

ACCOUNTABLE CARE ORGANIZATION SPOTLIGHT NEWSLETTER

AT A GLANCE

UPCOMING DEADLINES

- **CMS Web Interface Testing Environment Available:**
January 8, 2018 – January 19, 2018
- **PY 2017 CMS Web Interface Quality Submission Period:**
January 22, 2018 – March 16, 2018

ISSUE HIGHLIGHTS

- **Quality Payment Program Data Submission Now Open**
- **CMS Web Interface Beneficiary Samples Available January 8, 2018**
- **CMS Coordinators Assigned**
- **New ACO Management System Coming in 2018**
- **New 2017 Q3 Data Available**

UPCOMING WEBINARS

- **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

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January 5, 2018 | ISSUE 1

PROGRAM HIGHLIGHTS



CMS Web Interface Testing Period Open January 8, 2018

The Performance Year (PY) 2017 CMS Web Interface quality submission period will begin January 22, 2018 and end March 16, 2018 at 8:00 p.m. Eastern Daylight Time. To sign in and access the CMS Web Interface from the Quality Payment Program Portal, users must set up the necessary Enterprise Identity Management (EIDM) accounts and roles. If your ACO has not yet established EIDM accounts and roles, please set up accounts immediately or you will not be able to participate in the test period noted below, access your Beneficiary Samples or submit quality data. Please refer to the [2017 Medicare Shared Savings Program Accountable Care Organization \(ACO\) Quality Reporting Guide: EIDM Account and Role Set Up](#) for instructions and contact the Quality Payment Program Service Center at gpp@cms.hhs.gov or 1-866-288-8292 for support.

ACOs will have an opportunity to use the CMS Web Interface during the test period from January 8, 2018, to January 19, 2018. The CMS Web Interface will be unavailable January 20 – 21, 2018, in order to erase all data inputs and uploads during the test period. We encourage ACOs to participate in the test period and download any data entry before the test period ends. Helpful information on 2017 quality reporting and available resources can be found in the 2017 Quality Reporting Checklist and Resource Map located on the [SSP ACO Portal](#) under the Resource titled, 2017 Quality Measurement and Reporting Guides.



CMS Web Interface Beneficiary Samples Available January 8, 2018

CMS will provide a Beneficiary Sample to ACOs in advance of the CMS Web Interface submission period to assist ACO's in finding beneficiary records needed for quality reporting. On January 8, 2018, ACOs with active EIDM accounts, and the ACO Security Official or CMS Web Interface submitter role, may access the CMS Web Interface through the [Quality Payment Program website](#) to download their Beneficiary Samples in the Excel template format. Also, by close of business January 8, 2018, CMS will deliver the Beneficiary Sample via Managed File Transfer (MFT) to each ACO reporting quality for PY 2017.

The Beneficiary Sample available in the CMS Web Interface is in the Excel template format. Resources are available to guide you through accessing the CMS Web Interface and downloading the Beneficiary Sample. We recommend reviewing the

Excel Template User Guide and CMS Web Interface User Demonstration, which available in the Quality Payment Program Resource Library under Find 2017 Resources by Provider or Topic and the heading MIPS Group Participation. The 2017 Quality Reporting Resource Map is a helpful guide that lists and links to all of the resources available for 2017 quality reporting. The Resource Map is located in the Resources section of the [SSP ACO Portal](#). Please contact the Quality Payment Program Service Center at gpp@cms.hhs.gov for assistance with downloading your Beneficiary Sample from the CMS Web Interface.

The Beneficiary Sample delivered through MFT will be in a similar format as previous years in a binary format and contains:

- A list of the assigned beneficiaries who have been sampled for CMS Web Interface reporting;
- The patient rank for each of the disease modules/patient care measures into which the patient was sampled;
- The taxpayer identification number (TIN) or CMS Certification Number at which the beneficiary received the most primary care services; and
- The names and National Provider Identifier of the three providers who provided the plurality of primary care services to the beneficiary.

