

# Open Payments Reporting Entity Review and Dispute PRA

The screenshots below illustrate the differences in the Reporting Entity Review and Dispute screens between Open Payments System (OPS) 1.0 and OPS 2.0.

## Review and Dispute for Applicable Manufacturers and Applicable GPOs

### Review, Dispute, and Correction Overview

When an applicable manufacturer or applicable GPO has submitted records regarding payments, other transfers of value, or physician ownership or investment interests to the Open Payments system, the covered recipients identified in records have an opportunity to review those records. The covered recipient may affirm the information is correct, or if they find discrepancies with the submitted data, they can initiate a dispute within the Open Payments system. Applicable Manufacturers and Applicable GPOs can then work with the disputing party to resolve the dispute.

Figure 1: Open Payments System Review and Dispute Page (OPS 1.0)

# Open Payments (Sunshine Act)

Applicable Manufacturer or Group Purchasing Organization [Switch User Type](#)

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- Review and Dispute**
- Manage Entities
- My Profile
- Messages
- Resources

## Review and Dispute Overview

A field with an asterisk (\*) is required.

### Applicable Manufacturer or Applicable GPO Records

Select a reporting entity and program year from the drop-down list below, then select "Show Disputes". This will display records relating to payments or other transfers of value, or ownership or investment interests for the selected reporting entity and program year that are disputed.

The review and dispute process begins with an initial 45-day period for physicians, teaching hospitals, non-physician practitioners, and principal investigators to review and dispute their data, followed by a 15-day correction period for reporting entities to resolve disputes and make necessary corrections to the data prior to publication.

Physicians, teaching hospitals, non-physician practitioners, and principal investigators may initiate disputes with reporting entities from the start of the review and dispute period until the end of that calendar year.

If any disputes are initiated for the first time after the 45-day review and dispute period and not resolved within the 15-day correction period, the record will be published as not disputed in the initial annual data publication for that year.

If any dispute results in a change to the covered recipient or principal investigator information, the original record must be deleted and a new record submitted with the updated covered recipient information.

Only records for which attestation was completed by the submission deadline of that calendar year will be eligible for the review and dispute process for that calendar year.

For a complete list of review and dispute rules, refer to the [Open Payments User Guide \[PDF\]](#).

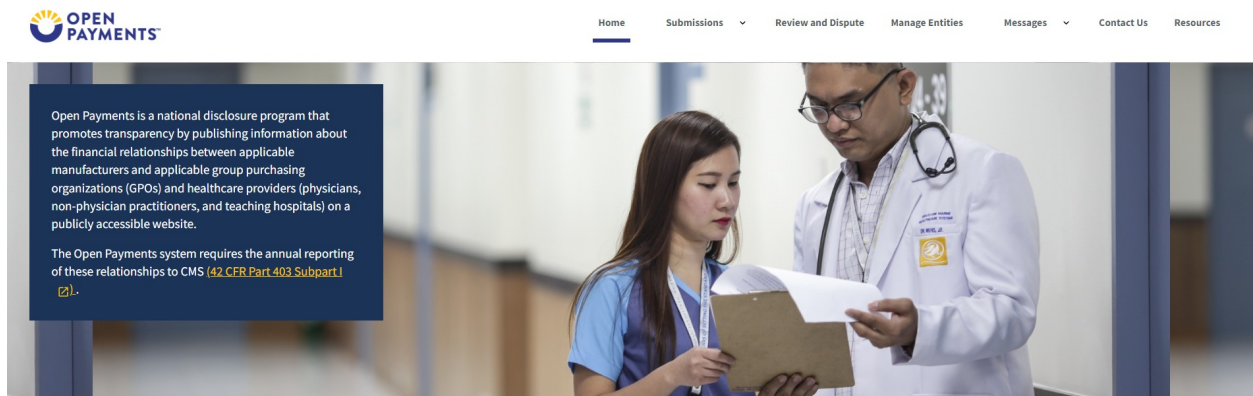
\*Show Disputes for:

\*Program Year:

[Show Disputes](#)

- [Access the Open Payments User Guide \[PDF\]](#)
- [Need help with the website? Contact Us by email](#)
- [Review the Open Payments Privacy Policy \[PDF\]](#)

Figure 2: Open Payments System Review and Dispute Page (OPS 2.0)



### Welcome to the Open Payments System

#### Announcements

As a Reporting Entity user, you can manage your user profile and perform user role functions associated with your profile.

## Exporting Disputed Data

The Open Payments system allows users to download disputed data into a separate CSV file. Records are exported into a pipe (“|”) delimited CSV file by selecting the link labeled “Download Disputes” from your entity’s “Review and Dispute” page. The file will be compressed into a ZIP file and will contain all data fields displayed in the table and other data elements related to the dispute.

Figure 3: Open Payments System Download Disputes Zip File Hyperlink Page (OPS 1.0)

## Open Payments (Sunshine Act)

Applicable Manufacturer or Group Purchasing Organization [Switch User Type](#)

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### Review and Dispute - ABCDE Medical - 2021

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The table below contains the record(s) submitted by this reporting entity that have been disputed by physicians, teaching hospitals, non-physician practitioners, and physician/ non-physician practitioner principal investigators.

Submitters for the reporting entity can take actions on the dispute(s) and edit the record under dispute. Once a disputed record is edited and reattested, the associated dispute(s) on the record will move into Resolved status.

**Please note: To view the entire table, use the horizontal scroll bar below the table.**

Use the filtering tools below to customize your view of the disputed records.

**You may export your search results** by selecting the "Download Zip File" link. The downloadable file will be a CSV file compressed into a ZIP file. The file will contain all data fields displayed in the table below and other data elements related to the record. A download file can include up to 20,000 records. To download more than 20,000 records, adjust the filter criteria to create smaller subsets of records and download them in multiple files.

**To view all fields for an individual record**, select the "View" link under the Action column or the "Record ID" link in the Record ID column in the table below.

**To perform any of the following actions, select the check box next to the Action column:**

- **To acknowledge a dispute**, select the check box for the corresponding record and then select the "Acknowledge Dispute" button. This confirms that you have received the dispute. To acknowledge all the disputes use the "Select All" check box. When a dispute is acknowledged, an email notification will be sent to the covered recipient who initiated the dispute.
- **To resolve a dispute**, select the "Edit" link in the Action column of that record. An email notification will be sent to the covered recipient when a record is being edited by the entity or when the record is deleted to resolve the dispute.
- **To declare that the dispute has been resolved in accordance with the Final Rule without changing the data**, select the check box next to the record and then select the "Resolved No Change" button.

To return to the previous page, select the "Back" button.

For more information about the review and dispute process, including step-by-step instructions, refer to the [Open Payments User Guide \[PDF\]](#).

#### Applicable Manufacturer or Applicable GPO's Disputed Records

**Dispute ID:**  
Maximum 38 digits

**Record ID:**  
Maximum 38 digits

**Home System Payment ID:**

**File ID:**  
Maximum 38 digits

**Covered Recipient First Name**

**Covered Recipient Last Name**

**Teaching Hospital Name:**

**Review and Dispute Status:**

 Initiated  
 Acknowledged  
 Resolved No Change  
 Withdrawn  
 Resolved

**Marked for Deletion:**

 Yes  
 No

**Payment Category:**

 General Payments  
 Research Payments  
 Ownership or Investment Interest

**Recipient Type:**

 Physician  
 Teaching Hospital  
 Non-Physician Practitioner

Download Disputes Zip File
Search
Clear All

#### Showing Results for:

[All]

Acknowledge Dispute
Resolved No Change
Delete Selected
Cancel Deletion

| Showing 10 of 1 Entries Page 1 of 1 Page 1 |  |           |                        |            |              |  |                   |                           |                        |                      |  |                     |
|--|--|-----------|------------------------|------------|--------------|--|-------------------|---------------------------|------------------------|----------------------|--|---------------------|
| Select All                                 | Action                                       | Record ID | Home System Payment ID | Dispute ID | Recipient    | Total Payment Amount or Dollar Amount Invested | Value Of Interest | Review and Dispute Status | Date Dispute Initiated | History of Disputes  | Delay in Publication of Research Payment Indicator | Marked for Deletion |
| <input type="checkbox"/>                   | <a href="#">View</a><br><a href="#">Edit</a> | 79200396  |                        | 5365       | Brandon Ross | \$76,767.22                                    |                   | Initiated                 | 2021-07-07             | <a href="#">View</a> | No   | No                  |

Showing 10 of 1 Entries Page 1 of 1 Page 1

Figure 4: Open Payments System Download Disputes Zip File Hyperlink Page (OPS 2.0)

### Review & Dispute Overview - Applicable Manufacturer or Applicable GPO Records

**Important Information**

A field with an asterisk (\*) is required.

The review and dispute process begins with an initial 45-day period for physicians, teaching hospitals, non-physician practitioners, and principal investigators to review and dispute their data, followed by a 15-day correction period for reporting entities to resolve disputes and make necessary corrections to the data prior to publication. Physicians, teaching hospitals, non-physician practitioners, and principal investigators may initiate disputes with reporting entities from the start of the review and dispute period until the end of that calendar year. If any disputes are initiated for the first time after the 45-day review and dispute period and not resolved within the 15-day correction period, the record will be published as "not disputed" in the initial annual data publication for that year. If any dispute results in a change to the covered recipient or principal investigator information, the original record must be deleted and the new record submitted with the updated covered recipient information. Only records for which attestation was completed by the submission deadline of that calendar year will be eligible for the review and dispute process for that calendar year. For a complete list of review and dispute rules, refer to the [Open Payments User Guide \[PDF\]](#).

Show Disputes for: \*  Program Year: \*

**Review & Dispute Guidelines - Star Wars LLC - 2023**

**Disputed Record Search Criteria**

|   |  |  |                                      |
|---|--|--|--------------------------------------|
| <input type="text" value="Dispute ID"/>   | <input type="text" value="Record ID"/>   | <input type="text" value="Home System Payment ID"/>  | <input type="text" value="File ID"/> |
| <input type="text" value="Covered Recipient First Name"/>   | <input type="text" value="Covered Recipient Last Name"/>   | <input type="text" value="-- Select --"/>  |                                      |
| <input type="text" value="-- Select --"/>   | <input type="text" value="Reason For Deletion"/>   |  |                                      |
| <input type="checkbox"/> Physician<br><input type="checkbox"/> Non-Physician Practitioner<br><input type="checkbox"/> Teaching Hospital | <input type="checkbox"/> General Payments<br><input type="checkbox"/> Research Payments<br><input type="checkbox"/> Ownership or Investment Interest | <input type="checkbox"/> Marked for Deletion?<br><input type="checkbox"/> Yes<br><input type="checkbox"/> No |                                      |

[Download Disputes Zip File](#)

## Acknowledging a Dispute

**Step 1:** Log in to the Open Payments system and select the “Review and Dispute” tab on the tool bar.

**Figure 5: Open Payments System -> Review and Dispute Tab Page (OPS 1.0)**

# Open Payments (Sunshine Act)

Applicable Manufacturer or Group Purchasing Organization [Switch User Type](#)

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## Welcome to the Open Payments System

### Announcements

**Program Year 2023 Data Publication -**

The complete data set for Program Year 2023 has been published. Data sets from Program Years 2017-2022 have been refreshed and republished. You can view the data at <https://openpaymentsdata.cms.gov>.

Archived Program Years: Data publication occurs for five years from the time the program year data is first published. After a program reaches its fifth full year of data publication it is closed and archived. Program Years 2013 through 2016 are no longer eligible for submissions and are archived.

Program Year 2017 is no longer eligible for submissions and will be archived with the June 2025 Publication. More information about the archiving process as well as the archived data is available on the [Open Payments Archived Datasets](#) page.

For assistance with navigating the publication, refer to the "Methodology Overview and Data Dictionary," available on the Open Payments website at <https://www.cms.gov/openpayments/downloads/openpaymentsdatadictionary.pdf>.

Reporting entities may continue to resolve disputes within the Open Payments system through the end of the 2024 calendar year. CMS will publish a refresh of the data in January 2025.

- Access** the Open Payments User Guide [PDF]
- Need help with the website? **Contact Us** by email
- Review** the Open Payments Privacy Policy [PDF]


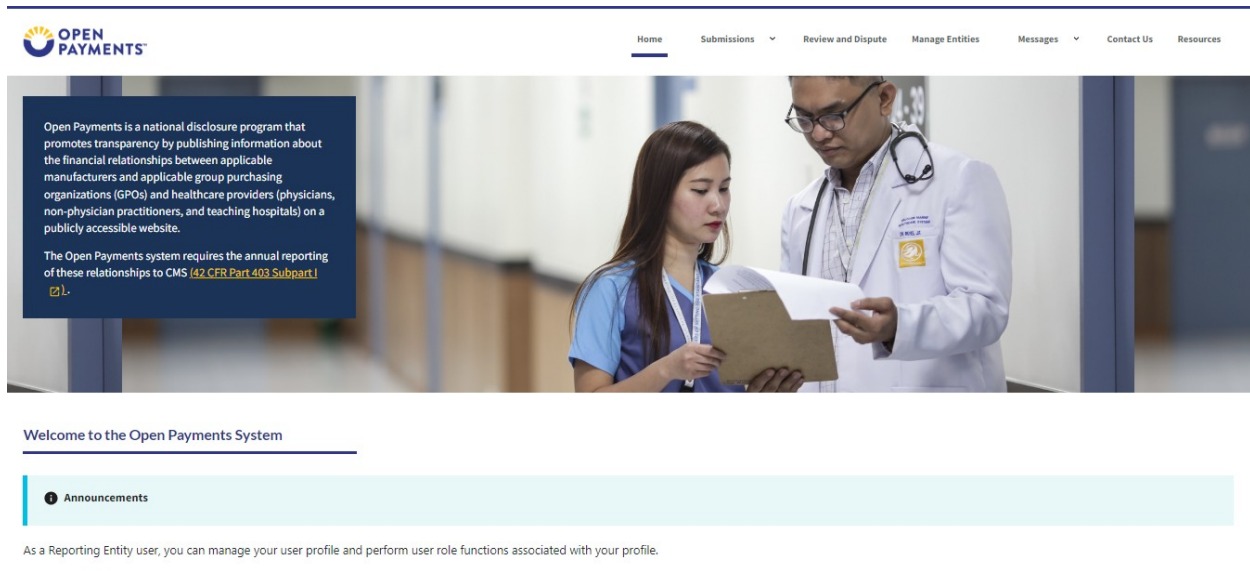


Figure 6: Open Payments System -> Review and Dispute Tab Page (OPS 2.0)



**Step 2:** Select the reporting entity and the program year from the drop-down menus. When finished, select the “Show Disputes” button. This will show users a list of all disputes for the selected entity in that program year.

Figure 7: Open Payments System Review & Dispute Overview Page -> Show Disputes Button Page (OPS 1.0)

**Review and Dispute Overview**

A field with an asterisk (\*) is required.

**Applicable Manufacturer or Applicable GPO Records**

Select a reporting entity and program year from the drop-down list below, then select "Show Disputes". This will display records relating to payments or other transfers of value, or ownership or investment interests for the selected reporting entity and program year that are disputed.

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Physicians, teaching hospitals, non-physician practitioners, and principal investigators may initiate disputes with reporting entities from the start of the review and dispute period until the end of that calendar year.

If any disputes are initiated for the first time after the 45-day review and dispute period and not resolved within the 15-day correction period, the record will be published as not disputed in the initial annual data publication for that year.

If any dispute results in a change to the covered recipient or principal investigator information, the original record must be deleted and a new record submitted with the updated covered recipient information.

Only records for which attestation was completed by the submission deadline of that calendar year will be eligible for the review and dispute process for that calendar year.

For a complete list of review and dispute rules, refer to the [Open Payments User Guide \[PDF\]](#).

