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Have You Heard?

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PROGRAM ANNOUNCEMENTS

**FINAL REMINDER Annual Certification Requirements – Due Tuesday, December 13, 2016**

Annual Certification is the process of reviewing, certifying, and electronically signing official program documentation. All ACOs currently participating in the Shared Savings Program, approved renewal applicants, and currently participating ACOs approved for the Skilled Nursing Facility (SNF) 3-Day Rule Waiver, must complete Annual Certification requirements through the Health Plan Management System (HPMS) SSP ACO Electronic Signature Management (ESM) module no later than **Tuesday, December 13, 2016, at 5:00 p.m. Eastern Time**.

For detailed information, refer to the Spotlight article “UPDATE Annual Certification Process: Begin Step 3 and Step 4 – Due December 13, 2016” (Issue 47, November 23, 2016), and the Annual Certification: The HPMS ESM Module User Guide. Please note the following correction to the user guide in Section 5.2., *Update the Medicare Shared Savings Program ACO Provider/Supplier List*: This section states to enter “Delete” in column B of the Provider/Supplier List template to denote the deletion of a National Provider Identifier (NPI). Instead of “Delete,” please enter “Drop” in Column B of the Provider/Supplier List template to denote the deletion of an NPI.

As part of the annual certification process, please update your Data Use Agreement (DUA) Requestor and DUA Custodian contacts in HPMS. As a reminder, you must also submit a DUA Addendum to the program mailbox (SharedSavingsProgram@cms.hhs.gov) with any changes to your DUA Requestor or DUA Custodian so that the CMS DUA team can make the update to your DUA on file. See Spotlight Issue 23 (June 8, 2016) for more details.

If you have questions about how to complete the Annual Certification process, please contact your CMS Coordinator immediately so that all steps are completed on time. **Completion of the Annual Certification process is required for participation in the Shared Savings Program for the next performance year.**

**Performance Year 2016 Quality Reporting**

**EIDM: Immediate Action Required**

If your ACO does not have an EIDM account and roles established, please take action to establish your account and roles immediately. EIDM accounts and roles are necessary for your ACO to access the GPRO Web Interface (WI), download your ACO’s patient list, take advantage of the GPRO WI practice session, and be prepared to access the GPRO WI when it opens.

You can refer to the 2016 Quality Reporting Guide: EIDM Account and Role Set-up guidance document, available on the SSP ACO Portal under the Announcement, “2016 Quality Reporting and Scoring Guides.” The guide provides an overview of EIDM accounts and roles. It also provides step-by-step instructions with screen shots on how to register and create EIDM accounts, set-up the ACO Security Official (SO) role, set-up the Web Interface Submitter Role, check role status, and remove roles. If you need additional assistance, you can contact the QualityNet Helpdesk at qnetsupport@hcqis.org or 866-288-8912.

**REMINDER:** *Mark your calendars with the following key dates and opportunities for GPRO WI quality reporting*

- **January 3 - 6, 2017** – Patient ranking files are scheduled to be available for download from the GPRO WI. This file will contain your ACO’s samples for reporting and can be used to prepare and assist in locating data on Medicare beneficiaries in your samples.

- **January 9 - 13, 2017** – A training version of the GPRO WI is scheduled to be open for the 2016 reporting period. You will be able to practice uploading XML files, updating patient data, and running reports prior to the quality data submission period. We will provide additional details on the training version closer to that time.
January 17, 2017 – The GPRO WI opens for quality reporting (data entry and submission) on Tuesday, January 17, 2017, and closes on Friday, March 17, 2017, at 8 pm ET (7 pm CT, 6 pm MT, and 5 pm PT).

**New GPRO Web Interface Educational Demonstrations**

Please see the [GPRO Web Interface](#) webpage for a series of three newly posted demonstrations that show how to use the following resources:

- GPRO Web Interface measures documents: the Measures List, Measure Specifications and Release Notes
- GPRO Web Interface supporting documents
- GPRO Web Interface measure flows

Additionally, GPRO WI reporting support call information is provided below, under Webinar Announcements.

**2016 Quality Reporting Resources Available**

Detailed information on Performance Year 2016 Quality Reporting is available on the [Shared Savings Program website](#) and the [SSP ACO Portal](#) under the Announcement, “2016 Quality Reporting and Scoring Guides;” including the link to “2016 Quality Reporting Updatesv112916.pdf” that is a Quality Reporting News and Updates Quick Reference Guide.

