

## Coverage Gap Discount Program (CGDP) Sponsor Portal



The screenshot shows the login page for the Coverage Gap Discount Program (CGDP) Sponsor Portal. At the top left, there are logos for PALMETTO GBA (A CELERIAN GROUP COMPANY) and CMS (CENTERS FOR MEDICARE & MEDICAID SERVICES). A "Contact Us | Help" link is located at the top right. Below the logos is a "Welcome" section containing a warning banner with the following text:

- This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.
- This system is provided for Government-authorized use only.
- Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties.
- Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring.
- By using this system, you understand and consent to the following:
  - The Government may monitor, record, and audit your system usage, including usage of personal devices and email systems for official duties or to conduct MHS business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transmitted or stored on this system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transmitted or stored on this system.
  - Any communication or data transmitted or stored on this system may be disclosed or used for any lawful Government purpose.

Below the warning banner is a link to "Refer to the Terms of Use." The main heading is "Coverage Gap Discount Program". Below this is a login form with fields for "User ID:" and "Password:", and a "Login" button. At the bottom of the form, there is a notice: "The CGDP Portal will be unavailable for scheduled maintenance Sundays from 5-10pm ET. Please arrange to submit transactions before or after this scheduled maintenance period." At the very bottom, there is a copyright notice: "© 2017 PALMETTO GBA, LLC | DISCLAIMER | PRIVACY POLICY | GET ADOBE READER".

## Introduction and Login Users Guide



## Contents

<b>INTRODUCTION.....</b>	<b>1</b>
<b>CGDP PORTAL SECURITY SETTINGS.....</b>	<b>2</b>
CGDP PORTAL USER ROLES.....	4
<b>CGDP PORTAL LOGIN.....</b>	<b>5</b>
CGDP PORTAL SETUP AND LOGIN INSTRUCTIONS .....	5
RESEND EMAIL VERIFICATION LINK .....	16
DAILY LOGIN INSTRUCTIONS .....	18
ACCOUNT MAINTENANCE INSTRUCTIONS .....	24
<i>Change Password – Pre-Password Expiration Instructions</i> .....	25
<i>Change Password – Password Expired or User Locked Out Instructions</i> .....	28
<i>Update PIN Instruction</i> .....	32
<i>View My Organization Instruction</i> .....	33
<i>Request Payee Account Modification Instruction – Sponsor</i> .....	35
<i>Request Payer Account Modification Instruction – Sponsor</i> .....	39
<b>CGDP PORTAL FUNCTIONS.....</b>	<b>43</b>
CGDP PORTAL ICONS AND LINKS.....	43
<b>CGDP PORTAL – HOME TAB.....</b>	<b>51</b>
<i>Tabbed Region – Home</i> .....	52
<i>Filter Region – Home</i> .....	52
<i>Welcome Message Region</i> .....	53
<i>Filter Results Region – Home</i> .....	53
<i>Status Definitions Region</i> .....	54
<i>No Invoice Activity Region</i> .....	54
<b>CGDP PORTAL – PAYMENTS.....</b>	<b>56</b>
CGDP PORTAL PAYMENT INITIATOR ROLE AND ADMINISTRATOR ROLE.....	56
<i>CGDP Portal Payment Initiator Role – Payments Tab View</i> .....	57
<i>CGDP Portal Administrator Role – Payments Tab View</i> .....	59
PAYMENTS TAB – QUARTERLY INVOICES .....	60
PAYMENTS TAB – BENEFIT YEAR (BY) CLOSEOUT INVOICES .....	61
COMPLETED TAB – QUARTERLY INVOICES .....	62
COMPLETED TAB – BENEFIT YEAR (BY) CLOSEOUT INVOICES .....	63
RECEIPTS TAB.....	64
<b>CGDP PORTAL REPORTS .....</b>	<b>65</b>
QUARTERLY AND BY CLOSEOUT INVOICE REPORTS .....	65
<i>Quarterly Invoice Reports</i> .....	65
<i>Benefit Year (BY) Closeout Invoice Reports</i> .....	66
DATA REPORTS .....	66
<i>Quarterly Data Reports</i> .....	67
<i>Benefit Year (BY) Closeout Data Reports</i> .....	67
TRACKING REPORTS .....	68
BATCH REPORTS .....	68
MANUFACTURER 1099 INFORMATION REPORT .....	69

AD HOC REPORTS .....	69
<b>CGDP PORTAL DISPUTES.....</b>	<b>71</b>
DISPUTES TAB.....	71
<b>NAVIGATING THE PORTAL INSTRUCTIONS.....</b>	<b>72</b>
<b>SUMMARY .....</b>	<b>80</b>
<b>REFERENCES .....</b>	<b>81</b>
APPENDIX A: ACRONYM LIST .....	81
GLOSSARY .....	82

## Introduction

Welcome to the Medicare Part D Coverage Gap Discount Program (CGDP) Sponsor Portal Users Guide. As a Part D Health Plan Sponsor participating in the CGDP, you have agreed to advance the coverage gap discount amount on behalf of Medicare beneficiaries, who received covered Part D drugs while in the coverage gap phase of the Medicare benefit as well as receive reimbursement from ss well as submit adjusted reimbursements to Pharmaceutical Manufacturers participating in the program.

This guide contains information about the role of the Third Party Administrator (TPA) and how they facilitate the CGDP (the Program) for the Centers for Medicare and Medicaid Services (CMS). This guide will assist you, the Sponsor, with the necessary information on the use of the CGDP Sponsor Portal, how to access it, and an overview of its functionality, in order to assist you with complying with the Program.

The TPA is the single point of contact between pharmaceutical Manufacturers and Part D Sponsors participating in the Program. As stated in the Social Security Act (SSA), section 1860D-14A(d)(3), the TPA is required to receive and transmit information between the CMS, pharmaceutical Manufacturers, and other entities as appropriate. It is also required to receive, distribute, or facilitate the distribution of funds of pharmaceutical Manufacturers to appropriate entities, provide adequate and timely information to pharmaceutical Manufacturers, and permit Manufacturers to conduct periodic audits of the data and information used by the TPA to determine Manufacturer discounts for applicable drugs under the Medicare Coverage Gap Discount Program.

The primary function of the CGDP Portal, here forward known as the Portal, is to provide a central repository for Program-qualified prescription drug event (PDE) invoices distributed by the TPA and paid by Program participating Sponsors and Manufacturers. In order to facilitate this processing, the Portal's direct payment process provides Sponsors the ability to perform the following functions:

- Invoice review
- Invoice selection for payment initiation
- Invoice payment deferment
- Batch Invoice payment selection
- Automatic payment verification
- Payment receipt review
- Invoice dispute determination review
- Reports retrieval

The Portal allows Sponsors the ability to review each invoice line item due from Pharmaceutical Manufacturers and the payments due from the Manufacturer to the Sponsor. It also provides the ability to initiate bank-to-bank automated clearing house (ACH) transfers for invoice line item payments due to Manufacturers, similar to the way online banking customers pay monthly bills.

**Note:** All payments must be processed in the Portal.

This **CGDP Sponsor Portal Introduction and Login Users Guide** will provide information on how to access and navigate through the Portal with tasked-based instructions for login access and an introduction to the links and tabs and their functionality for you to successfully use the Portal.

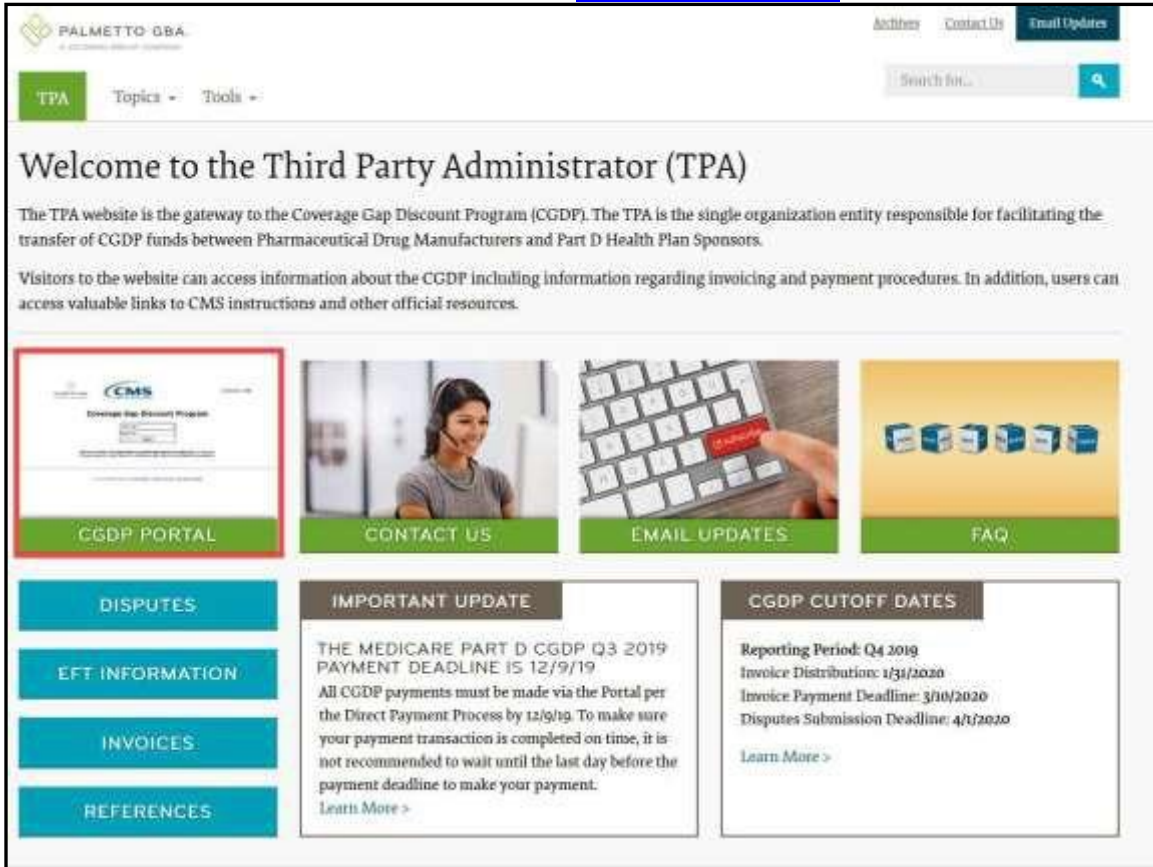
## CGDP Portal Security Settings

The Portal is a U.S. government information system. Once the Portal login page displays, the authorized user is presented with the Welcome and Site Use warning notification and provided with the ability to review the Terms of Use of the Portal application.

The screenshot shows the CGDP Portal login page. At the top left, there are logos for PALMETTO GBA (A CIGNA GROUP COMPANY) and CMS (CENTERS FOR MEDICARE & MEDICAID SERVICES). At the top right, there are links for [Contact Us](#) and [Help](#). Below the logos, the word "Welcome" is displayed. A large box contains a list of security notices and terms of use. Below this box, there is a link to [Terms of Use](#). The main heading is "Coverage Gap Discount Program". Below this is a login form with fields for "User ID:" and "Password:", and a "Login" button. Below the login form, there is a maintenance notice: "The CGDP Portal will be unavailable for scheduled maintenance Sundays from 5-10pm ET. Please arrange to submit transactions before or after this scheduled maintenance period." At the bottom of the page, there is a footer with copyright information: "© 2017 PALMETTO GBA, LLC | [DISCLAIMER](#) | [PRIVACY POLICY](#) | [GET ADOBE READER](#)".

Authorized users of the Portal application must adhere to CMS information security policies, standards, and procedures.

The link to the CGDP Portal can be found on the [TPAdministrator.com](http://TPAdministrator.com) website.



To access the Portal, Sponsors will enter their credential information (User ID and password) provided by the TPA Operations Team. Portal user IDs are a derivation of the Parent Organization ID number. The Parent Organization ID number categorizes the information loaded to the Portal. Information is limited to Sponsor contract numbers associated with the Parent Organization ID only. The TPA provides the initial temporary password to access the Portal to the authorized Sponsor once the onboarding process is complete.

The upcoming pages contain instructions for three (3) login situations:

1. Initial Setup and Login
2. Daily Login
3. Account Maintenance

**Note:** Users will not have the ability to view other Sponsors' data.

## CGDP Portal User Roles

The Portal has two (2) different roles for users to access distributed invoices and reports.

1. The **Payment Initiator** role provides the responsibility that allows a user to view all functionality of the Portal, including initiating payment of distributed invoices.
2. The **Administrator** role provides the responsibility that allows the primary point of contact user to view all functionality of the Portal, save for the ability to initiate payments.

Sponsor accounts have both a **Payment Initiator** role and **Administrator** role assigned to the primary point of contact, the *TPA Liaison*, listed by the Sponsor in the Health Plan Management System (HPMS). The **Payment Initiator** role can be assigned to a different individual. HPMS must be updated to display the new authorized associate in the *CGDP Portal Payment Initiator* role for the re-assignment of the **Payment Initiator** role for the Portal. Once HPMS is updated, the newly authorized **Payment Initiator** will need to contact the TPA Operations to receive user credentials to access the Portal.

Additional information regarding the Portal functionality for the **Payment Initiator** or **Administrator** role is available in the subsequent section titled *CGDP Portal Payment Initiator Role and Administrator Role*.

## CGDP Portal Login

### CGDP Portal Setup and Login Instructions

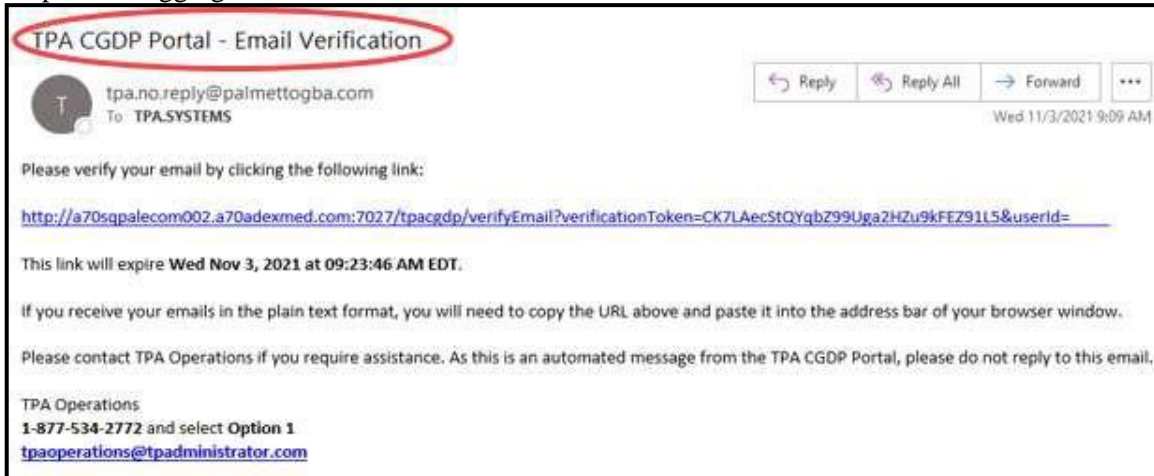
An authorized Portal user's initial login requires email verification and password update for secure access to the Portal. The type of role a user is assigned determines the type of security data to be completed.

- First time users with the **Payment Initiator** role authority will be required to verify their email address to allow receipt of User Validation authentication tokens, update their temporary password received from the TPA via email, and provide a four (4)-digit numeric personal identification number (PIN) pass code for payment purposes to access and use the Portal.
- First time users with the **Administrator** role will be required to verify their email address to allow receipt of User Validation authentication tokens and update their temporary password received from the TPA via email to access the Portal.
- **NOTE:** This instruction is also used for accessing reactivated and unsuspended accounts in the CGDP Portal.

The following instructions provide step-by-step directions for setting up and logging into the Portal.



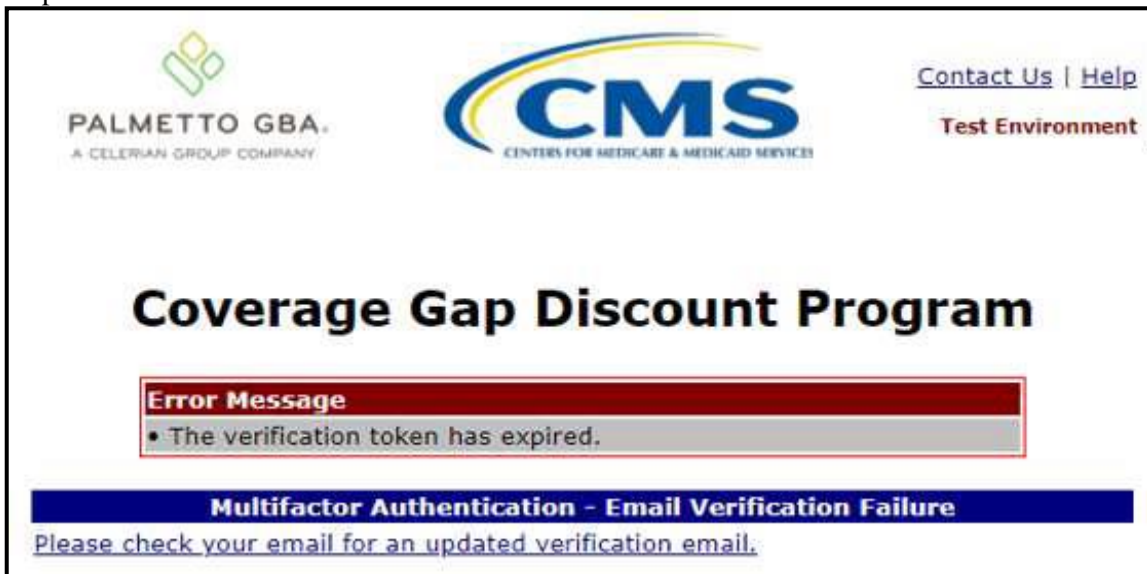
1. Prior to logging into the Portal for the first time, the authorized user will receive an email from [tpa.no.reply@palmettogba.com](mailto:tpa.no.reply@palmettogba.com) titled “TPA CGDP Portal – Email Verification”. The authorized user is required to access the link provided in the email to verify their email address prior to logging into the Portal.



**Note:** The “TPA CGDP Portal - Email Verification” email link will only be valid for *fifteen (15) minutes*. The expiration date and time of the link is provided in the email.

2. If the verification token has expired and an error message displays when you click on the link in the Email Validation email, the following screen will be displayed. Follow the instructions on the screen that state “Please check your email for an updated verification email.”

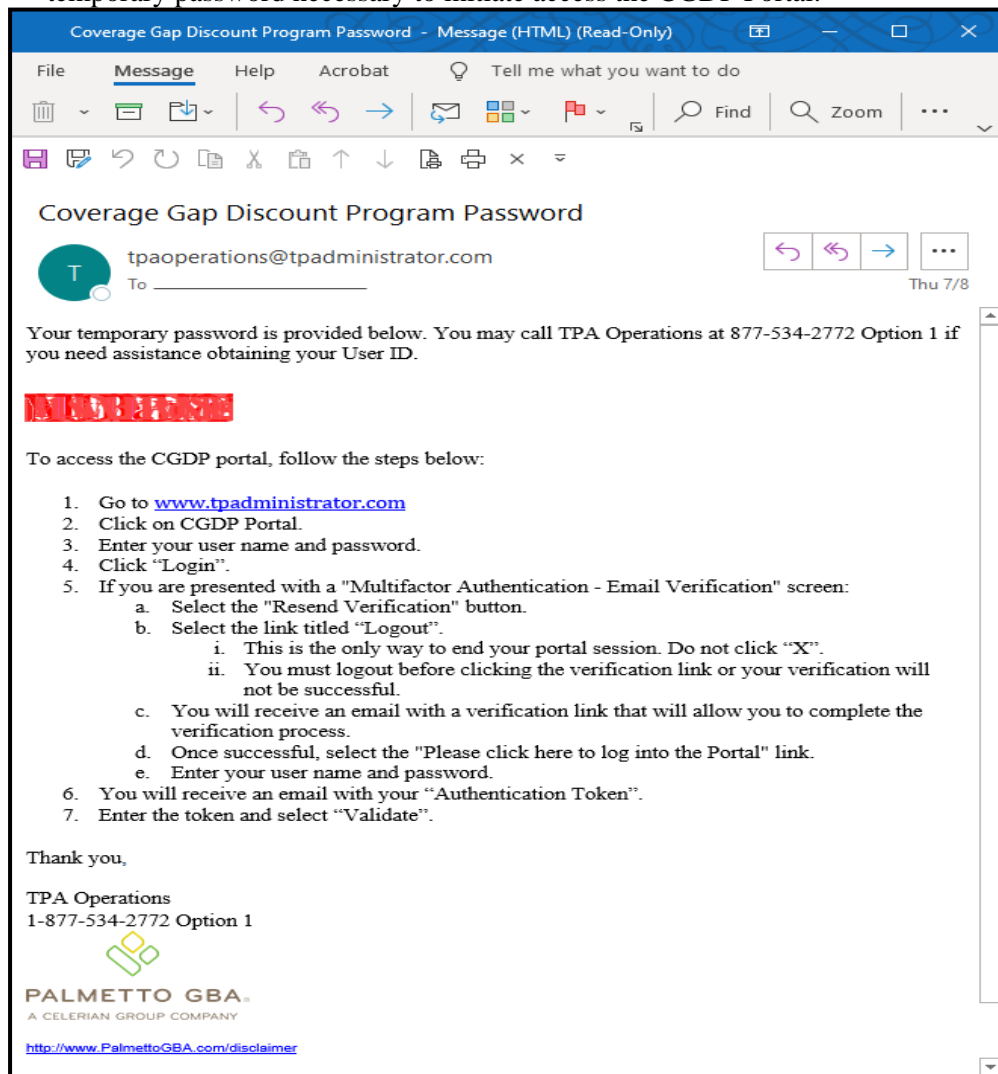
Return to the prior step and complete the instructions to validate the email with the new link provided.