**\* Show Disputes for:**  
Meds 2 U

**\*Program Year:**  
2023

Show Disputes

- Access the Open Payments User Guide [PDF]
- Need help with the website? Contact Us by email
- Review the Open Payments Privacy Policy [PDF]



**Figure 8: Open Payments System Review & Dispute Overview Page -> Show Disputes Button Page (OPS 2.0)**

**OPEN PAYMENTS**

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## Review & Dispute

### Review & Dispute Overview - Applicable Manufacturer or Applicable GPO Records

**Important Information**

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The review and dispute process begins with an initial 45-day period for physicians, teaching hospitals, non-physician practitioners, and principal investigators to review and dispute their data, followed by a 15-day correction period for reporting entities to resolve disputes and make necessary corrections to the data prior to publication. Physicians, teaching hospitals, non-physician practitioners, and principal investigators may initiate disputes with reporting entities from the start of the review and dispute period until the end of that calendar year. If any disputes are initiated for the first time after the 45-day review and dispute period and not resolved within the 15-day correction period, the record will be published as "not disputed" in the initial annual data publication for that year. If any dispute results in a change to the covered recipient or principal investigator information, the original record must be deleted and the new record submitted with the updated covered recipient information. Only records for which attestation was completed by the submission deadline of that calendar year will be eligible for the review and dispute process for that calendar year. For a complete list of review and dispute rules, refer to the [Open Payments User Guide \(PDF\)](#).

Show Disputes for: \*

Program Year: \*

Show Disputes

**Step 3:** On the “Review and Dispute” page, find the disputed record(s) to acknowledge. Users may filter the records using the search criteria options to help locate the correct record(s), such as filtering for records with a Review and Dispute status of “Initiated.”

Figure 9: Open Payments System Review & Dispute Overview Page -> Page -> Disputed Record Search Criteria Page (OPS 1.0)

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My Profile
Messages
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## Review and Dispute - Meds 2 U - 2023

Back

The table below contains the record(s) submitted by this reporting entity that have been disputed by physicians, teaching hospitals, non-physician practitioners, and physician/ non-physician practitioner principal investigators.

Submitters for the reporting entity can take actions on the dispute(s) and edit the record under dispute. Once a disputed record is edited and reattested, the associated dispute(s) on the record will move into Resolved status.

**Please note: To view the entire table, use the horizontal scroll bar below the table.**

Use the filtering tools below to customize your view of the disputed records.

**You may export your search results** by selecting the "Download Zip File" link. The downloadable file will be a CSV file compressed into a ZIP file. The file will contain all data fields displayed in the table below and other data elements related to the record. A download file can include up to 20,000 records. To download more than 20,000 records, adjust the filter criteria to create smaller subsets of records and download them in multiple files.

**To view all fields for an individual record,** select the "View" link under the Action column or the "Record ID" link in the Record ID column in the table below.

**To perform any of the following actions, select the check box next to the Action column:**

- To acknowledge a dispute,** select the check box for the corresponding record and then select the "Acknowledge Dispute" button. This confirms that you have received the dispute. To acknowledge all the disputes use the "Select All" check box. When a dispute is acknowledged, an email notification will be sent to the covered recipient who initiated the dispute.
- To resolve a dispute,** select the "Edit" link in the Action column of that record. An email notification will be sent to the covered recipient when a record is being edited by the entity or when the record is deleted to resolve the dispute.
- To declare that the dispute has been resolved in accordance with the Final Rule without changing the data,** select the check box next to the record and then select the "Resolved No Change" button.

To return to the previous page, select the "Back" button.

For more information about the review and dispute process, including step-by-step instructions, refer to the [Open Payments User Guide \[PDF\]](#).

### Applicable Manufacturer or Applicable GPO's Disputed Records

Dispute ID:  
Maximum 38 digits

Record ID:  
Maximum 38 digits

Home System Payment ID:

File ID:  
Maximum 38 digits

Covered Recipient First Name:

Covered Recipient Last Name:

Teaching Hospital Name:  
Please Select ▼

**Review and Dispute Status:** ?  
 Initiated  
 Acknowledged  
 Resolved No Change  
 Withdrawn  
 Resolved

**Marked for Deletion:**  
 Yes  
 No

**Payment Category:**  
 General Payments  
 Research Payments  
 Ownership or Investment Interest

**Recipient Type:**  
 Physician  
 Teaching Hospital  
 Non-Physician Practitioner

**Reason For Deletion:**  

Correction to Covered Recipient Information (But to Same Covered Recipient)  
 Different Covered Recipient  
 Record Should Have Been Reported by a Different Applicable Manufacturer or Applicable GPO  
 Payment Had Not Been Furnished to the Covered Recipient  
 Disputed by Covered Recipient  
 Correction at CMS's Request  
 Duplicate Record(s)  
 Incorrect Record Classification  
 Other

[Download Disputes Zip File](#)
Search
Clear All

**Showing Results for:**

[All]

Acknowledge Dispute
Resolved No Change
Delete Selected
Cancel Deletion

| Select                   | Action                                       | Record ID | Home System Payment ID | Dispute ID | Recipient       | Total Payment Amount or Dollar Amount Invested | Value Of Interest | Review and Dispute Status | Date Dispute Initiated | History of Disputes  | Delay in Publication of Research Payment Indicator | Marked for Deletion: | Reason For Deletion: |
|--------------------------|--|-----------|------------------------|------------|-----------------|--|-------------------|---------------------------|------------------------|----------------------|--|----------------------|----------------------|
| <input type="checkbox"/> | <a href="#">View</a><br><a href="#">Edit</a> | 965999969 | HSPID1                 | 151932     | Giancarlo Perez | \$1,000.00                                     |                   | Initiated                 | 2024-06-29             | <a href="#">View</a> | N/A  | No                   |                      |
| <input type="checkbox"/> | <a href="#">View</a><br><a href="#">Edit</a> | 965999973 | HSPID3                 | 151931     | Giancarlo Perez | \$1,000.00                                     |                   | Resolved No Change        | 2024-06-29             | <a href="#">View</a> | N/A  | No                   |                      |

**Figure 10: Open Payments System Review & Dispute Overview Page -> Page -> Disputed Record Search Criteria Page (OPS 2.0)**

Review & Dispute Overview - Applicable Manufacturer or Applicable GPO Records

-
**Important Information**

A field with an asterisk (\*) is required.

The review and dispute process begins with an initial 45-day period for physicians, teaching hospitals, non-physician practitioners, and principal investigators to review and dispute their data, followed by a 15-day correction period for reporting entities to resolve disputes and make necessary corrections to the data prior to publication. Physicians, teaching hospitals, non-physician practitioners, and principal investigators may initiate disputes with reporting entities from the start of the review and dispute period until the end of that calendar year. If any disputes are initiated for the first time after the 45-day review and dispute period and not resolved within the 15-day correction period, the record will be published as "not disputed" in the initial annual data publication for that year. If any dispute results in a change to the covered recipient or principal investigator information, the original record must be deleted and the new record submitted with the updated covered recipient information. Only records for which attestation was completed by the submission deadline of that calendar year will be eligible for the review and dispute process for that calendar year. For a complete list of review and dispute rules, refer to the [Open Payments User Guide \[PDF\]](#).

Show Disputes for: \*


Program Year: \*

Show Disputes

+
**Review & Dispute Guidelines - Star Wars LLC - 2023**

-
**Disputed Record Search Criteria**

Dispute ID 

Record ID 

Home System Payment ID 

File ID

Covered Recipient First Name 

Covered Recipient Last Name 

Teaching Hospital Name

Dispute Status


Reason For Deletion

Covered Recipient Type
 Physician
  Non-Physician Practitioner
  Teaching Hospital

Payment Category
 General Payments
  Research Payments
  Ownership or investment interest

Marked for Deletion?
 Yes
  No

Clear All
Search

[Download Disputes Zip File](#)

**Step 4:** Select the disputed record(s) to acknowledge, and then select "Acknowledge Dispute." Note: Record(s) must be in "Initiated" status to acknowledge dispute(s).

**Figure 11: Open Payments System Review & Dispute Page -> Acknowledge Dispute Button (OPS 1.0)**

Showing Results for:

[All]

Acknowledge Dispute
Resolved No Change
Delete Selected
Cancel Deletion

| Select All               | Action                                       | Record ID | Home System Payment ID | Dispute ID | Recipient       | Total Payment Amount or Dollar Amount Invested | Value Of Interest | Review and Dispute Status | Date Dispute Initiated | History of Disputes  | Delay in Publication of Research Payment Indicator | Marked for Deletion: | Reason For Deletion: |
|--------------------------|--|-----------|------------------------|------------|-----------------|--|-------------------|---------------------------|------------------------|----------------------|--|----------------------|----------------------|
| <input type="checkbox"/> | <a href="#">View</a><br><a href="#">Edit</a> | 965999969 | HSPID1                 | 151932     | Giancarlo Perez | \$1,000.00                                     |                   | Initiated                 | 2024-06-29             | <a href="#">View</a> | N/A  | No                   |                      |
| <input type="checkbox"/> | <a href="#">View</a><br><a href="#">Edit</a> | 965999973 | HSPID3                 | 151931     | Giancarlo Perez | \$1,000.00                                     |                   | Resolved No Change        | 2024-06-29             | <a href="#">View</a> | N/A  | No                   |                      |

**Figure 12: Open Payments System Review & Dispute Page -> Acknowledge Dispute Button (OPS 2.0)**

OPS 2.0 PRA Screenshot

Disputed Record Search Criteria

Dispute ID

Record ID

Home System Payment ID

File ID

Covered Recipient First Name

Covered Recipient Last Name

Teaching Hospital Name

Dispute Status

Reason For Deletion

**Covered Recipient Type**  
 Physician  
 Non-Physician Practitioner  
 Teaching Hospital

**Payment Category**  
 General Payments  
 Research Payments  
 Ownership or Investment Interest

**Marked for Deletion?**  
 Yes  
 No

[Download Disputes Zip File](#)

Showing Results for

**Show Disputes for:** Pill Box  
**Program Year:** 2023

**i** Select one or multiple records below for Acknowledge Dispute, Resolved No Change, Delete Selected and Cancel Deletion actions. Select a single record for Edit Record action.

Review and Dispute actions are only applicable for records that are in open Program Years in the appropriate status. If any actions are needed for records in closed Program Years, please contact the Open Payments Help Desk Support at [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) or 1-855-326-8366 (TTY Line: 1-844-649-2766).

| ■                        | Record ID                  | Dispute ID | Recipient       | Payment Category | Program Year | Total Payment Amount/Dollar Amount Invested | Dispute Status | Date Dispute Initiated | Marked for Deletion | Reason for Deletion | Dispute History      |
|--------------------------|----------------------------|------------|-----------------|------------------|--------------|---|----------------|------------------------|---------------------|---------------------|----------------------|
| <input type="checkbox"/> | <a href="#">1051299786</a> | 157342     | Giancarlo Perez | General Payments | 2023         | \$1,000.00                                  | Initiated      | 07/01/2024             | No                  |                     | <a href="#">View</a> |

Showing  of 1 entries

< Previous
1
Next >

**Step 5:** Review the information displayed on the “Acknowledge Dispute” window. When finished, select the “Acknowledge” button.

Figure 13: Open Payments System Review & Dispute Page -> Acknowledge Button (OPS 1.0)

**Acknowledge Dispute**

**Meds 2 U - 2023**

[Back](#)

Select the "Acknowledge" button to acknowledge the disputed records initiated by the physician, non-physician practitioner, or teaching hospital. Once the dispute is acknowledged, the Review and Dispute status for the record will be displayed as "Acknowledged".

To return to the previous page, select "Cancel."

For more information about the review and dispute process, refer to the [Open Payments User Guide \[PDF\]](#).

**Acknowledge the following disputes:**

| Dispute ID | Record ID | Date of Payment | Amount (\$) | Covered Recipient | Review and Dispute Status | Record Status | Date Dispute Initiated |
|------------|-----------|-----------------|-------------|-------------------|---------------------------|---------------|------------------------|
| 151933     | 965999975 | 2023-02-10      | \$100.00    | Giancarlo Perez   | Initiated                 | Attested      | 2024-06-29             |

[Cancel](#) [Acknowledge](#)

Figure 14: Open Payments System Review & Dispute Page -> Acknowledge Button (OPS 2.0)

**Acknowledge Dispute** X

**Pill Box - 2023**

Select the "Acknowledge" button to acknowledge the dispute records initiated by the physician, non-physician practitioner, or teaching hospital. Once the dispute is acknowledged, the Review and Dispute status for the records will be displayed as "Acknowledged". If any of the selected Review and Dispute record statuses do not equal "Initiated", or are in closed Program Years, then those records have been omitted from the "Acknowledge the following disputes" table and acknowledgement process.

For more information about the review and dispute process, refer to the [Open Payments User Guide \[PDF\]](#).

**Acknowledge the following disputes:**

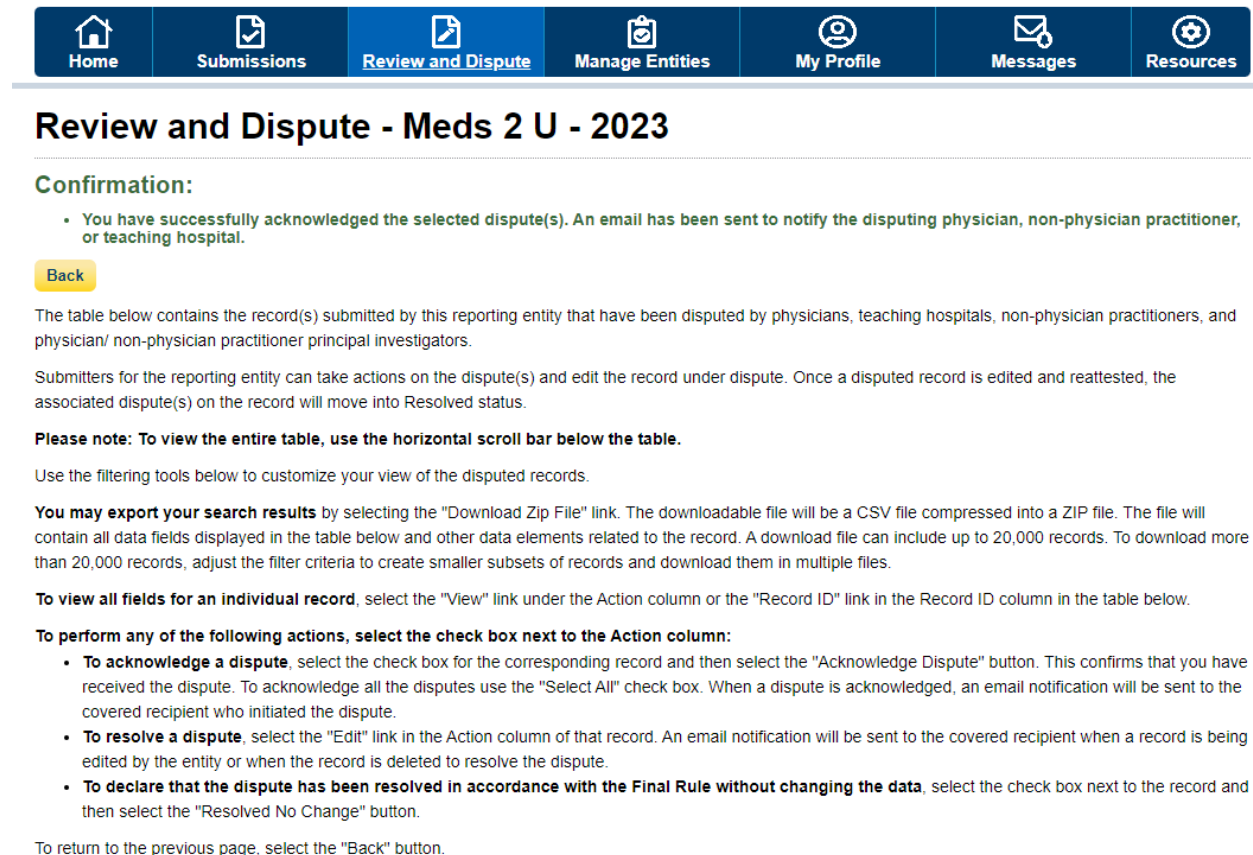
| Dispute ID | Record ID  | Date of Payment | Amount(\$) | Covered Recipient | Dispute Status | Date Dispute Initiated |
|------------|------------|-----------------|------------|-------------------|----------------|------------------------|
| 157342     | 1061299786 | 02/10/2023      | \$1,000.00 | Giancarlo Perez   | Initiated      | 07/01/2024             |

[Cancel](#) [Acknowledge](#)

**Step 6:** Review the notification message to confirm you successfully acknowledged the selected dispute(s) and then select the “Ok” button.

