

# Coverage Gap Discount Program (CGDP) Sponsor Portal

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### Coverage Gap Discount Program

User ID:

Password:

**The CGDP Portal will be unavailable for scheduled maintenance Sundays from 5-10pm ET.  
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## Introduction and Login Users Guide



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## 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, and receive reimbursement from as 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 task-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.

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## Coverage Gap Discount Program

User ID:   
Password:

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

To access the Portal, Sponsors will enter their credential information (User ID and temporary 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:

- Initial Setup and Login
- Daily Login
- 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.

- The **Payment Initiator** role provides the responsibility that allows a user to view all functionality of the Portal, including initiating payment of distributed invoices.
- 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

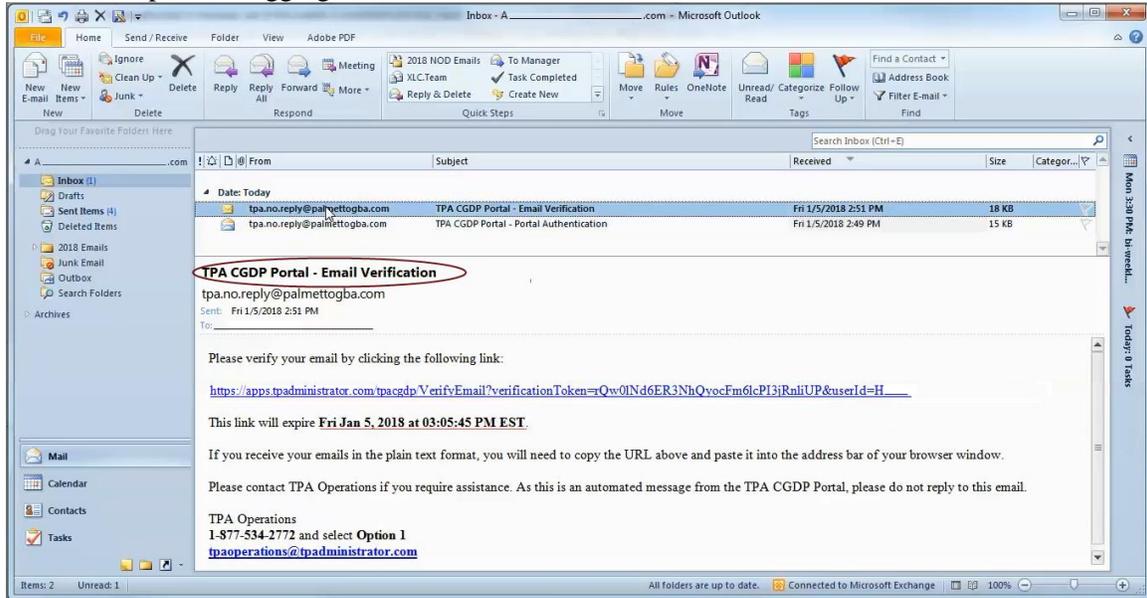
### Initial Setup and Login Instructions

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.

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 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 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 following error message displays, perform the steps provided in the *Resend Email Verification Link* instruction.



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.



4. Authorized users of the Portal will enter the Parent Organization ID in the User ID field and the corresponding temporary password into the Password field on the **Login form** and select the *Login* button.

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## Coverage Gap Discount Program

User ID:

Password:

Login

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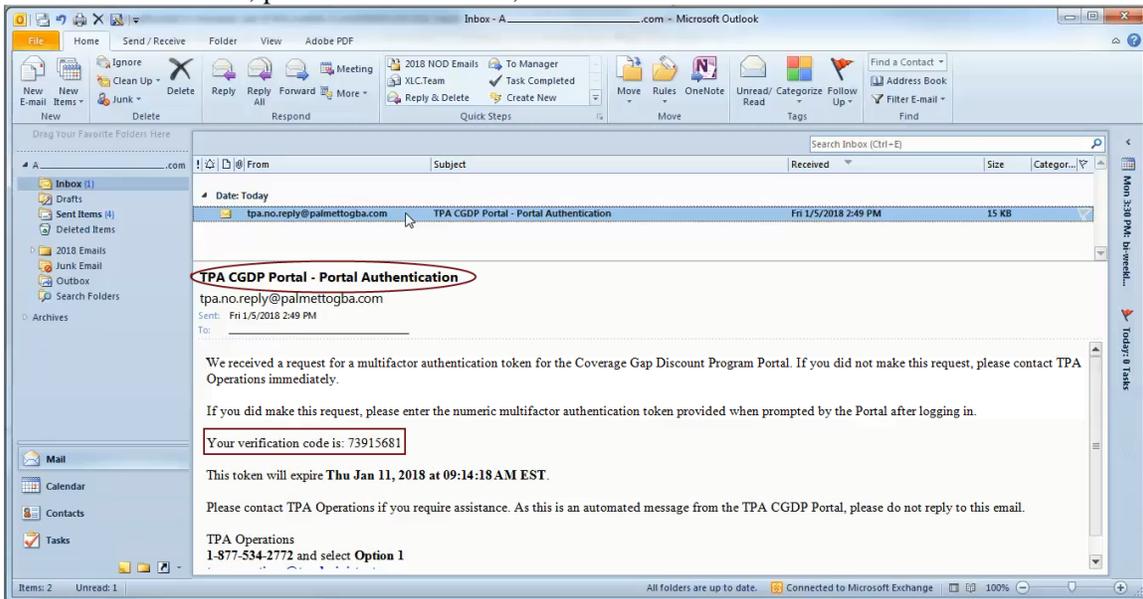
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**Note:** Each user of the Portal must have a unique User ID and password. Palmetto GBA has the right to terminate any user's access if suspicious or improper activity is determined. Your use of this information system establishes your consent to any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

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

The screenshot shows the CMS (Centers for Medicare & Medicaid Services) User Validation form. At the top left is the Palmetto GBA logo (A Celerian Group Company). At the top center is the CMS logo. At the top right are links for 'Contact Us', 'Logout', and 'Help', and 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 message reads: 'Due to system security requirements you will need to enter the multifactor authentication token that has been sent to your email.' There is a text input field for 'Authentication Token:'. Below that, it states '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](#)'.

6. 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.

7. 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. It includes the Palmetto GBA and CMS logos, navigation links for 'Contact Us', 'Logout', and 'Help', and a copyright notice at the bottom: '© 2018 PALMETTO GBA, LLC | DISCLAIMER | PRIVACY POLICY | GET ADOBE READER'. The main heading is 'Coverage Gap Discount Program'. Below it, a red bar contains 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' containing seven dots. Below this, the 'Latest Authentication Token Expiration' is listed as 'January 11, 2018 9:14:18 AM EST.'. At the bottom of the form are two buttons: 'Validate' and 'Resend Authentication Token'.

**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.

8. 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.

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

The screenshot displays the Palmetto GBA and CMS logos at the top left. On the top right, there are links for [Contact Us](#), [Logout](#), and [Help](#). The main heading is "Coverage Gap Discount Program". Below this, a red banner states "Your password is expired and must be changed." Underneath, the "Rules for Passwords:" are 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:". A second red banner states "Security Data Missing". Below this, a message reads: "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, there is a "Save" button.

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



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## Coverage Gap Discount Program

Your password is expired and must be changed.

**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.

Current Password:

New Password:

Retype New Password:

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

10. 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.

<b>Your password is expired and must be changed.</b>	
<b>Rules for Passwords:</b>	
<ul style="list-style-type: none"><li>• Is at least eight (8) characters long;</li><li>• Must start with a letter;</li><li>• Must contain a minimum of one (1) character from EACH of the following categories:<ul style="list-style-type: none"><li>• Uppercase Letters (A-Z);</li><li>• Lowercase Letters (a-z);</li><li>• Numbers (0-9);</li><li>• Special Characters must include one of the following: (!, @, #, \$, &amp;, ?, or +);</li></ul></li><li>• Must contain at least six (6) changed characters from the previous password;</li><li>• Must be different from previous 12 passwords;</li><li>• Must be changed every 30 days;</li><li>• Cannot contain spaces.</li></ul>	
Current Password:	<input type="text"/>
New Password:	<input type="text"/>
Retype New Password:	<input type="text"/>

**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”**.

In addition, users may have issues with creating unique passwords that do not conform to the rule **“Must contain at least six (6) changed characters from the previous password.”** For example, a user may have the original password **P@lmetto1** and attempt to change their password to **L@mpPost1**. The **@**, **m**, **P**, **o**, **t**, and **1** (one) are the same for both passwords and will not conform to the rule listed above.