- Once the **Multifactor Authentication – Email Verification Success** screen displays, the user will select the *“Please click here to log into the Portal”* link provided on the page.



- Authorized users of the Portal will receive an email titled *“Coverage Gap Discount Program Password”* sent from [tpaoperations@tpadministrator.com](mailto:tpaoperations@tpadministrator.com). This email will contain the temporary password necessary to initiate access the CGDP Portal.



**Note:** The *“Coverage Gap Discount Program Password”* email also contains instructions for guiding an authorized user through initiating and completing access to the CGDP Portal.

5. Once the email has been received, enter the Parent Organization ID in the User ID field and the corresponding temporary password into the Password field in the **Login form** and select the *Login* button.

**PALMETTO GBA**  
A CELLERIAN GROUP COMPANY

**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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

## Welcome

- This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.
- This system is provided for Government-authorized use only.
- Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties.
- Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring.
- By using this system, you understand and consent to the following:
  - The Government may monitor, record, and audit your system usage, including usage of personal devices and email systems for official duties or to conduct HHS business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this system.
  - Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose.

Refer to the [Terms of Use](#).

## Coverage Gap Discount Program

User ID:

Password:

**The CGDP Portal will be unavailable for scheduled maintenance Sundays from 5-10pm ET.  
Please arrange to submit transactions before or after this scheduled maintenance period.**

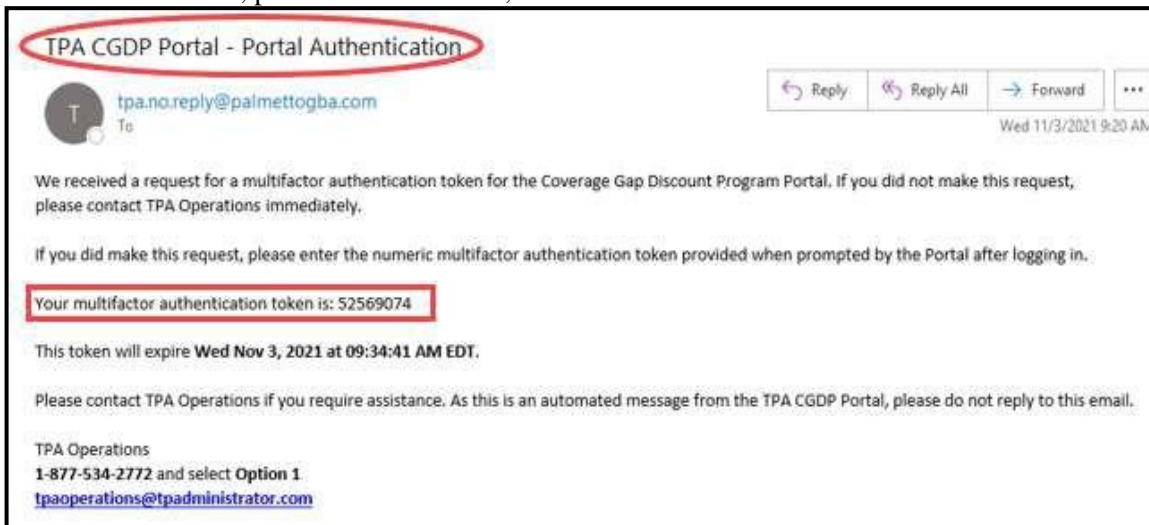
© 2017 PALMETTO GBA, LLC | [DISCLAIMER](#) | [PRIVACY POLICY](#) | [GET ADOBE READER](#)

**Note:** Each user of the Portal must have a unique User ID and password. Palmetto GBA has the right to terminate any user's access if suspicious or improper activity is determined. Your use of this information system establishes your consent to any and all monitoring and recording of your activities. Unauthorized use is prohibited and subject to criminal and civil penalties.

- After entering the User ID and temporary Password successfully, the **User Validation** form will display.

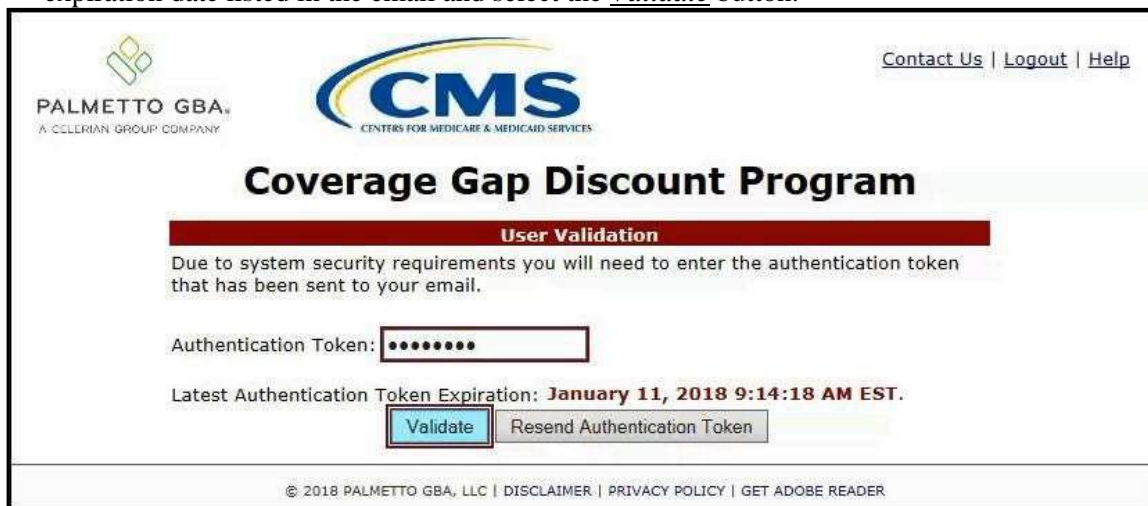
The screenshot shows the 'Coverage Gap Discount Program' user validation interface. At the top left are the logos for Palmetto GBA (A Celerian Group Company) and CMS (Centers for Medicare & Medicaid Services). On the top right, there are links for 'Contact Us', 'Logout', and 'Help', along with a 'Logged on as' field. The main heading is 'Coverage Gap Discount Program'. Below this is a red bar with the text 'User Validation'. The instructions state: 'Due to system security requirements you will need to enter the multifactor authentication token that has been sent to your email.' There is an input field for the 'Authentication Token'. Below the field, it says 'Latest Multifactor Authentication Token Expiration: January 11, 2018 9:14:18 AM EST.' There are two buttons: 'Validate' and 'Resend Multifactor Authentication Token'. At the bottom, there is a footer with copyright information: '© 2018 PALMETTO GBA, LLC | DISCLAIMER | PRIVACY POLICY | GET ADOBE READER'.

- The authorized user will receive an email from [tpa.no.reply@palmettogba.com](mailto:tpa.no.reply@palmettogba.com) titled “TPA CGDP Portal – Portal Authentication”. The authorized user will be required to enter the verification code, provided in the email, into the **Authentication Token** field in the Portal.



**Note:** The authentication token is submitted via the authorized user’s validated email and is only valid for **fifteen (15) minutes** from generation. The expiration date and time of the token is provided in the email. Users can copy and paste the authentication token or enter the token into the **Authentication Token** field.

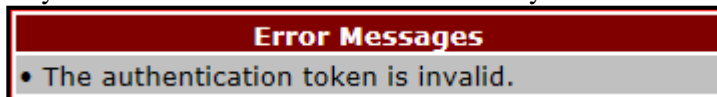
8. Enter the supplied authentication token into the **Authentication Token** field prior to the expiration date listed in the email and select the Validate button.



The screenshot shows the 'User Validation' section of the Coverage Gap Discount Program. At the top left is the Palmetto GBA logo (A Cellerian Group Company) and the CMS logo (Centers for Medicare & Medicaid Services). At the top right are links for 'Contact Us', 'Logout', and 'Help'. The main heading is 'Coverage Gap Discount Program'. Below this is a red bar with the text 'User Validation'. The text below the bar reads: 'Due to system security requirements you will need to enter the authentication token that has been sent to your email.' There is a text input field labeled 'Authentication Token:' containing seven dots. Below this is the text 'Latest Authentication Token Expiration: January 11, 2018 9:14:18 AM EST.' At the bottom of the form are two buttons: 'Validate' and 'Resend Authentication Token'. At the very bottom of the page is the footer: '© 2018 PALMETTO GBA, LLC | DISCLAIMER | PRIVACY POLICY | GET ADOBE READER'.

**Note:** This page displays the expiration date of the latest Authentication Token sent to the user's verified email. Authentication tokens are only valid for *fifteen (15) minutes*. The expiration date and time is provided in the Latest Authentication Token Expiration field.

9. If a user receives the following message, first verify that the authentication token is not expired then verify that the token code was entered correctly.



If this message continues to display after reviewing the date/time and entry of the token provided, the user should select the **Resend Authentication Token** button *after* the expiration date and time displayed on the **User Validation** screen has passed, in order to receive a new token via email.

**Note:** If this error message will not stop appearing after requesting new authentication tokens, contact TPA Operations. The TPA Operations contact information is located under the Contact Us link.



10. Once the token has been authenticated, the **Password Expired** and/or the **Security Data Missing** form will display.

The screenshot shows the CMS (Centers for Medicare & Medicaid Services) login page. At the top left is the Palmetto GBA logo (A Cellerian Group Company). At the top right are links for [Contact Us](#), [Logout](#), and [Help](#). The main heading is "Coverage Gap Discount Program". Below this is a red banner with the text "Your password is expired and must be changed." Underneath, there are "Rules for Passwords:" listed as follows:

- Is at least 8 characters long;
- Must start with a letter;
- Must contain a minimum of one (1) character(s) from EACH of the following categories:
  - Uppercase Letters (A-Z);
  - Lowercase Letters (a-z);
  - Numbers (0-9);
  - Special Characters: must include one of the following: (!, @, #, \$, %, ?, or +);
- Must contain at least six (6) changed characters from the previous password;
- Must be different from previous 12 passwords;
- Must be changed every 30 days;
- Cannot contain spaces.

Below the rules are three input fields: "Current Password:", "New Password:", and "Retype New Password:". Below these is another red banner with the text "Security Data Missing". Underneath, there is a message: "Due to system security requirements your account will need to be updated with the information below. Please complete the form to proceed." This is followed by two input fields: "Enter PIN:" and "Retype PIN:". At the bottom center is a "Save" button.

**Note:** This screen shot displays the **Payment Initiator** role's **Password Expired** and **Security Data Missing** form.

The screenshot shows the CMS (Centers for Medicare & Medicaid Services) login page. At the top left is the Palmetto GBA logo (A Cellerian Group Company). At the top center is the CMS logo. At the top right are links for 'Contact Us', 'Logout', and 'Help'. The main heading is 'Coverage Gap Discount Program'. Below this is a red banner with the text 'Your password is expired and must be changed.' Underneath is the 'Rules for Passwords:' section, which lists several requirements: at least 8 characters long, must start with a letter, must contain a minimum of one character from each of the following categories: Uppercase Letters (A-Z), Lowercase Letters (a-z), Numbers (0-9), and Special Characters (including !, @, #, \$, &, ?, or +). It also states that the password must contain at least six changed characters from the previous password, be different from the previous 12 passwords, be changed every 30 days, and cannot contain spaces. Below the rules are three input fields: 'Current Password:', 'New Password:', and 'Retype New Password:'. A 'Save' button is located at the bottom right of the form area.

**Note:** This screen shot displays the Administrator role’s **Password Expired** form.

11. The **Password Expired** form displays under the heading of “**Your password is expired and must be changed.**”

The authorized user will enter the temporary password, provided by the TPA, into the Current Password field, then create and enter a new password in the New Password and Retype New Password fields.

New passwords must conform to the Rules for Passwords provided above the password fields and must not match a password that is listed in our password library for compromised passwords.

This screenshot is a close-up of the 'Rules for Passwords:' section of the password expiration form. It features a red banner at the top with the text 'Your password is expired and must be changed.' Below the banner, the 'Rules for Passwords:' section lists the same requirements as the previous screenshot: at least 8 characters long, must start with a letter, must contain a minimum of one character from each of the following categories: Uppercase Letters (A-Z), Lowercase Letters (a-z), Numbers (0-9), and Special Characters (including !, @, #, \$, &, ?, or +). It also states that the password must contain at least six changed characters from the previous password, be different from the previous 12 passwords, be changed every 30 days, and cannot contain spaces. Below the rules are three input fields: 'Current Password:', 'New Password:', and 'Retype New Password:'. A 'Save' button is located at the bottom right of the form area.

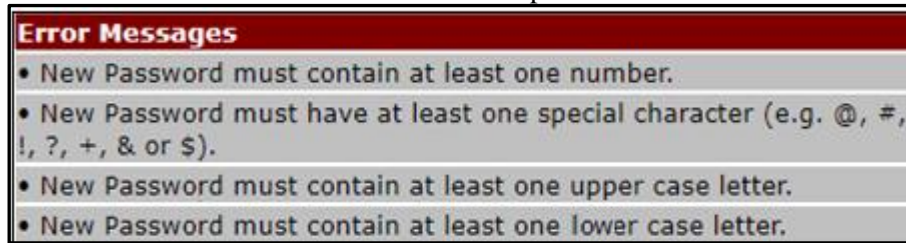
**Note:** Use characters to form a phrase to create a unique password, for example the phrase “**To**

be, or not to be” can be transformed into “ToB#0t2b”.

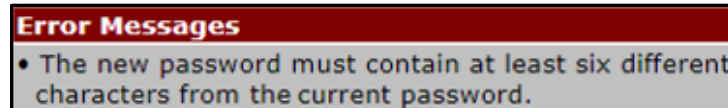
When entering a new password and retying a new password into the form, users may experience issues with creating unique passwords that do not conform to the rules or create passwords that match with a compromised password located in our password library.

When new passwords do not conform to the minimum character categories rules for passwords, the system displays an error message.

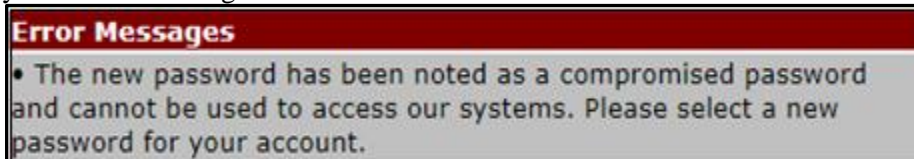
The following are system generated error messages that may display when passwords do not meet the minimum character criteria entered for the new password.



When new passwords are too similar to a temporary or current password, like the password *P@lmetto1*, the updated password of *L@mpPost1*, the @, m, P, o, t, and 1 (one) are the same for both passwords. These passwords do not conform to the rules in the form, so the system displays this error message to users.



When passwords are entered that match compromised passwords located in our password library, the system displays this error message.



The next step provides instruction for those users with a **Payment Initiator** role to set the payment initiation PIN.

**Note:** The **Security Data Missing** section will not display for users assigned an **Administrator** role. These users should proceed to the next step following the PIN selection in this instruction.

12. The **Payment Initiator** role user will select a four (4)-digit numeric PIN and enter it into both the Enter PIN and Retype PIN fields.

The screenshot shows a form with a red header titled "Security Data Missing". Below the header, there is a message: "Due to system security requirements your account will need to be updated with the information below. Please complete the form to proceed." Below this message are two input fields: "Enter PIN:" and "Retype PIN:", each followed by a text box containing four black dots representing masked characters.


**Note:** The four (4)-digit PIN must be numeric and entered correctly when retyped. The Portal displays an error message when the data does not match.




**Error Messages**

- New PIN and Retype New PIN do not match.

13. After successful completion of the **User Validation** region, if the User ID does not match the TPA Liaison personnel information listed in the CMS HPMS, the following **Primary Point-of-Contact Mismatch** message will display.



**PALMETTO GBA.**  
A CELLERIAN GROUP COMPANY



**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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

## Coverage Gap Discount Program

**Primary Point-of-Contact Mismatch**

You are receiving this notification because the Health Plan Management System (HPMS) does not reflect your information as the "TPA Liaison" even though you have assumed the TPA Primary Contact role for the Medicare Part D Coverage Gap Discount Program (CGDP). The TPA Primary Contact role should be the same person listed as the "TPA Liaison" in HPMS.

Please update HPMS to reflect your information. Once the TPA is able to verify the update in HPMS, this message will be removed. For instructions on how to update this contact information, review the following FAQ link, [How can I update my contact information in HPMS?](#)

Once you click on "I acknowledge the HPMS Mismatch" button below, you will be able to proceed to the portal. If you choose not to acknowledge, access will be denied.

If you have any additional questions, please contact the TPA by phone at: 1-877-534-2772, option 1 or by email at [tpaoperations@tpadministrator.com](mailto:tpaoperations@tpadministrator.com).

I acknowledge the HPMS Mismatch.

© 2017 PALMETTO GBA, LLC | [DISCLAIMER](#) | [PRIVACY POLICY](#) | [GET ADOBE READER](#)

To access the Portal, select the *I acknowledge the HPMS Mismatch* button to proceed to the Portal.

14. Once the **User Validation** region’s authentication token is entered correctly and, if applicable, the **Point of Contact Mismatch form** acknowledged, the **Home** tab will display in the Portal.



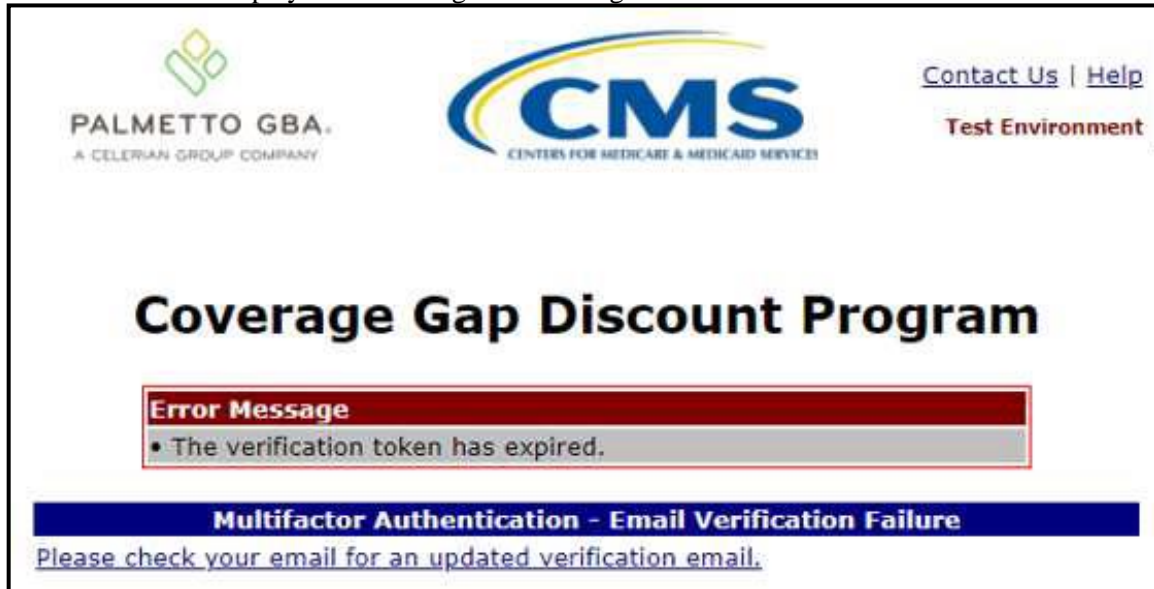
You have successfully completed an initial login and security data setup in the Portal.