Please check your MFT mailbox to download your ACO's Beneficiary Sample according to the following convention: "P.A#####.ACO.PATB.D170104.T1030111." This is an Excel file so you must save the file and append ".xlsx" to the end of the file name in order to open it and view the contents. This file will be available in your MFT mailbox for 30 days from the delivery date. Please note that this file is a binary file so you will need to access it through the binary directory, that is (AnnnnB) unlike the other Shared Savings Program files you receive monthly via MFT that you access via the directory (Annnn). If you need additional guidance regarding downloading binary files, please reference the two MFT manuals in the ACO and ACO-OS Data Exchange User Guide ('Data Toolkit') located in the Resources section of the [SSP ACO Portal](#), or contact the ACO Information Center at APOSD@cms.hhs.gov or 1-888-734-6433 (select Option 2).

New Resource Available for Advancing Care Information Reporting

As described in Spotlight Issue 42 (December 1, 2017) and the [Shared Savings Program MIPS Interactions guide](#), eligible clinicians (ECs) participating in a Shared Savings Program ACO who are subject to the Merit-Based Incentive Payment System (MIPS) will be scored under the MIPS Alternative Payment Model (APM) Scoring Standard. ACO participant TINs must report the MIPS Advancing Care Information (ACI) category for purposes of the MIPS APM Scoring Standard and/or the Shared Savings Program ACO-11 Use of Certified EHR Technology quality measure.

The Quality Payment Program has recently published a [video demonstration](#) of how ACO participant TINs can report ACI through the Quality Payment Program website. Participant TINs must report ACI by the Quality Payment Program submission deadline of March 31, 2018. We strongly encourage ACOs to review and share this video with participant TINs. ACOs and participant TINs can access the video demonstration from the [Quality Payment Program Resource Library](#) by selecting Find 2017 Resources by Provider or Topic, and locating the video titled Advancing Care Information data submission for APMs under the heading Data Submission. If you have any further questions regarding ACI reporting or Quality Payment Program data submissions, please contact the Quality Payment Program Service Center at gpp@cms.hhs.gov or 1-866-288-8292.

New ACO Management System Coming in 2018

CMS will soon be transitioning from the [Health Plan Management System](#) (HPMS) to a new ACO Management System (ACO-MS). ACOs will continue to use [HPMS](#) until March 2, 2018, to submit marketing materials for CMS review, update ACO contacts, change their current agreement information, and/or submit change requests for their ACO Participant List and/or Skilled Nursing Facility (SNF) Affiliate List. CMS is targeting April 2, 2018, for the launch of the new system, which is expected to provide a more customized user experience. The ACO-MS will include enhanced functionality allowing ACOs greater ease in applying to the program, managing their ACO Participant Lists and/or SNF Affiliate Lists, and submitting change requests to update marketing materials, governing body, and, where applicable, repayment mechanisms.

To ensure a smooth transition, CMS will institute a system blackout period for four weeks. ACOs will not have access to [HPMS](#) or the new ACO-MS from March 3, 2018 – April 1, 2018. ACOs should prepare to submit any change requests prior to or after the blackout period. Please note all ACO data will be migrated from HPMS to the new ACO-MS. Additional information outlining

system functionality, user access, and training will follow in the coming weeks. Please continue to check the ACO Spotlight Newsletter for updates.

CMS Coordinators Assigned to New ACOs

CMS has finalized CMS coordinator assignments for new ACOs with a January 1, 2018, start date. You can find the name and email address of your CMS coordinator on the Basic Agreement Data page in [HPMS](#). (Path: HPMS Home Page >> SSP ACO Agreement Management >> View Basic Agreement Data). CMS coordinators have begun reaching out to ACOs and you should expect to hear from your coordinator by mid-January. The CMS coordinator is your point of contact throughout your participation in the Shared Savings Program. Contact this person in the event you have program-related questions or concerns. Also, please consider scheduling regular calls with your coordinator.

Upcoming Track 1+ ACO Learning System Assessment Survey

In mid-January, all Medicare ACO Track 1+ (Track 1+) ACOs will be invited to participate in a Learning System Assessment Survey. The goals of this survey are to: (1) provide insight into ACOs' implementation progress and interest in key activities, (2) inform the development of learning activities to address ACOs' current challenges and highlight recent successes, and (3) facilitate continuous improvement in the value of learning systems activities.