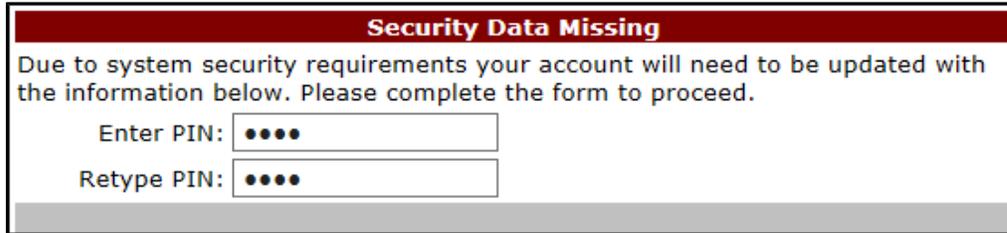
When new passwords do not conform to the rules for passwords, the system displays an error message. The following are system generated error messages that may display when incorrect passwords are entered.

<b>Error Messages</b>
• New Password should be at least 8 characters long.
• New Password must begin with a letter.
• New Password must contain at least one upper case letter.
• New Password must contain at least one lower case letter.

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.

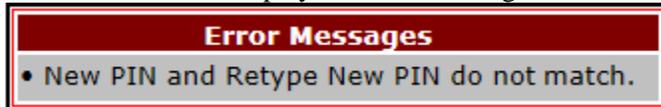
11. The **Payment Initiator** role user will select a four (4)-digit numeric PIN and enter it into both the Enter PIN and Retype PIN fields.



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

**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.



The screenshot shows a box titled "Error Messages" with a dark red header. Below the header, there is a single bullet point: "• New PIN and Retype New PIN do not match."

12. 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.



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## 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).

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

13. 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.

**Home** | Payments | Completed | Receipts | Reports | Disputes

**Sponsor Portal Coverage Gap Discount Program Home**

Parent Org. ID: H0\_\_0 | Invoice Type: ALL | Contract Number: ALL | Reporting Period: ALL | Status: ALL | 1 - 4 out of 4

Invoice Type	Contract Number	Reporting Period	Status	Select
Quarterly	H0__0	201601	Available	<input type="radio"/>
Quarterly	H0__0	201504	Pending	<input type="radio"/>
Quarterly	H0__0	201503	Pending	<input type="radio"/>
Quarterly	H0__0	201502	Pending	<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 by: Contract Number: H0150 | Reporting Period: ALL

**Contract Number**      **Reporting Period**

There is an invoice report for the selected Contract

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.



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Test Environment

## Coverage Gap Discount Program

**Multifactor Authentication - Email Verification Failure**

The verification token has expired.  
[Please log into the Portal to resend a verification email.](#)

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2. To receive a new verification email, select the “*Please log into the Portal to resend a verification email.*” link to log in and access the Portal.

- Once the **Login form** displays enter the Parent Organization ID in the User ID field and the applicable password into the Password field and select the *Login* button.
  - For new Program participants, the authorized user will enter the temporary password provided by TPA Operations.
  - For returning Program participants, the authorized user will enter the current password created either during the initial setup and login process or after successful password reset functionality has been completed.

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Password:

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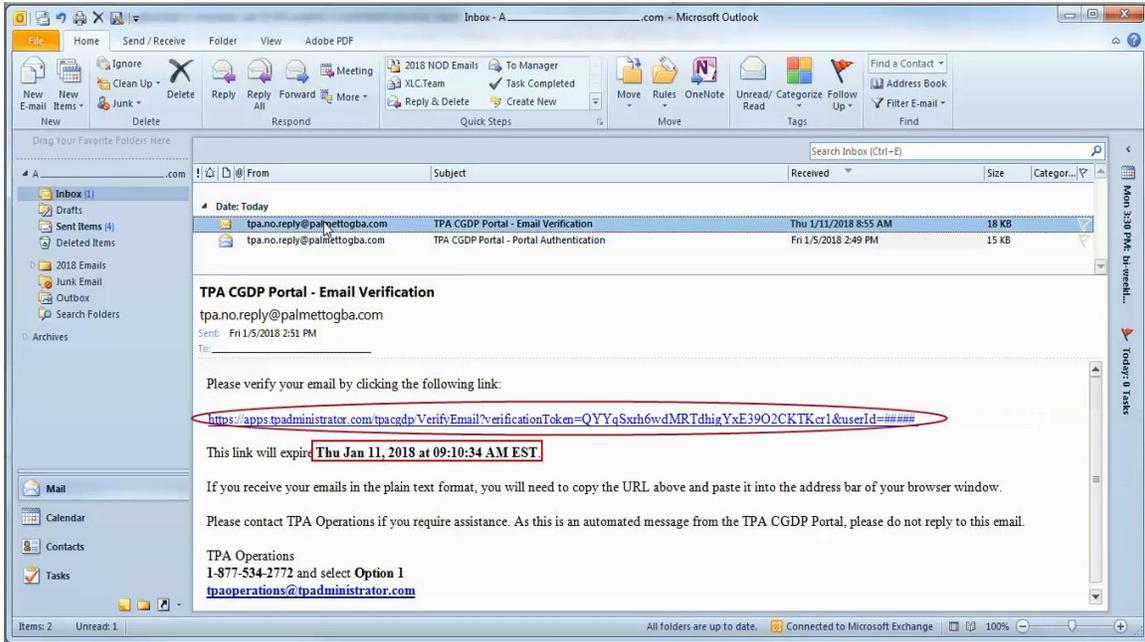
- Once successfully logged into the Portal, the Multifactor Authentication – Email Verification screen will display. Select the *Resend Verification* button to resend an email verification link to the email associated with the User ID.

**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.

- Select the Logout link in the upper right corner between the Contact Us and Help links. The authorized user is highly recommended to log out of the Portal once they have selected the Resend Verification link in order to reduce the chance of receiving an active session error message.

**Note:** If a user does not use the Logout link to exit the Portal, the success of completing the instructions provided when using the email link is greatly diminished. Active session error messages will require the user to exit out of the application by closing the browser window and waiting a total of 30 minutes to attempt logging in again.

- 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”. Select the link provided in the email to verify the email address associated with the User ID.



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



8. To resume initial setup and login, return to the *Initial Setup and Login Instruction* and continue with the step for logging into the Portal that states:  
“Authorized users of the Portal will enter the Parent Organization ID in the User ID field and the corresponding temporary password into the Password field on the **Login form** and select the *Login* button.”

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

## Daily Login Instructions

Access to the Portal on a daily basis 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. Authorized users of the Portal will enter the Parent Organization ID in the User ID field and their password into the Password field on the **Login form** and select the *Login* button.

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[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.

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**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:

**Error Messages**

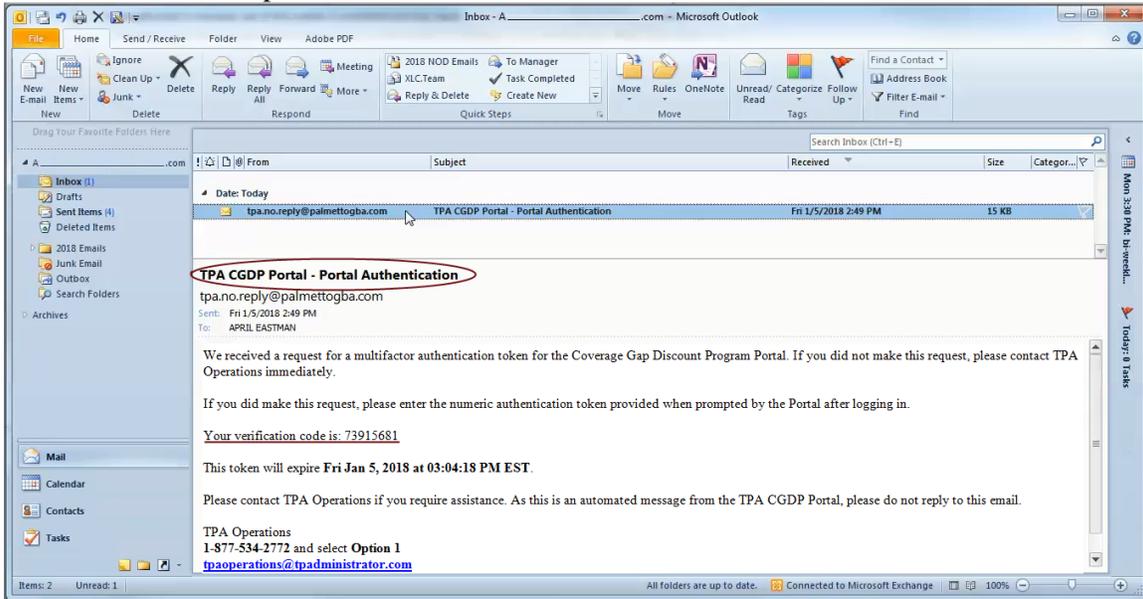
- Your account is no longer active. Please contact TPA Operations.

