



One Medicaid and CHIP (OneMAC) System Guide for State Users

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Overview

This document describes the steps state and territory users will follow to create and submit paper-based State Plan Amendments (SPAs) and 1915 waiver actions in the One Medicaid and CHIP (OneMAC) system. Additionally, this document describes how users can perform common tasks in OneMAC, including responding to a Request for Additional Information (RAI) and withdrawing a submission.

NOTE: The images in this document were taken in a training environment and are not reflective of actual data.

What is OneMAC?

OneMAC is a web-based system that allows the Centers for Medicare & Medicaid Services (CMS) and states and territories to collaborate more effectively online in support of Medicaid and Children's Health Insurance Program (CHIP) initiatives, including serving as the submission system for paper-based SPAs and 1915 waivers.

Getting Help

The OneMAC help desk is available to assist from 9:00 AM to 5:00 PM Eastern Time, Monday through Friday. To contact the help desk:

- Call (833) 228-2540
- Email <u>OneMAC HelpDesk@cms.hhs.gov</u>

Please also contact the OneMAC help desk with any feedback, comments, and suggestions about this guide and other OneMAC training and reference materials.

Obtaining Access to OneMAC

Below is an overview listing the steps required for state users to obtain access to OneMAC. Users will be able to sign in to OneMAC once the role request submitted in Step 4 is approved. Users will then be able to submit/view submissions for their state or territory in OneMAC once the in-system OneMAC role request submitted in Step 5 is approved. Full details on completing steps 1-4 below are available in the IDM System Instructions for OneMAC System Users.

- Step 1: Register & Create an IDM Account (if you do not already have one)
- Step 2: Initiate Role Request for OneMAC State User
- Step 3: Complete Remote Identity Proofing (RIDP) if necessary
- Step 4: Complete, Review & Submit Role Request
- Step 5: Once IDM role is approved, sign in to OneMAC and request appropriate state user role

OneMAC State User Roles

The table below displays a summary of user roles available for OneMAC. The table also shows the role approval hierarchy.

NOTE: These are the in-system OneMAC roles and are requested within OneMAC after being approved for the OneMAC State User role in IDM (step 5 in the overview above). Additionally, users may only hold one role per state.

OneMAC Role	Role Description	Role Approver
State Submitter	Creates and submits paper-based submissions and official RAI responses to CMS for review: • Medicaid State Plan Amendments (SPAs) • Children's Health Insurance Plan (CHIP) SPAs • 1915(b) waiver actions • 1915(c) Appendix K amendments	State System Administrator
State System	Has all State Submitter permissions (above), reviews	CMS Role
Administrator	and approves State Submitter role requests.	Approver

State Users: Managing Roles

Requesting a Role

This section provides instructions for users to request a new role in OneMAC.

- 1. Log in to OneMAC with your IDM credentials.
- 2. Upon logging in for the first time, you will have to select your user role. Select the role for which you are registering.

NOTE: OneMAC state users can only hold one role per state.

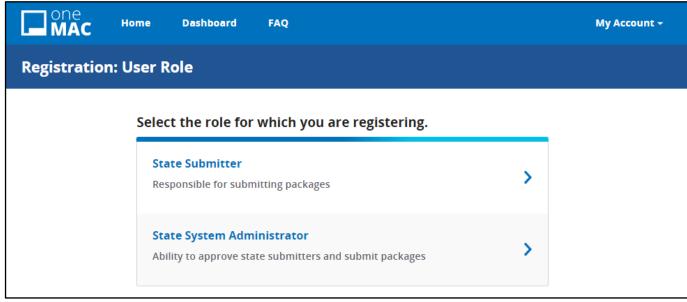


Figure 1: Registration: User Role page

3. Select the state(s) for which you are registering. Then, select Submit.

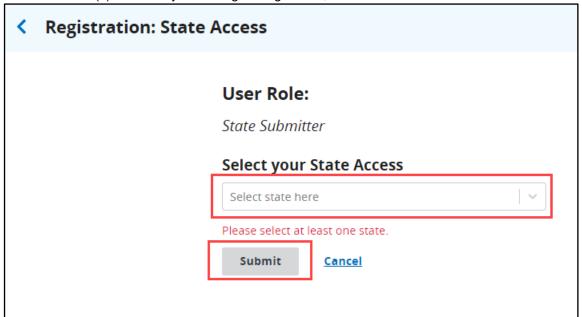


Figure 2: Registration: State Access selection

4. A confirmation message will be shown once the role request has been submitted. Users will receive an email confirming the pending role request and another email once the request is approved or denied. NOTE: State Submitter role requests are routed to the users in your state who hold the State System Administrator role, while State System Administrator role requests are routed to designated CMS users for approval.

