



Prescription Drug Event (PDE) Reports Web Portal

USER GUIDE

May 2021

Revision Log

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7/2016	ALL	User guide created.
5/2021	2.1, 2.3, 3, 10, 10.1, 10.2, 10.3	Updated Guide for new Enable Account feature and updated TLS information.

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1 Introduction

Since the 2007 benefit year, the Centers for Medicare & Medicaid Services (CMS) has been providing sponsors with reports on the quality, timeliness, and accuracy of their PDE submissions and error resolution efforts through the PDE Reports initiative. Two types of reports are currently produced:

- **Immediately Actionable PDE (IAP) Errors Reports:** IAPs are a subset of PDEs for which CMS expects sponsors to take immediate and consistent action to correct and resubmit. These errors include rejections for formatting mistakes, data inconsistencies, and failure to grant low-income cost-sharing subsidies (LICS), among other issues; and
- **Eligibility Errors Reports:** A PDE is rejected with an Eligibility Error when the enrollment information on the claim for the given date of service is invalid according to CMS's enrollment records. This includes cases in which the beneficiary does not have Part D enrollment, and cases in which the beneficiary is enrolled in a different contract or plan than the claim indicates.

The metrics and scorecards in these reports allow sponsors to compare their status to program averages and to monitor progress in improving PDE submission and error resolution efforts over time.

To help exchange and discuss this confidential information, Acumen has implemented a secure Web Portal using its existing, Federal Information Security Management Act (FISMA)-compliant Portal infrastructure and software. The Portal is located at:

<https://PartD.ProgramInfo.us/PDE>

Using this Portal, you can:

- Download confidential initiative documents, including PDE reports;
- download general reference documents related to the initiative; and
- discuss PDE Reports initiative content with Acumen, CMS, and other initiative participants online.

1.1 About the User Guide

This *User Guide* contains comprehensive instructions for logging in to, using, and logging out of the PDE Reports Web Portal¹. It consists of the following 10 sections.

Table 1. User Guide Sections

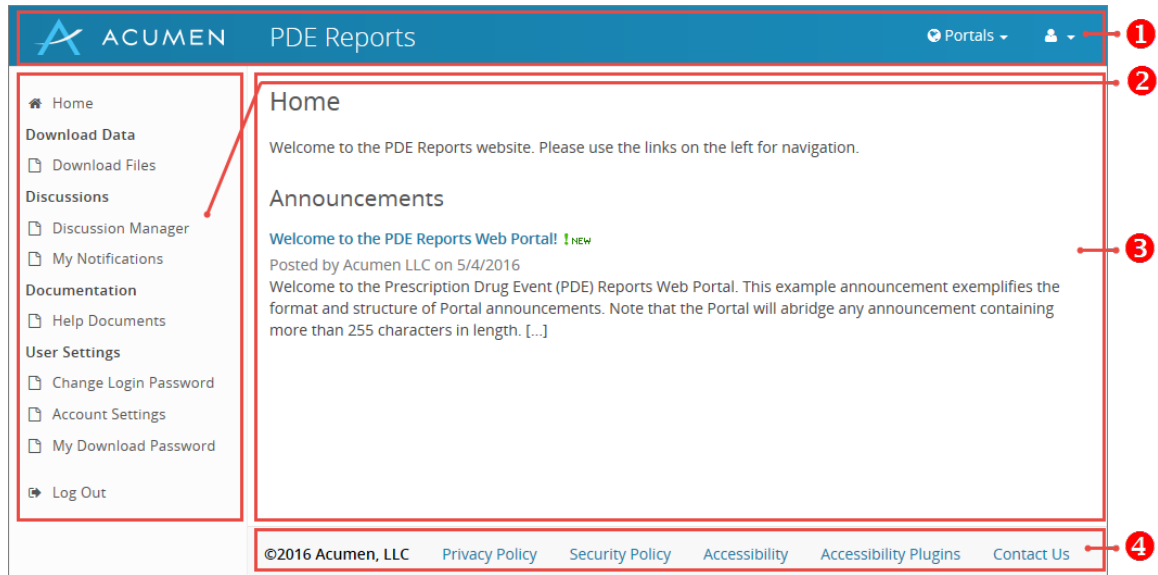
SECTION TITLE	CONTENTS
1 Introduction	Understanding the Web Portal's design, including its layout and access requirements.
2 Account Configuration	Configuring your Web Portal account.
3 Login	Logging in to the Web Portal.
4 Announcements	Accessing Home page announcements.
5 Download Data	Downloading IAP and Eligibility Error reports.
6 Discussions	<ul style="list-style-type: none"> • Discussing PDE Reports initiative-related matters with Acumen, CMS, and/or other initiative participants online; and • Configuring notification settings.
7 Documentation	Downloading general reference documents related to the PDE Reports initiative.
8 User Settings	Configuring your user settings.
9 Logout	Logging out of the Web Portal.
10 Forgot Username and Forgot Password	Reacquiring your username and resetting your password.

¹ For high-level web Portal instructions, consult the *Getting Started Guide*.

1.2 About the Web Portal’s Structure

The PDE Reports Web Portal has four main components or “panes”: Header, Navigation, Information, and Footer.

Figure 1. Web Portal Structure



- ① Header Pane
- ② Navigation Pane
- ③ Information Pane
- ④ Footer Pane

Table 2. Web Portal Pane Overview

PANE	DESCRIPTION
Footer	Contains links to Acumen’s security and privacy policies, accessibility information, accessibility plugins, and contact information for Project Assistance (PDE@AcumenLLC.com).
Header	Contains the Acumen logo, a drop-down menu with links to available Portals, and a drop-down menu with user information and a Log Out link.
Information	Displays page contents.
Navigation	Contains links to Web Portal pages.

For more information on these panes, refer to [Appendix A Web Portal Panes](#).

1.3 Access Requirements

To access the secure Web Portal, you must have the following:

- Web Portal username
- Web Portal password

If you encounter any credential issues, contact Web Assistance at WebAssistance@AcumenLLC.com.

1.4 Session Timeout

For security purposes, the Web Portal automatically logs you out after 15 minutes of inactivity.

Note that activity does NOT include entering data into a data-entry form (such as the discussion post form) or transferring (uploading or downloading) files. As such, if you are in the process of performing either of these activities at the time of a session timeout, the PDE Reports Web Portal will NOT save or auto-complete your current activity.

To avoid losing your work, we strongly recommend drafting any data-entry text in a text software program (for example, Microsoft Word), then copying that text into the Portal's data-entry form. For file transfers, we recommend planning your transfers before executing them—factoring in the size and number of documents you want to transfer as well as your current Internet connection speed.

1.5 Banned File Types

To prevent hackers from injecting malicious code into the PDE Reports Web Portal, we have banned the following file types in relation to the Portal:

- HTML files (.htm and .html)
- ASP.NET source files (.aspx)

If you have any questions about banned file type(s), please contact Web Assistance at WebAssistance@AcumenLLC.com.

2 Account Configuration

To set up your user account, you must complete the following seven steps in order:

- 1 Configure your web browser settings.
- 2 Access the Account Management Web Portal.
- 3 Create a new password.
- 4 Log in to the Account Management Web Portal.
- 5 Agree to Acumen's *Security Policy*.
- 6 Verify your identity through phone verification.
- 7 Establish three security questions and answers.

Sections 2.1 - 2.7 provide detailed instructions for completing each of these seven steps.

Note that we recommend using Internet Explorer (IE) 11.0 or higher to access and use the Portal.

2.1 Configuring Your Browser Settings

Before you can access the Web Portal, you must first ensure that your browser is configured to support the Portal's secure communication protocols.

To do so:

- 1 Work with your system administrator to ensure that your browser has Transport Layer Security (TLS) 1.2 enabled.

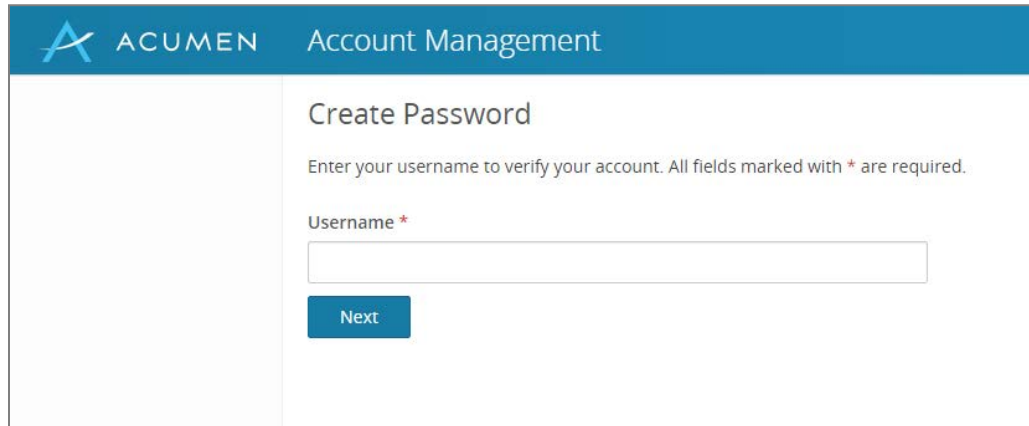
2.2 Initially Accessing the Account Management Web Portal

To access the Account Management Web Portal for account configuration:

- 1 In your user account credentials email, click the URL labeled as a "One-Time Password Link."

The Create Password page loads.

Figure 2. Create Password Page



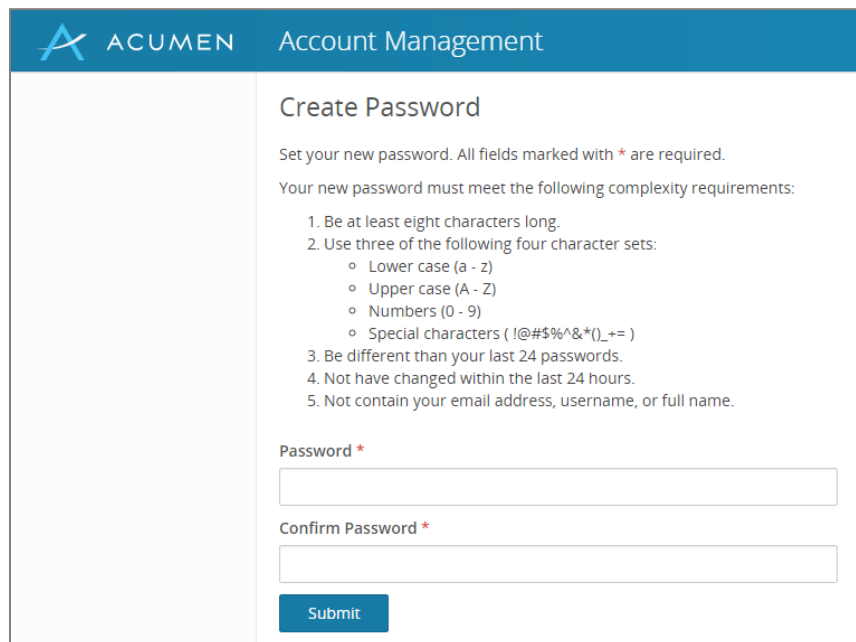
2.3 Creating Your New Password

To create a new password:

- 1 In the “Username” field, enter your username.
- 2 Click the **Next** button.

The New Password form loads.

Figure 3. Create Password Page – New Password Form

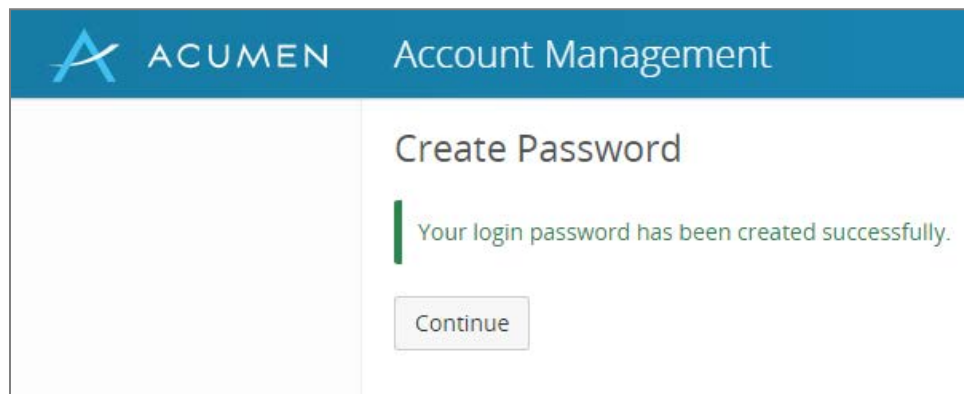


- 3 In the “Password” field, enter a password that meets the following criteria:
 - a. Is at least 8 characters long.
 - b. Contains the following four character sets:
 - i. Lowercase letters (a-z)
 - ii. Uppercase letters (A-Z)
 - iii. Numbers (0-9)
 - iv. Symbols (! @ # \$ % ^ & * () _ + =)
 - c. Is different from your last 24 passwords.
 - d. Has not changed within the last 24 hours.
 - e. Does not contain your email address, username, or full name.
- 4 In the “Confirm Password” field, re-enter the password you just created.
- 5 Click the **Submit** button.

The Password Created message loads.

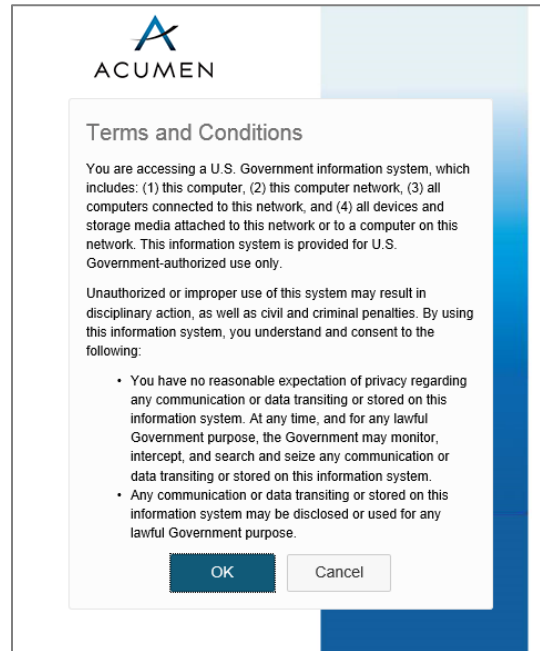
Note: After establishing a new password, you must not share it with anyone else.

Figure 4. Password Created Message



- 6 Click the **Continue** button.
The Terms and Conditions page loads.

