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

DATE: April 24, 2025

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

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SUBJECT: UPDATES - 2025 Medicare Part D Patient Safety Reports

The purpose of this memorandum is to announce the availability of the 2025 Patient Safety Reports on the Patient Safety Analysis Web Portal on April 30, 2025, updates to measures and reports, and archiving of older reports.

To access the Patient Safety Reports, you must be an authorized user of the Patient Safety Web Portal. The access authorization process is described later in this memo. Instructions can be found in the "Access to the Patient Safety Analysis Web Portal" section of this memorandum.

Medicare Part D Patient Safety Measures

For measurement year 2025, CMS will report and update monthly 16 Patient Safety measures through the Patient Safety Analysis Web Portal. Each month, Part D sponsors may download and review their measure packages. These measure packages include a summary contract-level report for each measure and additional beneficiary-level files. Part D sponsors can use the Patient Safety Reports to compare their performance to overall averages and monitor their progress in improving their measure rates.

Several measures are displayed on the Medicare.gov Plan Finder as Part D Star Rating measures or on CMS.gov as display page measures. Medicare beneficiaries can use this information to make informed enrollment decisions about available health and prescription drug plans.

The Patient Safety measures include:

- Star Ratings Medication Adherence for Cholesterol (Statins) (ADH-Statins)
- Star Ratings Medication Adherence for Hypertension (RAS Antagonists) (ADH-RAS)
- Star Ratings Medication Adherence for Diabetes Medications (ADH-Diabetes)

- Display Page Medication Adherence for Cholesterol (Statins) with Risk Adjustment (RA) (ADH-Statins RA)
- Display Page Medication Adherence for Hypertension (RAS Antagonists) with RA (ADH-RAS RA)
- Display Page Medication Adherence for Diabetes Medications with RA (ADH-Diabetes RA)
- Medication Adherence for HIV/AIDS (Antiretrovirals) (ADH-ARV)
- Statin Use in Persons with Diabetes (SUPD)
- Use of Opioids at High Dosage in Persons without Cancer (OHD)
- Antipsychotic Use in Persons with Dementia, Overall (APD)
- Antipsychotic Use in Persons with Dementia, for Long-Term Nursing Home Residents (APD-LTNH)
- Concurrent Use of Opioids and Benzodiazepines (COB)
- Polypharmacy: Use of Multiple Anticholinergic (ACH) Medications in Older Adults (Poly-ACH)
- Polypharmacy: Use of Multiple Central Nervous System (CNS)-Active Medications in Older Adults (Poly-CNS)
- Initial Opioid Prescribing for Long Duration (IOP-LD)
- Persistence to Basal Insulin (PST-INS)

The Patient Safety Analysis Web Portal facilitates communication between CMS, Part D sponsors, and our contractor, Acumen, LLC. Sponsors can view "at-a-glance" Rate Summary and Performance Graphs for each measure and respond directly to outlier notices. CMS encourages sponsors to review the outlier notices; however, it is optional for Part D sponsors to respond. Sponsors may review their underlying measure data in the reports and alert CMS if potential errors or anomalies are identified in the rate calculations per the measure specifications. If you have questions regarding your rate calculations, diagnosis codes, exclusions, or underlying data, contact PatientSafety@AcumenLLC.com. Provide detailed information about the potential issue or question. Your request will be reviewed, and if appropriate, a secure submission window will be opened in the Patient Safety Analysis Web Portal for you to submit a small, demonstrative sample of beneficiaries (i.e., claims for no more than one or two beneficiaries per Part D contract and measure that demonstrate the potential issue) for a review of the administrative data. We may request a larger sample depending on the results of the review.

In 2025, we plan to implement an enhanced communication feature in the Patient Safety Analysis Web Portal for sponsors to resolve technical issues, ask content questions, and request a review of their underlying administrative data used for Patient Safety measures. Once launched, it will be the preferred method of communicating with the CMS and Acumen Patient Safety teams regarding the measures and reports. We will announce and provide more details about the new communication process via the Web Portal.

The Patient Safety Analysis Web Portal User Guide is located under the Web Portal's navigation menu Help Documents web page link. Other information provided on the Help Documents web page includes links to each measure's Patient Safety Report User Guide,

diagnosis codes, and the National Drug Code (NDC) medication lists used to calculate the measures.

The 17 measure reports for year of service (YOS) 2024[1] will be produced until July 2025 using 2024 data submitted by the annual prescription drug event (PDE) submission deadline for the annual Part D payment reconciliation.

