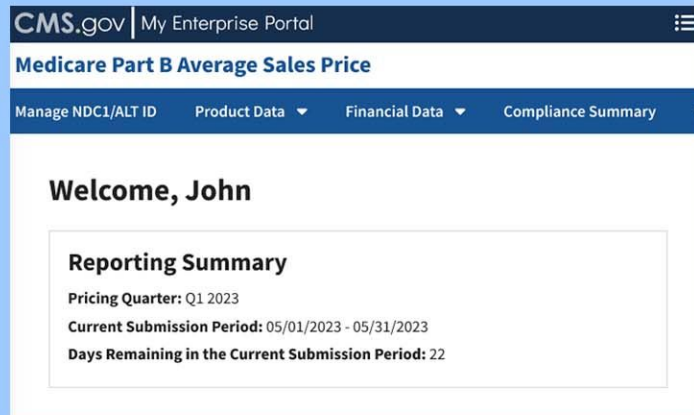


Welcome Page



Welcome Page

[Prototype Page](#)

<https://www.figma.com/proto/AiUGYZ6HKbRM8hKKDkbb0K/ASP---Data-Entry-...>

Summary of Findings

Reporting Summary

Pricing Quarter: Q1 2023
Current Submission Period: 05/01/2023 - 05/31/2023
Days Remaining in the Current Submission Period: 22

Request to Update Data 13 Incomplete

Prior to submitting financial data, all active drugs must have their missing data supplied. You may supply data online or by file transfer by first downloading the incomplete products below, filling in missing fields and then uploading them.

[Incomplete Products File](#) [View Incomplete Products](#)

Tips for a Successful ASP Data Submission

Below are several checklist items and tips to ensure successful ASP data submission and certification to the online system. The ASP Data Collection User Guide and templates can be found at the upper right hand corner of this Home page. If any questions or issues arise, contact the ASP Helpdesk at asphelpdesk@dcca.com.

- Use the product and financial templates for the automated system when uploading data.
- Input 11-digit drug codes (NDCs) in the NDC1, NDC2 and NDC3 fields. Use an Alternate ID for skin products only.
- Assign the Manufacturer Name to a new NDC1 or a new Alternate ID prior to adding product

ASP Business Process Flow

Submitter | Certifier

- Manage NDC1/Alternate ID *
 - [Assign](#) NDC1/Alternate ID ⓘ
 - [Request](#) a new NDC1/Alternate ID/Manufacturer Name/Generic Name ⓘ
- [Enter](#) or [Upload](#) Product Data * ⓘ

We invited participants to look around and then solicited feedback on specific content as well as general feedback.

Key Takeaways

- The Business Process flow is helpful. They understood that the links would take them to the page to complete the step. Although one participant, an experienced user, commented that perhaps other content would be better since the links in the flow take users to the same locations as the navigation links.
- Two of three participants said they would find the tool tips helpful, especially for new users.
- Two of three participants suggested adding alerts or bulletins similar to the MDP website.
- One participant wondered if “send the One-Time Password” meant the password would be automatically emailed to the certifier. He did not open the tool tip for more information.

Quote: “So I'm curious about what six is, I guess maybe it goes directly to him through email, through the ASP portal as opposed through a separate process that we do.”

Biggest challenge in the current system:

- Two of three participants said that a big pain point or one thing they would change is that alternative submitters have to completely re-upload data and are unable to edit the data that is already in the system.

Miscellaneous feedback:

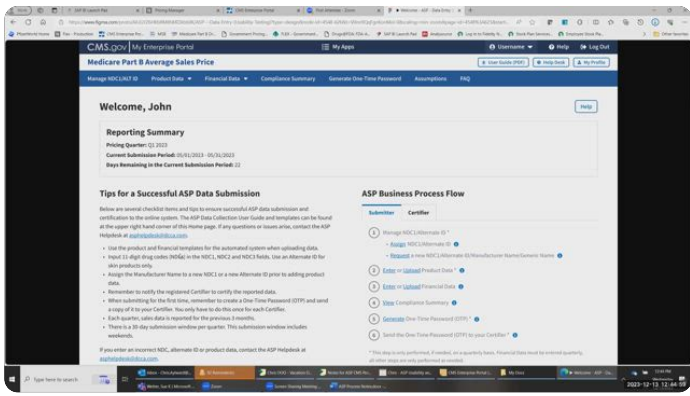
- One participant liked that the design and layout looked “pretty clean.”
- One participant commented that the Reporting Summary was good to have “front and center.”
- Two of three participants said they would find the tool tips helpful, especially for new users.

Recommendations & Supporting Evidence

Recommendation: Consider adding a bulletin section to the ASP portal similar to MDP for notices or to highlight changes.