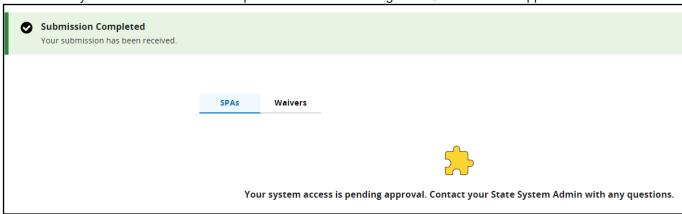


Figure 3: Role request confirmation message

Requesting a Role Change

This section provides instructions on how users can modify their current roles.

1. Log in to OneMAC with your IDM credentials and select My Account.



Figure 4: My Account selection

2. Select Request a Role Change.

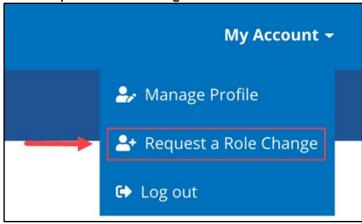


Figure 5: Request a Role Change selection

3. Select the role for which you are changing to. If you currently hold the State Submitter role, you have the ability to request a switch to the State System Administrator role. If you currently hold the State System Administrator role, you have the ability to request a switch to the State Submitter role.

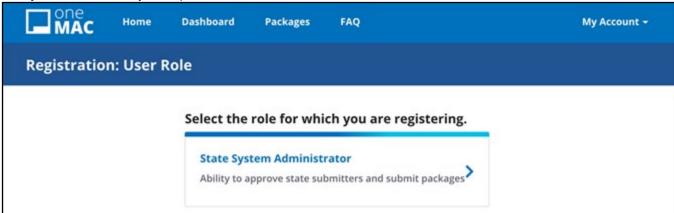


Figure 6: Registration: User Role page

4. In the dropdown box, select the relevant state(s). Then, select **Submit**.

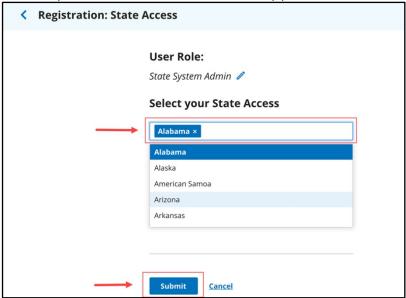


Figure 7: Registration: State Access page

A confirmation message will be shown once the role change request has been submitted. NOTE: Once a role
change request is submitted, no further changes can be requested until the pending request is approved or
denied.

Users will receive an email confirming the pending role request and another email once the request is approved or denied. While waiting for the role change request to be approved or denied, users will still maintain their current role.



Figure 8: Submission Completed confirmation message

State System Administrator Users: Managing Role Requests

This section provides instructions for State System Administrator users to approve or deny role requests and role change requests.

Approving or Denying a Role Request

- 1. When there is a new State Submitter role request for your state awaiting approval, eligible State System Administrators will receive an email notification.
- 2. Log in to OneMAC with your IDM credentials and select User Management.



Figure 9: User Management tab

3. A list of pending State Submitter role requests that are in your queue will be shown at the top of the User Management page. To act upon a role request, select the three dot icon in the Actions column.