## Resend Email Verification Link

If a user is unable to use the “TPA CGDP Portal – Email Validation” link prior to the link’s expiration date and time, this instruction will provide steps to assist the user in requesting a new email verification link electronically.

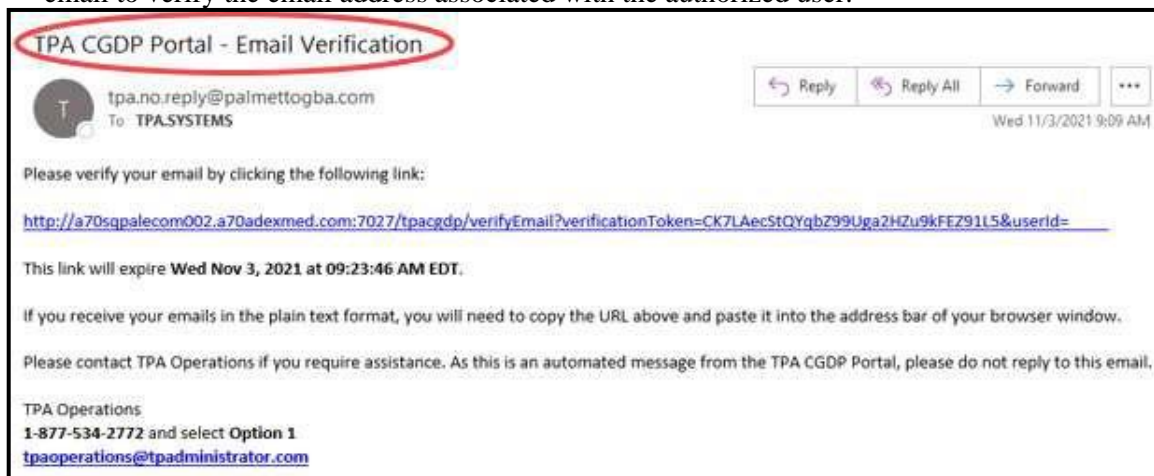
This instruction contains information for new Program participants accessing the Portal for the first time with their temporary access credentials or for returning Program participants using their current access credentials.

1. When a user selects the email verification link after the expiration date and time has lapsed, the Portal will display the following error message.



**Note:** Links are only valid for *fifteen (15) minutes*. The **Latest Verification Email Expiration** field displays the expiration date and time. The date and time must be expired in order to receive a new verification link.

2. A new verification email will be sent to the authorized user’s email. Click on the link in the email to verify the email address associated with the authorized user.



3. Once the **Multifactor Authentication – Email Verification Success** screen displays, the user will select the *“Please click here to log into the Portal”* link provided on the page.



You have successfully completed the Resend Email Verification process for the Portal.

## Daily Login Instructions

Daily access to the Portal is a simple two (2)-step process. Authorized users will need a password and MFA token to gain access.

This instruction provides the steps necessary for a user to access the Portal whether the assigned role is a **Payment Initiator** role or an **Administrator** role.

1. Access the [TPAdministrator.com](https://TPAdministrator.com) website and select the link for the CGDP Portal.





- Authorized users of the Portal will enter the Parent Organization ID in the User ID field and their password into the Password field in the **Login form** and select the *Login* button.

**PALMETTO GBA.**  
A CELERIAN GROUP COMPANY

**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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

## Welcome

- This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.
- This system is provided for Government-authorized use only.
- Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties.
- Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring.
- By using this system, you understand and consent to the following:
  - The Government may monitor, record, and audit your system usage, including usage of personal devices and email systems for official duties or to conduct HHS business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this system.
  - Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose.

Refer to the [Terms of Use](#).

## Coverage Gap Discount Program

User ID:

Password:

Login

The CGDP Portal will be unavailable for scheduled maintenance Sundays from 5-10pm ET.  
Please arrange to submit transactions before or after this scheduled maintenance period.

© 2017 PALMETTO GBA, LLC | [DISCLAIMER](#) | [PRIVACY POLICY](#) | [GET ADOBE READER](#)

**Note:** Unsuccessful login attempts will generate a system error message.

**Error Messages**

- Authentication not successful.

After three (3) unsuccessful login attempts, the User ID is locked, and the user is presented with a system error message:

**Error Messages**

- User ID is locked due to too many unsuccessful login attempts.  
Please contact TPA Operations to unlock your ID.

**Note:** If this message appears, contact TPA Operations to have your account reset. The TPA Operations contact information is located under the [Contact Us](#) link.

After 30 days of inactivity, the following error message appears to the authorized user attempting to access the Portal:

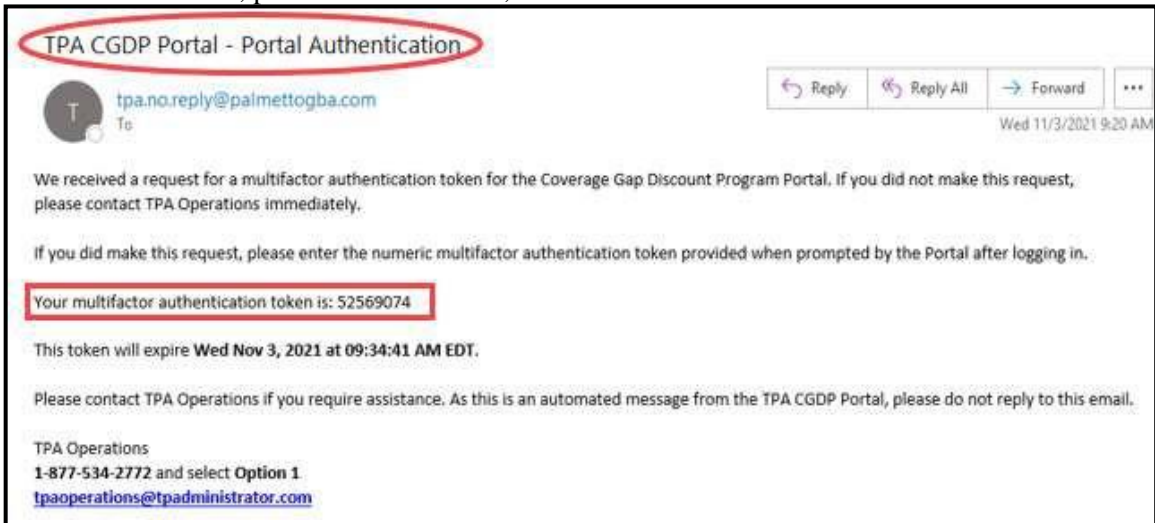


**Note:** The TPA Operations can also disable access to the Portal on a case-by-case basis. If this message appears, contact TPA Operations to have your account reset. The TPA Operations contact information is located under the [Contact Us](#) link.

3. After entering the User ID and Password successfully, the **User Validation** form displays.



4. The authorized user will receive an email from [tpa.no.reply@palmettogba.com](mailto:tpa.no.reply@palmettogba.com) titled “TPA CGDP Portal – Portal Authentication”. The authorized user will be required to enter the verification code, provided in the email, into the **Authentication Token** field in the Portal.



**Note:** The authentication token is submitted via the authorized user’s validated email and is only valid for *fifteen (15) minutes* from generation. The expiration date and time of the token is provided in the email. Users can copy and paste the authentication token or enter the token into the **Authentication Token** field.

5. Enter the supplied authentication token into the **Authentication Token** field prior to the expiration date listed in the email and select the Validate button.

PALMETTO GBA. A CELLERIAN GROUP COMPANY

CMS CENTERS FOR MEDICARE & MEDICAID SERVICES

Contact Us | Logout | Help

## Coverage Gap Discount Program

### User Validation

Due to system security requirements you will need to enter the authentication token that has been sent to your email.

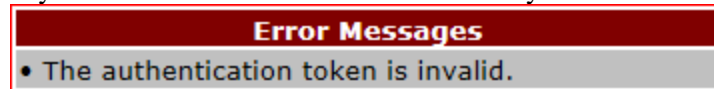
Authentication Token:

Latest Authentication Token Expiration: **January 5, 2018 3:04:18 PM EST.**

© 2018 PALMETTO GBA, LLC | DISCLAIMER | PRIVACY POLICY | GET ADOBE READER

**Note:** This page displays the expiration date of the latest Authentication Token sent to the user’s verified email. Authentication tokens are only valid for *fifteen (15) minutes*. The expiration date and time is provided in the Latest Authentication Token Expiration field.

6. If a user receives the following message, first verify that the authentication token is not expired then verify that the token code was entered correctly



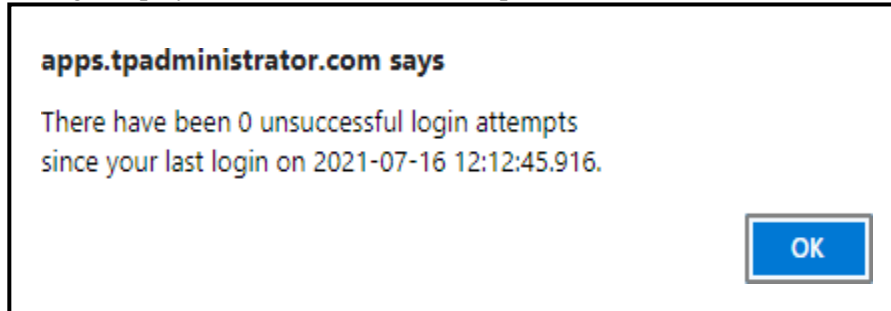
If this message continues to display after reviewing the date/time and entry of the token provided, the user should select the **Resend Authentication Token** button *after* the expiration date and time displayed on the **User Validation** screen has passed, in order to receive a new token via email.

**Note:** If this error message will not stop appearing after requesting new authentication tokens, contact TPA Operations. The TPA Operations contact information is located under the Contact Us link.

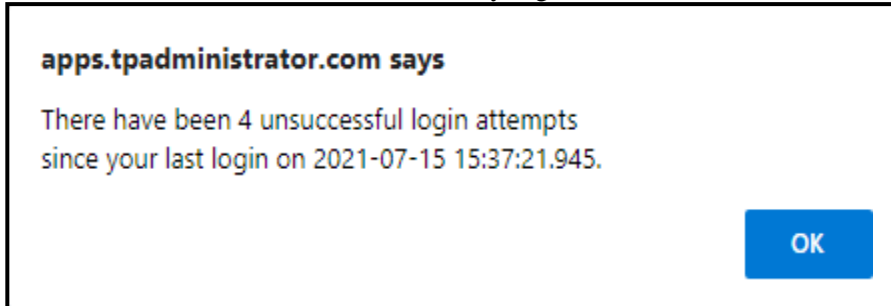


7. Once a user successfully enters their password and the required authentication token, a system message will display detailing the number of unsuccessful login attempts since the last correct login.

This system message displays a successful access attempt:



8. However, if a user is not successful in accessing the Portal and their account becomes locked, the system message will display the number of unsuccessful logins attempted after the user access has been restored and the user successfully logs into the Portal:



9. Once entered correctly, the **Home** tab becomes available.



10. To exit out of the Portal application properly, a user must select the Logout link to close active sessions of the Portal.



If a user does not select the Logout link to close active sessions of the Portal, they may receive the following message when attempting to log back in.



**Note:** If this message appears, a user must select the Logout link to log out of the Portal window and wait for a *minimum of 30 minutes* before attempting to log back into the Portal. For continuing issues with gaining access to the Portal, please use the information listed in the Contact Us link to contact TPA Operations.

You have successfully completed the daily login and logout process.

## Account Maintenance Instructions

Account maintenance provides Portal users with the ability to update information via the [My Profile](#) link in the upper right hand corner of the Portal after completing login.



Users can update the information listed below:

- Change Password
- Update PIN
- My Organization
- Request Payee Account Modification
- Request Payer Account Modification

The ability to update these items is dependent on being able to access the Portal. If a user is unable to access the Portal to update any of these categories, the [Contact Us](#) link on the [TPAdministrator.com](http://TPAdministrator.com) website is available for users to contact TPA Operations for assistance.

## Change Password – Pre-Password Expiration Instructions

This instruction guides authorized users who are able to successfully log into the CGDP Portal and want to perform a password change *before* their current password expires 30 days after setup.

1. After successfully logging into the CGDP Portal, access the [My Profile](#) link and select the [Change Password](#) link to change a user's login password.



**Note:** The system requirement is to update passwords every 30-day interval. However, the Portal will not send notifications or reminders to update a password.

- The **Password Modification form** allows an authorized user to enter their current password and enter their new password in both the designated New Password and Retype New Password fields.

The screenshot shows a web interface for the Coverage Gap Discount Program. At the top left is the Palmetto GBA logo (A Celerian Group Company) and at the top right is the CMS logo (Centers for Medicare & Medicaid Services). The main heading is "Coverage Gap Discount Program". Below this, it says "Logged on as \_\_\_\_\_" and "Test Environment". A grey bar contains the title "Password Modification". Underneath, there are "Rules for Passwords:" listed as bullet points. The rules include: being at least 8 characters long; starting with a letter; containing a minimum of one character from each of four categories (Uppercase Letters, Lowercase Letters, Numbers, and Special Characters); being at least six characters different from the previous password; being different from the previous 12 passwords; being changed every 30 days; and not containing spaces. Below the rules are three input fields: "Current Password:", "New Password:", and "Retype New Password:". At the bottom of the form are "Save" and "Cancel" buttons. A footer at the very bottom contains copyright information and links to a disclaimer, privacy policy, and Adobe Reader.

**PALMETTO GBA.**  
A CELERIAN GROUP COMPANY

**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

### Coverage Gap Discount Program

Logged on as \_\_\_\_\_  
Test Environment

#### Password Modification

**Rules for Passwords:**

- Is at least 8 characters long;
- Must start with a letter;
- Must contain a minimum of one (1) character(s) from EACH of the following categories:
  - Uppercase Letters (A-Z);
  - Lowercase Letters (a-z);
  - Numbers (0-9);
  - Special Characters must include one of the following: (!, @, #, \$, &, ?, or +);
- Must contain at least six (6) changed characters from the previous password;
- Must be different from previous 12 passwords;
- Must be changed every 30 days;
- Cannot contain spaces.

Current Password:

New Password:

Retype New Password:

© 2017 PALMETTO GBA, LLC | [DISCLAIMER](#) | [PRIVACY POLICY](#) | [GET ADOBE READER](#)

**Note:** Both the **Payment Initiator** role and the **Administrator** role have access to this functionality.

3. New passwords must conform to the specific formats provided in the [Rules for Passwords](#) section.

**Rules for Passwords:**

- Is at least eight (8) characters long;
- Must start with a letter;
- Must contain a minimum of one (1) character from EACH of the following categories:
  - Uppercase Letters (A-Z);
  - Lowercase Letters (a-z);
  - Numbers (0-9);
  - Special Characters must include one of the following: (!, @, #, \$, &, ?, or +);
- Must contain at least six (6) changed characters from the previous password;
- Must be different from previous 12 passwords;
- Must be changed every 30 days;
- Cannot contain spaces.

**Note:** Use characters to form a phrase to create a unique password, for example the phrase “**To be, or not to be**” can be transformed into “**ToB#0t2b**”.

When entering a new password and retyping a new password into the form, users may have issues with creating unique passwords that do not conform to the rules or create passwords that match with a compromised password located in our password library.

When new passwords do not conform to the minimum character categories rules for passwords, the system displays an error message.

The following are system generated error messages that may display when passwords do not meet the minimum character criteria entered for the new password.

**Error Messages**

- New Password must contain at least one number.
- New Password must have at least one special character (e.g. @, #, !, ?, +, & or \$).
- New Password must contain at least one upper case letter.
- New Password must contain at least one lower case letter.

When new passwords are too similar to a temporary or current password, like the password *P@lmetto1*, the updated password of *L@mpPost1*, the @, m, P, o, t, and 1 (one) are the same for both passwords. These passwords do not conform to the rules in the form, so the system displays this error message to users.

**Error Messages**

- The new password must contain at least six different characters from the current password.

When passwords are entered that match compromised passwords located in our password library, the system displays this error message.

**Error Messages**

- The new password has been noted as a compromised password and cannot be used to access our systems. Please select a new password for your account.

4. Once a password has been updated, select the [Save](#) button.

You have now successfully completed changing your password in the Portal.



## Change Password – Password Expired or User Locked Out Instructions

This instruction guides authorized users who are unable to successfully log into the CGDP Portal and need assistance with resetting their password. A user will need to contact TPA Operations to request a password reset and receive a temporary password via email.

1. Select the [Contact Us](#) link to access the phone and email information for TPA Operations to request a password reset for the CGDP Portal.

**PALMETTO GBA.**  
A CCLERMAN GROUP COMPANY

**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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

### Welcome

- This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.
- This system is provided for Government-authorized use only.
- Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties.
- Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring.
- By using this system, you understand and consent to the following:
  - The Government may monitor, record, and audit your system usage, including usage of personal devices and email systems for official duties or to conduct HHS business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this system.
  - Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose.

Refer to the [Terms of Use](#).

## Coverage Gap Discount Program

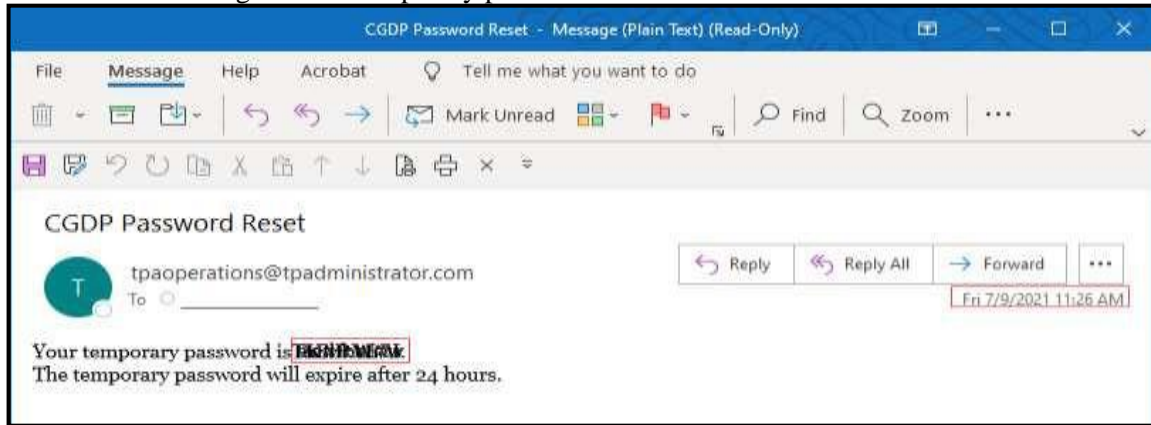
User ID:

Password:

**The CGDP Portal will be unavailable for scheduled maintenance Sundays from 5-10pm ET.  
Please arrange to submit transactions before or after this scheduled maintenance period.**

© 2017 PALMETTO GBA, LLC | [DISCLAIMER](#) | [PRIVACY POLICY](#) | [GET ADOBE READER](#)

2. After requesting a password reset, an email will be sent to the authorized user's email address on file containing the new temporary password.



**Note:** The temporary password received via email will expire **24 hours** after the time the email is provided. Once the temporary password has been updated to a new password, the system requirement for password update is every 30-day interval. However, the Portal will not send notifications or reminders to update a password.



3. The **Temporary Password form** allows an authorized user to enter their temporary password, then enter their new password in both the designated New Password and Retype New Password fields.

The screenshot shows a web interface for the Coverage Gap Discount Program. At the top left, there are logos for Palmetto GBA (A Celerian Group Company) and CMS (Centers for Medicare & Medicaid Services). On the top right, there are links for 'Contact Us', 'Logout', and 'Help', and a 'Logged on as' field. The main heading is 'Coverage Gap Discount Program'. A red banner states 'Your temporary password needs to be updated.' Below this, a section titled 'Rules for Passwords:' lists the following requirements:

- Is at least eight (8) characters long.
- Must start with a letter
- Must contain a minimum of one (1) character from EACH of the following categories:
  - Uppercase Letters (A-Z)
  - Lowercase Letters (a-z)
  - Numbers (0-9)
  - Special Characters (@, #, !, ?, +, & or \$)
- Must contain at least six (6) changed characters from the previous password
- Must be different from the previous 12 passwords
- Must be changed every 30 days
- Cannot contain spaces

Below the rules, there are three input fields: 'Current Password:' (with a masked field containing seven asterisks), 'New Password:', and 'Retype New Password:'. A 'Save' button is located below the input fields. At the bottom of the page, there is a footer with the text: '© 2021 PALMETTO GBA, LLC | [DISCLAIMER](#) | [PRIVACY POLICY](#) | [GET ADOBE READER](#)'.

