed – Memo Owner, Business 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, 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.

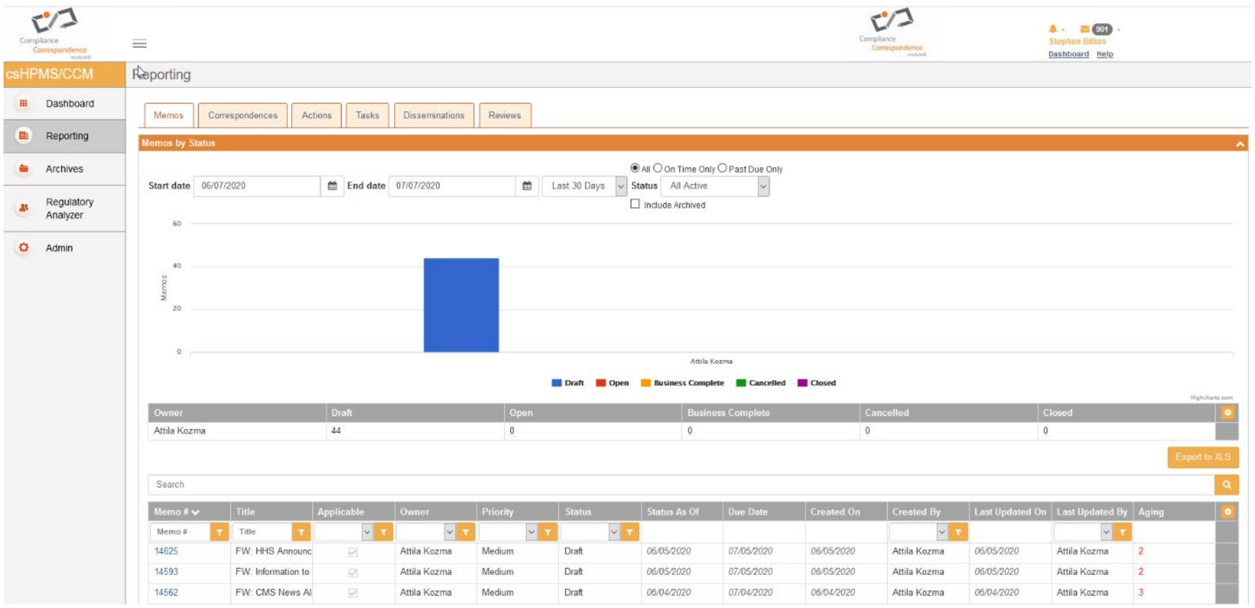
If a user is assigned all roles, they can be assigned Memos, Correspondences, Actions or Tasks.
NOTE: The Administrator assigns role to users that determines whether the user's name populates in the Action Approver list and the Review Approver list. If you have any question about what role you are in, 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:



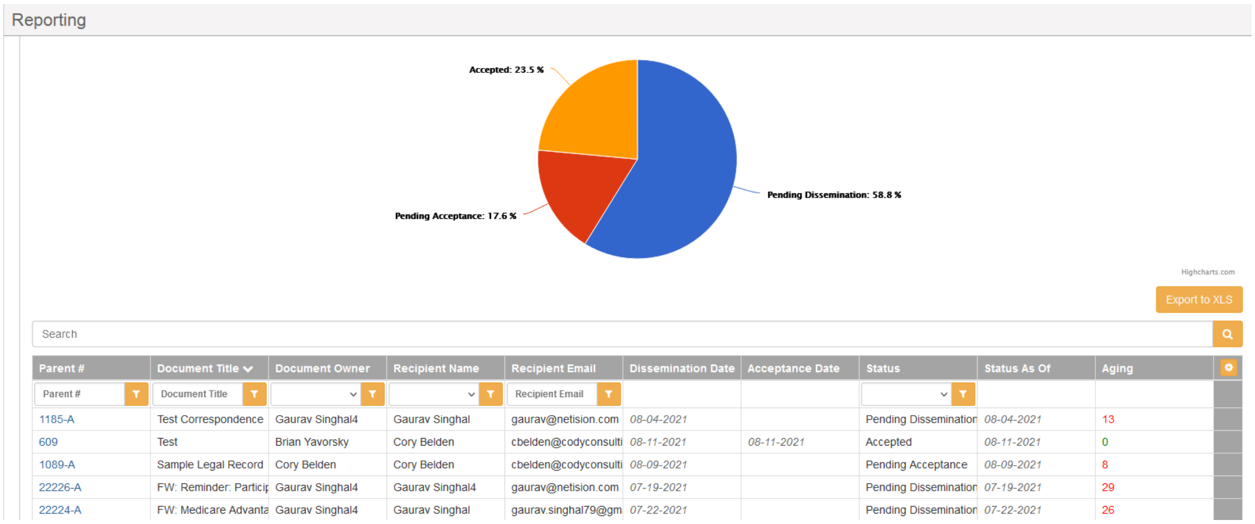
The screen provides a bar chart of the memos by owner and number of items.