**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.

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

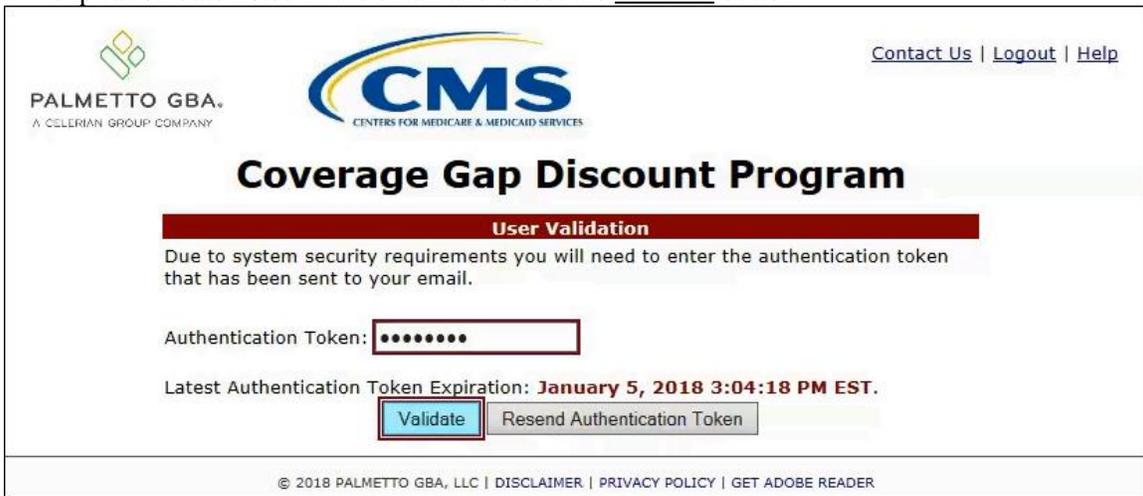
The screenshot shows the user validation interface for the Coverage Gap Discount Program. At the top left, there are logos for Palmetto GBA (A Cellerian Group Company) and CMS (Centers for Medicare & Medicaid Services). On the top right, there are links for [Contact Us](#), [Logout](#), and [Help](#). 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.**" At the bottom of the form are two buttons: "Validate" and "Resend Authentication Token". The footer contains the copyright notice "© 2018 PALMETTO GBA, LLC" and links for [DISCLAIMER](#), [PRIVACY POLICY](#), and [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.

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



**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.

5. 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.

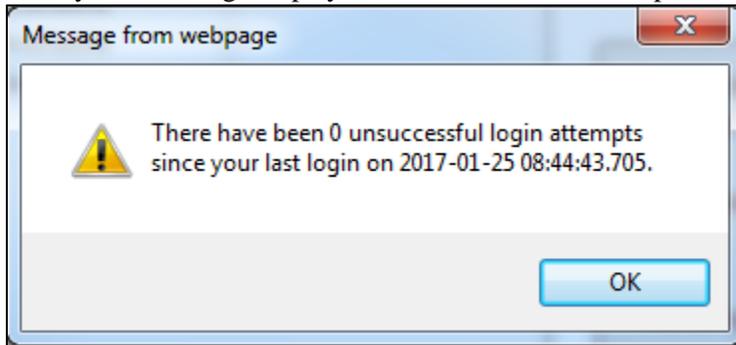


If this message continues to display after reviewing the date/time and entry of the token provided, the user should select the **Resend Authentication Token** button *after* the expiration date and time displayed on the **User Validation** screen has passed, in order to receive a new token via email.

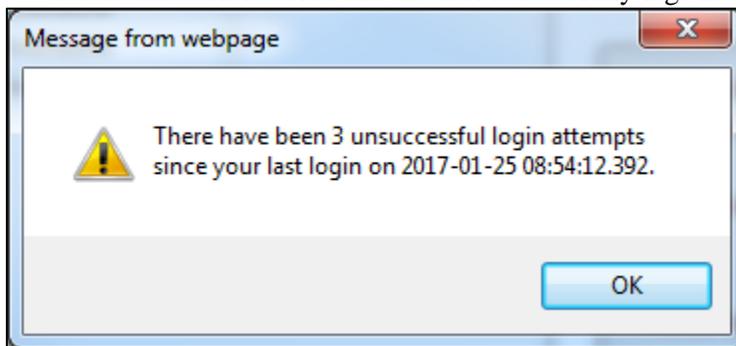
**Note:** If this error message will not stop appearing after requesting new authentication tokens, contact TPA Operations. The TPA Operations contact information is located under the [Contact Us](#) link.

6. 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:



7. 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:



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

**Sponsor Portal Coverage Gap Discount Program Home**

Parent Org. ID: H0\_\_0 | Invoice Type: ALL | Contract Number: ALL | Reporting Period: ALL | Status: ALL | 1 - 4 out of 4

Invoice Type	Contract Number	Reporting Period	Status	Select
Quarterly	H0__0	201601	Available	<input type="radio"/>
Quarterly	H0__0	201504	Pending	<input type="radio"/>
Quarterly	H0__0	201503	Pending	<input type="radio"/>
Quarterly	H0__0	201502	Pending	<input type="radio"/>

**Reporting Periods with no invoice line items**  
Filter by: Contract Number: H0150 | Reporting Period: ALL

Contract Number	Reporting Period
There is an invoice report for the selected Contract	

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

Navigation: Home | Payments | Completed | Receipts | Reports | Disputes

Logout link highlighted.

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.

**Error Messages**

- An active session already exists for the credentials provided.

**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 are able to update the information listed below:

- Change Password
- Update PIN

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 is available for users to contact TPA Operations for assistance.

### Change Password Instructions

1. After accessing the *My Profile* link, 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.

2. 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 the 'Coverage Gap Discount Program' interface. 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 it, it says 'Logged on as \_\_\_\_\_' and 'Test Environment'. A grey bar contains the title 'Password Modification'. Underneath, 'Rules for Passwords:' are listed with several bullet points. At the bottom of the form, three input fields are labeled 'Current Password:', 'New Password:', and 'Retype New Password:'. Below these fields are 'Save' and 'Cancel' buttons. At the very bottom, there is a copyright notice: '© 2017 PALMETTO GBA, LLC | [DISCLAIMER](#) | [PRIVACY POLICY](#) | [GET ADOBE READER](#)'.

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### 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:

Save Cancel

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**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*”.

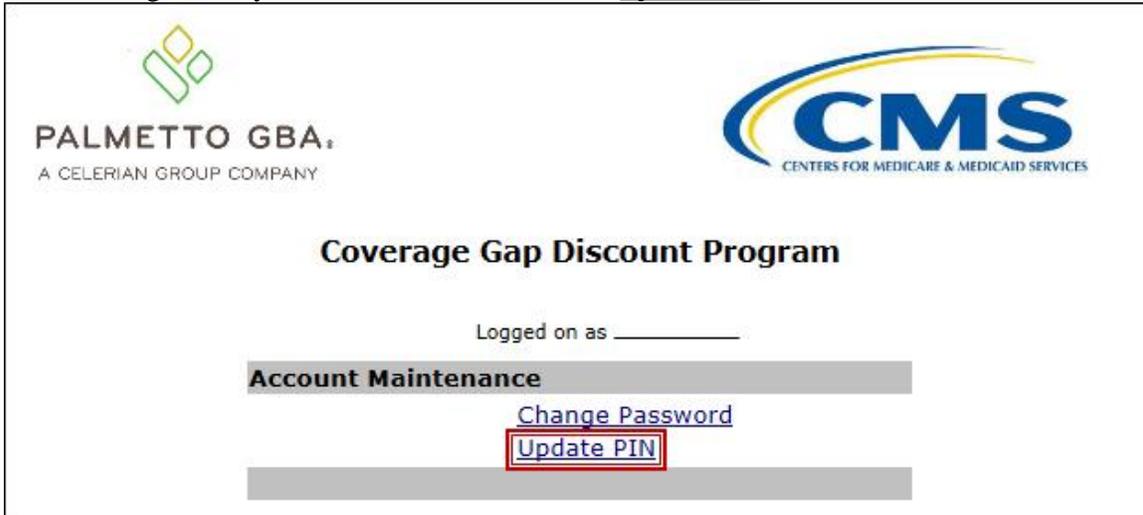
In addition, users may have issues with creating unique passwords that do not conform to the rule “Must contain at least six (6) changed characters from the previous password.” For example, a user may have the original password *P@lmetto1* and attempt to change their password to *L@mpPost1*. The @, **m**, **P**, **o**, **t**, and **1** (one) are the same for both passwords and will not conform to the rule listed above.