An email notification will also be sent to the covered recipient informing them that their dispute has been acknowledged.

**Figure 15: Open Payments System Review & Dispute Page -> Acknowledge Dispute Window -> Confirmation Message (OPS 1.0)**



The screenshot displays a web application interface with a dark blue navigation bar at the top containing icons and labels for Home, Submissions, Review and Dispute (highlighted), Manage Entities, My Profile, Messages, and Resources. Below the navigation bar, the page title is "Review and Dispute - Meds 2 U - 2023". The main content area features a "Confirmation:" section with a green bullet point stating: "You have successfully acknowledged the selected dispute(s). An email has been sent to notify the disputing physician, non-physician practitioner, or teaching hospital." A yellow "Back" button is positioned below the confirmation message. The text continues: "The table below contains the record(s) submitted by this reporting entity that have been disputed by physicians, teaching hospitals, non-physician practitioners, and physician/ non-physician practitioner principal investigators. Submitters for the reporting entity can take actions on the dispute(s) and edit the record under dispute. Once a disputed record is edited and retested, the associated dispute(s) on the record will move into Resolved status. Please note: To view the entire table, use the horizontal scroll bar below the table. Use the filtering tools below to customize your view of the disputed records. You may export your search results by selecting the "Download Zip File" link. The downloadable file will be a CSV file compressed into a ZIP file. The file will contain all data fields displayed in the table below and other data elements related to the record. A download file can include up to 20,000 records. To download more than 20,000 records, adjust the filter criteria to create smaller subsets of records and download them in multiple files. To view all fields for an individual record, select the "View" link under the Action column or the "Record ID" link in the Record ID column in the table below. To perform any of the following actions, select the check box next to the Action column: To acknowledge a dispute, select the check box for the corresponding record and then select the "Acknowledge Dispute" button. This confirms that you have received the dispute. To acknowledge all the disputes use the "Select All" check box. When a dispute is acknowledged, an email notification will be sent to the covered recipient who initiated the dispute. To resolve a dispute, select the "Edit" link in the Action column of that record. An email notification will be sent to the covered recipient when a record is being edited by the entity or when the record is deleted to resolve the dispute. To declare that the dispute has been resolved in accordance with the Final Rule without changing the data, select the check box next to the record and then select the "Resolved No Change" button. To return to the previous page, select the "Back" button.

**Figure 16: Open Payments System Review & Dispute Page -> Acknowledge Dispute Window -> Confirmation Message (OPS 2.0)**

### Acknowledge Dispute ×

Star Wars LLC - 2023

✔ You have successfully acknowledged the Dispute ID 157341. An email has been sent to notify the disputing physician, non-physician practitioner, or teaching hospital.

Select the "Acknowledge" button to acknowledge the dispute records initiated by the physician, non-physician practitioner, or teaching hospital. Once the dispute is acknowledged, the Review and Dispute status for the records will be displayed as "Acknowledged". If any of the selected Review and Dispute record statuses do not equal "Initiated", or are in closed Program Years, then those records have been omitted from the "Acknowledge the following disputes" table and acknowledgement process.

For more information about the review and dispute process, refer to the [Open Payments User Guide \[PDF\]](#).

Acknowledge the following disputes:

| Dispute ID | Record ID  | Date of Payment | Amount(\$)  | Covered Recipient | Dispute Status | Date Dispute Initiated |
|------------|------------|-----------------|-------------|-------------------|----------------|------------------------|
| 157341     | 1061299778 | 11/15/2023      | \$25,000.00 | BABY THAN         | Initiated      | 07/01/2024             |

### Resolved, No Change Disputes

**Step 1:** Log in to the Open Payments system and select the "Review and Dispute" tab on the tool bar.

**Step 2:** Select the reporting entity name and the program year from the drop-down menus. When finished, select "Show Disputes." This will show you a list of all disputes for the selected entity in that program year.

Figure 17: Open Payments System Review & Dispute Page -> Show Disputes Button (OPS 1.0)

**Review and Dispute Overview**

A field with an asterisk (\*) is required.

### Applicable Manufacturer or Applicable GPO Records

Select a reporting entity and program year from the drop-down list below, then select "Show Disputes". This will display records relating to payments or other transfers of value, or ownership or investment interests for the selected reporting entity and program year that are disputed.

The review and dispute process begins with an initial 45-day period for physicians, teaching hospitals, non-physician practitioners, and principal investigators to review and dispute their data, followed by a 15-day correction period for reporting entities to resolve disputes and make necessary corrections to the data prior to publication.

Physicians, teaching hospitals, non-physician practitioners, and principal investigators may initiate disputes with reporting entities from the start of the review and dispute period until the end of that calendar year.

If any disputes are initiated for the first time after the 45-day review and dispute period and not resolved within the 15-day correction period, the record will be published as not disputed in the initial annual data publication for that year.

If any dispute results in a change to the covered recipient or principal investigator information, the original record must be deleted and a new record submitted with the updated covered recipient information.

Only records for which attestation was completed by the submission deadline of that calendar year will be eligible for the review and dispute process for that calendar year.

For a complete list of review and dispute rules, refer to the [Open Payments User Guide \[PDF\]](#) .

**\* Show Disputes for:**  
Meds 2 U

**\* Program Year:**  
2023

**Show Disputes**

**Access** the Open Payments User Guide [PDF]

**?** Need help with the website? **Contact Us** by email

**Review** the Open Payments Privacy Policy [PDF]



Figure 18: Open Payments System Review & Dispute Page -> Show Disputes Button (OPS 2.0)

**Important Information**

A field with an asterisk (\*) is required.

The review and dispute process begins with an initial 45-day period for physicians, teaching hospitals, non-physician practitioners, and principal investigators to review and dispute their data, followed by a 15-day correction period for reporting entities to resolve disputes and make necessary corrections to the data prior to publication. Physicians, teaching hospitals, non-physician practitioners, and principal investigators may initiate disputes with reporting entities from the start of the review and dispute period until the end of that calendar year. If any disputes are initiated for the first time after the 45-day review and dispute period and not resolved within the 15-day correction period, the record will be published as "not disputed" in the initial annual data publication for that year. If any dispute results in a change to the covered recipient or principal investigator information, the original record must be deleted and the new record submitted with the updated covered recipient information. Only records for which attestation was completed by the submission deadline of that calendar year will be eligible for the review and dispute process for that calendar year. For a complete list of review and dispute rules, refer to the [Open Payments User Guide \[PDF\]](#).

Show Disputes for: \*      Program Year: \*

-- Select --      2023      **Show Disputes**

**Review & Dispute Guidelines**

**Disputed Record Search Criteria**

Your Results Will Appear Here

[Return to top](#)

**Step 3:** On the “Review and Dispute” page, find the disputed record(s) to resolve without changing. Users may filter the records by using the search criteria options to help locate the correct record(s), such as filtering for records with a Review and Dispute status of “Initiated” or “Acknowledged.”

Figure 19: Open Payments System Review & Dispute Page -> Disputed Record Search Criteria (OPS 1.0)

Home
Submissions
Review and Dispute
Manage Entities
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## Review and Dispute - Meds 2 U - 2023

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The table below contains the record(s) submitted by this reporting entity that have been disputed by physicians, teaching hospitals, non-physician practitioners, and physician/ non-physician practitioner principal investigators.

Submitters for the reporting entity can take actions on the dispute(s) and edit the record under dispute. Once a disputed record is edited and retested, the associated dispute(s) on the record will move into Resolved status.

**Please note: To view the entire table, use the horizontal scroll bar below the table.**

Use the filtering tools below to customize your view of the disputed records.

**You may export your search results** by selecting the "Download Zip File" link. The downloadable file will be a CSV file compressed into a ZIP file. The file will contain all data fields displayed in the table below and other data elements related to the record. A download file can include up to 20,000 records. To download more than 20,000 records, adjust the filter criteria to create smaller subsets of records and download them in multiple files.

**To view all fields for an individual record**, select the "View" link under the Action column or the "Record ID" link in the Record ID column in the table below.

**To perform any of the following actions, select the check box next to the Action column:**

- To acknowledge a dispute**, select the check box for the corresponding record and then select the "Acknowledge Dispute" button. This confirms that you have received the dispute. To acknowledge all the disputes use the "Select All" check box. When a dispute is acknowledged, an email notification will be sent to the covered recipient who initiated the dispute.
- To resolve a dispute**, select the "Edit" link in the Action column of that record. An email notification will be sent to the covered recipient when a record is being edited by the entity or when the record is deleted to resolve the dispute.
- To declare that the dispute has been resolved in accordance with the Final Rule without changing the data**, select the check box next to the record and then select the "Resolved No Change" button.

To return to the previous page, select the "Back" button.

For more information about the review and dispute process, including step-by-step instructions, refer to the [Open Payments User Guide \[PDF\]](#).

### Applicable Manufacturer or Applicable GPO's Disputed Records

**Dispute ID:**  
Maximum 38 digits

**Record ID:**  
Maximum 38 digits

**Home System Payment ID:**

**File ID:**  
Maximum 38 digits

**Covered Recipient First Name:**

**Covered Recipient Last Name:**

**Teaching Hospital Name:**

**Review and Dispute Status:**

 Initiated  
 Acknowledged  
 Resolved No Change  
 Withdrawn  
 Resolved

**Marked for Deletion:**

 Yes  
 No

**Payment Category:**

 General Payments  
 Research Payments  
 Ownership or Investment Interest

**Recipient Type:**

 Physician  
 Teaching Hospital  
 Non-Physician Practitioner

**Reason For Deletion:**

[Download Disputes Zip File](#) [Search](#) [Clear All](#)

**Showing Results for:**

[All]

[Acknowledge Dispute](#)
[Resolved No Change](#)
[Delete Selected](#)
[Cancel Deletion](#)

Showing 10 of 2 Entries Page 1 of 1 Page 1

| Select All               | Action                                       | Record ID | Home System Payment ID | Dispute ID | Recipient       | Total Payment Amount or Dollar Amount Invested | Value Of Interest | Review and Dispute Status | Date Dispute Initiated | History of Disputes  | Delay in Publication of Research Payment Indicator | Marked for Deletion: | Reason For Deletion: |
|--------------------------|--|-----------|------------------------|------------|-----------------|--|-------------------|---------------------------|------------------------|----------------------|--|----------------------|----------------------|
| <input type="checkbox"/> | <a href="#">View</a><br><a href="#">Edit</a> | 965999969 | HSPID1                 | 151932     | Giancarlo Perez | \$1,000.00                                     |                   | Initiated                 | 2024-06-29             | <a href="#">View</a> | N/A  | No                   |                      |
| <input type="checkbox"/> | <a href="#">View</a><br><a href="#">Edit</a> | 965999973 | HSPID3                 | 151931     | Giancarlo Perez | \$1,000.00                                     |                   | Resolved No Change        | 2024-06-29             | <a href="#">View</a> | N/A  | No                   |                      |

Showing 10 of 2 Entries Page 1 of 1 Page 1

Figure 20: Open Payments System Review & Dispute Page -> Disputed Record Search Criteria (OPS 2.0)



## Review & Dispute

### Review & Dispute Overview - Applicable Manufacturer or Applicable GPO Records

#### Important Information

A field with an asterisk (\*) is required.

The review and dispute process begins with an initial 45-day period for physicians, teaching hospitals, non-physician practitioners, and principal investigators to review and dispute their data, followed by a 15-day correction period for reporting entities to resolve disputes and make necessary corrections to the data prior to publication. Physicians, teaching hospitals, non-physician practitioners, and principal investigators may initiate disputes with reporting entities from the start of the review and dispute period until the end of that calendar year. If any disputes are initiated for the first time after the 45-day review and dispute period and not resolved within the 15-day correction period, the record will be published as "not disputed" in the initial annual data publication for that year. If any dispute results in a change to the covered recipient or principal investigator information, the original record must be deleted and the new record submitted with the updated covered recipient information. Only records for which attestation was completed by the submission deadline of that calendar year will be eligible for the review and dispute process for that calendar year. For a complete list of review and dispute rules, refer to the [Open Payments User Guide \[PDF\]](#).

Show Disputes for: \*  Program Year: \*

#### Review & Dispute Guidelines - Pill Box - 2023

#### Disputed Record Search Criteria

|  |   |  |                              |
|--|---|--|------------------------------|
| Dispute ID <input type="text"/>  | Record ID <input type="text"/>  | Home System Payment ID <input type="text"/>  | File ID <input type="text"/> |
| Covered Recipient First Name <input type="text"/>  | Covered Recipient Last Name <input type="text"/>  | Teaching Hospital Name <input type="text" value="-- Select --"/>                           |                              |
| Dispute Status <input type="text" value="-- Select --"/>   | Reason For Deletion <input type="text" value="-- Select --"/>   |  |                              |
| <b>Covered Recipient Type</b><br><input type="checkbox"/> Physician<br><input type="checkbox"/> Non-Physician Practitioner<br><input type="checkbox"/> Teaching Hospital | <b>Payment Category</b><br><input type="checkbox"/> General Payments<br><input type="checkbox"/> Research Payments<br><input type="checkbox"/> Ownership or Investment Interest | <b>Marked for Deletion?</b><br><input type="checkbox"/> Yes<br><input type="checkbox"/> No |                              |

[Download Disputes Zip File](#)

#### Showing Results for

Show Disputes for: Pill Box  
Program Year: 2023

**i** Select one or multiple records below for Acknowledge Dispute, Resolved No Change, Delete Selected and Cancel Deletion actions. Select a single record for Edit Record action.  
Review and Dispute actions are only applicable for records that are in open Program Years in the appropriate status. If any actions are needed for records in closed Program Years, please contact the Open Payments Help Desk Support at [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) or 1-855-326-8366 (TTY Line: 1-844-649-2766).

|                          | Record ID                  | Dispute ID | Recipient       | Payment Category | Program Year | Total Payment Amount/Dollar Amount Invested | Dispute Status | Date Dispute Initiated | Marked for Deletion | Reason for Deletion | Dispute History      |
|--------------------------|----------------------------|------------|-----------------|------------------|--------------|---|----------------|------------------------|---------------------|---------------------|----------------------|
| <input type="checkbox"/> | <a href="#">1061299786</a> | 157342     | Giancarlo Perez | General Payments | 2023         | \$1,000.00                                  | Initiated      | 07/01/2024             | No                  |                     | <a href="#">View</a> |

Showing  of 1 entries  1

To view details about a disputed record by select the “Record ID” hyperlink under the “Record ID” column.

To view the detailed history for a record’s dispute by select the “View” hyperlink for the record under the “Dispute History” column.

**Step 4:** Select the disputed record(s) users wish to resolve with no changes, and then select the “Resolved No Change” button.

Disputed Record(s) must be in “Initiated” or “Acknowledged” status to resolve dispute(s) with no changes.

Users may only resolve disputes with no changes if the reporting entity and the disputing covered recipient have resolved the dispute in accordance with the guidance in the Final Rule.

