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

CENTER FOR MEDICARE

TO: All Prescription Drug Plan Sponsors and Medicare Advantage Organizations (MAOs)

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

SUBJECT: Contract Year (CY) 2017 Monitoring Parts C & D Reporting Web Portal Access

DATE: April 17, 2017

Since contract year (CY) 2008, the Centers for Medicare & Medicaid Services (CMS) has analyzed the data reported under the Part C and D Reporting Requirements through the *Monitoring Parts C & D Reporting initiative*. This effort, facilitated by CMS' contractor, Acumen, LLC (Acumen) supports timeliness, completeness, and accuracy of the Reporting Requirements data by alerting sponsors to potential data issues prior to the annual data validation process. The purpose of this memorandum is to inform Part D sponsors and Medicare Advantage Organizations (MAOs) of the continuation of this initiative in CY 2017 and of the expectations of participants in this process.

Requests for new user authorization to access the Monitoring Parts C & D Reporting Web Portal must be received within two weeks from the date of this memorandum. The attachment to this memorandum provides instructions for adding new users.

Overview of Monitoring Parts C & D Reporting Initiative

Sponsors required to submit Part C and/or Part D Reporting Requirements data are responsible for obtaining and maintaining access to Acumen's Monitoring Parts C & D Reporting Web Portal. This secure web portal is accessible only to authorized users and is used to coordinate communications between sponsors, CMS, and Acumen. Data issues identified in sponsors' submissions through the Health Plan Management System (HPMS) or through Gentran/Connect Direct are communicated via the portal. Sponsors should refer to the Reporting Requirements and Technical Specifications documentations published by CMS for more information on the reporting process for the Parts C and D Reporting Requirements data.[1,2]

Authorized Monitoring Parts C & D Reporting Web Portal users will be notified by Acumen if they fail to submit Reporting Requirements data by the required deadlines or if CMS would like them to verify the accuracy of their submitted data. The following types of issues will be analyzed:

- *Overdue:* failed to report the required data by the reporting deadline
- *Placeholder:* reported "0" values for all data elements in multiple reporting sections
- *Data Integrity*: reported potentially inconsistent data (e.g., sum of parts does not equal the whole)

[1] Part C Reporting Requirements can be found at: http://www.cms.gov/Medicare/Health-Plans/HealthPlansGenInfo/ReportingRequirements.html
[2] Part D Reporting Requirements: http://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovContra/RxContracting_ReportingOversight.html

- *Outlier:* reported high or low values relative to the rest of the Part C or D program

After receiving notification from Acumen, sponsors should log on to the Monitoring Parts C & D Reporting Web Portal to review the issue(s) identified, and sponsors may download data reports from the web portal for additional details. These reports identify the type of issue(s), the reporting section(s), and/or the data element(s) in question.

Using the details provided in the report, sponsors should research potential issues to determine the validity of the flagged issue(s) and evaluate whether or not data need to be corrected. For *overdue* data, sponsors should verify why the data was not previously submitted. For *placeholder*, *data integrity*, and *outlier* issues, sponsors should review the submitted data to determine whether data are accurate or inaccurate.

The report also contains a section for sponsors to respond to each issue. S**ponsors should submit a response for each data issue identified regardless of whether or not data need to be corrected.** Sponsors should populate responses directly in the report that was downloaded from the Monitoring Parts C & D Reporting Web Portal and then upload the populated report back to Acumen.

Sponsors should submit any missing data or resubmit data to correct issues via HPMS or Gentran/Connect Direct per the Technical Specifications. Reporting Requirements data should not be submitted through the Acumen web portal.

Sponsors failing to comply with the requirements of this initiative may be subject to compliance action from CMS.

Required Actions and Timelines

The following table summarizes the expected actions and timelines for the launch of the Monitoring Parts C & D Reporting initiative for CY 2017.

Action	Date
New CY 2017 contracts: Medicare Compliance Officers must complete the user authorization process for the Monitoring Parts C & D Reporting Web Portal via Acumen's User Security Web Portal. The attachment to this memorandum provides instructions for adding new users. **Contracts continuing from CY 2016:** No action is necessary if your contract has no changes in authorized users or their levels of access. Previously authorized users will retain their access to the Monitoring Parts C & D Reporting Web Portal. If necessary, Medicare Compliance Officers can modify existing user access through Acumen's User Security Web Portal.	**New user requests due two weeks from the date of this memorandum**
All CY 2017 contracts: Be prepared to receive and review notifications from Acumen regarding potential issues identified with the Reporting Requirements data.	**Rolling basis: following Reporting Requirements data reporting deadlines**

CMS and Acumen appreciate your continued cooperation in making the Monitoring Parts C & D Reporting initiative a success.

