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

DATE: July 11, 2023

TO: All Prescription Drug Plan Sponsors and Medicare Advantage Organizations (MAOs) and Medicare-Medicaid Plans (MMPs)

FROM: Vanessa S. Duran
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SUBJECT: Contract Year (CY) 2023 Monitoring Parts C & D Reporting Web Portal Access

The purpose of this memorandum is to inform Part D sponsors and Medicare Advantage organizatons (MAOs) of the continuation of the Monitoring Parts C & D Reporting initiative for CY 2023.

Overview of Monitoring Parts C & D Reporting Initiative

CMS has authority to establish reporting requirements for MAOs and Part D sponsors as described in 42 CFR §422.516(a) and §423.514(a), respectively. Sponsors that are required to submit Part C and/or Part D Reporting Requirements data through the Health Plan Management System (HPMS) 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 among sponsors, CMS, and its contractors, Dobson | DaVanzo, and Acumen, regarding potential issues identified in the Reporting Requirements data. Sponsors should refer to the Reporting Requirements and Technical Specifications documents 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 if they fail to submit Reporting Requirements data by the reporting 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 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., the sum of parts does not equal the whole)
- *Outlier:* reported high or low values relative to the rest of the Part C or D program

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[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

Sponsors should log on to the Monitoring Parts C & D Reporting Web Portal to review the potential issue(s) that were identified and download data reports for additional details. These reports identify the type of potential issue(s), the reporting section(s), and/or the data element(s) in question. Then, sponsors should complete the following actions:

1. Using the details provided in the report, research potential issues to evaluate whether or not data needs to be corrected and resubmitted**.**
2. Submit a response for each potential data issue identified in the report regardless of whether or not data needs to be corrected. The report contains a section for sponsors to respond to each issue. Upload the report to the Web Portal.
3. If determined necessary, submit any missing data or resubmit data via HPMS, using the steps outlined in the Technical Specifications to request resubmission. Reporting Requirements data should not be submitted through the Acumen Web Portal.

Continuation of Report Availability for the Medication Therapy Management (MTM) Program Completion Rate for Comprehensive Medication Review (CMR) Star Rating Measure

To aid sponsors in their efforts to review their data ahead of CMS' Star Ratings plan preview, we will continue to provide sponsors access to their MTM Program Completion Rate for CMR Measure Report for the 2024 Star Ratings. Contracts will receive email notifications about report availability on or about July 31, 2023. Contracts' reports will contain a summary and beneficiary-level information for the records excluded from the calculation for their MTM Program Completion Rate for the CMR measure. Reports will be available for download in the Download Files section of this Web Portal. Only users with Summary & Confidential Beneficiary Report access permissions will be allowed to download reports.

CY 2023 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 2023.

Action	Date
New CY 2023 contracts: Medicare Compliance Officers should 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.	**New user requests are due two weeks**
Contracts continuing from CY 2022: 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.	

Action	Date
All CY 2023 contracts: Be prepared to receive and review notifications regarding potential issues identified with the Reporting Requirements data.	**Rolling basis: following Reporting Requirements data reporting deadlines**

User Authorization Instructions

The Monitoring Parts C & D Reporting Web Portal facilitates sponsors' review of potential issues in 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 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 separate and secure from all other contracts.

Only the Medicare Compliance Officer (MCO) is authorized to grant access to the Web Portal for each contract. To streamline this process, Acumen has developed the User Security Web Portal which allows MCOs to manage their users.

In order for your contract to gain or maintain access to the Monitoring Parts C & D Reporting Web Portal, your MCO should 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 2023, your MCO should authorize users for the Monitoring Parts C & D Reporting Web Portal. You may choose to authorize representatives that are current users on other Acumen Web Portals. However, the user authorization process should be completed again, specifically for the Monitoring Parts C & D Reporting Web Portal.

   If your contract is continuing from 2022, previously authorized users will retain their access to the Monitoring Parts C & D Reporting Web Portal. Your MCO 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.**

   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 2023, your contract should 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 2022, your current MCO 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 Terms and Conditions.
3. On the Login page, click 'Sign on with CMS IDM'.
4. On the CMS IDM Sign-in page, log in with your CMS IDM credentials.

3. **Designate Users and Authorize Access Permissions.**

If your contract is new in CY 2023, your MCO should 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 2022, your MCO should 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 should 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, MCOs should complete all steps of the user authorization process **within two weeks from the date of this memorandum**.

Please note that after the initial process of adding authorized users, your contract's MCO will be required to complete a quarterly attestation of authorized users' permissions.

Questions regarding submitted material or downloaded reports should be sent to CDReporting@AcumenLLC.com.

Questions or concerns regarding the user authorization process, logging in, or accessing the Web Portal should be sent to Webassistance@AcumenLLC.com.

Questions related to HPMS User Access should be directed to HPMS_Access@cms.hhs.gov

For technical assistance using HPMS, please contact the help desk at hpms@cms.hhs.gov

For questions relevant to Part C and D Reporting, please contact CMS at the following mailboxes:
- Part C:
  - Part C Enrollment/Disenrollment
    - https://enrollment.lmi.org
  - Part C Organization/Determinations/Grievances
    - https://appeals.lmi.org
  - All Remaining Part C Sections
    - https://dpap.lmi.org/dpapmailbox
- Part D:
  - Part D Enrollment/Disenrollment
    - https://enrollment.lmi.org
  - All Remaining Part D Sections
    - partd-planreporting@cms.hhs.gov

Questions about Star Ratings and Display Measures should be sent to PartCandDStarRatings@cms.hhs.gov.

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