



# Part D Payment Process Support Web Portal

## GETTING STARTED GUIDE

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## Revision Log

DATE	REVISION
4/2021	Updated Guide for Enable Account feature.

## Table of Contents

Introduction .....	1
Web Portal Access .....	2
Reopening Request Tools.....	4
Topic Management Tools .....	6
File Transfer Tools.....	7
Discussion Tool .....	10
User Settings .....	11

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## Introduction

The Part D Payment Process Support (“Payment Support”) Web Portal features tools for obtaining project<sup>1</sup>-related files and discussing project-related matters with Medicare Part D sponsors, CMS, and Acumen.

To familiarize you with these Portal resources, this *Payment Support Web Portal: Getting Started Guide* contains high-level instructions for:

- accessing the Portal<sup>2</sup> (Web Portal Access);
- using topic tools to:
  - upload, submit, and track reopening requests (Reopening Request Tools);
  - access information on project-related topics (Topic Management Tools);
  - download and upload sensitive files and general reference documents (File Transfer Tools);
  - discuss project-related matters with Acumen, CMS, and/or other project participants online (Discussion Tools); and
- employing user settings tools to manage your account information, including acquiring your download password for topic-related files (User Settings).

For more detailed Portal instructions, refer to the *Payment Support Web Portal: User Guide* that you received as part of your Portal welcome materials.

For general Web Portal assistance, contact Website Support at [WebAssistance@AcumenLLC.com](mailto:WebAssistance@AcumenLLC.com).

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<sup>1</sup> In the context of this *Getting Started Guide*, “project” denotes the tasks, discussions, and documentation undertaken in accordance with the Part D Payment Process Support contract.

<sup>2</sup> We recommend using Internet Explorer (IE) 11.0 or higher.

## WEB PORTAL ACCESS

HOW DO I...	ANSWER	USER GUIDE SECTION(S)
Set up my user account?	<ol style="list-style-type: none"> <li>1 In your web browser<sup>3</sup>, load the Payment Support URL: <a href="https://PartD.ProgramInfo.US/PaymentSupport">https://PartD.ProgramInfo.US/PaymentSupport</a></li> <li>2 Log in to the Web Portal, using your initial login password.</li> <li>3 Change your login password.</li> <li>4 Agree to Acumen's <i>Security Policy</i>.</li> <li>5 Establish a security question and answer.</li> <li>6 Verify your contact information.</li> </ol>	2
Access the Payment Support Web Portal?	<ol style="list-style-type: none"> <li>1 Load the Payment Support URL: <a href="https://PartD.ProgramInfo.US/PaymentSupport">https://PartD.ProgramInfo.US/PaymentSupport</a></li> <li>2 Agree to the terms of the warning notice.</li> <li>3 In the Login page, enter your username and password.</li> <li>4 Click the <b>Log On</b> button.</li> </ol>	2 and 3
Re-acquire my username if I forget it?	<ol style="list-style-type: none"> <li>1 In the Portal's Login page, click <b>Forgot Username?</b></li> <li>2 Complete page prompts to request an email containing your username.</li> </ol>	10.1

<sup>3</sup> To access the Portal, you must configure your web browser to support the Portal's secure communication protocols by enabling Transport Layer Security (TLS) 1.2. If you are unsure how to do so or cannot do so on your own, contact your system administrator for assistance.

## WEB PORTAL ACCESS

HOW DO I...	ANSWER	USER GUIDE SECTION(S)
Reset my login password if I forget it?	<ol style="list-style-type: none"> <li>1 In the Portal's Login page, click <b>Forgot Password?</b></li> <li>2 Enter your username and click <b>Submit Request</b>. The Account Management Web Portal generates a Reset Password email.</li> <li>3 In the email received, click the <b>Change Login Password</b> link.</li> <li>4 Complete page prompts to reset your login password.</li> </ol>	10.2
Enable/unlock my account if it has been disabled/locked?	<ol style="list-style-type: none"> <li>1 In the Web Portal's Login page, click <b>Disabled/Locked Account?</b></li> <li>2 Enter your username and click <b>Submit Request</b>. The Account Management Web Portal generates an Enable Account email.</li> <li>3 In the email received, click the <b>Enable Account</b> link.</li> <li>4 Complete page prompts to enable your account.</li> </ol>	10.3
Report access issues, such as incorrect or missing user credentials?	Email <a href="mailto:WebAssistance@AcumenLLC.com">WebAssistance@AcumenLLC.com</a> .	N/A
Obtain project-related assistance from Acumen staff?	Email <a href="mailto:PartDPaymentSupport@AcumenLLC.com">PartDPaymentSupport@AcumenLLC.com</a> .	N/A