**Figure 21: Open Payments System Review & Dispute Page -> Resolved No Change Button (OPS 1.0)**

**Showing Results for:**

Review and Dispute Status: Initiated

[Acknowledge Dispute](#) [Resolved No Change](#) [Delete Selected](#) [Cancel Deletion](#)

Showing 10 of 1 Entries Page 1 of 1 Page 1

| Select All                          | Action                                       | Record ID                 | Home System Payment ID | Dispute ID             | Recipient  | Total Payment Amount or Dollar Amount Invested | Value Of Interest | Review and Dispute Status | Date Dispute Initiated | History of Disputes  | Delay in Publication of Research Payment Indicator | Marked for Deletion: | Reason For Deletion: |
|-------------------------------------|--|---------------------------|------------------------|------------------------|------------|--|-------------------|---------------------------|------------------------|----------------------|--|----------------------|----------------------|
| <input checked="" type="checkbox"/> | <a href="#">View</a><br><a href="#">Edit</a> | <a href="#">965999973</a> | HSPID3                 | <a href="#">151931</a> | John Smith | \$1,000.00                                     |                   | Initiated                 | 2024-06-29             | <a href="#">View</a> | N/A  | No                   |                      |

Showing 10 of 1 Entries Page 1 of 1 Page 1

**Figure 22: Open Payments System Review & Dispute Page -> Resolved No Change Button (OPS 2.0)**

Show Disputes for: Star Wars LLC  
 Program Year: 2023  
 Dispute Status: Acknowledged

---

Acknowledge Dispute
Resolved No Change

Edit Record
Delete Selected
Cancel Deletion

**i** Select one or multiple records below for Acknowledge Dispute, Resolved No Change, Delete Selected and Cancel Deletion actions. Select a single record for Edit Record action.  
 Review and Dispute actions are only applicable for records that are in open Program Years in the appropriate status. If any actions are needed for records in closed Program Years, please contact the Open Payments Help Desk Support at [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) or 1-855-326-8366 (TTY Line: 1-844-649-2766).

| <input checked="" type="checkbox"/> | Record ID                  | Dispute ID | Recipient | Payment Category  | Program Year | Total Payment Amount/Dollar Amount Invested | Dispute Status | Date Dispute Initiated | Marked for Deletion | Reason for Deletion | Dispute History      |
|-------------------------------------|----------------------------|------------|-----------|-------------------|--------------|---|----------------|------------------------|---------------------|---------------------|----------------------|
| <input checked="" type="checkbox"/> | <a href="#">1061299778</a> | 157341     | BABY THAN | Research Payments | 2023         | \$25,000.00                                 | Acknowledged   | 07/01/2024             | No                  |                     | <a href="#">View</a> |

Showing All of 1 entries < Previous 1 Next >

**Step 5:** In the “Reason for dispute resolution with no change(s) to the data” box, enter the reason the dispute has been resolved with no changes. When finished, select the “Resolved No Change” button.

The text box can contain up to 4,000 characters, including spaces.

Figure 23: Open Payments System Review & Dispute Page -> Resolved No Change Window and Button (OPS 1.0)

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Manage Entities
My Profile
Messages
Resources

---

## Resolved No Change

A field with an asterisk (\*) is required.

### Meds 2 U - 2023

Back

A reporting entity should select **"Resolved No Change"** to acknowledge that the reporting entity and the covered recipient have resolved the dispute in accordance with the guidance in the Final Rule. **This action should only be taken when dispute resolution does not require a change to the data by the reporting entity.**

In the free-form text box below, enter the reason(s) why the dispute has been resolved with no changes to the data. The text box can contain up to 4,000 characters, including spaces.

For example, the explanation for a dispute that has been resolved with no change to the data could say: "This dispute is resolved with no changes made to the data because there is now agreement relating to the reported payment amount. The covered recipient was able to verify that the payment amount of "six thousand and five hundred dollars" dollars is correct. Therefore, we are moving forward with resolving the dispute without changing the data." After entering reasons into the text box, select "Resolved No Change".

Note that the contents of the "Reason for dispute resolution with no change to the data" box will be sent in an email to the physician, teaching hospital, non-physician practitioner, or principal investigator who disputed the record(s).

As a result, it is strongly recommended that the user selecting "Resolved No Change" refrain from making that selection across multiple covered recipients at the same time. The same text used in the "Reason for dispute resolution with no change to the data" box will be sent to all of the physicians, teaching hospitals, non-physician practitioner, or principal investigators whose disputes were assigned "Resolved No Change" status at that time. If you have multiple covered recipients, it is recommended that you repeat the "Resolved No Change" process for each individual covered recipient.

Once the action is confirmed by the selection of "Resolved No Change," the status of the dispute status will be displayed as "Resolved No Change."

To return to the previous page, select "Cancel." [Open Payments User Guide \[PDF\]](#).

**Resolve the following disputes with no changes to the data:**

| Dispute ID | Record ID | Date of Payment | Amount (\$) | Recipient  | Review and Dispute Status | Record Status | Dispute Date Initiated |
|------------|-----------|-----------------|-------------|------------|---------------------------|---------------|------------------------|
| 151931     | 965999973 | 2023-02-10      | \$1,000.00  | John Smith | Initiated                 | Attested      | 2024-06-29             |

**\*Reason for dispute resolution with no change to the data**  
4,000 characters maximum. Characters entered over this limit will not be saved.

4000 characters remaining

Cancel
Resolved No Change

Figure 24: Open Payments System Review & Dispute Page -> Resolved No Change Window and Button (OPS 2.0)

**Resolved No Change** ×

**Important Information** +

Resolve the following disputes with no change(s) to data:

| Dispute ID | Record ID  | Date of Payment | Amount(\$)  | Covered Recipient | Dispute Status | Date Dispute Initiated |
|------------|------------|-----------------|-------------|-------------------|----------------|------------------------|
| 157341     | 1061299778 | 11/15/2023      | \$25,000.00 | BABY THAN         | Acknowledged   | 07/01/2024             |

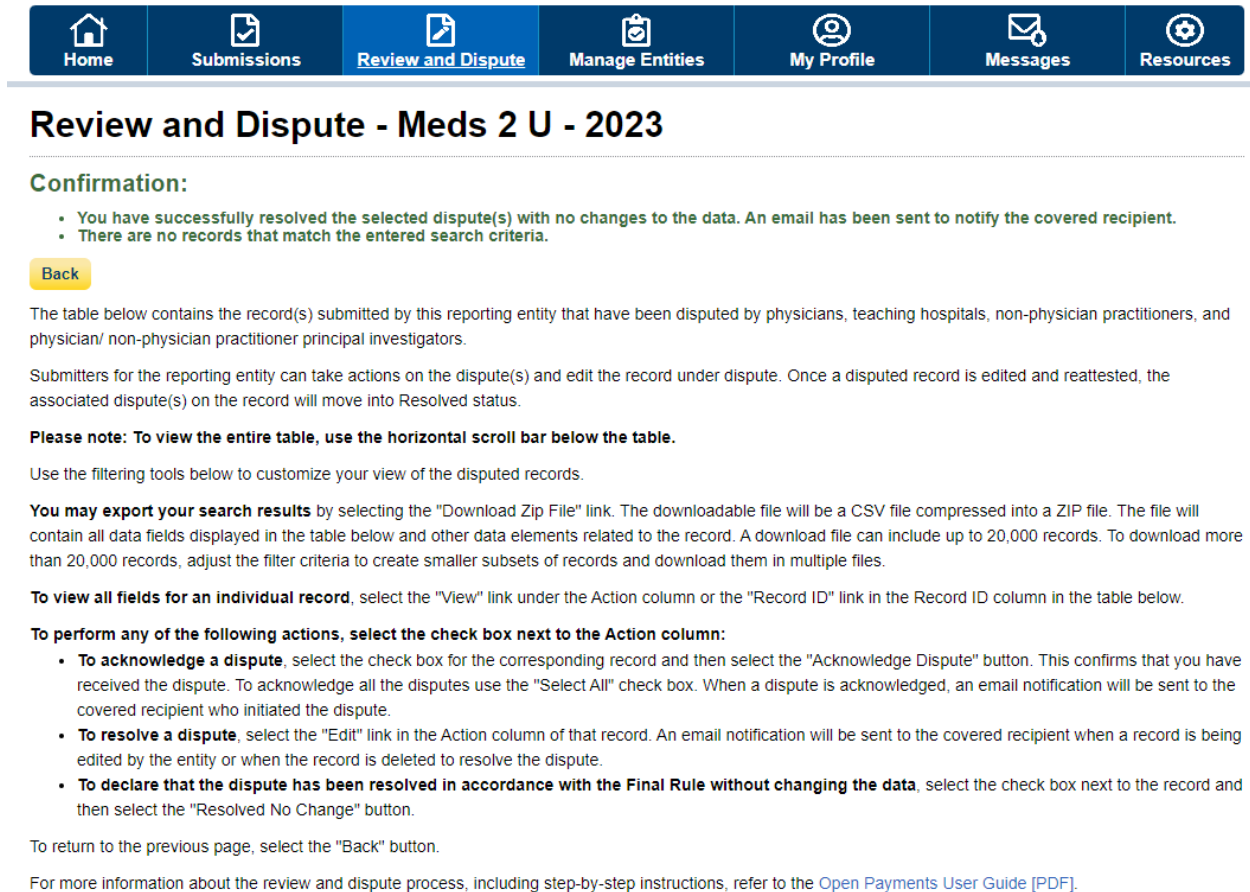
Reason for dispute resolution with no change(s) to data \*

Test

496 characters remaining

**Step 6:** Review the notification message to confirm you successfully resolved with no change(s) to the selected dispute(s) and then select the “Ok” button.

Figure 25: Open Payments System Review & Dispute Page -> Resolved No Change Window and Button (OPS 1.0)



The screenshot shows a navigation bar with seven items: Home, Submissions, Review and Dispute (highlighted), Manage Entities, My Profile, Messages, and Resources. Below the navigation bar is a section header: "Review and Dispute - Meds 2 U - 2023". Underneath is a "Confirmation:" section with two bullet points: "You have successfully resolved the selected dispute(s) with no changes to the data. An email has been sent to notify the covered recipient." and "There are no records that match the entered search criteria." Below the confirmation is a yellow "Back" button. The main content area contains several paragraphs of text, including instructions on how to view the table, export search results, and perform actions on the records. A "Resolved No Change" button is visible at the bottom of the page.

**Confirmation:**

- You have successfully resolved the selected dispute(s) with no changes to the data. An email has been sent to notify the covered recipient.
- There are no records that match the entered search criteria.

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The table below contains the record(s) submitted by this reporting entity that have been disputed by physicians, teaching hospitals, non-physician practitioners, and physician/ non-physician practitioner principal investigators.

Submitters for the reporting entity can take actions on the dispute(s) and edit the record under dispute. Once a disputed record is edited and reattested, the associated dispute(s) on the record will move into Resolved status.

**Please note: To view the entire table, use the horizontal scroll bar below the table.**

Use the filtering tools below to customize your view of the disputed records.

**You may export your search results** by selecting the "Download Zip File" link. The downloadable file will be a CSV file compressed into a ZIP file. The file will contain all data fields displayed in the table below and other data elements related to the record. A download file can include up to 20,000 records. To download more than 20,000 records, adjust the filter criteria to create smaller subsets of records and download them in multiple files.

**To view all fields for an individual record**, select the "View" link under the Action column or the "Record ID" link in the Record ID column in the table below.

**To perform any of the following actions, select the check box next to the Action column:**

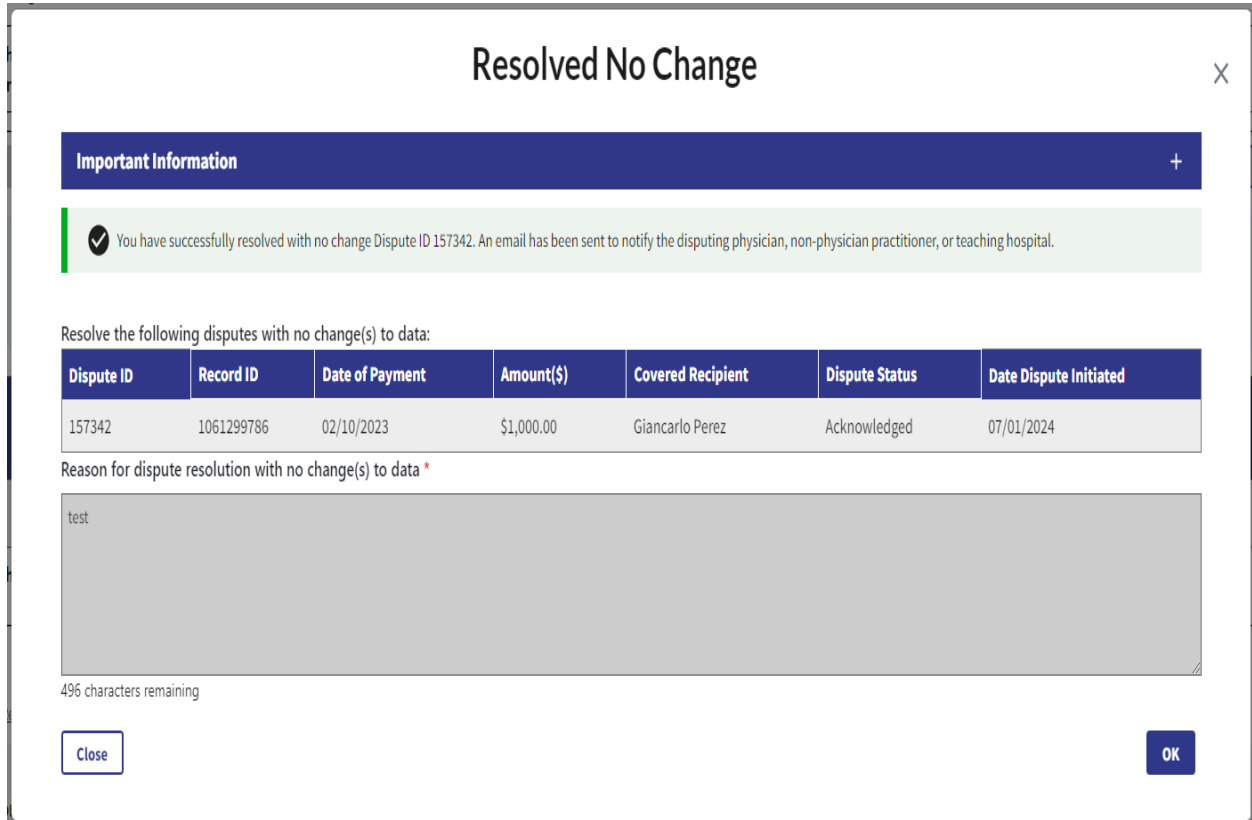
- **To acknowledge a dispute**, select the check box for the corresponding record and then select the "Acknowledge Dispute" button. This confirms that you have received the dispute. To acknowledge all the disputes use the "Select All" check box. When a dispute is acknowledged, an email notification will be sent to the covered recipient who initiated the dispute.
- **To resolve a dispute**, select the "Edit" link in the Action column of that record. An email notification will be sent to the covered recipient when a record is being edited by the entity or when the record is deleted to resolve the dispute.
- **To declare that the dispute has been resolved in accordance with the Final Rule without changing the data**, select the check box next to the record and then select the "Resolved No Change" button.

To return to the previous page, select the "Back" button.

For more information about the review and dispute process, including step-by-step instructions, refer to the [Open Payments User Guide \[PDF\]](#).



**Figure 26: Open Payments System Review & Dispute Page -> Resolved No Change Window and Button (OPS 2.0)**



## Correction, Resolution, and Deletion of Submitted Payment Data

### Edit Information and Resubmit Record

To manually edit an individual disputed record using the “Edit” function, follow the steps below.

**Step 1:** Log in to the Open Payments system and select the “Review and Dispute” tab on the tool bar.

**Step 2:** Select the reporting entity and the program year, for which you wish to edit disputed records, from the drop-down menus. When finished, select the “Show Disputes” button.

**Step 3:** On the Review and Dispute page, select the disputed record and then select the “Edit” button

Figure 27: Open Payments System Review & Dispute Page -> Manual Edit GUI -> Edit Button (OPS 1.0)

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Messages
Resources

## Review and Dispute - Meds 2 U - 2023

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The table below contains the record(s) submitted by this reporting entity that have been disputed by physicians, teaching hospitals, non-physician practitioners, and physician/ non-physician practitioner principal investigators.

