

ACCOUNTABLE CARE ORGANIZATION SPOTLIGHT NEWSLETTER

AT A GLANCE

ISSUE HIGHLIGHTS

- Set up EIDM Accounts and Roles
- Information About Your DUA
- Extreme and Uncontrollable Circumstances Policies for Performance Year 2017
- New 2018 Assignment List Reports and Assignment Summary Reports
- 2018 Marketing Toolkit Available
- Kickoff Webinar for the 2018 Performance Year Slides Available

UPCOMING WEBINARS

- **Medicare Shared Savings Program: Kickoff Webinar for the 2018 Performance Year**
January 8 | 1:00 – 3:00 p.m. ET
- **CCLF User Group – CCLF Overview for 2018 Starters**
January 10 | 1:30 – 3:00 p.m. ET
- **CMS Web Interface Reporting Q&A**
January 11 | 2:00 – 3:00 p.m. ET

Not for Public Dissemination: The ACO Spotlight newsletter is a weekly publication by CMS for ACOs participating in the Shared Savings Program. It is distributed by email only to ACO contacts listed in CMS' Health Plan Management System. This newsletter contains information intended for the use of the individual(s) to whom it is addressed, and individuals associated with their ACO. The newsletter is not intended for public release. If you have received this in error, please notify the sender immediately by emailing ACO@cms.hhs.gov.

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Please note that there will be no Spotlight Newsletter issued next week.

PROGRAM HIGHLIGHTS

Annual Certification Period Now Closed

CMS has countersigned all applicable Annual Certification documents. Please refer to the Annual Certification: The [Health Plan Management System](#) (HPMS) Electronic Signature Management (ESM) Module User Guide, Section 7, Step 5: CMS Countersigns Annual Certification Documents, for more information. If you did not receive a countersignature email notification, please contact your CMS coordinator or application reviewer immediately. You may now log in to [HPMS](#) and download your Annual Certification documents for your records.

Please do not make any individual public announcements regarding your acceptance into the Shared Savings Program until after CMS posts the names of all Performance Year (PY) 2018 Shared Savings Program ACOs.

We plan to post the names of all ACOs on Friday, January 5, 2018, on [Data.cms.gov](#). You are permitted to inform your ACO participants.

Reminder: Set up EIDM Accounts and Roles Immediately

The CMS Web Interface will be open for PY 2017 quality reporting starting Monday, January 22, 2018, and will close at 8:00 p.m. Eastern Daylight Time on Friday, March 16, 2018. A test environment will be available from January 8, 2018, to January 19, 2018, where ACOs can download their beneficiary sample in the Excel template and test the updated CMS Web Interface. As a reminder, ACOs were not required to register for CMS Web Interface quality reporting because it is required by the Shared Savings Program to meet the quality performance standard.

In order to submit CMS Web Interface quality reporting for PY 2017, ACOs must set up the necessary Enterprise Identity Management (EIDM) accounts and roles. ACOs are encouraged to set up these accounts and roles as soon as possible so that they will be ready when the CMS Web Interface opens.

Check your access!

- If PY 2017 is your ACO's first year in the Shared Savings Program, then your ACO must set up EIDM accounts and roles to be able to access the CMS Web Interface for quality reporting. If a user needs to remove the ACO SO role, please establish and approve a new ACO SO first, and then follow the instructions in the EIDM guide to remove the ACO SO role.
- If your ACO participated in PY 2016 quality reporting and users maintained active passwords, accounts, and roles, then your users should not need to set up new accounts or roles. If user accounts are no longer active, please contact the Quality Payment Program Service Center at gpp@cms.hhs.gov or 1-866-288-8292. When contacting the QPP Service Center, please note you are a Shared Savings Program ACO and need assistance with your EIDM account or role.

Please note, the CMS Enterprise Portal underwent updates on December 21, 2017. An updated 2017 Medicare Shared Savings Program Quality Reporting Guide: EIDM Account and Role Setup guide with new screenshots that align with the CMS Enterprise Portal updates will be made available by the end of this week. Please continue to refer to the 2017 Quality Reporting Period Resource Map and the Preparing for the 2017 Quality Reporting checklist located on the [SSP ACO Portal](#) under the Resource entitled 2017 Quality Measurement in preparation of the 2017 quality reporting period.