Figure 5. Terms and Conditions



2.4 Logging In to the Account Management Web Portal

Before accessing the PDE Reports Web Portal, you must complete account configuration in the Account Management Web Portal.

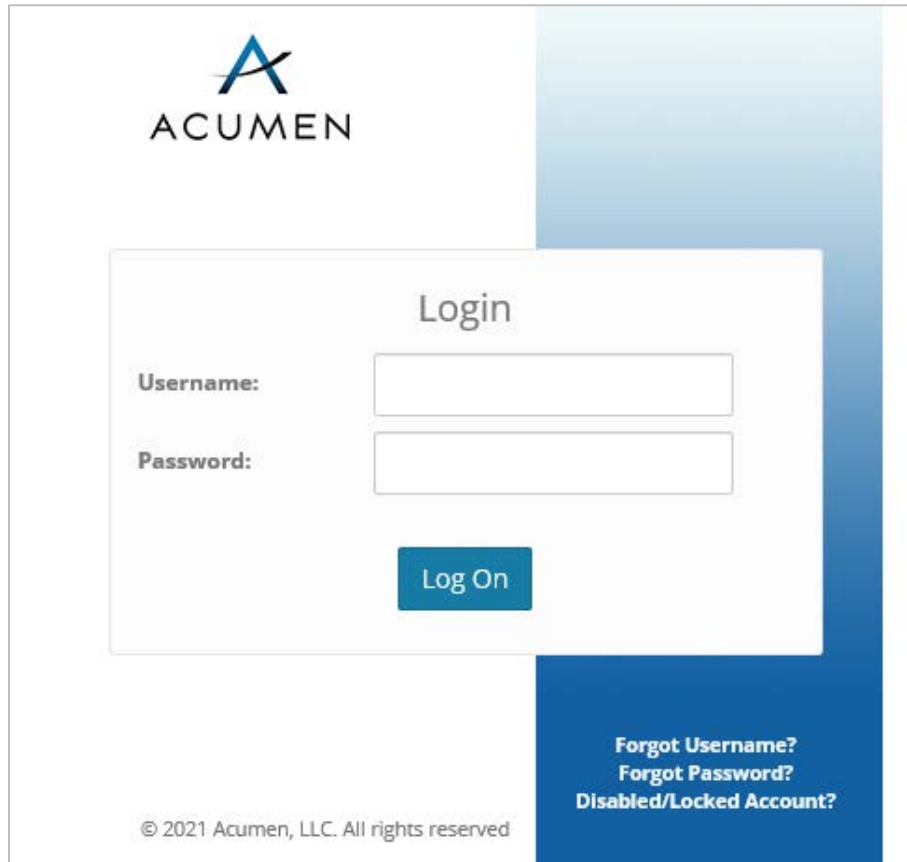
To log in to the Account Management Web Portal:

- 1 Read the Terms and Conditions, then click the **OK** button.

Note: If you do not consent to the Terms and Conditions notice, you can click the **Cancel** button; however, doing so will prevent you from accessing the Web Portal.

The Login page loads.

Figure 6. Account Management Web Portal Login Page



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Login

Username:

Password:

Log On

Forgot Username?
Forgot Password?
Disabled/Locked Account?

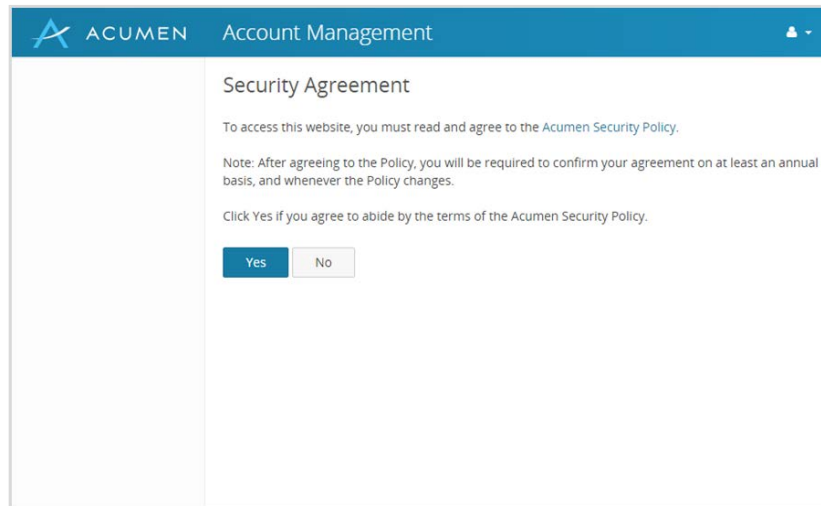
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Warning: If you inadvertently load an incorrect URL and access a Web Portal with a login page similar to—but different from—the Portal’s Login page, do NOT enter your user credentials. Instead, contact Web Assistance (WebAssistance@AcumenLLC.com) immediately.

- 2 In the “Username:” and “Password:” fields, enter your username and login password.
- 3 Click the **Log On** button.

The Security Agreement page loads

Figure 7. Security Agreement Page



2.5 Agreeing to the Security Policy

As part of the account configuration process, you must read and agree to Acumen's *Security Policy*, which defines the terms of use for the Web Portal.

To do so:

- 1 In the Security Agreement page, click the **Acumen Security Policy** link.

The Security Policy page loads.

- 2 Read the *Security Policy*.

Warning: As an authorized Web Portal user, you are responsible for protecting any confidential data published in or downloaded from the Portal.

- 3 Click the **Yes** button.

Clicking the **Yes** button is an indication of your agreement to abide by all terms and conditions defined in the *Policy*.

Note: After agreeing to Acumen's *Security Policy*, you will be required to renew your agreement on an annual basis and whenever Acumen modifies *Policy* terms.

The Phone Number Verification page loads.

Figure 8. Phone Number Verification Page

Onboarding Feature 1 of 2: Phone Number Verification

Phone Number Verification

You will need to verify your account by entering a six digit verification ID sent to your phone number on record. Clicking **Next** will initiate an automated phone call to 555-123-4567. If this phone number is incorrect, please contact your Authorizing Agent.

Next

2.6 Phone Number Verification

As part of the account configuration process, you must verify your identity through a phone number verification system.

To complete the phone number verification process:

- 1 In the Phone Number Verification page (refer to Figure 8), read the listed phone number and ensure that it is correct.

Note: If the phone number is incorrect, contact your authorizing agent².

- 2 Click the **Next** button.

The Phone Number Verification Input page loads.

Figure 9. Phone Number Verification – Input Page

Onboarding Feature 1 of 2: Phone Number Verification

Phone Number Verification

A phone call will be placed to (555) 123-4567 shortly. Please follow the prompt and enter the six digit verification ID provided.
All fields marked with * are required.

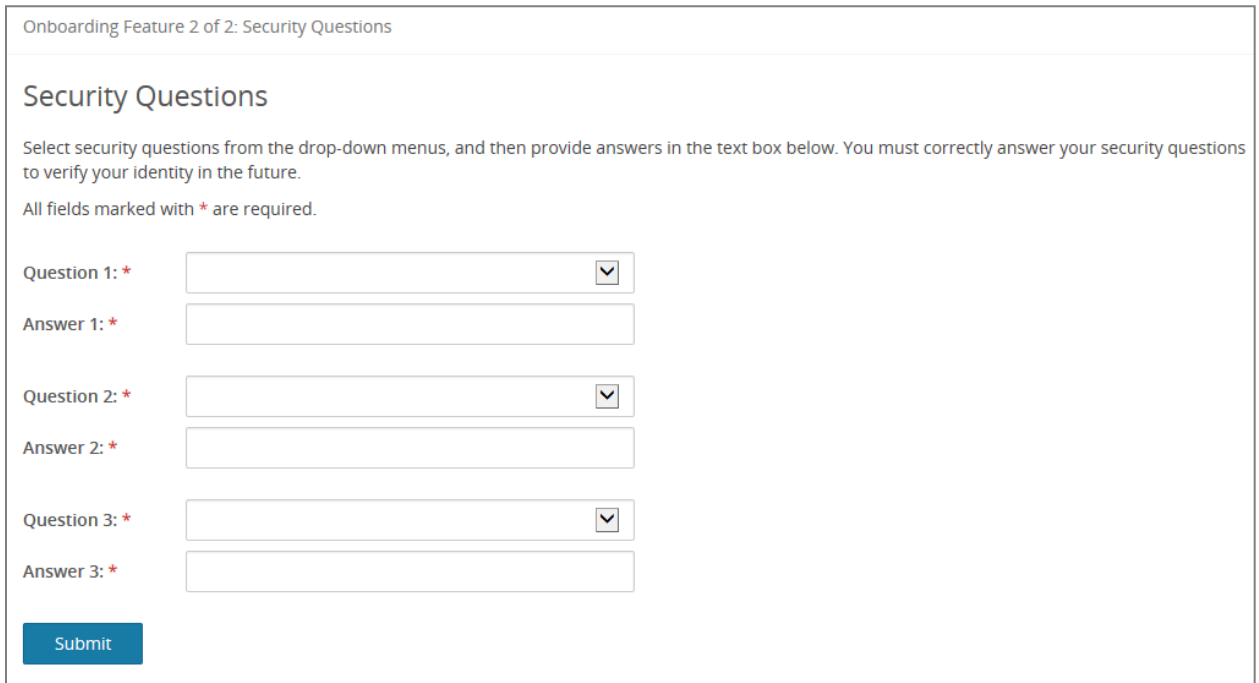
Verification ID: *

Cancel **Submit**

² For information on your authorizing agent, refer to the Glossary or contact Web Assistance (WebAssistance@AcumenLLC.com).

- 3 Answer the automated phone call you receive at the number listed on the Phone Number Verification page.
 - 4 In the “Verification ID:” field, enter the number spoken on the automated phone call.
 - 5 Click the **Submit** button.
- The Security Questions page loads.

Figure 10. Security Questions Page



Onboarding Feature 2 of 2: Security Questions

Security Questions

Select security questions from the drop-down menus, and then provide answers in the text box below. You must correctly answer your security questions to verify your identity in the future.

All fields marked with * are required.

Question 1: * ▼

Answer 1: *

Question 2: * ▼

Answer 2: *

Question 3: * ▼

Answer 3: *

2.7 Establishing Your Security Questions and Answers

In addition to agreeing to Acumen’s *Security Policy*, you must establish three security questions and answers so that, in the future, you can authenticate your identity whenever you need to reset your account password or obtain account-specific assistance.

To establish your security questions and answers:

- 1 For each of the question drop-down menus, expand the menu and select a security question.
- 2 In the answer field corresponding to a selected question, enter a response.

Note: The Web Portal factors spaces—but not case—into its validation of your online responses to your security questions. This means that if

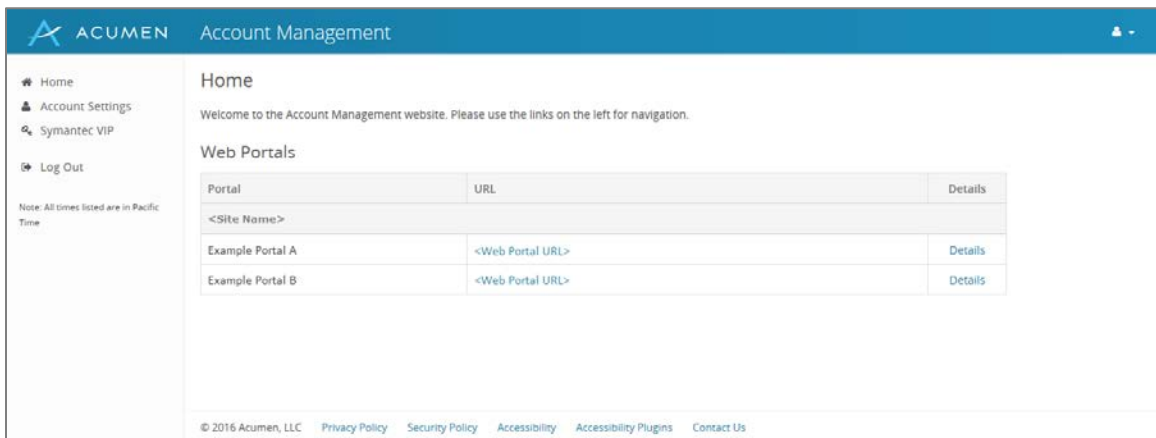
you were to enter the response “Jane Doe” in one of the answer fields, the Web Portal would accept “jane Doe,” “Jane doe,” “JANE DOE,” and “jane doe” but would reject “JaneDoe.”

Warning: If you forget your password or any other account-specific information, you must correctly answer at least one of your security questions to obtain assistance.

- 3 Click the **Submit** button.

The Account Management Home Page loads, displaying a list of the web portals you can access.

Figure 11. Account Management Home Page



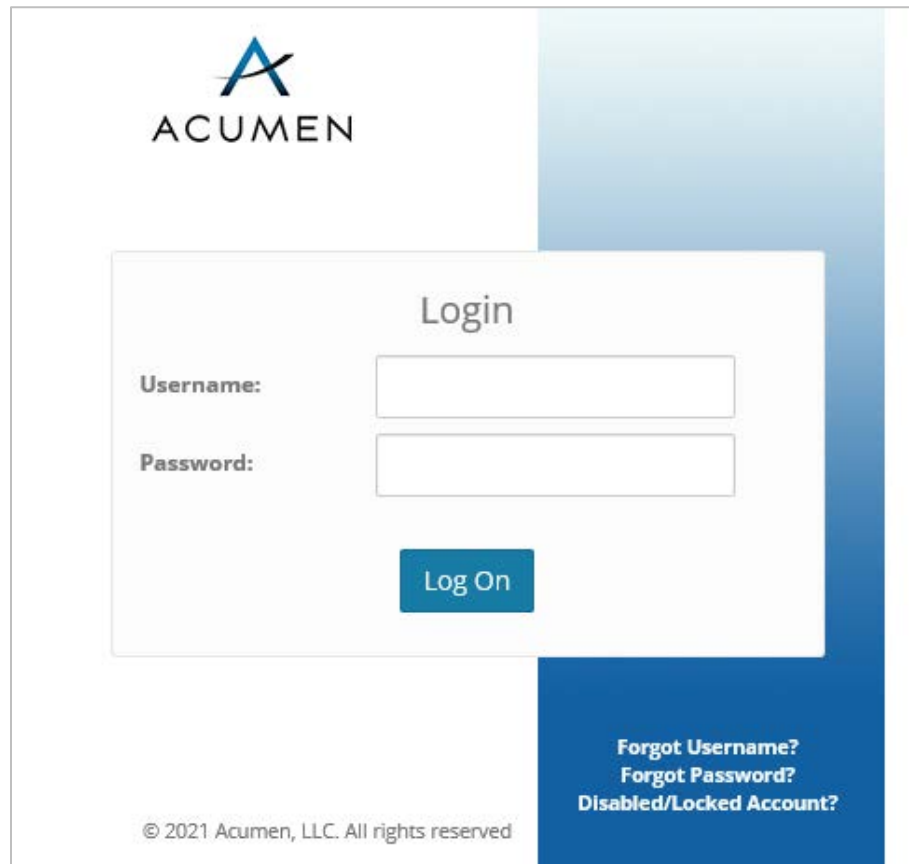
3 Login

After [you configure your account](#), logging in to the Portal will consist of agreeing to the Web Portal's terms and conditions and entering your user credentials.

