



# ACCOUNTABLE CARE ORGANIZATION SPOTLIGHT NEWSLETTER

January 28, 2021 | ISSUE 2

## AT A GLANCE

### UPCOMING DEADLINES

- **CMS Web Interface Quality Reporting: March 31, 2021**

### ISSUE HIGHLIGHTS

- **Changes to ACO-MS Login Functionality: Effective February 5<sup>th</sup>**
- **Reminder: CMS Web Interface Data Submission Support Calls**

### EVENT ANNOUNCEMENTS

- **CMS Web Interface Biweekly Support Call**  
February 10<sup>th</sup> | 1:00–2:30 p.m. ET
- **CMS Web Interface Biweekly Support Call**  
February 24<sup>th</sup> | 1:00–2:30 p.m. ET

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## PROGRAM HIGHLIGHTS

### Changes to ACO-MS Login Functionality: Effective February 5th

Starting February 5, 2021, ACOs will notice changes when logging into the [ACO Management System \(ACO-MS\)](#). The changes will be a result of CMS migrating from the Enterprise Identify Management (EIDM) solution to the Identity Management (IDM) solution to manage login credentials in ACO-MS.

Users with existing EIDM credentials will be migrated to the new IDM solution. Migrated users with an active ACO-MS account will be able to log into ACO-MS using their existing EIDM credentials. Migrated users without an active ACO-MS account will need to be invited by a user with administrative privileges to set up an account.

For detailed instructions on how to access ACO-MS, refer to the [ACO-MS: Initial Access Information](#) tip sheet. An updated version of this document will be available soon at the link above and in the Program Resources section of the Knowledge Library tab in ACO-MS.

### Reminder: CMS Web Interface Data Submission Support Calls

As a reminder, CMS is hosting a series of support calls for groups, virtual groups, and ACOs that are reporting data for the quality performance category through the CMS Web Interface for the 2020 performance period. The support calls will highlight important information, provide updates on reporting quality data, and offer an opportunity for ACOs to engage in question and answer sessions with CMS subject matter experts.

To attend the following support calls, you must register for each by clicking on the links below. The calls will be held on **Wednesdays from 1:00 p.m. to 2:30 p.m. Eastern Time (ET)**.

### CMS WEB INTERFACE SUPPORT CALLS

[February 10, 2021](#)

[February 24, 2021](#)

[March 10, 2021](#)

[March 24, 2021](#)

After you register, you will receive a confirmation email that contains a calendar appointment for the support call and detailed information about joining the event.

## RESOURCES NOW AVAILABLE

### January 2021 CCLFs: ACO-MS Data Hub Performance Year

January 2021 Claim and Claim Line Feed (CCLF) files were made available to ACOs on January 15<sup>th</sup> and January 25<sup>th</sup> in the Data Hub tab in [ACO-MS](#). ACOs received one or two sets of CCLFs based on their assignment selections in 2020 and 2021.

The first set for Performance Year (PY) 2020 was delivered on January 15<sup>th</sup>, and the second set for PY 2021 was delivered on January 25<sup>th</sup>. The January files were delivered to their respective PY page, and user-friendly names display the year in which the files were delivered. For example, CCLFs posted on January 15<sup>th</sup> for PY 2020 beneficiary population will be displayed as “CCLF Delivered in Jan.2021 (zip).”

The following table lists the performance year under which the CCLFs and Exclusion files were posted in the Data Hub tab in ACO-MS for the ACO's 2020 and 2021 beneficiary populations:

ACO CLASSIFICATION	JANUARY CCLFS, EXCLUSION, AND MBI XREF FILES	DATA HUB PY	BENEFICIARY POPULATION
<b>ACOs continuing with Retrospective assignment in 2021</b>	One set	2020	Primary Care Visit with an ACO Participant in the last 12 months and Voluntarily Aligned (VA) beneficiaries
<b>ACOs continuing with Prospective assignment in 2021</b>	Two sets	1 <sup>st</sup> Set: 2020 2 <sup>nd</sup> Set: 2021	1 <sup>st</sup> Set: PY 2020 prospective beneficiary population 2 <sup>nd</sup> Set: PY 2021 prospective beneficiary population
<b>ACOs transitioning from Prospective to Retrospective in 2021</b>	Two sets	1 <sup>st</sup> Set: 2020 2 <sup>nd</sup> Set: 2021	1 <sup>st</sup> Set: PY 2020 prospective beneficiary population 2 <sup>nd</sup> Set: Primary Care Visit with an ACO Participant in the last 12 months and VA beneficiaries
<b>ACOs transitioning from Retrospective to Prospective in 2021</b>	Two sets	1 <sup>st</sup> Set: 2020 2 <sup>nd</sup> Set: 2021	1 <sup>st</sup> Set: Primary Care Visit with an ACO Participant in the last 12 months and VA beneficiaries 2 <sup>nd</sup> Set: PY 2021 prospective beneficiary population

The *CCLF Information Packet (IP)* and *ACO and ACO-OS Data Exchange User Guide (DEUG)* are available under the Program Resources section of the Knowledge Library tab in ACO-MS.

