

## AT A GLANCE

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### UPCOMING DEADLINES

- **CMS Web Interface Submission:**  
March 31, 2022

### EVENT ANNOUNCEMENTS

- **CMS Web Interface Data Submission Support Calls**  
March 9<sup>th</sup> | 1:00–2:30 p.m. ET | [Register](#)  
March 23<sup>rd</sup> | 1:00–2:30 p.m. ET | [Register](#)

### PROGRAM ANNOUNCEMENTS AND RESOURCES

- [Notice of One-Time Opportunity to Decrease Repayment Mechanism Amount](#)
- [Reminder: Compliance Plan Tip Sheet](#)
- [2021 CMS Web Interface – HTN-2 Measure Clarification](#)
- [Reminder: CMS Web Interface Open for 2021 Quality Reporting](#)

## PROGRAM ANNOUNCEMENTS AND RESOURCES

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### Notice of One-Time Opportunity to Decrease Repayment Mechanism Amount

ACOs that are eligible for a one-time opportunity to decrease their repayment mechanism amount received notification earlier this month because these ACOs established a repayment mechanism to support their participation in a two-sided model beginning on July 1, 2019, January 1, 2020, or January 1, 2021, and the recalculated repayment mechanism amount for Performance Year 2022 is less than the ACO's existing repayment mechanism amount (refer to [42 CFR § 425.204\(f\)\(4\)\(v\)](#)). ACOs can log into the [ACO Management System \(ACO-MS\)](#) to access and review the formal notice and detailed instructions on next steps.

To locate the notice, log into ACO-MS and navigate to the My ACOs tab (displayed on the landing page). Input your ACO ID number and click on your ACO ID tile for the ACO snapshot to appear. Locate and click the Documents tab. Select the Repayment Mechanism Document in the drop-down menu of the first box labeled Agreement Documents. Locate the ACO-specific documentation regarding the Notice of One-Time Opportunity to Decrease Repayment Mechanism Amount.

If an ACO elects to pursue the one-time repayment mechanism amount decrease opportunity, the ACO must use the Request to Edit Repayment Mechanism task in ACO-MS to submit documentation to CMS **no later than Thursday, March 10, 2022**.

As described in the notice, if an ACO takes no action to submit uploaded revised repayment mechanism documentation by the specified deadline, CMS will consider the ACO to have declined the one-time repayment mechanism amount decrease opportunity. No action is required by an ACO that declines this opportunity.

### Reminder: Compliance Plan Tip Sheet

To participate in the Shared Savings Program, each ACO must have a compliance plan as required by [42 CFR § 425.300](#). ACOs without compliance plans that meet the requirements of § 425.300 may be subject to a compliance action by CMS.

The [Shared Savings Program Compliance Plan tip sheet](#) for ACOs is available on the [Program Guidance & Specifications webpage](#) of the Shared Savings Program website.

The *Shared Savings Program Compliance Plan* tip sheet is intended to serve as a quick resource to help ACOs develop compliant and robust compliance plans. The tip sheet is based on best practices and includes items for ACOs to consider as they build and update their compliance plans.

If you have any questions, contact your ACO Coordinator. Additional information that could be helpful when developing your compliance plan is available on the [Compliance Guidance webpage](#) of the Office of the Inspector General (OIG) website.

## 2021 CMS Web Interface – HTN-2 Measure Clarification

CMS has received several inquiries regarding whether the 2021 CMS Web Interface HTN-2: Controlling High Blood Pressure measure includes telehealth. For the 2021 Merit-based Incentive Payment System (MIPS) performance period, the measure denominator includes telehealth encounters. Within the 2021 CMS Web Interface HTN-2 measure specification, please refer to the Numerator Guidance for additional information.

Regarding numerator compliance, CMS notes the following: For a blood pressure reading that's taken by either a clinician or a remote monitoring device (i.e., a home device or a device brought by a visiting nurse or caregiver) and conveyed by the patient to their clinician, it's considered acceptable for numerator compliance, as long as it's the most recent blood pressure reading documented for the patient during the measurement period.

The measure specifications don't define remote monitoring device or methods of conveying the blood pressure from a remote monitoring device to the clinician. This allows for flexibility in the workflow of the interaction between clinicians and patients using remote monitoring devices during a telehealth encounter. Therefore, CMS is unable to provide guidance on a specific workflow other than it's acceptable for numerator compliance. It's up to the clinician's discretion as to whether the remote monitoring device used to obtain the blood pressure is considered acceptable and reliable. The medical record documentation would need to support the quality action reported.

### Questions?

Please contact the Quality Payment Program (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. Eastern Time (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.