Information about Your Data Use Agreement

For renewing and currently participating ACOs, CMS will notify you via the ACO Spotlight Newsletter when your Data Use Agreement (DUA) has been extended until the end of 2018. This should occur within the next few weeks. If you made changes to your DUA Requestor and/or DUA Custodian on the Contact Data page in [HPMS](#), you also need to submit a [DUA Addendum](#) to change those individuals on your electronic DUA. In order to process your DUA extension timely, the Contact Data page in HPMS must match your electronic DUA on file with the Office of Enterprise Data and Analytics (OEDA).

For initial ACOs starting in 2018, CMS will update HPMS with your DUA number in early 2018. CMS will notify you via the ACO Spotlight Newsletter when the DUA number is available in HPMS.

Interim Final Rule for Extreme and Uncontrollable Circumstances Policies for Performance Year 2017

On December 21, 2017, CMS displayed an interim final rule with comment period (IFC) that established policies for assessing the quality and financial performance of Shared Savings Program ACOs affected by extreme and uncontrollable circumstances, such as Hurricanes Harvey, Irma, Maria, and the California wildfires, during Performance Year (PY) 2017. CMS will use the same determination of an extreme and uncontrollable circumstance as determined under the Quality Payment Program, including the identification of affected geographic areas, to determine whether the extreme and uncontrollable circumstances policies are applicable with respect to both financial performance and quality reporting under the Shared Savings Program. A link to the IFC is available on the [Program Statutes and Regulations webpage](#) under Shared Savings Program Interim Final Rule for Extreme and Uncontrollable Circumstances.

Determining quality performance for affected ACOs

For PY 2017, including the applicable quality data reporting period for the performance year if the reporting period is not extended, if CMS determines that 20 percent or more of an ACO's final list of assigned beneficiaries for the performance year reside in an area that is affected by an extreme and uncontrollable circumstance, or the ACO legal entity is located in such an area, CMS will use the following approach to calculate the ACO's quality performance score:

- The ACO's quality score will be set to equal the mean Shared Savings Program ACO quality score for PY 2017.
- If the ACO is able to completely and accurately report all quality measures, then CMS will use the higher of the ACO's quality score or the mean Shared Savings Program ACO quality score.
- If the ACO receives a quality score based on the mean, the ACO is not eligible for bonus points awarded based on quality improvement under the Shared Savings Program quality methodology.

Determining financial performance for affected ACOs

To mitigate the impact of extreme and uncontrollable circumstances on potential shared losses owed by Track 2 and Track 3 ACOs in PY 2017, CMS will reduce any ACO owed shared losses by multiplying the shared losses by two factors:

- The percentage of the ACO's assigned beneficiaries who reside in an area affected by an extreme and uncontrollable circumstance, based on the final list of beneficiaries assigned to the ACO for the performance year; and
- The percentage of the total months in the performance year affected by an extreme and uncontrollable circumstance (e.g., three months is 25 percent of the year).

CMS welcomes feedback on this IFC. ACOs can view and comment on the IFC from the [Federal Register website](#). Instructions for submitting comments are provided in the IFC. ACOs must provide comments no later than 5:00 p.m. Eastern Time (ET), on February 20, 2018 for consideration.

New 2018 Assignment List Reports and Assignment Summary Reports

On December 20, 2017, Shared Savings Program ACOs received a 2018 Assignment List Report (ACOs in Track 1 or 2 receive preliminary prospective data, and ACOs in the Track 1+ or Track 3 received prospective assignment lists) and Assignment Summary Report. Please look for a file named according to the following convention: "P.Axxxx.ACO.HASSGN". You will need to save the file and append ".zip" to the end of the file name in order to open the zip file and its contents. The file will be available in your Managed Field Transfer (MFT) mailbox for 30 days from the delivery date, and through the [SSP ACO Portal](#) indefinitely.

