Notice of Intent to Apply Period Closes May 31, 2017: Q&A for ACOs

The Notice of Intent to Apply (NOIA) period for the January 1, 2018 start date closes on Wednesday, May 31, 2017, at noon Eastern Time. You must submit a NOIA in the Health Plan Management System (HPMS) if you intend to renew your agreement with the Shared Savings Program, apply for the Skilled Nursing Facility (SNF) 3-Day Rule Waiver, and/or apply to the Medicare ACO Track 1+ Model (Track 1+ Model).

Recently, we received the following question from a few ACOs:

• **Question:** My renewal ACO is undecided on the track that we want to apply for. How can we submit more than one NOIA for various tracks?

• **Answer:** Applicant ACOs cannot submit more than one NOIA; however, there will be an opportunity for applicants to change their track during the application submission period in July. Please submit a NOIA and select the track you are considering to ensure you have access to the application module in HPMS.

Please refer to the updated NOIA Guidance Document and the How to Apply webpage for eligibility requirements and detailed instructions on the submission process. A NOIA submission does not bind an organization to submit an application(s). However, you must submit a NOIA to be eligible to apply.

If you have questions about submitting a NOIA, please contact your ACO coordinator or the applications mailbox at SSPACO_Applications@cms.hhs.gov.

Performance Year 2018 ACO Participant List and SNF Affiliate List Update

Earlier this week, your ACO may have received an email regarding change requests that you submitted by the March 31, 2017 deadline for your 2018 ACO Participant List and/or SNF Affiliate List.

For ACO Participant List add and modify change requests that were deficient, you received an email earlier this week notifying you of those deficiencies. ACOs have an opportunity to correct CMS-identified deficiencies within five (5) business days of receipt of the change request email; however, CMS will not approve or deny these add and modify change requests until early July 2017. If you submitted a change request to delete an ACO participant, those change requests were approved and you received an email to that effect.
For ACO SNF Affiliate List add and modify change requests that were deficient, you received an email earlier this week notifying you of those deficiencies. ACOs have an opportunity to correct CMS-identified deficiencies within five (5) business days of receipt of the change request email; however, CMS will not approve or deny these change requests until early July 2017. If you expected to receive an email for any change requests, but did not receive one, please contact your CMS Coordinator.

As a recent enhancement to HPMS, your ACO contacts (ACO Executive, CMS Liaison, Compliance Contact, Authorized to Sign (Primary), and Authorized to Sign (Secondary) contacts) received all ACO Participant List change request deficiencies in a single email and all SNF Affiliate List change requests in single, but separate, email.

The next deadline to submit ACO Participant List and/or SNF Affiliate List change requests for CMS review and feedback is July 31, 2017. After the July 31, 2017 due date, ACOs will have one final opportunity, by August 30, 2017, to submit change requests to add or modify ACO Participants and/or SNF Affiliates for performance year 2018.

RESOURCES NOW AVAILABLE

2017 Quality Measurement Methodology and Resources Manual

We added a new Quality Measurement Methodology and Resources Manual to the SSP ACO Portal under the Program Announcement, 2017 Quality Measurement and Reporting Guides. The 2017 Quality Measurement Methodology and Resources Manual details the Shared Savings Program quality measurement approach and steps used to calculate the overall quality score, including the quality improvement reward. In addition, it provides helpful information and links to resources about Shared Savings Program alignment and interactions with other CMS initiatives, such as the Quality Payment Program. This document is updated annually.

How to Successfully Access Webinar Recordings on the SSP ACO Portal

As previously announced in Spotlight Issue 3 (January 19, 2017), the Shared Savings Program started hosting webinars on an alternate platform effective November 1, 2016. As a result, the configuration of our webinar recording links changed and some ACOs have been having problems getting these links to work. Below are some tips to help you successfully access webinar recordings on the Portal. We appreciate your patience during this transition.

1. Be sure that you are using Internet Explorer as your browser.
2. Sign in to the SSP ACO Portal with your CMS ID and password prior to clicking on the webinar link.
   a. Be sure to keep open the original browser window from when you signed in.
3. Click on the yellow ACO SSP tab at the top of the page and select Program Information.
4. You can access webinar recording links via two pathways:
   a. Events tab – Search for the event on the calendar by date, select the event, click on the recording link at the bottom of the page, download and open the recording.
   b. Announcements tab – Open the 2017 Shared Savings Program Past Webinar Recordings PDF document at the top of the list, find event on the list, click on the date/title hyperlink, download and open the recording.

If you are still having problems after following these steps, we suggest that you first consult your IT staff. If the problem still persists, contact the ACO Service Desk at 1-888-734-6433 (select Option 2) or APOSD@cms.hhs.gov.
Webinar Slides and Recordings

The link to the audio recording and presentation slides for the following webinar is available on the SSP ACO Portal Events Calendar, search by date.

- Medicare Shared Savings Program ACO: Renewing Your Agreement, Applying for the SNF 3-Day Rule Waiver, and/or to the Medicare ACO Track 1+ Model: May 9, 2017

May Claim and Claim Line Feeds (CCLFs)

May CCLFs are available for eligible ACOs to download from their Managed File Transfer (MFT) mailbox. These files are available in your MFT mailbox for 30 days.