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

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

## Update PIN Instruction

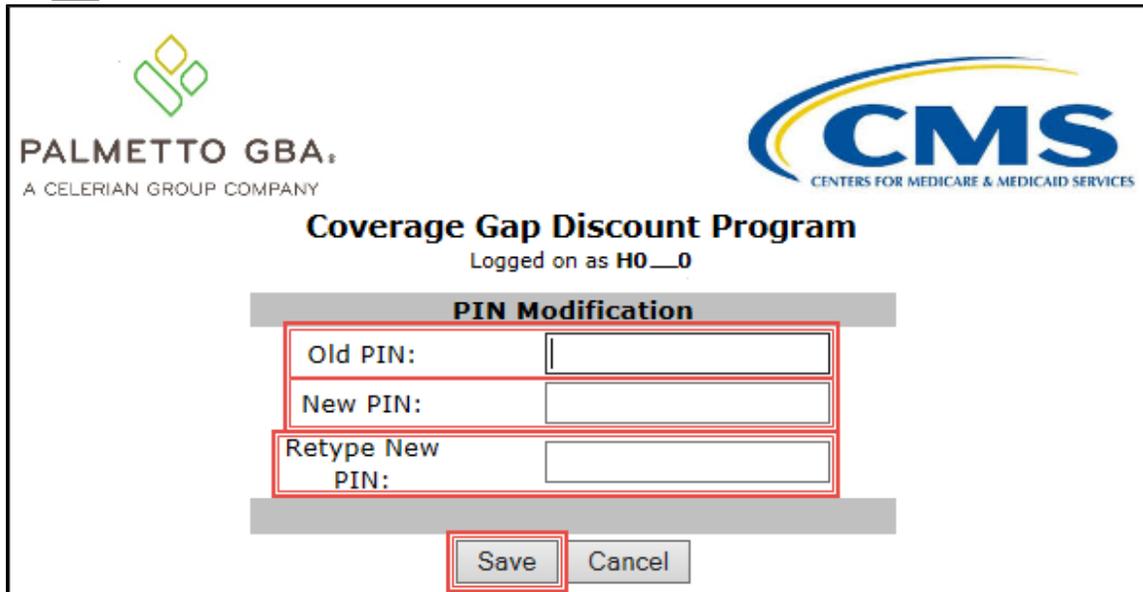
1. To change the Payment Initiation PIN select the Update PIN link.



The screenshot shows the 'Coverage Gap Discount Program' interface. 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 \_\_\_\_\_'. Underneath is a grey bar labeled 'Account Maintenance'. Below that bar are two links: 'Change Password' and 'Update PIN'. The 'Update PIN' link is highlighted with a red rectangular box.

**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 'Coverage Gap Discount Program' interface. 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 HO\_\_0'. Underneath is a grey bar labeled 'PIN Modification'. Below that bar are three input fields: 'Old PIN:', 'New PIN:', and 'Retype New PIN:'. Below these fields are two buttons: 'Save' and 'Cancel'. The 'Save' button is highlighted with a red rectangular box.

**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.

## 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:

ICON	Definition
	Icon provides an expanded calendar that allows users to select future months and dates.
	Icon provides access to move forward to next page in document, if available.
	Icon provides access to return to prior page in document, when available.
	Icon provides users with displayed information formatted in a Microsoft Excel file.

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

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

[Contact Us](#) | [My Profile](#) | [Logout](#) | [Help](#) | [Reporting](#)  
 Logged on as H0\_\_0

[Home](#) | [Payments](#) | [Completed](#) | [Receipts](#) | [Reports](#) | [Disputes](#)

**Sponsor Portal CGDP Payments**

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

P Number: [ALL] Parent Org. ID: H0\_\_0 Contract Number: [H0\_\_0] 1 - 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"/>	<input type="checkbox"/>		CG15031__7H0__0
P1__7	\$38.91	\$0.00	02/22/2016	<input type="checkbox"/>			CG15031__7H0__0

Update All

**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**

**Pending Transactions**

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

**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).

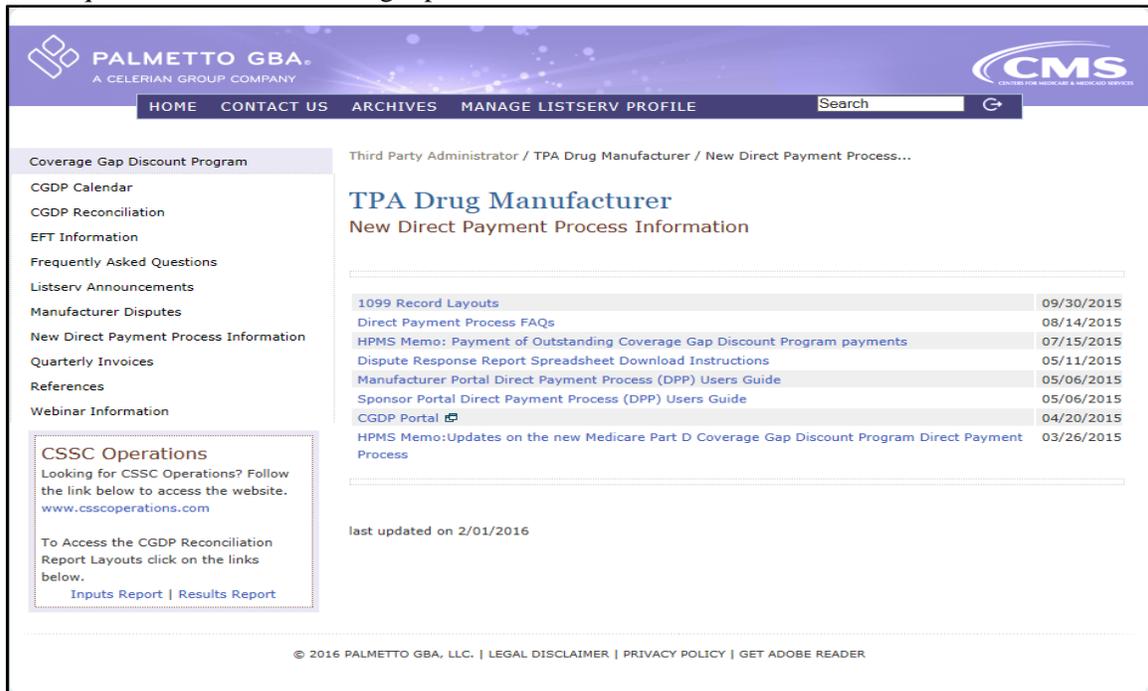


Help link:



Help link content:

The Help link provides quick access to the TPAAdministrator.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.

