

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
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CENTER FOR MEDICARE

Date: January 10, 2019
To: All Part D Plan Sponsors
From: Jennifer R. Shapiro, Acting Director, Medicare Plan Payment Group
Subject: Updates to the Part D Payment Support Web Portal

The [Part D Payment Process Support](#) web portal is used to facilitate communications between sponsors, CMS, and the Reconciliation Support Contractor, Pacific Consulting Group, regarding the Part D payment reconciliation process. Effective January 10, 2019, the web portal has been updated to enhance the security and the process of uploading and tracking Reopening Request Spreadsheets. Updates apply to future Reopening Request Spreadsheet submissions only. Any Reopening Request tickets that were previously created will automatically be migrated to the updated portal, and no further action is required by the sponsor.

Changes to Uploading the Reopening Request Spreadsheet

Consistent with the contract-specific discussion boards, the upload section of the web portal has been revised to allow uploads at the contract level, rather than the parent organization level. Users will now only be able to upload Reopening Request Spreadsheets that contain contracts that they are authorized to view. Therefore, users that are submitting Reopening Request Spreadsheets for multiple contracts within a parent organization must ensure that they have access to those contracts on the web portal before submission. Users may view the list of contracts that they are authorized to access by navigating to the Account Settings section of the web portal (*Part D Payment Support Home > Account Settings*).

To assist with the upload process, users will continue to be able to view the process status of their upload after submission. Users will see a detailed error message on the upload page if there is an error in processing their submission. Additionally, unsuccessful file upload attempts will now trigger an email notification to the user.

Please note that the Reopening Request Spreadsheet and file naming conventions for uploads have not changed. For more assistance with uploads, please refer to the updated helpful hints document, *Helpful Hints: Completing and Uploading the Reopening Request Spreadsheet*, on the Reference Docs section of the web portal (*Part D Payment Support Home > Reference Docs*).

Changes to Tracking Reopening Requests

As part of the change to allow uploads at the contract level, a new *Contract File History* page has been added (*Part D Payment Support Home > Contract File History*). This page allows users to see a list of all successful Reopening Request Spreadsheet uploads for each contract that the user is authorized to view. Additionally, the *Ticket Tracking* page has been updated to allow tickets to be tracked by contract number, rather than by parent organization (*Part D Payment Support Home > Ticket Tracking*).

User Authorization

User Authorization for the Part D Payment Support web portal remains the responsibility of the contract Medicare Compliance Officer in accordance with the Federal Information Security Management Act (FISMA) regulations. Medicare Compliance Officers are requested to review the users list for the Part D Payment Support web portal to ensure that users are assigned to appropriate contracts. Please see Attachment A for User Authorization Instructions.

For additional questions or requests for assistance, please contact PartDPaymentSupport@acumenllc.com or call (650) 558-8006.

Attachment A: Acumen Program Info Web Portal User Authorization Instructions

Acumen has created the Part D Payment Process Support web portal to facilitate communications between sponsors, CMS, and the Reconciliation Support Contractor, Pacific Consulting Group, regarding the Part D payment reconciliation process. This web portal is accessible only to authorized participants, with each contract utilizing a space on the portal 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 web portal 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’ permissions to Acumen’s web portals. For your contract to gain access to the Part D Payment Process Support web portal, your Medicare Compliance Officer must complete the following steps:

1. Identify individuals who should have access to the web portal.

Appropriate web portal 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 web portal.

2. Log onto the User Security Web Portal (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 web portal. Compliance Officers should have access to the User Security web portal through existing work with Acumen. If your Medicare Compliance Officer does not have access to the User Security web portal 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. Designate users and authorize access permissions via the User Security Web Portal.

Medicare Compliance Officers must complete the user authorization process by reviewing and/or updating current user access settings or authorizing access permissions for new users on the User Security web portal.

To designate users and authorize access permissions, Medicare Compliance Officers must complete the following steps on 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.

More information for adding users can be found in the Help Documents section of the User Security web portal.

Following completion of the user authorization process, Acumen will send authorized Part D Payment Process Support web portal users:

- A Welcome Email with the Part D Payment Process Support Web Portal User Guide, Getting Started Guide, and Web Portal URL
- A Credential Email with a unique One-Time Password Link and login username (Note: only users new to Acumen's web portals will receive a Credential Email)

If you have any questions or require assistance with the user authorization process, please contact Acumen at PartDPaymentSupport@acumenllc.com or (650) 558-8006.