To log in to the Web Portal:

- 1 Launch a web browser.
- 2 In the browser address field, enter the Web Portal's URL:
<https://PartD.ProgramInfo.us/PDE>
- 3 Verify that the URL in the address field matches the URL specified in step 2.
- 4 After verifying the URL, press the **Enter** key on your keyboard.
The Terms and Conditions page loads (refer to Figure 5).
- 5 Read the Terms and Conditions, then click the **OK** button.
Note: If you do not consent to the Terms and Conditions notice, you can click the **Cancel** button; however, doing so will prevent you from accessing the Web Portal.
- 6 The Login page loads (refer to Figure 6).

Figure 12. PDE Reports Web Portal Login Page



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Login

Username:

Password:

Log On

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Forgot Username?
Forgot Password?
Disabled/Locked Account?

Warning: If you inadvertently load an incorrect URL and access a Web Portal with a login page similar to—but different from—the Portal’s Login page, do NOT enter your user credentials. Instead, contact [Web Assistance \(WebAssistance@AcumenLLC.com\)](mailto:WebAssistance@AcumenLLC.com) immediately.

- 7 In the “Username:” and “Password:” fields, enter your username and login password.
- 8 Click the **Log On** button.
The Home page loads.

Figure 13. PDE Reports Home Page



Note: You may be prompted to agree to the Portal’s security policy before reaching the Home Page. For instructions for the security policy, refer to [Section 2.5 Agreeing to the Security Policy](#).

5 Download Data

In the PDE Reports Web Portal, the Download Data section enables authorized users to download IAP and Eligibility Error reports. Users will receive an email from Acumen when a contract's report is available for download.

Additional information regarding report contents can be found in the Report Guides posted in the Web Portal's Help Documents reference library.

5.1 Download Files Page

Please note that downloading your reports requires your download password. To acquire this password, use the My Download Password page in the User Settings section of the Portal (for instructions, refer to [Section 8.3 Acquiring Your Download Password](#)).

To download your PDE Record Identifier workbook:

- 1 In the Navigation pane, click **Download Files**.

The Download Files page loads, displaying all of the file folders and files currently available to you.

Figure 15. Download Files Page

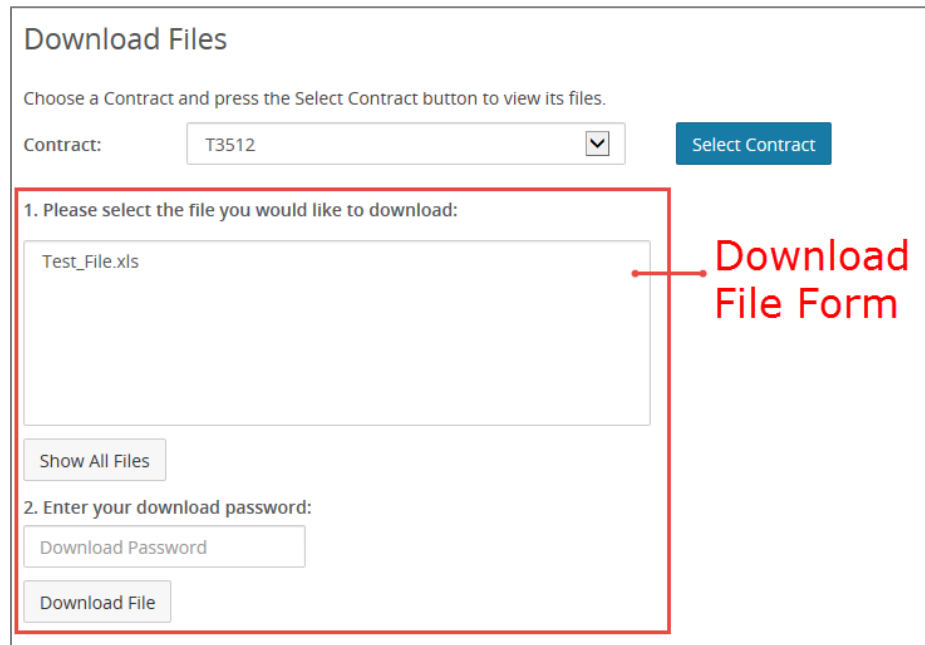


The screenshot shows the 'Download Files' section of the web portal. It features a heading 'Download Files' and a sub-heading 'Choose a Contract and press the Select Contract button to view its files.' Below this, there is a 'Contract:' label followed by a dropdown menu with the text '--Please choose a Contract--' and a downward arrow icon. To the right of the dropdown is a blue button labeled 'Select Contract'.

- 2 In the drop-down menu, select the contract from which you want to download the workbook.
- 3 Click the **Select Contract** button.

The Download Files form loads, displaying a list of available files in a text field.

Figure 16. Download Files Page – Download File form



The screenshot shows a web form titled "Download Files". At the top, it says "Choose a Contract and press the Select Contract button to view its files." Below this is a "Contract:" label, a dropdown menu containing "T3512", and a blue "Select Contract" button. A red box highlights the main content area, which includes:

- A heading: "1. Please select the file you would like to download:"
- A text field containing "Test_File.xls". A red arrow points from the text "Download File Form" to this field.
- A "Show All Files" button.
- A heading: "2. Enter your download password:"
- A "Download Password" text field.
- A "Download File" button.

- 4 In the list of files displayed in the text field, select the file(s) you want to download.

Tip: Clicking the **Show All Files** button displays all available files. You can switch to displaying only files selected by clicking the **Show Current Files** button.

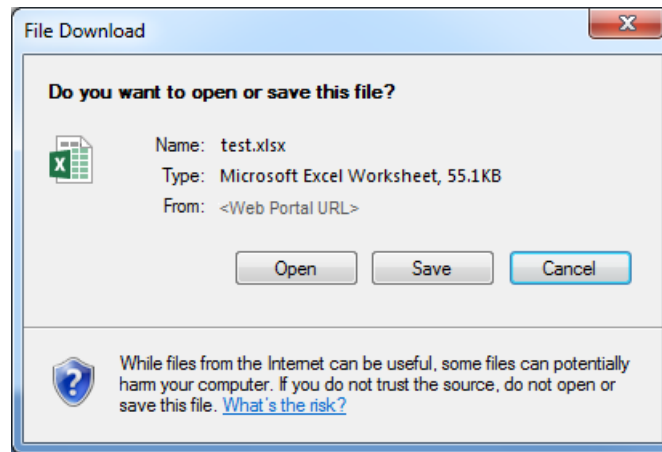
- 5 In the password field, enter your download password.

Note: For instructions on acquiring your download password, refer to [Section 8.3 Acquiring Your Download Password](#).

- 6 At the base of the page, click the **Download File** button.

Your browser's file download window loads, enabling you to either open the file with a file-compatible program or save the file to your local machine.

Figure 17. Example File Download Window



- 7 Click either the **Open** button or the **Save** button.

6 Discussions

The Discussions section enable you to access and participate in online discussions—hereafter, “discussion posts”—as well as establish and configure email notifications for discussion post activities. Discussion posts are added to discussion boards for contracts, which you can find listed on the Discussion Manager page.

Please note that you may only access and participate in discussion posts associated with your user group. To determine your user group and discussion post permissions, visit the My Profile page or contact your authorizing agent³.

6.1 Accessing a Discussion Board

In the PDE Reports Web Portal, the Discussion Manager page contains links to discussion boards—that is, sets of discussion posts organized by contract and/or user groups.

To access a discussion board:

- 1 In the Navigation pane under Discussion, click **Discussion Manager**.

The Discussion Manager page loads, displaying a discussion board for each contract available to your user group.

Figure 18. Example Discussion Manager Page

Discussion Manager				
Discussions with Acumen & CMS & Contract				
Contract	Name	Reviewed Status	Number Unreviewed ▾	Last Post Date
T3512	Test Contract 2	No	471	1/10/2012 4:57 PM

Note: In the Discussion Manager page, the “Reviewed Status” column indicates whether a board has unreviewed posts, and the “Number Unreviewed” column indicates how many posts are pending a review.

- 2 In the “Contract” column, click the contract number for the discussion board that you want to access.

The contract’s discussion board loads, displaying all active discussion posts.

³ For information on your authorizing agent, refer to the Glossary or contact Web Assistance (WebAssistance@AcumenLLC.com).

Figure 19. Example Discussion Board

Home / T3512

T3512

New ▾ View: Current ▾

Subject	Created By	Replies	Last Updated	Reviewed
Example Discussion A <small>NEW</small>	Acumen LLC	1	5/4/2016 2:19 PM	Yes
Example Discussion B <small>NEW</small>	Acumen LLC	0	5/4/2016 2:18 PM	Yes

Tip: By default, the Web Portal displays all active (termed “current”) posts. To display archived posts or all discussion posts, expand the View menu (located at the far right of the table header) and select **Archived** or **All Discussions**.

Figure 20. Discussion Board’s View Menu Expanded


Home / T3512

T3512

New ▾ View: Current ▾

Subject	Created By	Replies	Last Updated	Reviewed
Example Discussion A <small>NEW</small>	Acumen LLC	1	5/4/2016 2:19 PM	Yes
Example Discussion B <small>NEW</small>	Acumen LLC	0	5/4/2016 2:18 PM	Yes

Current

All Discussions 

Archived

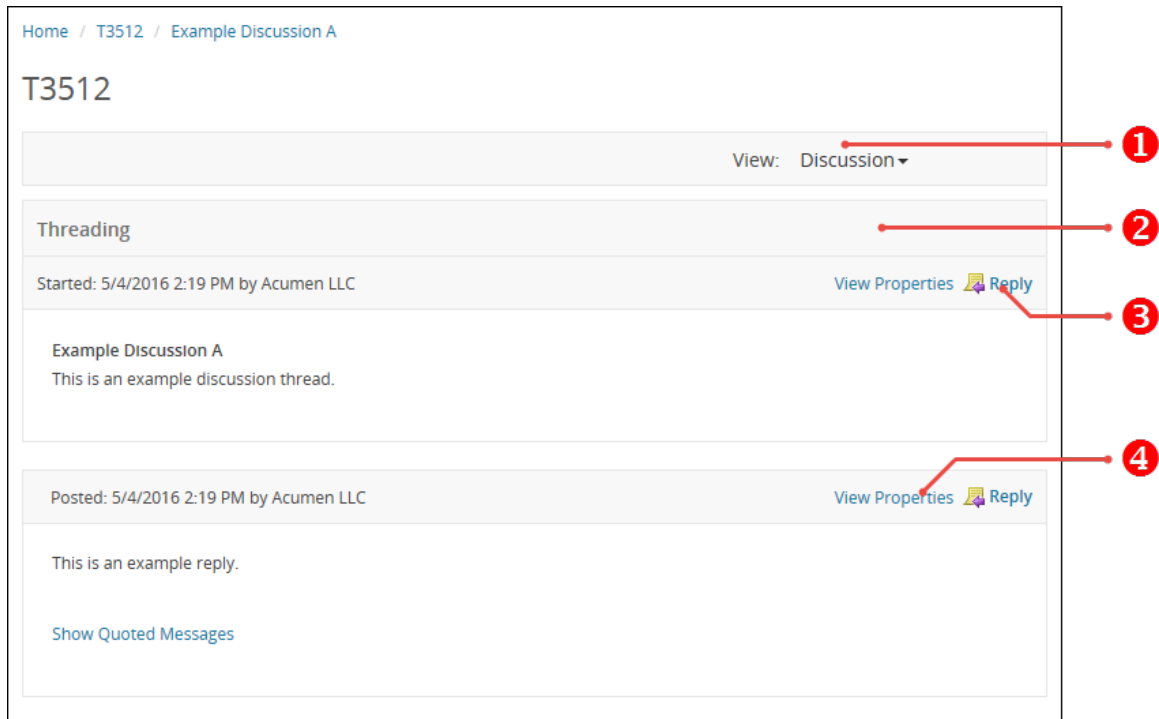
6.2 Accessing a Discussion Post

To access a discussion post:

- 1 [Access a discussion board.](#)
- 2 In the Subject column of the board table, locate the title of the post that you want to access.
- 3 Click the post title.

The discussion post loads, displaying the original message post and any subsequent replies.