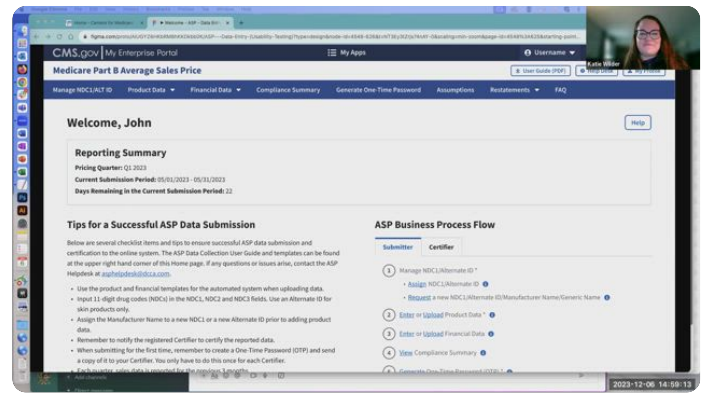
- Reason: 2/3 participants mentioned that MDP had this feature and felt it was useful.
- Priority: TBD
- If implemented, test this new feature in Round 2 Usability Sessions.

Supporting Evidence —



Participant 3, 12-13-2023

I know it would be good like if maybe there was a bulletin section like MDP has where sometimes like I was mentioning that very last column in the submission file needs to be blank these days. I apologize. I just don't remember what it's called right now. But that would be like something front and center if, hey, we know there's a known issue. This is



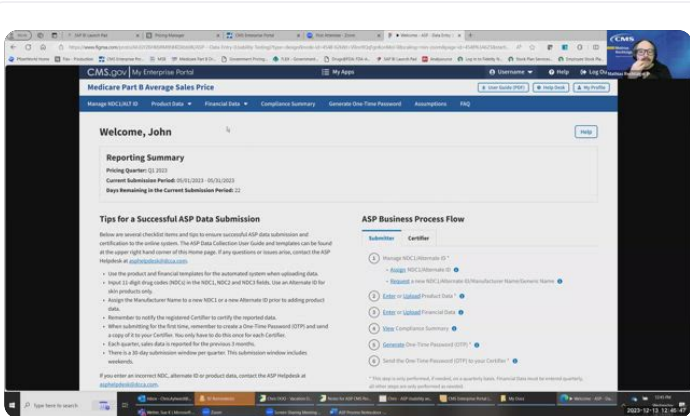
Participant 2, 12-06-2023

So moving forward would, would notices like that within the system be helpful, to alert you of anything new or changing. I mean, honestly, the MDP system has its, you know, bulletin page that pops up as soon as you log in and and you have to like click a button to say you looked, seen the messages. Yeah, that might be more if I, if it's its own page or you have to

Consideration: Revisit the Business Process Flow and it's importance.

- One participant wondered if the business process flow was necessary since the links in it take users to the same screens as the navigation links. Tagged as a consideration since only 1 participant mentioned it. so it may just be a "one-off" comment but it may be worth revisiting.

Supporting Evidence —



Participant 3, 12-13-2023

Anything that's not helpful ... I mean, if upload product data is the same as upload product data and it gets me the same spot, I mean, it works but is it necessary or is the screen better filled with with other information?

Business Process Flow 8

Recommendation: Completed additional usability testing sessions

Only a small part of the new ASP Portal was tested, recommend another usability session or more if time allows to obtain feedback on other areas and functionality.

Manage NDC1/ALT ID

Manage NDC1/ALT ID

 Prototype Page

<https://www.figma.com/proto/AiUGYZ6HKbRM8hKKDkbb0K/ASP---Data-Entry-...>

Task: We asked participants to add a new NDC1 to obtain feedback on the process and new screens. We asked for their understanding of new functionality which included:

- Adding a new NDC
- Approval needed for new NDCs
- Status of new requests submitted

Adding a New NDC

- From the Welcome page all 3 participants wanted to go to Product Data to add or manage NDCs. None of them noticed the “Manage NDC/ALT ID” option in the navigation or in the business process flow.
- Once on the Manage NDC1/ALT ID screen, all participants thought they were adding new product data.
- Note: Two of 3 participants were not familiar with the adding NDC process because they either upload their data or another team member does this task.
- One participant asked about adding NDCs for multiple manufacturers as the modal does not let the user select a manufacturer. She uploads for multiple manufacturers at one time (in one upload) and

does not want to “have to log in 5 times.”

Like I was saying earlier, when we were looking to add the new NDC and I, I wasn't sure how it was linking the new NDC or labeler code to the manufacturer name. I think that needs to be more clear.

Approval Needed for New NDCs, etc.

- One participant understood that approval was needed which did not seem concerning but wondered what the turnaround time would be.
- One participant did not understand *what* was being approved. He understood it to mean that CMS would be approving all new products.