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 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.

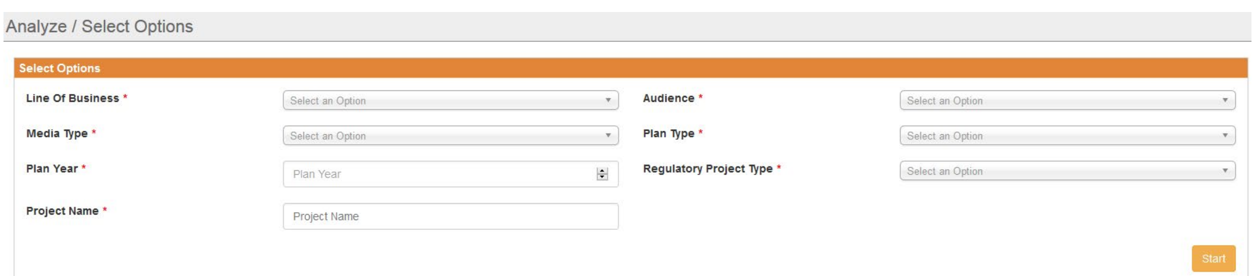
Export Reports

- 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:



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*

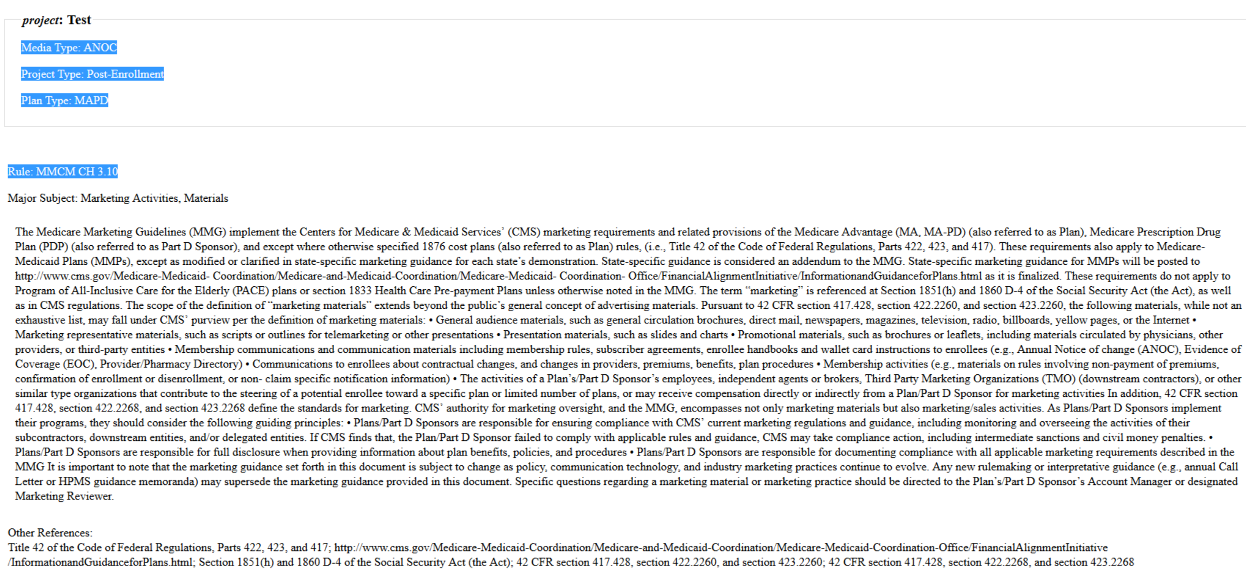
Select one or more plan types from the list. Use [CTRL + Click] to select multiple options.