**New 2017 PFS Final Rule: Medicare Shared Savings Program and the 2016 PQRS Special Secondary Reporting Period Questions & Answers**

The [2017 PFS Final Rule: Medicare Shared Savings Program and the 2016 PQRS Special Secondary Reporting Period Questions & Answers](#) document is now available on the [SSP ACO Portal](#) under the Announcement, “2016 Quality Reporting and Scoring Guides.” This guide provides information on how the one-time special secondary reporting period will coincide with the 2016 reporting period available to ACO participants and providers that are part of an ACO that failed to report in 2015. In addition, this document provides information on how EPs may choose to report PQRS quality data outside the ACO.
Registration Closed for Fall 2016 In-Person Learning Collaboratives (IPLCs)

Registration for all IPLC events is now closed. Learning Systems for ACOs began hosting in-person regional meetings in October for all Medicare ACOs across the country. The final IPLC is scheduled for Monday, December 12, 2016, in Atlanta, GA (Region 4: AL, FL, GA, KY, MS, NC, SC, TN).

This effort brought together ACOs in each CMS region to exchange ideas and information. As materials from each meeting become available, we will post them on the SSP ACO Portal and alert you of their availability in the SSP ACO Portal Postings section below.

WEBINAR ANNOUNCEMENTS

Looking for details or materials for past or upcoming webinars? Go to the Events Calendar on the SSP ACO Portal and use the “Start/End Date” search option to locate a webinar by date. You can also click on the webinar date within one of the calendars displayed.

CO Learning System Webinar: Lessons from 2015 Million Hearts® Hypertension Control Champions

Thursday, December 15, 2016

Audience: All ACOs

The Million Hearts® Hypertension Control Challenge is a competition to identify practices, clinicians, and health systems that have worked with their patients to achieve hypertension control rates at or above 70% through innovations in health information technology and electronic health records, patient communication, and health care team approaches. The lessons learned from Hypertension Control Champions can help other practices and systems work with patients to achieve successful blood pressure control. This webinar will feature:

- A presentation by Judy Hannan from the Centers for Disease Control and Prevention (CDC), who will provide an overview of the Million Hearts® program, a review of the 2015 cohort of Million Hearts® Hypertension Control Champions, key lessons learned from the Champions program, and a review of Million Hearts® resources available to ACOs and providers.

- Presentations by two 2015 Hypertension Control Champions that are part of Shared Savings Program ACOs: Petaluma Health Center (part of Redwood Community Care Organization) and Zufall Health Center (part of Atlantic ACO). The presenters will discuss their strategies and approaches to improving hypertension control.

Audience members will also have the opportunity to ask questions.
Topic: Lessons from 2015 Million Hearts® Hypertension Control Champions  
Date: Thursday, December 15, 2016  
Time: 2:30 p.m. - 4:00 p.m. Eastern Time

You can join the event online or by phone. Please use only 1 of the 2 options shown below.

Option 1: To register and join the webinar, click on the following link or copy/paste it into your web browser:  
http://event.on24.com/wcc/r/1285312/4F65DDA1315C724AA3E07E25129EA878  
You must register before entering the event. Note: Audio for this event will be streamed through your PC speakers or headphones. This is the default option. If you are unable to listen to the audio broadcast stream through a computer connected to the Internet, please join the teleconference by telephone using the details below:

Option 2: To join the event by telephone only  
Access Code: 271840

Shared Savings Program: Kick-off Webinar for the 2017 Performance Year  
Thursday, January 5, 2017  
Audience: All SSP ACOs

The Shared Savings Program is holding a Kick-Off 2017 Performance Year webinar for all 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.

Topic: Shared Savings Program: Kick-off Webinar for the 2017 Performance Year  
Date: Thursday, January 5, 2017  
Time: 1:00 p.m. – 3:00 p.m. Eastern Time

You may join the event online or by phone. Please use only 1 of the 2 options shown below.

Option 1:  
1. Click here to join the online event.  
Or copy and paste the following link to a browser:  
https://meetings-cms.webex.com/meetings-cms/onstage/g.php?MTID=e4171aca249137dcdad627327a09d43b  
2. Click "Join Now."
Option 2:
To join the event by telephone only
US TOLL: 1-415-527-5035
Access code: 907 495 881

GPRO Web Interface Support Calls
CMS will host weekly support calls during the GPRO Web Interface submission period. Details for calls within the next four weeks will be provided each week in the ACO Spotlight. A complete list of the calls is available on the SSP ACO Portal Events Calendar and in Spotlight Issue 47 (November 23, 2016).

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Title</th>
<th>Logistics</th>
</tr>
</thead>
</table>
| 12/15/16 | 12:00 pm – 1:00 pm  | Web Interface Education and Outreach Kickoff | WebEx Link: https://events-cms.webex.com/events-cms/onstage/g.php?MTID=e8b94926c572aaaf1cf94fabeceb058d4  
Dial In: 1-844-396-8222  
Access Code: 907 558 801 |
| 01/19/17 | 1:00 pm – 2:00 pm   | GPRO Web Interface Q&A Session             | WebEx Link: https://events-cms.webex.com/events-cms/onstage/g.php?MTID=e6d21723f2acfc1a115631bf02d931  
Dial In: 1-844-396-8222  
Access Code: 903 029 741 |
WEBSITE ANNOUNCEMENTS

There are no website announcements this week.