EVENT ANNOUNCEMENTS

Registration Updates: Spring 2017 In-Person Learning Collaboratives

Registration for Region 2 has reached capacity. Registration is still open for Region 6 and Regions 9 & 10.

Learning Systems for ACOs is hosting regional In-Person Learning Collaborative (IPLC) meetings for all Medicare ACOs across the country. This effort brings together ACOs in each CMS region to exchange ideas and information. There is no registration fee to attend; however, please save the date for the event in your region as space for these meetings is limited.

Please limit enrollment to two participants per ACO, no vendors.

<table>
<thead>
<tr>
<th>CMS Region</th>
<th>Date</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region 6</td>
<td>Thursday, June 15, 2017</td>
<td>The Meadows Conference Center 2900 Live Oak Street Dallas, TX 75204</td>
</tr>
<tr>
<td>AR, LA, OK, NM, TX</td>
<td>RSVP by May 31</td>
<td></td>
</tr>
<tr>
<td>Regions 9 &amp; 10</td>
<td>Friday, June 9, 2017</td>
<td>Seattle Art Museum 1300 First Avenue Seattle, WA 98101</td>
</tr>
<tr>
<td>AK, AZ, CA, HI, ID, NV, OR, WA</td>
<td>RSVP by June 2</td>
<td></td>
</tr>
</tbody>
</table>

Quality Payment Program Participation Criteria

MONDAY, MAY 22, 2017, 1:00 P.M. – 3:00 P.M. EASTERN TIME

- Register here
- Audience: All ACOs
- Description: CMS will host an overview webinar on the participation criteria used to determine inclusion in the Merit-based Incentive Payment System (MIPS), MIPS Alternative Payment Models (APMs), and Advanced APMs. This webinar will provide helpful information for eligible clinicians participating in Track 1 ACOs because they will be assessed under MIPS using the APM scoring standard.
ACO Learning System Webinar: Reducing Hospital Readmissions in the Post-Acute Care Environment

WEDNESDAY, MAY 24, 2017, 2:30 P.M. – 4:00 P.M. EASTERN TIME

- **Register here:** 1-857-232-0156; 271840
- **Audience:** All ACOs
- **Description:** In this webinar, UMASS Memorial ACO and Alegent Health Partners, LLC, will discuss their strategies to manage the post-acute care environment to reduce hospital readmissions. Presenters will discuss topics such as building high-value post-acute partnerships and care management approaches. Attendees will have the opportunity to submit questions to presenters during the event.

CMS Web Interface Measures for the 2017 Reporting Period – Part 2

THURSDAY, MAY 25, 2017, 1:30 P.M. – 3:00 P.M. EASTERN TIME

- **Join the event:** 1-415-527-5035; 900 513 063
- **Audience:** All ACOs
- **Description:** This webinar is the second in a two-part series that will review the medical record abstracted measures on which ACOs are required to report through the CMS Web Interface. This webinar will review the remaining Web Interface measures that were not covered during the May 18, 2017, Part 1 webinar. A question and answer session will follow the presentation.

Medicare Shared Savings Program ACO: Application Submission Review for Currently Participating ACOs and Renewal Applicants

WEDNESDAY, JUNE 14, 2017, 1:00 P.M. – 2:30 P.M. EASTERN TIME

- **Join the event:** 1-415-527-5035; 901 447 927
- **Audience:** Potential 2018 Shared Savings Program renewal, SNF 3-Day Rule Waiver, and Medicare ACO Track 1+ Model applicants who are currently participating in the Shared Savings Program
- **Description:** During this webinar, our subject matter experts will give an overview of the 2018 application for the Shared Savings Program Renewals, Medicare ACO Track 1+ Model, and SNF 3-Day Rule Waiver applicants for ACOs currently participating in the Shared Savings Program. This call will cover topics including, but not limited to:
  - Renewal, SNF 3-Day Rule Waiver and Medicare ACO Track 1+ Model application process
  - Repayment mechanism
  - ACO Participant List and SNF Affiliate List management
  - ACO Participant and SNF Affiliate agreements.

Claims-based and Administrative Measures

THURSDAY, JUNE 15, 2017, 1:30 P.M. – 3:00 P.M. EASTERN TIME

- **Join the event:** 1-415-527-5035; 907 222 187
- **Audience:** All ACOs
- **Description:** This webinar will provide an overview of the 2017 quality measures that are calculated using claims and administrative data.
# 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.
- 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.
- HPMS_access@cms.hhs.gov
- Inquiries related to User accessing.

## 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, including quality sampling and measures specifications, use of the GPRO Web Interface, and EIDM accounts.
- 1-866-288-8912
- Be sure to note your incident number provided by the help desk for future reference.

## CAHPS Help Desk

**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 the Quality Payment Program.
- 1-866-288-8292

---

*Note: 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 CMS' Health Plan Management System. This newsletter is not intended for public release.*