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

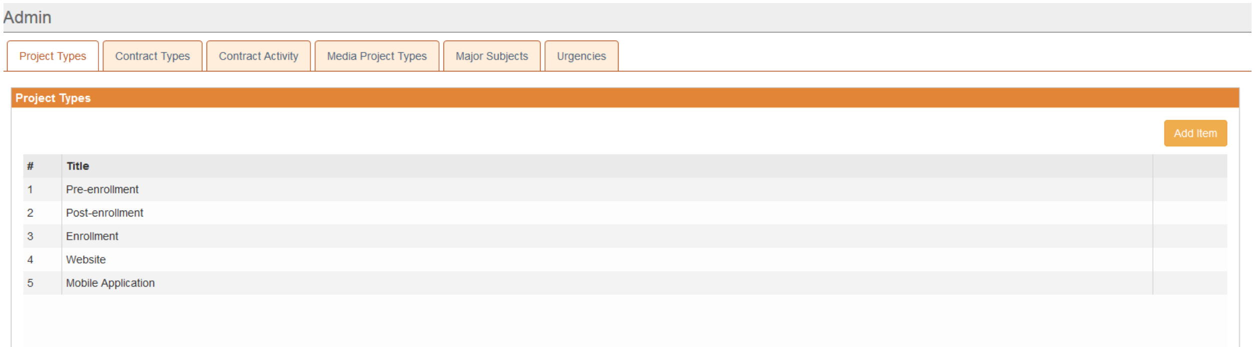
The Medicare Marketing Guidelines (MMG) implement the Centers for Medicare & Medicaid Services' (CMS) marketing requirements and related provisions of the Medicare Advantage (MA, MA-PD) (also referred to as Plan), Medicare Prescription Drug Plan (PDP) (also referred to as Part D Sponsor), and except 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®



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

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.

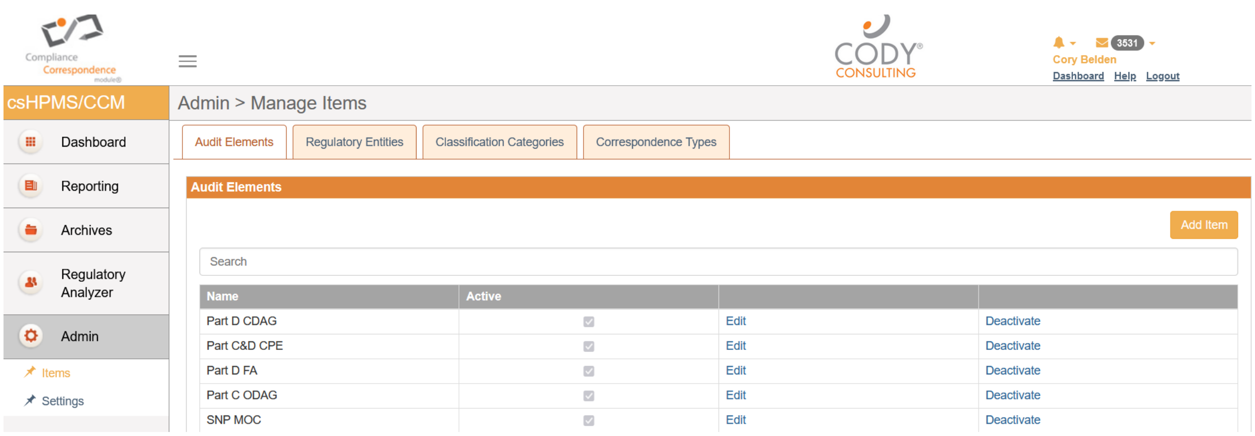
Additionally, from the Admin menu choice you can add items to these lists that appear as fields in the application:

- 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

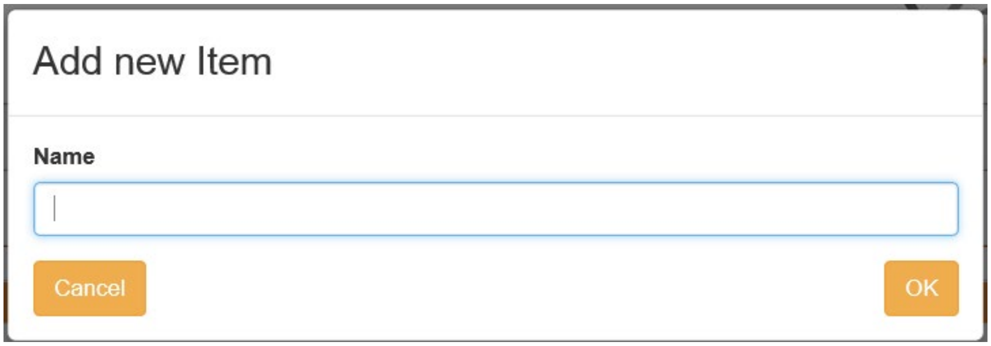
You can adjust the settings of the csHPMS/CCM application also.

To add or edit Audit Elements

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



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.

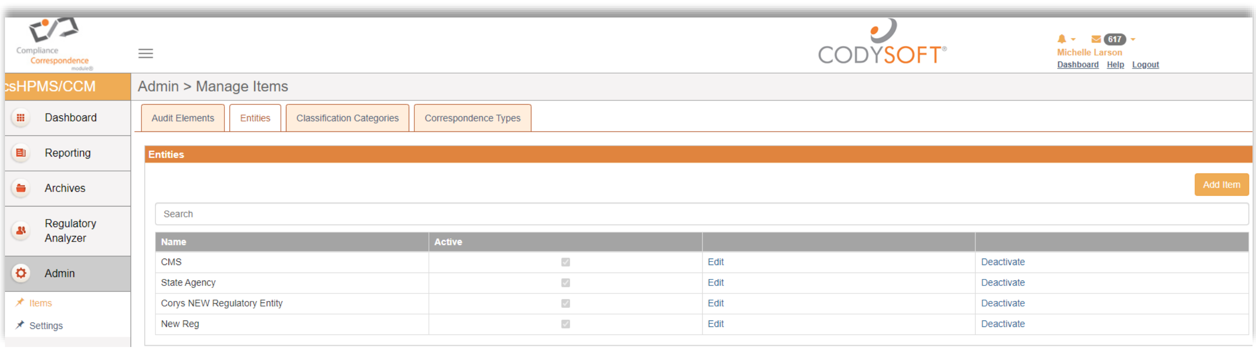
You can also edit an existing audit element:

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 Entities

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



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

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

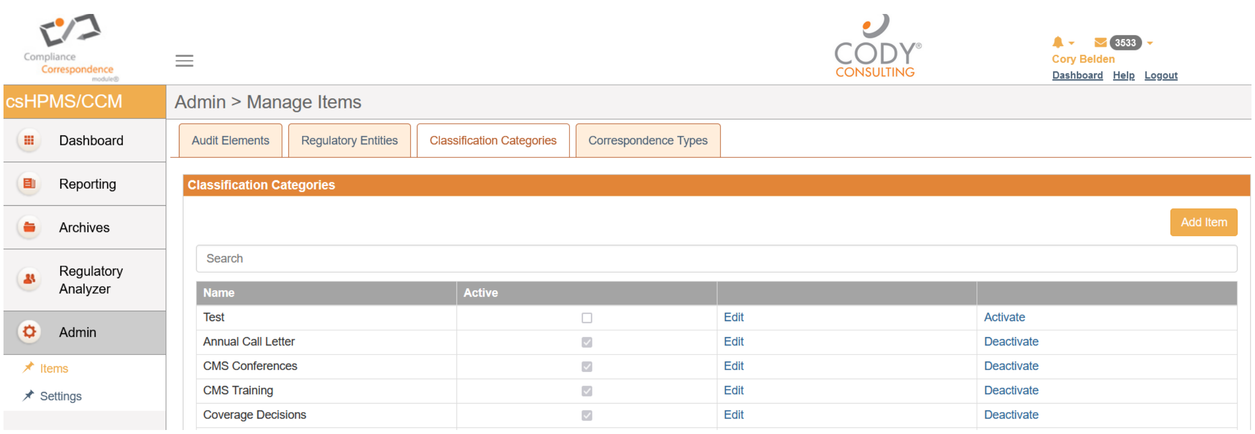
You can also edit an existing entity:

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

You can also deactivate an existing 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:



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.