Submitters for the reporting entity can take actions on the dispute(s) and edit the record under dispute. Once a disputed record is edited and retested, the associated dispute(s) on the record will move into Resolved status.

**Please note: To view the entire table, use the horizontal scroll bar below the table.**

Use the filtering tools below to customize your view of the disputed records.

**You may export your search results** by selecting the "Download Zip File" link. The downloadable file will be a CSV file compressed into a ZIP file. The file will contain all data fields displayed in the table below and other data elements related to the record. A download file can include up to 20,000 records. To download more than 20,000 records, adjust the filter criteria to create smaller subsets of records and download them in multiple files.

**To view all fields for an individual record**, select the "View" link under the Action column or the "Record ID" link in the Record ID column in the table below.

**To perform any of the following actions, select the check box next to the Action column:**

- To acknowledge a dispute**, select the check box for the corresponding record and then select the "Acknowledge Dispute" button. This confirms that you have received the dispute. To acknowledge all the disputes use the "Select All" check box. When a dispute is acknowledged, an email notification will be sent to the covered recipient who initiated the dispute.
- To resolve a dispute**, select the "Edit" link in the Action column of that record. An email notification will be sent to the covered recipient when a record is being edited by the entity or when the record is deleted to resolve the dispute.
- To declare that the dispute has been resolved in accordance with the Final Rule without changing the data**, select the check box next to the record and then select the "Resolved No Change" button.

To return to the previous page, select the "Back" button.

For more information about the review and dispute process, including step-by-step instructions, refer to the [Open Payments User Guide \[PDF\]](#).

### Applicable Manufacturer or Applicable GPO's Disputed Records

**Dispute ID:**  Maximum 38 digits

**Record ID:**  Maximum 38 digits

**Home System Payment ID:**

**File ID:**  Maximum 38 digits

**Covered Recipient First Name:**

**Covered Recipient Last Name:**

**Teaching Hospital Name:**

**Review and Dispute Status:**

**Marked for Deletion:**  Yes  No

**Payment Category:**  General Payments  Research Payments  Ownership or Investment Interest

**Recipient Type:**  Physician  Teaching Hospital  Non-Physician Practitioner

**Reason For Deletion:**

[Download Disputes Zip File](#) [Search](#) [Clear All](#)

**Showing Results for:**

[All]

[Acknowledge Dispute](#)
[Resolved No Change](#)
[Delete Selected](#)
[Cancel Deletion](#)

Showing 10 of 2 Entries Page 1 of 1 Page 1

| Select All               | Action                    | Record ID | Home System Payment ID | Dispute ID | Recipient       | Total Payment Amount or Dollar Amount Invested | Value Of Interest | Review and Dispute Status | Date Dispute Initiated | History of Disputes  | Delay in Publication of Research Payment Indicator | Marked for Deletion: | Reason For Deletion: |
|--------------------------|---------------------------|-----------|------------------------|------------|-----------------|--|-------------------|---------------------------|------------------------|----------------------|--|----------------------|----------------------|
| <input type="checkbox"/> | <a href="#">View Edit</a> | 965999969 | HSPID1                 | 151932     | Giancarlo Perez | \$1,000.00                                     |                   | Initiated                 | 2024-06-29             | <a href="#">View</a> | N/A  | No                   |                      |
| <input type="checkbox"/> | <a href="#">View Edit</a> | 965999973 | HSPID3                 | 151931     | Giancarlo Perez | \$1,000.00                                     |                   | Resolved No Change        | 2024-06-29             | <a href="#">View</a> | N/A  | No                   |                      |

Showing 10 of 2 Entries Page 1 of 1 Page 1

**Figure 28: Open Payments System Review & Dispute Page -> Manual Edit GUI -> Edit Button (OPS 2.0)**

Disputed Record Search Criteria

Dispute ID

Record ID

Home System Payment ID

File ID

Covered Recipient First Name

Covered Recipient Last Name

Teaching Hospital Name

Dispute Status

Reason For Deletion

**Covered Recipient Type**  
 Physician  
 Non-Physician Practitioner  
 Teaching Hospital

**Payment Category**  
 General Payments  
 Research Payments  
 Ownership or Investment Interest

**Marked for Deletion?**  
 Yes  
 No

[Download Disputes Zip File](#)

Showing Results for

Show Disputes for: Pill Box  
Program Year: 2023

**i** Select one or multiple records below for Acknowledge Dispute, Resolved No Change, Delete Selected and Cancel Deletion actions. Select a single record for Edit Record action.

Review and Dispute actions are only applicable for records that are in open Program Years in the appropriate status. If any actions are needed for records in closed Program Years, please contact the Open Payments Help Desk Support at [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) or 1-855-326-8366 (TTY Line: 1-844-649-2766).

| ■                                   | Record ID                  | Dispute ID | Recipient       | Payment Category | Program Year | Total Payment Amount/Dollar Amount Invested | Dispute Status     | Date Dispute Initiated | Marked for Deletion | Reason for Deletion | Dispute History      |
|-------------------------------------|----------------------------|------------|-----------------|------------------|--------------|---|--------------------|------------------------|---------------------|---------------------|----------------------|
| <input checked="" type="checkbox"/> | <a href="#">1061299788</a> | 157343     | Giancarlo Perez | General Payments | 2023         | \$1,000.00                                  | Initiated          | 07/01/2024             | No                  |                     | <a href="#">View</a> |
| <input type="checkbox"/>            | <a href="#">1061299786</a> | 157342     | Giancarlo Perez | General Payments | 2023         | \$1,000.00                                  | Resolved No Change | 07/01/2024             | No                  |                     | <a href="#">View</a> |

Showing  of 2 entries

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1
Next >

**Step 4:** Select the “Continue” button to proceed through the manual edit Graphical User Interface (GUI) to correct the field that corresponds with the covered recipient’s reason for dispute.

Figure 29: Open Payments System Review & Dispute Page -> Manual Edit GUI -> Continue Button (OPS 1.0)

Home
Submissions
Review and Dispute
Manage Entities
My Profile
Messages
Resources

## Review and Dispute - Meds 2 U - 2023

Back

The table below contains the record(s) submitted by this reporting entity that have been disputed by physicians, teaching hospitals, non-physician practitioners, and physician/ non-physician practitioner principal investigators.

Submitters for the reporting entity can take actions on the dispute(s) and edit the record under dispute. Once a disputed record is edited and reattested, the associated dispute(s) on the record will move into Resolved status.

**Please note: To view the entire table, use the horizontal scroll bar below the table.**

Use the filtering tools below to customize your view of the disputed records.

**You may export your search results** by selecting the "Download Zip File" link. The downloadable file will be a CSV file compressed into a ZIP file. The file will contain all data fields displayed in the table below and other data elements related to the record. A download file can include up to 20,000 records. To download more than 20,000 records, adjust the filter criteria to create smaller subsets of records and download them in multiple files.

**To view all fields for an individual record**, select the "View" link under the Action column or the "Record ID" link in the Record ID column in the table below.

**To perform any of the following actions, select the check box next to the Action column:**

- To acknowledge a dispute**, select the check box for the corresponding record and then select the "Acknowledge Dispute" button. This confirms that you have received the dispute. To acknowledge all the disputes use the "Select All" check box. When a dispute is acknowledged, an email notification will be sent to the covered recipient who initiated the dispute.
- To resolve a dispute**, select the "Edit" link in the Action column of that record. An email notification will be sent to the covered recipient when a record is being edited by the entity or when the record is deleted to resolve the dispute.
- To declare that the dispute has been resolved in accordance with the Final Rule without changing the data**, select the check box next to the record and then select the "Resolved No Change" button.

To return to the previous page, select the "Back" button.

For more information about the review and dispute process, including step-by-step instructions, refer to the [Open Payments User Guide \[PDF\]](#).

### Applicable Manufacturer or Applicable GPO's Disputed Records

**Dispute ID:**  
Maximum 38 digits

**Record ID:**  
Maximum 38 digits

**Home System Payment ID:**

**File ID:**  
Maximum 38 digits

**Covered Recipient First Name:**

**Covered Recipient Last Name:**

**Teaching Hospital Name:**

**Review and Dispute Status:**

Initiated  
 Acknowledged  
 Resolved No Change  
 Withdrawn  
 Resolved

**Marked for Deletion:**

 Yes  
 No

**Payment Category:**

 General Payments  
 Research Payments  
 Ownership or Investment Interest

**Recipient Type:**

 Physician  
 Teaching Hospital  
 Non-Physician Practitioner

**Reason For Deletion:**

Correction to Covered Recipient Information (But to Same Covered Recipient)  
 Different Covered Recipient  
 Record Should Have Been Reported by a Different Applicable Manufacturer or Applicable GPO  
 Payment Had Not Been Furnished to the Covered Recipient  
 Disputed by Covered Recipient  
 Correction at CMS's Request  
 Duplicate Record(s)  
 Incorrect Record Classification  
 Checksum Mismatched

[Download Disputes Zip File](#)

**Showing Results for:**

[All]

| Showing 10 of 2 Entries Page 1 of 1 Page 1 |                           |           |                        |            |                 |  |                   |                           |                        |                      |  |                      |                      |
|--|---------------------------|-----------|------------------------|------------|-----------------|--|-------------------|---------------------------|------------------------|----------------------|--|----------------------|----------------------|
| Select All                                 | Action                    | Record ID | Home System Payment ID | Dispute ID | Recipient       | Total Payment Amount or Dollar Amount Invested | Value Of Interest | Review and Dispute Status | Date Dispute Initiated | History of Disputes  | Delay in Publication of Research Payment Indicator | Marked for Deletion: | Reason For Deletion: |
| <input type="checkbox"/>                   | <a href="#">View Edit</a> | 965999969 | HSPID1                 | 151932     | Giancarlo Perez | \$1,000.00                                     |                   | Initiated                 | 2024-06-29             | <a href="#">View</a> | N/A  | No                   |                      |
| <input type="checkbox"/>                   | <a href="#">View Edit</a> | 965999973 | HSPID3                 | 151931     | Giancarlo Perez | \$1,000.00                                     |                   | Resolved No Change        | 2024-06-29             | <a href="#">View</a> | N/A  | No                   |                      |

Showing 10 of 2 Entries Page 1 of 1 Page 1

Figure 30: Open Payments System Review & Dispute Page -> Manual Edit GUI -> Continue Button (OPS 2.0)

## Submissions

### Edit General Payments - 1061299788

Review the payment information for the record. Edit Home System Payment ID as needed.

|  |  |
|--|--|
| <b>Submission Date:</b> 2024-07-01T11:51:51              | <b>Submission By:</b> RegTestRC1                           |
| <b>Last Modified Date:</b> 2024-07-01T16:17:03           | <b>Last Modified By:</b> RegTestRC1                        |
| <b>Consolidated Reporting:</b> No                        | <b>File ID:</b> 176720                                     |
| <b>Payment Category:</b> General Payments                | <b>Program Year:</b> 2023                                  |
| <b>Entity Submitting Payment ID:</b> 100001417220        | <b>Entity Submitting Payment Name:</b> Pill Box            |
| <b>Entity Making Payment Registration Name:</b> Pill Box | <b>Entity Making Payment Registration ID:</b> 100001417220 |

**Home System Payment ID** ⓘ

**Was this payment previously submitted, attested and then deleted? \***

**Step 5:** Select "Review & Save" button after the disputed record is corrected.

Figure 31: Open Payments System Review & Dispute Page -> Manual Edit Review & Save Page and Button (OPS 1.0)

Home
 Submissions
 Review and Dispute
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 My Profile
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 Resources

## Edit General Payment - 965999969 ? User Guide

Overview

Covered Recipient Demographics

Products

Payments

General Information

Review & Save

### Review and Save Page

Review the payment information below. If there are any errors, navigate to the respective screen and update as necessary.

#### Payment Submission Information

**Entity Making Payment Registration Name:** Meds 2 U

**Program Year:** 2023      **Payment Category:** General Payments      **Home System Payment ID:** HSPID1

**Was this payment previously submitted, attested and then deleted?** N

#### Covered Recipient Demographics Information

**Covered Recipient Type:** Physician

**Name:** Giancarlo Perez

**Business Address:**  
2701 Sedwick St  
San Antonio, TX 78223  
United States

**Email Address:**

**Primary Type:** Medical Doctor      **NPI:** 1750601266      **Taxonomy Code:** 207SG0207X

**Covered Recipient State License(s):**  
FL - ME132542

#### Associated Drug, Device, Biological, or Medical Supply Information

**Related Product Indicator:** N

#### General Payment or Other Transfer of Value Information

**Total Amount of Payment:** \$100.00      **Date of Payment:** 20230210

**Number of Payments Included in Total Amount:** 5

**Form of Payment or Transfer of Value:** Cash or cash equivalent

**Nature of Payment or Transfer of Value:** Travel and Lodging

**City of Travel:** Birmingham      **State of Travel:** Alabama      **Country of Travel:** United States

#### General Record Information

**Physician Ownership Indicator:** N

**Third Party Payment Recipient Indicator:** No Third Party Payment

**Name of Third Party Entity Receiving Payment or Transfer of Value:**

**Third Party Equals Covered Recipient Indicator:**

**Charity Indicator:** No

**Contextual Information:**

Cancel
Back
Save Record

Figure 32: Open Payments System Review & Dispute Page -> Manual Edit Review & Save Page and Button (OPS 2.0)



## Submissions

### Edit General Payments - 1061299788



#### Review and Save

Review the payment information below. If there are any errors, navigate to the respective screen and update as necessary.

##### Payment Submission Information

**Entity Making Payment Registration Name:** Pill Box  
**Program Year:** 2023  
**Payment Category:** General Payments  
**Home System Payment ID:** Smoke Testing 07012024 2  
**Was this payment previously submitted, attested and then deleted?:** No

##### Covered Recipient Demographic Information

**Covered Recipient Type:** Physician  
**Name:** Giancarlo Perez  
**Business Address:** 2701 Sedwick St Hialeah FL 33017 US  
**Email:**  
**Primary Type:** Medical Doctor  
**NPI:** 1750601266  
**Taxonomy Code(s):** 207R00000X  
**Covered Recipient State Licenses:** FL-ME132542

##### Associated Drug, Device, Biological or Medical Supply Information

**Related Product Indicator:** No

##### General Payment or Other Transfer of Value Information

**Total Amount of Payment:** \$ 1000  
**Date of Payment:** 03/18/2023  
**Number of Payment Included in Total Amount:** 5  
**Form of Payment or Transfer of Value:** Cash or cash equivalent  
**Nature of Payment or Transfer of Value:** Travel and Lodging  
**City of Travel:** Birmingham  
**State and Country of Travel:** AL US

##### General Record Information

**Physician Ownership Indicator:** No  
**Third Party Payment Recipient Indicator:** No Third party Payment  
**Charity Indicator:**  
**Contextual Information:**

[< Previous](#)

[Cancel](#) [Review & Save](#)

**Step 6:** Complete “Final Submission” on the “Review Payment Details” page if you are done correcting disputed records.

**Figure 33: Open Payments System - Review Payment Details Page -> Final Submission Button (OPS 1.0)**

**Confirmation:**

- You have successfully refreshed the page data.

The table below provides information on submitted records for the selected reporting entity, program year, and payment category.

Search and filtering tools above the table can customize the view of the data.

To export the search results into a CSV file, select "Download Zip File". This provides a compressed file containing the search results. Attempting to download more than 400,000 records, will generate an on-screen error notification. To correct this error, adjust the filtering criteria to create smaller subsets of records and download them in multiple files.

To view all fields for a record, select the "Record ID" hyperlink in the table below. Record(s) flagged with a warning icon (⚠) identify that there are warning messages that should be reviewed and corrected as required. Records with warning messages only (do not have validation or matching errors), will not prevent a record from continuing through final submission and attestation, and therefore are not required to be corrected before proceeding if the information is determined to be valid as-is.