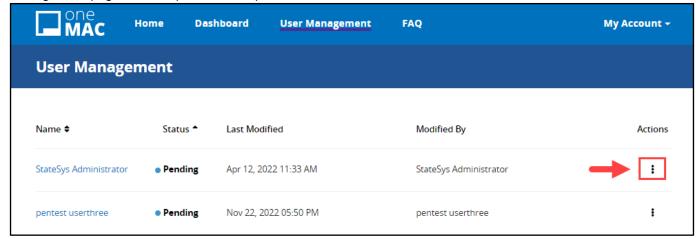


Figure 10: Three dot icon in Actions column

4. From the drop-down list, you can select Grant Access or Deny Access.

□ one MAC	Home	Dashboard	User Management	FAQ	My Account +
User Manage	ment				
Name \$	Status ·	▲ Last Mod	lified	Modified By	Actions
StateSys Administrator	• Pendin	g Apr 12, 2	022 11:33 AM	StateSys Administrator	Grant Access
pentest userthree	• Pendin	g Nov 22, 2	022 05:50 PM	pentest userthree	Deny Access

Figure 11: Grant Access and Deny Access actions

5. A confirmation message will appear asking if you want to modify the user's access. Select Confirm.

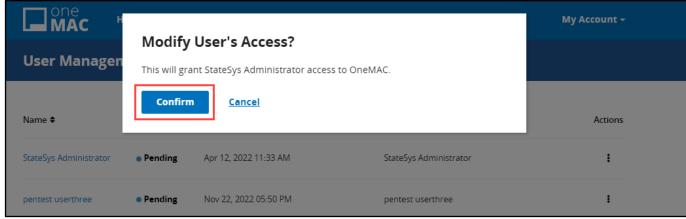


Figure 12: Modify User's Access confirmation message

OneMAC User Profile

This section details how to view and manage your OneMAC User Profile.

You can view your OneMAC User Profile by clicking the My Account dropdown and selecting Manage Profile.



Figure 13: Manage Profile selection

On this page, basic information including Full Name, Role, Email, and Phone Number is shown.

NOTE: This page contains profile information, but the information cannot be changed in OneMAC. Email addresses can be changed directly in the IDM system, and instructions to do so can be found in the <u>IDM System Instructions for OneMAC System Users</u>

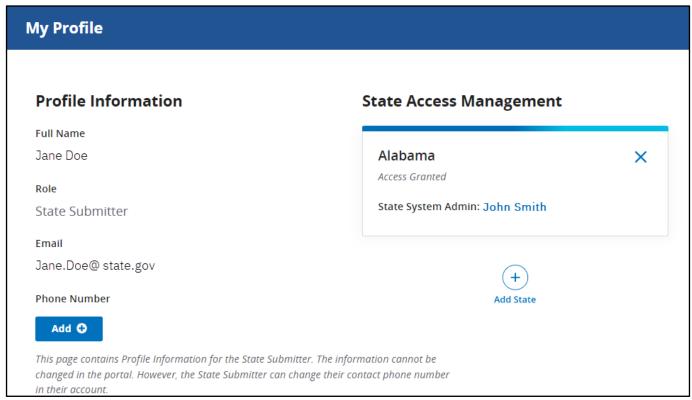


Figure 14: My Profile page

You have the ability to add your phone number by selecting the **Add button** in the Phone Number field, entering your phone number, and selecting **Apply**.

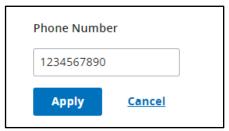


Figure 15: Phone Number field

The State Access Management section includes information about your state role. The state will be listed along with the status of your access and your role approver. The name of your role approver is a hyperlink to the approver's email address.



Figure 16: State Access Management section

If you hold the role of State Submitter and need access to an additional state, you can click the **Add State** button and select the state(s) that you wish to add. Once submitted, your request(s) will be routed to the appropriate State System Administrator(s) for approval.



Figure 17: Add State button

If you hold the role of State Submitter and you need to remove access to a state, you can select the \mathbf{X} in the appropriate state box.

NOTE: Taking this action will immediately remove your State Submitter role for the state selected.



Figure 18: X button in State Access Management section

Important Terms

Term	Definition	
Submission	Includes Medicaid & CHIP State Plan Amendments (SPAs), 1915(b) waiver actions, (1915(b) initial waiver, amendment, or renewal waiver actions), 1915(c) Appendix K amendments, or temporary extension requests for either 1915(b) or 1915(c) waivers.	
Submission Package	Includes the initial submission and formal RAI submission(s), if applicable	
Package Status	The current status that applies to a submission package	

Navigating the OneMAC Dashboard

Upon logging in to OneMAC, you land on the Package Dashboard. The following navigation options are available to view SPA or Waiver submissions.

