



## **CENTER FOR MEDICARE**

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**DATE:** March 18, 2024

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

**FROM:** Vanessa S. Duran, 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 with 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 2022, 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 2023, 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 2024, access to the MPF Communications Web Portal is not required at this time as the MPF Price Accuracy Measure Reports for the 2025 Star Ratings are calculated using 2023 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](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 2022, 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 2023, 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](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, login with your CMS IDM credentials.

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](mailto:PlanFinder@AcumenLLC.com).

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

If the contract was continuing from 2022, 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 2023, 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 a Welcome Email with the MPF Communications Web Portal user guide and Web Portal URL to each newly authorized MPF Communications Web Portal user:

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

## **Questions**

For technical questions related to the MPF Price Accuracy Measure detail data, contact [PartCandDStarRatings@cms.hhs.gov](mailto: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](mailto:PlanFinder@AcumenLLC.com)