Records counted as "Marked for Deletion" are also included in the "Attested" (†) record count. If you wish to reinstate records marked for deletion, find the records with the "Marked for Deletion" status of "Yes", select the checkbox next to them, and then select the "Cancel Deletion" button.

For more information on the actions you can take on this page, refer to the "Payments Category Page" quick reference guide available on the Resources page of the Open Payments public website. For detailed information on how to edit and submit records, refer to the [Open Payments User Guide \[PDF\]](#).

**General Payments**

[Help with this Page](#) Refresh Status

| Status                | Record Count | Action Required  |
|-----------------------|--------------|------------------|
| System Processing     | 0            | No Action        |
| Failed Validation     | 0            | Correction       |
| Failed Matching       | 0            | Correction       |
| Ready for Submission  | 1            | Final Submission |
| Ready for Attestation | 0            | Attest           |
| Returned to Submitter | 0            | Correction       |
| Attested †            | 1004         | No Action        |
| Total Payments        | 1005         |                  |

**Note:** Previously attested records that have been marked for deletion have not yet been deleted from the Open Payments system. The attester must re-attest to all payments for the selected program year to complete deletion. Until this re-attestation, the marked records remain eligible for review and dispute, are eligible for publication, and are included in the attested record count.

| Marked for Deletion            | Record Count | Action Required                       |
|--------------------------------|--------------|---------------------------------------|
| † Attester to confirm deletion | 0            | Attester to Attest or Reject Deletion |

Final Submission



**Figure 34: Open Payments System- Review Payment Details Page -> Final Submission Button (OPS 2.0)**

Payment Category: General Payments

Pill Box 2023 Refresh Status

| Status                | Record Count | Action Required  |
|-----------------------|--------------|------------------|
| System Processing     | 0            | No Action        |
| Failed Validation     | 0            | Correction       |
| Failed Matching       | 0            | Correction       |
| Ready for Submission  | 1            | Final Submission |
| Ready for Attestation | 0            | Attest           |
| Returned to Submitter | 0            | Correction       |
| Attested †            | 4            | No Action        |
| Total Payments        | 5            | N/A              |

| Marked for Deletion            | Record Count | Action Required                                       |
|--------------------------------|--------------|---|
| † Attester to confirm deletion | 0            | Attester to Attest deletion action or Reject Deletion |

Note: Previously attested records that have been marked for deletion have not yet been deleted from the Open Payments System. The attester must re-attest to all payments for the selected program year to complete deletion. Until this re-attestation, the marked records remain eligible for review and dispute, are eligible for publication, and are included in the attested record count.  
Records counted as "Marked for Deletion" are also included in the "Attested" (†) record count

Final Submission Navigate to Review Payment Summary

**Step 7:** Perform Attestation on the corrected records. If you do not hold the Attester role, please notify the Attester that the corrected records are “Ready for Attestation”.

## Messages and Compliance

Instructions for searching messages

**Step 1:** Log in to the Open Payments system and select the “Messages” tab on the tool bar and then select “ System Messages”.

If you only hold the role of submitter and/or attester for your reporting entity, you will only see the “System Messages” option.

If you hold the role of officer and/or compliance for your reporting entity, you will see both the “System Messages” and “Compliance” options.

Figure 35: Open Payments Messages Tab -> System Messages Option (OPS 1.0)

# Open Payments (Sunshine Act)

Applicable Manufacturer or Group Purchasing Organization [Switch User Type](#)

- Home
- Submissions
- Review and Dispute
- Manage Entities
- My Profile
- Messages
- Resources

## Welcome to the Open Payments System

### Announcements

**Program Year 2023 Data Publication -**

The complete data set for Program Year 2023 has been published. Data sets from Program Years 2017-2022 have been refreshed and republished. You can view the data at <https://openpaymentsdata.cms.gov>.

Archived Program Years: Data publication occurs for five years from the time the program year data is first published. After a program reaches its fifth full year of data publication it is closed and archived. Program Years 2013 through 2016 are no longer eligible for submissions and are archived.

Program Year 2017 is no longer eligible for submissions and will be archived with the June 2025 Publication. More information about the archiving process as well as the archived data is available on the [Open Payments Archived Datasets](#) page.

For assistance with navigating the publication, refer to the "Methodology Overview and Data Dictionary," available on the Open Payments website at <https://www.cms.gov/openpayments/downloads/openpaymentsdatadictionary.pdf>.

Reporting entities may continue to resolve disputes within the Open Payments system through the end of the 2024 calendar year. CMS will publish a refresh of the data in January 2025.

- Access** the Open Payments User Guide [PDF]
- Need help with the website? **Contact Us** by email
- Review** the Open Payments Privacy Policy [PDF]


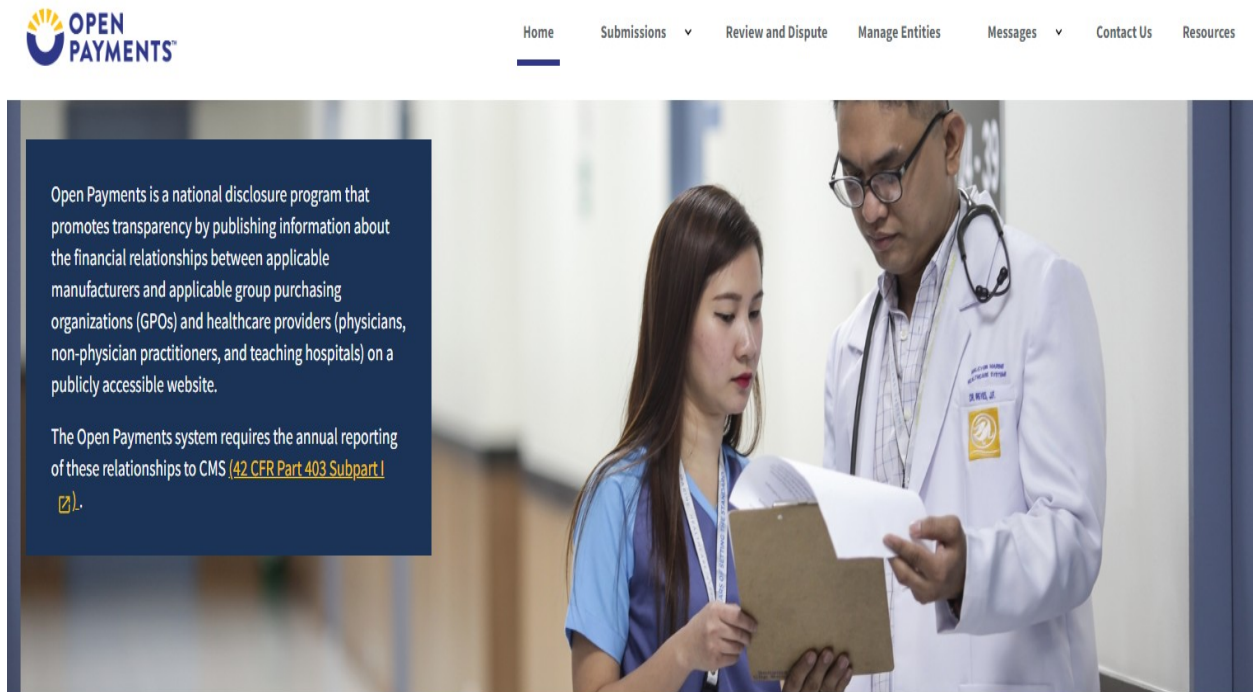


Figure 36: Open Payments Messages Tab -> System Messages Option (OPS 2.0)



## Welcome to the Open Payments System

**Step 2:** On the “Messages” page, you can search based on the following search criteria:

- Entity Name
- File ID (only applicable for Message Category of “File Processing”)
- Record ID (only applicable for Message Category of “Review and Dispute”)

Figure 37: System Messages Page -> Search Criteria (OPS 1.0)

## Messages

System

Compliance

The table below provides information on the system generated email messages received by the reporting entity.

Search and filtering tools above the table can customize the view of the messages displayed.

For more information on the actions you can take on this page, refer to the [Open Payments User Guide for Reporting Entities \[PDF\]](#).

Entity Name:

Best Products

File ID:

Maximum 38 digits

Record ID:

Maximum 38 digits

Message Category: ⓘ

Registration  
Submissions  
Review and Dispute  
Nomination  
Nomination Reminder  
Attestation  
File Processing  
User/Nomination Deactivation

Payment Category:

Search

Clear All

Figure 38: System Messages Page -> Search Criteria (OPS 2.0)



## Messages

**System**

The table below provides information on the system generated email messages received by the reporting entity.

Search and filtering tools above the table can customize the view of the messages displayed.

For more information on the actions you can take on this page, refer to the [Open Payments User Guide for Reporting Entities \[PDF\]](#).

-- Select -- Search

Record ID  
Entity Name  
File ID

No Filters Applied

| Message Category | Message Subject   | Recipient Role(s) | Payment Category                 | Date/Time Received    |
|------------------|---|-------------------|----------------------------------|-----------------------|
| File Processing  | <a href="#">Unsuccessful Open Payments System File Upload</a>               | Submitter         | Ownership or Investment Interest | 07/02/2024   10:01 AM |
| File Processing  | <a href="#">Open Payment System File Successfully Uploaded Confirmation</a> | Submitter         | Ownership or Investment Interest | 07/02/2024   10:01 AM |
| File Processing  | <a href="#">Unsuccessful Open Payments System File Upload</a>               | Submitter         | Ownership or Investment Interest | 07/02/2024   09:59 AM |
| File Processing  | <a href="#">Open Payment System File Successfully Uploaded Confirmation</a> | Submitter         | Ownership or Investment Interest | 07/02/2024   09:59 AM |

**Step 3a:** Select the “Search” button to initiate the search. After selecting the “Search” button, a data table with the list of all messages sent in the last 12 months will display. This list of messages is sorted from newest to oldest.

Figure 39: Search Button for System Messages (OPS 1.0)

Home Submissions Review and Dispute Manage Entities My Profile Messages Resources

## Messages

**System** Compliance

The table below provides information on the system generated email messages received by the reporting entity.  
Search and filtering tools above the table can customize the view of the messages displayed.  
For more information on the actions you can take on this page, refer to the [Open Payments User Guide for Reporting Entities \[PDF\]](#).

**Entity Name:** Best Products **File ID:** Maximum 38 digits **Record ID:** Maximum 38 digits

**Message Category:** *i*  
Registration  
Submissions  
Review and Dispute  
Nomination  
Nomination Reminder  
Attestation  
File Processing  
User/Nomination Deactivation

**Payment Category:**

Search Clear All

Figure 40: Search Button for System Messages (OPS 2.0)

The screenshot shows the 'Messages' section of the Open Payments system. At the top, there is a navigation bar with links for Home, Submissions, Review and Dispute, Manage Entities, Messages, Contact Us, and Resources. The 'Messages' section is titled 'System' and contains a table of system-generated email messages. Above the table, there is a search bar with a 'Record ID' field containing '4545457' and a 'Search' button. The table has five columns: Message Category, Message Subject, Recipient Role(s), Payment Category, and Date/Time Received. The table contains five rows of messages, all with the category 'File Processing' and recipient role 'Submitter'. The messages alternate between 'Unsuccessful Open Payments System File Upload' and 'Open Payment System File Successfully Uploaded Confirmation'. The dates and times are 07/02/2024 at various times in the morning. A 'Filter' button is visible in the top right corner of the table area.

**System**

The table below provides information on the system generated email messages received by the reporting entity.

Search and filtering tools above the table can customize the view of the messages displayed.

For more information on the actions you can take on this page, refer to the [Open Payments User Guide for Reporting Entities \[PDF\]](#).

Record ID: 4545457 Search

No Filters Applied Filter +

| Message Category | Message Subject   | Recipient Role(s) | Payment Category                 | Date/Time Received    |
|------------------|---|-------------------|----------------------------------|-----------------------|
| File Processing  | <a href="#">Unsuccessful Open Payments System File Upload</a>               | Submitter         | Ownership or Investment Interest | 07/02/2024   10:01 AM |
| File Processing  | <a href="#">Open Payment System File Successfully Uploaded Confirmation</a> | Submitter         | Ownership or Investment Interest | 07/02/2024   10:01 AM |
| File Processing  | <a href="#">Unsuccessful Open Payments System File Upload</a>               | Submitter         | Ownership or Investment Interest | 07/02/2024   09:59 AM |
| File Processing  | <a href="#">Open Payment System File Successfully Uploaded Confirmation</a> | Submitter         | Ownership or Investment Interest | 07/02/2024   09:59 AM |
| File Processing  | <a href="#">Unsuccessful Open Payments System File Upload</a>               | Submitter         | Ownership or Investment Interest | 07/02/2024   09:50 AM |

**Step 3b:** Select the “Filter” button to help refine your search results based on the following criteria:

- Message Category
- Payment Category (only applicable for Message Category of “Submissions”, “Review and Dispute”, “File processing”)

Figure 41: System Messages Search Results Filter Button (OPS 1.0)

## Messages

System Compliance

The table below provides information on the system generated email messages received by the reporting entity. Search and filtering tools above the table can customize the view of the messages displayed. For more information on the actions you can take on this page, refer to the [Open Payments User Guide for Reporting Entities \[PDF\]](#).

Entity Name:  File ID:  Record ID:

Message Category:  Payment Category:

**Showing Results for:**

Entity Name: Best Products  
 Message Category: Review and Dispute, Nomination, Nomination Reminder

Showing 10 of 2 Entries Page 1 of 1 Page 1

| Message Category | Message Subject                          | Recipient Role(s)                        | Payment Category | Date/Time Received  |
|------------------|--|--|------------------|---------------------|
| Nomination       | Open Payments System Nomination Approved | Submitter, Attester, Officer, Compliance | N/A              | 05/06/2024 10:31 AM |
| Nomination       | Open Payments System Nomination Approved | Submitter, Attester, Officer, Compliance | N/A              | 05/06/2024 10:31 AM |

Showing 10 of 2 Entries Page 1 of 1 Page 1



Figure 42: System Messages Search Results Filter Button (OPS 2.0)

**System**

The table below provides information on the system generated email messages received by the reporting entity.

Search and filtering tools above the table can customize the view of the messages displayed.

For more information on the actions you can take on this page, refer to the [Open Payments User Guide for Reporting Entities \[PDF\]](#).