Questions regarding this project, downloadable issue reports, and the web portal should be directed to Acumen at CDReporting@AcumenLLC.com.

Questions regarding the Reporting Requirements or Technical Specifications should be directed to the appropriate CMS contact:

- Part C: partcplanreporting@cms.hhs.gov
- Part D: partd-planreporting@cms.hhs.gov

Attachment: User Authorization Instructions

Acumen created the Monitoring Parts C & D Reporting Web Portal to facilitate the review of potential issues in the Part C and Part D Reporting Requirements data. Through the web portal, authorized users from participating sponsors can download data notices, upload responses to data notices, track notices over time, and communicate with CMS and Acumen through contract-specific discussion boards. The secure web portal is accessible only to authorized users, with each contract utilizing a space on the web portal that is separately secured from all other contracts.

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 your contract to gain or maintain access to the Monitoring Parts C & D Reporting Web Portal, your Medicare Compliance Officer (MCO) must complete the following steps:

1. **Identify individuals who should have access to the Monitoring Parts C & D Reporting Web Portal.**

   If your contract is new in 2017, your contract must authorize users for the Monitoring Parts C & D Reporting Web Portal. Your contract may choose to authorize representatives that are currently users on other Acumen Web Portals. However, your contract must complete the user authorization process again, specifically for the Monitoring Parts C & D Reporting Web Portal.

   If your contract is continuing from 2016, previously authorized users will retain their access to the Monitoring Parts C & D Reporting Web Portal. Your contract may choose to keep the same users or your contract may modify users.

   For security purposes, each contract is limited to five authorized users on the Monitoring Parts C & D Web Portal. All authorized users will have access to all features of the Monitoring Parts C & D Reporting Web Portal, including downloading reports, uploading responses, and accessing discussion boards. In addition, all users will receive e-mail notifications.

2. **Log onto the User Security Web Portal (https://PartD.ProgramInfo.us/User_Security).**

   Access to the Monitoring Parts C & D Reporting Web Portal is managed by each contract's MCO through Acumen's User Security Web Portal (https://PartD.ProgramInfo.us/User_Security). The latest MCO on record for each contract in HPMS has been granted access to the User Security Web Portal.

   If your contract is new in CY 2017, your contract must update your MCO's contact information in HPMS to reflect the appropriate individual. Acumen will then disseminate login credentials to the updated MCO.

   If your contract is continuing from CY 2016, your current Medicare Compliance Officer should already have access to the User Security Web Portal through existing work with Acumen. The MCO may log in to the User Security Web Portal using the same username and password.

   To access the User Security Web Portal:
   1. Navigate to the Web Portal at https://PartD.ProgramInfo.us/User_Security.

2. Agree to the Warning Notice.
3. Enter your username and login password.

If your MCO does not have access to the User Security Web Portal or requires assistance logging in, please contact Acumen at CDReporting@AcumenLLC.com.

3. Designate Users and Authorize Access Permissions.

If your contract is new in CY 2017, your MCO 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 your contract's information.

If your contract is continuing from CY 2016, your MCO must log in to the User Security Web Portal to review the list of individuals currently authorized to access your contract's information on the Monitoring Parts C & D Reporting Web Portal. Your MCO may choose to keep the same user access settings or modify access as necessary.

To designate users and authorize access permissions, MCOs 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.

MCOs may also designate themselves as one of the five authorized users on the Monitoring Parts C & D Reporting Web Portal.

Following the user authorization process, Acumen will send the following to each newly authorized Monitoring Parts C & D Reporting Web Portal user:

1. A Welcome Email with the Monitoring Parts C & D Reporting Web Portal user guide and Web Portal URL.
2. A Credential Email with a unique One-Time Password Link and login username.

To ensure timely access to the Monitoring Parts C & D Reporting Web Portal, Medicare Compliance Officers must complete all steps of the user authorization process **within two weeks from the date of this memorandum**.

If you have any questions or require assistance with the user authorization process, please contact Acumen at CDReporting@AcumenLLC.com.