One Medicaid and CHIP (OneMAC) Guide for CMS Users

June 2025

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Overview

This guide describes the steps Centers for Medicare & Medicaid Services (CMS) users will follow to access read-only versions of paper-based State Plan Amendments (SPAs) and 1915 Waivers in the One Medicaid and CHIP (OneMAC) System. Additionally, this document describes how CMS users can perform the task of enabling Formal RAI Response withdrawal.

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 CMS, states, and territories to submit and process paper-based SPAs and 1915 Waivers more effectively online in support of Medicaid and Children's Health Insurance Program (CHIP) initiatives.

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 OneMAC_HelpDesk@cms.hhs.gov

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 a CMS user to obtain access to OneMAC.

NOTE: Once the job code is approved it can take up to 72 hours for you to be able to log into OneMAC (https://onemac.cms.gov) as it takes time to provision your account in the system.

- **Step 1**: Sign in to Enterprise User Administration (EUA)
- **Step 2**: Request the ONEMAC_USER_P job code

NOTE: There are no CMS roles in OneMAC that you will need to request, as the job code will grant you access to submissions.

Important Terms

Term	Definition
Submission	Originally submitted State Plan Amendment (SPA) or 1915(b) Waiver action (1915(b) initial Waiver, amendment, renewal Waiver), 1915(c) Appendix K amendment, or temporary extension request for either a 1915(b) or 1915(c) Waiver.
Submission Package	Includes the initial submission, subsequent documentation, and corresponding RAI information, 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 Dashboard. The following navigation options are available to view SPA or waiver submissions.

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

Figure 1: SPAs and Waivers tabs

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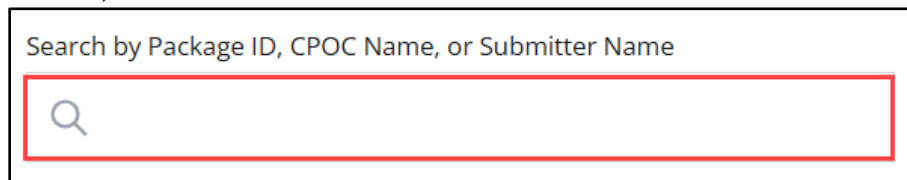

Figure 2: Search by Package ID, CPOC Name, or Submitter Name field

- You can customize your view of the Dashboard by selecting **Columns**. A drop-down list appears, and you can select or deselect the eye icon next to columns to add or remove from the Dashboard view.
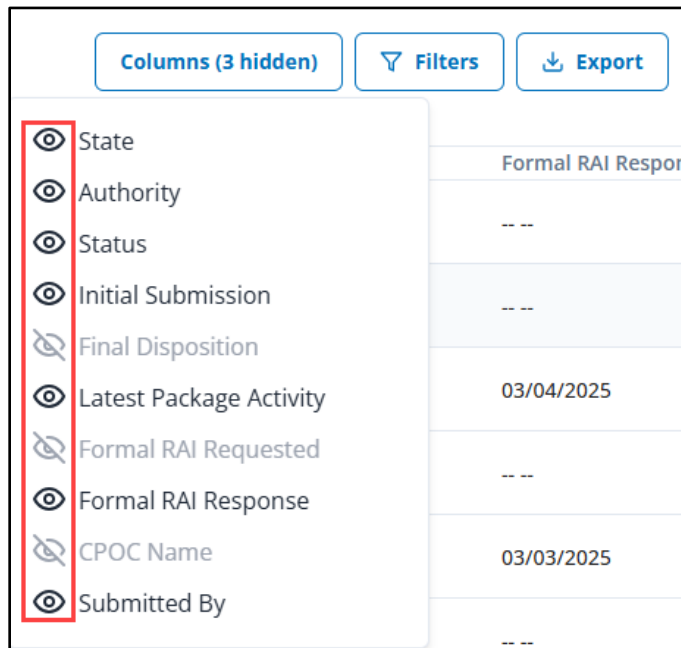