Entity Name  Pill Box

[Clear all Filters](#)

Message Category: Registration X

| Message Category | Message Subject  | Recipient Role(s)          | Payment Category |
|------------------|--|----------------------------|------------------|
| Registration     | <a href="#">Open Payments System - Entity Registration Successful</a>              | Officer, Points of Contact |                  |
| Registration     | <a href="#">Open Payments System - Registration Request Successfully Submitted</a> | Officer, Points of Contact |                  |
| Registration     | <a href="#">Open Payments System - Entity Registration Successful</a>              | Officer, Points of Contact |                  |
| Registration     | <a href="#">Open Payments System - Registration Request Successfully Submitted</a> | Officer, Points of Contact |                  |

**Message Category:**

- Registration
- Submissions
- Review and Dispute
- Nomination

**Payment Category**

-- Select --

**Step 4:** Select the message subject hyperlink under the “Message Subject” column for the message you wish view.

Figure 43: Message Subject Hyperlink (OPS 1.0)

**Entity Name:**

**File ID:**  
Maximum 38 digits

**Record ID:**  
Maximum 38 digits

**Message Category:** ⓘ

- Registration
- Submissions
- Review and Dispute
- Nomination
- Nomination Reminder
- Attestation
- File Processing
- User/Nomination Deactivation

**Payment Category:**

[Search](#)
[Clear All](#)

**Showing Results for:**

**Entity Name:** Best Products

**Message Category:** Review and Dispute, Nomination, Nomination Reminder

Showing 10 of 2 Entries Page 1 of 1 Page 1

| Message Category  | Message Subject                          | Recipient Role(s)                        | Payment Category | Date/Time Received  |
|---|--|--|------------------|---------------------|
| ▼ Nomination  | Open Payments System Nomination Approved | Submitter, Attester, Officer, Compliance | N/A              | 05/06/2024 10:31 AM |
| <p>This email is to inform you that your nomination for the role(s) in the Open Payments system listed below has been approved.</p> <ul style="list-style-type: none"> <li>- Entity name: Best Products</li> <li>- Entity registration ID: 100001356931</li> <li>- Role(s) you hold with the entity: Attester</li> </ul> <div style="text-align: right; margin-top: 5px;"><a href="#">View Full Message</a></div> |  |  |                  |                     |
| ▶ Nomination  | Open Payments System Nomination Approved | Submitter, Attester, Officer, Compliance | N/A              | 05/06/2024 10:31 AM |

Showing 10 of 2 Entries Page 1 of 1 Page 1

Figure 44: Message Subject Hyperlink (OPS 2.0)

The screenshot shows the 'Messages' section of the Open Payments system. At the top, there is a navigation bar with the Open Payments logo and menu items: Home, Submissions, Review and Dispute, Manage Entities, Messages, Contact Us, and Resources. Below the navigation bar, the 'Messages' heading is displayed. A dark blue header bar contains the word 'System'. The main content area includes a paragraph explaining that the table below provides information on system-generated email messages. It also mentions search and filtering tools and a link to the 'Open Payments User Guide for Reporting Entities [PDF]'. Below this text is a search bar with a dropdown menu for 'Entity Name' and a 'Search' button. The search bar contains the text 'Pill Box'. Below the search bar is a table of messages. The table has columns for 'Message Category', 'Message Subject', 'Recipient Role(s)', 'Payment Category', and 'Date/Time Received'. The 'Message Subject' column contains hyperlinks. A 'Filter' button is located at the top right of the table, and a 'Clear all Filters' link is at the top left. A 'Message Category: Registration' filter is applied to the table.

System

The table below provides information on the system generated email messages received by the reporting entity.

Search and filtering tools above the table can customize the view of the messages displayed.

For more information on the actions you can take on this page, refer to the [Open Payments User Guide for Reporting Entities \[PDF\]](#).

Entity Name Pill Box Search

Clear all Filters Filter +

Message Category: Registration X

| Message Category | Message Subject  | Recipient Role(s)          | Payment Category | Date/Time Received    |
|------------------|--|----------------------------|------------------|-----------------------|
| Registration     | <a href="#">Open Payments System - Entity Registration Successful</a>              | Officer, Points of Contact |                  | 07/01/2024   11:37 AM |
| Registration     | <a href="#">Open Payments System - Registration Request Successfully Submitted</a> | Officer, Points of Contact |                  | 07/01/2024   11:37 AM |
| Registration     | <a href="#">Open Payments System - Entity Registration Successful</a>              | Officer, Points of Contact |                  | 06/26/2024   11:49 AM |
| Registration     | <a href="#">Open Payments System - Registration Request Successfully Submitted</a> | Officer, Points of Contact |                  | 06/26/2024   11:49 AM |

**Step 5:** View the full message displayed in the pop-up window and select the “Close” button when done.

**Figure 45: Full Message Window -> Close Button (OPS 1.0)**

For more information on the actions you can take on this page, refer to the [Open Payments User Guide for Reporting Entities \[PDF\]](#).

**Entity Name:** 
**File ID:** 
**Record ID:**

**Message Category:** 
**Payment Category:**

**Open Payments System Nomination Approved**

This email is to inform you that your nomination for the role(s) in the Open Payments system listed below has been approved.

- Entity name: Best Products
- Entity registration ID: 100001356931
- Role(s) you hold with the entity: Attester

You may now proceed to perform actions on behalf of this entity.

If you have any questions or concerns, contact the Open Payments Help Desk by email at [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) or by telephone at 855-326-8366 (TTY Line: 1-844-649-2766). For more information about the program, visit the Open Payments website at <https://www.cms.gov/openpayments>.

Do not reply to this automatically generated email.

|   |  |  |     |                     |
|---|--|--|-----|---------------------|
| ▼ Nomination  | Open Payments System Nomination Approved | Submitter, Attester, Officer, Compliance | N/A | 05/06/2024 10:31 AM |
| <p>This email is to inform you that your nomination for the role(s) in the Open Payments system listed below has been approved.</p> <ul style="list-style-type: none"> <li>- Entity name: Best Products</li> <li>- Entity registration ID: 100001356931</li> <li>- Role(s) you hold with the entity: Attester</li> </ul> <p style="text-align: right;"><input type="button" value="View Full Message"/></p> |  |  |     |                     |
| ▶ Nomination  | Open Payments System Nomination Approved | Submitter, Attester, Officer, Compliance | N/A | 05/06/2024 10:31 AM |

Figure 46: Full Message Window -> Close Button (OPS 2.0)

×

## Open Payments Dispute Initiated

A dispute has been initiated in relation to a record of a payment or other transfer of value, or ownership or investment interests reported by Pill Box for the 2023 program year.

The dispute was initiated by Tony Stark

- Dispute ID: 157344
- Dispute Comments: test

The dispute was initiated regarding the following record:

- Record ID: 1061299786
- Home System Payment ID: Smoke Testing 07012024 1
- Payment or Other Transfer of Value Date: 02/10/2023
- Payment Amount or Dollar Amount Invested: \$1,000.00
- Payment Category: General Payments

To view the disputed record or record's dispute:

1. Log in to the Open Payments system
2. Select "Review and Dispute" on the header menu
3. Select the entity name in the "Show Disputes for" field and the program year in the "Program Year" field
4. Select the "Show Disputes" button
5. Search for the record's Record ID or Dispute ID
6. Select the record's "Record ID" hyperlink to view the contents of the disputed record or the record's Dispute History "View" hyperlink to view the dispute

To acknowledge receipt of the dispute:

1. Log in to the Open Payments system
2. Select "Review and Dispute" on the header menu
3. Select the entity name in the "Show Disputes for" field and the program year in the "Program Year" field
4. Select the "Show Disputes" button
5. Search for the record's Record ID or Dispute ID
6. Select the record's checkbox then the "Acknowledge Dispute" button

The physician, non-physician practitioner, or teaching hospital who initiated the dispute will receive an email acknowledging your receipt of the dispute. Acknowledging disputes is optional.

If you determine that the record is in error, you may resolve the dispute by correcting the record in the system and attesting to the Program Year of the corrected record.

If you determine that no data change is required to resolve the dispute, you may either select the record on the Review and Dispute page and then select the "Resolved, No Change" button or request the physician, non-physician practitioner, or teaching hospital who initiated the dispute to withdraw it.

If you have questions about the dispute or require any further information, contact the dispute initiator, Tony Stark directly. CMS is not involved in dispute resolution.

If you have any questions or concerns, contact the Open Payments Help Desk by email at [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) or by telephone at 855-326-8366 (TTY Line: 1-844-649-2766). For more information about the program, visit the Open Payments website at <https://www.cms.gov/openpayments>.

Do not reply to this automatically generated email.

Close

## 6.2: Compliance Tab

Only reporting entity users, who have officer role or the compliance role, can access the compliance communications. See Section 3.3: Open Payments Users and User Roles for more information on how to assign a user a compliance role. When a compliance communication is uploaded by the CMS Compliance

Team for your entity, an email notification is received by the reporting entity officers, compliance user(s) and primary point of contact.

### 6.2a: Instructions for Searching Compliance Communications

**Step 1:** Log in to the CMS Enterprise Portal at <https://portal.cms.gov> using your IDM credentials, navigate to the Open Payments home page, and select the “Messages” tab.

Figure 47: Home Page Showing Messages Tab (OPS 1.0)

The screenshot shows the 'Open Payments (Sunshine Act)' home page. At the top, there is a navigation bar with icons for Home, Submissions, Review and Dispute, Manage Entities, My Profile, Messages (highlighted with a red box), and Resources. Below the navigation bar, the main content area is divided into two columns. The left column contains a 'Welcome to the Open Payments System' section with an 'Announcements' sub-section. The right column contains three utility links: 'Access the Open Payments User Guide [PDF]', 'Need help with the website? Contact Us by email', and 'Review the Open Payments Privacy Policy [PDF]'. Below these links is a photograph of a male and female doctor in white coats talking. At the bottom of the page, there is a text box containing information about the Paperwork Reduction Act of 1995.

# Open Payments (Sunshine Act)

Applicable Manufacturer or Group Purchasing Organization [Switch User Type](#)

- Home
- Submissions
- Review and Dispute
- Manage Entities
- My Profile
- Messages**
- Resources

## Welcome to the Open Payments System

### Announcements

**Program Year 2018 Review and Dispute Period Open -**  
The Review and Dispute period is open starting April 1, 2019. During this period, reporting entities may receive disputes from covered recipients and should work with them directly to resolve the disputes. Physicians and teaching hospitals may review data about them and initiate disputes until May 15, 2019. After that, reporting entities have an additional 15-day correction period to make corrections to disputed data as needed. Records with unresolved disputes at the end of the correction period will be identified in the published data as disputed. Changes to records after the correction period will be included in future data publications.

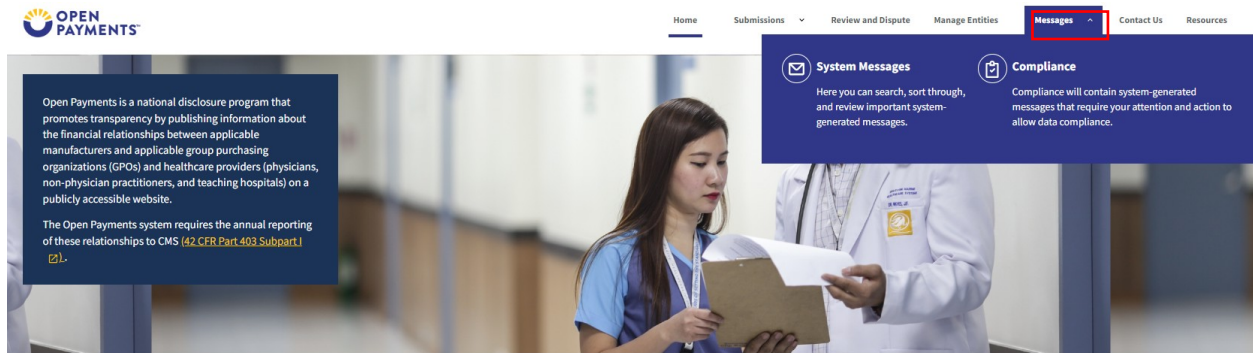
Visit the Open Payments website at <https://www.cms.gov/openpayments> for information. For questions, contact the Open Payments Help Desk by email at [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) or by phone at 1-855-326-8366. For the TTY line, call 1-844-649-2766.

You can manage your user profile and perform user role functions associated with your profile.

- Access** the Open Payments User Guide [PDF]
- Need help with the website? **Contact Us** by email
- Review** the Open Payments Privacy Policy [PDF]

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The OMB control number for this information collection is 0938-1237. The time required to complete this information collection can range from 1 to 30,000 hours per entity depending on the size and type of organization. This information collection may involve registration, data submission, attestation, dispute and dispute resolution processes. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Baltimore, Maryland 21244-1850.

Figure 48: Home Page Showing Messages Tab – Compliance Tab (OPS 2.0)



**Step 2:** You will be brought to the "Messages" page. Select the "Compliance" tab. NOTE: This functionality is available only for the officer and/or Compliance role.

Figure 49: Compliance Tab on Messages Home Page (OPS 1.0)

# Open Payments (Sunshine Act)

Applicable Manufacturer or Group Purchasing Organization [Switch User Type](#)

- Home
- Submissions
- Review and Dispute
- Manage Entities
- My Profile
- Messages
- Resources

## Messages

- System
- Compliance**

The table below provides information on the system generated email messages received by the reporting entity.  
Search and filtering tools above the table can customize the view of the messages displayed.  
For more information on the actions you can take on this page, refer to the [Open Payments User Guide for Reporting Entities \[PDF\]](#).

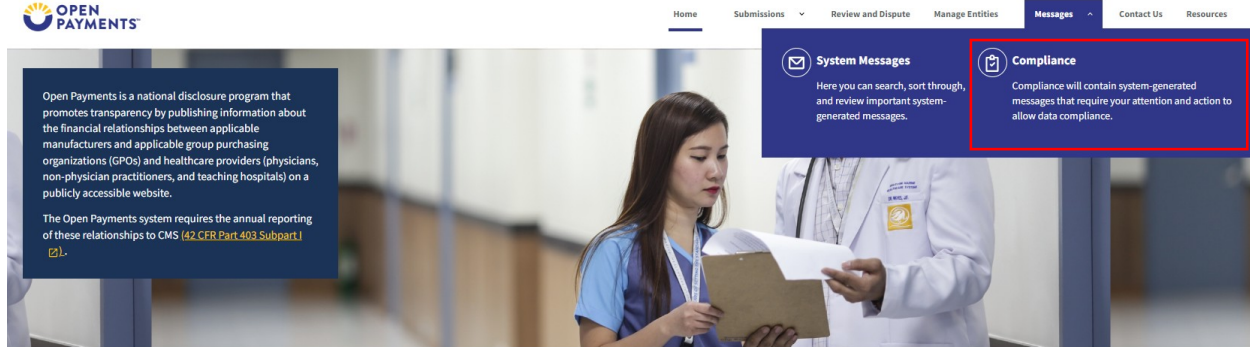
**Entity Name:** ABCDEF Medical  
**File ID:** Maximum 38 digits  
**Record ID:** Maximum 38 digits

**Message Category:** Registration, Submissions, Review and Dispute, Nomination, Nomination Reminder, Attestation, File Processing, User/Nomination Deactivation  
**Payment Category:**

**Search** **Clear All**



Figure 50: Compliance Tab on Messages Tab on Home Page (OPS 2.0)



**Step 3:** You will be able to view all Compliance communications. For each communication, you can view the following details in the table.

- Communication ID: A unique ID to view the details of a communication chain
- Subject
- Receiving Entity
- Communication Date: Date when the compliance correspondence was communicated by the CMS compliance officer
- Communication Status (Draft or Final) - The last communication status of a particular Communication.
- Date Responded: Date when you responded to CMS for the communication.
- Date Received (removed – replaced by other date fields)

Upon selecting the Communication ID, you can view the details of a communication. The "Communication Date" provides the date when the compliance correspondence was communicated by the CMS compliance officer. Note: For New communications, it is the current date and for past communications (prior to January 2020), it is the date when the compliance correspondence was previously communicated to you. The "Date Responded" provides the date when you last responded to CMS for the communication

Figure 51: Compliance Communication Table (OPS 1.0)

# Open Payments (Sunshine Act)

Applicable Manufacturer or Group Purchasing Organization [Switch User Type](#)

Home
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## Messages

System

Compliance

The table below provides details of the compliance communication(s) uploaded by CMS.

To **view** details of a communication, select the "Communication ID" to navigate to the "Communication Details" page. On this page, the user has the ability to respond to a communication uploaded by CMS.

The "**Communication Date**" provides the date when CMS compliance officer communicated the compliance correspondence. Note: For new communications, it is the current date and for past communications (prior to January 2020), it is the date when the compliance correspondence was previously communicated to the reporting entity.

For more information on the actions you can take on this page, refer to the [Open Payments User Guide for Reporting Entities \[PDF\]](#).

Showing 10 of 1 Entries Page 1 of 1 Page 1

| Communication ID                               | Subject         | Receiving Entity | Communication Date | Communication Status | Date Responded |
|--|-----------------|------------------|--------------------|----------------------|----------------|
| <a href="#">200001773684-PDL-1638304196252</a> | Test Compliance | ABCDE Medical    | 11-30-2021         | Final                | 12-10-2021     |

Showing 10 of 1 Entries Page 1 of 1 Page 1

Figure 52: Compliance Communication Table (OPS 2.0)

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[Submissions](#)
[Review and Dispute](#)
[Manage Entities](#)
[Messages](#)
[Contact Us](#)
[Resources](#)

## Compliance Communications

**Important information**

The table below provides details of the compliance communication(s) uploaded by CMS.

