

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



**MEDICARE DRUG BENEFIT AND C & D DATA GROUP**

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TO: Medicare Compliance Officer, Part D Sponsor

FROM: Cynthia G. Tudor, Ph.D., Director, Medicare Drug Benefit and C & D Data Group

SUBJECT: Sponsors' Access to the Medicare Plan Finder (MPF) Communications Website

DATE: June 14, 2013

To streamline communications from CMS to Part D sponsors regarding any outliers identified in the quality assurance (QA) of their Medicare Plan Finder (MPF) data files, CMS will continue to utilize the MPF Communications website developed by Acumen, LLC. This website provides a secure means of distributing information regarding data outliers. If data outliers are identified by CMS' QA, sponsors will receive notifications via email from the website. When applicable, detailed files of the outlier(s) will be available.

***User Authorization for MPF Communications Website***

To access the MPF Communications, you must be an authorized user of the MPF Communications Website. CMS' contractor, Acumen, LLC, currently manages the MPF Communications Website. The secure website is accessible only to authorized participants, with each sponsor utilizing a secure space on the site that is separate from all other sponsors.

In accordance with Federal Information Security Management Act (FISMA) regulations, only the Medicare Compliance Officer is authorized to give access to the website for each contract. To streamline this process, Acumen has developed the User Security Website – a web tool that allows Medicare Compliance Officers to manage their users on the ProgramInfo websites.

In order for contracts to gain access to the MPF Communications Website, the Medicare Compliance Officer must complete the following steps:

**1. Identify individuals who should have access to the MPF Communications Website.**

If the contract is continuing from 2013, previously authorized users will retain their access to the MPF Communications Website. The Medicare Compliance Officer may choose to keep the same users or modify users.

If the contract is new in 2014, the Medicare Compliance Officer must add new users or choose to authorize existing users who currently have access to other Acumen websites.

For security purposes, contracts are limited to five authorized users per website.

## **2. Access the User Security Website.**

If the contract is continuing from 2013, the current Medicare Compliance Officer should already have access to the User Security Website through existing work with Acumen.

If the contract is new in 2014, the Medicare Compliance Officer should have received login credentials and a User Security Website user guide via email and USPS.

To access the User Security Website:

1. Navigate to the website at <https://partd.programinfo.us/usersecurity>.
2. Agree to the Warning Notice.
3. Enter your username and login password.

If you are a Medicare Compliance Officer and do not have access to the User Security Website or have never logged on, please contact Acumen at (650) 558-8006.

## **3. Designate and Authorize users.**

After the Medicare Compliance Officer logs on to the User Security Website, he or she must review the current user access settings, then designate users and authorize access permissions for new or additional users as necessary.

To designate users and authorize access permissions to the MPF Communications website, the Medicare Compliance Officer must:

1. Submit an Add User Request Form for each new user.
2. Designate users for each contract individually.
3. Authorize access permissions for each user.

Medicare Compliance Officers may also designate themselves as one of the five authorized users to gain immediate access to the MPF Communications Website.

Once users have been added, Acumen will send these authorized MPF Communications Website users:

- An email with the login username and website user guide
- A letter with login password via USPS

All users receive emails regarding outliers, and can log on and download detailed files from the website. **To ensure timely access to the website, Medicare Compliance Officers of new CY2014 contracts must complete the user authorization process as soon as possible, but no later than Friday, July 19, 2013.**

Please note that only authorized users and account managers will receive Plan Finder communications. **Failure to authorize users can result in suppression of your plan's pricing data on the Medicare Plan Finder website without notification.**

*Questions*

For questions related to the QA of MPF data files, contact CMS:

Email: [PlanfinderQA@cms.hhs.gov](mailto:PlanfinderQA@cms.hhs.gov)

For technical questions related to the MPF Communications website, contact Acumen:

Hours: Monday-Friday 7:00 AM-6:00 PM PT

Phone: (650) 558-8006

Email: [PlanFinder@AcumenLLC.com](mailto:PlanFinder@AcumenLLC.com)

For technical questions regarding submitted pricing files, contact DestinationRx:

Hours: Monday-Friday 8:30 AM-6:30 PM ET

Phone: 1-888-203-8497

Email: [plancompare@destinationrx.com](mailto:plancompare@destinationrx.com)