2017 Quarter 3 Supplemental File

As discussed in the Spotlight Issue 44 (December 13, 2017), CMS recently identified an issue affecting 2017 Quarter 3 (Q3) preliminary prospective assignment data for some Track 1 and 2 ACOs where beneficiaries participating in the Comprehensive ESRD Care (CEC) Model were not excluded from assignment. On December 20, 2017, impacted ACOs received the Supplemental Assignment List Report and Supplemental Aggregated Expenditure/Utilization Report. Please look for a file named according to the following convention: "P.Axxxx.ACO.QEXPU". You will need to save the file and append ".zip" to the end of the file name in order to open the zip file and its contents. The file will be available in your Managed Field Transfer (MFT) mailbox for 30 days from the delivery date, and through the [SSP ACO Portal](#) indefinitely.

New Look for the CMS Enterprise Portal

ACOs logging in to the [CMS Enterprise Portal](#) (SSP ACO Portal) will notice a new look as of December 20, 2017. After logging in, users will be presented with a new selection menu. Users will now hover over the ACO SSP tile and select Program Information or Dynamic Reporting to access the ACO SSP Portal. No other existing functionality in the ACO SSP Portal has changed.

The ACO Information Center is available to answer questions related to [SSP ACO Portal](#), Managed File Transfer (MFT), and/or Claim and Claim Line Feeds (CCLFs). Call 1-888-734-6433 (select Option 2) or use TTY/TDD 1-888-734-6563.

WebEx Line Capacity

This is a reminder to please access webinar phone lines in a group setting when possible. There are a limited amount of attendee phone lines available during the webinars; however, there is additional access by attending via your computers. We suggest that ACOs gather and call in from one phone line when possible. When the phone line access is all occupied, the system will default to computer access. The Shared Savings Program is working to add additional phone lines to our WebEx platform to accommodate the growth of our ACO population.

RESOURCES NOW AVAILABLE

2018 Shared Savings Program ACO Marketing Toolkit

The 2018 Shared Savings Program ACO Marketing Toolkit is now available to ACOs on the [SSP ACO Portal](#) under the Announcements section. The toolkit includes beneficiary communication templates, fact sheets, and other useful resources.

Several documents have not changed since the 2017 Marketing Toolkit. ACOs may continue to use the following documents from last year's Toolkit (English and Spanish versions):

Template Materials

- Beneficiary Information Notice
- ACO Information Card Template
- Poster Language Template
- Beneficiary Letter to Accompany ACO Information Card

ACOs might find it helpful to review the ACO Marketing Guidance prior to the Shared Savings Program Kickoff Webinar on January 8, 2018. Webinar details are in the Event Announcements section below.

Webinar Slides Available: Kickoff Webinar for the 2018 Performance Year

Presentation slides for the upcoming Medicare Shared Savings Program: Kickoff for the Performance Year on January 8, 2018, are now available on the [SSP ACO Portal](#); search the Events calendar by date. CMS encourages ACOs to review the slides prior to the event.

EVENT ANNOUNCEMENTS

2018 Web Interface Weekly Support Calls

CMS will host weekly support calls during the CMS Web Interface submission period. Please refer to the following chart for registration information. A complete list of calls is also available in the [Web Interface Support Webinar flyer](#).

Date	Time	Title	Logistics
1/17/2018	1:00 – 2:00 p.m. ET	Weekly Support Webinar	Register here
1/24/2018	1:00 – 2:00 p.m. ET	Weekly Support Webinar	Register here
1/31/2018	1:00 – 2:00 p.m. ET	Weekly Support Webinar	Register here
2/7/2018	1:00 – 2:00 p.m. ET	Weekly Support Webinar	Register here
2/14/2018	1:00 – 2:00 p.m. ET	Weekly Support Webinar	Register here
2/21/2018	1:00 – 2:00 p.m. ET	Weekly Support Webinar	Register here
2/28/2018	1:00 – 2:00 p.m. ET	Weekly Support Webinar	Register here
3/7/2018	1:00 – 2:00 p.m. ET	Weekly Support Webinar	Register here