**Note:** Both the **Payment Initiator** role and the **Administrator** role have access to this functionality.

4. New passwords must conform to the specific formats provided in the [Rules for Passwords](#) section.

**Rules for Passwords:**

- Is at least eight ( 8) characters long.
- Must start with a letter
- Must contain a minimum of one (1) character from EACH of the following categories:
  - Uppercase Letters (A-Z)
  - Lowercase Letters (a-z)
  - Numbers (0-9)
  - Special Characters (@, #, !, ?, +, & or \$)
- Must contain at least six (6) changed characters from the previous password
- Must be different from the previous 12 passwords
- Must be changed every 30 days
- Cannot contain spaces

**Note:** Use characters to form a phrase to create a unique password, for example the phrase “**To be, or not to be**” can be transformed into “**ToB#0t2b**”.

When entering a new password and retyping a new password into the form, users may have issues with creating unique passwords that do not conform to the rules or create passwords that match with a compromised password located in our password library.

When new passwords do not conform to the minimum character categories rules for passwords, the system displays an error message.

The following are system generated error messages that may display when passwords do not meet the minimum character criteria entered for the new password.

**Error Messages**

- New Password must contain at least one number.
- New Password must have at least one special character (e.g. @, #, !, ?, +, & or \$).
- New Password must contain at least one upper case letter.
- New Password must contain at least one lower case letter.

When new passwords are too similar to a temporary or current password, like the password *P@lmetto1*, the updated password of *L@mpPost1*, the @, m, P, o, t, and 1 (one) are the same for both passwords. These passwords do not conform to the rules in the form, so the system displays this error message to users.

**Error Messages**

- The new password must contain at least six different characters from the current password.

When passwords are entered that match compromised passwords located in our password library, the system displays this error message.

**Error Messages**

- The new password has been noted as a compromised password and cannot be used to access our systems. Please select a new password for your account.

5. Once the password has been updated, select the Save button.

You have now successfully completed resetting and updating your password in the Portal.

## Update PIN Instruction

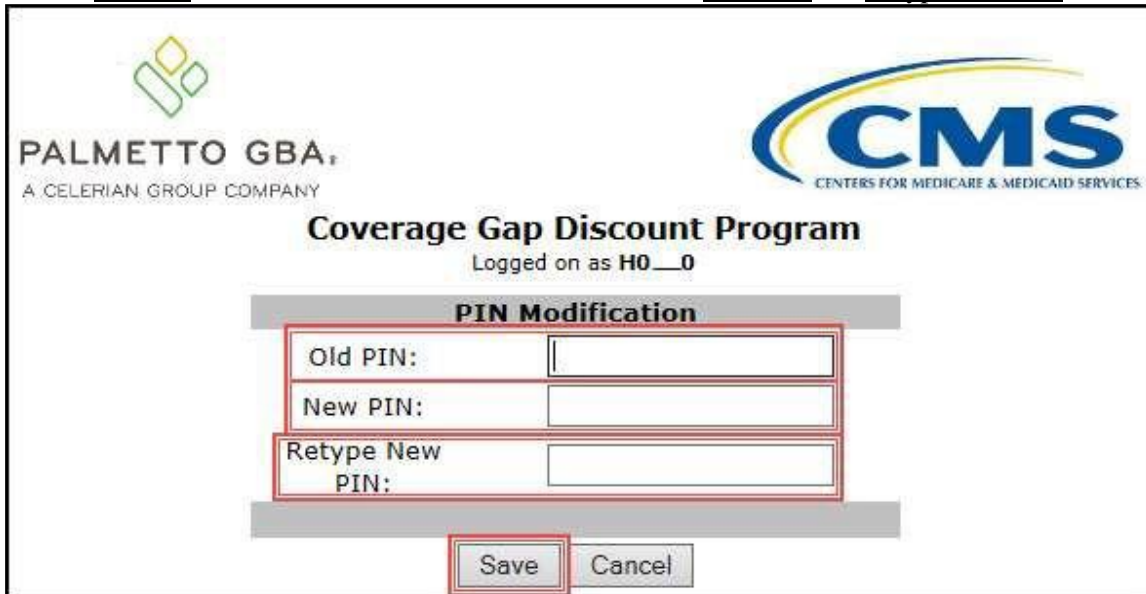
1. To change the Payment Initiation PIN, select the Update PIN link.



The screenshot shows the Palmetto GBA CMS portal. At the top left is the Palmetto GBA logo, and at the top right is the CMS logo. The main heading is "Coverage Gap Discount Program". Below this, it says "6/14/2021 2:02 PM Logged on as \_\_\_\_\_". There are two main menu sections: "Account Maintenance" with links for "Change Password" and "Update PIN" (the latter is highlighted with a red box), and "Organization Information" with a link for "My Organization". Below these are "EFT Information for Parent Organization" and two links: "[Request Payee Account Modification]" and "[Request Payer Account Modification]". At the bottom, there are fields for "Company ID", "Payee Routing #", "Payee Account #", "Payer Routing #", and "Payer Account #". A footer contains copyright and policy information.

**Note:** Only authorized **Payment Initiator** role users will be able to update a PIN.

2. The **PIN Modification form** becomes available for an authorized user to enter the current PIN in the Old PIN field and then enter the new PIN in both the New PIN and Retype New PIN fields.



The screenshot shows the "PIN Modification" form. At the top left is the Palmetto GBA logo, and at the top right is the CMS logo. The main heading is "Coverage Gap Discount Program" with "Logged on as H0\_\_0" below it. The form title is "PIN Modification". It contains three input fields: "Old PIN:", "New PIN:", and "Retype New PIN:". Each of these fields is highlighted with a red box. Below the input fields are two buttons: "Save" and "Cancel".

**Note:** The New PIN format must be a four (4)-digit numeric only code.

3. Once the PIN has been updated, select the Save button.

You have successfully updated your payment initiation PIN in the Portal.

## View My Organization Instruction

1. To view your organization information, select the My Organization link.

The screenshot shows the user interface for the Coverage Gap Discount Program. At the top left is the Palmetto GBA logo, and at the top center is the CMS logo. The main heading is "Coverage Gap Discount Program". Below this, the user is logged in as "6/14/2021 2:02 PM Logged on as \_\_\_\_\_". There are three main menu sections: "Account Maintenance" with links for "Change Password" and "Update PIN"; "Organization Information" with the "My Organization" link highlighted in a red box; and "EFT Information for Parent Organization" with two links for "Request Payee Account Modification". At the bottom, there is a table with columns: Company ID, Payee Routing #, Payee Account #, Payer Routing #, and Payer Account #. A footer contains copyright information for Palmetto GBA, LLC and links for "DISCLAIMER", "PRIVACY POLICY", and "GET Adobe Reader".

2. The My Organization link opens for an authorized user to review the Parent Organization Information, Associated Users, and Associated Companies regions.

The screenshot shows the user interface after clicking the "My Organization" link. The main heading is "Coverage Gap Discount Program". Below this, the user is logged in as "Logged on as \_\_\_\_\_" and there is a "Return to My Profile" link. The interface is divided into three main sections, each marked with a red letter in a circle:
 

- A** **Parent Organization Information for \_\_\_\_\_**: This section includes fields for "Type:" and "Name:".
- B** **Associated Users**: This section contains two user profiles. Each profile includes fields for "Name (I\_\_\_\_\_/Type\_\_\_\_\_) Payment Initiator:", "Title", "Phone: (###) ### - #### Ext: ###", and "Email:". The first profile's fields are filled with a grey background, while the second profile's fields are empty.
- C** **Associated Companies**: This section contains a table with the following data:
 

ID	Name	Status	Begin Quarter
_____	Organization Name	Active	20YY0#
_____	Organization Name	Active	20YY0#
_____	Organization Name	Active	20YY0#

3. The regions displayed on the ***My Organization*** screen are provided with detail for each below.
- A. Parent Organization: Displays the type and name of the parent organization.

Parent Organization Information for _____	
Type:	
Name:	

- Type: Type should be listed as Sponsor.
- Name: Displays the organization's name.

- B. Associated Users: Lists the information and type of role assigned to authorized Portal users.

Associated Users	
Name	( I _____ / Type _____ Payment Initiator )
Title	
Phone:	(###) ### - #### Ext:###
Email:	
Name	( _____ / Type _____ )
Title	
Phone:	(###) ### - #### Ext:###
Email:	

- Name: Displays the first and last name of the authorized user and the Portal User ID and role assigned.
- Title: Displays the company title associated with the name provided in the Name field.
- Phone: Displays the contact phone number and extension associated with the name provided in the Name field.
- Email: Displays the contact email address associated with the name provided in the Name field.

- C. Associated Companies: Lists the companies that have been linked/associated to the Parent Organization.

Associated Companies			
ID	Name	Status	Begin Quarter
_____	<u>Organization Name</u>	Active	20YY 0#
_____	<u>Organization Name</u>	Active	20YY 0#
_____	<u>Organization Name</u>	Active	20YY 0#

- ID: Displays the Contract Number of companies with the parent organization.
- Name: Displays the name of the associated organization.
- Status: Displays the status of the companies associated with the Parent Organization.

**Note:** Associated companies will appear on the **Home** tab of the CGDP Portal and will allow an authorized user to review invoice information or initiate payments, based on the roles assigned.

4. Once the information has been reviewed, select the *Return to My Profile* link.

**Note:** If information is incorrect, contact the TPA by selecting the *Contact Us* link in the upper right corner of the Portal screen.

You have successfully reviewed your organization information in the Portal.


### Request Payee Account Modification Instruction – Sponsor

1. To request an update to the Payee Account, select the [Request Payee Account Modification](#) link.






- The **Payee Account Modification form** becomes available for an authorized user to complete the fields provided on the form. This form is utilized to update the depository account in which funds payable and initiated by a CGDP entity are deposited.



**PALMETTO GBA.**  
A CELEBRIAN GROUP COMPANY



**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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

6/16/2021 11:18 AM Logged on as **H0154**  
Development Environment

## Coverage Gap Discount Program

As Third Party Administrator (TPA) Support Center for the Coverage Gap Discount Program (CGDP) under contract with the Centers for Medicare & Medicaid Services (CMS), Palmetto GBA, LLC, will facilitate electronic funds transfers in the form of an ACH transaction between the drug manufacturers and sponsors. By completion and submission of this form, you are authorizing Palmetto GBA, LLC, to:

1. Provide instructions to the bank to initiate credit entries to the bank account listed below, and if necessary to electronically debit the account to correct erroneous transactions.
2. Provide the bank account listed below, directly to authorized CGDP program payers in situations where only an indirect payment is possible.

This authorization will remain in full force and effect until Palmetto GBA, LLC, receives written notification that you wish to revoke the authorization. Notification must be given in such time and such manner as to afford Palmetto GBA, LLC, a reasonable opportunity to act on it.

**A Organization Information**

Name of Organization:

Address:

City, State Zip:

Contract Numbers; Semicolon delimited. Required for multiple numbers.

TIN/EIN Name:

Business Name for tax purposes (as registered with the IRS). A W-9 may be required.

Employer/Tax Identification Number: (EIN or TIN)

**B Mailing Address for 1099 Tax Form**

Address Line #1:

Address Line #2:

City, State Zip:

**C Financial Institution**

Name of Bank:

Name of Bank 2:

Address:

City, State Zip:

ACH/EFT Coordinator Name:

ACH/EFT Coordinator Phone:

Routing Transit (ABA) Number:

(Nine Digits)

Depositor Account Number:

EFT Type: ACH

Bank Account Type:

**D Form Completed By**

Your Name:

Your Email:

Your Phone Number:

**E Authorized Signer Information**

Name:

Email:

Phone Number:

**F**

3. Enter organizational information for the name, address, P numbers, Tax Identification Number (TIN) / Employer Identification Number (EIN) Name and number, and 1099 information.

<b>A Organization Information</b>	
Name of Organization:	<input type="text"/>
Address:	<input type="text"/>
City, State Zip:	<input type="text"/>
Contract Numbers; <i>Semicolon delimited. Required for multiple numbers.</i>	<input type="text"/>
TIN/EIN Name: <i>Business Name for tax purposes (as registered with the IRS). A W-9 may be required.</i>	<input type="text"/>
Employer/Tax Identification Number: (EIN or TIN)	<input type="text"/>

4. Enter organizational information for the 1099 mailing information.

<b>B Mailing Address for 1099 Tax Form</b>	
Address Line #1:	<input type="text"/>
Address Line #2:	<input type="text"/>
City, State Zip:	<input type="text"/>

5. Enter financial institution information of the bank where the bank account to be used as the Payee account.

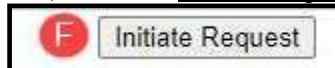
<b>C Financial Institution</b>	
Name of Bank:	<input type="text"/>
Name of Bank 2:	<input type="text"/>
Address:	<input type="text"/>
City, State Zip:	<input type="text"/>
ACH/EFT Coordinator Name:	<input type="text"/>
ACH/EFT Coordinator Phone:	<input type="text"/>
Routing Transit (ABA) Number: <i>(Nine Digits)</i>	<input type="text"/>
Depositor Account Number:	<input type="text"/>
EFT Type:	ACH
Bank Account Type:	<input type="text"/>



6. Enter information for the associate completing the Payee Bank Account Modification form and information for the organization's associate that is authorized to sign for bank account changes.

<b>D</b>	<b>Form Completed By</b>
Your Name:	<input type="text"/>
Your Email:	<input type="text"/>
Your Phone Number:	<input type="text"/>
<b>E</b>	<b>Authorized Signer Information</b>
Name:	<input type="text"/>
Email:	<input type="text"/>
Phone Number:	<input type="text"/>

7. Once the information has been entered, select the *Initiate Request* button.

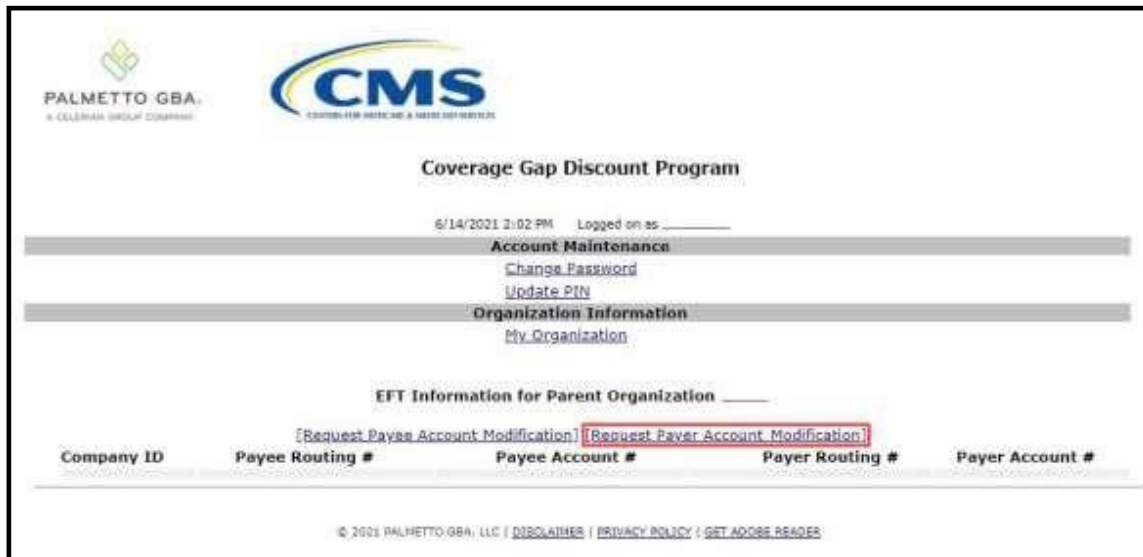


8. By submitting an updated Payee Account Modification form, the information included in this form will be processed by a TPA Customer Service Representative (CSR) assigned to process bank account information, including data verification, signature processing, and CGDP Portal updates.


You have now learned how to submit a payee account modification request in the Portal.

### Request Payer Account Modification Instruction – Sponsor


1. To request an update to the Payer Account, select the [Request Payer Account Modification](#) link.



The **Payer Account Modification form** becomes available for an authorized user to complete the fields provided on the form. This form is utilized to update the bank account in which funds payable and initiated by a CGDP entity are drafted from as an electronic funds transfer (EFT).



**PALMETTO GBA**  
A CELERIAN GROUP COMPANY



**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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

6/16/2021 11:01 AM Logged on as H\_\_\_\_\_

## Coverage Gap Discount Program

### ELECTRONIC FUNDS TRANSFER (EFT) AUTHORIZATION FORM

**A** ORGANIZATION NAME (Applicant):

ADDRESS:

CITY, STATE ZIP:

CONTRACT NUMBERS;   
Semicolon delimited. Required for multiple numbers.

TIN/EIN NAME: (Business name registered with the IRS; a W-9 may be required):

EMPLOYER/TAX IDENTIFICATION NUMBER: (EIN or TIN)

MAILING ADDRESS FOR 1099 TAX FORM:

ADDRESS:

CITY, STATE ZIP:

**B** BANK NAME:

ADDRESS:

CITY, STATE ZIP:

EFT COORDINATOR NAME:

EFT COORDINATOR PHONE:

NINE DIGIT ROUTING TRANSIT (ABA) NUMBER:

ACCOUNT NUMBER:

EFT TYPE:

BANK ACCOUNT TYPE:

**C** As Third Party Administrator (TPA) Support Center for the Coverage Gap Discount Program (CGDP) under contract with the Centers for Medicare & Medicaid Services (CMS), Palmetto GBA, LLC (Palmetto) will facilitate electronic funds transfers in the form of an ACH transaction between the participating drug manufacturers and sponsors for payments authorized in the Palmetto CGDP payment portal. Palmetto has partnered with PNC Bank (PNC) to originate and settle these ACH transactions on your behalf. On behalf of the foregoing legal business (Applicant), by completion and submission of this signed application, you are authorizing Palmetto to provide instructions to PNC to initiate debit entries to the bank account provided above, and if necessary to electronically credit the account to correct erroneous transactions. You also authorize that you have added company ID 1571062326 to the ACH debit filter for the bank account above to prevent unauthorized ACH returns. This authorization will remain in full force and effect until Palmetto receives written notification that you wish to revoke the authorization. Notification must be given in such time and such manner as to afford Palmetto a reasonable opportunity to act on it. The person signing this authorization certifies that all information provided above is accurate and complete and that they are they authorized to sign on behalf of Applicant.

#### AUTHORIZED SIGNER INFORMATION

Authorized Signer Name:

Authorized Signer Email:

Authorized Signer Phone Number:

2. Enter organizational information for the name, address, P numbers, Tax Identification Number (TIN) / Employer Identification Number (EIN) Name and number, and 1099 information.

<b>A</b>	ORGANIZATION NAME (Applicant):	<input type="text"/>
	ADDRESS:	<input type="text"/>
	CITY, STATE ZIP:	<input type="text"/>
	CONTRACT NUMBERS; Semicolon delimited. Required for multiple numbers.	<input type="text"/>
	TIN/EIN NAME: (Business name registered with the IRS; a W-9 may be required):	<input type="text"/>
	EMPLOYER/TAX IDENTIFICATION NUMBER: (EIN or TIN)	<input type="text"/>
	MAILING ADDRESS FOR 1099 TAX FORM:	
	ADDRESS:	<input type="text"/>
	CITY, STATE ZIP:	<input type="text"/>

3. Enter banking information specific to the EFT debit account for the organization in the Financial Institution region of the form.

<b>B</b>	BANK NAME:	<input type="text"/>
	ADDRESS:	<input type="text"/>
	CITY, STATE ZIP:	<input type="text"/>
	EFT COORDINATOR NAME:	<input type="text"/>
	EFT COORDINATOR PHONE:	<input type="text"/>
	NINE DIGIT ROUTING TRANSIT (ABA) NUMBER:	<input type="text"/>
	ACCOUNT NUMBER:	<input type="text"/>
	EFT TYPE:	ACH
	BANK ACCOUNT TYPE:	<input type="text" value="v"/>

4. Enter information regarding who has signatory authority for the organization.

<b>C</b>	<p>As Third Party Administrator (TPA) Support Center for the Coverage Gap Discount Program (CGDP) under contract with the Centers for Medicare &amp; Medicaid Services (CMS), Palmetto GBA, LLC (Palmetto) will facilitate electronic funds transfers in the form of an ACH transaction between the participating drug manufacturers and sponsors for payments authorized in the Palmetto CGDP payment portal. Palmetto has partnered with PNC Bank (PNC) to originate and settle these ACH transactions on your behalf. On behalf of the foregoing legal business (Applicant), by completion and submission of this signed application, you are authorizing Palmetto to provide instructions to PNC to initiate debit entries to the bank account provided above, and if necessary to electronically credit the account to correct erroneous transactions. You also authorize that you have added company ID 1571062326 to the ACH debit filter for the bank account above to prevent unauthorized ACH returns. This authorization will remain in full force and effect until Palmetto receives written notification that you wish to revoke the authorization. Notification must be given in such time and such manner as to afford Palmetto a reasonable opportunity to act on it. The person signing this authorization certifies that all information provided above is accurate and complete and that they are they authorized to sign on behalf of Applicant.</p>	
	<b>AUTHORIZED SIGNER INFORMATION</b>	
	<input type="text"/>	<input type="text"/>
	Authorized Signer Name:	Authorized Signer Email:
<input type="text"/>		
Authorized Signer Phone Number:		

**Note:** This information will be utilized by TPA's **Adobe eSign** functionality to send and collect electronic signatures for updated financial data to allow secure, electronic processing of requests.