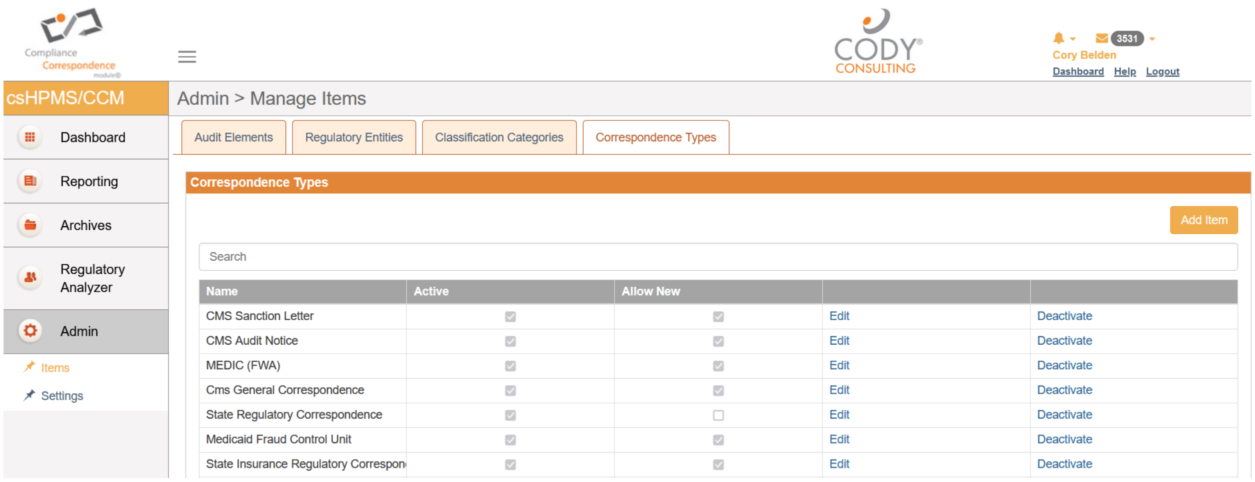
You can also edit an existing classification category:

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

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:



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

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:

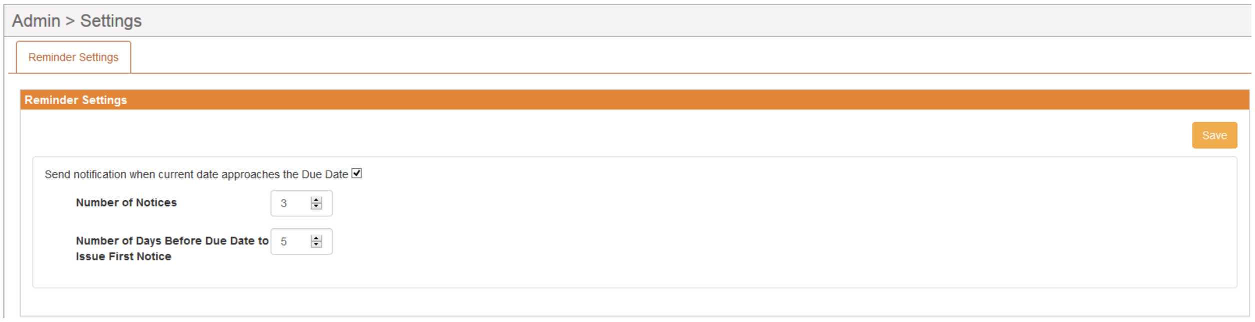
1. Click **Edit** on any row in the list of correspondence types
2. Change the existing item **name**, or unselect **Allow New** if you would like to prevent this type from being used on new records
3. Click **OK**