Figure 3: Columns drop-down list

- Options to filter the Dashboard are available by selecting **Filters**. The filters display on the right-hand side of the Dashboard and include State, Authority, Status, RAI Withdraw Enabled, Initial Submission, Final Disposition, Latest Package Activity, Formal RAI Response, and CPOC Name. As filters are selected, the Dashboard will automatically update to show the submissions that match the filter criteria. Filters can be removed either individually or for an entire filter section. If you need to reset all of the filters, you can select **Reset**.
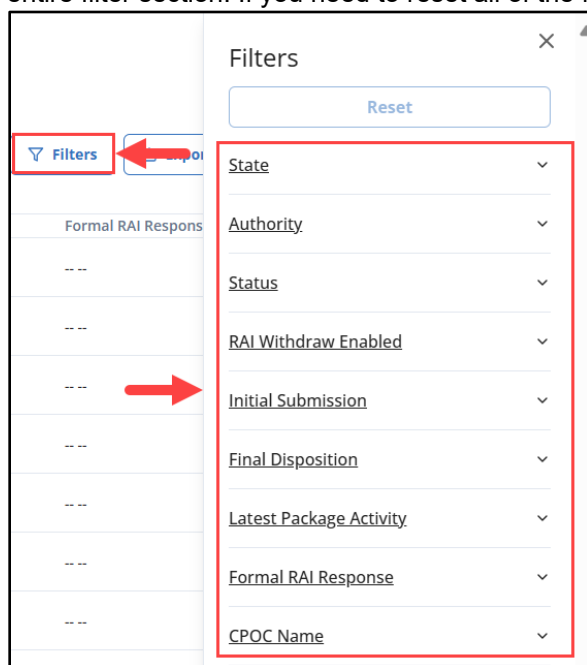

Figure 4: Filter options

Figure 5: Status Filter with checkboxes

- You can export a copy of the filtered dashboard to an Excel file by selecting **Export**.

  NOTE: Exporting is limited to 10,000 records. You will receive a warning message if you try to export more than this amount indicating that the export will only include the first 10,000 records. You can filter the Dashboard so that the record count is under this limit.

Figure 6: Export button

- The Dashboard is paginated with a default number of records per page. At the bottom of the Dashboard, there are navigation buttons that allow you to move to different pages and a records per page dropdown that allows you to change the number of records per page.

Figure 7: Page navigation buttons

Figure 8: Records per page dropdown

Viewing the Submission Package

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

Actions	SPA ID	State	Authority	Status	Initial Submission ↓	Latest Package Activity	Formal RAI Response	Submitted By
⋮	SS-22-1228 ←	SS	Medicaid SPA	Pending	02/24/2025	02/24/2025	-- --	

Figure 9: 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. Additionally, on the left-hand side are links that will scroll the page down to that section of the submission package when selected, as well as a navigation link back to the Dashboard.

Dashboard > **SS-22-1228**

Package Details

Package Activity

Status

Pending

Package Actions

No actions are currently available for this submission.

Figure 10: Submission Package Status and Package Actions

The Package Details section provides the Submission ID, Authority, State, Subject, Type, Subtype, Proposed Effective Date, Initial Submission Date, Latest Package Activity, Formal RAI Response Date, Final Disposition Date, Approved Effective Date, Description, Submitted By, CPOC and SRT.

NOTE: If the Proposed Effective Date field is updated in SEA Tool, it will also update in the Package Details section of the submission package in OneMAC.

Medicaid SPA Package Details

Submission ID	**Authority**
SS-22-1228	Medicaid SPA
State	**Subject**
SS	Example
Type	**Subtype**
Administration	Reporting
Proposed Effective Date	**Initial Submission Date**
Pending	Mon, Mar 31 2025, 05:35:31 AM EDT
Latest Package Activity	**Formal RAI Response Date**
Mon, Mar 31 2025, 03:52:52 PM EDT	Mon, Mar 31 2025, 03:52:52 PM EDT
Final Disposition Date	**Approved Effective Date**
-- --	-- --
Description	
Example	
Submitted By	**CPOC**
John Doe	Jane Doe
SRT	
John Smith	

Figure 11: Package Details

The Package Activity section contains all of the actions taken on the submission package within OneMAC. Individual attachments can be opened and downloaded by selecting the hyperlink in the Attached File column. All attachments pertaining to a specific package action can be downloaded by selecting the corresponding **Download section attachments** button below the last attached file. The attachments for the entire submission package can be downloaded by selecting the **Download all attachments** button located at the top right of the Package Activity section.

NOTE: Documents in the Initial Package section reflect only the documents that were attached to the initial submission. If the state made any changes to the documents since the initial submission, those changes would be listed under a RAI Response Submitted or Subsequent Document Uploaded entry in the Package Activity section, or they may have been emailed to the CMS Point of Contact. Please contact the CMS Point of Contact to obtain the most current documents.