Figure 21. Example Discussion Thread



① View Menu

③ Reply Link

② Threading Column Header

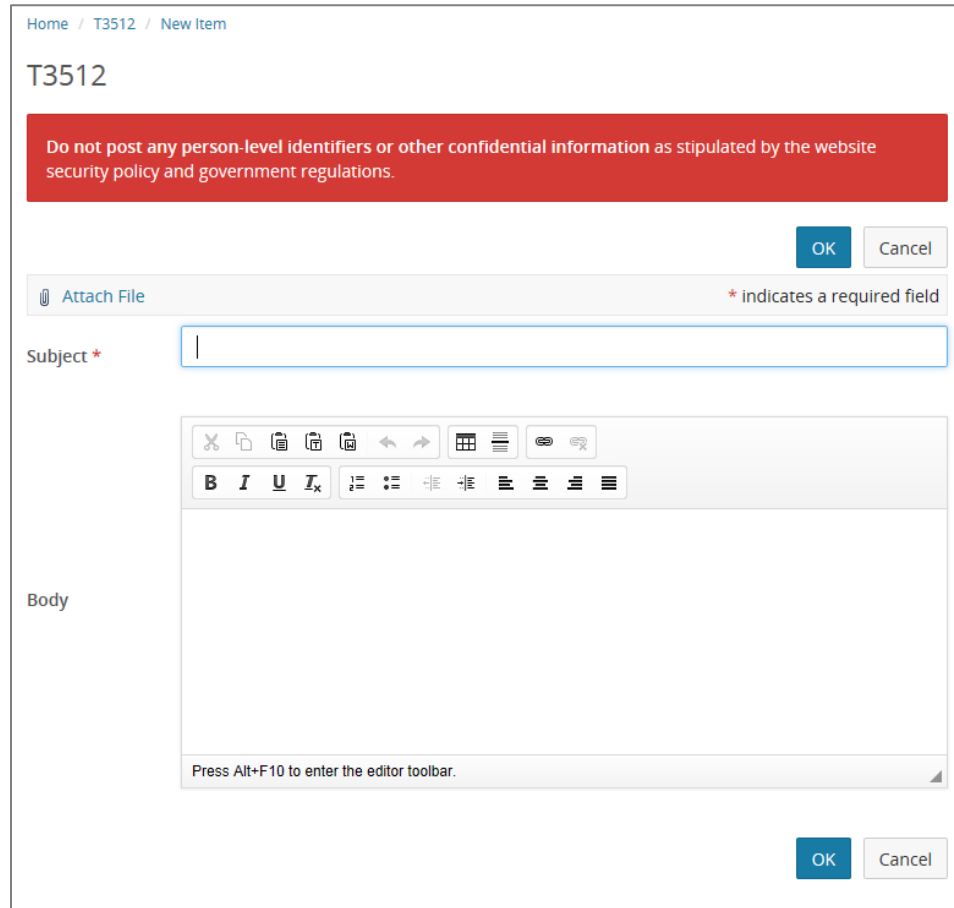
④ View Properties

6.3 Creating a Discussion Post

To create a discussion post:

- 1 [Access a discussion board.](#)
- 2 In the discussion board's menu bar, click **New**.
The New Item form loads.

Figure 22. New Item Form – Discussion Post



3 In the “Subject*” field, enter a subject for your post.

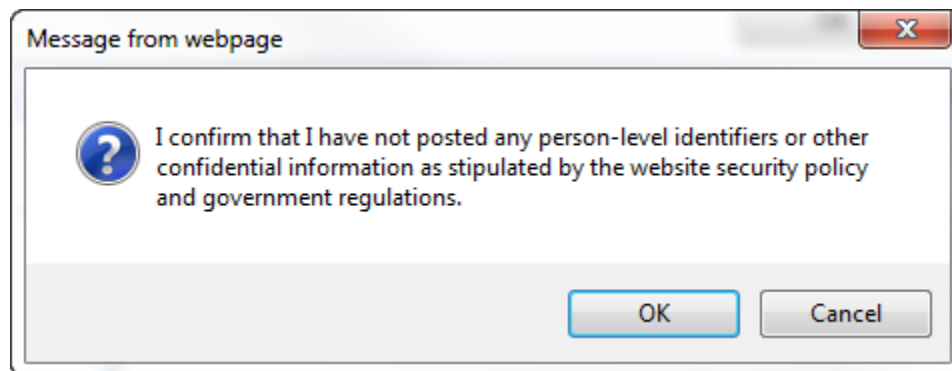
4 In the “Body” field, enter your message.

Note: You can attach a file to your post by clicking **Attach File** and completing your browser’s file upload process.

5 At the top or bottom of the form, click the **OK** button.

A warning window loads, requiring you to confirm that you have not included any person-level identifiers or other confidential information in your post.

Figure 23. Non-Confidential Warning Window



Note: If your post contains confidential information, click the **Cancel** button and remove all confidential information from your message and/or attachment(s).

Then, click the **OK** button to re-access the warning window.

- 6 After verifying that your post does NOT contain confidential information, click the **OK** button.

The New Item form closes, and the Portal returns you to the discussion board, which now contains your new post.

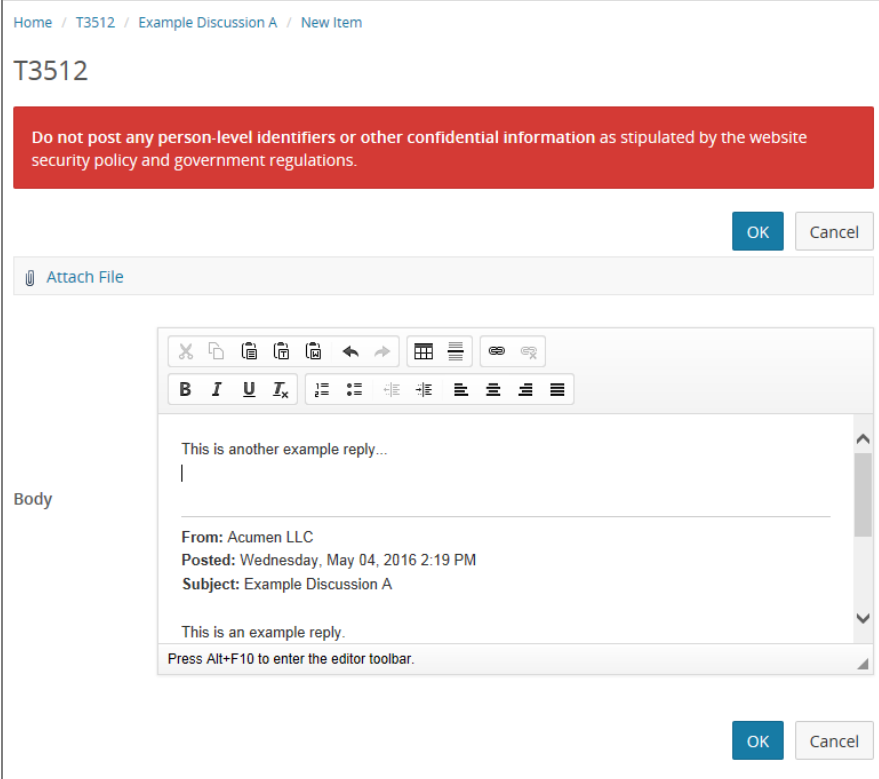
6.4 Replying to a Discussion Post

To reply to a discussion post:

- 1 [Access the discussion thread](#) you want to post a reply to.
- 2 In the thread, locate the specific discussion post you want to reply to.
- 3 In the top-right corner of the discussion post, click **Reply**.

The Reply form loads.

Figure 24. Example Reply Form



- 4 In the “Body” field, enter your message.
- 5 At the top or bottom of the form, click the **OK** button.

A non-confidential warning window loads (refer to Figure 23), requiring you to confirm that you have not included any person-level identifiers or other confidential information in your reply.

Note: If your reply contains confidential information, click the **Cancel** button and remove all confidential information from your message.

Then, click the **OK** button to re-access the non-confidential warning window.

- 6 After verifying that your post does NOT contain confidential information, click the **OK** button.

The New Item form closes, and the Web Portal returns you to the discussion thread page, which now contains your reply.

6.5 Reviewing a Discussion Thread

In addition to replying to a discussion thread, you can use the **Reviewed** button to mark an unreviewed⁴ thread as reviewed.

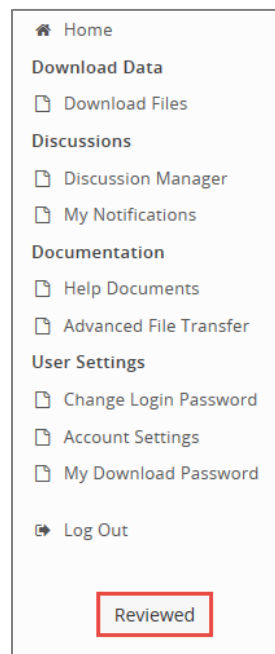
Note that the Web Portal only displays the Reviewed button for unreviewed threads; as such, you must select an unreviewed thread in order to access and use the button.

To do so:

- 1 [Access the discussion thread](#) you want to mark as reviewed.

The discussion thread loads, and the Web Portal displays a **Reviewed** button at the base of the Navigation pane.

Figure 25. Reviewed Button Location



- 2 At the base of the Navigation pane, click the **Reviewed** button.

The Portal refreshes and marks the thread as reviewed.

⁴ A discussion thread displays as “unreviewed” when no member of your user group has previously reviewed the thread. Once a member of your user group has marked the thread as “reviewed,” it appears as such to all user group members.

6.6 Setting Email Notifications

The Setting Email Notifications page enables you to set email notifications for new and unreviewed discussion posts.

For detailed information on the structure, content, and functionality of the page, [refer to Appendix B Setting Email Notifications](#).

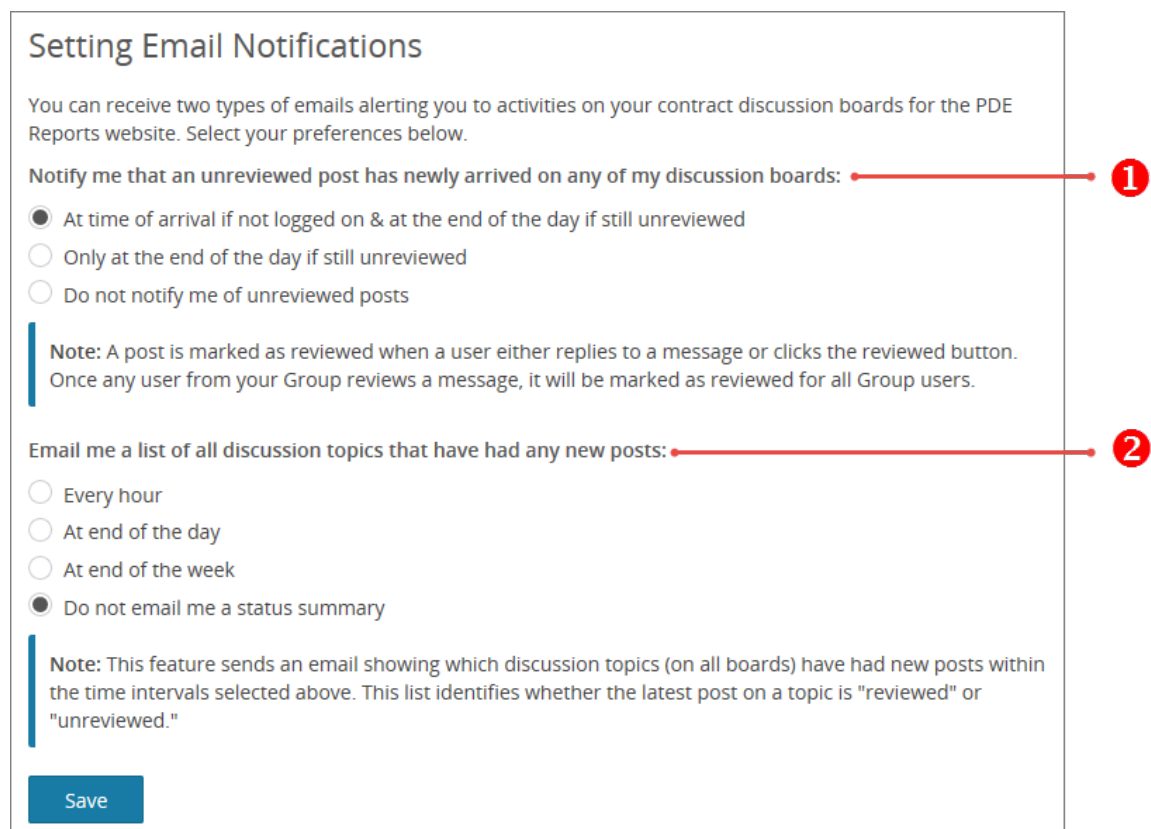
6.6.1 Setting Notifications for Unreviewed Posts

To set notifications for unreviewed posts:

- 1 In the Navigation pane, click **My Notifications**.

The Setting Email Notifications page loads.

Figure 26. Setting Email Notifications Page



Setting Email Notifications

You can receive two types of emails alerting you to activities on your contract discussion boards for the PDE Reports website. Select your preferences below.

Notify me that an unreviewed post has newly arrived on any of my discussion boards: 1

- At time of arrival if not logged on & at the end of the day if still unreviewed
- Only at the end of the day if still unreviewed
- Do not notify me of unreviewed posts

Note: A post is marked as reviewed when a user either replies to a message or clicks the reviewed button. Once any user from your Group reviews a message, it will be marked as reviewed for all Group users.

Email me a list of all discussion topics that have had any new posts: 2

- Every hour
- At end of the day
- At end of the week
- Do not email me a status summary

Note: This feature sends an email showing which discussion topics (on all boards) have had new posts within the time intervals selected above. This list identifies whether the latest post on a topic is "reviewed" or "unreviewed."

Save

1 **Unreviewed Post Notifications**

2 **New Post Notifications**

- 2 In the Unreviewed Posts section, select one of the following frequency options:
 - a. At the time of arrival if not logged on & at the end of the day if still unreviewed
 - b. Only at the end of the day if still unreviewed
 - c. Do not notify me of unreviewed posts

Note: By default, the Web Portal selects the “At the time of arrival if not logged on & at the end of the day if still unreviewed” option.

- 3 Click the **Save** button.

6.6.2 Setting Notifications for New Posts

- 1 In the Navigation pane, click **My Notifications**.

The Setting Email Notifications page loads (refer to Figure 26).
- 2 In the Discussion Topics with New Posts section, select one of the following frequency options:
 - a. Every hour
 - b. At end of the day
 - c. At end of the week
 - d. Do not email me a status summary

Note: By default, the Web Portal selects the “Every Hour” option.

Click the **Save** button.

7 Documentation

The Documentation section contains a Help Documents library, which enables you to download general reference documentation related to the PDE Reports.

7.1 Downloading a File from the Help Documents Library

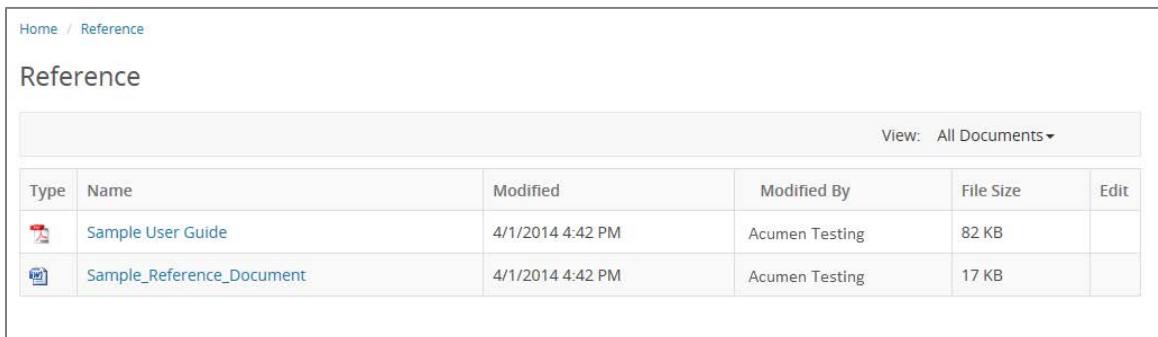
Please note that you can only download library files one at a time.