Patient Safety Report Updates

CMS will release monthly Patient Safety Reports using 2025 PDE data with the April 2025 report release. The measures in these reports are calculated using 2025 PDE, fee-for-service claims, and encounter data processed up until one month before the release of the report. For example, the 2025 reports released on April 30, 2025, will contain PDE data for dates of service between January 1, 2025, and March 31, 2025, submitted by March 31, 2025. Each monthly report is updated as more complete 2025 data are submitted and processed.

The Patient Safety Reports and User Guides include the following updates:

- An updated 2025 User Guide for continuous enrollment (CE) will be provided for the following measures: ARV, OHD, APD, APD-LTNH, and IOP-LD.
- Exclusion files will be added to the 2025 Patient Safety Reports for the COB, Poly-ACH, ADH-Diabetes RA, ADH-RAS RA, and ADH-Statins RA measures.
- An updated 2024 User Guide will be posted in late spring 2025 for the ADH-Diabetes RA, ADH-RAS RA, and ADH-Statins RA display page measures, which will include more details related to the risk adjustment.

All measures are calculated based on Pharmacy Quality Alliance (PQA) measure specifications and Value Sets, which include NDCs. The PQA comprehensively produces three value sets for a given measurement year: the first version is published in February of the measurement year, then updated in July of the measurement year, and finalized in February of the subsequent year. Therefore, for a given measurement year, three PQA Value Sets are used to calculate the Patient Safety measure rates. Between NDC list updates, sponsors may observe differences between their internal monitoring reports and the Patient Safety Reports, especially if applying more real-time NDC changes or capturing PDE data not yet submitted to or processed by CMS. After the Value Sets are finalized by the PQA, the updated PQA Value Sets are incorporated into the Patient Safety Reports in approximately 1-2 monthly reporting cycles.

The April 2025 reports use the most recent updated February 2025 PQA Value Set for both YOS 2024 and 2025. The final YOS 2025 Patient Safety Reports based on the February 2026 PQA Value Set will be released in July 2026, one month after the annual PDE submission deadline for 2025, and the final rates will be used to calculate 2027 Part D Star Ratings and/or display page measures.

[1] See HPMS memorandum, "UPDATES - 2024 Medicare Part D Patient Safety Reports, April 24, 2024."

Patient Safety Measure Updates

As finalized in the April 23, 2024 final rule, "Medicare Program; Changes to the Medicare Advantage and the Medicare Prescription Drug Benefit Program for Contract Year 2024 – Remaining Provisions and Contract Year 2025 Policy and Technical Changes to the Medicare Advantage Program, Medicare Prescription Drug Benefit Program, Medicare Cost Plan Program, and Programs of All-Inclusive Care for the Elderly (PACE)" (89 FR 30632-30637), and consistent with the Announcement of Calendar Years (CY) 2025 and 2026 Medicare Advantage (MA) Capitation Rates and Part C and Part D Payment Policies published on April 1, 2024 and April 7, 2025 respectively,[2] the following changes are implemented with the release of the YOS 2025 April 2025 reports data unless otherwise specified.

New Star Ratings Measures

COB/Poly-ACH: These two measures will be added to the 2027 Star Ratings based on measurement year 2025.

Retired Measures

OMP: The OMP measure will be retired from the 2027 display page (measurement year 2025).

Measure Specification Updates

ARV/APD/APD-LTNH/OHD/IOP-LD: CMS will transition the remaining Part D Patient Safety measures to CE and no longer adjust for member-years (MY) to align with the PQA CE measure specifications.

COB/OHD/IOP-LD: CMS will exclude beneficiaries with cancer-related pain treatment diagnosis to align with both the PQA measure specifications and the 2022 CDC Clinical Practice Guideline for Prescribing Opioids for Pain.[3]

IOP-LD: The PQA refined the negative medication history definition to improve clarity that no prescription claims for opioids "with a date of service" should be found in the lookback period within the same contract. CMS will incorporate this clarification to the negative medication history definition.

Poly-CNS: The PQA updated the Poly-CNS measure specifications to add the skeletal muscle relaxant class of medications to align with the 2023 American Geriatrics Society Beers Criteria recommendations. Therefore, to align with the PQA, CMS will also add the following six skeletal muscle relaxant medications carisoprodol, chlorzoxazone, cyclobenzaprine, metaxalone, methocarbamol, and orphenadrine to the Poly-CNS measure.