3/14/2018	1:00 – 2:00 p.m. ET	Weekly Support Webinar	Register here
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Medicare Shared Savings Program: Kickoff Webinar for the 2018 Performance Year

MONDAY, JANUARY 8, 2018, 1:00 P.M. – 3:00 P.M. EASTERN TIME

- [Join here](#); 1-415-527-5035; 902 509 861
- **Audience:** All ACOs
- **Description:** The Shared Savings Program is holding a Kickoff Performance Year 2018 webinar for currently participating ACOs. CMS subject matter experts will provide an overview of the Shared Savings Program including information about major activities that occur throughout the year, the data that's available to ACOs, how to access various systems, and additional resources, among other topics. A question and answer session will follow the presentation. You may invite anyone from your ACO's staff to participate; however, due to limited capacity, we request that each ACO use only one phone line.

CCLF User Group – CCLF Overview for 2018 Starters

WEDNESDAY, JANUARY 10, 2018, 1:30 P.M. – 3:00 P.M. EASTERN TIME

- [Register here](#); 1-857-232-0156 ; 271840
- **Audience:** All ACOs
- **Description:** CMS will provide detailed information on the data contained in Claim and Claim Line Feed Files (CCLFs) and the relationship between the data fields. You will have the opportunity to ask questions and receive answers from subject matter experts. This presentation is for ACOs with 2018 start dates, but all other ACOs are welcome to attend. ACOs more experienced with CCLFs may find this event repetitive, and may wish to resume participation in the User Group during the February 2018 session.

CMS Web Interface Reporting Q&A

THURSDAY, JANUARY 11, 2018, 2:00 P.M. – 3:00 P.M. EASTERN TIME

- [Join here](#); 1-415-527-5035; 986 390 242
- **Audience:** All ACOs
- **Description:** The Shared Savings Program is hosting a CMS Web Interface Q&A session for ACOs. ACOs will have an opportunity to ask CMS experts questions about 2017 Web Interface quality reporting and measures.

Shared Savings Program SNF 3-Day Rule Waiver

MONDAY, JANUARY 18, 2018, 1:00 P.M. – 2:30 P.M. EASTERN TIME

- [Join here](#); 1-415-527-5035; 901 477 928
- **Audience:** All ACOs
- **Description:** CMS will host a webinar to welcome Track 3 ACOs approved for the Skilled Nursing Facility (SNF) 3-Day Rule Waiver, and review rules, guidance, and operational details. ACOs that already use a SNF 3-Day Rule Waiver are welcome to join the webinar, but CMS does not have any updates that would impact their current operations.

CONTACT INFORMATION FOR ACOS

To help ACOs navigate questions regarding the Shared Savings Program.

Program and Policy

SharedSavingsProgram@cms.hhs.gov

- For current Shared Savings Program ACOs.
- Be sure to specify your ACO ID (Axxxx) in the Subject line or text of the email.
- Assistance with user access to CMS systems.

ACO@cms.hhs.gov

- For external parties (i.e., non-ACOs).

Health Plan Management System (HPMS)

HPMS@cms.hhs.gov

- Technical inquiries that do not involve password resets.

CMS Portal

APOSD@cms.hhs.gov

- Technical inquiries related to MFT, CCLFs and the SSP ACO Portal.
- 1-888-734-6433 (select Option 2)

QNet Help Desk

qnetsupport@hcqis.org

- Inquiries related to quality reporting for the 2016 reporting year.
- 1-866-288-8912

CAHPS HelpDesk

ACOCAHPS@hcqis.org

- Inquiries related to technical assistance, comments or questions on the CAHPS survey for ACOs.
- 1-855-472-4746

CMS IT Help Desk

CMS_IT_Service_Desk@cms.hhs.gov

- Inquiries related to password resets for your 4 character CMS User ID.
- 1-800-562-1963

Quality Payment Program Service Center

QPP@cms.hhs.gov

- Inquiries related to MIPS, APMs, MACRA, quality measures and quality reporting for 2017 and future years, CMS Web Interface, and EIDM.
- 1-866-288-8292

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