## REOPENING REQUEST TOOLS

HOW DO I...	ANSWER	USER GUIDE SECTION(S)
Prepare reopening request files for upload?	<ol style="list-style-type: none"> <li>1 Rename your reopening request form to follow the appropriate naming convention of “[Parent Org ID]_[Calendar Year]_ReopenReq.xlsx” (e.g., 123_2011_ReopenReq.xlsx).</li> <li>2 Rename any supporting documents to follow the appropriate naming convention of “[Parent Org ID]_[Calendar Year]_[File Number]” (e.g., 123_2011_1.pdf).</li> <li>3 If you have supporting documents, place them with the Reopening Request form in a ZIP file that follows the appropriate naming convention of “[Parent Org ID]_[Calendar Year]_ReopenReq.zip” (e.g., 123_2011_ReopenReq.zip).</li> </ol> <p><b>Note that you must submit supporting documentation with a reopening request form in a .zip file. Any supporting documentation submitted without a reopening request form will not be accepted.</b></p>	5.1
Prepare requested additional information files for upload?	<ol style="list-style-type: none"> <li>1 Rename all additional information files to follow the appropriate naming convention of “[Ticket Number]_Add_[MMDDYYYY]” (e.g., 123_T0001_2011_001_Add_01272016.doc).</li> <li>2 Place all additional information files in a ZIP file that follows the appropriate naming convention of “[Parent Org ID]_[Calendar Year]_Add_[MMDDYYYY].zip” (e.g., 123_2011_Add_01272016.zip).</li> </ol>	5.1



## REOPENING REQUEST TOOLS

HOW DO I...	ANSWER	USER GUIDE SECTION(S)
Submit documents related to a reopening request?	<ol style="list-style-type: none"> <li>1 In the Navigation pane, click <b>Upload Files &amp; User History</b>.</li> <li>2 Select Submission Type, and Contract Year.</li> <li>3 Click the <b>Open</b> button.</li> <li>4 Click the <b>Upload</b> button. The Upload File form loads.</li> <li>5 Click the <b>Choose File</b> button.</li> <li>6 Complete the upload prompts.</li> <li>7 At the base of the page, click the <b>Upload File</b> button.</li> </ol>	5.2
View the status of a reopening request?	<ol style="list-style-type: none"> <li>1 In the Navigation pane, click <b>Ticket Tracking</b>.</li> </ol> <p>The Ticket Tracking page loads, containing a table that displays the status of all reopening request tickets fully processed from the Upload Files page.</p>	5.5.1
Export reopening request information to a file?	<ol style="list-style-type: none"> <li>1 In the Navigation pane, click <b>Ticket Tracking</b>.</li> <li>2 Click the <b>Export to Excel</b> button.</li> <li>3 Click the <b>Open</b> button or the <b>Save</b> button.</li> </ol>	5.5.4


## TOPIC MANAGEMENT TOOLS

HOW DO I...	ANSWER	USER GUIDE SECTION(S)
Access a summary of all topics available to my user group?	<ol style="list-style-type: none"> <li>1 In the Navigation pane, click <b>Summary of Topics</b>. The <b>Summary of Topics</b> page loads, displaying all the topics available to your user group.</li> </ol>	6.1.1
Create a new topic?	<ol style="list-style-type: none"> <li>1 In the Navigation pane, click <b>Summary of Topics</b>.</li> <li>2 Above the topics table, click the <b>New Discussion Topic</b> button.</li> <li>3 Complete the New Topic form.</li> <li>4 Click the <b>Next</b> button.</li> <li>5 Complete the New Item form for the topic's discussion board.</li> <li>6 Click the <b>OK</b> button.</li> </ol>	6.2.1
Access information on a specific topic?	<ol style="list-style-type: none"> <li>1 In the Navigation pane, click <b>Summary of Topics</b>.</li> <li>2 Search for the topic whose details you want to access.</li> <li>3 In the "Topic Name" column, click the topic name. The Topic Details page loads, displaying basic topic information and the topic navigation menu, which consists of Topic Details, Files, and Discussions tabs.</li> </ol>	6.3.1

## FILE TRANSFER TOOLS

HOW DO I...	ANSWER	USER GUIDE SECTION(S)
Search for topic-related files and folders?	<ol style="list-style-type: none"> <li>1 In the Navigation pane, click Summary of Topics</li> <li>2 In the “Files” cell for the topic, click <b>Library</b>.</li> <li>3 The <b>Library</b> page loads.</li> <li>4 Expand the “Search Type” drop-down menu, and select one of the following options:               <ol style="list-style-type: none"> <li>a. <b>Files</b> to search for files;</li> <li>b. <b>Folders</b> to search for folders; or</li> <li>c. <b>All</b> to search for files and folders.</li> </ol> </li> <li>5 Expand the “Search Level” drop-down menu, and select one of the following options:               <ol style="list-style-type: none"> <li>a. <b>Current Level</b> to search contents in the current folder; or</li> <li>b. <b>All Levels</b> to search contents within the current folder and all subfolders.</li> </ol> </li> <li>6 In the “Keywords:” field, enter keywords to locate the file(s) and/or folder(s) you would like to access.</li> </ol> <p>The Portal filters table items to those matching your search term(s).</p>	6.4.2