5. Once the information has been entered, select the Initiate Request button.







6. By submitting an updated Payee Account Modification form, the information included in this form will be processed by a customer service representative assigned to process bank account information, including data verification, signature processing, CGDP Portal updates.

You have now learned how to submit a payer account modification request in the Portal.

## CGDP Portal Functions

### CGDP Portal Icons and Links

There are recurring icons and links throughout the Portal that appear throughout the system. These icons and links provide quick access to the following functions:

<b>ICON</b>	<b>Definition</b>
<p><i>Calendar</i></p> 	Icon provides an expanded calendar that allows users to select future months and dates.
<p><i>Next Page</i></p> 	Icon provides access to move forward to next page in document, if available.
<p><i>Prior Page</i></p> 	Icon provides access to return to prior page in document, when available.
<p><i>Print</i></p> 	Icon provides users with displayed information formatted in a Microsoft Excel file.

Links display in the upper right hand corner of most Portal pages.

<b>Link</b>	<b>Definition</b>
<u><i>Contact Us</i></u>	Link provides contact information for the TPA Operations team.
<u><i>Help</i></u>	Link provides access to the New Direct Payment Process Information section of the TPA Operations website.
<u><i>Logout</i></u>	Link provides one (1)-click access for logging out of the Portal system.
<u><i>My Profile</i></u>	Link provides access to authorized users to update password, payment initiation personal identification number (PIN), or bank account information.
<u><i>Reporting</i></u>	Link provides access for creation of reports containing specific data criteria or all available data criteria for invoice line items or receipts.



The **Payments** tab screen shot below depicts the relative locations of the Icons and Links in the Portal.

Invoice Reporting Period: 201503 Payments due: 12/09/2015

P Number: ALL Parent Org. ID: H0\_0 Contract Number: H0\_0 2 out of 2

Initiate All

P Number	Invoiced Amount	Previous Deferred Amount	Payment/Failed Date	Initiate Payment	Defer	Failed	EFT ID
P1_7	\$2.14	\$0.00	02/22/2016	<input type="checkbox"/>			CG15031_7H0_0
P1_7	\$38.91	\$0.00	02/22/2016	<input type="checkbox"/>			CG15031_7H0_0

Update All

**Pending Transactions** Stop Payment Available Until Approximately 9:05 PM ET

P Number	Authorization Amt	Date Submitted	Payment Date	Stop Payment
There are no pending transactions at this time.				

**Payment Information**

Total Invoiced	\$41.05
Total Failed	\$0.00
Total Deferred	\$0.00
Total Pending	\$0.00
Total Successful	\$0.00
Total Available	\$41.05

**Payment Initiation Upload**

**Error Description**

- R01 Insufficient Funds
- R02 Account Closed
- R03 Unable to Locate Account

**Note:** Not all Icons may be visible on all pages in the Portal. For example, the “Next Page” and “Prior Page” icons may not be available if the Sponsor has less than 99 invoices available for selection in a specific region.

Contact Us link:



Contact Us link content:

The Contact Us link provides information to email assistance requests or to call to speak with a TPA Customer Service Representative (CSR).

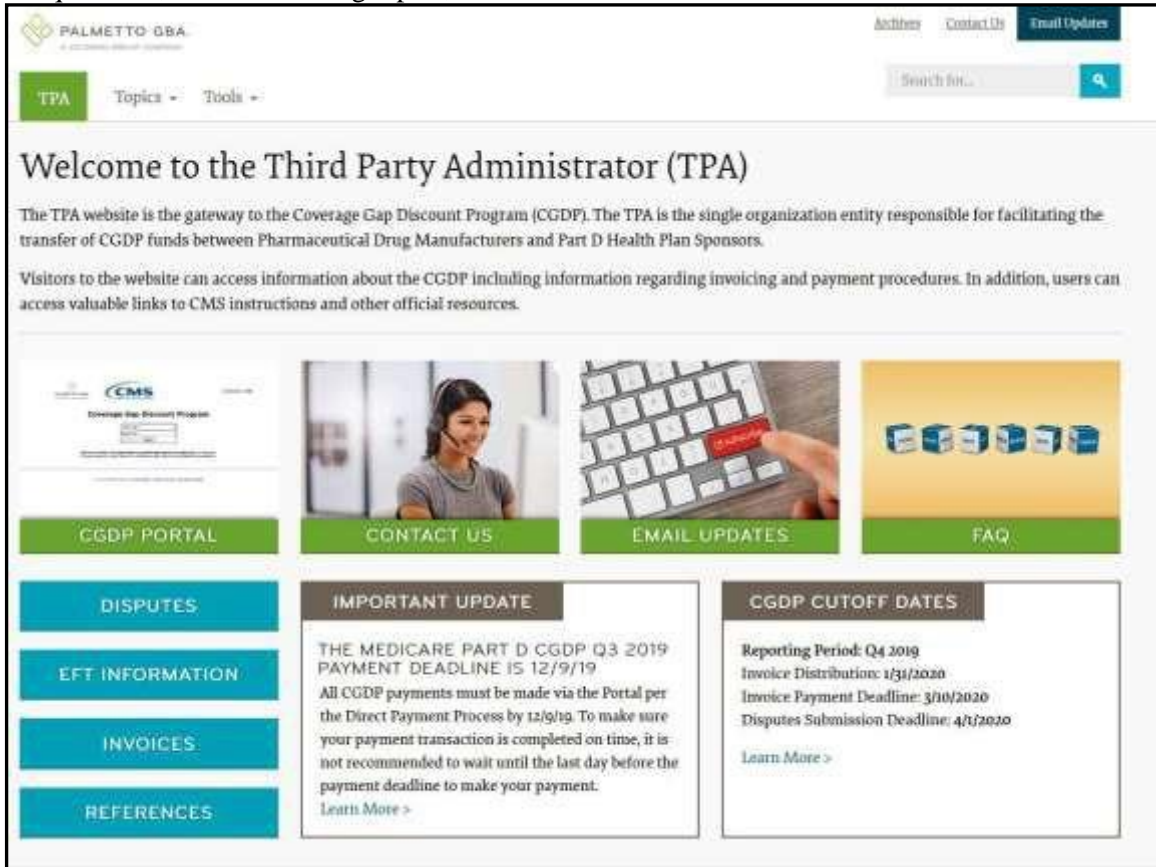


Help link:



Help link content:

The Help link provides quick access to the [TPAdministrator.com](http://TPAdministrator.com) website. The website contains information, such as communications provided to Program participants, report formats, frequently asked questions, webinar training topics, and CGDP Portal Users Guides.

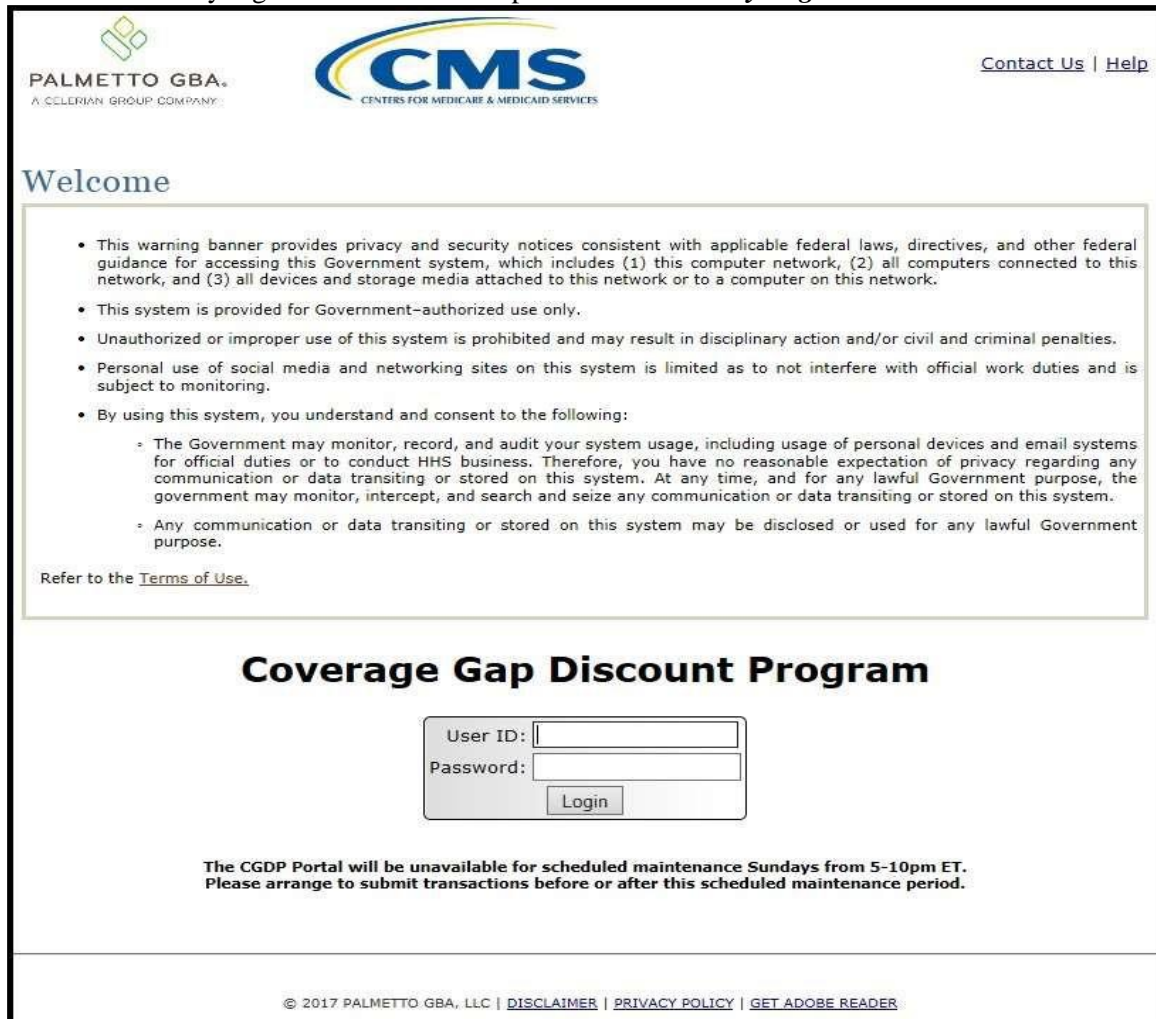


Logout link:



Logout link content:

To end sessions in the Portal, select the Logout link, which returns the user to the Login page. Instructions for daily login into the Portal are provided in the *Daily Login Instructions* section.



My Profile link:



My Profile link content:

The My Profile link provides an authorized user with the ability to review and update their Portal authorized access information, such as changing passwords, payment initiation PIN, or banking information.



The EFT Information for Parent Organization region provides a listing of the Contract numbers associated with the Sponsor parent organization. Current information pertaining to the bank accounts linked with each Company Identification (ID) for Payee Account (depository bank account for Portal paid Invoice receipts) and the Payer Account (draft bank account for Portal initiated Invoice payments) are provided in table format.

The Account Maintenance form also provides links to banking information forms when banking information requires update.

The [Request Payee Account Modification](#) link opens the Coverage Gap Discount Program Electronic Funds Transfer (EFT) Online form. This form is used to register new bank account information or modify existing bank account information that displays in the [My Profile](#) table. The Payee Account(s) are the depository account(s) where Manufacturer-paid Invoices are deposited.

Refer to the [Request Payee Account Modification Instruction – Sponsor](#) for information on accessing and completing the Payee form.

The [Request Payer Account Modification](#) link opens the Coverage Gap Discount Program ACH Payment Information Change Request Form. This form is used to modify only the existing bank account information that displays in the My Profile table in the Portal. The Payer Account(s) are the account(s) where Invoices due for payment to Manufacturers are debited.

Refer to the [Request Payer Account Modification Instruction – Sponsor](#) for information on accessing and completing the Payee form.

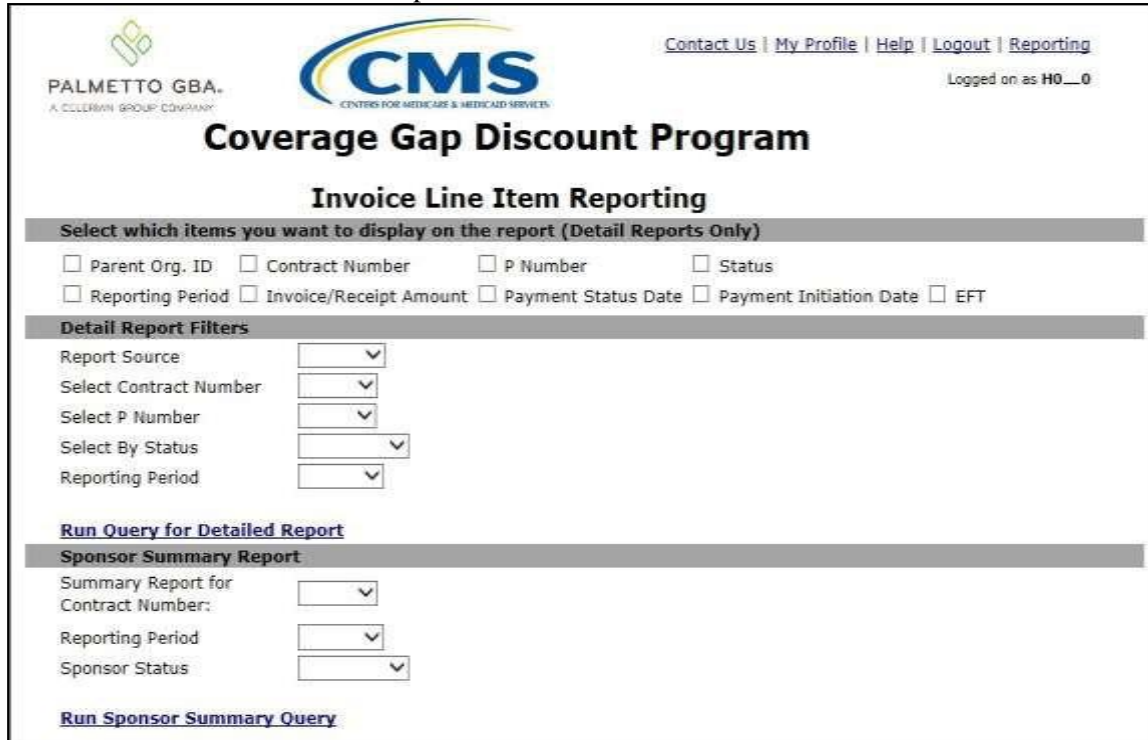


Reporting link:



Reporting link content:

The **Reporting link** allows a user to generate reports for specific data criteria or all available data criteria for invoice line items or receipts.



Detailed instructions for the Reporting link functionality can be found in the **CGDP Sponsor Portal Payments Users Guide** located under [References](#) on the [TPAdministrator.com](http://TPAdministrator.com) website.

## CGDP Portal – Home Tab

The **Home** tab is the initial page that displays once an authorized user gains access to the Portal. From this page, a user can review their distributed invoices associated with available reporting periods in the Portal. With initial login, the Home, Reports, and Disputes tabs are available. To activate all tabs in the Portal, users can select an applicable reporting period to view by populating the Select radio button.

The screenshot displays the 'Sponsor Portal Coverage Gap Discount Program Home' interface. At the top, there are logos for Palmetto GBA and CMS, along with navigation links like 'Contact Us', 'My Profile', 'Logout', 'Help', and 'Reporting'. The user is logged in as 'HD\_0'. Below the navigation menu, there are filter dropdowns for 'Parent Org ID', 'Invoice Type', 'Contract Number', and 'Reporting Period'. A table lists invoice data with columns for 'Invoice Type', 'Parent Org ID', 'Contract Number', 'Reporting Period', 'Status', and 'Select'. To the right, there is a 'Welcome Message' and a 'Status Definitions' section. At the bottom, there is a section for 'Reporting Periods with no invoice line items'.

Invoice Type	Parent Org ID	Contract Number	Reporting Period	Status	Select
Quarterly	HD_0	HD_0	201601	Available	<input type="radio"/>
By Closeout	HD_0	HD_0	2016	Available	<input type="radio"/>
Quarterly	HD_0	HD_0	201304	Available	<input type="radio"/>
Quarterly	HD_0	HD_0	201503	Available	<input type="radio"/>
Quarterly	HD_0	HD_0	201502	Available	<input type="radio"/>

The **Home** tab contains six (6) regions.

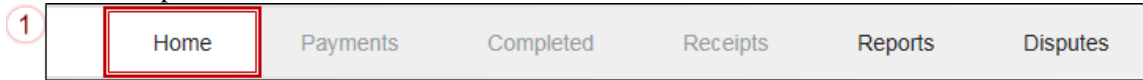
1. **Tabbed region** displays the tab that is currently active and tabs available for selection. The tabbed region is available in all functionality of the system and provides a user with the ability to move throughout the system.
2. **Filter region** provides a user with the ability to search data listed by the defaulted Parent Organization ID.
3. **Welcome Message region** provides a message of activities that are available in the system.
4. **Filter Results region** displays results based on data entered in the **Filter region**. The **Filter Results region** may contain two (2) types of distributed invoices, Quarterly and Benefit Year (BY) Closeout invoices.
5. **Status Definitions region** provides definitions of the statuses displayed in the **Filter Results region**.
6. **No Invoice Activity region** displays all reporting periods that did not receive distributed invoices for assigned Contract numbers. This region provides notification to Sponsors of periods where there was no coverage gap invoice activity available for the specified reporting period.

The upcoming pages will describe each region and its associated functions in detail.

### Tabbed Region – Home

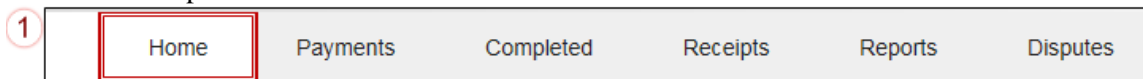
The **Tabbed region** allows a user to select different activities to perform while accessing the Portal. After logging into the Portal, the active tab displayed is the **Home** tab. The **Tabbed region** displays with the available tabs:

- Home
- Reports
- Disputes



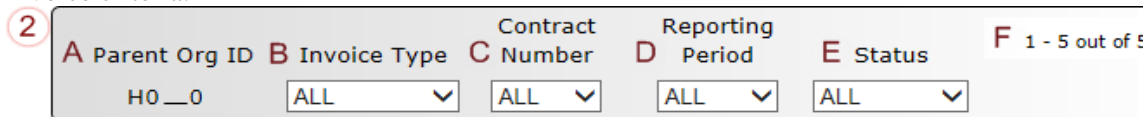
Selecting a distribution invoice line for review in the **Filter Results region** on the **Home** tab will activate these tabs in the **Tabbed region**:

- Payments
- Completed
- Receipts



### Filter Region – Home

The **Filter region** on the **Home** tab contains six (6) fields to assist a user with narrowing distributed invoice criteria.



- Parent Org. ID column defaults to the Parent Organization ID utilized to access the system.
- Invoice Type field allows a user to select the type of invoice to view from the drop down menu. Invoice types can be one (1) of the following selections:
  - BY Closeout
  - Quarterly
- Contract Number field allows a user to select a contract number from the drop down list that is associated with the Parent Organization ID.

**Note:** Sponsors may have multiple contract numbers associated with the Parent Organization ID. To view all contract numbers for the Parent Organization ID, users can select ‘ALL’ from the drop down list.

- Reporting Period field allows a user to select reporting periods for distributed invoices, by calendar year and quarter, in YYYYQQ format for quarterly data and by calendar year, in YYYY format for BY Closeout data. To view all distributed invoices, users can select ‘ALL’ from the drop down list.
- Status field allows a user to select a specific status assigned to distributed invoices or allows a user to select ‘ALL’ to view all statuses assigned. Statuses can be one (1) of six (6) selections:
  - Available, Failed, Incomplete, Pending, N/A, and Successful

- F. Item Count column displays the number of invoice line items displayed on the current page of the total number of invoices included for the reporting period.

### Welcome Message Region

The **Welcome Message region** on the **Home** tab provides a quick overview of some of the tasks that are available in the system as well as providing instruction for beginning the payment functionality process.

