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TO: All Prescription Drug Plan Sponsors and Medicare Advantage Organizations (MAOs)

FROM: Amy Larrick Chavez-Valdez
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SUBJECT: Contract Year (CY) 2019 Monitoring Parts C & D Reporting Web Portal Access

DATE: July 5, 2019

This memorandum provides an overview of the CY 2019 Monitoring Parts C & D Reporting Web Portal and user authorization process. For new CY 2019 contracts, user access requests should be completed within two weeks from the date of this memorandum. A new Medication Therapy Management (MTM) Program Completion Rate for Comprehensive Medication Review (CMR) Star Rating Measure report will also be available through the portal.

Overview of Monitoring Parts C & D Reporting Web Portal

CMS has the authority to establish reporting requirements for MAOs and Part D sponsors as described in 42 CFR §422.516(a) and §423.514(a), respectively. Sponsors that are required to submit Part C and/or Part D Reporting Requirements data are responsible for obtaining and maintaining access to the Monitoring Parts C & D Reporting Web Portal.

The portal is maintained by CMS' contractor, Dobson | DaVanzo, & Associates, LLC (Dobson | DaVanzo), and subcontractor Acumen, LLC (Acumen). This secure web portal is accessible only to authorized users and is used to coordinate communications among sponsors, CMS, Dobson | DaVanzo, and Acumen regarding potential issues identified in the Reporting Requirements data that sponsors submit through the Health Plan Management System (HPMS). Sponsors will have the opportunity to correct data issues in HPMS prior to the annual data validation process. Sponsors should refer to the Technical Specifications documentation published by CMS for more information on the reporting process for the Parts C and D Reporting Requirements data.^{1,2}

Authorized users of the Monitoring Parts C & D Reporting Web Portal will be notified by Dobson | DaVanzo and Acumen if they fail to submit Reporting Requirements data by the required deadlines or if potential data issues were identified for verification.

The following types of issues will be analyzed:

- *Overdue:* failed to report the required data by the reporting deadline
- *Placeholder:* reported "0" values for all data elements in multiple reporting sections

¹ Part C Reporting Requirements can be found at: <http://www.cms.gov/Medicare/Health-Plans/HealthPlansGenInfo/ReportingRequirements.html>

² Part D Reporting Requirements: http://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovContra/RxContracting_ReportingOversight.html

- *Data Integrity*: reported potentially inconsistent data (e.g., sum of parts does not equal the whole)
- *Outlier*: reported high or low values relative to the rest of the Part C or D program

After receiving notification from Dobson | DaVanzo and Acumen, sponsors should log on to the Monitoring Parts C & D Reporting Web Portal to review the issue(s) that were identified, and sponsors may download reports from the portal for additional details. These reports identify the type of issue(s), the reporting section(s), and/or the data element(s) in question.

Using the details provided in the report, sponsors should research potential issues to determine the validity of the flagged issue(s) and evaluate whether or not data need to be corrected. For *overdue* data, sponsors should verify why the data was not previously submitted. For *placeholder*, *data integrity*, and *outlier* issues, sponsors should review the submitted data to determine whether data are accurate or inaccurate.

The report also contains a section for sponsors to respond to each issue. Sponsors should submit a response for each data issue identified regardless of whether or not data need to be corrected in HPMS.

Sponsors should submit any missing data or resubmit data to correct issues via HPMS per the Technical Specifications. Reporting Requirements data should not be submitted through the Acumen Web Portal.

New Report Availability for the Medication Therapy Management (MTM) Program Completion Rate for Comprehensive Medication Review (CMR) Star Rating Measure

To aid sponsors in their efforts to review their data ahead of CMS' plan preview for the 2020 Star Ratings, we are providing sponsors' access to the new MTM Program Completion Rate for CMR Measure Report through the portal. Contracts will receive email notifications about report availability around the end of July 2019. Contracts' reports will contain summary and beneficiary-level information for the records excluded from the calculation for their MTM Program Completion Rate for CMR measure. Reports will be available in the Download Files section of the portal. Only users with Summary & Confidential Beneficiary Report access permissions will be allowed to download reports.

For questions about report availability please contact Dobson | DaVanzo and Acumen at CDReporting@AcumenLLC.com. For questions about Star Ratings and Display Measures, please contact CMS at PartCandDStarRatings@cms.hhs.gov.

Actions and Timelines

The following table summarizes the expected actions and timelines for the launch of the CY 2019 Monitoring Parts C & D Reporting Web Portal.

