

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



MEDICARE PLAN PAYMENT GROUP

TO: All Part D Plan Sponsors

FROM: Cheri Rice, Director
Medicare Plan Payment Group

SUBJECT: Obtaining Access to the Part D Payment Process Support Website

DATE: October 24, 2013

The Centers for Medicare and Medicaid Services (CMS) is pleased to announce that beginning September 2013, Acumen, LLC (Acumen) is assisting CMS with the Medicare Prescription Drug Benefit final Part D payment process. As the Reconciliation Support Contractor, Acumen will collect and analyze data and information related to the 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 for the Part D payment reconciliation.

Acumen has established the Part D Payment Process Support website to support various aspects of the Part D payment reconciliation process. Initially, this website will be utilized to organize reconciliation-related communications between Medicare Part D sponsors, CMS, and Acumen. Future use of the Part D Payment Process Support website for other purposes will be announced at a later date.

As an initial step in this process, each sponsor must establish access to the Part D Payment Process Support website for the appropriate personnel. Instructions for completing this process can be found in Attachment I (Acumen ProgramInfo Website User Authorization Instructions).

Attachment I: Acumen ProgramInfo Website User Authorization Instructions

Acumen, LLC (Acumen) has created the Part D Payment Process Support website to facilitate communications between sponsors, CMS, and Acumen regarding the Part D payment reconciliation process. This website is accessible only to authorized participants, with each contract utilizing a space on the site 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 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’ permissions to Acumen’s websites. In order for your contract to gain access to the Part D Payment Process Support website, your Medicare Compliance Officer must complete the following steps:

1. Identify individuals who should have access to the website.

Appropriate website users are staff who are directly involved in or oversee the Part D payment reconciliation process for your organization. For security purposes, each contract is limited to five authorized users on the website.

2. Log onto the User Security website (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 website. Compliance Officers should have access to the User Security website through existing work with Acumen. If your Medicare Compliance Officer does not have access to the User Security website or has never logged in, please contact Acumen at PartDPaymentSupport@acumenllc.com. If your Medicare Compliance Officer on record in HPMS is incorrect, please update HPMS directly.

3. Authorize users via the User Security website.

Medicare Compliance Officers must complete the authorization process via a two-step process on the User Security website:

1. *Submit an Add User Request:* Provide names and contact information for the individuals who should have access to the website.
2. *Authorize access permissions:* Assign website access permissions for each requested user. All authorized users will be able to log on and navigate the websites and communicate with CMS and Acumen.

More information for adding users can be found under the Help Documents section of the User Security website.

Once users have been added, Acumen will send authorized Part D Payment Process Support website users:

- An email with the website URL, a login username, and the website user guide
- A letter with a login password via USPS standard mail

To ensure timely access to the website, Medicare Compliance Officers should complete the user authorization process **no later than two weeks from the date of this memorandum**. If you require assistance or have questions regarding the user authorization process, please contact Acumen at PartDPaymentSupport@acumenllc.com or (650) 558-8006.