 SPAs and Waivers are displayed separately on the Package Dashboard. The view can be switched by selecting the appropriate SPAs or Waivers tab.



Figure 19: SPAs and Waivers tabs

 You can search by Package ID or Submitter Name. As you type in the search text box, the list of submissions will narrow to those that match.

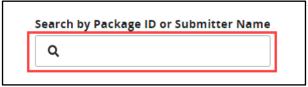


Figure 20: Search by Package ID or Submitter Name text box

• You can customize your view of the Package Dashboard by selecting **Show/Hide Columns**. A drop-down list appears, and you can deselect columns to remove from the Package Dashboard view.



Figure 21: Show/Hide Columns drop-down list

Options to filter the Package Dashboard are available by selecting Filter. Filter By fields display on the
right-hand side of the Dashboard and include State, Type, Status, and Initial Submission Date. As
selections are made, the list of submissions displayed will narrow. If you need to reset the filters, you
can select Reset in the Filter By section.

NOTE: State users will only be able to view submissions for states to which the user has access.



Figure 22: Filter By options

Viewing the Submission Package

To access an entire submission package, which includes the original submission and corresponding RAI information, select the **link to the SPA ID or Waiver Number** from the Package Dashboard.



Figure 23: Link to Submission Package

At the top of the page, the Status and Package Actions are displayed. A list of package statuses and descriptions can be found in the Appendix section of this document. Additional information about the different Package Actions available in OneMAC can be found in the Package Actions section of this document.



Figure 24: Submission Package Status and Package Actions

The Package Details section provides the package type, State, Initial Submission Date, and Proposed Effective Date.

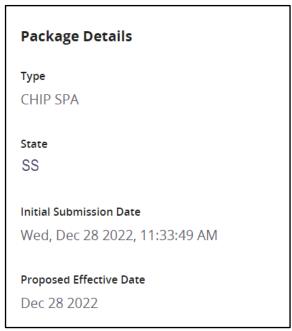


Figure 25: Package Details

The Attachments section contains all of the documents uploaded with the initial submission. To download all attachments in this section, select the **Download All** button.

NOTE: Documents in this section reflect only the documents that were attached to the initial submission.

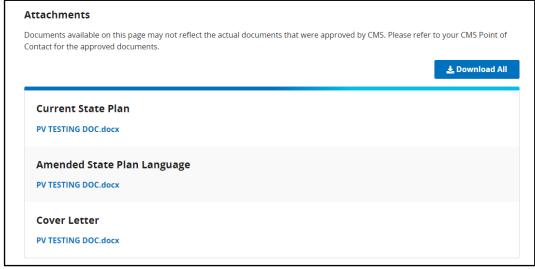


Figure 26: Attachments section of Submission Package

Lastly, if the state has submitted an associated formal RAI Response for the initial submission, the documentation will appear as an attachment in the Formal RAI Responses section.

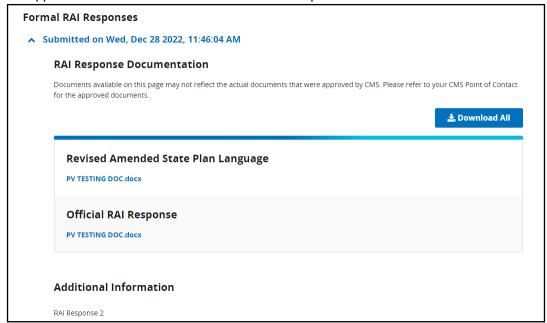


Figure 27: Formal RAI Responses section of Submission Package

Submitting a Medicaid/CHIP SPA, 1915(b) waiver action, or 1915(c) waiver action

1. In OneMAC, from the Package Dashboard select the **New Submission button**.



Figure 28: New Submission button

2. Choose the submission type.

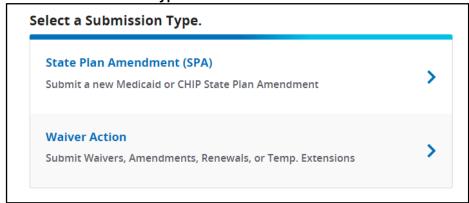


Figure 29: Submission Type options

a. For a State Plan Amendment (SPA), you must first select the **SPA type**. SPA types available are Medicaid SPA and CHIP SPA.