Figure 12: Package Activity section of Submission Package

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.

Enabling Formal RAI Response Withdrawal

CMS users can enable state users to request a withdrawal of a formal RAI response, when deemed necessary. This action is available for SPA or waiver submission packages that are in the Pending status and have a submitted Formal RAI Response in OneMAC.

Part 1: Enabling the Formal RAI Response Withdrawal

1. If a state wishes to withdraw a Formal RAI Response, the state must first contact the CMS Point of Contact for the submission package so the action can be enabled.

2. There are two methods you can use to enable a Formal RAI Response withdrawal in OneMAC:

    a. You can select the **link to the SPA ID or Waiver Number**. Then, under Package Actions, select the **Withdraw Formal RAI Response link**.

Actions	SPA ID	State	Authority	Status	Initial Submission ↓	Latest Package Activity	Formal RAI Response
⋮	SS-22-1228	SS	Medicaid SPA	Pending	02/25/2025	02/25/2025	02/25/2025

Figure 13: Link to Submission Package

Figure 14: Enable Formal RAI Response Withdraw link

    b. Alternatively, you can access the Enable Formal RAI Response Withdraw package action by selecting the **three dots icon** in the Actions column on the Dashboard. Then select **Enable Formal RAI Response Withdraw** from the drop-down list.

Figure 15: Enable Formal RAI Response Withdraw link in Actions column drop-down list

3. Select Submit.

Figure 16: Submit button

4. Once enabled, the package status remains as Pending and a OneMAC-only substatus of Withdraw Formal RAI Response-Enabled is reflected below the status for the SPA or waiver submission package. A record of this action will be captured in the Administrative Package Changes section of the Package Details page.
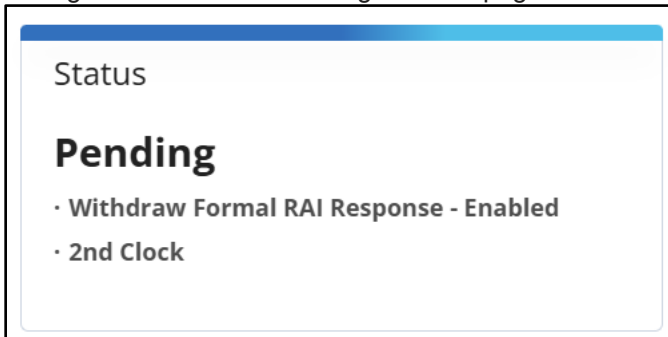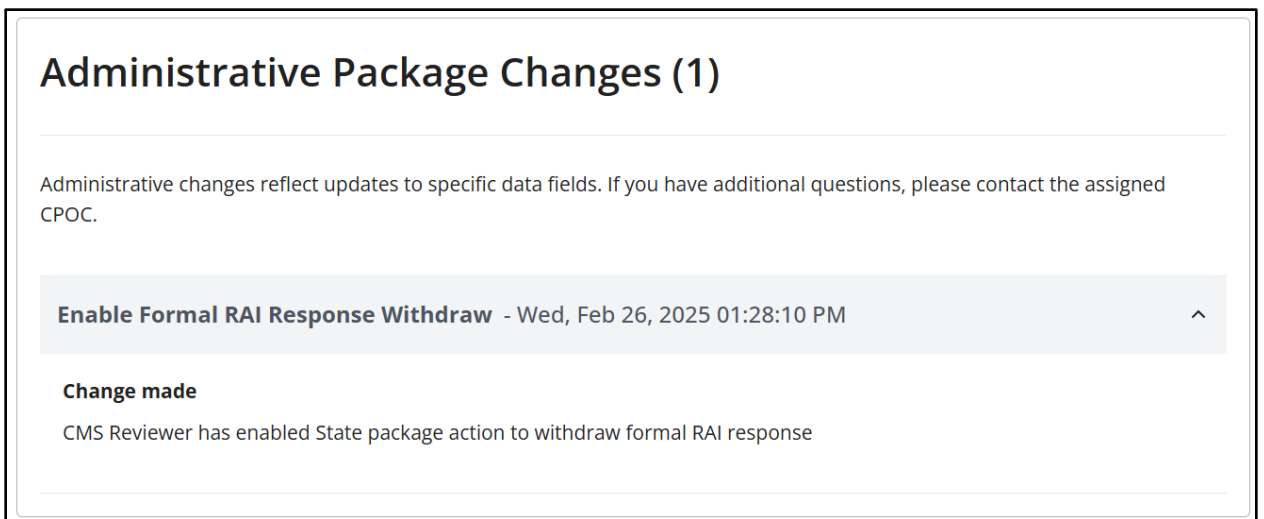