To download a file from the Help Documents library:



- 1 In the Navigation pane, click **Help Documents**.

The Help Documents page loads, displaying all of the file folders and files currently available to you.

Figure 27. Example Help Documents Page



The screenshot shows a web interface for the 'Reference' section. At the top left, there is a breadcrumb 'Home / Reference'. Below it, the title 'Reference' is displayed. A 'View: All Documents' dropdown menu is located in the top right corner of the table area. The table has five columns: 'Type', 'Name', 'Modified', 'Modified By', 'File Size', and 'Edit'. There are two rows of data:

Type	Name	Modified	Modified By	File Size	Edit
	Sample User Guide	4/1/2014 4:42 PM	Acumen Testing	82 KB	
	Sample_Reference_Document	4/1/2014 4:42 PM	Acumen Testing	17 KB	

- 2 In the table of files, locate the file you want to download.

Tip: You can sort table contents by clicking column headers.

Note: You can access folder contents by clicking the folder name or icon ().

- 3 Click the file name.

A file download window loads, enabling you to either open the file with a file-compatible program or save the file to your local workstation (refer to Figure 17).

- 4 Click either the **Open** button or the **Save** button.

8 User Settings

User Settings pages enable you to:

- change your login password;
- modify your user profile;
- set email notifications for discussion activities; and
- acquire your download password.

8.1 Changing Your Login Password

Your login password expires every 60 days. Before the expiration deadline, you can set a new login password via the Change Login Password page.

Note that if you do not modify your password before the 60-day deadline, the Portal will prompt you to change your password when you log in on the 61st day or the first day thereafter. However, you CANNOT change your login password more than once in a 24-hour period.

To change your current login password:

- 1 In the Navigation pane, click **Change Login Password**.

The Change Login Password page loads.

Figure 28. Change Login Password Page

Change Login Password

Please supply the following information.
Your new password must meet the following complexity requirements:

1. Be at least eight characters long.
2. Use three of the following four character sets:
 - Lower case (a - z)
 - Upper case (A - Z)
 - Numbers (0 - 9)
 - Special characters (!@#\$%^&*()_+=)
3. Be different than your last 24 passwords.
4. Not have changed within the last 24 hours.
5. Not contain your email address, username, or full name.

All fields marked with * are required.

Username:

Current Password:*

New Password:*

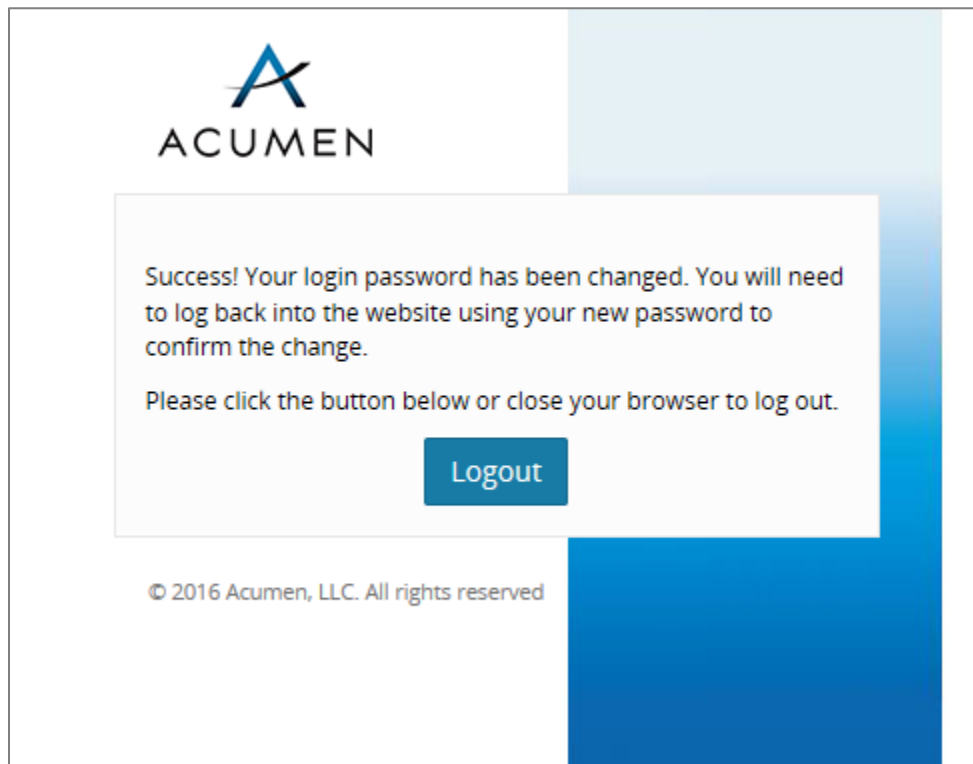
Confirm New Password:*

- 2 In the “Current Password:” field, enter your current password.
- 3 In the “New Password:” field, enter a password that meets the following, federally stipulated password criteria:
 - a. Is at least 8 characters long.
 - b. Contains the following four character types:
 - i. Lowercase letters (a-z)
 - ii. Uppercase letters (A-Z)
 - iii. Numbers (0-9)
 - iv. Symbols (! @ # \$ % ^ & * () _ + =)
 - c. Is different from your last 24 passwords.
 - d. Has not changed within the last 24 hours.
 - e. Does not contain your email address, username, or full name.

- 4 In the “Confirm New Password:” field, re-enter the password you just created.
- 5 Click the **Change Password** button.

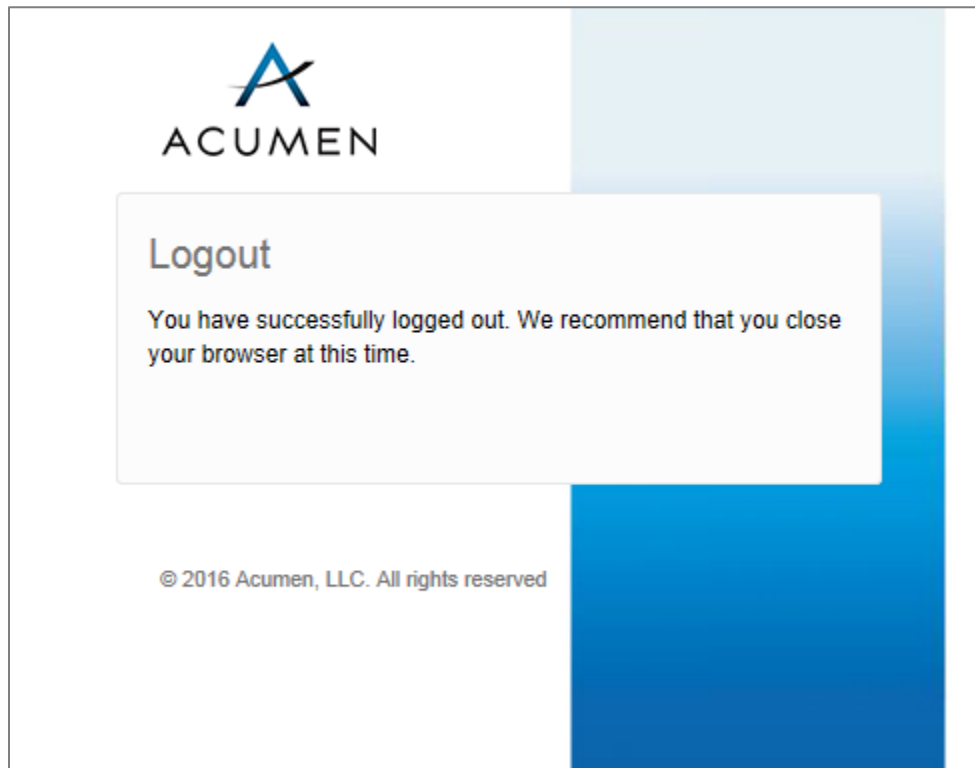
A successful password change message loads.

Figure 29. Successful Password Change Message



- 6 Click the **Log Out** button.
- A successful logout message loads.

Figure 30. Successful Logout Message



- 7 Click the **Close Window** button.

Your browser may load a notification that the Portal is attempting to close the browser window or tab. If so, click the **Yes** button.

Note: If you have accessed and used the Web Portal via a browser tab, we strongly recommend closing your browser window to reduce the possibility of any caching issues.

- 8 Launch a new browser session.
- 9 Complete the [standard login process](#).

8.2 Modifying Your Account Settings

You can modify your security questions and answers on the Account Settings page. You can also view the contact information and authorized contracts for your account.

Note that you cannot change or update your contact information through the Account Settings page. To do so, you must contact your authorizing agent⁵.

To do so:

- 1 In the Navigation pane, click **Account Settings**.

The Account Settings page loads.

Figure 31. Account Settings Page

Account Settings

Username	<input type="text" value="<Username>"/>
Contact Information	<input type="text" value="<Name>"/>
	<input type="text" value="<Email Address>"/>
	<input type="text" value="<Phone Number>"/>
	<input type="text" value="<Address>"/>
Security Questions	Configured on 03/15/2016 Edit

Authorized Contracts for PDE Reports

Your user account has the following contracts associated for the PDE Reports website:

- T3512

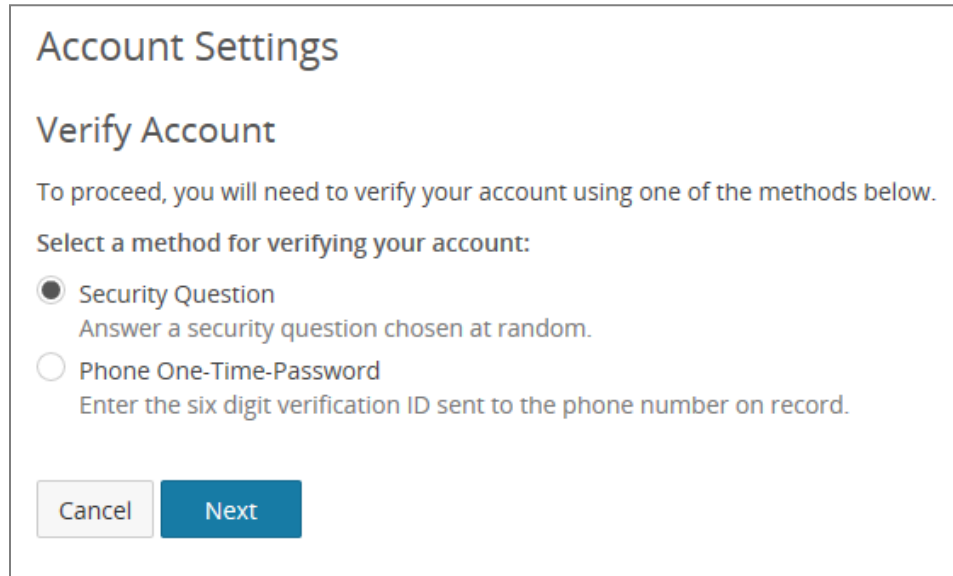
Note: Website access cannot be changed on this page. Please contact your Medicare Compliance Officer to modify your website access.

- 2 In the Security Questions row, click the **Edit** link.

The Account Settings – Verify Account Page loads.

⁵ For information on your authorizing agent, refer to the Glossary or contact Web Assistance (WebAssistance@AcumenLLC.com).

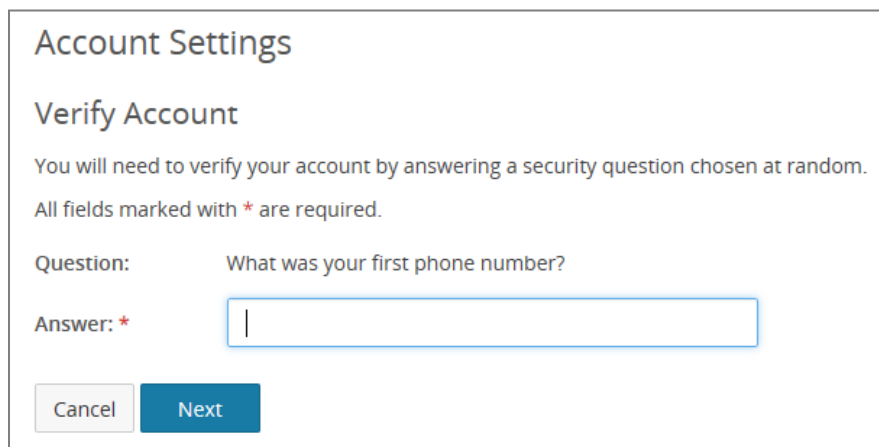
Figure 32. Account Settings – Verify Account Page



Note: You may choose one of two options for account verification: (1) answering a security question or (2) phone verification. These instructions will describe the process following option 1. For phone verification instructions, refer to [Section 2.6 Phone Number Verification](#).

- 3 Select your preferred option for account verification and click the **Next** button. The Account Settings – Verify Account page – Security Question loads.

Figure 33. Account Settings – Verify Account Page – Security Question

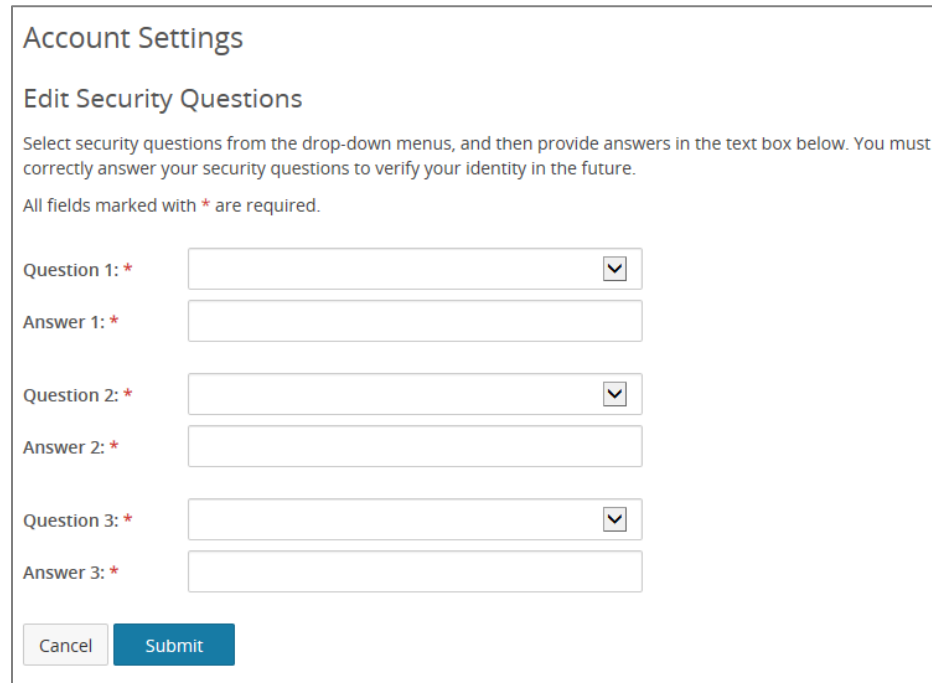


- 4 In the “Answer:” field, enter the answer to the security question.