The survey should be completed by Track 1+ ACO organizational leadership and should take approximately 30–45 minutes to complete. We understand that some Track 1+ ACOs will be busy with 2017 quality reporting; however, we would very much appreciate if all Track 1+ ACOs can complete the survey in order to help us to create learning activities that best address your ACO's needs. Completion of the survey will not influence your ACO's compliance, monitoring, or performance.

Track 1+ ACOs will receive an email in mid-January from ACOLearningActivities@mathematica-mpr.com with a link to the survey. You will have approximately five weeks to complete the survey. If you have questions about the survey, please send an email to ACOLearningActivities@mathematica-mpr.com with "Track 1+ Assessment Survey" in the subject line.

RESOURCES NOW AVAILABLE

New 2017 Quarter 3 Data Available

2017 Quarter 3 (Q3) data is now available in Cognos for the following reports:

- Dynamic Reports Section:
 - Assignment Summary Report, Trends
 - Expenditure Utilization Report, All ACO Distributions
 - Expenditure Utilization Report, Trends, Graphs, and Drill Down data for Table 1
- Static Report Section:
 - Expenditure Utilization Report
 - Assignment Summary Report

The ACO Information Center is available to answer questions related to [SSP ACO Portal](#), MFT, and/or Claim and Claim Line Feeds (CCLFs). Email APOSD@cms.hhs.gov or call 1-888-734-6433 (select Option 2) or TTY/TDD 1-888-734-6563.



2018–2019 Quality Measure Benchmarks and 2018 Measure Documentation Available

The PY 2018 and 2019 Shared Savings Program quality measure benchmarks are now available in the 2018–2019 Quality Measure Benchmark Guide located in the [Program Guidance and Specifications webpage](#), under Quality Measures & Reporting Specifications. The 2018–2019 Quality Measure Benchmark Guide includes:

- An overview of the quality scoring approach;
- The 2018 and 2019 quality measure set and performance phase-in schedule;
- Details on the data used to calculate the benchmarks; and
- Benchmarks for 23 measures that are pay-for-performance for PY 2018 and 2019.

In addition, 2018 Measure Information Forms (MIFs) for claims-based measures are now available on the [Program Guidance and Specifications webpage](#). All 2018 MIFs are available except: ACO-44 Use of Imaging Studies for Low Back Pain and ACO-11 Use of Certified EHR Technology. We will announce the availability of these MIFs in a future issue of the ACO Spotlight Newsletter.

Finally, PY 2018 specifications for the 15 CMS Web Interface measures are now available in the [Quality Payment Program Resource Library](#). To access the specifications, you must select Find 2018 resources by provider or topic and select Web Interface Measures & supporting documents located under the MIPS section. Please note that these documents should NOT be used for reporting PY 2017 measures.

Reminder: Webinar Slides Available for the Performance Year 2018 Kickoff Webinar

Presentation slides for the upcoming Medicare Shared Savings Program: Kickoff for the Performance Year on January 8, 2018, are 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 CMS 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 [CMS 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.

Keys to Successful Reporting Part 3

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

THURSDAY, 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 and Track 1+ 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.

ACO Medical Directors Affinity Group: Crucial Concepts and Practical Approaches to Provider Engagement

MONDAY, JANUARY 22, 2018, 4:00 P.M. – 5:30 P.M. EASTERN TIME

- [Register here](#); 1-857-232-0156; 271840
- **Audience:** ACO Medical Directors and senior clinical staff
- **Description:** The ACO Medical Directors Affinity Group is designed for ACO Medical Directors and other ACO administrative clinical staff to explore and discuss issues related to improving beneficiary care in the ACO setting. Engaging providers with ACO activities is fundamental to the success of an ACO. During this interactive webinar, Medical Directors from two MSSP ACOs will share their perspectives on practical approaches to provider engagement. Drs. George Weyer and Raj Krishnamurthy from The University of Chicago Medicine Care Network ACO and Dr. Daniel Elliot from eBrightHealth ACO will lead the group in a discussion on strategies to engage providers. Attendees will have the opportunity to submit questions to presenters during the event.

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.

ACO Information Center

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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