

# Medicare Shared Savings Program 2015 Annual Certification: Frequently Asked Questions

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## ANNUAL CERTIFICATION PROCESS

### **Q1. What else do Accountable Care Organizations (ACO) need to do to complete the MSSP Annual Certification process, after updating the Electronic Signature Management (ESM) Designee contacts?**

- A1. We will communicate more information about the Annual Certification process this fall. Right now, ACOs should be sure to complete Step-1 by updating their ESM Designee contacts and CMS User ID in Health Plan Management System (HPMS) due on **October 10, 2014**.

### **Q2. What MSSP Annual Certification documents do ESM Designees sign?**

- A2. ESM Designees electronically sign the following official documents related to participation in the Shared Savings Program on behalf of their ACO:

<b>Annual Certification Document</b>	<b>Responsible ACO Contact</b> <i>(must have active CMS User ID)</i>
Certified ACO Provider/Supplier List	ACO Executive <i>or</i> Authorized to Sign Contact (primary or secondary, must be two different people)
Certified ACO Participant List	ACO Executive <i>or</i> Authorized to Sign Contact (primary or secondary, must be two different people)
Data Use Agreement (DUA)	DUA Requestor <i>and</i> DUA Custodian (must be two different people)
Shared Savings Program ACO Participation Agreement (applicants only)	ACO Executive <i>or</i> Authorized to Sign Contact (primary or secondary, must be two different people)
Certificate of Compliance (applicants only)	ACO Executive <i>or</i> Authorized to Sign Contact (primary or secondary, must be two different people)

### **Q3. Why don't I have access to the ESM in HPMS after I complete Step-1 in the MSSP Annual Certification process?**

- A3. Once you complete Step-1 by updating your ESM Designee contact information and CMS User ID, CMS will assign your access at a later time. We will communicate more information about the Annual Certification process later this fall. Please do not contact the HPMS Helpdesks about this issue at this time. If you have any questions, contact us at [SharedSavingsProgram@cms.hhs.gov](mailto:SharedSavingsProgram@cms.hhs.gov). Please copy your CMS Coordinator (currently participating ACOs), or your Primary Application Reviewer (2015 ACO applicants).

**Q3. Why are there not any documents available to sign in the Electronic Signature Management Module in HPMS now?**

- A3. ACOs should not attempt to access the ESM to view or electronically sign 2015 Annual Certification documents at this time. We will communicate more information about the Annual Certification process later in the fall. It is important that you complete Step 1 now, by verifying your five ESM Designees in HPMS by October 10th.

**ELECTRONIC SIGNATURE MANAGEMENT (ESM) DESIGNATION**

**Q1. When do I send in my Electronic Signature Role Letter for the Annual Certification Process this year?**

- A1. We have streamlined the certification process this year and do not require ACOs to submit an Electronic Signature Role Letter to authorize their ESM Designees. You can now log into CMS' HPMS and access the ACO Contact Data page to update the contact information for the five ACO ESM Designee contacts' information and enter their corresponding active CMS User ID. Each ESM Designee must have a valid CMS Issued User ID. This information must be updated in HPMS by October 10, 2014. Please refer to the Annual Certification memo sent to your ACO Friday September 26<sup>th</sup> for further guidance. We sent this notice to your ACO Executive, CMS Liaison, Authorized to Sign (primary and secondary), DUA Requestor, and DUA Custodian contacts.

**HPMS File Path:** HPMS Homepage>> ACO Management>> ACO Data>> Select your ACO Agreement Number (ACO ID)>> Click "ACO Contact" on the menu option on your Basic Agreement Data page. You are now on the Contact Data Page.

**Q2. What do I do if my information has changed after the October 10<sup>th</sup> deadline?**

- A2. If your ACO has unforeseen organization staff changes that effect any of the five ESM Designees after the due date to complete Step 1 in the Annual Certification process, contact CMS **immediately** by email at [SharedSavingsProgram@cms.hhs.gov](mailto:SharedSavingsProgram@cms.hhs.gov). Copy your CMS Coordinator (currently participating ACOs), or your Primary Application Reviewer (2015 applicants) on the email. In the email Subject Line, include your ACO ID and the words "ESM Designee Correction." The body of the email must include:

- Your ACO ID
- ACO Legal Name
- Current ESM Designee contact name and CMS User ID
- The requested change. If you are changing the contact person's name, you must include the person's complete contact information and CMS User ID.

*Please note that such changes may delay or prevent your ACO from completing its Annual Certification, and subsequently prevent applicants from participating in the program or ACOs from receiving data for the performance year starting January 1, 2015.*

## CONTACTS AND USER ID

### **Q1. Should all of the ESM Designee contacts have a CMS User IDs?**

#### **Q1. Should all of the ESM Designee contacts have a CMS User IDs?**

A1. Yes, all five ESM Designees contacts (ACO Executive, Authorized to Sign Contacts (primary and secondary), DUA Requestor, DUA Custodian), must be populated with the correct contact information and must have an active CMS User ID.

### **Q2. Can all of my ESM Designees be the same person?**

A2. No. We recommend that you designate at least four people as your ESM Designees. Each designee must be populated with the correct contact information and CMS User ID by October 10<sup>th</sup>. Keep in mind as you assign your designees, that the ACO Executive may hold multiple designations. Refer to the Appendix in the September 26th memo for ESM contact definitions.

- **ACO Executive:** May also serve multiple designation roles.
- **Authorized to Sign** (primary and secondary): Must be two different people. The ACO Executive may also hold either designation.
- **DUA Requestor:** Person must be different from the DUA Custodian. The ACO Executive, or Authorized to Sign (primary or secondary) may also hold this designation.
- **DUA Custodian:** Person must be different from the DUA Requestor. The ACO Executive, or Authorized to Sign (primary or secondary) may also hold this designation.

### **Q3. What do I do if one of my ESM Designees doesn't remember their CMS User ID?**

A3. The ESM Designee must contact the CMS IT Service Desk at (800) 562-1963 and request their CMS User ID. Please be advised that only the person associated with the User ID can obtain information from the IT Service Desk. A different user cannot obtain it on their behalf.

### **Q4. What do I do if my ESM Designee does not have a CMS issued User ID?**

A4. Log into HPMS and update the ESM Designees' contact information, leaving the CMS User ID blank. Complete and submit [Form CMS-20037](#) **immediately**. to the following address:

Attention: Adam Foltz  
7500 Security Blvd.  
Mail Stop: C4-18-136  
Baltimore, MD 21244

Once CMS processes the form, your ESM Designee will receive an automated email notification to the email address provided on the form, both for their CMS User ID and HPMS access. Once your designee receives the email, log into HPMS and enter their CMS User ID on the Contact Page.

### **Q5. What do I do if I do not have a CMS User ID by October 10, 2014?**

A5. We anticipated that new users may not receive their User ID by the 10th. If your ESM Designee receives their CMS issued User ID after October 10th, contact CMS **immediately**

at [SharedSavingsProgram@cms.hhs.gov](mailto:SharedSavingsProgram@cms.hhs.gov). Copy your CMS Coordinator (currently participating ACOs), or your Primary Application Reviewer (2015 ACO applicants) on the email. In the Subject Line, include your ACO ID and the words “ESM Designee –User ID.” The body of the email must include:

- Your ACO ID
- ACO Legal Name
- ESM Designee contact name and CMS User ID
- The request to enter the ESM Designee contact’s CMS User ID in HPMS.

You will receive an email confirmation once CMS processes your request.