

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



CENTER FOR MEDICARE

DATE: September 19, 2019

TO: All Part D Plan Sponsors

FROM: Jennifer R. Shapiro, Acting Director, Medicare Plan Payment Group

SUBJECT: Contractor Change for Medicare Prescription Drug Benefit Final Part D Payment Process and Part D Prescription Drug Event Data Analysis Initiatives

Beginning September 2019, Acumen, LLC (Acumen) is assisting the Centers for Medicare and Medicaid Services (CMS) with the Medicare Prescription Drug Benefit final Part D Payment Process. To support the final Part D Payment Process, Acumen will collect and analyze data and information related to attestations for Prescription Drug Event/Direct and Indirect Remuneration (PDE/DIR), Plan-to-Plan (P2P), and Detailed DIR. Acumen will also receive and review communications associated with reopening and reconsideration requests.

Beginning September 2019, Acumen will also assist CMS with the PDE Reports and the PDE Analysis initiatives. As a reminder, the PDE Reports initiative includes the Immediately Actionable PDE reports and the Eligibility Errors reports. The PDE Analysis initiative consists of the General Coverage Gap Discount Program (CGDP) Data Quality Review, the Part D Payment Reconciliation Data Quality Review, review of the CGDP Quarterly Invoice Withheld and Invoiced Outlier PDEs, review of Manufacturer Disputes, and release of the Upheld Dispute Tracking reports.

Acumen will continue to use the existing Part D Payment Process Support, PDE Reports, and PDE Analysis websites to support reporting and communication with Part D sponsors. The appearance and functionality of these websites will not change. Additionally, Acumen will continue to use existing email addresses to receive Part D sponsor communications. The email address for questions regarding final Part D Payment processes and the Part D Payment Support website is PartDPaymentSupport@acumenllc.com. The email address for questions regarding the PDE Reports initiative and the PDE Reports website is PDE@acumenllc.com, and the email address for the PDE Analysis initiative and the PDE Analysis website is PDEAnalysis@acumenllc.com.

As in prior years, each sponsor must establish and maintain access to the Part D Payment Process Support, PDE Reports, and PDE Analysis websites for the appropriate personnel. Information on establishing access to these websites is provided in Attachment I (Acumen Program Info Web Portal User Authorization Instructions). For website access issues, please contact the relevant email address or (650) 558-8006.

Attachment I: Acumen Program Info Web Portal User Authorization Instructions

Acumen has created the Part D Payment Process Support, PDE Reports, and PDE Analysis web portals to facilitate reporting and communications for the Part D Payment, PDE Reports, and PDE Analysis initiatives respectively. These web portals are accessible only to authorized participants, with each sponsor utilizing a space on the portal that is separately secure from all other participants.

In accordance with Federal Information Security Management Act (FISMA) regulations, only the authorizing agent – in this case, the contract's Medicare Compliance Officer – is authorized to give access to the required web portals for each contract. To streamline this process, Acumen has developed the User Security Web Portal – a web tool that allows Medicare Compliance Officers to manage their users' permissions to Acumen's web portals. For your contract to gain access to these web portals, your Medicare Compliance Officer must complete the following steps:

1. Identify individuals who should have access to each web portal.

Appropriate website users are staff who are either directly involved in the respective Part D Payment or PDE data submission processes or who oversee a third party submitter. If a third party organization is involved in your contract's submission process, your contract may assign a member of this organization as a user. However, we recommend your contract include at least one internal user from your own organization, as one goal of the web portals is to help your contract monitor and resolve third party issues. For security purposes, each contract is limited to five authorized users for each web portal.

2. Log onto the User Security Web Portal (https://partd.programinfo.us/user_security)

The latest Medicare Compliance Officer on record in the Health Plan Management System (HPMS) for each contract has been granted access to the User Security web portal. If your Medicare Compliance Officer does not have access to the User Security web portal or has never logged in, please contact Acumen. For issues relating to the Payment Support web portal, please email PartDPaymentSupport@acumenllc.com. For issues related to the PDE Reports or PDE Analysis web portals, please contact PDE@acumenllc.com or PDEAnalysis@acumenllc.com, respectively. If your Medicare Compliance Officer on record in HPMS is incorrect, please update HPMS directly.

3. Designate users and authorize access permissions via the User Security web portal.

Medicare Compliance Officers must complete the user authorization process by reviewing and/or updating current user access settings or by authorizing access permissions for new users on the User Security web portal.

To designate users and authorize access permissions, Medicare Compliance Officers must complete the following steps on the User Security web portal:

- a) Add an existing and/or new user.
- b) Select the Web Portal and contract(s) for each user.
- c) Authorize access permissions for each user.

More information on adding users can be found in the Help Documents section of the User Security web portal.

Following completion of the user authorization process, Acumen will send authorized web portal users:

- A Welcome Email with the relevant Web Portal User Guide, Getting Started Guide and Web Portal URL
- A Credential Email with a unique One-Time Password Link and login username (Note: only users new to Acumen's web portals will receive a Credential Email)

Note that all authorized users can log on and navigate the webs portals and receive email notifications regarding web portal activity (e.g., report releases). However, user access to the PDE Reports web portal can vary according to two possible access levels:

- *Summary Report Only:* User can access a summary version of the IAP Errors Reports with summary information on PDE submission, rejection, and error resolution statistics. Users with Summary Report Only permissions will not be able to access the Eligibility Errors Reports.
- *Summary and Confidential Beneficiary Reports:* User can access confidential beneficiary information in the IAP and Eligibility Errors Reports, in addition to the summary version of the IAP Errors Reports.

If you have any questions or require assistance with the user authorization process for Part D Payment Support, please contact PartDPaymentSupport@acumenllc.com. If you have any questions or require assistance with the user authorization process for PDE Reports or PDE Analysis, please contact PDE@acumenllc.com or PDEAnalysis@acumenllc.com, respectively. You can also contact Acumen's website assistance line at (650) 558-8006 for assistance with user authorization for all web portals.