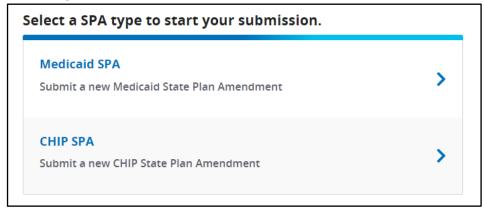


Figure 30: SPA type options

b. For a Waiver Action, you must first select the **Waiver type**. Waiver types available are 1915(b) Initial Waiver, 1915(b) Waiver Renewal, 1915(b) Waiver Amendment, 1915(c) Appendix K Amendment, and Request Temporary Extension.

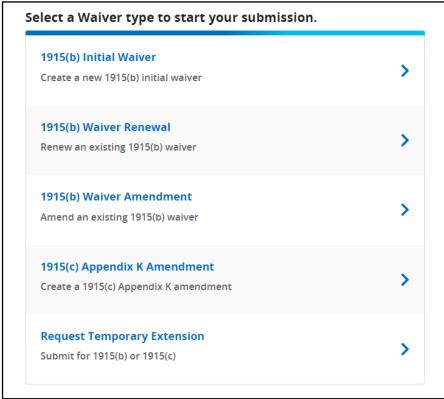


Figure 31: Waiver type options

3. Enter the **SPA or Waiver Details fields**. Required fields are noted with an asterisk. Additional information on how to format SPA IDs and Waiver IDs can be found in the <u>OneMAC Frequently Asked Questions</u>.



Figure 32: Example of SPA Details fields

6. Include attachments by selecting **Add File** for the appropriate attachment type. Required attachments are noted with an asterisk. Attachment names and definitions can be found in the OneMAC Frequently Asked Questions.

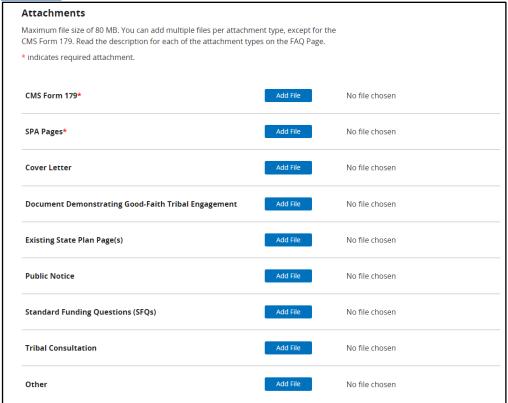


Figure 33: Attachments section for submission

7. Use the Additional Information field to type in any notes for CMS.

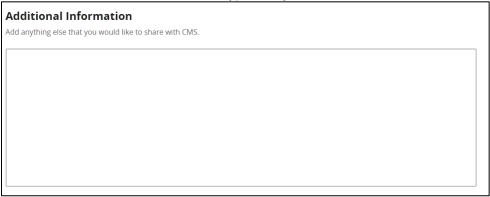


Figure 34: Additional Information field

8. Check your entries, as you cannot edit the submission after you select **Submit**. After you have ensured the accuracy of your submission, select **Submit**.

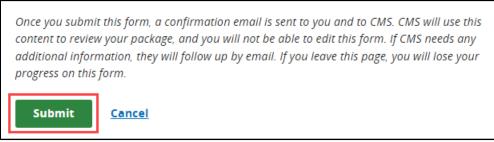


Figure 35: Submit button

9. You will receive an email confirming that the submission was successful, marking the start of the 90-day review clock. CMS will contact you if more information is needed.

Editing a Submission

Currently, OneMAC does not support users editing submissions in the system. If you need to make any changes or provide updated attachments, reach out to your CMS Point of Contact to supply them with these changes/documents via email.

Package Actions

Package Actions are links that you can select to take action on the specific submission package. The Status of a submission package determines what Package Actions are available, and only actions that are currently available will appear for a Submission Package.

Respond to RAI

A Request for Additional Information (RAI), which stops the 90-day clock, is a formal request for additional information from CMS. When necessary, states will receive an RAI via email from CMS. The state will respond to the RAI through OneMAC. Packages pending an official RAI response from the state will have a Status of **RAI Issued**.