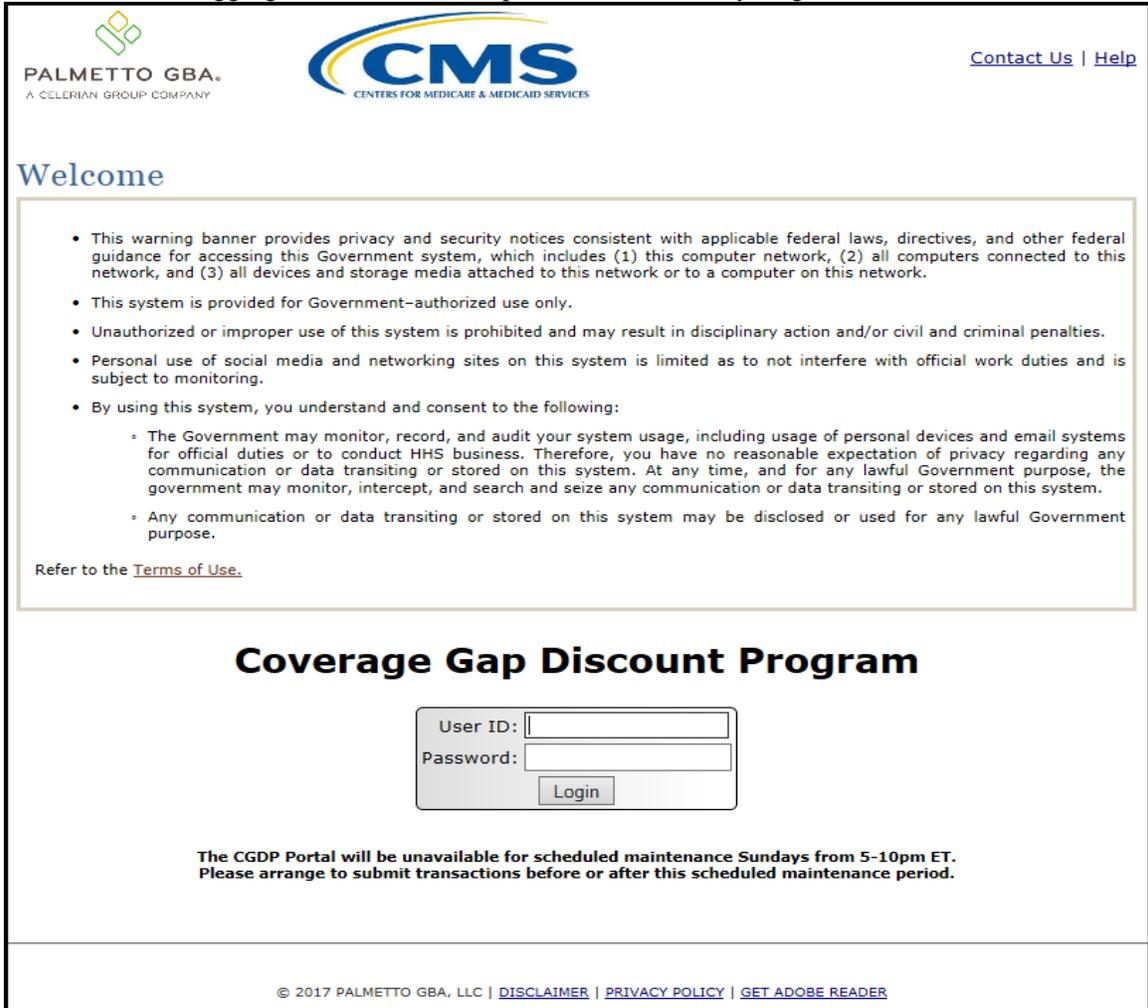


Logout link:



Logout link content:

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

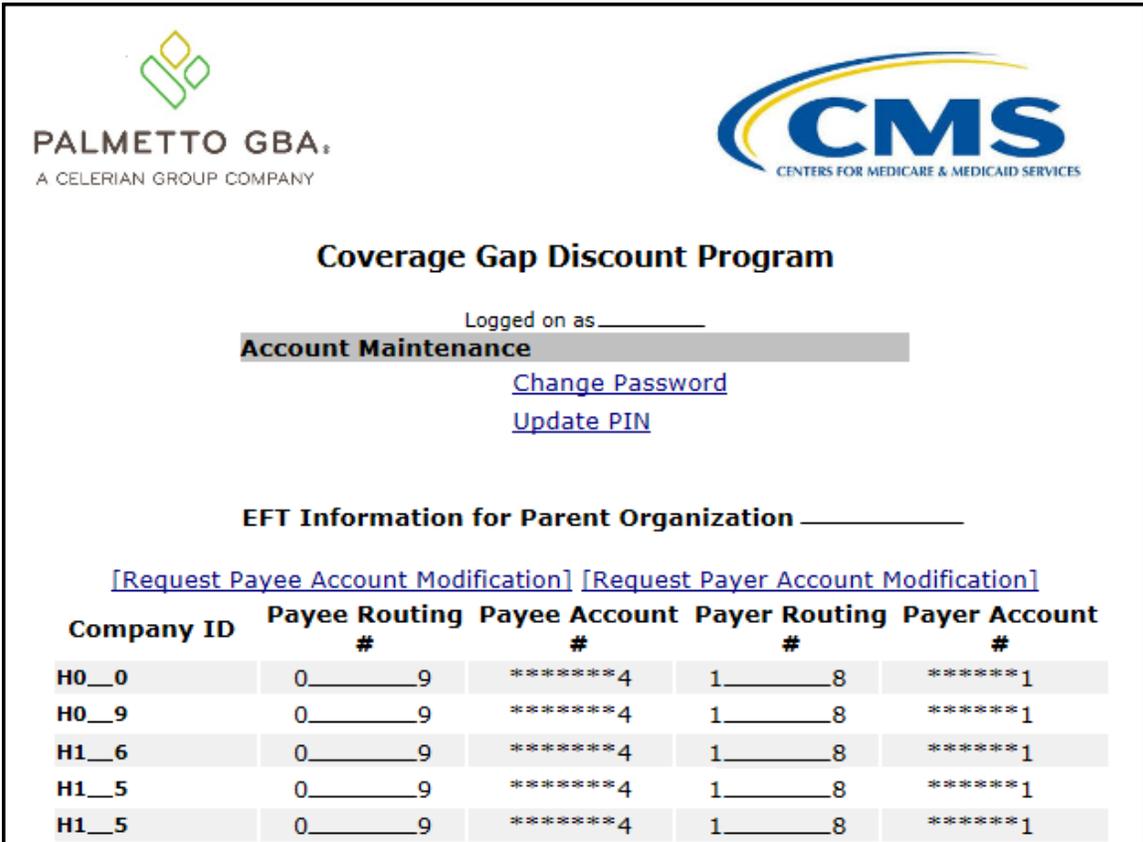


My Profile link:



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.

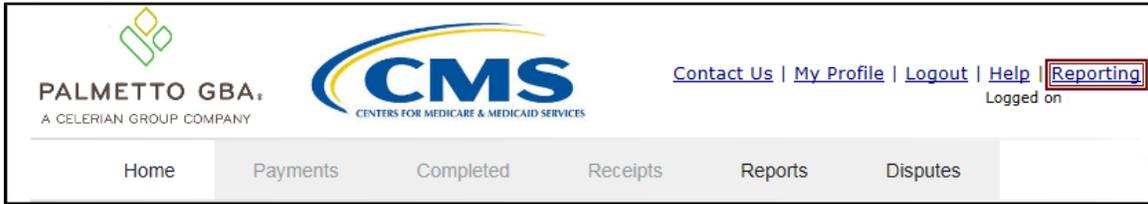
The [Request Payee Account Modification](#) link opens the Coverage Gap Discount Program Electronic Funds Transfer (EFT) Online form.

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.

The [Request Payer Account Modification](#) link opens the Coverage Gap Discount Program ACH Payment Information Change Request Form.

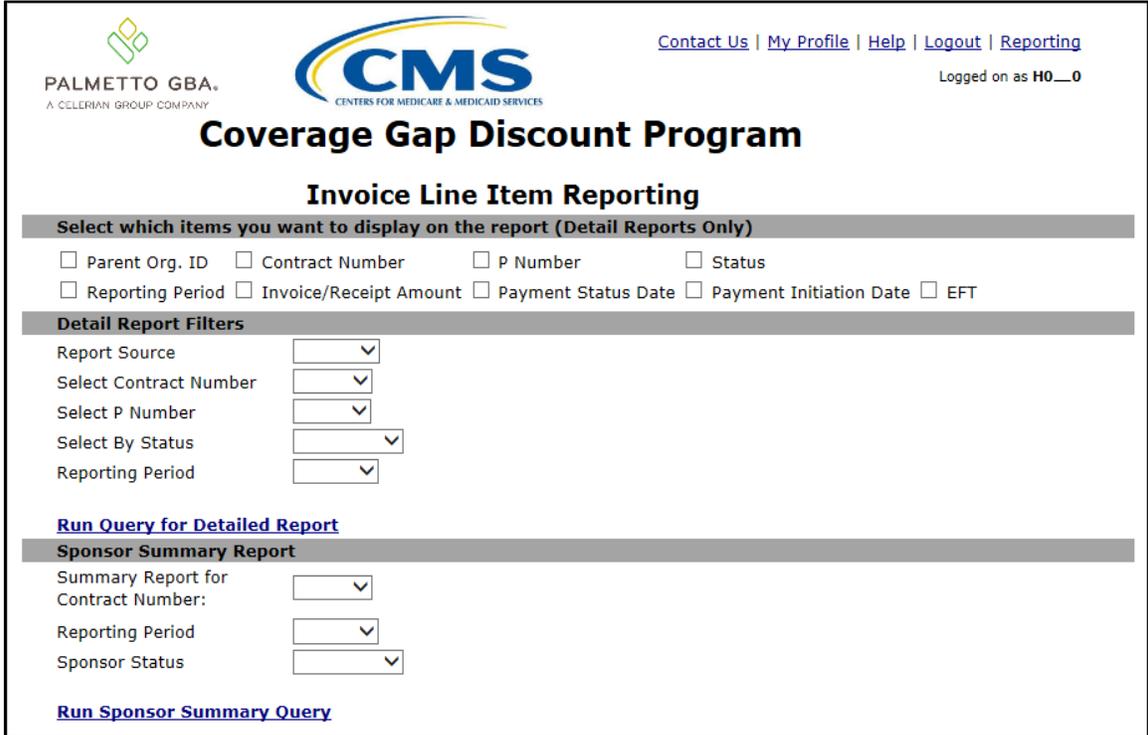
This form is used to modify only the existing bank account information that displays in the My Profile table. The Payer Account(s) are the account(s) where Invoices due for payment to Manufacturers are debited.