For technical assistance, please contact the ACO Information Center at [SharedSavingsProgram@cms.hhs.gov](mailto:SharedSavingsProgram@cms.hhs.gov) or 1-888-734-6433 (Option 1).

### New Quality Payment Program Resources: Now Available

Quality Payment Program (QPP) resources are now accessible through the [QPP Resource Library](#) or the [QPP Webinar Library](#):

#### Alternative Payment Models (APMs)

- [2020 and 2021 Comprehensive List of APMs](#): This resource displays the comprehensive list of APMs for the 2020 and 2021 performance years.
- [2020 APM Quality Scoring Resources](#) (zip): These documents describe the APM Scoring Standard and methodology for the quality performance category for Merit-based Incentive Payment System (MIPS) APMs in 2020.

## 2021 Performance Year

- [2021 Qualified Registries Qualified Posting](#): This document lists the 2021 Qualified Registries for MIPS.
- [2021 QCDRs Qualified Posting](#): This document lists the 2021 Qualified Clinical Data Registries (QCDRs) for MIPS.
- [Performance Year 2021 APM Performance Pathway: CMS Web Interface Measure Benchmarks for ACOs](#): This document lists the CMS Web Interface Benchmarks for 2021 with release notes.

## Additional Assistance

If you need additional assistance, contact the QPP Service Center at [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov) or 1-866-288-8292 (Monday through Friday between 8:00 a.m. and 8:00 p.m. ET). Please consider calling during non-peak hours (before 10:00 a.m. and after 2:00 p.m. ET) to receive quicker assistance. Customers who are hearing impaired can dial 711 to be connected to a telecommunications relay service (TRS) Communications Assistant.

## Issue Brief on Transitional Care Management and Chronic Care Management Approaches: Now Available

This issue brief provides examples of ACOs' approaches to implementation of transitional care management (TCM) and chronic care management (CCM) activities, including approaches related to defining staffing structures, engaging providers, identifying beneficiaries, and measuring progress. To help ACO leaders and frontline staff launch and refine their TCM and CCM initiatives, this issue brief points to additional CMS resources and describes ACOs' lessons learned and best practices. Many thanks to the ACOs who shared their strategies through previous learning system activities. To access additional information on ACOs' approaches with TCM and CCM, recordings and summaries from December 2019 and July 2018 webinars can be viewed in the Webinars section of the Knowledge Library tab in [ACO-MS](#) by searching for "Chronic Care Management and Transitional Care Management."

You can find the issue brief in the Webinars section of the Knowledge Library tab in ACO-MS by searching "Issue Brief on ACO Approaches to Transitional Care Management and Chronic Care Management."

## EVENT ANNOUNCEMENTS

### CMS Web Interface Biweekly Support Call

**WEDNESDAY, FEBRUARY 10, 2021, 1:00 P.M.–2:30 P.M. EASTERN TIME**

- [Register here](#)
- **Audience:** All ACOs and group reporters
- **Description:** CMS is hosting a series of support calls for ACOs and groups that are reporting data for the Quality Performance Category through the CMS Web Interface for PY 2020. The support calls will highlight important information and updates on reporting quality data and provide ACOs and groups with an opportunity to engage in question and answer sessions with CMS subject matter experts. For more information on the CMS Web Interface Biweekly Support Calls, view the [2020 Performance Period: CMS Web Interface Support Calls for ACOs and Groups Reporting Quality Data to CMS](#) informational flyer.

### CMS Web Interface Biweekly Support Call

**WEDNESDAY, FEBRUARY 24, 2021, 1:00 P.M.–2:30 P.M. EASTERN TIME**

- [Register here](#)
- **Audience:** All ACOs and group reporters
- **Description:** CMS is hosting a series of support calls for ACOs and groups that are reporting data for the Quality Performance Category through the CMS Web Interface for PY 2020. The support calls will highlight important information

and updates on reporting quality data and provide ACOs and groups with an opportunity to engage in question and answer sessions with CMS subject matter experts. For more information on the CMS Web Interface Biweekly Support Calls, view the [2020 Performance Period: CMS Web Interface Support Calls for ACOs and Groups Reporting Quality Data to CMS](#) informational flyer.

## CONTACT INFORMATION FOR ACOs

To help ACOs navigate questions regarding the Shared Savings Program.

### ACO Information Center

Click the [ACO-MS](#) Helpdesk icon (located within the ACO-MS banner)

- Program operations and policy inquiries; technical inquiries related to program data and program reports; ACO-MS; and assistance with user access to CMS systems, including password resets
- 1-888-734-6433 (select Option 1) or 1-888-734-6563 (TTY/TDD)

### Quality Payment Program Service Center

[QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)

- Inquiries related to MIPS, APMs, MACRA, CAHPS® for ACOs survey, quality measures, quality reporting for 2017 and future years, and CMS Web Interface
- 1-866-288-8292

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