[2] Referred to as the 2026 Rate Announcement and available at: https://www.cms.gov/medicare/payment/medicare-advantage-rates-statistics/announcements-and-documents

[3] https://www.cdc.gov/mmwr/volumes/71/rr/rr7103a1.htm

All Part D Patient Safety Measures: Currently, both Part D Patient Safety Star Ratings and display page measure rate calculations include contracts with 31 or more enrolled members in the denominator for the measure rate calculations. However, to align with the PQA, CMS will begin to include in the measure rate calculations for Part D Patient Safety measures in the Star Ratings and display page, measure rate calculations for contracts with 30 or more enrolled members in the denominator.

Removal of Older Patient Safety Reports

As of April 30, 2025, the Patient Safety Analysis Web Portal will no longer display Performance Graph or Rate Summary pages for 2022 Patient Safety Reports.

The reports will be archived and available only by request. Sponsors that currently have access to these reports may use the following Web Portal features to download this data before it is permanently archived:

- Use the Download Files feature to download 2022 contract-level and detail-level reports.
- Use the Export All Rate Measures feature on the Rate Summary page to download the final summary contract-level data for all 2022 measures.

Access to the Patient Safety Analysis Web Portal

To access the Patient Safety Reports, you will need to be an authorized user of the Patient Safety Analysis Web Portal. CMS' contractor, Acumen, LLC, currently manages the Patient Safety Analysis Web Portal. The Web Portal is accessible only to authorized participants, with each sponsor utilizing a secure space on the site that is separate from all other sponsors.

Only the Medicare Compliance Officer (MCO) for a given contract may authorize user access to Acumen's Patient Safety Web Portal for that contract. To streamline this process, Acumen has developed the User Security Web Portal – a web tool that allows MCOs to manage their users on the Acumen web portals.

To complete User Authorization, the MCO will need to:

1. Identify individuals who require access to the Patient Safety Analysis Web Portal for each contract.
    a. Contracts are limited to **five** authorized users.
    b. All authorized Web Portal users will have the ability to view all contract-specific portal content and transfer data for their designated contract and permission level.
    c. All authorized Web Portal users will also be able to discuss any data concerns with Acumen and CMS through contract-specific discussion boards.
2. Log on to the User Security Web Portal.
3. Complete the Add User steps to designate users and authorize access permissions.

Accessing the User Security Web Portal

Access to the Patient Safety Analysis Web Portal is managed by each contract's MCO through Acumen's User Security Web Portal. The latest MCO on record for each contract in HPMS has been granted access to the User Security Web Portal.

- **If your MCO already has an Acumen ProgramInfo Web Portal account**, they may log in to the User Security Web Portal using the same username and password.
- **If your MCO does not have an Acumen ProgramInfo Web Portal account**, 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.

To access the User Security Web Portal:

1. Navigate to the Patient Safety Web Portal.
2. Agree to the Warning Notice.
3. Enter your username and login password.

Designating Users and Authorizing Access Permissions

After your organization's MCO logs in to the User Security Web Portal, they may review and/or update the current user access settings or authorize access permissions for new users. Each contract is limited to a maximum of five users on the Patient Safety Analysis Web Portal.

- **If your contract is continuing from CY 2024**, your MCO may log in to the User Security Web Portal to review the list of individuals currently authorized to access your contract's information on the Patient Safety Analysis Web Portal. Your MCO may choose to keep the same user access settings or modify access as necessary.
- **If your contract is new in CY 2025**, your MCO may 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.

To designate users and authorize access permissions, MCOs may 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 Patient Safety Analysis Monitoring Web Portal.

All authorized users can log on to navigate the Web Portal and receive email notifications regarding report releases. However, access to the Patient Safety Analysis Web Portal can vary according to two possible access levels for each user:

- *Summary Report Only*: User can access a version of the Patient Safety Reports with

summary information on contract-level data for each Patient Safety measure. Users will not be able to access beneficiary-level data.
- *Summary and Confidential Beneficiary Reports:* User can access confidential beneficiary-level information in the detail version of the Patient Safety Reports, in addition to the summary versions of the Patient Safety Reports.

At least one user from each contract must have access to Summary and Confidential Beneficiary Reports in order to view and respond to beneficiary-level issues.

Following the user authorization process, Acumen will send the following to each newly authorized Patient Safety Analysis Web Portal user:

- A Welcome Email with the Patient Safety Analysis Web Portal User Guide and Web Portal URL.
- A Credential Email with a unique One-Time Password Link and login username.

Additional Resources

Part D sponsors can refer to the Part C&D Performance Data website.

Any general questions related to the Patient Safety Analysis project should be sent via email to PartCandDStarRatings@cms.hhs.gov.

For technical questions related to the user authorization process or access to the Web Portal or reports, please contact Acumen at PatientSafety@AcumenLLC.com or by phone at (650) 558-8006.

Thank you for your continued dedication to helping Medicare beneficiaries.