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 is able to review 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 shows the 'Sponsor Portal' interface for the Coverage Gap Discount Program. At the top, there are logos for Palmetto GBA and CMS, along with navigation links and a user login status. Below the logos is a tabbed navigation bar with 'Home' selected. The main content area is divided into several sections:

- 1. Tabbed region:** A horizontal bar with tabs for 'Home', 'Payments', 'Completed', 'Receipts', 'Reports', and 'Disputes'. The 'Home' tab is highlighted with a red box.
- 2. Filter region:** A set of dropdown menus for filtering data by 'Parent Org. ID' (H0\_\_0), 'Invoice Type' (ALL), 'Contract Number' (ALL), 'Reporting Period' (ALL), and 'Status' (ALL). A '1 - 5 out of 5' indicator is on the right.
- 3. Welcome Message region:** A text box containing a welcome message and instructions for using the portal.
- 4. Filter Results region:** A table displaying invoice data with columns for Invoice Type, Parent Org ID, Contract Number, Reporting Period, Status, and a Select column with radio buttons.
- 5. Status Definitions region:** A list of status definitions: Available, Failed, Incomplete, N/A, Pending, and Successful, each with a brief description.
- 6. No Invoice Activity region:** A section for reporting periods with no invoice line items, including filter dropdowns and a message: 'There is an invoice report for the selected Contract'.

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 into the **Filter region**. The **Filter Results region** may contain two (2) types of distributed invoices, Quarterly invoices 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 are able to 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 are able to 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 by:	<u>Contract Number</u>	<u>Reporting Period</u>
	ALL ▼	ALL ▼

**Contract Number**      **Reporting Period**

There is an invoice report for the selected Contract

## 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 users 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.

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**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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### Welcome

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  - Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose.

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## Coverage Gap Discount Program

User ID:

Password:

Login

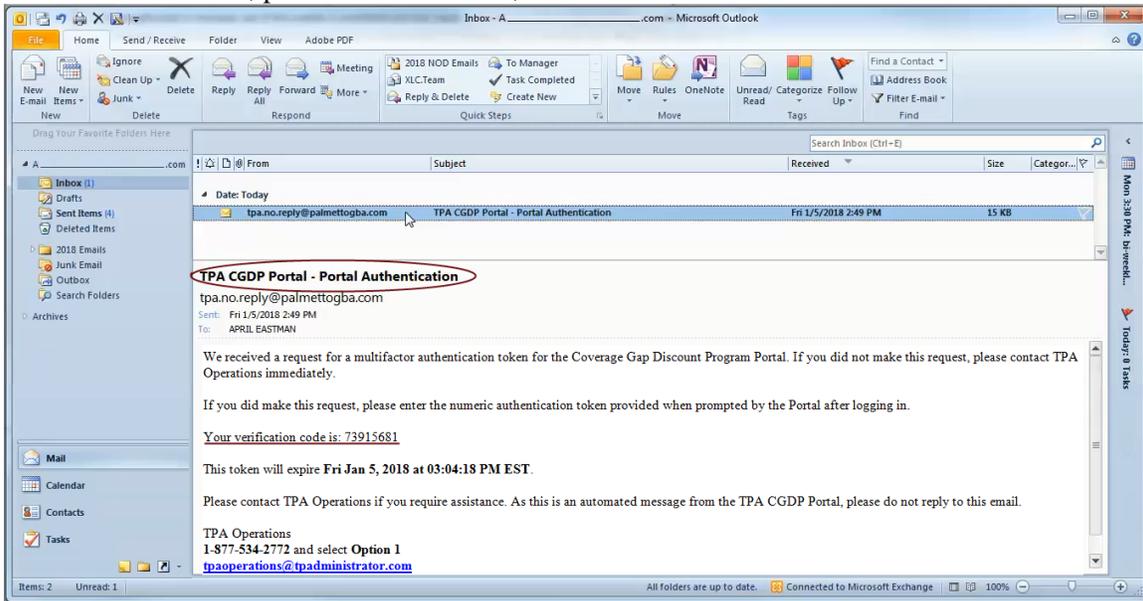
**The CGDP Portal will be unavailable for scheduled maintenance Sundays from 5-10pm ET.  
Please arrange to submit transactions before or after this scheduled maintenance period.**

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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). At the top right are links for Contact Us, Logout, and Help. The main heading is "Coverage Gap Discount Program" followed by a red bar with "User Validation" in white. Below this, a message states: "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 footer with copyright information: "© 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.

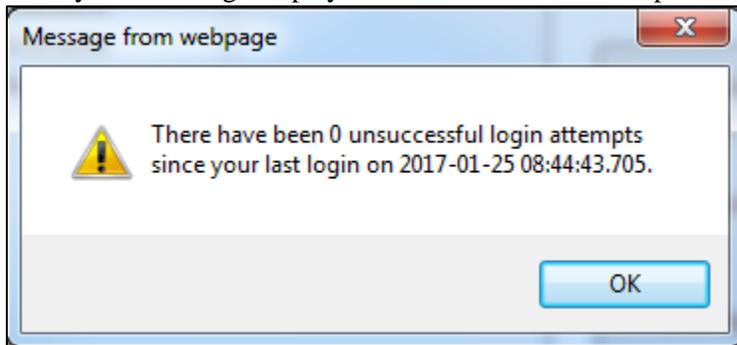
4. Enter the supplied authentication token into the **Authentication Token** field prior to the expiration date listed in the email and select the *Validate* button.

The screenshot shows the CMS Coverage Gap Discount Program User Validation page. At the top left is the Palmetto GBA logo (A Celerian 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 page explains that due to system security requirements, users need to enter an authentication token. There is a text input field for the "Authentication Token" containing seven dots. Below the field, it states "Latest Authentication Token Expiration: January 5, 2018 3:07:19 PM EST." There are two buttons: "Validate" and "Resend Authentication Token". At the bottom of the page, there is a footer with copyright information: "© 2018 PALMETTO GBA, LLC | DISCLAIMER | PRIVACY POLICY | GET ADOBE READER".

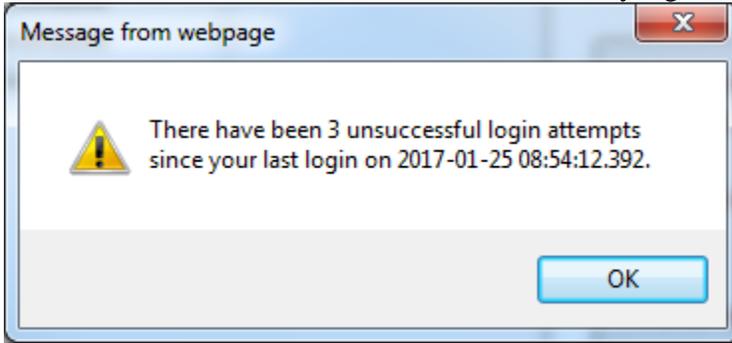
**Note:** Authentication Tokens are only valid for *fifteen (15) minutes* from the generation of the code.

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.

[Contact Us](#) | [My Profile](#) | [Logout](#) | [Help](#) | [Reporting](#)  
Logged on as H0\_\_0 Test Environment

Home

Payments

Completed

Receipts

Reports

Disputes

### Sponsor Portal Coverage Gap Discount Program Home

Parent Org. ID	Invoice Type	Contract Number	Reporting Period	Status	
H0__0	ALL	ALL	ALL	ALL	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

Revision Date: 03/06/2019  
Version: 2.0

45 | Page

- 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.

The screenshot shows the 'Payments' tab in the CMS Sponsor Portal. At the top, there are navigation tabs: Home, **Payments**, Completed, Receipts, Reports, and Disputes. Below the tabs is the header 'Sponsor Portal Coverage Gap Discount Program Home'. A filter section shows 'Parent Org. ID' as 'H0\_\_0' and 'Invoice Type' as 'ALL'. A table of invoice line items is displayed with columns: Invoice Type, Parent Org ID, Contract Number, Reporting Period, Status, and Select. The 'Select' column has radio buttons, with the one for '201504' selected. To the right, there are several informational boxes: a welcome message, a legend for status codes (Available, Failed, Incomplete, N/A, Pending, Successful), and a section for 'Reporting Periods with no invoice line items' with filters for Contract Number and Reporting Period.

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 checked="" type="radio"/>
Quarterly	H0__0	H0__0	201503	Available	<input type="radio"/>
Quarterly	H0__0	H0__0	201502	Available	<input type="radio"/>

- 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.

