

ACCOUNTABLE CARE ORGANIZATION SPOTLIGHT NEWSLETTER

AT A GLANCE

ISSUE HIGHLIGHTS

- Set up EIDM Accounts and Roles
- Annual Certification Requirements
- Updated Form CMS-588
- PY 2017 Quality Reporting Resources
- Web Interface Weekly Support Calls

UPCOMING WEBINARS

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

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December 13, 2017 | ISSUE 44

PROGRAM HIGHLIGHTS

Immediate Action Required: EIDM Account and Role Setup

The CMS Web Interface will be open for Performance Year (PY) 2017 quality reporting starting Monday, January 22, 2018, and will close at 8:00 p.m. Eastern Time on Friday, March 16, 2018.

In order to participate in 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 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 If user accounts are no longer active, please contact the Quality Payment Program (QPP) Service Center at gpp@cms.hhs.gov or 1-866-288-8292.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 refer to the 2017 Medicare Shared Savings Program Quality Reporting Guide: EIDM Account and Role Setup guidance document located on the [SSP ACO Portal](#) under the Resource entitled 2017 Quality Measurement and Reporting Guides for details on how to set up accounts and roles.

Update: Annual Certification Requirements

All ACOs currently participating in the Shared Savings Program, and all approved renewal, initial, Medicare ACO Track 1+ Model (Track 1+ Model), and/or Skilled Nursing Facility (SNF) 3-Day Rule Waiver applicants should have completed Steps 1 through 4 of Annual Certification by now. The deadline was 12:00 p.m. (noon) Eastern Time on Wednesday, December 13, 2017.

Please note that CMS will begin Step 5, countersigning all applicable Annual Certification documents in the [Health Plan Management System](#) (HPMS) SSP ACO Electronic Signature Management (ESM) module, early next week. If you have any

questions about Annual Certification, contact your CMS coordinator or the Shared Savings Program at SharedSavingsProgram@cms.hhs.gov.

Electronic Funds Transfer Authorization Agreement Form CMS-588 (01/17)

In Spotlight Issue 24 (June 14, 2017), CMS announced that version 01/17 of the Electronic Funds Transfer Authorization Agreement Form CMS-588 would replace the 09/13 version. Beginning January 1, 2018, ACOs must use version 01/17 to submit changes to their banking information. The grace period for using the 09/13 version ends December 31, 2017; on January 1, 2018 the version 09/13 of the form will no longer be processed.

The revised form 01/17 is posted at [Form CMS-588 Electronic Funds Transfer \(EFT\) Authorization Agreement](#). You must use this version if your ACO's banking information changes, or your ACO needs to verify the banking information on file with CMS. Please refer to the [ACO Banking Form Guidance](#) document on the [Program Guidance & Specifications webpage](#) for instructions on how to update or verify your ACO's banking information.

RESOURCES NOW AVAILABLE

Performance Year 2017 Quality Reporting Resources

By the end of the week CMS will release two new resources to assist ACOs in preparing for the upcoming 2017 quality reporting period. The Preparing for the 2017 Quality Reporting checklist and the 2017 Quality Reporting Period Resource Map will be located on the [SSP ACO Portal](#), in the Resource section, under 2017 Quality Measurement and Reporting Guides. Specific information about the resources are provided below:

- The Preparing for the 2017 Quality Reporting checklist provides a list of items that ACOs should begin to prepare for the upcoming quality reporting period. It also provides key dates for quality reporting along with a list of past webinars for ACOs to reference.
- The 2017 Quality Reporting Period Resource Map provides the location of important resources and guidance documents for ACOs to reference throughout the quality reporting period.

Learning System: Case Study on Beneficiary Engagement

This case study describes the two-part strategy the Henry Ford Accountable Care Organization (HFAO) used to create a positive shift in beneficiaries' attitudes towards the ACO and increase participation in ACO offerings. Strategies included developing educational materials for providers and frontline staff to support their conversations with beneficiaries and establishing dedicated communication channels between the ACO and beneficiaries. More information on HFAO's beneficiary engagement strategies is available on the [SSP ACO Portal](#) under the Resources section.

Reminder: Shared Savings Program and MIPS Interactions Guide Available

[The Shared Savings Program and MIPS Interactions guide](#), available in the [Quality Payment Program Resource Library](#), describes Merit-Based Incentive Payment System (MIPS) scoring and eligibility for eligible clinicians (ECs) participating in an ACO. We strongly encourage ACOs to review and share this interactions guide with their ACO participants.

Please refer to the article entitled 2017 ACO Quality Reporting and the Quality Payment Program in Spotlight Issue 42 (December 1, 2017) for a summary of how Shared Savings Program quality reporting interacts with MIPS.

December CCLFs

Claim and Claim Line Feeds (CCLFs) are available for eligible ACOs to download from their MFT mailbox. These files are available in your MFT mailbox for 30 days.

Learning System Webinar Resources

Links to webinar resources including presentation slides and audio recordings for the following Learning System webinars are now available on the [SSP ACO Portal](#); search the Events calendar by date.

- Predictive Analytics for Population Health Management (September 27, 2017)
- ACO Medical Directors Affinity Group: Collaborating with Community Resources to Improve Patient Health Outcomes (October 23, 2017)
- Strategies for CMS Quality Reporting and Improving Measure Performance (October 26, 2017)
- Engaging ACO Providers in Practice Redesign (November 20, 2017)

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 |
|------------|---------------------|---------------------------|-------------------------------|
| 12/13/2017 | 1:00 – 2:30 p.m. ET | CMS Web Interface Kickoff | Register here |
| 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 |

Medicare Shared Savings Program: Kickoff Webinar for the 2018 Performance Year

MONDAY, JANUARY 8, 2017, 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 2018 Performance Year 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.

CMS Web Interface Reporting Q&A

THURSDAY, JANUARY 11, 2017, 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.

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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