- 5 Click the **Next** button.

The Edit Security Questions page loads.

Figure 34. Edit Security Questions Page



The screenshot shows the 'Account Settings' page with a section for 'Edit Security Questions'. It includes instructions to select questions from drop-down menus and provide answers in text boxes. There are three sets of question and answer fields, each with a red asterisk indicating they are required. At the bottom, there are 'Cancel' and 'Submit' buttons.

Account Settings

Edit Security Questions

Select security questions from the drop-down menus, and then provide answers in the text box below. You must correctly answer your security questions to verify your identity in the future.

All fields marked with * are required.

Question 1: *

Answer 1: *

Question 2: *

Answer 2: *

Question 3: *

Answer 3: *

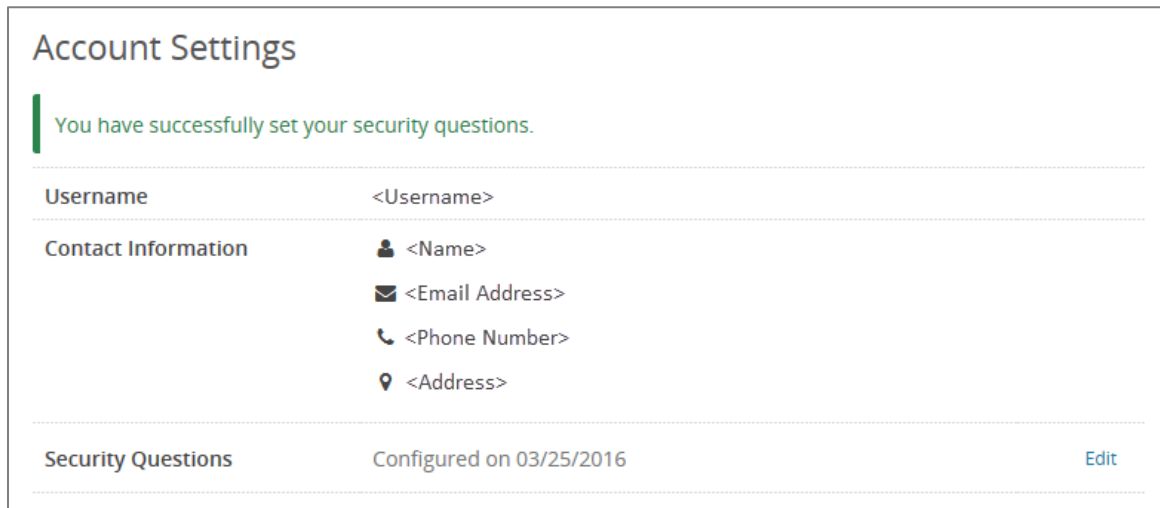
- 6 For each of the question drop-down menus, expand the menu and select a security question.
- 7 In the answer field corresponding to a selected question, enter a response.

Note: The Web Portal factors spaces—but not case—into its validation of your online responses to your security questions. This means that if you were to enter the response “Jane Doe” in one of the answer fields, the Web Portal would accept “jane Doe,” “Jane doe,” “JANE DOE,” and “jane doe” but would reject “JaneDoe.”

- 8 Click the **Submit** button.

The Account Settings page loads with a successful security question change message.

Figure 35. Successful Security Question Change Message



8.3 Acquiring Your Download Password

You can retrieve your download password through the My Download Password page. To do so, you must acquire a confirmation code through the Portal (if you do not have one) and use it to access your download password.

Please note that for security reasons, new download passwords may take up to 24 hours to activate.

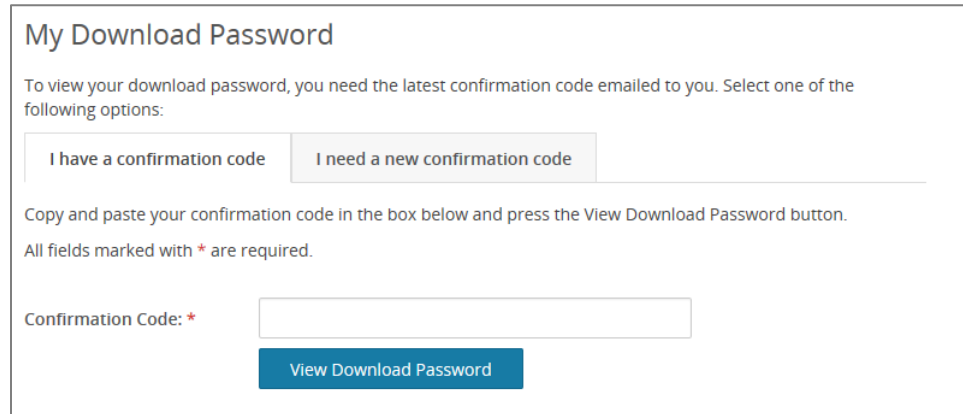
8.3.1 Acquiring Your Confirmation Code

To acquire a confirmation code:

- 1 In the Navigation pane, click **My Download Password**.

The My Download Password page loads.

Figure 36. My Download Password Page



My Download Password

To view your download password, you need the latest confirmation code emailed to you. Select one of the following options:

I have a confirmation code | **I need a new confirmation code**

Copy and paste your confirmation code in the box below and press the View Download Password button.

All fields marked with * are required.

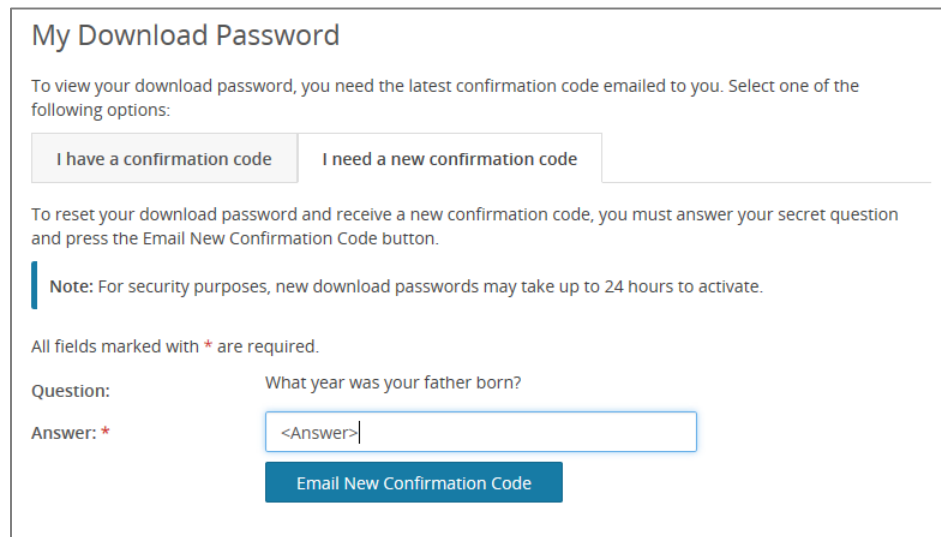
Confirmation Code: *

View Download Password

- 2 Select the **I need a new confirmation code** tab.

The Confirmation Code form loads.

Figure 37. Example Confirmation Code Form



My Download Password

To view your download password, you need the latest confirmation code emailed to you. Select one of the following options:

I have a confirmation code | **I need a new confirmation code**

To reset your download password and receive a new confirmation code, you must answer your secret question and press the Email New Confirmation Code button.

Note: For security purposes, new download passwords may take up to 24 hours to activate.

All fields marked with * are required.

Question: What year was your father born?

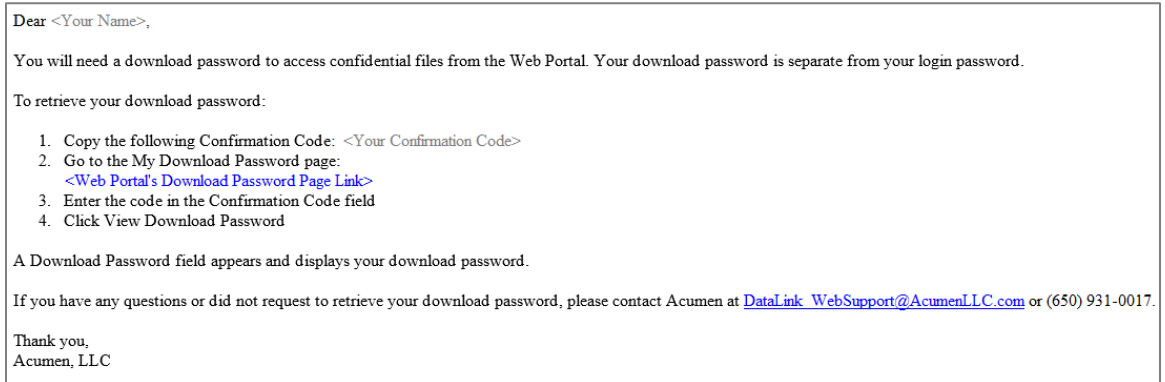
Answer: *

Email New Confirmation Code

- 3 In the “Answer:” field, enter the answer to your security question.
- 4 Click the **Email New Confirmation Code** button.
- 5 In your workstation, check your email.

Your email inbox should contain a confirmation code email from the Account Management Web Portal.

Figure 38. Example Confirmation Code Email



Note: If, after 10 minutes, your inbox does not contain a Portal email, contact Web Assistance (WebAssistance@AcumenLLC.com).

8.3.2 Acquiring Your Download Password

To acquire a download password:

1. In the Navigation pane, click **My Download Password**.

The My Download Password page loads (refer to Figure 36).

Tip: If you have just received your confirmation code via email, you can use the My Download Password link within the email message to access the My Download Password page.

2. In your email inbox, locate the email containing your confirmation code.
3. Highlight the code, then press **Ctrl + C** on your keyboard.
4. Ensure that the browser displaying the **My Download Password** page is active.
5. Insert your cursor in the "Confirmation Code:" field, then press **Ctrl + V**.
6. Click the **View Download Password** button.

The My Download Password page displays your download password.

Figure 39. Download Password View

My Download Password

To view your download password, you need the latest confirmation code emailed to you. Select one of the following options:

I have a confirmation code I need a new confirmation code

Copy and paste your confirmation code in the box below and press the View Download Password button.

All fields marked with * are required.

Confirmation Code: *

Download Password:

Tip: To copy your download password, highlight it with your cursor, then press **Ctrl + C** on your keyboard.

9 Logout

To log out of the PDE Reports Web Portal:

- 1 In the Navigation pane, click **Log Out**.

The successful log out message loads, prompting you to close your browser or browser tab (refer to Figure 30).

- 2 Click the **Close Window** button.

Your browser may load a notification that the Portal is attempting to close the browser window or tab. If so, click the **Yes** button.

Note: If you have accessed and used the Web Portal via a browser tab, we strongly recommend closing your browser window to reduce the possibility of any caching issues.

10 Forgot Username, Forgot Password, & Disabled/Locked Account

If you forget your user authenticators, you can re-acquire your username and reset your login password through the Web Portal's Login page.⁶ If your account is disabled or locked, you can enable and unlock your account through the Web Portal's Login page.

10.1 Re-acquiring Your Username

Note that the Account Management Web Portal, not the PDE Reports Web Portal, contains the Forgot Username feature for retrieving your username. Once you have submitted your username retrieval request through the PDE Reports Web Portal, you will be routed to the Account Management to begin the username retrieval process. After you have received your username, you will then have to return to the PDE Reports Web Portal to log in.

To re-acquire your username

- 1 Launch a web browser.
- 2 In the browser address field, enter the Web Portal's URL:

<https://PartD.ProgramInfo.us/PDE>

TIP: You can also access the Forgot Username feature through the Account Management Web Portal.

- 3 Verify that the URL in the address field matches the URL specified in step 2.
- 4 After verifying the URL, press the **Enter** key on your keyboard.
The Terms and Conditions page loads (refer to Figure 8).
- 5 Read the Terms and Conditions, then click the **OK** button.
The Login page loads (refer to Figure 12).
- 6 At the base of the page, click the "Forgot Username?" link.

The Forgot Username page loads.

⁶ To ensure that malicious parties cannot acquire your login password through the Forgot Password page, the PDE Reports Web Portal does not enable you to acquire your existing login password when you forget it. Instead, you must reset it through the Forgot Password page.

Figure 40. Forgot Username Page

Forgot Username

All fields marked with * are required.

Email Address *

[Back to login page](#)

NOTE: The Forgot Username feature for the PDE Reports Web Portal operates through the Account Management Web Portal. Once you have received your username, you will have to return to the PDE Reports Web Portal to log in.

- 7 In the “Email Address:” field, enter your email address.

NOTE: You must enter the email that you provided to your authorizing agent⁷.

- 8 Click the **Submit Request** button.

Upon confirming your email address, the Account Management Web Portal will send you an email with your username.

Figure 41. Example Forgot Username Email

Dear Example User,

Your Acumen Web Portal Username is: Example Username

If you have any questions or did not request to retrieve your Username, please contact Acumen at website_support@Acumenllc.com or (650) 931-9402.

Thank you,
Acumen, LLC

⁷ For information on your authorizing agent, refer to the Glossary or contact Website Support (Website_Support@AcumenLLC.com).

NOTE: If, after 10 minutes, your inbox does not contain a Portal email, contact Website Support (Website_Support@AcumenLLC.com).

10.2 Resetting Your Password

Note that the Account Management Web Portal, not the PDE Reports Web Portal, contains the Forgot Password feature for resetting your password. Once you have submitted your password reset request through the PDE Reports Web Portal, you will be routed to the Account Management Web Portal to begin the password resetting process. After you reset your password, you will then have to return to the PDE Reports Web Portal to log in.

For security purposes, you must reset your password when you forget it.

To do so:

- 1 Launch a web browser.
- 2 In the browser address field, enter the Web Portal's URL:

<https://PartD.ProgramInfo.us/PDE>

TIP: You can also access the Forgot Password feature through the Account Management Web Portal.