Table: Status of Requests to Add Information (such as new NDC1s)

- Two participants understood that the table was showing the requests made for that manufacturer.
- One participant thought the table was showing the status of new products.
- One participant commented that having the rejection reason in the table was good and that it could be a starting point for new labeler codes such as from an acquisition.

P3 Quote: (Saw the view reason button for Crestor being rejected and opened it.)

“Oh, that's good. Your (rejection) reason ... Crestor is not ... yeah, that's a brand. Ok. I mean having not used it, I'm not really sure what the difference is between this way and the old way. But I'm assuming this is if we have a new labeler code, that maybe we take over, hey, maybe with our acquisition that was announced, we'll be getting some new labelers. So I would think maybe this is the starting point for that.”

Of Note

One participant said new users don't know what an NDC, nor does he think he knows what it is. This same participant called it an NDCi code (this is a skin sub manufacturer with less than 20 NDCs).

Quote: “I'll tell you the NDCi/alternate ID. No one has the slightest idea what that is the first time you come in. And when you say request a new one, anytime you've got a new person that's coming in like, instead of us, (that person is) gonna say he has no idea. No one knows what that is. I don't think I still know what it is and I've been doing this 57 years.”

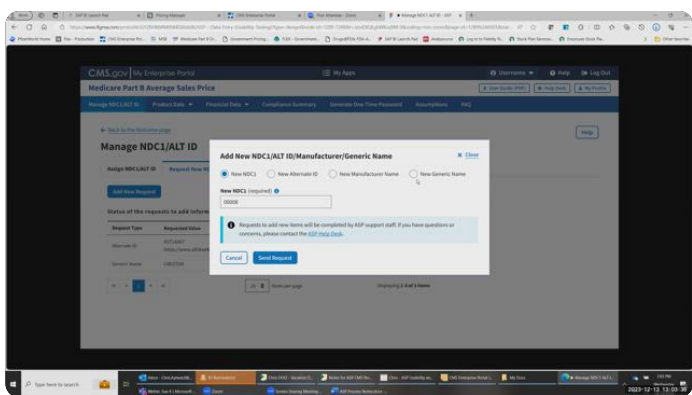
Recommendations & Supporting Evidence

1. Recommendation: Obtain additional input on adding new NDCs if possible.

- There is not a definitive recommendation to be made at this time.

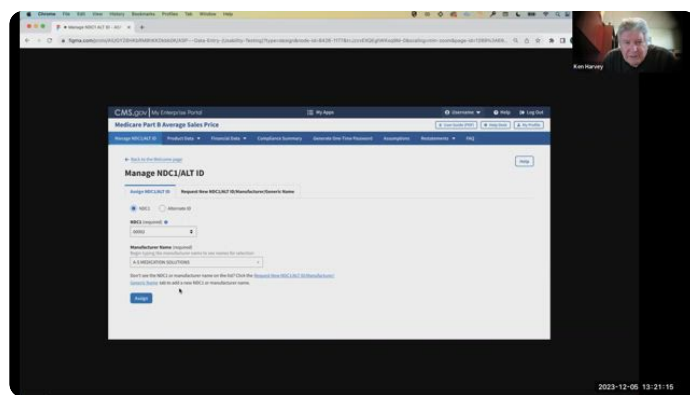
- All 3 participants were confused by this in some way, and wanted to go to Product Data to complete this task.
- Recommend getting additional input from a second round of usability.

Supporting Evidence:



Participant 3, 12-13-2023

I'm sorry. I just feel like I'm a little confused having not done this before, but when I look at this, it's I'm requesting a new labeler code for a new NDC one. But I'm curious as to where is the additional information. I thought that ... not just the setting up a labeler at once, I thought it might be ... maybe I'm just used to where our labelers have been pretty

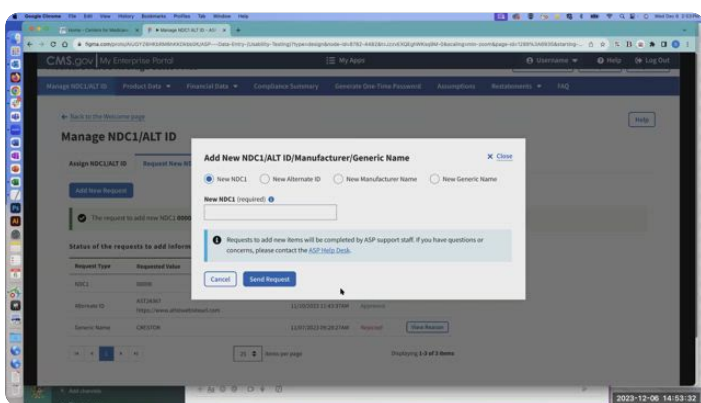


Participant 1, 12-05-2023

Participant was on Manage NDC1 screen. Thought he could add a product from here. All right. Now, how would you do this, if this was a new product? Where, where do you think you would go? I, I don't, would it be the alternate ID? I don't know. Let's see, I will click that. Is that what you were expecting? It looks like the same thing other than, and so can you type in? I, I

2. Recommendation: Add text informing users how long approvals will take for new NDC/ALT ID/Manufacturer/Generic Name

One participant understood that approval was needed for the new NDC1, but did not know what the approval turnaround time would be. Add text to inform users of the approximate time needed for approval of these new items.