3

Welcome to Coverage Gap Discount Portal where you can initiate a payment, check the status of payments and receipt of payments as well as view your reports.

For payment functions, start by selecting a line item from the list to the left of this message.

### Filter Results Region – Home

The **Filter Results region** on the **Home** tab displays information requested in the **Filter region – Home** based on the data requested in the Invoice Type, Contract Number, Reporting Period, or Status fields.

The **Filter Results region** contains six (6) columns that assist a user in reviewing distributed invoices for processing payment initiations.

4

A <u>Invoice Type</u>	B <u>Parent Org ID</u>	C <u>Contract Number</u>	D <u>Reporting Period</u>	E <u>Status</u>	F <u>Select</u>
Quarterly	H0__0	H0__0	201601	Available	<input type="radio"/>
BY Closeout	H0__0	H0__0	2016	Available	<input type="radio"/>
Quarterly	H0__0	H0__0	201504	Available	<input type="radio"/>
Quarterly	H0__0	H0__0	201503	Available	<input type="radio"/>
Quarterly	H0__0	H0__0	201502	Available	<input type="radio"/>

- A. Invoice Type column displays the types of invoices available, either Quarterly or BY Closeout.
- B. Parent Org. ID column defaults to the Parent Organization ID utilized to access the system.
- C. Contract Number column displays a specific contract number, or all contract numbers associated with the Parent Organization ID, based on the distributed invoice line selected in the **Filter region** on the **Home** tab.
- D. Reporting Period column displays BY Closeout invoices by calendar year, in YYYY format and quarterly invoices distributed by calendar year and quarter, in YYYYQQ format. Display can contain specific reporting periods or all distributed reporting periods, based on the selection criteria used in the **Filter region**.
- E. Status column displays the status of distributed invoices. This field can display data for one (1) status type or display all statuses, based on the selection criteria entered in the **Filter region**.
- F. Select column displays a radio button to allow a user to select an individual distributed invoice for a specific reporting period to access the invoiced line items. This action also activates all tabs in the **Tabbed region**.

The example below displays the populated Select radio button for a specific reporting period.

4

A Invoice Type	B Parent Org ID	C Contract Number	D Reporting Period	E Status	F Select
Quarterly	H0__0	H0__0	201601	Available	<input checked="" type="radio"/>
BY Closeout	H0__0	H0__0	2016	Available	<input type="radio"/>
Quarterly	H0__0	H0__0	201504	Available	<input type="radio"/>
Quarterly	H0__0	H0__0	201503	Available	<input type="radio"/>
Quarterly	H0__0	H0__0	201502	Available	<input type="radio"/>

### Status Definitions Region

The **Status Definitions** region on the **Home** tab identifies and defines statuses that may display in the **Filter Results** region.

5

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

### No Invoice Activity Region

The **No Invoice Activity** region on the **Home** tab provides a listing of Contract numbers without distributed invoices for specific reporting periods.

The **No Invoice Activity** region contains two (2) fields that assist a user in reviewing reporting periods with no invoice distributions.

6

Reporting Periods with no invoice line items	
Filter A Contract Number	B Reporting Period
by: <input type="text" value="H0__0"/>	<input type="text" value="ALL"/>
Contract Number	Reporting Period
H0__0	201502
H0__0	201404

- A. Contract Number field displays a specific contract number, or all contract numbers associated with the Parent Organization ID. Users can sort via the drop down menu in the field to view a specific Contract Number. Field defaults to 'ALL'.
- B. Reporting Period field displays reporting periods with no distributed invoices for Contract Numbers associated with the Parent Organization ID. Users can sort via the

drop down menu in the field to view a specific Reporting Period in the listing. Field defaults to 'ALL'.

If reporting periods are not available to display in the **Filter Results Region**, the **No Invoice Activity region** will display information like the example displayed below:

**Reporting Periods with no invoice line items**

Filter	Contract Number	Reporting Period
by:	<input type="text" value="ALL"/> ▼	<input type="text" value="ALL"/> ▼

<b>Contract Number</b>	<b>Reporting Period</b>
------------------------	-------------------------

There is an invoice report for the selected Contract



## CGDP Portal – Payments

### CGDP Portal Payment Initiator Role and Administrator Role

As introduced in the Login and Initial Security Data Setup Instructions sections, the Portal contains two (2) roles for Sponsors to gain access: The **Payment Initiator** role and the **Administrator** role.

The primary point of contact is automatically assigned these two (2) roles for Sponsors; however, the **Payment Initiator** role can be assigned to a separate associate who will have the responsibility of processing payment of invoice line items submitted each quarter.

Users assigned the **Payment Initiator** role authority will be required to provide a four (4)-digit numeric PIN pass code for payment initiation purposes.

User assigned the **Administrator** role will not have payment authorization available in the Portal.

The upcoming pages will highlight the differences available between the **Payment Initiator** role and the **Administrator** role in the **Payments** tab.

## CGDP Portal Payment Initiator Role – Payments Tab View

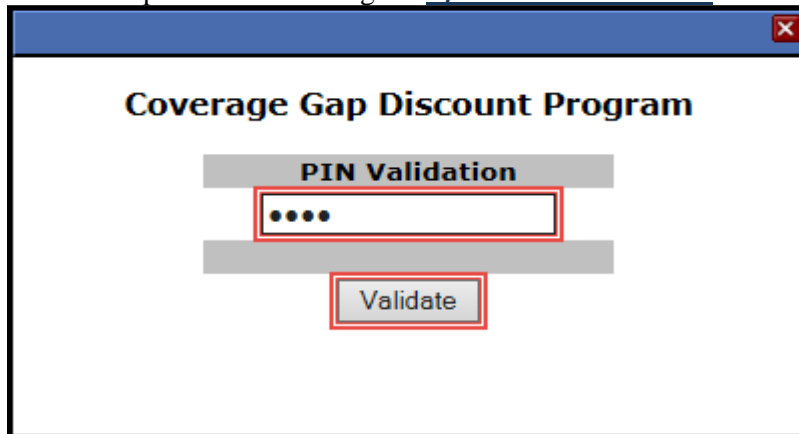
This example of the **Payments** tab displays the view an associate with the **Payment Initiator** role will view.

Six (6) functions are available with the **Payment Initiator** role.

1. Initiate All check box provides a **Payment Initiator** role user with the functionality to populate the check box with a check mark. This action selects only invoice line items displayed on the active page for payment initiation.
2. **Payment Initiation Upload region** provides a location for uploading manually created payment files for **Payment Initiator** role users working with large volumes of payments for a reporting period.
3. Update All check box and field allows a **Payment Initiator** role user to set a future date for only invoices displayed on the active page.
4. Submit button provides a **Payment Initiator** role user one (1)-click functionality to process selected invoice line items for payment.
5. Click to stop all check box provides a **Payment Initiator** role user with the functionality to populate the check box with a check mark. This action select only pending invoice line items displayed on the active page for stop payment.
6. Stop Payment(s) button provides a **Payment Initiator** role user with one (1)-click functionality to process the selected invoices for stop payment.

Also assigned to a **Payment Initiator** role is the PIN Validation form, which requires the entry of a four (4)-digit numeric PIN once selection of the Submit, Upload or Stop Payment(s) buttons takes place for ANY payment initiation processing.

The **Payment Initiator** role associates can set the four (4)-digit numeric PIN using the Initial Security Data Setup instruction and update the PIN using the Update PIN Instruction.



The screenshot shows a web application window titled "Coverage Gap Discount Program". Inside the window, there is a section labeled "PIN Validation". Below this label is a text input field containing four dots, representing a masked PIN. Below the input field is a button labeled "Validate". Red rectangular boxes highlight the "PIN Validation" label, the input field, and the "Validate" button.

The instructions included in this guide provide **Payment Initiation** associates step-by-step guidance to complete payment processing.

1. Processing Invoice Payments
2. Processing Future Dated Invoice Payments
3. Initiate All Payment Processing Functionality
4. Processing Stop Payments
5. Processing Payment Initiation Upload Batch Functionality
6. Processing Deferred Invoices

### CGDP Portal Administrator Role – Payments Tab View

This example displays the view an associate with the **Administrator** role views when selecting the **Payments** tab.

These six (6) functions are **not** available with the **Administrator** role.

1. Initiate All check box will appear but not be functional
2. Payment Initiation Upload region
3. Update All
4. Submit button
5. Click to stop all check box will appear but not be functional
6. Stop Payment(s) button

Associates assigned the **Administrator** role can review distributed invoices, processed invoices, and payment information totals for distributed quarterly invoice line items.

The upcoming **Payment** introduction provides an overview of the functionality offered as guidance for **Payment Initiator** and **Administrator** role associates to understand the payment process and steps needed to complete the processing of invoice line item payments by the Invoice Paid due date of 38 calendar days from date of receipt. Step-by-step instructions for the Portal’s payment functionality are in the **CGDP Sponsor Portal Payments Users Guide** located under [References](#) on the [TPAdministrator.com](#) website.

## Payments Tab – Quarterly Invoices

The **Payments** tab allows a user to review and process payment information for invoice line items by Manufacturer P number in the Portal. The available regions in the **Payments** tab differ for **Payment Initiator** role users versus **Administrator** role users.

**Payment Information**

Total Invoiced	\$41.05
Total Failed	\$0.00
Total Current Deferred	\$0.00
Total Previously Deferred	\$0.00
Total Pending	\$0.00
Total Successful	\$0.00
Total Available	\$41.05

**Payment Initiation Upload**

Browse... Upload

**Error Description**

- R01 Insufficient Funds
- R02 Account Closed
- R03 Unable to Locate Account
- R04 Invalid Account Number
- R05 Unauthorized Corporate Debit
- R06 Returned per ODFI's Request
- R07 Authorization Revoked by Customer
- R08 Payment Stopped
- R09 Uncollected Funds
- R10 Customer Advises Not Authorized
- R11 Check Truncation Entry Return

Detailed instructions for the **Payments** tab and its contents and functionality are in the **CGDP Sponsor Portal Payments Users Guide** located under [References](#) on the [TPAdministrator.com](http://TPAdministrator.com) website.

## Payments Tab – Benefit Year (BY) Closeout Invoices

The release of BY Closeout Invoice Reports for Part D Sponsors occurs annually through the TPA approximately fifteen (15) months after a benefit year’s Quarter 17 (Q17) invoice receipt date. This reporting process allows the Part D Sponsor to remit payment for any successfully disputed gap discounts invoiced in Q17 and for any successful disputes from previous quarters of the benefit year in which the Part D Sponsor has only recently corrected. If an upheld dispute for a gap discount invoiced in Q17 occurs, it is possible that the Sponsor would need to reimburse the Manufacturer for all or some portion of the successfully disputed gap discount amount.

Sponsors are required to process BY Closeout invoice line item payments on an annual basis within 38 calendar days from receipt of the distributed invoices. The Portal allows a user to process payments for BY Closeout invoice line items with a default payment date of the current calendar day. The **Payments** tab allows a user to review and process payment information for invoice line items by contract number.

The screenshot displays the 'Payments' tab in the CGDP Sponsor Portal. At the top, there are navigation links: Home, **Payments**, Completed, Receipts, Reports, and Disputes. The main heading is 'Sponsor Portal CGDP Payments'. Below this, there are filters for 'Reimbursement Report Year: 2016' and 'Payments due: 06/19/2016'. A search bar shows 'P Number: ALL', 'Parent Org. ID: HB...4', and 'Contract Number: HB...4'. A table lists invoice items with columns: P Number, Invoiced Amount, Previous Deferred Amount, Payment/Failed Date, Initiate Payment, Defer, Failed, and EFT ID. A 'Payment Information' summary table shows: Total Invoiced (\$3,897.86), Total Failed (\$0.00), Total Current Deferred (\$0.00), Total Previously Deferred (\$0.00), Total Pending (\$0.00), Total Successful (\$0.00), and Total Available (\$3,897.86). An 'Error Description' list includes: R01 Insufficient Funds, R02 Account Closed, R03 Unable to Locate Account, R04 Invalid Account Number, R05 Unauthorized Corporate Debit, and R06 Returned per ODF's Request.



## Completed Tab – Quarterly Invoices

Sponsors can utilize the Portal to view the status of both Quarterly and BY Closeout invoice line items that have been processed for payment to Pharmaceutical Manufacturers.

The **Quarterly Invoice Completed** tab allows a user to review completed payment information for each Quarterly invoice line item by P Number. Sponsors can utilize the Portal to view the status of invoice line items that have completed the payment initiation process. The **Completed** tab provides Sponsors with the capability to view deferred, pending, or successful invoice payments.

The screenshot displays the 'CGDP Completed Payments' page. At the top, there are logos for Palmetto GBA and CMS. The navigation menu includes Home, Payments, Completed (highlighted), Receipts, Reports, and Disputes. The main content area shows a table of invoice line items with columns for P Number, Invoiced Amount, Payment Date, Status, and EETID. To the right, there is a 'Payment Information for E0...4' summary box and a 'Possible Statuses' box.

P Number	Invoiced Amount	Payment Date	Status	EETID
P1...1	\$132.25	03/30/2016	Pending	CG15021...1E0...4
P1...0	\$139.44	03/30/2016	Pending	CG15021...0E0...4
P1...4	\$51.39	03/26/2016	Successful	CG15021...4E0...4
P1...7	\$296.04	03/26/2016	Successful	CG15021...7E0...4
P1...4	\$0.18	03/26/2016	Successful	CG15021...4E0...4

**Payment Information for E0...4**

Total Invoiced	\$619.30
Total Received	\$347.61
Total Deferred	\$0.00
Total Pending	\$271.69
Total Failed	\$0.00
Total Outstanding	\$0.00

**Possible Statuses**

- Deferred:** Payer has determined that the amount owed is below their bank's ACH minimums.
- Pending:** Payer initiation was successful. The debiting process, holding period and crediting process still remain.
- Successful:** Funds should now be available in the payee's account.

The invoice line item selected on the **Home** tab drives information displayed on the **Completed** tab.

## Completed Tab – Benefit Year (BY) Closeout Invoices

The BY Closeout Completed tab allows the user to review completed payment information for BY Closeout invoice line items by P Number. Sponsors can utilize the Portal to view the status of BY Closeout invoice line items that have completed the payment initiation process. The Completed tab provides Sponsors with the capability to view deferred, pending, or successful invoice payments.

The screenshot shows the 'Completed Payments' page in the CGDP Sponsor Portal. The page includes a navigation menu with 'Completed' selected, a search bar for P Number, Parent Org. ID, and Contract Number, and a table of payment information. A sidebar on the right displays 'Payment Information for SS\_0' and 'Possible Statuses'.

P Number	Invoiced Amount	Payment Date	Status	EFTID
P1_8	\$13.38	08/22/2016	Successful	UD20161_855_0
P1_9	\$644.50	08/22/2016	Successful	UD20161_955_0
P1_7	\$15.34	08/22/2016	Successful	UD20161_755_0
P1_5	\$12.50	08/22/2016	Pending	UD20161_555_0

Payment Information for SS_0	
Total Invoiced	\$685.72
Total Received	\$673.22
Total Deferred	\$0.00
Total Pending	\$12.50
Total Failed	\$0.00
Total Outstanding	\$0.00

**Possible Statuses**

- Deferred:** Payer has determined that the amount owed is below their bank's ACH minimums.
- Pending:** Payer initiation was successful. The debiting process, holding period and crediting process still remain.
- Successful:** Funds should now be available in the payee's account.

The invoice line item selected on the **Home** tab drives information displayed on the **Completed** tab.

Detailed instructions for the **Completed** tab and its contents and functionality are in the CGDP Sponsor Portal Payments Users Guide located under [References](#) on the [TPAdministrator.com](http://TPAdministrator.com) website.

## Receipts Tab

The **Receipts** tab allows a Sponsor to review invoice line item amounts due from Manufacturers for Program-eligible PDE data for quarterly invoice processing.

**Sponsor Portal CGDP Receipts**

Invoice Reporting Period: 201502

P Number: ALL Parent Org. ID: HQ\_0 Contract Number: H7\_7 1 - 48 out of 48

P Number	Invoiced Amount	Payment Date	Status	EETID
P1_7	\$60.58		Pending	CG15021_7H7_7
P1_7	\$0.50	03/09/2016	Deferred	CG15021_7H7_7
P1_1	\$1,611.34		Pending	CG15021_1H7_7
P1_2	\$1,531.90		Outstanding	CG15021_2H7_7
P1_5	\$3,185.00		Outstanding	CG15021_5H7_7
P1_7	\$386.78		Outstanding	CG15021_7H7_7
P1_4	\$47.94		Outstanding	CG15021_4H7_7
P1_5	\$3,350.03		Outstanding	CG15021_5H7_7
P1_7	\$1,265.12		Outstanding	CG15021_7H7_7
P1_7	\$16.84		Outstanding	CG15021_7H7_7
P1_3	\$19.84		Outstanding	CG15021_3H7_7
P1_4	\$1,016.86	03/09/2016	Received	CG15021_4H7_7
P1_6	\$457.25		Outstanding	CG15021_6H7_7
P1_0	\$19.24		Outstanding	CG15021_0H7_7
P1_4	\$2,088.98		Outstanding	CG15021_4H7_7

**Receipt Information for H7-7**

Total Owed	\$55,288.76
Total Received	\$1,016.86
Total Deferred	\$0.50
Total Pending	\$1,671.92
Total Outstanding	\$52,599.48

**Possible Statuses**

- Deferred:** Payer has determined that the amount owed is below their bank's ACH minimums
- Failed:** Debiting of the Payer's account or crediting of your account was unsuccessful
- Outstanding:** Payer has not yet initiated payment
- Pending:** Payer has initiated payment. The debiting process, holding period and crediting process still remain
- Received:** Funds should now be available in your account

<sup>1</sup>To view receipts for a different reporting period, return to the Home tab and select the radio button line item that contains the desired reporting period.

The invoice line item selected on the **Home** tab drives information displayed on the **Receipts** tab.

Detailed instructions for the **Receipts** tabs and their contents and functionality are in the CGDP Sponsor Portal Payments Users Guide located under [References](#) on the [TPAdministrator.com](http://TPAdministrator.com) website.

## CGDP Portal Reports

The **Reports tab** allows a user to review distributed invoice information for quarterly and BY Closeout invoices, payment-batch submission reports, Manufacturer 1099 data, and Ad Hoc report requests.

### Quarterly and BY Closeout Invoice Reports

Sponsors can utilize the Portal to review and download invoice summary reports for distributed invoice line items. Quarterly reports provide summary information on the specific reporting period's invoices. BY Closeout invoice summary reports provide information regarding the status of upheld disputed invoices due from Sponsors.

The screenshot shows the 'Reports' tab selected in the navigation menu. The page title is 'Sponsor Portal CGDP Reports'. There are several filter sections:

- Report Type:** Invoice (selected), Data, Tracking, Batch, Manufacturer 1099 Information, Ad Hoc.
- Parent Org. ID:** HG\_00
- Contract Number:** ALL
- Reporting Period:** ALL
- Invoice Type:** ALL

On the right, there is a 'Current Cutoff Calendar' box with the following information:

- Reporting Period: 2016
- Invoice Paid By: 08/23/2016
- Invoice Distribution: 07/15/2016
- Dispute Submission
- Dispute Distribution

At the bottom, there is a table with the following data:

Invoice Type	Contract Number	Reporting Period	Date Loaded	Download File	Last Download Date
BY Closeout	HG_00	2016	07/06/2016		
Quarterly	HG_00	201502	07/05/2016		

### Quarterly Invoice Reports

Sponsors can utilize the Portal to view Quarterly invoice summary reports for a specific reporting period's distributed invoices. The Contract Summary Invoice report identifies the payments Part D Sponsors will receive from each Drug Manufacturer as well as other information the Part D Sponsor can optionally use to identify Drug Manufacturer payments if the information on the Portal is insufficient. In addition, negative amounts on the report summarize the payments Part D Sponsors are expected to refund back to each Drug Manufacturer because of adjusted or deleted PDEs from previous quarters. Invoice reports provide the Benefit Year, Labeler Level totals, and the Sponsor contract and Manufacturer P numbers for the invoice.

This screenshot is similar to the previous one, but the 'Invoice Type' filter is set to 'Quarterly'. The 'Current Cutoff Calendar' box now shows:

- Reporting Period: 2016
- Invoice Paid By: 08/23/2016
- Invoice Distribution: 07/15/2016
- Dispute Submission
- Dispute Distribution

The table at the bottom now only contains one row:

Invoice Type	Contract Number	Reporting Period	Date Loaded	Download File	Last Download Date
Quarterly	HG_00	201502	07/05/2016		

### Benefit Year (BY) Closeout Invoice Reports

Sponsors can utilize the Portal to view BY Closeout invoice summary reports of upheld dispute invoices due to Manufacturers. The Contract Reimbursement Summary Reports allows Sponsors to identify any amounts owed to the Manufacturer for upheld disputes by specific P-numbers and by benefit year.