- 3 Verify that the URL in the address field matches the URL specified in step 2.
- 4 After verifying the URL, press the **Enter** key on your keyboard.

The Terms and Conditions page loads (refer to Figure 5).

- 5 Read the Terms and Conditions, then click the **OK** button.

The Login page loads (refer to Figure 12).

- 6 At the base of the page, click the "Forgot Password?" link.

The Forgot Password page loads.

Figure 42. Forgot Password Page

Forgot Password

Enter your username to begin the password reset process. All fields marked with * are required.

Username *

[Back to login page](#)

NOTE: The Forgot Password feature for the PDE Reports Web Portal operates through the Account Management Web Portal. Once you have reset your password, you will have to return to the PDE Reports Web Portal to log in.

- 7 In the “Username*” field, enter your username.
- 8 Click the **Submit Request** button.

The Web Portal verifies your username based on your response and, on verification, emails you a temporary login password link, which you can then use to reset your login password.

- 9 In your workstation, check your email.

Your email inbox should contain a password email from the Web Portal.

Figure 43. Example Change Login Password Email

Dear Example User,

To reset your login password:

1. Close all internet browser windows
2. Click the following link: [Change Login Password](#)
3. Follow the web portal instructions to verify your information and create a new password

If you have any questions or did not request to reset your password, please contact Acumen at website_support@Acumenllc.com or (650) 931-9402.

Thank you,
Acumen, LLC

NOTE: If, after 10 minutes, your inbox does not contain a Portal email, contact Website Support (Website_Support@AcumenLLC.com).

10 In the email message, click the “Change Login Password” link.

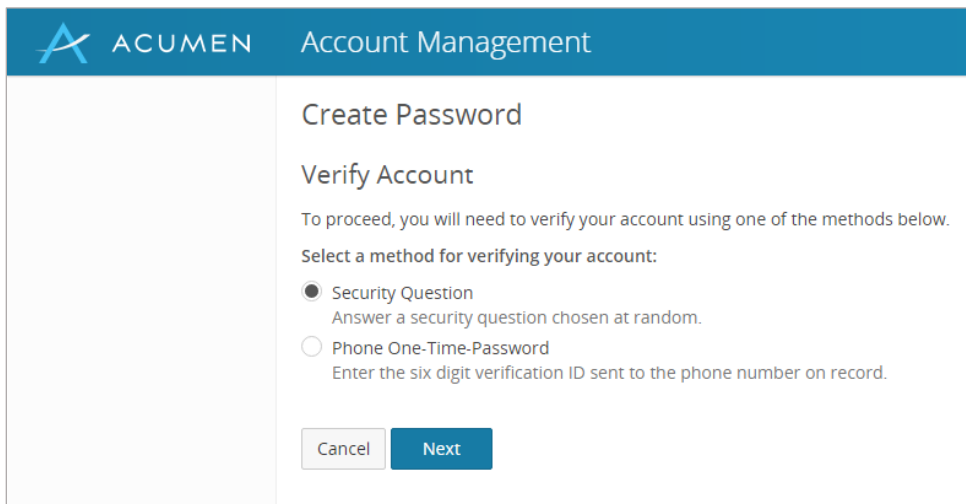
The Create Password page loads (refer to Figure 2).

11 In the “Username:” field, enter your username.

12 Click the **Next** button.

The Create Password – Verify Account page loads.

Figure 44. Create Password – Verify Account Page



ACUMEN Account Management

Create Password

Verify Account

To proceed, you will need to verify your account using one of the methods below.

Select a method for verifying your account:

- Security Question
Answer a security question chosen at random.
- Phone One-Time-Password
Enter the six digit verification ID sent to the phone number on record.

Cancel Next

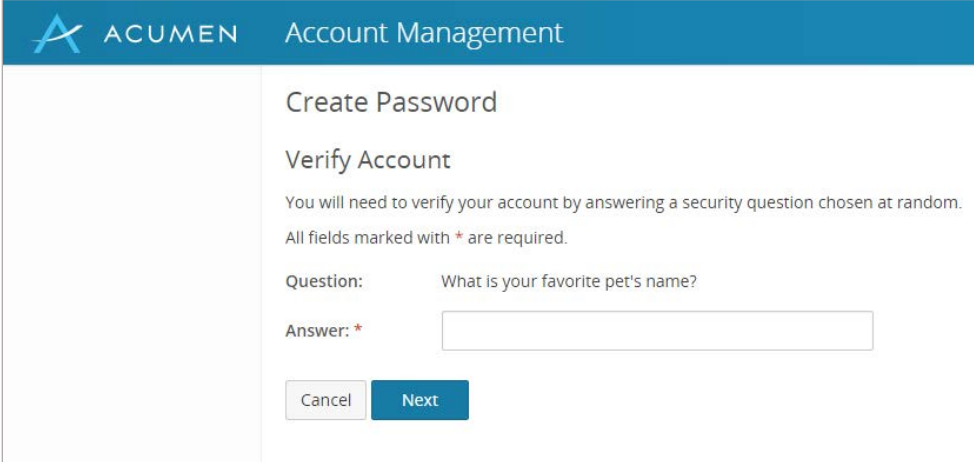
NOTE: You may choose one of two options for account verification: (1) answering a security question or (2) phone verification. The instructions that follow describe the process for option 1. For phone verification instructions, refer to [Section 2.6 Phone Number Verification](#).

13 Select your preferred option (e.g., Security Question) for account verification.

14 Click the **Next** button.

The Create Password – Verify Account page – Security Question loads.

Figure 45. Create Password – Verify Account Page – Security Question



15 In the “Answer:*” field, enter your answer to the security question.

16 Click the **Next** button.

The Create Password page loads (refer to Figure 2).

17 In the “Password:” field, enter a password that meets the following criteria:

- a. Is at least 8 characters long.
- b. Contains the following four character sets:
 - i. Lowercase letters (a-z)
 - ii. Uppercase letters (A-Z)
 - iii. Numbers (0-9)
 - iv. Special characters (! @ # \$ % ^ & * () _ + =)
- c. Is different from your last 24 passwords.
- d. Has not changed within the last 24 hours.
- e. Does not contain your email address, username, or full name.

18 In the “Confirm Password:” field, re-enter the password you just created.

19 Click the **Submit** button.

The Password Created message loads (refer to Figure 4).

20 Click the **Continue** button.

21 Complete the [standard login process](#) using your new password.

NOTE: Your email should contain a password changed email from the Web Portal.

If, after 10 minutes, you cannot access your account, contact Website Support (Website_Support@AcumenLLC.com).

10.3 Enabling a Disabled or Locked Account

Note that the Account Management Web Portal, not the PDE Reports Web Portal, contains the Enable Account feature for enabling or unlocking your account. Once you have submitted your request to enable or unlock your account, you will be routed to the Account Management Web Portal to begin the process of enabling or unlocking your account. After enabling or unlocking your account, you will have to return to the PDE Reports Web Portal to log in.

To enable or unlock your account:

- 1 Launch a web browser.
- 2 In the browser address field, enter the Web Portal's URL:

<https://PartD.ProgramInfo.us/PDE>

TIP: You can also access the Enable Account feature through the Account Management Web Portal.

- 3 Verify that the URL in the address field matches the URL specified in step 2.
- 4 After verifying the URL, press the **Enter** key on your keyboard.

The Terms and Conditions page loads (refer to Figure 5).

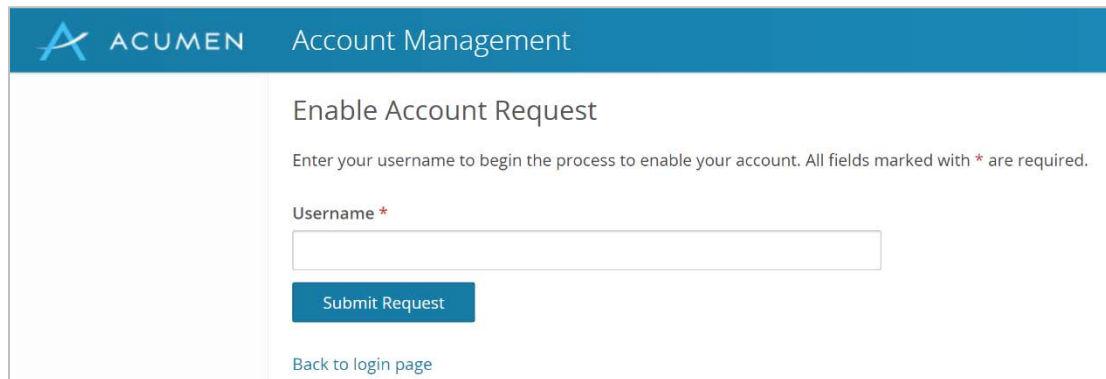
- 5 Read the Terms and Conditions, then click the **OK** button.

The Login page loads (refer to Figure 12).

- 6 At the base of the page, click the "Disabled/Locked Account?" link.

The Enable Account Request page loads.

Figure 46. Enable Account Request Page



NOTE: The Enable Account feature for the PDE Reports Web Portal operates through the Account Management Web Portal. Once you have enabled your account, you will have to return to the PDE Reports Web Portal to log in.

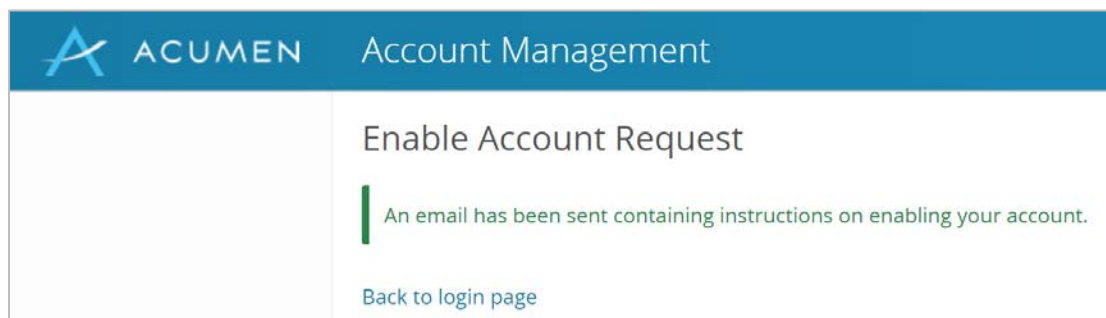
7 In the “Username*” field, enter your username.

NOTE: Upon confirming your username, the Account Management Web Portal will send you an email with a link to enable your account.

8 Click the **Submit Request** button.

The Enable Account Request – Email Instructions Message page loads.

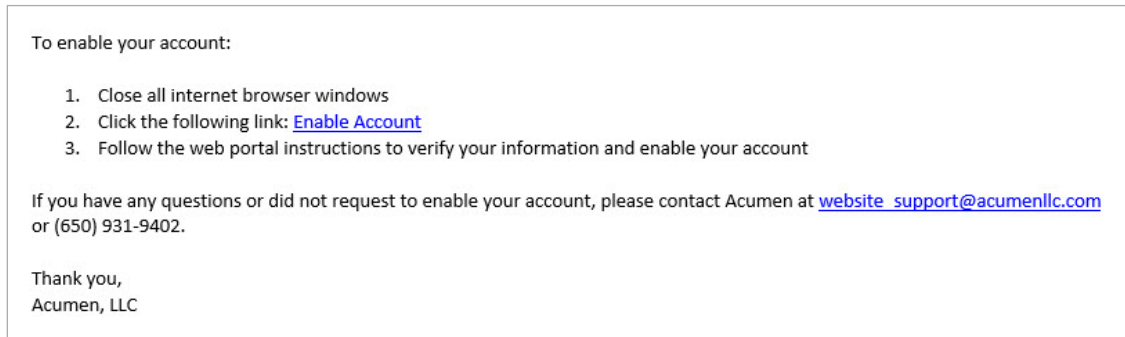
Figure 47. Enable Account Request – Email Instructions Message Page



9 In your workstation, check your email.

Your email inbox should contain an enable account email from the Web Portal.

Figure 48. Example Enable Account Email

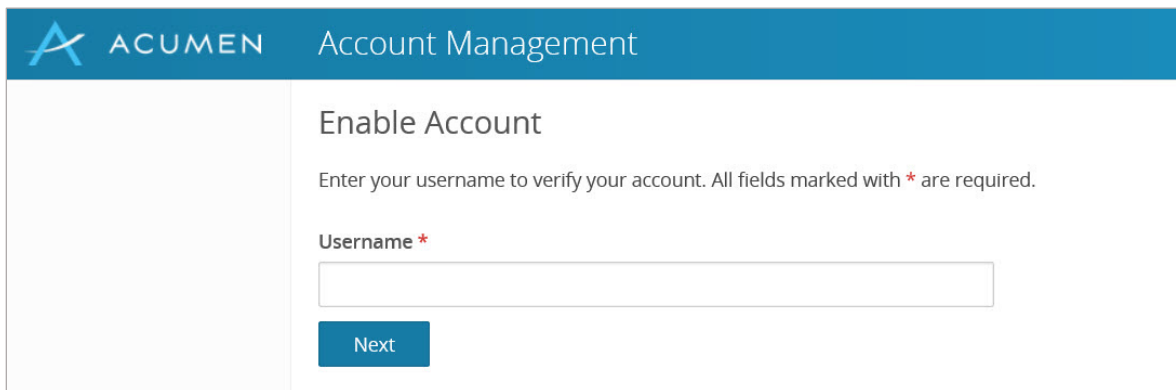


NOTE: If, after 10 minutes, your inbox does not contain a Portal email, contact Website Support (Website_Support@AcumenLLC.com).

10 In the email message, click the “Enable Account” link.

The Enable Account – Verify Username page loads.

