



MEDICARE DRUG BENEFIT AND C & D DATA GROUP

TO: All Part D Sponsors

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

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

DATE: July 6, 2018

The purpose of this memorandum is to discuss the user authorization process for the Medicare Plan Finder (MPF) Communications Web Portal.

To streamline communications from CMS to Part D sponsors regarding any outliers identified by the quality assurance (QA) checks of their pricing and pharmacy network data files submitted for posting on the Medicare Plan Finder, CMS will continue to utilize the MPF Communications Web Portal developed by Acumen, LLC. This web portal 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 web portal. When applicable, detailed files of the outlier(s) will be available.

MPF Price Accuracy Measure Reports containing claim level information will continue to be made available to all contracts for download in the Download Files section of the Web Portal. The final reports for the 2019 Star Ratings will be made available after July 27, 2018.

User Authorization for MPF Communications Web Portal

CMS' contractor, Acumen, LLC, currently manages the MPF Communications Web Portal. The secure web portal is accessible only to authorized participants, with each sponsor utilizing a secure space on the web portal that is separate from all other sponsors.

Only the Medicare Compliance Officer 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 Medicare Compliance Officers to manage their users on the Acumen web portals.

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

1. Identify individuals who should have access to the MPF Communications Web Portal.

If the contract is continuing from 2018, previously authorized users will retain their access to the MPF Communications Web Portal. The Medicare Compliance Officer may choose to keep the same users or modify users.

If the contract is new in 2019, the Medicare Compliance Officer must add new users or choose to authorize existing users who currently have access to other Acumen web portals. The Medicare Compliance Officer must complete the user authorization process again, specifically for the MPF Communications Web Portal.

For security purposes, each contract is limited to five authorized users on the MPF Communications Web Portal.

2. Log onto the User Security Web Portal.

Access to the MPF Communications Web Portal is managed by each contract's Medicare Compliance Officer through Acumen's User Security Web Portal (https://PartD.ProgramInfo.us/User_Security). The latest Medicare Compliance Officer on record for each contract in HPMS has been granted access to the User Security Web Portal.

If the contract is continuing from 2018, the current Medicare Compliance Officer should already have access to the User Security Web Portal through existing work with Acumen. The Medicare Compliance Officer may log in to the User Security Web Portal using the same username and password.

If the contract is new in 2019, the contract must update the Medicare Compliance Officer's contact information in HPMS to reflect the appropriate individual. Acumen will then disseminate login credentials to the updated Medicare Compliance Officer.

To access the User Security Web Portal:

1. Navigate to the portal at https://PartD.ProgramInfo.us/User_Security.
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 Web Portal or have never logged on, please contact Acumen at PlanFinder@AcumenLLC.com.

3. Designate Users and Authorize Access Permissions.

If the contract is continuing from 2018, the Medicare Compliance Officer must log in to the User Security Web Portal to review the list of individuals currently authorized to access the contract's information on the MPF Communications Web Portal. The Medicare Compliance Officer may choose to keep the same user access settings or modify access as necessary.

If the contract is new in 2019, the Medicare Compliance Officer must log in to the User Security Web Portal to add new users and authorize access permissions or choose to authorize existing users to access the contract's information.

To designate users and authorize access permissions, the Medicare Compliance Officer must 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.

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

Following the user authorization process, Acumen will send the following to each newly authorized MPF Communications Web Portal user:

1. A Welcome Email with the MPF Communications Web Portal user guide and Web Portal URL.
2. A Credential Email with a unique One-Time Password Link and login username.

All authorized users receive emails regarding outliers, and can log on and download detailed files from the web portal. To access MPF Price Accuracy Reports, users must be assigned Summary and Confidential Beneficiary access permissions. **To ensure timely access to the web portal, Medicare Compliance Officers of new contract year (CY) 2019 contracts must complete the user authorization process as soon as possible, but no later than July 30, 2018.**

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

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

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

Phone: (650) 558-8006

Email: 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@drx.com