To respond to an RAI, select the appropriate view from the Package Dashboard —SPAs or Waivers.
Locate the SPA ID or Waiver Number. You can use the Search or Filter By functionality to help
locate the submission, if necessary.

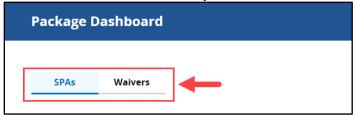


Figure 36: SPAs and Waivers tabs on Package Dashboard

- 2. There are two methods you can use to respond to the RAI:
 - a. Select the link to the SPA ID or Waiver Number. Packages which are in need of an RAI response from the state will have a Status of RAI Issued. Then, under Package Actions, select the Respond to RAI link.

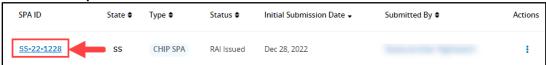


Figure 37: Link to Submission Package



Figure 38: Respond to RAI link

b. Alternatively, the Respond to RAI page can be accessed by selecting the **three dots icon** in the Actions column on the Package Dashboard. Then, selecting **Respond to RAI** from the drop-down list.



Figure 39: Three dot icon in Actions column



Figure 40: Respond to RAI link in Actions column drop-down list

3. Include attachments by selecting **Add File** for the appropriate attachment. Required attachments are noted with an asterisk.

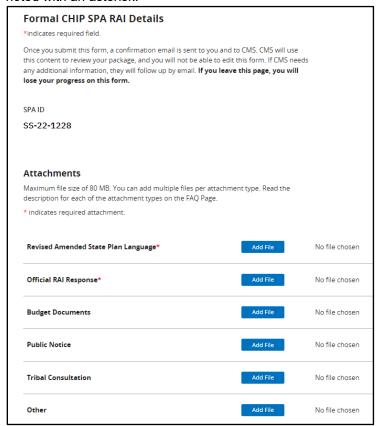


Figure 41: Attachments section on the Formal CHIP SPA RAI Details page

4. Use the Additional Information field to type in any notes for CMS.

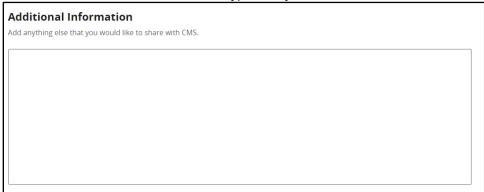


Figure 42: Additional Information text box

5. Check your entries, as you cannot edit the submission after you select Submit. Select Submit.

Once you submit this form, a confirmation email is sent to you and to CMS. CMS will use this content to review your package, and you will not be able to edit this form. If CMS needs any additional information, they will follow up by email. If you leave this page, you will lose your progress on this form.

Submit

Cancel

Figure 43: Submit button

6. You will receive an email confirming that the submission was successful.

Withdraw Package

A state can withdraw a submission package if it is in the Under Review or RAI Issued status. However, please note that once withdrawn, a submission package cannot be resubmitted to CMS.

1. In OneMAC, select the appropriate view from the Package Dashboard —**SPAs or Waivers**. Locate the SPA ID or Waiver Number. You can use the Search or Filter By functionality to help locate the submission, if necessary.



Figure 44: SPAs and Waivers tabs on the Package Dashboard

- 2. There are two methods you can use to withdraw a submission package:
 - a. Select the **link to the SPA ID or Waiver Number**. Then, under Package Actions, select the **Withdraw Package link**.

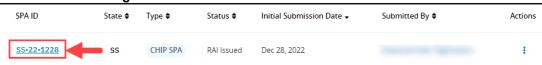


Figure 45: Link to Submission Package

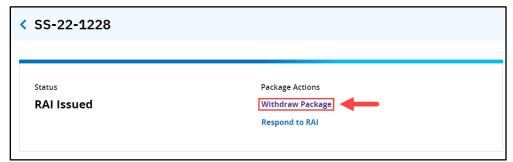


Figure 46: Withdraw Package link

 Alternatively, the Withdraw Package action can be accessed by selecting the three dots icon in the Actions column on the Package Dashboard. Then, select Withdraw Package from the drop-down list.



Figure 47: Three dots icon in the Actions column



Figure 48: Withdraw Package link

3. A warning message will appear letting you know that if the package is withdrawn, the package cannot be resubmitted. If you are certain that you wish to withdraw the submission, select **Yes, withdraw package** to complete the task.