The screenshot shows a detailed view of the 'Payments' tab. At the top, the 'Payments' tab is selected. Below the navigation tabs is the header 'Sponsor Portal CGDP Payments'. A filter section shows 'Invoice Reporting Period: 201504' and 'Payments due: 03/10/2016'. A table of invoice line items is displayed with columns: P Number, Invoiced Amount, Previous Deferred Amount, Payment/Failed Date, Initiate Payment, Defer, Failed, and EFT ID. To the right, there is a 'Payment Information' box showing a summary of totals: Total Invoiced (\$1,175.14), Total Failed (\$0.00), Total Deferred (\$0.00), Total Pending (\$101.12), Total Successful (\$0.00), and Total Available (\$1,074.02). Below the table, there is a 'Payment Initiation Upload' box with a 'Browse...' button and an 'Upload' button.

P Number	Invoiced Amount	Previous Deferred Amount	Payment/Failed Date	Initiate Payment	Defer	Failed	EFT ID
P1__5	\$1,063.44	\$0.00	03/23/2016	<input type="checkbox"/>	<input type="checkbox"/>		CG15041__5H0__0
P1__8	\$10.58	\$0.00	03/23/2016	<input type="checkbox"/>	<input type="checkbox"/>		CG15041__8H0__0

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

**Sponsor Portal CGDP Completed Payments**

Invoice Reporting Period: 201501<sup>1</sup>

P Number: ALL Parent Org. ID: H0\_0 Contract Number: H0\_0 1 - 6 out of 6

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	\$201.56	03/08/2016	Pending	CG15011__3H2__8
P1__6	\$160.50	03/08/2016	Pending	CG15011__6H2__8

<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.

**Payment Information for H0\_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** 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

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

**Sponsor Portal CGDP Receipts**

Invoice Reporting Period: 201504<sup>1</sup>

P Number: ALL Parent Org. ID: H0\_0 Contract Number: H0\_0 1 - 48 out of 48

P Number	Invoiced Amount	Payment Date	Status	EFTID
P1__7	\$60.58		Pending	CG15021__7H0__0
P1__7	\$0.50		Deferred	CG15021__7H0__0
P1__1	\$1,611.34		Pending	CG15021__1H0__0
P1__2	\$1,531.90		Outstanding	CG15021__2H0__0
P1__5	\$3,185.00		Outstanding	CG15021__5H0__0
P1__7	\$386.78		Outstanding	CG15021__7H0__0
P1__4	\$47.94		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

<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.

**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

12. Instructions for the **Payments**, **Completed**, and **Receipts** tabs and their contents and functionality for processing Quarterly and BY Closeout invoices can be located in the [CGDP Sponsor Portal Payments Users Guide](#) located under [References](#) on the [TPAdministrator.com](#) website.
13. 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, the Manufacturer 1099 Information report, and the Ad Hoc functionality to view requested reports not available on the Portal.

**Report Type**

Invoice  Data  Tracking  Batch  Manufacturer 1099 Information  Ad Hoc

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

**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 Period	Date Loaded	Download File	Last Download Date
BY Closeout	H0_0	2016	07/06/2016	<input type="radio"/>	
Quarterly	H0_0	201502	07/05/2016	<input type="radio"/>	

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

14. Instructions for the **Reports** tab and their contents and functionality can be located in the [CGDP Sponsor Portal Reports Users Guide](#) located under [References](#) on the [TPAdministrator.com](#) website.

15. The **Disputes** tab, displayed as the **Dispute Dashboard**, allows a user to review dispute submission return and resolution files in the Portal.

Current Cutoff Calendar (Quarter 201504)  
 Invoice Paid By: 03/10/2016 Dispute Submission: 04/01/2016  
 Invoice Distribution: 01/31/2016 Dispute Distribution: 06/08/2016

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__9	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

16. Instructions for the **Disputes** tab and their contents and functionality can be located in the [CGDP Sponsor Portal Disputes Users Guide](#) located under [References](#) on the [TPAdministrator.com](#) website.

17. 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:

**Error Messages**

- An active session already exists for the credentials provided.

**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.

## 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**

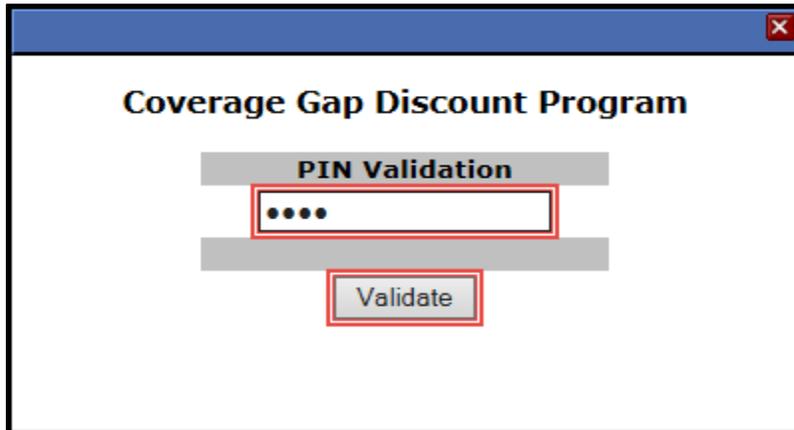
This example of the **Payments** tab displays the view an associate with the **Payment Initiator** role will view.

Five functions are available with the **Payment Initiator** role.

1. Initiate All check box provides a 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 users working with large volumes of payments for a reporting period.
3. Update All check box and field allows a user to set a future date for only invoices displayed on the active page.
4. Submit button provides a user one (1)-click functionality to process selected invoice line items for payment.
5. Stop Payment(s) button provides a 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 *Account Maintenance: Update PIN* instruction.



The screenshot shows a web browser window titled "Coverage Gap Discount Program". Inside the window, there is a section titled "PIN Validation". Below this title is a text input field containing four dots, representing a masked PIN. Below the input field is a button labeled "Validate". Both the input field and the button are highlighted with red rectangular boxes.

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.

The screenshot shows the 'Sponsor Portal CGDP Payments' interface. At the top, there are navigation tabs: Home, **Payments**, Completed, Receipts, Reports, and Disputes. The main content area is titled 'Sponsor Portal CGDP Payments'. It includes a header with 'Invoice Reporting Period: 201504' and 'Payments due: 03/10/2016'. Below this is a search filter bar with fields for 'P Number' (set to ALL), 'Parent Org. ID' (H0\_0), and 'Contract Number' (H0\_0). The central part of the page is a table with the following columns: P Number, Invoiced Amount, Previous Deferred Amount, Payment/Failed Date, Initiate Payment, Defer, Failed, and EFT ID. The table contains two rows of data. To the right of the main table is a 'Payment Information' summary table. At the bottom, there is a 'Pending Transactions' table with one row of data. Five red boxes with numbers 1 through 5 highlight specific UI elements: 1. A search filter box above the main table; 2. A large empty box on the right side; 3. A search filter box below the main table; 4. A search filter box below the pending transactions table; 5. A search filter box at the bottom right.

These five (5) functions are **not** available with the **Administrator** role.

1. Initiate All
2. **Payment Initiation Upload region**
3. Update All
4. Submit button
5. Stop Payment(s) button

Associates assigned the **Administrator** role have the ability to 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 located 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

**Pending Transactions**

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

Detailed instructions for the **Payments** tab and its contents and functionality can be located in the [CGDP Sponsor Portal Payments Users Guide](#) located under [References](#) on the [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.

**Payment Information**

Total Invoiced	\$9.86
Total Failed	\$0.00
Total Current Deferred	\$0.00
Total Previously Deferred	\$0.00
Total Pending	\$0.00
Total Successful	\$0.00
Total Available	\$9.86

**Pending Transactions**

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

## Completed Tab – Quarterly Invoices

Sponsors are able to 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 are able to 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.

**Sponsor Portal** **CGDP Completed Payments**

1 Home Payments **Completed** Receipts Reports Disputes

2 Invoice Reporting Period: 201502<sup>1</sup>

3 P Number: ALL Parent Org. ID: E0...4 Contract Number: E0...4 1 - 5 out of 5

P Number	Invoiced Amount	Payment Date	Status	EFTID
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

<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.

