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DATE: March 18, 2022

TO: All Prescription Drug Plans, Medicare Advantage-Prescription Drug Plans, and Section 1876 Cost Plans

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

SUBJECT: Part D Sponsors' Access to the Medicare Plan Finder (MPF) Communications Web Portal

The purpose of this memorandum is to discuss the user authorization process for the Medicare Plan Finder (MPF) Communications Web Portal. The portal is used to provide sponsors their contract-specific detail reports for the Star Ratings and Display page MPF accuracy and stability measures. The preliminary and final Star Ratings MPF Price Accuracy and final MPF Display Measure Reports will be made available in the Download Files section of the Web Portal. We will announce the availability of these detail reports via the Web Portal.

User Authorization for MPF Communications Web Portal

CMS' contractor, Acumen, LLC, currently manages the MPF Communications Web Portal. The secure web portal is accessible only to authorized participants, with each sponsor utilizing a secure space on the web portal that is separate from all other sponsors.

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 contracts to gain access to the MPF Communications Web Portal, the Medicare Compliance Officer must complete the following steps:

- 1. Identify individuals who should have access to the MPF Communications Web Portal.**

If the contract was continuing from 2020, previously authorized users will retain their access to the MPF Communications Web Portal. The Medicare Compliance Officer may choose to keep the same users or modify users. If the contract was new in 2021, the Medicare Compliance Officer must add new users or choose to authorize existing users who currently have access to other Acumen web portals. The Medicare Compliance Officer must complete the user authorization process again, specifically for the MPF Communications Web Portal.

If the contract was new in 2022, access to the MPF Communications Web Portal is not required at this time as the 2023 Star Ratings MPF Price Accuracy Measure Reports and MPF Display Measure Reports are calculated using 2021 data.

For security purposes, each contract is limited to five authorized users on the MPF Communications Web Portal.

2. Log onto the User Security Web Portal.

Access to the MPF Communications Web Portal is managed by each contract's Medicare Compliance Officer through Acumen's User Security Web Portal (https://PartD.ProgramInfo.us/User_Security). The latest Medicare Compliance Officer on record for each contract in HPMS has been granted access to the User Security Web Portal.

If the contract was continuing from 2020, the current Medicare Compliance Officer should already have access to the User Security Web Portal through existing work with Acumen. The Medicare Compliance Officer may log in to the User Security Web Portal using the same username and password.

If the contract was new in 2021, the contract must update the Medicare Compliance Officer's contact information in HPMS to reflect the appropriate individual. Acumen will then disseminate login credentials to the updated Medicare Compliance Officer.

To access the User Security Web Portal:

1. Navigate to the portal at https://PartD.ProgramInfo.us/User_Security.
2. Agree to the Terms and Conditions.
3. Enter your username and login password.

If you are a Medicare Compliance Officer and do not have access to the User Security Web Portal or have never logged on, please contact Acumen at PlanFinder@AcumenLLC.com.

3. Designate Users and Authorize Access Permissions.

If the contract was continuing from 2020, the Medicare Compliance Officer must log in to the User Security Web Portal to review the list of individuals currently authorized to access the contract's information on the MPF Communications Web Portal. The Medicare Compliance Officer may choose to keep the same user access settings or modify access as necessary.

If the contract was new in 2021, the Medicare Compliance Officer 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 the contract's information.

To designate users and authorize access permissions, the Medicare Compliance Officer 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.

Medicare Compliance Officers may also designate themselves as one of the five authorized users to gain immediate access to the MPF Communications Web Portal.

Following the user authorization process, Acumen will send the following to each newly authorized MPF Communications Web Portal user:

1. A Welcome Email with the MPF Communications Web Portal user guide and Web Portal URL.
2. A Credential Email with a unique One-Time Password Link and login username.

To access MPF Measures' Reports, users must be assigned Summary and Confidential Beneficiary Reports access permissions.

Questions

For technical questions related to the MPF Measures' detail reports, contact PartCandDStarRatings@cms.hhs.gov.

For technical questions related to the MPF Communications Web Portal, contact Acumen:

Hours: Monday-Friday 4:00 AM-6:00 PM PT

Phone: (650) 558-8006

Email: PlanFinder@AcumenLLC.com