1 Home Payments Completed Receipts **Reports** Disputes

**Sponsor Portal CGDP Reports**

2 **Report Type**  
 Invoice  Data  Tracking  Batch  Manufacturer 1099 Information  Ad Hoc

3 **Current Cutoff Calendar**  
 Reporting Period: 2016  
 Invoice Paid By: 08/23/2016  
 Invoice Distribution: 07/15/2016  
 Dispute Submission:  
 Dispute Distribution:

4 Parent Org. ID: H0\_0 Contract Number: ALL Reporting Period: ALL Invoice Type: BY Closeout 1 - 2 out of 2

5

Invoice Type	Contract Number	Reporting Period	Date Loaded	Download File	Last Download Date
BY Closeout	H0_0	2016	07/06/2016		

### Data Reports

The **Data Reports** allow a user to review detail information on distributed invoices for quarterly or BY Closeout invoices.

1 Home Payments Completed Receipts **Reports** Disputes

**Sponsor Portal CGDP Reports**

2 **Report Type**  
 Invoice  Data  Tracking  Batch  Manufacturer 1099 Information  Ad Hoc

3 **Current Cutoff Calendar**  
 Reporting Period: 2016  
 Invoice Paid By: 08/19/2016  
 Invoice Distribution: 07/15/2016  
 Dispute Submission:  
 Dispute Distribution:

4 Parent Org. ID: H2\_2 Contract Number: ALL Reporting Period: ALL Invoice Type: ALL 1 - 3 out of 3

5

Invoice Type	Contract Number	Reporting Period	Date Loaded	Download File	Last Report Downloaded Date	Download Spreadsheet	Last Spreadsheet Downloaded Date
BY Closeout	H2_2	2016	06/10/2016				
Quarterly	H2_2	201504	12/31/2015				
Quarterly	S3_0	201504	12/31/2015				
Quarterly	S3_0	201504	12/31/2015				



### Quarterly Data Reports

Sponsors can utilize the Portal to review and download detailed data reports on distributed Quarterly invoices. The Sponsor Contract Data Report, also known as the Data report, documents each of the contract's final action gap discount PDEs invoiced in the quarter, which may include originals, adjustments, or deletions.

The screenshot shows the 'Sponsor Portal CGDP Reports' interface. The 'Report Type' is set to 'Data'. The 'Invoice Type' dropdown is set to 'Quarterly'. The 'Current Cutoff Calendar' shows a reporting period of 2016, with an invoice paid by date of 08/19/2016 and an invoice distribution date of 07/15/2016. A table below lists three quarterly reports for 2015Q4.

Invoice Type	Contract Number	Reporting Period	Date Loaded	Download File	Last Report Downloaded Date	Download Spreadsheet	Last Spreadsheet Downloaded Date
Quarterly	H2_3	2015Q4	12/31/2015	<input type="radio"/>		<input type="radio"/>	
Quarterly	H2_2	2015Q4	12/31/2015	<input type="radio"/>		<input type="radio"/>	
Quarterly	S3_0	2015Q4	12/31/2015	<input type="radio"/>		<input type="radio"/>	

### Benefit Year (BY) Closeout Data Reports

Sponsors can utilize the Portal to review and download detail data reports for distributed BY Closeout invoice line items. The Contract Reimbursement Detail Report will inform the contract of any gap discount payments due to the Manufacturer for upheld disputes from Quarter 17 or previous quarters. The Contract Reimbursement Detail Report only reports on upheld disputes in which the action taken by the Sponsor to resolve the dispute resulted in a partial or full repayment of the disputed gap discount amount and the respective gap discount amount has not been previously invoiced for Sponsor payment to the Manufacturer.

The screenshot shows the 'Sponsor Portal CGDP Reports' interface. The 'Report Type' is set to 'Data'. The 'Invoice Type' dropdown is set to 'BY Closeout'. The 'Current Cutoff Calendar' shows a reporting period of 2016, with an invoice paid by date of 08/23/2016 and an invoice distribution date of 07/15/2016. A table below lists one BY Closeout report for 2016.

Invoice Type	Contract Number	Reporting Period	Date Loaded	Download File	Last Report Downloaded Date	Download Spreadsheet	Last Spreadsheet Downloaded Date
BY Closeout	H4_5	2016	07/06/2016	<input type="radio"/>		<input type="radio"/>	



## Tracking Reports

The **Tracking** report provides a Sponsor with a historic cumulative report showing the status of each gap discount PDE saved in the CMS database.

**Sponsor Portal CGDP Reports**

Report Type:  Invoice  Data  Tracking  Batch  Manufacturer 1099 Information  Ad Hoc

Parent Org. ID: HO\_0 Contract Number: ALL Reporting Period: ALL Invoice Type: ALL

**Current Cutoff Calendar**

Reporting Period: 2016  
 Invoice Paid By: 08/23/2016  
 Invoice Distribution: 07/15/2016  
 Dispute Submission:  
 Dispute Distribution:

Invoice Type	Contract Number	Reporting ID	Date Loaded	Download File	Last Downloaded Date
Quarterly	55_2	201214	10/21/2015	<input type="radio"/>	07/07/2016 @ 1:27 PM
Quarterly	55_8	201214	10/21/2015	<input type="radio"/>	
Quarterly	55_3	201117	10/21/2015	<input type="radio"/>	
Quarterly	55_8	201117	10/21/2015	<input type="radio"/>	

## Batch Reports

The **Batch** report provides a Sponsor with the ability to review manually created payment batch reports information submitted via the Portal.

**Sponsor Portal CGDP Reports**

Report Type:  Invoice  Data  Tracking  Batch  Manufacturer 1099 Information  Ad Hoc

Parent Org. ID: HO\_0 Contract Number: ALL Reporting Period: ALL Invoice Type: ALL

**Current Cutoff Calendar**

Reporting Period: 2016  
 Invoice Paid By: 08/23/2016  
 Invoice Distribution: 07/01/2016  
 Dispute Submission:  
 Dispute Distribution:

Parent Org. ID	Submission Date	Status	Download File	Last Download Date
HO_0	Submitted at 03/11/2016 @ 10:57 AM	Successfully processed	<input type="radio"/>	
	Submitted at 03/11/2016 @ 10:55 AM	Totally Rejected	<input type="radio"/>	Last downloaded on 03/11/2016 @ 10:55 AM
	Submitted at 09/11/2015 @ 4:12 PM	Partially Rejected	<input type="radio"/>	Last downloaded on 09/11/2015 @ 4:12 PM
	Submitted at 09/11/2015 @ 4:11 PM	File rejected: Invalid Header record	<input type="radio"/>	
	Submitted at 08/13/2015 @ 4:18 PM	Successfully processed	<input type="radio"/>	Last downloaded on 02/24/2016 @ 11:10 AM
	Submitted at 08/13/2015 @ 4:09 PM	Totally Rejected	<input type="radio"/>	
	Submitted at 08/13/2015 @ 1:30 PM	Primary Id and logon do not match	<input type="radio"/>	Last downloaded on 08/13/2015 @ 2:25 PM

Sponsors can utilize the **Batch** functionality to review the outcome of the payment processing batch text files for multiple invoice line items and provide a user with reports containing uploaded batch file results when using the **Payment Initiation Upload** process. A user can view batch file status for successful processing, partially or totally rejected batch file uploads and review errors associated with rejected records.

## Manufacturer 1099 Information Report

The **Manufacturer 1099 Information** report provides a Sponsor with the ability to review Manufacturer 1099 related non-bank account information for entities receiving payments from Sponsors, to assist with 1099 reporting for payments made to Manufacturers.

The screenshot displays the 'Sponsor Portal' interface for 'CGDP Reports'. At the top, there are logos for 'PALMETTO GBA' and 'CMS'. Navigation links include 'Contact Us', 'My Profile', 'Logout', 'Help', and 'Reporting'. The user is logged in as 'HB...0'. A menu bar contains 'Home', 'Payments', 'Completed', 'Receipts', 'Reports' (highlighted with a red box), and 'Disputes'. Below the menu, the 'Report Type' section has radio buttons for 'Invoice', 'Data', 'Tracking', 'Batch', 'Manufacturer 1099 Information' (selected), and 'Ad Hoc'. A search section includes fields for 'Parent Org. ID' (H4...3), 'Contract Number', 'Reporting Period' (ALL), and 'Invoice Type' (ALL). A 'Choose Format' section offers 'Download Text File' and 'Download Spreadsheet'. On the right, a 'Current Cutoff Calendar' box shows: Reporting Period: 2016; Invoice Paid By: 08/23/2016; Invoice Distribution: 07/01/2016; Dispute Submission; Dispute Distribution.

This 1099 information report will give a user relevant, easily identifiable, non-bank account information for Manufacturers such as business name, tax identification number/employer identification number (TIN/EIN) and mailing address.

## Ad Hoc Reports

The **Ad Hoc** report functionality is used to provide a Sponsor with the ability to access specially requested data and reports, such as archived reports or other documentation, which are not readily available in the Portal.

The **Ad Hoc** functionality allows a user to view data requested from the TPA using contact information listed on the [Contact Us](#) link. Fulfilled report requests are available via the population of the [Ad Hoc](#) radio button. Reports that can be displayed under the [Ad Hoc](#) radio button can consist of:

- Archived reports: Reports are typically removed from the Portal two (2) years after initial load. Reports that are archived off the Portal consist of:
  - Invoice
  - Data
  - Tracking
  - Dispute Resolution
- Special request data: Reports or notifications that do not conform to the existing report formats available on the Reports tab.

Requested reports, accessible via the [Ad Hoc](#) radio button, will be available for download for one (1) of the following periods:

- 14 calendar days from request date
- Seven (7) calendar days after download

Reports are removed from the system depending on which time period expires first, request date or last download date.



Sponsors can utilize the **Ad Hoc Reports** functionality to view distributed invoice reports prior to the Q2 2015 invoicing period. Report types available for review on the Ad Hoc report page: Invoice, Data, Tracking or Dispute Resolution reports.

Detailed instructions for the **Reports** tabs and their contents and functionality are in the **CGDP Sponsor Portal Reports Users Guide** located under [References](#) on the [TPAdministrator.com](http://TPAdministrator.com) website.

## CGDP Portal Disputes

### Disputes Tab

The **Disputes** tab allows a Sponsor to review dispute disposition resolution files received as part of the dispute process. The **Disputes** tab lists resolution reports received by the TPA and loaded to the Portal in response to dispute determinations provided by CMS. Sponsors utilize these reports to adjust PDE records based on CMS upheld disputes within 90 days from the Dispute Distribution date.

Resolution File	Download	Download Date	Reporting Period	Contract Number	Number Upheld	Number Denied	Total
Dispute_Resolution_R	<input type="radio"/>		201501	H0__0	0	17	17
Dispute_Resolution_R	<input type="radio"/>		201501	H0__0	0	5	5
Dispute_Resolution_R	<input type="radio"/>		201501	H1__5	0	1	1
Dispute_Resolution_R	<input type="radio"/>	Last downloaded on: 02/19/2016 @ 3:41 PM	201501	H2__8	0	3	3
Dispute_Resolution_R	<input type="radio"/>	Last downloaded on: 07/23/2015 @ 3:25 PM	201402	H3__4	0	4	4

Sponsors can utilize the Portal to review resolution reports of Manufacturer-disputed invoice line items.

Detailed instructions for the **Disputes** tab and its contents and functionality are in the **CGDP Sponsor Portal Disputes Users Guide** located under [References](#) on the [TPAdministrator.com](http://TPAdministrator.com) website.

## Navigating the Portal Instructions

This instruction provides an overview of how to access the Portal and navigate to access the available functionality.

Details of each tab's functionality are included in separate manuals. Links to the applicable manuals are listed in this guide.

1. Authorized users of the Portal will enter the Corporate ID in the User ID field and their password into the Password field on the **Login form** and select the *Login* button.

**PALMETTO GBA.**  
A CCLERIAN GROUP COMPANY

**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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

### Welcome

- This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.
- This system is provided for Government-authorized use only.
- Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties.
- Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring.
- By using this system, you understand and consent to the following:
  - The Government may monitor, record, and audit your system usage, including usage of personal devices and email systems for official duties or to conduct HHS business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this system.
  - Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose.

Refer to the [Terms of Use](#).

## Coverage Gap Discount Program

User ID:

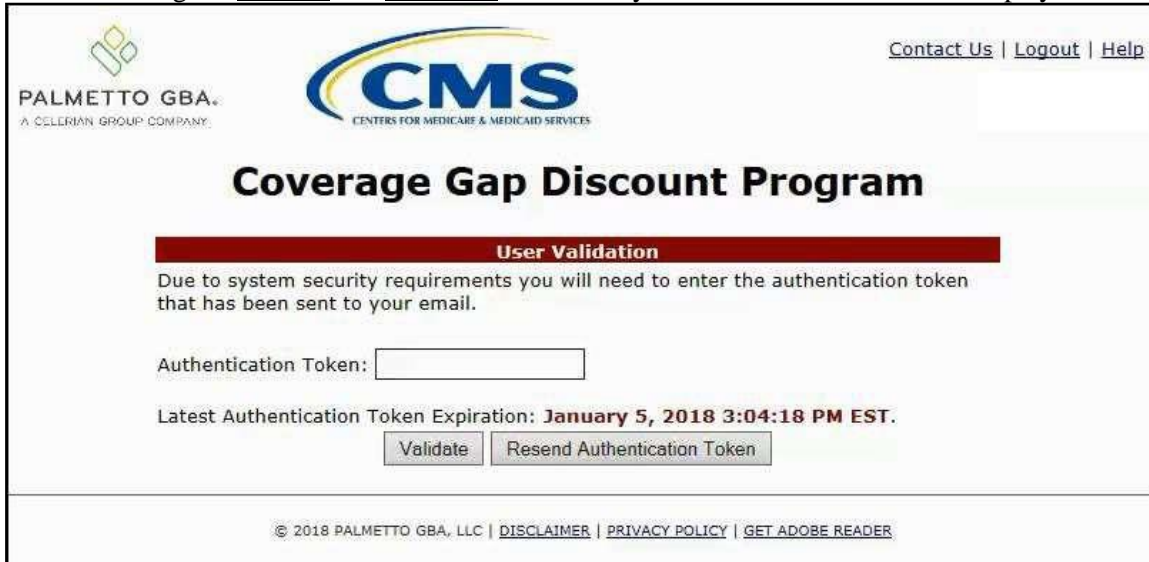
Password:

**The CGDP Portal will be unavailable for scheduled maintenance Sundays from 5-10pm ET. Please arrange to submit transactions before or after this scheduled maintenance period.**

© 2017 PALMETTO GBA, LLC | [DISCLAIMER](#) | [PRIVACY POLICY](#) | [GET ADOBE READER](#)

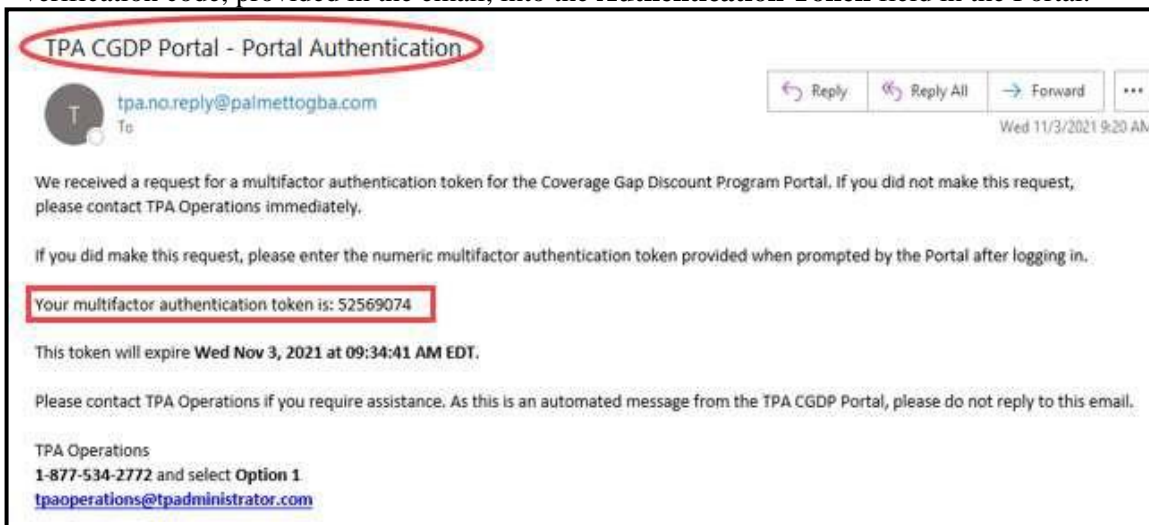


2. After entering the User ID and Password successfully, the **User Validation** form displays.



The screenshot shows the CMS Coverage Gap Discount Program User Validation form. At the top left is the Palmetto GBA logo (A Cellerian Group Company) and the CMS logo (Centers for Medicare & Medicaid Services). On the top right are links for [Contact Us](#), [Logout](#), and [Help](#). The main heading is "Coverage Gap Discount Program". Below this is a red bar with the text "User Validation". The instructions state: "Due to system security requirements you will need to enter the authentication token that has been sent to your email." There is a text input field for the "Authentication Token:". Below the field, it says "Latest Authentication Token Expiration: **January 5, 2018 3:04:18 PM EST.**" There are two buttons: "Validate" and "Resend Authentication Token". At the bottom, there is a copyright notice: "© 2018 PALMETTO GBA, LLC | [DISCLAIMER](#) | [PRIVACY POLICY](#) | [GET ADOBE READER](#)".

3. The authorized user will receive an email from [tpa.no.reply@palmettogba.com](mailto:tpa.no.reply@palmettogba.com) titled "TPA CGDP Portal – Portal Authentication". The authorized user will be required to enter the verification code, provided in the email, into the **Authentication Token** field in the Portal.



**Note:** The authentication token is submitted via the authorized users' validated email and is only valid for *fifteen (15) minutes* from generation. The expiration date and time of the token is provided in the email. Users can copy and paste the authentication token or enter the token into the **Authentication Token** field.



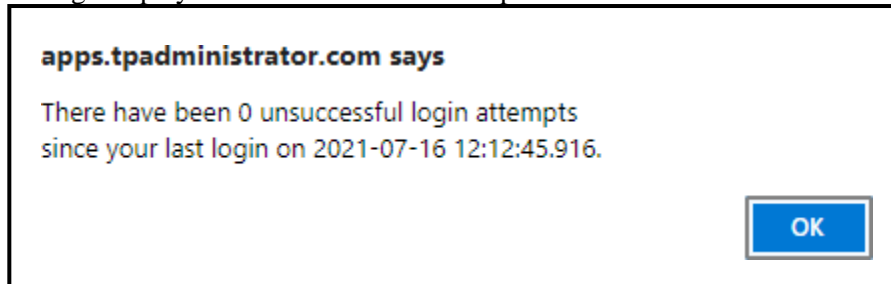
4. Enter the supplied authentication token into the **Authentication Token** field prior to the expiration date listed in the email and select the Validate button.

The screenshot shows the CMS Coverage Gap Discount Program User Validation page. At the top left is the Palmetto GBA logo (A CCLERIAN GROUP COMPANY) and the CMS logo (CENTERS FOR MEDICARE & MEDICAID SERVICES). At the top right are links for Contact Us, Logout, and Help. The main heading is "Coverage Gap Discount Program". Below this is a red bar with the text "User Validation". The text below the bar reads: "Due to system security requirements you will need to enter the authentication token that has been sent to your email." There is a text input field for "Authentication Token:" containing seven dots. Below this is the text "Latest Authentication Token Expiration: January 5, 2018 3:07:19 PM EST." At the bottom of the form are two buttons: "Validate" and "Resend Authentication Token". At the very bottom of the page is the footer: "© 2018 PALMETTO GBA, LLC | DISCLAIMER | PRIVACY POLICY | GET ADOBE READER".

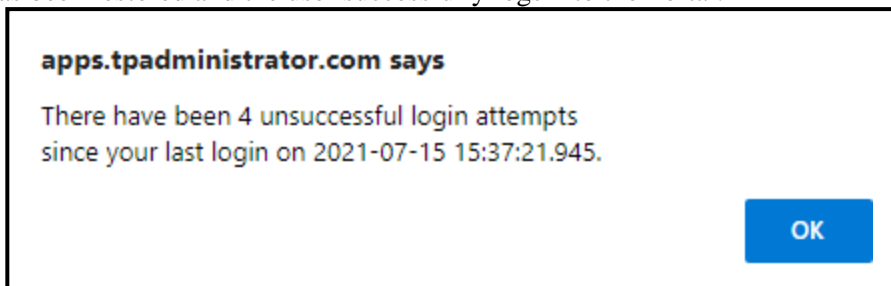
**Note:** Authentication Tokens are only valid for *fifteen (15) minutes* from the generation of the code.