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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 are able to 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 displays the 'Completed' tab in the CGDP Sponsor Portal. At the top, there are logos for Palmetto GBA and CMS, along with navigation links and a user login status. The main navigation bar includes 'Home', 'Payments', 'Completed', 'Receipts', 'Reports', and 'Disputes'. The 'Completed' tab is active, showing 'Sponsor Portal' and 'CGDP Completed Payments'. A filter bar allows selection of 'P Number' (set to 'ALL'), 'Parent Org. ID' (S5\_\_0), and 'Contract Number' (S5\_\_0), with a 'Reimbursement Report Year' of 2016. Below this is a table of payment information with columns for P Number, Invoiced Amount, Payment Date, Status, and EFTID. To the right, a 'Payment Information for S5\_\_0' summary box shows totals for Invoiced, Received, Deferred, Pending, Failed, and Outstanding amounts. A 'Possible Statuses' box explains the meanings of Deferred, Pending, and Successful statuses. A footnote at the bottom left provides instructions on how to view completed payments for a different reporting period.

P Number	Invoiced Amount	Payment Date	Status	EFTID
P1__8	\$13.38	08/22/2016	Successful	UD20161__8S5__0
P1__9	\$644.50	08/22/2016	Successful	UD20161__9S5__0
P1__7	\$15.34	08/22/2016	Successful	UD20161__7S5__0
P1__5	\$12.50	08/22/2016	Pending	UD20161__5S5__0

Payment Information for S5__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

<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.

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 can be located 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.

**1** Home Payments Completed **Receipts** Reports Disputes

**Sponsor Portal CGDP Receipts**

**2** Invoice Reporting Period: **201502**<sup>1</sup>

**3** P Number:  Parent Org. ID: H0\_0 Contract Number:  1 - 48 out of 48

**4** **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

**5**

P Number	Invoiced Amount	Payment Date	Status	EFTID
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	\$2,088.99		Outstanding	CG15021_4H7_7

**6**

**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 can be located 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 Benefit Year (BY) Closeout Invoice Reports

Sponsors are able to 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.

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 Contract Number Reporting Period Invoice Type 1 - 2 out of 2  
 H0\_0 ALL ALL ALL

5

Invoice Type	Contract Number	Reporting Period	Date Loaded	Download File	Last Download Date
BY Closeout	H0_0	2016	07/06/2016	<input type="radio"/>	
Quarterly	H0_0	201502	07/05/2016	<input type="radio"/>	

### Quarterly Invoice Reports

Sponsors are able to 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.

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 Contract Number Reporting Period Invoice Type 1 - 2 out of 2  
 H0\_0 ALL ALL **Quarterly**

5

Invoice Type	Contract Number	Reporting Period	Date Loaded	Download File	Last Download Date
Quarterly	H0_0	201502	07/05/2016	<input type="radio"/>	

**Benefit Year (BY) Closeout Invoice Reports**

Sponsors are able to 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.

The screenshot shows the 'Sponsor Portal' interface for 'CGDP Reports'. At the top, there are logos for 'PALMETTO GBA, A CELERIAN GROUP COMPANY' and 'CMS CENTERS FOR MEDICARE & MEDICAID SERVICES'. Navigation links include 'Contact Us', 'My Profile', 'Logout', 'Help', and 'Reporting'. The user is logged in as 'H0\_0' in a 'Test Environment'. 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' (selected), 'Data', 'Tracking', 'Batch', 'Manufacturer 1099 Information', and 'Ad Hoc'. A 'Current Cutoff Calendar' box shows dates for Reporting Period (2016), Invoice Paid By (08/23/2016), Invoice Distribution (07/15/2016), Dispute Submission, and Dispute Distribution. A search form includes fields for 'Parent Org. ID' (H0\_0), 'Contract Number' (ALL), 'Reporting Period' (ALL), and 'Invoice Type' (BY Closeout, highlighted with a red box). A table at the bottom displays one record with columns: Invoice Type, Contract Number, Reporting Period, Date Loaded, Download File, and Last Download Date.

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 Contract Number Reporting Period Invoice Type 1 - 3 out of 3  
 H2\_\_2 ALL ALL ALL

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	<input type="radio"/>		<input type="radio"/>	
Quarterly	H2__2	201504	12/31/2015	<input type="radio"/>		<input type="radio"/>	
Quarterly	S3__0	201504	12/31/2015	<input type="radio"/>		<input type="radio"/>	
Quarterly	S3__0	201504	12/31/2015	<input type="radio"/>		<input type="radio"/>	

## Quarterly Data Reports

Sponsors are able to 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.

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 Contract Number Reporting Period Invoice Type 1 - 3 out of 3  
 H2\_\_2 ALL ALL **Quarterly**

5

Invoice Type	Contract Number	Reporting Period	Date Loaded	Download File	Last Report Downloaded Date	Download Spreadsheet	Last Spreadsheet Downloaded Date
Quarterly	H2__2	201504	12/31/2015	<input type="radio"/>		<input type="radio"/>	
Quarterly	H2__2	201504	12/31/2015	<input type="radio"/>		<input type="radio"/>	
Quarterly	S3__0	201504	12/31/2015	<input type="radio"/>		<input type="radio"/>	

**Benefit Year (BY) Closeout Data Reports**

Sponsors are able to 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.

**Report Type**

Invoice 
  Data 
  Tracking 
  Batch 
  Manufacturer 1099 Information 
  Ad Hoc

Parent Org. ID: H4\_\_5 | 
 Contract Number: ALL | 
 Reporting Period: ALL | 
 Invoice Type: BY Closeout | 
 1 - 1 out of 1

**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 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.

The screenshot shows the 'Reports' section of the 'Sponsor Portal'. The 'Reports' tab is highlighted in the navigation menu. The 'Report Type' section has 'Tracking' selected. The search filter shows 'Parent Org. ID' as 'H0\_0', 'Contract Number' as 'ALL', and 'Reporting Period' as 'ALL'. The 'Current Cutoff Calendar' shows the reporting period as 2016, with invoice paid by 08/23/2016 and invoice distribution on 07/15/2016. The table below lists four quarterly reports with their respective contract numbers, reporting IDs, and dates.

Invoice Type	Contract Number	Reporting ID	Date Loaded	Download File	Last Downloaded Date
Quarterly	SS__2	201214	10/21/2015	<input type="radio"/>	07/07/2016 @ 1:27 PM
Quarterly	SS__8	201214	10/21/2015	<input type="radio"/>	
Quarterly	SS__2	201117	10/21/2015	<input type="radio"/>	
Quarterly	SS__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.

**Report Type**

Invoice  Data  Tracking  Batch  Manufacturer 1099 Information  Ad Hoc

**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
H0__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 are able to 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 is able to 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.

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.

The screenshot displays the CGDP Sponsor Portal interface. At the top, there are logos for Palmetto GBA and CMS, along with navigation links and a user login status. A navigation bar contains tabs for Home, Payments, Completed, Receipts, Reports (highlighted with a red box), and Disputes. Below the navigation bar, the page title is "Sponsor Portal CGDP Reports". A "Report Type" section includes radio buttons for Invoice, Data, Tracking, Batch, Manufacturer 1099 Information (selected), and Ad Hoc. A search section contains fields for Parent Org. ID (H4...3), Contract Number, Reporting Period (dropdown menu set to ALL), and Invoice Type (dropdown menu set to ALL). A "Choose Format" section has radio buttons for Download Text File and Download Spreadsheet. On the right side, a "Current Cutoff Calendar" box displays the following information:

Current Cutoff Calendar	
Reporting Period	2016
Invoice Paid By	08/23/2016
Invoice Distribution	07/01/2016
Dispute Submission	
Dispute Distribution	

## 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 on 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.

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 2017  
Invoice Paid By 08/26/2017  
Invoice Distribution 07/19/2017  
Dispute Submission  
Dispute Distribution

4 Parent Org. ID Contract Number 1 - 1 out of 1  
S1\_0 ALL

5

Contract Number	Reporting Period	Report Type	Date Loaded	Download File	Last Downloaded Date
H0_4	201501	Invoice	07/25/2017		

Sponsors are able to 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 can be located in the [CGDP Sponsor Portal Reports Users Guide](#) located under [References](#) on the [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.

**Current Cutoff Calendar (Quarter 201504)**

Invoice Paid By: 03/10/2016      Dispute Submission: 04/01/2016  
 Invoice Distribution: 01/31/2016      Dispute Distribution: 06/08/2016

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__9	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 are able to utilize the Portal to review resolution reports of Manufacturer-disputed invoice line items.

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

## Summary

This Sponsor Users Guide introduced the CGDP Portal, how to access it, and 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 [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>Term</b>	<b>Definition</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.

<b>Term</b>	<b>Definition</b>
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. <i>From Medicare Coverage Gap Discount Program Agreement, item I.j.</i>
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.

<b>Term</b>	<b>Definition</b>
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. <i>From Pub. 100-18: Medicare Prescription Drug Benefit Manual, section 20.</i>
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 <b>Payment Initiation</b> or <b>Pending Transaction</b> regions of the <b>Payments</b> tab.

<b><u>Term</u></b>	<b><u>Definition</u></b>
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.