SSP ACO PORTAL POSTINGS

You can find the resources below on the [SSP ACO Portal](#) by browsing the Events Calendar or the Announcements section. In the Events Calendar section, use the “Start/End Date” search option or one of the calendars displayed to locate events by date. Go to the Announcements section to find a variety of resources. Search by topic Category or use the Start/End Date to see results by published date. For Shared Savings Program webinar audio recordings, click on the Announcement, 2016 Shared Savings Program Webinar Recordings.

NEW CY 2017 PFS Final Rule: Medicare Shared Savings Program and the 2016 PQRS Special Secondary Reporting Period Questions & Answers

Among other updates, this updated Q&A document describes the one-time 2016 secondary reporting period for ACOs that failed to report via the GPRO Web Interface in 2015. You can find this Q&A document on the [SSP ACO Portal](#) under the Announcement, “2016 Quality Measurement and Reporting Guides.”

Keys to Successful Reporting – Part I

**Thursday, December 1, 2016:** Keys to Successful Reporting – Part I. A link to the audio recording is available on the [SSP ACO Portal](#) Events Calendar, search by webinar date. A link to the recording is also provided [here](#).

Keys to Successful Reporting – Part II

**Tuesday, December 6, 2016:** Keys to Successful Reporting – Part II. A link to the audio recording is available on the [SSP ACO Portal](#) Events Calendar, search by webinar date. A link to the recording is also provided [here](#).
# HAVE YOU HEARD?

## Contact Information for ACOs

To help you navigate your questions regarding the Shared Savings Program ACO.

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Type of Inquiry</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:SharedSavingsProgram@cms.hhs.gov">SharedSavingsProgram@cms.hhs.gov</a></td>
<td>All program and policy inquiries from Shared Savings Program ACOs.</td>
</tr>
<tr>
<td>Be sure to specify your ACO ID (Axxxx) in the Subject line or text of the email.</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:ACO@cms.hhs.gov">ACO@cms.hhs.gov</a></td>
<td>All program-related inquiries from external parties (i.e., non-ACOs).</td>
</tr>
<tr>
<td><a href="mailto:HPMS@cms.hhs.gov">HPMS@cms.hhs.gov</a></td>
<td>All technical inquiries related to HPMS that do not involve password resets.</td>
</tr>
<tr>
<td><a href="mailto:HPMS_access@cms.hhs.gov">HPMS_access@cms.hhs.gov</a></td>
<td>All inquiries related to User issues with accessing HPMS.</td>
</tr>
<tr>
<td>QualityNet help desk: <a href="mailto:qnetsupport@hcqis.org">qnetsupport@hcqis.org</a></td>
<td>All inquiries related to quality reporting, including quality sampling and measures specifications, use of the GPRO Web Interface, and EIDM accounts.</td>
</tr>
<tr>
<td>Phone: 866-288-8912, TTY: 1-877-715-6222</td>
<td></td>
</tr>
<tr>
<td>Fax: 888-329-7377</td>
<td></td>
</tr>
<tr>
<td>Hours: Monday – Friday 7 am – 7 pm CT</td>
<td></td>
</tr>
<tr>
<td>Be sure to note your incident number (provided by the help desk) for future reference.</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:ACOCAHPS@hcqis.org">ACOCAHPS@hcqis.org</a></td>
<td>All inquiries related to technical assistance, comments or questions on the CAHPS survey for ACOs.</td>
</tr>
<tr>
<td>1-800-562-1963</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:CMS_IT_Service_Desk@cms.hhs.gov">CMS_IT_Service_Desk@cms.hhs.gov</a></td>
<td>All inquiries related to password resets for your 4 character CMS User ID.</td>
</tr>
<tr>
<td>ACO Information Center: 1-888-734-6433 (select Option 2) TTY/TDD 1-888-734-6563; <a href="mailto:APOSD@cms.hhs.gov">APOSD@cms.hhs.gov</a></td>
<td>All technical inquiries related to MFT, CCLFs and the SSP ACO Portal.</td>
</tr>
<tr>
<td>Hours: Monday – Friday, 8:30 a.m. – 7:30 p.m. ET</td>
<td></td>
</tr>
<tr>
<td>Quality Payment Program Service Center: 1-866-288-8292</td>
<td>All inquiries related to MIPS, MACRA and APMs</td>
</tr>
<tr>
<td><a href="mailto:gpp@cms.hhs.gov">gpp@cms.hhs.gov</a></td>
<td></td>
</tr>
<tr>
<td>Hours: Monday – Friday, 8 a.m. – 8 p.m. ET</td>
<td></td>
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*The ACO Spotlight Newsletter is a weekly publication by CMS for ACOs participating in the Shared Savings Program. It is emailed only to ACO contacts listed CMS’ Health Plan Management System (HPMS) and individuals with access to ACO data via HPMS. This newsletter is not intended for public release.*