## Reminder: CMS Web Interface Open for 2021 Quality Reporting

As a reminder, the CMS Web Interface submission period opened on January 3, 2022, at 10:00 a.m. ET and closes on Thursday, March 31, 2022, at 8:00 p.m. ET. If you are the ACO's QPP Security Official or QPP Staff User contact in [ACO-MS](#), you can sign in to the [QPP website](#) using your ACO-MS username and password to begin submitting data via the CMS Web Interface. During the submission period, you can take the following actions in the QPP website:

- Download your sample data.
- Upload your 2021 performance data.

Refer to the user access instructions, titled *Medicare Shared Savings Program ACOs: Creating and Managing a HARP Account with a QPP Role in ACO-MS* (PDF), in the [QPP Access User Guide](#) (zip) for information on how to become an ACO's QPP Security Official or QPP Staff User contact in ACO-MS.

CMS will accept the data entered by the end of the submission period. **All data entered as of March 31, 2022, at 8:00 p.m. ET will be considered your final submission.**

The following resources are available on the [QPP Resource Library](#):

- [2021 Centers for Medicare and Medicaid Services \(CMS\) Web Interface Frequently Asked Questions](#) (PDF)
- [2021 CMS Web Interface User Guide](#) (PDF)
- [2021 CMS Web Interface User Demo Videos](#)
- [CMS Web Interface Data Dictionary 2021 Performance Year](#) (PDF)
- [2021 CMS Web Interface Excel Template with Sample Data](#)
- [2021 CMS Web Interface Excel Template](#)
- [2021 CMS Web Interface Quick Start Guide](#) (PDF)
- [Performance Year 2021 APM Performance Pathway: CMS Web Interface Measures Benchmarks for ACOs](#) (PDF)

- [2021 CMS Web Interface Measure Specifications and Supporting Documents](#) (zip)
- [CMS Web Interface Support Calls for ACOs, Groups, and Virtual Groups Reporting 2021 Quality Data & CMS Web Interface Transition Webinars](#) (PDF)

## CMS Web Interface Data Submission Support Calls

CMS is hosting a series of CMS Web Interface Support Calls for groups, virtual groups, and ACOs that are reporting data for the quality performance category through the CMS Web Interface for the 2021 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. These calls are held from **1:00 p.m.–2:30 p.m. ET** on the following dates:

CMS WEB INTERFACE DATA SUBMISSION SUPPORT CALLS	
<a href="#">March 9, 2022</a>	<a href="#">March 23, 2022</a>

### Additional Assistance

The QPP Service Center is available to answer questions related to the CMS Web Interface throughout the submission period. CMS encourages your group, virtual group, or ACO to submit questions early and often during the submission period. 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 TRS Communications Assistant.

The QPP Service Center is projecting an increase in volume of calls and emails between January and March 2022 due to the opening of the 2021 MIPS data submission period, resulting in longer wait times.

To reduce wait times and ensure successful 2021 data submission, CMS recommends taking the following actions:

- **Use One Method to Report Issues:** Due to the increase in volume at the QPP Service Center and to minimize the backlog, CMS requests that you use only one method of reporting for the same issue (email or phone). Note: Cases are processed in the order in which they are received regardless of the manner in which the QPP Service Center was contacted. Please allow time for processing.
- **Submit Your Data Early:** It is encouraged that you submit your 2021 MIPS performance year data early during the submission period, as this allows you plenty of time for any necessary QPP Service Center assistance.
- **Call the QPP Service Center at Off-Peak Hours:** CMS strongly recommends calling the QPP Service Center during off-peak hours (8:00 a.m.–10:00 a.m. ET or 2:00 p.m.–8:00 p.m. ET).
- **Contact Your ACO Coordinator:** For ACOs, please reach out to your ACO Coordinator with your QPP Service Center ticket number to assist with resolving your inquiry.

## EVENT ANNOUNCEMENTS

### CMS Web Interface Data Submission Support Calls

- **Audience:** ACOs reporting quality data
- **Description:** CMS is hosting a series of CMS Web Interface Support Calls for groups, virtual groups, and ACOs that are reporting data for the quality performance category through the CMS Web Interface for the 2021 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.

#### WEDNESDAY, MARCH 9, 2022, 1:00 P.M.–2:30 P.M. ET

- [Register Here](#)

#### WEDNESDAY, MARCH 23, 2022, 1:00 P.M.–2:30 P.M. ET

- [Register Here](#)

## CONTACT INFORMATION FOR ACOs

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### ACO Coordinator

To help ACOs navigate questions regarding the Shared Savings Program, **please contact your ACO Coordinator as your first line of contact.** These additional resources are also available:

### ACO Information Center

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

Hours: Monday–Friday, 8:30 a.m.–7:30 p.m. ET

- 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/TTD)

### Quality Payment Program Service Center

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

Hours: Monday–Friday, 8:00 a.m.–8:00 p.m. ET; non-peak hours: before 10:00 a.m. and after 2:00 p.m. ET.

- 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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