Action	Date
New CY 2019 contracts: Medicare Compliance Officers should complete the user authorization process for the Monitoring Parts C & D Reporting Web Portal via Acumen's User Security Web Portal. The attachment to this memorandum provides instructions for adding new users.	New user requests due two weeks from the date of this memorandum
Contracts continuing from CY 2018: No action is necessary if your contract has no changes in authorized users or their levels of access. Previously authorized users will retain their access to the Monitoring Parts C & D Reporting Web Portal. If necessary, Medicare Compliance Officers	

can modify existing user access through Acumen's User Security Web Portal.

All CY 2019 contracts: Be prepared to receive and review notifications from Dobson | DaVanzo and Acumen regarding potential issues identified with the Reporting Requirements data.

Rolling basis: following Reporting Requirements data reporting deadlines

We appreciate your continued cooperation in making the Monitoring Parts C & D Reporting Web Portal a success.

Questions regarding the web portal and reports should be directed to Dobson | DaVanzo and Acumen at CDReporting@AcumenLLC.com.

Questions regarding the Reporting Requirements or Technical Specifications should be directed to the appropriate CMS contact:

- Part C: partcplanreporting@cms.hhs.gov
- Part D: partd-planreporting@cms.hhs.gov

Attachment. User Authorization Instructions

The secure web portal is accessible only to authorized users, with each contract utilizing a space on the web portal that is separate and secure from all other contracts.

Only the Medicare Compliance Officer (MCO) is authorized to grant access to Acumen's web portals for each contract. To streamline this process, Acumen has developed the User Security Web Portal – a web tool that allows MCOs to manage their users on the Acumen web portals.

In order for your contract to gain or maintain access to the Monitoring Parts C & D Reporting Web Portal, your MCO should complete the following steps:

1. Identify individuals who should have access to the Monitoring Parts C & D Reporting Web Portal.

If your contract is new in 2019, you should authorize users for the Monitoring Parts C & D Reporting Web Portal. You may choose to authorize representatives that are currently users on other Acumen web portals. However, you should complete the user authorization process again, specifically for the Monitoring Parts C & D Reporting Web Portal.

If your contract is continuing from 2018, previously authorized users will retain their access to the Monitoring Parts C & D Reporting Web Portal. You may choose to keep the same users or your contract may modify users.

For security purposes, each contract is limited to five authorized users on the Monitoring Parts C & D Web Portal. All authorized users will have access to all features of the Monitoring Parts C & D Reporting Web Portal, including downloading reports, uploading responses, and accessing discussion boards. In addition, all users will receive e-mail notifications.

2. Log onto the User Security Web Portal (https://PartD.ProgramInfo.us/User_Security).

Access to the Monitoring Parts C & D Reporting Web Portal is managed by each contract's MCO through Acumen's User Security Web Portal (https://PartD.ProgramInfo.us/User_Security). The latest MCO on record for each contract in HPMS has been granted access to the User Security Web Portal.

If your contract is new in CY 2019, you should update your contact information in HPMS to reflect the appropriate individual. Acumen will then disseminate login credentials to the updated MCO.

If your contract is continuing from CY 2018, you as the current MCO should already have access to the User Security Web Portal through existing work with Acumen. You may log in to the User Security Web Portal using the same username and password.

To access the User Security Web Portal:

1. Navigate to the Web Portal at https://PartD.ProgramInfo.us/User_Security.
2. Agree to the Warning Notice.
3. Enter your username and login password.

If you do not have access to the User Security Web Portal or requires assistance logging in, please contact Acumen at CDReporting@AcumenLLC.com.

3. Designate Users and Authorize Access Permissions.

If your contract is new in CY 2019, you should log in to the User Security Web Portal to add new users and authorize access permissions or choose to authorize existing users to access your contract's information.

If your contract is continuing from CY 2018, you should log in to the User Security Web Portal to review the list of individuals currently authorized to access your contract's information on the Monitoring Parts C & D Reporting Web Portal. You may choose to keep the same user access settings or modify access as necessary.

To designate users and authorize access permissions, complete the following steps through the User Security Web Portal:

1. Add an existing and/or new user.
2. Select the Web Portal and contract(s) for each user.
3. Authorize access permissions for each user.

MCOs may also designate themselves as one of the five authorized users on the Monitoring Parts C & D Reporting Web Portal.

Following the user authorization process, Acumen will send the following to each newly authorized Monitoring Parts C & D Reporting Web Portal user:

1. A Welcome Email with the Monitoring Parts C & D Reporting Web Portal user guide and Web Portal URL.
2. A Credential Email with a unique One-Time Password Link and login username.

To ensure timely access to the Monitoring Parts C & D Reporting Web Portal, MCOs should complete all steps of the user authorization process **within two weeks from the date of this memorandum.**

If you have any questions or require assistance with the user authorization process, please contact Acumen at CDReporting@AcumenLLC.com.