Participant 2, 12-06-2023

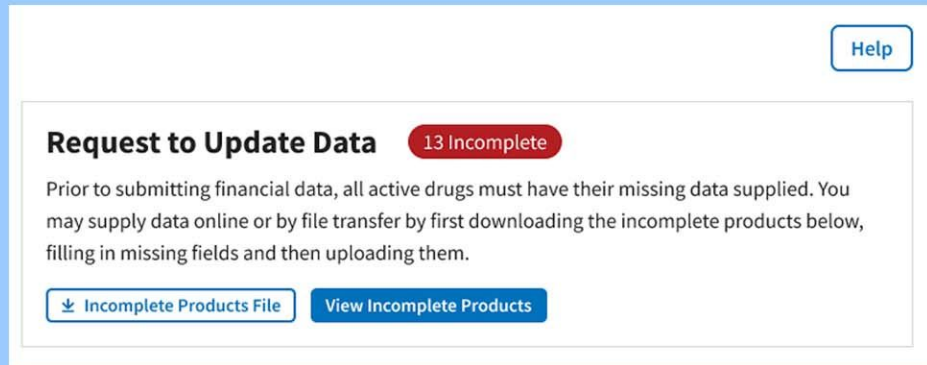
What, what do you think that's telling you? You're, you're requesting this new NDC and you see this message here saying that this new item will be, will be completed by the ASP support staff. That I have to wait for them to actually add it? Yeah, that's true. What are your thoughts about that? I wonder, you know what the turnaround time is on the that (request new NDC, etc). That's a good question. They're, they're trying to do something like this to just cut down on mistakes. Some

people make typos when they're entering information.
So it'll be a quick turnaround.

Request New NDC, etc 14



Update Product Data



Request to Update Product Data

< >

At the end of the session, participants were asked for their understanding of the Request to Update Product Data box and what the text was explaining. All 3 participants did not interpret the message correctly which is that they need to fill in the added data fields for existing products before submitting for the quarter. They thought the message would be there every quarter informing them of products they needed to update.

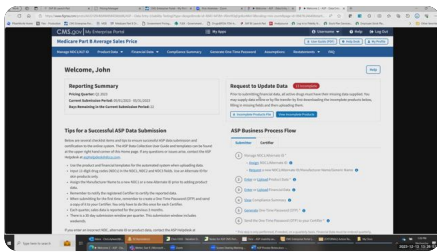
Quote: "That's what you're trying to do every quarter is update your data."

Recommendations & Supporting Evidence

1. Recommendation: Rewrite the text in the "Request to Update Product Data".

- Reason: 3/3 participants did not interpret the message correctly.
- Priority: High
- Test content changes in Round 2 usability sessions.

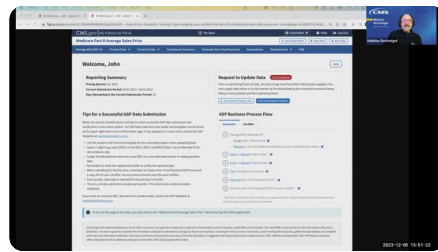
Supporting Evidence



Participant 3, 12-13-2023

Oh, that's pretty cool. So you can view the incomplete products and download them in a file and it's gonna highlight the fields that are either incorrect or missing. I, I mean, that's my interpretation that there's 13

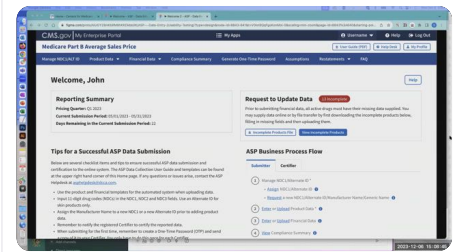
Thank you, Michael. Michael@cms.gov



Participant 1, 12-05-2023

Well, if I come into this and I see welcome John, the reporting summary. Ok. This is gonna be for pricing for Q1 2024. Here's what the current. Ok days remaining. I got 22 days to do it. All right, I need to update my

Thank you, Michael. Michael@cms.gov



Participant 2, 12-06-2023

All active drugs must have their missing data supplied you may supply data online or by file transfer by first downloading the incomplete products below filling in missing fields and then reporting them. So, I mean, this,

Thank you, Michael. Michael@cms.gov