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

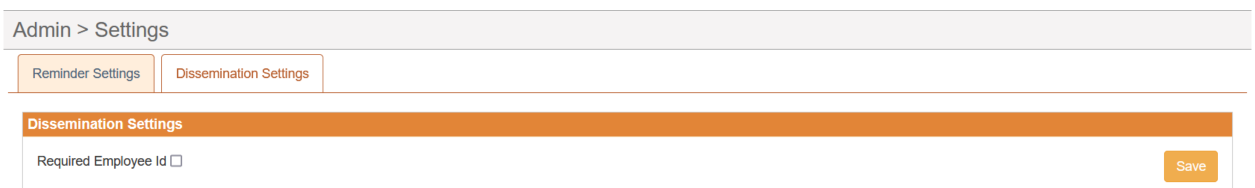
1. Click **Settings**. The Reminder Settings screen displays



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

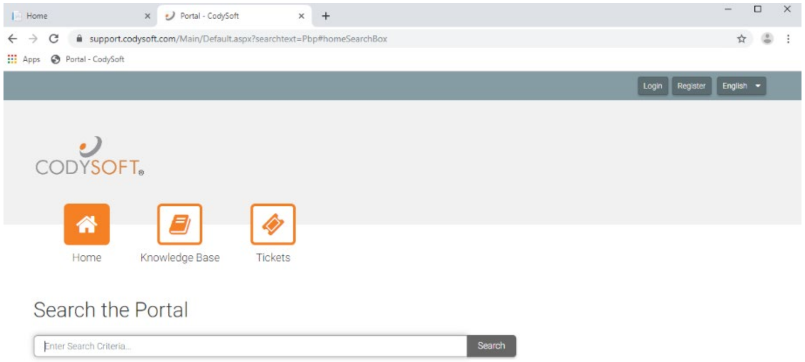


Support

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:



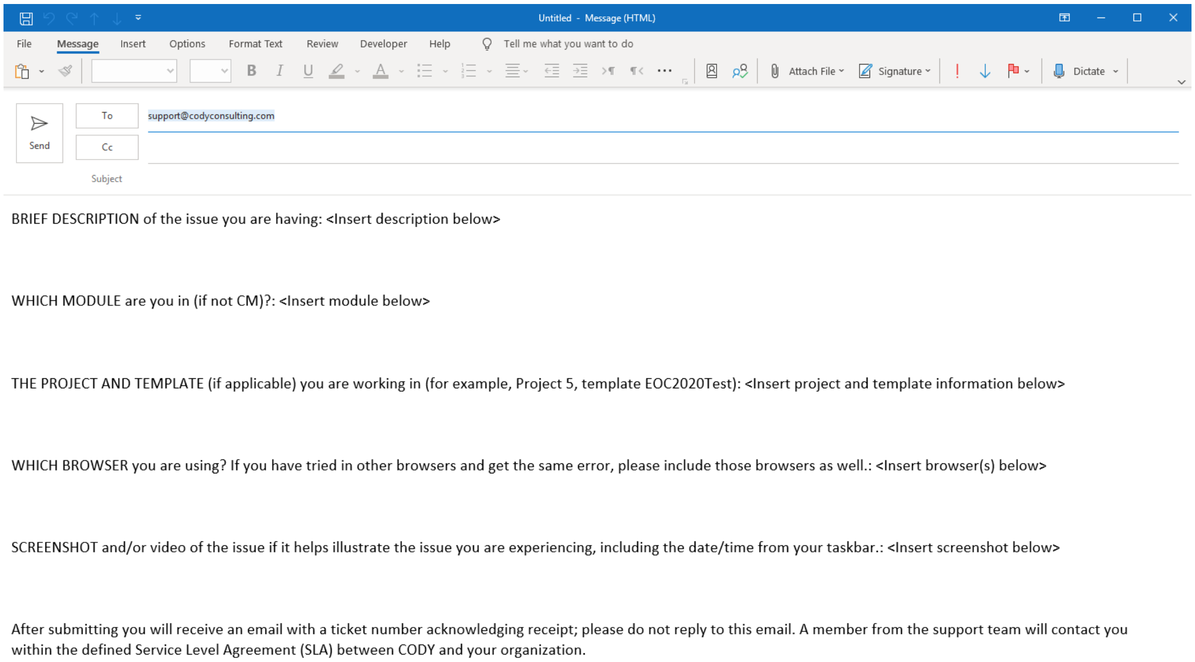
2. From the Support Portal home screen you have three choices:
    a. Knowledge Base
    b. Tickets
    c. Search the Portal

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.