



CENTER FOR MEDICARE

DATE: April 20, 2023

TO: All Prescription Drug Plans, Medicare Advantage-Prescription Drug Plans, Section 1876 Cost Plans, and PACE plans

FROM: Amy Larrick Chavez-Valdez
Director, Medicare Drug Benefit and C & D Data Group

SUBJECT: UPDATES - 2023 Medicare Part D Patient Safety Reports

The purpose of this memorandum is to announce the availability of the 2023 Patient Safety Reports on the Patient Safety Analysis Web Portal on April 28, 2023, updates to measure calculations, changes to measure specifications, new measures, and archiving of older reports. To access the Patient Safety Reports, you must be an authorized user of the [Patient Safety Web Portal](#). The access authorization process is described later in this memo. Instructions can be found in the “Access to the Patient Safety Analysis Web Portal” section of this memorandum.

Medicare Part D Patient Safety Measures

For 2023, CMS will report and update monthly 14 patient safety measures through the Patient Safety Analysis Web Portal. Each month, Part D sponsors may download and review their measure packages. These actionable measure packages include a summary contract-level report for each measure and additional beneficiary-level files. Part D sponsors can use the Patient Safety Reports to compare their performance to overall averages and monitor their progress in improving their measure rates.

Several measures are displayed on the Medicare.gov Plan Finder as Part D Star Ratings or on CMS.gov as display measures. Medicare beneficiaries can use this information to make informed enrollment decisions about available health and prescription drug plans.

The patient safety measures include:

- Medication Adherence for Cholesterol (Statins) (ADH-Statins)
- Medication Adherence for Hypertension (RAS Antagonists) (ADH-RAS)
- Medication Adherence for Diabetes Medications (ADH-Diabetes)
- Medication Adherence for HIV/AIDS (Antiretrovirals) (ADH-ARV)

- Statin Use in Persons with Diabetes (SUPD)
- Use of Opioids at High Dosage in Persons without Cancer (OHD)
- Use of Opioids from Multiple Providers in Persons without Cancer (OMP)
- Antipsychotic Use in Persons with Dementia, Overall (APD)
- Antipsychotic Use in Persons with Dementia, for Long-Term Nursing Home Residents (APD-LTNH)
- Concurrent Use of Opioids and Benzodiazepines (COB)
- Polypharmacy: Use of Multiple Anticholinergic (ACH) Medications in Older Adults (Poly-ACH)
- Polypharmacy: Use of Multiple Central Nervous System (CNS)-Active Medications in Older Adults (Poly-CNS)
- Initial Opioid Prescribing for Long Duration (IOP-LD)
- Persistence to Basal Insulin (PST-INS)

Sponsors may monitor their data in the reports and alert CMS if potential errors or anomalies are identified. The Patient Safety Analysis Web Portal facilitates communication between CMS, Part D contracts, and our contractor, Acumen, LLC. Sponsors can view “at-a-glance” Rate Summary and Performance Graphs for each measure and respond directly to outlier notices. CMS encourages sponsors to review the outlier notices; however, it is optional for Part D sponsors to respond.

The Patient Safety Analysis Web Portal User Guide is located under the Web Portal’s navigation menu Help Documents web page link. Other information provided on the Help Documents web page includes links to each measure’s Patient Safety Report User Guide, diagnosis codes, and the National Drug Code (NDC) medication lists used to calculate the measures.

The 14 year of service (YOS) 2022 measure reports will continue to be produced using YOS 2022 data submitted through July 2023.¹

2023 Patient Safety Report Update

CMS will begin releasing monthly Patient Safety Reports using 2023 Prescription Drug Event (PDE) data with the April 2023 report release. The measures in these reports are calculated using 2023 PDE, fee-for-service claims, and encounter data processed up until one month before the release of the report. For example, the 2023 reports released on April 28, 2023 will contain PDE data for dates of service between January 1, 2023 and March 31, 2023, submitted by March 31, 2023. Each monthly report is updated as more complete 2023 data are submitted and processed.

All measures are calculated based on Pharmacy Quality Alliance (PQA) measure specifications and Value Sets, which include NDCs. The PQA updates their Value Sets biannually, usually in February and July. The April 2023 reports use the most recent updated PQA NDC lists and the ICD-10 diagnoses codes for both 2022 and 2023 data. Between NDC

¹ See HPMS memorandum, “UPDATES - 2022 Medicare Part D Patient Safety Reports, April 21, 2022.”

list updates, sponsors may observe differences between their internal monitoring reports and the patient safety reports, especially if applying more real-time NDC changes or capturing PDE data not yet submitted to or processed by CMS.

The final YOS 2023 Patient Safety Reports will be released in July 2024, one month after the submission deadline for 2023 PDE records to CMS, and use the NDC list provided by the PQA in early 2024 (e.g., February). The final YOS 2023 contract rates will be used to calculate 2025 Part D Star Ratings and/or display page measures.

Patient Safety Measure Updates

Consistent with the Announcement of Calendar Year (CY) 2024 Medicare Advantage (MA) Capitation Rates and Part C and Part D Payment Policies published on March 31, 2023,² the following changes are implemented with the release of the April 2023 reports using 2023 data unless otherwise specified.