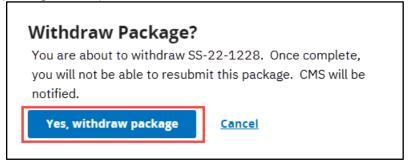


Figure 491: Withdraw Package warning message and Yes, withdraw package button

Request Temporary Extension

For initial or renewal waiver submission packages that were originally submitted in OneMAC, a state can request a temporary extension if it is in the Approved status using the instructions below. If your waiver was submitted outside of the OneMAC system, please follow the instructions outlined in the "<u>Submitting a Medicaid/CHIP SPA, 1915(b) waiver action</u>, or 1915(c) waiver action" section of this guide to request a Temporary Extension.

1. In OneMAC, select the **Waivers** view from the Package Dashboard. Locate the Waiver Number. You can use the Search or Filter By functionality to help locate the submission, if necessary.



Figure 50: Waivers tab on the Package Dashboard

- 2. There are two methods you can use to request a Temporary Extension:
 - a. Select the **link to the Waiver Number**. Then, under Package Actions, select the **Request Temporary Extension link**.



Figure 51: Link to Submission Package

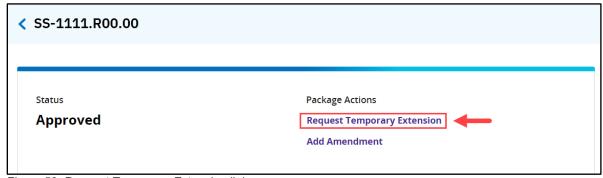


Figure 52: Request Temporary Extension link

b. Alternatively, the Request Temporary Extension action can be accessed by selecting the three dots icon in the Actions column on the Package Dashboard. Then, select Request Temporary Extension from the drop-down list.



Figure 53: Three dots icon in the Actions column



Figure 54: Request Temporary Extension link

3. Fill out the fields in the Temporary Extension Request Details section.

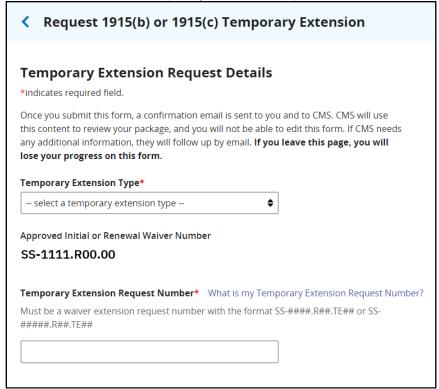


Figure 55: Temporary Extension Request Details section

4. Include attachments by selecting **Add File** for the appropriate attachment. The required attachment is noted with an asterisk. Use the Additional Information field to type in any notes for CMS.

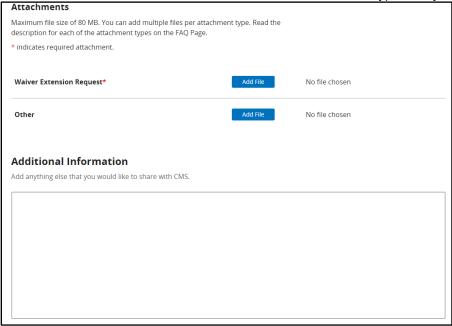


Figure 56: Attachments and Additional Information sections

5. Check your entries, as you cannot edit the submission after you select Submit. Select Submit.

Once you submit this form, a confirmation email is sent to you and to CMS. CMS will use this content to review your package, and you will not be able to edit this form. If CMS needs any additional information, they will follow up by email. If you leave this page, you will lose your progress on this form.

Submit

Cancel

Figure 57: Submit button

Add Amendment

For initial or renewal 1915(b) waiver submission packages that were originally submitted in OneMAC, a state can add an amendment if it is in the Approved status. If your paper-based 1915(b) waiver was submitted outside of the OneMAC system, please follow the instructions outlined in the "Submitting a Medicaid/CHIP SPA, 1915(b) waiver action, or 1915(c) waiver action" section of this guide to add an amendment. For 1915(b) waivers that were originally submitted in the Waiver Management System (WMS), your amendment must be submitted in WMS.

