

# PRIMS Connect: Frequently Asked Questions

This document contains the most frequently asked questions and answers for referring to the PRIMS Connect system.

## **Question 1: “What Internet browsers are supported by PRIMS Connect?”**

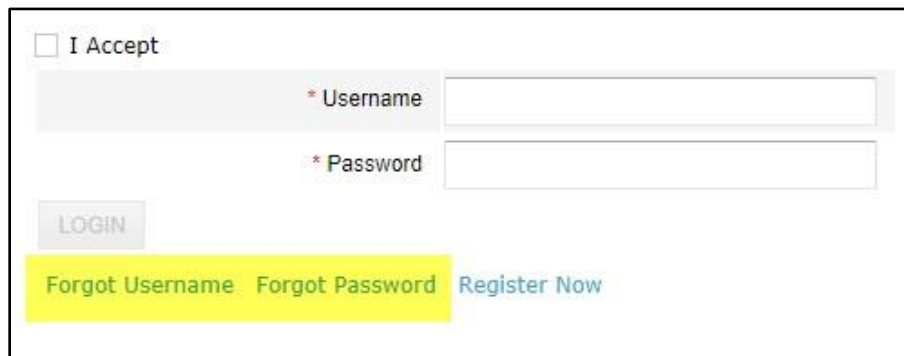
### **Answer:**

Microsoft Edge 110 (or previous versions), Internet Explorer 11 (or previous versions) and Google Chrome 109 (or previous versions) have been tested and all functionality works using these browsers. Other browsers are not currently supported.

## **Question 2: “What if I forget my username/password?”**

### **Answer:**

There are hyperlinks to reset both your username and/or password. You will need to know the answers to your previously defined security questions to be notified of your username and/or reset your password. If you are unable to answer your security questions, you will need to contact the Gainwell analyst assigned to your labeler code(s). Refer to Figure 1.



The screenshot shows a login form with the following elements:

- I Accept
- \* Username
- \* Password
- LOGIN button
- Forgot Username [Forgot Password](#) [Register Now](#)

The "Forgot Username" and "Forgot Password" links are highlighted in yellow.

**Figure 1 – Forgot Username and Forgot Password hyperlinks**

**Question 3: “When a manufacturer’s Centers for Medicare & Medicaid Services (CMS) Technical Contact changes, does the new Technical Contact need to reassign users, or once someone is registered for a labeler are they in the system and not impacted by Technical Contact changes?”**

**Answer:**

When a Technical Contact changes, all of their invited users receive an email telling them they have lost access to that Technical Contact’s labeler codes.

When a new Technical Contact is assigned, they receive an email stating, among other things, to “Please note that any users invited by a previous Technical Contact do not have access to your labeler codes until you invite them.”

All invited users will need to have their access reinstated by the new Technical Contact.

To do this, follow the steps below:

1. Click the **Administer Accounts** tab.
2. Search for the invited users’ email addresses.
3. Select the labeler accounts and permissions you are assigning to the invited users.
4. Click **Save**.
5. The invited users will receive an email showing the labeler codes and permissions to which they have been re-granted access.

**Question 4: “My email address or name has changed and I am a rebate Technical Contact on file with CMS. How do I update PRIMS Connect?”**

**Answer 1: Only my email address or name on file with CMS has changed.**

If you are a Technical Contact, then you will continue to use your existing PRIMS Connect account until the following invoice quarter.

PRIMS Connect security uses the quarterly CMS labeler file to identify and validate the Technical Contact information for access to the PRIMS Connect data.

Once GAINWELL loads the new CMS labeler file (early February, May, August, and November), PRIMS Connect will deactivate your old account (using the old email address) and send you an email inviting you to create an account with your new email address. You will need to register for a new account using the new email address that is on file with CMS. You should use this

new account from this point forward for accessing data and inviting users to view your labeler code data.

When a Technical Contact name or email address on file with CMS changes (this can occur in early February, May, August, and November), all invited user accounts are disabled.

All invited users will need to have their access reinstated by the Technical Contact using their new account.

To do this, follow the steps below:

1. Click the **Administer Accounts** tab.
2. Search for the invited users' email addresses.
3. Select the labeler accounts and permissions you are assigning to the invited users.
4. Click **Save**.
5. The invited users will receive an email showing the labeler codes and permissions to which they have been re-granted access.

**Answer 2: My email address and/or name on file with CMS and my invited users' email addresses have changed.**

When you re-register with PRIMS Connect using your new email address (as described in A1 above), you will need to re-grant access to each invited user whose email address has also changed.

To do this, follow the steps below:

1. Click the **Invite Users** tab.
2. Enter the new email addresses of the users to which you want to grant access.
3. Select the labeler accounts and permissions you are assigning to the new email addresses/users.
4. Click **Send Invite**.



The invited users will need to register with PRIMS Connect using their new email addresses.



The invited users will not be able to access any data until they register under their new email addresses. If they access PRIMS Connect using the old usernames affiliated with their previous email addresses, they will not be able to request any data.

**Answer 3: Only my invited users' email addresses have changed.**

To update your invited users' email addresses, follow the steps below:

1. Click the **Invite Users** tab.
2. Enter the new email addresses of the users to which you want to grant access.
3. Select the labeler accounts and permissions you are assigning to the new email addresses/users.
4. Click **Send Invite**.



The invited users will need to register with PRIMIS Connect using their new email addresses.



The invited users will not be able to access any data until they register under their new email addresses. If they access PRIMIS Connect using the old usernames affiliated with their previous email addresses, they will not be able to request any data.

