

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
Center for Beneficiary Choices  
7500 Security Boulevard, Mail Stop C4-23-07  
Baltimore, Maryland 21244-1850



**CENTER FOR BENEFICIARY CHOICES**

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Date: November 20, 2007

To: ALL Medicare Advantage Organizations, Prescription Drug Plan Sponsors  
and Other Interested Parties

From: Thomas Hutchinson  
Director, Medicare Plan Payment Group

Subject: Prescription Drug Event (PDE) Reports and Website: Summary and  
Detailed Reports

The deadline for Prescription Drug and Medicare Advantage Prescription Drug plans to return contact information for the Acumen Prescription Drug Event (PDE) Website, <https://PartD.ProgramInfo.US/PDE>, was Friday November 16, 2007. If plans have not already done so, they should complete the attached Excel file with contact and website user information and return to Acumen, LLC at [PDE@acumenLLC.com](mailto:PDE@acumenLLC.com) as soon as possible. Specific instructions on completing and returning the spreadsheet to Acumen can be found in the Attachment to this memorandum.

The PDE website will provide plans with a tool to monitor the submission and error resolution of PDE data. Authorized users at the plan will be able to download reports for their respective contracts, as well as participate in discussions with CMS regarding error resolution via contract-specific discussion boards. Please note that users will not be directly contacted by CMS regarding PDE data resolution; the contact information provided to Acumen will only be used to assign website access privileges.

The most appropriate users for this website are staff who are either directly involved in the process of PDE data submission and resolution, or who oversee a third party submitter. If a third party organization is involved in claim submission, you may assign a member of this organization as a user. We recommend, however, you include at least one internal user from your own organization, as plans need to understand and manage their PDEs regardless of whom submits them.

At plan request, CMS will be providing high-level summary reports and scorecards without detailed PDE-level information in addition to the detailed reports. Authorized users of the website will indicate on the contact sheet to Acumen whether they are a

detailed data user or a summary data user. When the PDE reports are available for download on the website, the detailed data user will be able to download both the summary and the detailed sets of reports. The summary data user will have access to the summary level reports. The goal of providing both sets of reports is to allow users with various levels of data access to use the information provided through this process.

If you have any questions about this process, please contact Acumen at [PDE@acumenllc.com](mailto:PDE@acumenllc.com). CMS appreciates your cooperation in working with Acumen, LLC and in making this new PDE Report process a success.

## **ATTACHMENT: General Instructions**

For Acumen to authorize representatives to access the website, **all Part D plans must provide contact information for the individual(s) who will be using the website <https://PartD.ProgramInfo.US/PDE>**. For security purposes, **the sponsor is limited to three authorized users**.

- Please indicate the appropriate contact individuals by completing the form in Attachment C (“PDEcontacts.xls”).
  - The primary user should be listed first. The primary user will be the person Acumen contacts if there is a problem with any of the reports or the metrics on rejected PDEs.
  - Additional users may serve as back up for the primary user or assist in troubleshooting.
  - For each user identified on the contact sheet, the plan should specify whether the user is a summary data user or a detailed data user.
  - Because troubleshooting may require reviewing information for specific beneficiaries, users are expected to be authorized to access identifiable beneficiary data.
  
- This file should be sent by email as soon as possible but no later than **close of business on November 16, 2007**. Please email with the subject “{Field: Contract Number} Users” to [PDE@Acumenllc.com](mailto:PDE@Acumenllc.com).

Upon receipt of contact information from Part D plans, Acumen will forward authorized users welcome information with log in credentials, detailed log in instructions, and additional information about the PDE errors evaluation process.