1. In OneMAC, select the **Waivers** view from the Package Dashboard. Locate the Waiver Number. You can use the Search or Filter By functionality to help locate the submission, if necessary.



Figure 58: Waivers tab on the Package Dashboard

- 2. There are two methods you can use to amend a 1915(b) waiver:
 - Select the link to the Waiver Number. Then, under Package Actions, select the Add Amendment link.



Figure 59: Link to Submission Package

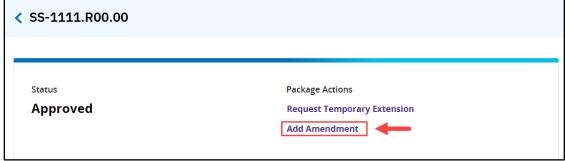


Figure 60: Add Amendment link

b. Alternatively, the Add Amendment action can be accessed by selecting the **three dots icon** in the Actions column on the Package Dashboard. Then, select **Add Amendment** from the drop-down list.



Figure 61: Three dots icon in the Actions column



Figure 62: Add Amendment link

3. Fill out the fields in the 1915(b) Waiver Amendment Request Details section.

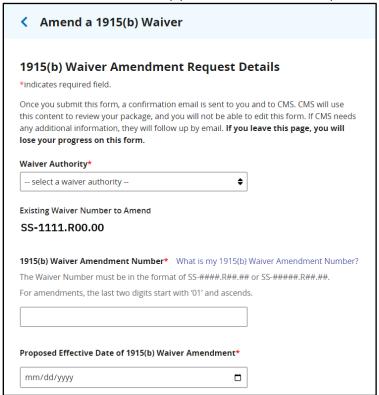


Figure 63: 1915(b) Waiver Amendment Request Details section

4. Include attachments by selecting **Add File** for the appropriate attachment. At least one attachment is required.

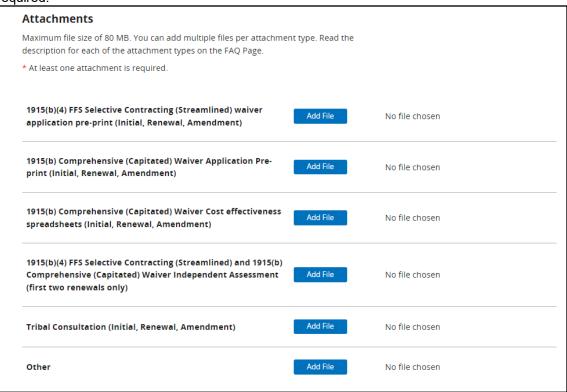


Figure 64: Attachments section

5. Use the Additional Information field to type in any notes for CMS.

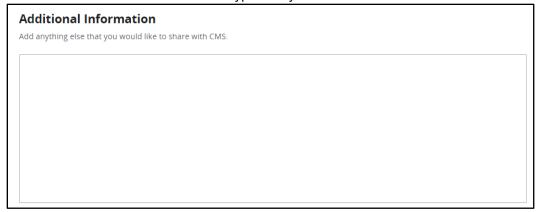


Figure 65: Additional Information field

6. Check your entries, as you cannot edit the submission after you select **Submit**. Select **Submit**.

Once you submit this form, a confirmation email is sent to you and to CMS. CMS will use this content to review your package, and you will not be able to edit this form. If CMS needs any additional information, they will follow up by email. If you leave this page, you will lose your progress on this form.

Submit

Cancel

Figure 66: Submit button

Appendix

Package Statuses

Status	Description
Approved	CMS has issued a final disposition approving the proposed SPA or waiver.
Disapproved	CMS has issued a final disposition disapproving the proposed SPA or waiver.
Package Withdrawn	The state has elected to withdraw the entire submission package from CMS' review.
	Note: Once withdrawn, a submission package cannot be resubmitted to CMS.
RAI Issued	CMS has issued a formal Request for Information (RAI) stopping the review clock.
Submitted	The SPA or waiver has been successfully submitted through OneMAC for CMS review. The submission is being routed to the CMS intake team for assignment.
Under Review	The SPA or waiver action has been officially submitted to CMS and assigned for review. The action is pending "on the clock".
Waiver Terminated	A previously approved waiver has been terminated.
Withdrawal Requested	The state has requested to withdraw the entire submission package from CMS' review