To view details of a communication, click on "Communication ID" link to view the communication details and respond to a communication uploaded by CMS.

The "Communication Date" provides the date when CMS compliance officers communicated the compliance correspondence.

**i** For new communications, it is the current date and for past communications (prior to January 1, 2020), it is the date when the the compliance correspondence was previously communicated to the reporting entity.

For more information on the actions you can take on this page, refer to the [Open Payments User Guide for Reporting Entities \[PDF\]](#).

| Communication ID                               | Subject         | Receiving Entity | Communication Date | Communication Status | Date                        |
|--|-----------------|------------------|--------------------|----------------------|-----------------------------|
| <a href="#">100001005104-DFL-1719935878425</a> | Test Compliance | Test Entity      | 07/02/2024         | Final                | 07/02/2024<br>Date Received |

Showing All of 1 entries < Previous 1 Next >

## 6.2b: Communication Details Page

Upon selection of the "Communication ID" link on Compliance Messages tab, you will be taken to a new page "Communication Details" where you can view the complete details (received and responded communication(s)) of that particular communication.


This page will display the communications in the order it was last received or sent, one below the other in descending order. The table below provides the ability to view, download and respond to the compliance communication uploaded by CMS.


- To respond to a communication, select the "Respond" button. This button will not be available when there is already a draft response created.
- To download a compliance document, select the "Download" button next to the communication to be downloaded.
- To delete the draft compliance communication, select the "Delete" button. This button will no longer be available after the user selects the "Finalize" button.
- To edit a communication, select the "Edit" button. You can edit a communication as long as it is in "Draft" status. This button will no longer be available after the communication is finalized.
- To finalize the compliance communication, use the "Finalize" button. This sends the compliance response back to CMS.


Figure 53: Communication Details Page (OPS 1.0)


# Open Payments (Sunshine Act)


Applicable Manufacturer or Group Purchasing Organization [Switch User Type](#)


  
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Review and Dispute

  
Manage Entities

  
My Profile

  
Messages

  
Resources

## Communication Details

ABCDE Medical - 200001773684-PDL-1638304196252

Communication Type: Pre-Demand Letter Communication Date: 11-30-2021

Subject: Test Compliance

---

The table below provides the ability to view, download and respond to the compliance communication uploaded by CMS.

- To **respond** to a communication, select the "Respond" button. This button will not be available when there is already a Draft response created.
- To **download** a compliance document, select the "Download" button next to the communication to be downloaded.
- To **delete** the draft compliance communication, select the "Delete" button. This button will no longer be available after the user selects the "Finalize" button.
- To **edit** a communication, select "Edit" button. You can edit a communication as long as it is in "Draft" status. This button will no longer be available after the communication is finalized.
- To **finalize** the compliance communication, use the "Finalize" button. This sends the compliance response back to CMS.

Back
Respond

| Date ?                        | Communication Status | Actions                  |
|-------------------------------|----------------------|--------------------------|
| ▶ 12-10-2021 (Date Responded) | Final                | <a href="#">Download</a> |
| ▶ 11-30-2021 (Date Responded) | Final                | <a href="#">Download</a> |
| ▶ 11-30-2021 (Date Received)  | Final                | <a href="#">Download</a> |

Back

Figure 54: Communication Details Page (OPS 2.0)

Compliance Communications

Test Entity - 100001005104-DEL-1719935878425 (Final)

**Subject:** Test Compliance  
**Communication Type:** Demand Letter  
**Communication Date:** 07/02/2024  
**Attachment:** [testcompliance.docx](#) [Download](#)

TESTING COMPLIANCE

[Back to Communications](#) [Respond](#)

**Info:** To view a communication's full description, please select the Date hyperlink of the communication and it will display at the top of the page along with the communication details.

| Date                                       | Description        | Communication Status |
|--|--------------------|----------------------|
| <a href="#">07/02/2024 (Date Received)</a> | TESTING COMPLIANCE | Final                |

Showing  of 1 entries [< Previous](#) [1](#) [Next >](#)

### 6.2c: Upload Response to Compliance Communication Page

Upon receiving a CMS communication, you will have the ability to respond to the compliance communication received. Click the “Respond” button to navigate to the “Upload Response to Compliance Communication” page.

Figure 55: Upload Response to Compliance Communication (OPS 1.0)

Home Submissions Review and Dispute Manage Entities My Profile Messages Resources

## Upload Response to Compliance Communication

ABCDE Medical - 200001773684-PDL-1638304196252  
Communication Type: Pre-Demand Letter Communication Date: 11-30-2021

A field with an asterisk (\*) is required.

To respond a compliance communication, follow the steps identified below.

Prior to uploading the compliance communication document, ensure that the document is in a valid pdf, .csv, .txt, .zip, .docx, .xlsx, .pptx format. Document name includes only alphanumeric characters and the three allowed special characters (period (.), underscore (\_), and dash (-)). Document name does not contain spaces. The document is no larger than 50 MB.

1. Provide description for the compliance communication.(Optional)
2. Select the "Browse/Choose" button to locate and select the document to be uploaded.
3. Select the "Upload" button.

NOTE: Communication ID, Communication Date, Subject sections will be auto populated. Once the compliance communication upload is successfully completed, the user will be navigated back to Communication Details page. The compliance communication will be added as a draft version.

**Subject:** Test Compliance

**Description:**  
500 characters maximum. Characters entered over this limit will not be saved.

500 characters remaining

**\*File:**  
Must be a valid .pdf or .csv or .txt or .zip or .docx or .xlsx or .pptx file.

No file chosen

**Figure 56a: Upload Response to Compliance Communication (OPS 2.0)**

**Compliance Communications**

| Communication Details |                                |
|-----------------------|--------------------------------|
| Test Entity -         | 100001005104-DEL-1719935878425 |
| Communication Type:   | Demand Letter                  |
| Subject:              | Test Compliance                |
| Communication Date:   | 07/02/2024                     |

| Important Information  |
|--|
| <ul style="list-style-type: none"><li>• Provide description for the compliance communication (optional).</li><li>• Select the "Browse" button to locate and select the document, or drag the file to be uploaded.</li><li>• Select the "Save as Draft" button.</li></ul> |

| Document Upload Instructions   |
|--|
| <p>Prior to uploading the compliance communication document, ensure that the document:</p> <ul style="list-style-type: none"><li>✓ is in a valid format (.pdf, .csv, .txt, .zip, .docx, .xlsx, .pptx)</li><li>✓ name includes only alphanumeric characters</li><li>✓ name includes only allowed special characters (Period (.), underscore (_), and dash (-))</li><li>✓ name does not contain spaces</li><li>✓ is no larger than 50 MB</li></ul> |

**Figure 56b: Upload Response to Compliance Communication (OPS 2.0)**

A field with an asterisk (\*) is required.

**Description:**  
500 characters maximum. Characters entered over this limit will not be saved.

500 characters remaining

**File:\***

Drag file here or [Browse](#)

No file chosen

To respond to a compliance communication, follow the steps identified below.

Prior to uploading the compliance communication document, ensure that the document is in a valid pdf, .csv, .txt, .zip, .docx, .xlsx, or .pptx format. Document name must include only alphanumeric characters and the three allowed special characters (period (.), underscore (\_), and dash (-)). Document name must not contain spaces. The document must be no larger than 50 MB.


- Provide description for the compliance communication. This is optional.
- Select the "Choose File" button to locate and select the document to be uploaded.
- Select the "Upload" button.
- Click "Yes" on the confirmation message to process with upload or click on "No" to cancel the upload.


NOTE: Communication ID, Communication Date, and Subject sections will be auto populated. Once the compliance communication upload is successfully completed, you will be navigated back to Communication Details page. The compliance communication will be added as a draft version.


Figure 57: Communication Details Page - Confirmation Message (OPS 1.0)


## Open Payments (Sunshine Act)


Applicable Manufacturer or Group Purchasing Organization [Switch User Type](#)


  
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Resources

### Communication Details

ABCDE Medical - 200001773684-PDL-1638304196252

Communication Type: Pre-Demand Letter Communication Date: 11-30-2021

Subject: Test Compliance

**Confirmation:**

- You have successfully uploaded a communication

The table below provides the ability to view, download and respond to the compliance communication uploaded by CMS.

- To **respond** to a communication, select the "Respond" button. This button will not be available when there is already a Draft response created.
- To **download** a compliance document, select the "Download" button next to the communication to be downloaded.
- To **delete** the draft compliance communication, select the "Delete" button. This button will no longer be available after the user selects the "Finalize" button.
- To **edit** a communication, select "Edit" button. You can edit a communication as long as it is in "Draft" status. This button will no longer be available after the communication is finalized.
- To **finalize** the compliance communication, use the "Finalize" button. This sends the compliance response back to CMS.

[Back](#)

| Date                          | Communication Status | Actions  |
|-------------------------------|----------------------|--|
|                               | Draft                | <a href="#">Download</a><br><br><a href="#">Edit</a>                               |
| Test Compliance Description   |                      | <a href="#">Delete</a> <span style="float: right;"><a href="#">Finalize</a></span> |
| ▶ 12-10-2021 (Date Responded) | Final                | <a href="#">Download</a>   |
| ▶ 11-30-2021 (Date Responded) | Final                | <a href="#">Download</a>   |
| ▶ 11-30-2021 (Date Received)  | Final                | <a href="#">Download</a>   |



Figure 58: Communication Details Page - Confirmation Message (OPS 2.0)

Compliance Communications

Test Entity - 100001005104-DEL-1719935878425 (Draft)

**Confirmation**  
You have successfully saved a communication as a draft.

**Subject:** Test Compliance  
**Communication Type:** Demand Letter  
**Communication Date:** 07/02/2024  
**Attachment:** [testcompliance.docx](#) **Download**

---

TEST COMPLIANCE

[Back to Communications](#) [Delete](#) [Edit](#) [Finalize](#)

To view a communication's full description, please select the Date hyperlink of the communication and it will display at the top of the page along with the communication details.

| Date                                      | Description        | Communication Status |
|---|--------------------|----------------------|
| <a href="#">07/02/2024(Date Created)</a>  | TEST COMPLIANCE    | Draft                |
| <a href="#">07/02/2024(Date Received)</a> | TESTING COMPLIANCE | Final                |

Showing [All](#) of 2 entries [< Previous](#) [1](#) [Next >](#)

Once the communication is added as draft version, you will see an expandable view of the message text. Upon expanding the communication, you can either edit, delete or finalize the communication.

Upon selecting the “Delete” button, a confirmation message will appear allowing you to select either “Yes” to delete the communication or “No” to cancel the action. Upon selecting “Yes”, the draft communication will be deleted and you will see a confirmation message on the screen. Note that this action will delete only the draft communication and does not delete any previous communications. Also, the “Delete” button will not appear for the communications that are in final status.

Figure 59: Confirmation Message (OPS 1.0)

## Communication Details

ABCDE Medical - 200001773684-PDL-1638304196252

Communication Type: Pre-Demand Letter

Communication Date: 11-30-2021

Subject: Test Compliance

**Confirmation:**

- Your compliance communication has been successfully deleted.

The table below provides the ability to view, download and respond to the compliance communication uploaded by CMS.

- To **respond** to a communication, select the "Respond" button. This button will not be available when there is already a Draft response created.
- To **download** a compliance document, select the "Download" button next to the communication to be downloaded.
- To **delete** the draft compliance communication, select the "Delete" button. This button will no longer be available after the user selects the "Finalize" button.
- To **edit** a communication, select "Edit" button. You can edit a communication as long as it is in "Draft" status. This button will no longer be available after the communication is finalized.
- To **finalize** the compliance communication, use the "Finalize" button. This sends the compliance response back to CMS.

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[Respond](#)

| Showing 10 of 3 Entries Page 1 of 1 Page 1 |                      |                          |
|--|----------------------|--------------------------|
| Date ?                                     | Communication Status | Actions                  |
| ▶ 12-10-2021 (Date Responded)              | Final                | <a href="#">Download</a> |
| ▶ 11-30-2021 (Date Responded)              | Final                | <a href="#">Download</a> |
| ▶ 11-30-2021 (Date Received)               | Final                | <a href="#">Download</a> |

Showing 10 of 3 Entries Page 1 of 1 Page 1

Figure 60: Confirmation Message (OPS 2.0)

Compliance Communications

Test Entity - 100001005104-DEL-1719935878425 (Final)

**Confirmation**  
Your compliance communication has been successfully deleted.

**Subject:** Test Compliance  
**Communication Type:** Demand Letter  
**Communication Date:** 07/02/2024  
**Attachment:** [testcompliance.docx](#) [Download](#)

TESTING COMPLIANCE

[Back to Communications](#) [Respond](#)

To view a communication's full description, please select the Date hyperlink of the communication and it will display at the top of the page along with the communication details.

| Date                                      | Description        | Communication Status |
|---|--------------------|----------------------|
| <a href="#">07/02/2024(Date Received)</a> | TESTING COMPLIANCE | Final                |

Showing  of 1 entries [< Previous](#) [1](#) [Next >](#)

Upon selecting the “Finalize” button, the confirmation message will allow you to select either “Yes” to finalize the communication or “No” to cancel the action. Upon selecting the “Yes”, the “Communication Status” changes from draft to final. This action will notify the CMS Compliance team about the response. When a communication is finalized, a confirmation message will be provided on the page. Upon selecting the “No”, the user action will be cancelled.

Figure 61: Confirmation Message (OPS 1.0)

## Communication Details

ABCDE Medical - 200001773684-PDL-1638304196252

Communication Type: Pre-Demand Letter

Communication Date: 11-30-2021

Subject: Test Compliance

### Confirmation:

- Your communication is successfully finalized and a notification has been sent to the CMS Compliance Team.

The table below provides the ability to view, download and respond to the compliance communication uploaded by CMS.

- To **respond** to a communication, select the "Respond" button. This button will not be available when there is already a Draft response created.
- To **download** a compliance document, select the "Download" button next to the communication to be downloaded.
- To **delete** the draft compliance communication, select the "Delete" button. This button will no longer be available after the user selects the "Finalize" button.
- To **edit** a communication, select "Edit" button. You can edit a communication as long as it is in "Draft" status. This button will no longer be available after the communication is finalized.
- To **finalize** the compliance communication, use the "Finalize" button. This sends the compliance response back to CMS.

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[Respond](#)

Showing 10 of 4 Entries Page 1 of 1 Page 1

| Date                          | Communication Status | Actions                  |
|-------------------------------|----------------------|--------------------------|
| ▶ 12-10-2021 (Date Responded) | Final                | <a href="#">Download</a> |
| ▶ 12-10-2021 (Date Responded) | Final                | <a href="#">Download</a> |
| ▶ 11-30-2021 (Date Responded) | Final                | <a href="#">Download</a> |
| ▶ 11-30-2021 (Date Received)  | Final                | <a href="#">Download</a> |

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Figure 62: Confirmation Message (OPS 2.0)

### Compliance Communications

Test Entity - 100001005104-DEL-1719935878425 (Final)

**Confirmation**  
Your communication is successfully finalized and a notification has been sent to the CMS Compliance Team.

**Subject:** Test Compliance  
**Communication Type:** Demand Letter  
**Communication Date:** 07/02/2024  
**Attachment:** [testcompliance.docx](#) [Download](#)

---

Finalized Response

[Back to Communications](#) [Respond](#)

**i** To view a communication's full description, please select the Date hyperlink of the communication and it will display at the top of the page along with the communication details.

| Date  | Description        | Communication Status |
|---|--------------------|----------------------|
| <a href="#">07/02/2024 (Date Responded)</a> | Finalized Response | Final                |
| <a href="#">07/02/2024 (Date Received)</a>  | TESTING COMPLIANCE | Final                |

Showing [All](#) of 2 entries [< Previous](#) [1](#) [Next >](#)