Measure Specification Updates

APD and APD-LTNH:

- Modified APD measure description.
- Updated definition to existing numerator exclusion to reflect appropriate indication for antipsychotic use.
- Added a new numerator exclusion to remove beneficiaries with major depression diagnosis (treatment resistant) at any time during the measurement year. We will provide additional information in the APD measure user guide on how beneficiaries will be identified and excluded for major depression diagnosis based on the PQA measure manual.
- Removed the “greater than 60 days’ cumulative supply” requirement from the denominator.

IOP-LD:

- Updated the timeframe to identify exclusions only during the measurement year or the 90 days prior to the index prescription start date (IPSD), the earliest date of service for an opioid medication during the measurement year, to align with the current PQA measure specifications.

Removal of Older Patient Safety Reports

As of April 30, 2023, the Patient Safety Analysis Web Portal will no longer display Performance Graphs or Rate Summary pages for 2020 Patient Safety Reports.

² [Announcement of Calendar Year \(CY\) 2024 Medicare Advantage \(MA\) Capitation Rates and Part C and Part D Payment Policies](#)

The reports will be archived and available only by request. Sponsors that currently have access to these reports may use the following Web Portal features to download this data before it is permanently archived:

- Use the Download Files feature to download 2020 contract-level and detail-level reports.
- Use the Export All Rate Measures feature on the Rate Summary page to download the final summary contract-level data for all 2020 measures.

Access to the Patient Safety Analysis Web Portal

To access the Patient Safety Reports, you will need to be an authorized user of the Patient Safety Analysis Web Portal. CMS' contractor, Acumen, LLC, currently manages the Patient Safety Analysis Web Portal. The Web Portal is accessible only to authorized participants, with each sponsor utilizing a secure space on the site that is separate from all other sponsors.

Only the Medicare Compliance Officer (MCO) for a given contract may authorize user access to Acumen's Patient Safety Web Portal for that 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.

To complete User Authorization, the MCO will need to:

1. Identify individuals who require access to the Patient Safety Analysis Web Portal for each contract.
 - a. Contracts are limited to **five** authorized users.
 - b. All authorized Web Portal users will have the ability to view all contract-specific portal content and transfer data for their designated contract and permission level.
 - c. All authorized Web Portal users will also be able to discuss any data concerns with Acumen and CMS through contract-specific discussion boards.
2. Log on to the User Security Web Portal.
3. Complete the Add User steps to designate users and authorize access permissions.

Accessing the User Security Web Portal

Access to the Patient Safety Analysis Web Portal is managed by each contract's MCO through [Acumen's User Security Web Portal](#). The latest MCO on record for each contract in HPMS has been granted access to the User Security Web Portal.

- **If your MCO already has an Acumen ProgramInfo Web Portal account**, they may log in to the User Security Web Portal using the same username and password.
- **If your MCO does not have an Acumen ProgramInfo Web Portal account**, your contract must update your MCO's contact information in HPMS to reflect the appropriate individual. Acumen will then disseminate login credentials to the updated MCO.

To access the User Security Web Portal:

1. Navigate to the [Patient Safety Web Portal](#).
2. Agree to the Warning Notice.
3. Enter your username and login password.

Designating Users and Authorizing Access Permissions

After your organization's MCO logs in to the User Security Web Portal, they may review and/or update the current user access settings, or authorize access permissions for new users. Each contract is limited to a maximum of five users on the Patient Safety Analysis Web Portal.

- **If your contract is continuing from CY 2022**, your MCO may log in to the User Security Web Portal to review the list of individuals currently authorized to access your contract's information on the Patient Safety Analysis Web Portal. Your MCO may choose to keep the same user access settings or modify access as necessary.
- **If your contract is new in CY 2023**, your MCO may 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.

To designate users and authorize access permissions, MCOs may 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 Patient Safety Analysis Monitoring Web Portal.

All authorized users can log on to navigate the Web Portal and receive email notifications regarding report releases. However, access to the Patient Safety Analysis Web Portal can vary according to two possible access levels for each user:

- *Summary Report Only*: User can access a version of the Patient Safety Reports with summary information on contract-level data for each Patient Safety measure. Users will not be able to access beneficiary-level data.
- *Summary and Confidential Beneficiary Reports*: User can access confidential beneficiary-level information in the detail version of the Patient Safety Reports, in addition to the summary versions of the Patient Safety Reports.

At least one user from each contract must have access to Summary and Confidential Beneficiary Reports in order to view and respond to beneficiary-level issues.

Following the user authorization process, Acumen will send the following to each newly authorized Patient Safety Analysis Web Portal user:

- A Welcome Email with the Patient Safety Analysis Web Portal User Guide and

Web Portal URL.

- A Credential Email with a unique One-Time Password Link and login username.

Additional Resources

Part D sponsors can refer to the [Part C&D Performance Data website](#).

Any general questions related to the Patient Safety Analysis project should be sent via email to PartCandDStarRatings@cms.hhs.gov.

For technical questions related to the user authorization process or access to the Web Portal or reports, please contact Acumen at PatientSafety@AcumenLLC.com or by phone at (650) 558-8006.

Thank you for your continued dedication to helping Medicare beneficiaries.