5. Once a user successfully enters their password and the MFA token code correctly, a system message will display detailing the number of unsuccessful login attempts since the last correct login.

This system message displays a successful access attempt:



6. However, if a user is not successful in accessing the Portal and their account becomes locked, the system message will display the number of unsuccessful logins attempted after the user access has been restored and the user successfully logs into the Portal:



7. After successful login, the **Home** tab will display.

**SPONSOR PORTAL Coverage Gap Discount Program Home**

Parent Org. ID:  Invoice Type:  Contract Number:  Reporting Period:  Status:  1 - 5 out of 5

Invoice Type	Parent Org ID	Contract Number	Reporting Period	Status	Select
Quarterly	H0_0	H0_0	201601	Available	<input type="radio"/>
BY Closeout	H0_0	H0_0	2016	Available	<input type="radio"/>
Quarterly	H0_0	H0_0	201504	Available	<input type="radio"/>
Quarterly	H0_0	H0_0	201503	Available	<input type="radio"/>
Quarterly	H0_0	H0_0	201502	Available	<input type="radio"/>

Welcome to Coverage Gap Discount Portal where you can initiate a payment, check the status of payments and receipt of payments as well as view your reports.

For payment functions, start by selecting a line item from the list to the left of this message.

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

**Reporting Periods with no invoice line items**  
 Filter: Contract Number Reporting Period  
 by:

**Contract Number      Reporting Period**

There is an invoice report for the selected Contract

- Populate the Select radio button for the applicable reporting period then select the **Payments** tab to view the invoice line items, Quarterly invoices or BY Closeout invoices, associated with the selected reporting period.

**Sponsor Portal Coverage Gap Discount Program Home**

Parent Org: ID: HO...0 Invoice Type: ALL Contract Number: ALL Reporting Period: ALL Status: ALL 1 - 5 out of 5

Invoice Type	Parent Org ID	Contract Number	Reporting Period	Status	Select
Quarterly	HO...0	HO...0	201601	Available	<input type="radio"/>
BY Closeout	HO...0	HO...0	2016	Available	<input type="radio"/>
Quarterly	HO...0	HO...0	201504	Available	<input checked="" type="radio"/>
Quarterly	HO...0	HO...0	201503	Available	<input type="radio"/>
Quarterly	HO...0	HO...0	201502	Available	<input type="radio"/>

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

**Reporting Periods with no invoice line items**  
 Filter: Contract Number: HO...0 Reporting Period: ALL  
 Contract Number: Reporting Period:  
 There is an invoice report for the selected Contract

- On the **Payments** tab, review the number of invoices available in the **Filter Results** region and balances available for payment in the **Payment Information** region.

**Sponsor Portal CGDP Payments**

Invoice Reporting Period: 201504 Payments due: 03/10/2016  
 P Number: ALL Parent Org. ID: HO...0 Contract Number: HO...0 1 - 3 out of 3

Initiate All

P Number	Invoiced Amount	Previous Deferred Amount	Payment/Failed Date	Initiate Payment	Defer	Failed	EFT ID
P1...1	\$101.12	\$0.00	03/23/2016	<input type="checkbox"/>			CG25041...1HE...0
P1...5	\$1,063.44	\$0.00	03/23/2016	<input type="checkbox"/>			CG25041...5HE...0
P1...8	\$16.58	\$0.00	03/23/2016	<input type="checkbox"/>			CG25041...8HE...0

Update All

**Payment Information**

Total Invoiced	\$1,175.14
Total Failed	\$0.00
Total Current Deferred	\$0.00
Total Previously Deferred	\$0.00
Total Pending	\$0.00
Total Successful	\$0.00
Total Available	\$1,175.14

**Payment Initiation Upload**

**Pending Transactions:** Stop Payment Available Until Approximately 3:00 PM ET  
 There are no pending transactions at this time.

**Error Description**

- R01 Insufficient Funds
- R02 Account Closed
- R03 Unable to Locate Account
- R04 Invalid Account Number
- R05 Unauthorized Corporate Debit

- Select the **Completed** tab to view the invoice line items associated with the reporting period selected on the **Home** tab to review the payment status information for payments processed on the **Payments** tab.

The screenshot displays the 'Completed Payments' section of the CGDP Sponsor Portal. At the top, there are logos for Palmetto GBA and CMS, along with navigation links like 'Contact Us', 'My Profile', 'Logout', 'Help', and 'Reporting'. The user is logged in as 'HO...0'. The main navigation tabs include 'Home', 'Payments', 'Completed' (which is highlighted with a red box), 'Receipts', 'Reports', and 'Disputes'. Below the tabs, the page title is 'Sponsor Portal CGDP Completed Payments'. There are filters for 'P Number' (set to 'ALL'), 'Parent Org. ID' (set to 'HO...0'), and 'Contract Number' (set to 'HO...0'). The 'Invoice Reporting Period' is set to '201501'. A table lists payment line items with columns for P Number, Invoiced Amount, Payment Date, Status, and EFTID. To the right, there is a 'Payment Information for HO...0' summary box showing totals for Invoiced, Received, Deferred, Pending, Failed, and Outstanding amounts. Below the table, there is a note about viewing completed payments for a different reporting period. On the far right, there is a 'Possible Statuses' box with details for 'Pending' and 'Successful' statuses.

P Number	Invoiced Amount	Payment Date	Status	EFTID
P1_3	\$80.59	02/19/2016	Successful	CG15011...3H2...8
P1_1	\$170.50	02/17/2016	Successful	CG15011...1H2...8
P1_7	\$16.53	03/09/2016	Deferred	CG15011...7H2...8
P1_7	\$7.52	02/17/2016	Deferred	CG15011...7H2...8
P1_3	\$211.56	03/08/2016	Pending	CG15011...3H2...8
P1_6	\$160.50	03/08/2016	Pending	CG15011...6H2...8

Payment Information for HO...0	
Total Invoiced	\$1,052.80
Total Received	\$251.09
Total Deferred	\$24.05
Total Pending	\$362.06
Total Failed	\$0.00
Total Outstanding	\$415.60

**Possible Statuses**

**Pending:** Fayer initiation was successful. The debiting process, holding period and crediting process still remain.

**Successful:** Funds should now be available in the payee's account.

<sup>1</sup>To view completed payments for a different reporting period, return to the Home tab and select the radio button line item that contains the desired reporting period.

11. Select the **Receipts** tab to view the invoice line items associated with the reporting period selected on the **Home** tab and review the **Receipt Information region** for totals on the deferred, received, pending, and outstanding invoice line items due from Manufacturers.

**Invoice Reporting Period: 201504**

P Number	Invoiced Amount	Payment Date	Status	EETID
P1...7	\$00.50		Pending	CG15021...7H0...0
P1...7	\$0.50		Deferred	CG15021...7H0...0
P1...1	\$1,611.34		Pending	CG15021...1H0...0
P1...2	\$1,531.80		Outstanding	CG15021...2H0...0
P1...5	\$3,185.00		Outstanding	CG15021...5H0...0
P1...7	\$386.78		Outstanding	CG15021...7H0...0
P1...4	\$47.84		Outstanding	CG15021...4H0...0
P1...5	\$3,350.03		Outstanding	CG15021...5H0...0
P1...7	\$1,265.12		Outstanding	CG15021...7H0...0
P1...7	\$16.84		Outstanding	CG15021...7H0...0
P1...3	\$19.84		Outstanding	CG15021...3H0...0
P1...4	\$1,016.86	03/09/2016	Received	CG15021...4H0...0
P1...6	\$457.25		Outstanding	CG15021...6H0...0
P1...0	\$19.24		Outstanding	CG15021...0H0...0
P1...4	\$2,088.99		Outstanding	CG15021...4H0...0

**Receipt Information for H0...0**

Total Owed	\$55,288.76
Total Received	\$1,016.86
Total Deferred	\$0.50
Total Pending	\$1,671.92
Total Outstanding	\$52,599.48

**Possible Statuses**

- Deferred:** Payer has determined that the amount owed is below their bank's ACH minimums
- Failed:** Debiting of the Payer's account or crediting of your account was unsuccessful
- Outstanding:** Payer has not yet initiated payment
- Pending:** Payer has initiated payment. The debiting process, holding period and crediting process still remain
- Received:** Funds should now be available in your account

Instructions for the **Payments**, **Completed**, and **Receipts** tabs and their contents and functionality for processing Quarterly and BY Closeout invoices can be located on the [TPAdministrator.com](http://TPAdministrator.com) website.

12. Select the **Reports** tab to view the types of reports available for review and download. The **Reports** tab provides access to the following reports:
  - Quarterly and BY Closeout Invoice reports
  - Quarterly and BY Closeout Data reports
  - Quarterly Invoice Tracking reports
  - Manually created payment Batch reports
  - Manufacturer 1099 Information report
  - Ad Hoc functionality to view requested reports not available in the Portal.

**Report Type**

Invoice  Data  Tracking  Batch  Manufacturer 1099 Information  Ad Hoc

Parent Org. ID:  Contract Number:  Reporting Period:  Invoice Type:  1 - 2 out of 3

**Current Cutoff Calendar**

Reporting Period	2016
Invoice Paid By	06/23/2016
Invoice Distribution	07/15/2016
Dispute Submission	
Dispute Distribution	

Invoice Type	Contract Number	Reporting Period	Date Loaded	Download File	Last Download Date
BY Closeout	H0...0	2016	07/06/2016	<input type="button" value="Download"/>	
Quarterly	H0...0	201502	07/05/2016	<input type="button" value="Download"/>	

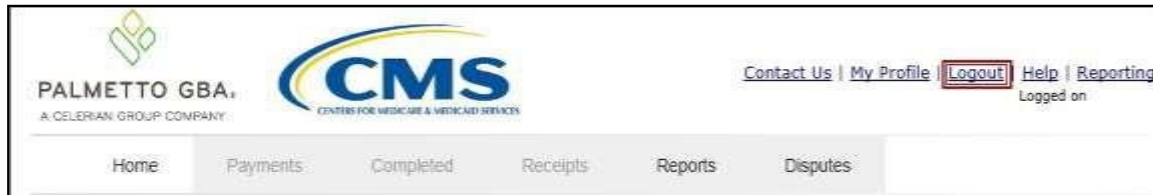
**Note:** The **Reports** tab does not require selecting a reporting period on the **Home** tab to activate the tab.



- Instructions for the **Reports** tab and their contents and functionality can be located on the [TPAdministrator.com](http://TPAdministrator.com) website.
- The **Disputes** tab, displayed as the **Dispute Dashboard**, allows a user to review dispute submission return and resolution files in the Portal.



- Instructions for the **Disputes** tab and their contents and functionality can be located on the [TPAdministrator.com](http://TPAdministrator.com) website.
- To exit out of the Portal application properly, a user must select the [Logout](#) link to close active sessions of the Portal.



If a user does not select the [Logout](#) link to close active sessions of the Portal, they may receive the following message when attempting to log back in:



**Note:** If this message appears a user must log out of the Portal window and wait for a *minimum of 30 minutes* before attempting to log back into the Portal. For continuing issues with gaining access to the Portal, please use the information listed in the [Contact Us](#) link to contact TPA Operations.

You have successfully completed accessing and navigating the Portal.



## Summary

This **CGDP Sponsor Portal Introduction and Login Users Guide** introduced the CGDP Portal, how to access it, and provided an overview of its functionality. All invoice payments must be made using the Portal. No other methods of payment may be used.

The primary function of the Portal is to provide a central repository for Program-qualified PDE Quarterly invoices and BY Closeout invoices to be distributed and paid by Program participating Sponsors and Manufacturers with the ability to initiate bank-to-bank ACH transfers, similar to the way online banking customers pay monthly bills.

This Users Guide introduced how to access the Portal and the differences between the two (2) separate roles for users to access distributed invoices and reports: The **Payment Initiator** role and the **Administrator** role.

You have been introduced to the following functionality for accessing the Portal:

- Initial Setup and Login
- Daily Login
- Account Maintenance

You also received an overview of the following functionality available to end users to process payments, review payment statuses, and review and download reports by using the following:

- Icons and Links
- Payments tab
- Completed tab
- Receipts tab
- Reports tab
- Disputes tab

Finally, you discovered that all payments are due to be completed in the Portal on or before the payment date listed in the **Payments Due region**, as listed on the **Payments** tab and as noted in the *“Invoice Paid By 38<sup>th</sup> Calendar Day After Receipt”* as defined in the [Medicare Part D CGDP Calendar](#).

## References

### Appendix A: Acronym List

<b>Acronym</b>	<b>Description</b>
ACH	Automated Clearing House
BY	Benefit Year
CGDP	Coverage Gap Discount Program
CMS	Centers for Medicare & Medicaid Services
DPP	Direct Payment Process
EFT	Electronic Funds Transfer
EIN	Employer Identification Number
GBA	Government Benefits Administrators
HPMS	Health Plan Management System
ID	Identifier or Identification
IRS	Internal Revenue Service
NCPDP	National Council of Prescription Drug Programs
NDC	National Drug Coder
NPI	National Provider Identifier
NSF	Non-sufficient Funds
PIN	Personal Identification Number
PDE	Prescription Drug Event
SFTP	Secure File Transfer Protocol
SSA	Social Security Act
TPA	Third Party Administrators
TIN	Tax Identification Number
UPIN	Unique Physician Identification Number
USD	United States Dollar

## Glossary

<b><u>Term</u></b>	<b><u>Definition</u></b>
Authorization Amount	Displays the amount authorized for payment processing, including amounts located in the <u>Invoice Amount</u> and <u>Previous Deferred Amount</u> fields.
Available	Status designation of an invoice that denotes that an item is ready for payment initiation.
Batch	Report type that displays batch files uploaded to the system with status and ability to download files for review.
Batch ID	Displays the batch numbering convention, system generated, based on the order the batch file received by the system.
Contact Us	Provides contact information for requesting assistance from the TPA Operations team.
Contract Number	Pending contract number assigned by CMS, which allows participation in the Coverage Gap Discount Program.
Corporate ID	Numerical designation assigned by CMS to Manufacturers. For Manufacturers, the current Mailbox ID will be the Corporate ID.
Data	Report type that displays the detail information of distributed invoices and invoice line items and provides the ability to download files for review.
Date Loaded	Displays the invoice distribution date. This date corresponds to the end of month after the reporting period closing. Date format is DD/MM/YYYY.
Date Submitted	Displays the calendar date, in MM/DD/YYYY format, the invoice line item was processed for payment initiation.
Date Time	Displays the batch file date and time for files loaded to the system. Date format is MM/DD/YYYY. Time format is HH:MM AM/PM.
Defer	Provides a check box available for selection when the <u>Invoiced Amount</u> or the combination of the <u>Invoiced Amount</u> and the <u>Previous Deferred Amount</u> total less than the system-defaulted allowable amount. Invoice line items can only be deferred if the Manufacturer or Sponsors banking ACH process prevents payment of invoice line items that fall below the minimum ACH processing amount.
Deferred	Status designation of an invoice that denotes that invoice amount falls below minimum. Invoice line items can only be deferred if the Manufacturer or Sponsors banking ACH process prevents payment of invoice line items that fall below the minimum ACH processing amount.
Description (Batch)	Displays the batch file name loaded to the system.
Dispute	Report type that provides the ability to enter dispute requests and review the status of entered requests.
Dispute Distribution	Current Cutoff Calendar field that displays the current reporting period data. Displays the date Dispute distributions are due to be loaded to the Portal.

Dispute Submission	Current Cutoff Calendar field that displays the current reporting period data. Displays the date Dispute submissions are due to be entered into the Portal.
Download	Displays a radio button to allow downloading of distributed invoice summary information loaded to the system.
EFTID	Displays EFT identifying information in the specified format of CG for Coverage Gap; YYQQ for the reporting period; 9999 for the P number and Z9999 for the contract number. Example: CG14039999Z9999.
Failed (Status)	Status designation of an invoice that denotes that one (1) or more items have an unsuccessful payment attempt.
Failed (Code)	Provides an informational message when an invoice line item does not successfully process payments to Manufacturers or Sponsors.
Help	Provides link to reference guides and system code messages and descriptions.
Incomplete	Status designation of an invoice that denotes that one (1) or more items have not been paid.
Initiate Payment	Provides a check box to allow the payment process to begin for an individual invoice line item.
Invoice	Report type that displays the summary information of distributed invoices and provides the ability to download files for review.
Invoice Distribution	Current Cutoff Calendar field that displays the current reporting period data. Displays the date distributed invoices were posted to the Portal.
Invoice Paid by	Current Cutoff Calendar field that displays the current reporting period data.  Displays the final due date all invoice line items are to be processed for payment.
Invoiced Amount	Displays the invoice line item amounts due to either the Manufacturer or Sponsor.
Invoiced Reporting Period	Region of the active tab that provides the reporting period of the invoice line items displayed.
Last Download	Displays the last date and time distributed invoice summary data retrieved from the Web Portal. Date format is MM/DD/YYYY. Time format is HH:MM AM/PM.
Logout	Provides one (1)-click access for logging out of the system.

Manufacturer	Any entity which is engaged in the production, preparation, propagation, compounding, conversion, or processing of prescription drug products, either directly or indirectly, by extraction from substances of natural origin, or independently by means of chemical synthesis or by a combination of extraction and chemical synthesis. Such term does not include wholesale distributors or retail pharmacies licensed under State law. From Medicare Coverage Gap Discount Program Agreement, item I. j.
My Profile	Provides ability to enter and review business contact information for Manufacturers and Sponsors.
Outstanding	Status designation of an invoice that denotes no payment activity has taken place.
P Number	Pending contract number assigned by CMS which allows participation in the Coverage Gap Discount Program.
Parent Org. ID	Numerical designation assigned by CMS to Sponsor.
Payment Date	Displays current date of a generated invoice line item payment in MM/DD/YYYY format.
Payments Due	Region of the active tab that provides the final date invoice line item payment initiations due to complete initiation.
Payment/Failed Date	Displays the date a specific invoice line item payment initiation successfully processed or where payment initiation failed the payment initiation process.
Pending	Status designation of an invoice that denotes that all line items have been initiated successfully.
Previous Deferred Amount	Displays amounts that qualified for deferment from the prior reporting period(s).
Received	Status designation of an invoice that denotes payment is in the applicable bank account.
Reporting Period	Quarter and Calendar year, in YYYYQQ format, prescription drug event data distributed to Manufacturers and Sponsors.  BY Closeout reimbursement period, in YYYY format, for quarter 17 upheld disputes not offset in prior quarter invoice distributions.
Sponsor	A Part D Plan (PDP) Sponsor, Medicare Advantage (MA) organization offering a MA-prescription drug (PD) plan, a Program of All-Inclusive Care for the Elderly (PACE) organization offering a PACE plan including qualified prescription drug coverage and a cost plan offering qualified prescription drug coverage. From Pub. 100-18: Medicare Prescription Drug Benefit Manual, section 20.
Status	The current designation of an invoice line item within the system.

Status (Batch)	Displays the condition of the batch file loaded to the system. Batches can be successful, partially successful (containing line failures) or failed.
Stop Payment	Provides a check box with the ability to stop payment processing prior to actual payment for future dated payments.
Successful	Status designation of an invoice that denotes that all line items have been paid successfully.
Total Available	Displays the total dollar amount of remaining invoice line items requiring payment.
Total Deferred	Displays the total dollar amount of deferred invoice line items with amounts less than the allowable amount to the subsequent reporting period.
Total Failed	Displays the total dollar amount of invoice line items selected for payment that contained errors and did not complete the payment process for the reporting period.
Total Invoiced	Displays the total dollar amount of invoice line items that require payment for the reporting period.
Total Outstanding	Displays the total dollar amount of remaining invoice line items requiring processing.
Total Owed	For Manufacturers: Displays the total dollar amount of negative invoice line items due from Sponsors.  For Sponsors: Displays the total dollar amount of invoice line items due from Manufacturers.
Total Pending	Displays the total dollar amount of invoice line items selected for payment for the reporting period.
Total Received	For Manufacturers: Displays the total dollar amount of negative invoice line items received from Sponsors.  For Sponsor: Displays the total dollar amount of invoice line items received from Manufacturers.
Total Successful	Displays the total dollar amount of invoice line items that have successfully paid and are no longer visible in the Payment Initiation or Pending Transaction regions of the Payments tab.
User ID	Credential information provided by TPA to Manufacturer or Sponsor for access to system.  User ID is the Corporate ID, formerly the Mailbox ID for Manufacturer User ID is the Parent Organization ID (Parent Org. ID) for Sponsor.