Figure 49. Enable Account – Verify Username Page

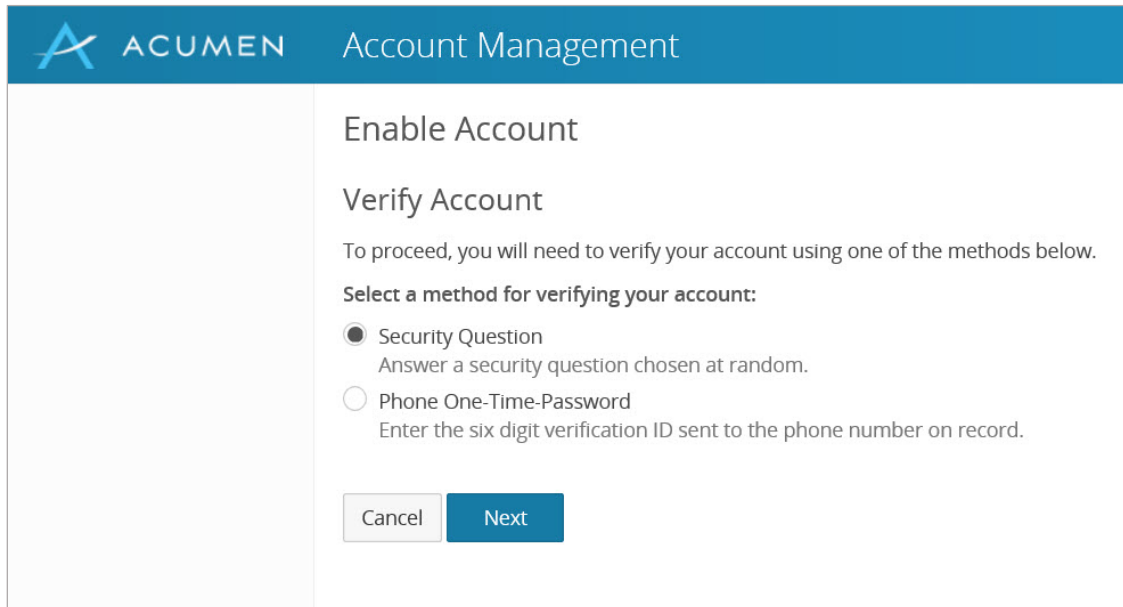


11 In the “Username*” field, enter your username to verify your account.

12 Click the **Next** button.

The Enable Account - Verify Account page loads.

Figure 50. Enable Account – Verify Account Page



ACUMEN Account Management

Enable Account

Verify Account

To proceed, you will need to verify your account using one of the methods below.

Select a method for verifying your account:

- Security Question
Answer a security question chosen at random.
- Phone One-Time-Password
Enter the six digit verification ID sent to the phone number on record.

Cancel Next

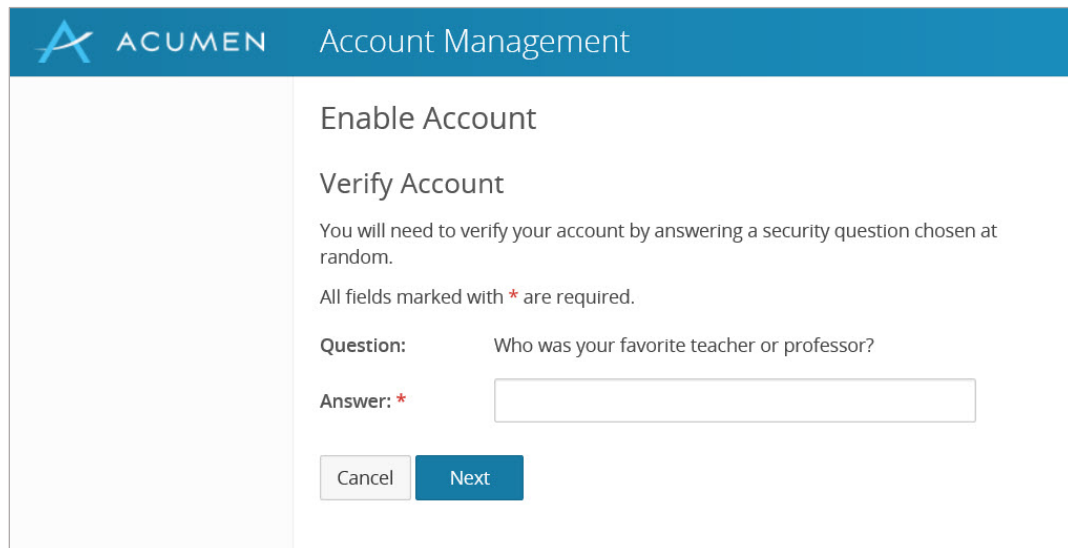
NOTE: You may choose one of two options for account verification: (1) answering a security question or (2) phone verification. The instructions that follow describe the process for option 1. For phone verification instructions, refer to [Section 2.6 Phone Number Verification](#).

13 Select your preferred option (e.g., Security Question) for account verification.

14 Click the **Next** button.

The Enable Account – Verify Account – Security Question page loads.

Figure 51. Enable Account – Verify Account– Security Question Page



ACUMEN Account Management

Enable Account

Verify Account

You will need to verify your account by answering a security question chosen at random.

All fields marked with * are required.

Question: Who was your favorite teacher or professor?

Answer: *

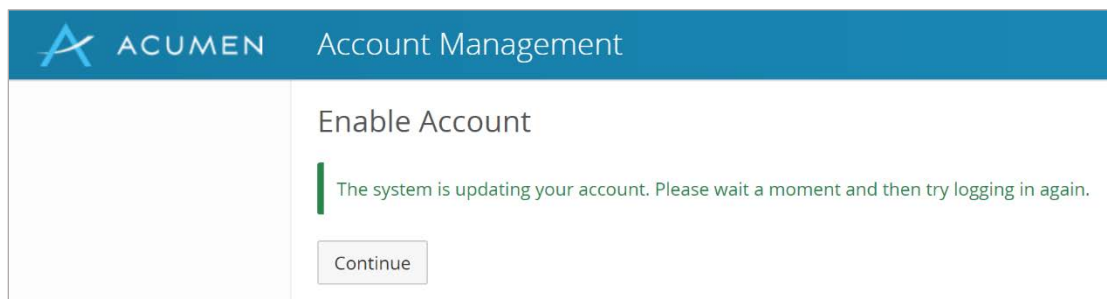
Cancel Next

15 In the “Answer:*” field, enter your answer to the security question.

16 Click the **Next** button.

The Enable Account page loads with a system is updating message.

Figure 52. System is Updating Enable Account Message



ACUMEN Account Management

Enable Account

| The system is updating your account. Please wait a moment and then try logging in again.

Continue

17 In your workstation, check your email.

Your email inbox should contain an account enabled email from the Web Portal.

NOTE: Once you have received an account enabled email, return to the Web Portal’s “System is Updating Enable Account Message.

If, after 10 minutes, your inbox does not contain a Portal email, contact Website Support (Website_Support@AcumenLLC.com).

18 On the Web Portal’s “System is Updating Enable Account Message,” click the **Continue** button.

NOTE: If you have closed the “System is Updating Enable Account Message,” enter the Web Portal’s URL in the browser’s address field.

19 Complete the [standard login process](#).

Appendix A Web Portal Panes

As stated in Section 1.2, the PDE Reports Web Portal has four main panes: Header, Navigation, Information, and Footer.

Header Pane

The Header pane contains the Acumen logo, as well as two drop-down menus: **Portals**, with links to other Program Integrity portals you can access; and a user icon, which displays user information and a **Log Out** link that logs you out of the PDE Reports Web Portal.

Navigation Pane

The Navigation pane contains link headers⁸ and page links, which Table 3 defines in alphabetical order.

Table 3. Link Headers & Page Links

TITLE	HEADER/LINK	PAGE FUNCTION/HEADER DESCRIPTION
Account Settings	Link	Displays authorized contracts and contact information as well as enables you to change your security questions and answers.
Change Login Password	Link	Modifies your current password.
Discussions	Header	Titles the Portal's discussion and notification tools.
Discussion Manager	Link	Loads the discussion boards available based on your authorized contract(s).
Documentation	Header	Titles the Portal's help documents library.
Download Data	Header	Titles the Portal's Download Files feature.

⁸ Headers label sets of related Web Portal page links.

TITLE	HEADER/LINK	PAGE FUNCTION/HEADER DESCRIPTION
Help Documents	Link	Provides access to general reference documents related to the PDE Reports initiative.
Home	Link	Contains announcements related to the PDE Reports initiative.
Log Out	Link	Logs you out of the Web Portal.
My Download Password	Link	Enables you to acquire your download password for the Download Files page, using a Portal-supplied confirmation code.
My Notifications	Link	Configures email notifications for discussion activities.
User Settings	Header	Groups all user settings tools.

EMBEDDED PAGES

In addition to the Navigation pane links, the PDE Reports Web Portal features the following **embedded pages** (that is, pages only accessible through **parent pages** listed in the Navigation pane).

Table 4. Embedded Page Links

PARENT PAGE(S)	PAGE LINK	CONTENTS
Home	{Announcement Title}	Loads the full view of an announcement.
Discussion Manager	{Contract Number}	Links to an active discussion board for a specific contract.

Information Pane

The Information pane displays the contents of Web Portal pages.

For example, when you click the **Account Settings** link in the Navigation pane, the Portal loads the Account Settings page’s contents—that is, contact information and authorized contracts—in the Information pane.

Note that when you log in to the Web Portal, the Information pane will automatically display the Home page.

Footer Pane

The Footer pane contains links to five pages: Accessibility, Accessibility Plugins, Privacy Policy, Security Policy, and Contact Us.

Table 5. Footer Pane Links

PAGE LINK	CONTENTS
Accessibility	Contains Section 508 compliance information.
Accessibility Plugins	Contains links to plugins (Adobe Reader, Microsoft Office) for accessing Acumen Web Portal contents.
Contact Us	Contact information for Project Assistance (PDE@AcumenLLC.com).
Privacy Policy	Articulates Acumen’s policies and practices for securing your personal information.
Security Policy	Contains rules of behavior for accessing and using the PDE Reports Web Portal.

Appendix B Setting Email Notifications

The Setting Email Notifications page enables you to receive email notifications about new and unreviewed discussion posts.

Table 6. Discussion Thread Notification Options

OPTION	DESCRIPTION
Notify me that an unreviewed post has newly arrived on any of my discussion boards.	Selecting this option results in a notification email about unreviewed posts.
Email me a list of all discussion topics that have had any new posts.	Selecting this option results in an email summary of active discussion posts during a selected time period. The notification lists all active discussion boards and whether their discussion posts have been reviewed or are currently unreviewed.

Please note that you will only receive an email notification if (i) there has been activity on your discussion board(s) and (ii) you are not currently logged in to the Web Portal. As such, if you are logged in to the Web Portal, make sure to check your discussion board(s) periodically for activity.

To illustrate the notification options for unreviewed posts, the tables below present Web Portal notifications through three hypothetical Web Portal users:

- 1 User 1 is responsible for reviewing the discussion boards for Contract T0001. User 1 selects “at time of arrival if not logged on & at the end of the day if still unreviewed.”
- 2 User 2 is a back-up for reviewing the discussion boards for Contract T0001. User 2 selects “at time of arrival if not logged on & at the end of the day if still unreviewed.”
- 3 User 3 is a manager. User 3 selects “only at the end of the day if still unreviewed.”

Table 7 below illustrates the email notifications for the three users on Day 1.

Table 7. Unreviewed Posts Scenarios: Day 1

TIME	CMS	WEB PORTAL	USER 1	USER 2	USER 3
1:30 PM	Posts information on the discussion board for Contract T0001.	Publishes post on discussion board for Contract T0001.	NOT LOGGED IN	NOT LOGGED IN	NOT LOGGED IN
1:45 PM			Receives an email notification, logs in to the Portal, and replies to Contract T0001's discussion board post.	Receives an email notification but does not log in to the Portal.	NOT LOGGED IN
3:00 PM	Posts information on the discussion board for Contract T0001.	Publishes post on discussion board for Contract T0001.	NOT LOGGED IN	Already logged in to Portal but does not review discussion board for Contract T0001.	NOT LOGGED IN

TIME	CMS	WEB PORTAL	USER 1	USER 2	USER 3
3:15 PM			Receives an email notification, logs in to the Portal, but does NOT reply to or review Contract T0001's discussion board post.	Does NOT receive an email notification because already logged in to the Web Portal when CMS posted information.	NOT LOGGED IN
12:00 AM			NOT LOGGED IN	NOT LOGGED IN	Receives an email notification because neither User 1 or User 2 replied to or reviewed the 3:00 PM discussion post.

Table 8 illustrates the results of the options selected by the three users on the second day.

Table 8. Unreviewed Posts Scenario: Day 2

TIME	CMS	WEB PORTAL	USER 1	USER 2	USER 3
9:15 AM	Posts information on the discussion board for Contract T0001.	Publishes post on discussion board for Contract T0001.	NOT LOGGED IN	NOT LOGGED IN	NOT LOGGED IN

TIME	CMS	WEB PORTAL	USER 1	USER 2	USER 3
9:30 AM			Receives an email notification, logs in to the Portal, and replies to Contract T0001's discussion board post.	Receives an email notification, logs in to the Portal, and replies to Contract T0001's discussion board post.	NOT LOGGED IN
10:45 AM	Posts information on the discussion board for Contract T0001.	Publishes post on discussion board for Contract T0001.	NOT LOGGED IN	NOT LOGGED IN	NOT LOGGED IN
11:00 AM			Receives an email notification, logs in to the Portal, and replies to Contract T0001's discussion board post.	Receives an email notification, logs in to the Portal, and replies to Contract T0001's discussion board post.	NOT LOGGED IN
12:00 AM			Does NOT receive an email notification because there are no unreviewed posts.	Does NOT receive an email notification because there are no unreviewed posts.	Does NOT receive an email notification because there are no unreviewed posts.

Acronyms

ACRONYM	FULL TERM
CMS	Centers for Medicare & Medicaid Services
HTML	Hypertext Markup Language
IAP	Immediately Actionable PDE
IE	Internet Explorer
LICS	Low-Income Cost-Sharing
PDE	Prescription Drug Event
URL	Uniform Resource Locator

Glossary

TERM	DEFINITION
authorizing agent	<p>The person authorized to establish and modify your Web Portal user permissions.</p> <p>For more information on your authorizing agent, contact Web Assistance (WebAssistance@AcumenLLC.com).</p>
confidential	<p>“Data or information [that] is not made available or disclosed to unauthorized persons or processes.”⁹</p>
discussion board	<p>A group of related online discussions, referred to as “discussion posts.”</p>
discussion thread	<p>A set of online message posts related to a single topic.</p>
download password	<p>The password required to download a file from the Download Files page.</p>
login password	<p>The password you use to log in to the Portal.</p>
Uniform Resource Locator (URL)	<p>“The address of a resource (as a document or Web site) on the Internet that consists of a communications protocol followed by the name or address of a computer on the network and that often includes additional locating information (as directory and file names).”¹⁰</p>
unreviewed	<p>A status for discussion threads indicating no other user for your contract group has previously marked the thread as reviewed.</p>

⁹ [HIPAA Administrative Simplification: Regulation Text](#)

¹⁰ [Merriam Webster entry for URL](#)

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