## FILE TRANSFER TOOLS

HOW DO I...	ANSWER	USER GUIDE SECTION(S)
Download files related to a topic?	<p><b>Note that you need your download password to download topic files. For instructions on how to obtain this password, refer to the <a href="#">User Settings section</a> of this document.</b></p> <ol style="list-style-type: none"> <li>1 Access the topic library you want to download a file from, either through the Summary of Topics page or the topic navigation menu.</li> <li>2 Click the <b>Download</b> button. The Download File form loads.</li> <li>3 In the table of files, locate the file you want to download.</li> <li>4 In the “File Name” cell, click the file name.</li> <li>5 In the password field, enter your download password.</li> <li>6 At the base of the page, click the <b>Download File</b> button.</li> </ol>	6.4.3
Download general reference files, such as the template reopening request form?	<ol style="list-style-type: none"> <li>1 In the Navigation pane, click <b>Reference Docs</b>. The Reference Docs library loads. <b>TIP:</b> You can access files inside a folder by clicking the folder name or icon (  ).</li> <li>2 In the table of files, click the file that you want to download.</li> <li>3 Complete the file download prompts.</li> </ol>	7.2

## FILE TRANSFER TOOLS

HOW DO I...	ANSWER	USER GUIDE SECTION(S)
Upload a topic-related file?	<ol style="list-style-type: none"> <li>1 Access the topic library that you want to upload a file to, either through the Summary of Topics page or the topic navigation menu.</li> <li>2 Click the <b>Upload</b> button. The Upload Files form loads.</li> <li>3 Click the <b>Browse...</b> button.</li> <li>4 Complete the upload prompts.</li> <li>5 At the base of the page, click the <b>Upload File</b> button.</li> </ol>	6.4.4

## DISCUSSION TOOL

HOW DO I...	ANSWER	USER GUIDE SECTION(S)
Create a discussion thread <sup>4</sup> for a specific topic?	<ol style="list-style-type: none"> <li>1 Access the topic's Discussion page, either through the Summary of Topics page or the topic navigation menu.</li> <li>2 At the top of the topic thread table, click the <b>New Thread</b> button.</li> <li>3 Complete the thread post form.</li> </ol>	6.5.2
Access an existing discussion thread?	<ol style="list-style-type: none"> <li>1 In the Navigation pane, click <b>Summary of Topics</b>.</li> <li>2 Locate the topic whose discussion board you want to access.</li> <li>3 In the "Discussion" cell for the topic, click the status.</li> <li>4 In the discussion table, locate the discussion thread you want to access.</li> <li>5 In the "Subject" cell, click the subject title.</li> </ol>	6.5.3
Participate in an existing discussion thread?	<ol style="list-style-type: none"> <li>1 Access the discussion thread and specific post you want to reply to.</li> <li>2 In the top-right corner of the discussion post, click <b>Reply</b>.</li> <li>3 Complete the reply form.</li> </ol>	6.5.4

<sup>4</sup> A *discussion thread* is a set of online messages related to a single topic.

## USER SETTINGS

HOW DO I...	ANSWER	USER GUIDE SECTION(S)
Acquire my download password?	<ol style="list-style-type: none"> <li>1 In the Navigation pane, click <b>My Download Password</b>.</li> <li>2 Use the page form to request an email containing your confirmation code.</li> <li>3 In your email, copy your confirmation code.</li> <li>4 In the My Download Password page, ensure the “I have a confirmation code” tab is selected.</li> <li>5 In the “Confirmation Code:” field, enter your confirmation code.</li> <li>6 Click the <b>View Download Password</b> button.</li> </ol>	8.4
Change my login password?	<ol style="list-style-type: none"> <li>1 In the Navigation pane, click <b>Change Login Password</b>.</li> <li>2 Complete the change password form.</li> <li>3 Click the <b>Change Password</b> button.</li> </ol>	8.1
Set frequency of alerts about topics?	<ol style="list-style-type: none"> <li>1 In the Navigation pane, click <b>My Notifications</b>.</li> <li>2 Select a notification frequency option.</li> <li>3 Click the <b>Save</b> button.</li> </ol>	8.3