Figure 17: Submission Package Status

Figure 18: Administrative Package Changes section

5. After taking this action, the CMS user must contact the state to inform them that they may now request a withdrawal of the Formal RAI Response. A notification will not be sent to the state when CMS enables the RAI Response Withdraw option.

NOTE: In the event that the state no longer needs to withdraw the Formal RAI Response, CMS has the ability to disable the state package action. CMS users will see the Disable Formal RAI Response Withdraw option under the Package Actions for submissions that have the Withdraw Formal RAI Response-Enabled substatus. Taking this action will create a record in the Administrative Package Changes section of the Package Details page.
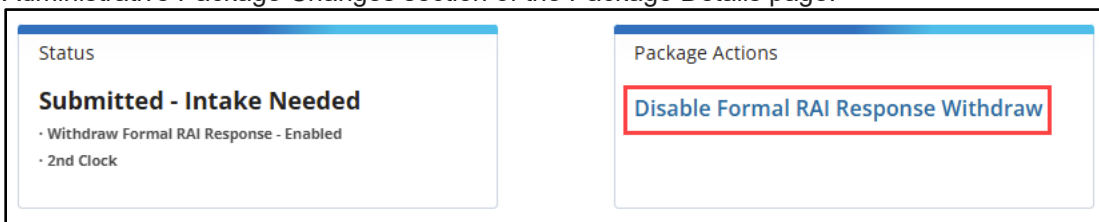

Figure 19: Disable Formal RAI Response Withdraw link

Part 2: Processing the State's Formal RAI Response Withdrawal

Once the state takes the action to withdraw the Formal RAI Response in OneMAC, a notification will be sent to both states and CMS (CPOC, SRT, and OSG), and the following will occur:

1. The Formal RAI Responses section of the Package Details page will be updated with an entry for the state's withdrawal request.
2. The submission package status will change to Formal RAI Response-Withdrawal Requested.
3. CMS will need to complete the standard intake process and update SEA Tool as appropriate. Any SEA Tool updates will properly reflect in OneMAC.

Appendix

Package Statuses

CMS Status View	State Status View	Description
Approved	Approved	CMS has issued a final disposition approving the proposed SPA or waiver.
Disapproved	Disapproved	CMS has issued a final disposition disapproving the proposed SPA or waiver.
Formal RAI Response Withdraw Requested	Formal RAI Response Withdraw Requested	The state has requested to withdraw the Formal RAI Response from CMS review. **NOTE**: This is a placeholder status allowing time for CMS to update the SEA Tool record to Pending - RAI.
Package Withdrawn	Package Withdrawn	The state has elected to withdraw the entire submission package from CMS' review. **NOTE**: Once withdrawn, a submission **cannot be resubmitted to CMS** and all processing of the submission package will cease.
Pending	Under Review	The SPA or waiver action has been officially submitted to CMS for review. The action is pending "on the clock".
Pending – Approval	Under Review	This status is part of the internal approval process that reflects that appropriate Reviewing Division concurs with recommendation for approval.
Pending – Concurrence	Under Review	This status is part of the internal approval process. It reflects the CMS Point of Contact (CPOC) placing an action in Pending – Concurrence in SEA Tool once the Submission Review Team (SRT) and managers have cleared the recommendation to approve.
Pending - RAI	RAI Issued	CMS has issued a formal Request for Additional Information (RAI) stopping the review clock.
Requested	Submitted	The state has submitted a Temporary Extension Request for a waiver submission.
Submitted – Intake Needed	Submitted	The SPA, waiver, or RAI response has been successfully submitted to OneMAC for CMS review. The submission is being routed to the CMS intake team for assignment.

CMS Status View	State Status View	Description
Submitted – Intake Needed	Withdrawal Requested	The state has requested to withdraw the entire submission package from CMS review. **NOTE**: This is a placeholder status allowing time for CMS to update the SEA Tool record to withdrawn.
Terminated	Terminated	A previously approved waiver has been terminated.