**Question 5: “My email address has changed and I am an invited user, not a Technical Contact; how do I update PRIMIS Connect?”**

**Answer 1: Only my email address has changed.**

If you are an invited user and your email address has changed, follow the steps below:

1. Ask the Technical Contact for your labeler codes to invite you as a user again.
2. The Technical Contact will need to click the **Invite Users** tab.
3. The Technical Contact will need to enter your new email address.



Please make sure that the Technical Contact does not try to look up your existing account tied to your old email address in the Administer Accounts tab. They need to go to the Invite Users tab and send a new invitation for you to access their labeler codes using your new email address.

4. You will need to completely re-register for PRIMIS Connect.

**Answer 2: Only my Technical Contact's email address and/or name on file with CMS has/have changed.**

When a Technical Contact's name or email address on file with CMS changes (this can occur in early February, May, August, and November), all invited user accounts are disabled.

All invited users will need to have their access reinstated by the Technical Contact using their new account.

To do this, follow the steps below:

1. Click the **Administer Accounts** tab.
2. Search for the invited users' email addresses.
3. Select the labeler accounts and permissions you are assigning to the invited users.
4. Click **Save**.
5. The invited users will receive an email showing the labeler codes and permissions to which they have been re-granted access.

**Answer 3: My email address and the email address and/or name on file with CMS has/have changed.**

If you are an invited user whose Technical Contact also had an email change, and you have not had an email address change, then the Technical Contact must create their new account first using their new email address. Then they can send you a new invitation to be an invited user using your new email address.

**Question 6: “I was recently listed as a Technical Contact for my labeler code, but I already have an account because I was previously an invited user; how do I update PRIMS Connect?”**

**Answer:**

Please contact your assigned GAINWELL analyst and let them know. We will need to disable your current account and have you re-register as a Technical Contact. This is due to the security measures in place that require a Technical Contact to be the primary account holder.

If you need to maintain access to labeler codes other than those that you are listed as a Technical Contact for, you will need to request to be re-invited as an invited user for those labeler codes after you re-register your Technical Contact account.

**Question 7:** *“I am a Technical Contact and a user that I had invited to view our labeler information has now left our company/is no longer performing services for us. I need to remove their access to our labeler codes.”*

**Answer:**

To remove access to your labeler codes from an invited user, follow the steps below:

1. Click the **Administer Accounts** tab.
2. Search for the invited user’s email address.
3. Unselect all of the boxes for the invited user.
4. Click **Save**.



The invited user will still have an account, but they can no longer access your labeler information.

**Question 8:** *“I am not able to set up PRIMS Connect access for our labelers that are currently not participating in the Medicaid Drug Rebate Program; will we receive an email notification that rebates are due?”*

**Answer:**

At this time, you will not be able to pull data for non-participating labelers. You will need to rely on the invoices received for inactive labeler codes.

**Question 9:** *“Are prior period adjustments (PPAs) available on PRIMS Connect? How are they identified?”*

**Answer:**

PPAs will be available on PRIMS Connect on paper and electronic invoices as a 1 flag and only for manufacturers that are currently active in the Federal Rebate Program.

**Question 10: “Will we always receive a paper invoice?”**

**Answer:**

This varies by state. Each state determines the method by which invoices are made available to labelers. States may choose to send paper invoices, email invoices, or both.

**Question 11: “We noticed that there are program options in the drop-down list that we do not recognize. For example, we see a Fee-for-Service (FFS) Multi-Source Medical; we currently only receive invoices for the Single-Source Medical. How do we know what programs apply to our labeler?”**

**Answer:**

Programs available in the drop-down list are specific to each state. If you see a program that is not familiar to you, it was likely invoiced at some point in the past. Each state may have different current and historic invoice program types and can determine which programs’ data are available to retrieve from PRIMS Connect.

**Question 12: “Is it required for Reconciliation of State Invoice (ROSI)/Prior Quarter Adjustment Statement (PQAS) and Explanations of Payment (EOP) to be uploaded to PRIMS Connect?”**

**Answer:**

You may choose to upload your ROSI/PQAS files via PRIMS Connect, or email them to the applicable state drug rebate email box.



It is important to note that the using the Upload option may be helpful for very large PDFs.

**Question 13:** *“We are a third-party processor for several different manufacturers; do we have separate logins for each manufacturer/labeler code or will we be able to switch between labelers within the same PRIMS Connect account?”*

**Answer:**

You will have only one username and password and will be able to access all the labelers for which you are authorized to see using that one PRIMS Connect account.

**Question 14:** *“Is there a way to request Claim Level Detail (CLD) reports for all programs so the user does not have to request them for each invoice program?”*

**Answer:**

No. You must request a CLD report for each separate invoice program.

**Question 15:** *“I received an email with invoice details on it, including units; can I make my payment from this email or do I need to download the full invoice?”*

**Answer:**

Yes. You can make a payment from the email; just submit the proper ROSI and/or PQAS documents with full payment details.

**Question 16:** *“I received an email with invoice details, but I am my company’s Technical Contact, not the invoice contact; why did I receive this email?”*

**Answer:**

Invoice emails are sent to both the Invoice and Technical Contacts registered with CMS and the State. Since the Technical Contact is the only CMS contact required to submit an email address, we wanted to ensure that the invoice emails were received by your company. In addition, the Technical Contact is the only contact that can grant permission to other approved individuals in your organization.



**Question 17: “I received an email with invoice details, but I am not registered for PRIMS Connect; how do I gain access?”**

**Answer:**

If you have not yet registered for access to PRIMS Connect, please check with your CMS Technical Contact to see if they have already registered for access; if so, they can invite other users from your company to access the site by your email.

If not, please contact your Technical Contact and refer to Question 5.