

## AT A GLANCE

### UPCOMING DEADLINES

- **PY 2019 APM Incentive Payment: Verify Medicare Billing Information by November 1, 2021**
- **Targeted Reviews of MIPS Payment Adjustment Factor(s): November 29, 2021 by 8:00 p.m. ET**

### EVENT ANNOUNCEMENTS

- **Shared Savings Program ACO Learning System Webinar: Engaging Beneficiaries with Telehealth**

November 9<sup>th</sup> | 3:00–4:00 p.m. ET | [Register](#)

### PROGRAM ANNOUNCEMENTS AND RESOURCES

- [October CCLF Files](#)
- [New Resources in the QPP Resource Library: Now Available](#)
- [Webinar Slides and Recordings](#)
- [Best Practices for Protecting Beneficiary-Level Data](#)
- [Case Study on HMCC's Pharmacist-Led, Virtual Endocrinology Consult Program: Now Available](#)

## PROGRAM ANNOUNCEMENTS AND RESOURCES

### October CCLF Files

The October Claim and Claim Line Feed (CCLF) files for the Performance Year (PY) 2021 assignable or prospectively assigned beneficiaries became available to ACOs on October 15<sup>th</sup> in the Data Hub tab in the [ACO Management System \(ACO-MS\)](#).

The October delivery timeline for the CCLF, Exclusion, and Medicare Beneficiary Identifier (MBI) Cross-reference (XREF) files are as follows:

FILE	DELIVERY	FILE NAMING CONVENTION	DATA HUB PY	USER FRIENDLY FILE NAMING CONVENTION
PY2021 Beneficiary Exclusion and MBI XREF files	October 12 <sup>th</sup>	P.A****.ACO.MBIY21.Dyymmdd.Thhmsst P.A****.BNEX.Y21.Dyymmdd.Thhmsst	2021	Excluded Beneficiary MBI XREF File delivered in October 2021 (txt)  Beneficiary Data Sharing Exclusion File delivered in October 2021 (xml)
PY2021 CCLFs	October 15 <sup>th</sup>	P.A****.ACO.ZCY21.Dyymmdd.Thhmsst	2021	CCLF delivered in October 2021 (zip)

ACOs should refer to the [CCLF Information Packet \(IP\)](#), Version 32 (V32) and the [ACO and ACO-OS Data Exchange User Guide](#) (DEUG), V11 for additional information on the CCLF and Exclusion files. The CCLF IP and the 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 using the ACO-MS Helpdesk Icon (located within the ACO-MS banner) or call 1-888-734-6433 (Option 1).

## New Resources in the QPP Resource Library: Now Available

CMS has added the following new Quality Payment Program (QPP) resources to the [QPP Resource Library](#):

### Merit-based Incentive Payment System PY 2020

- [2020 Merit-based Incentive Payment System \(MIPS\) Performance Feedback and 2022 Payment Adjustment FAQs](#) (PDF): Answers FAQs about the QPP 2020 performance feedback and 2022 payment adjustment.
- [2022 Merit-based Incentive Payment System \(MIPS\) Payment Year Payment Adjustment User Guide](#) (PDF): Shares details regarding the 2022 payment adjustments based on Merit-based Incentive Payment System (MIPS) Final Scores for PY 2020.
- [MIPS 2020 Targeted Review Guide](#) (PDF): Highlights important details for those who request that CMS review their 2020 performance feedback and lists the steps to request a targeted review.

### Alternative Payment Models

- [2021 QP Notice for APM Incentive Payment Zip File](#): Provides information on how those who are eligible to receive an Alternative Payment Model (APM) incentive payment as a result of their Qualifying APM Participant (QP) status in PY 2019 can submit their billing information to CMS, if they haven't yet received payment.

### Quality Data Submission Resources

- The [2021 CQM Specifications and Supporting Documents](#) (zip): Provides comprehensive descriptions of the 2021 Clinical Quality Measures (CQM) for the MIPS Quality performance category.
- The [2021 MIPS Quality Measures List](#) (Excel): Provides a detailed list of the 2021 MIPS Quality Measures. The technical measure specifications and supporting documents for the 2021 MIPS Quality Measures are posted before the start of the performance year.

## Webinar Slides and Recordings

Links to the presentation slides and audio recording for the following presentations are available in the [QPP Webinar Library](#):

- “2021 APM Performance Pathway (APP) Overview Webinar,” September 27, 2021: CMS subject matter experts (SMEs) reviewed the APP, a new reporting and scoring pathway for MIPS eligible clinicians who participate in MIPS APMs.
  - [Slide Deck](#)
  - [Recording](#)
- “2021 Alternative Payment Model (APM) Incentive Payment Webinar,” September 30, 2021: CMS SMEs discussed details related to the APM incentive payment, including how the APM incentive payment is issued and how to confirm eligibility and receipt of the payment.
  - [Slide Deck](#)
  - [Recording](#)

## Best Practices for Protecting Beneficiary-Level Data

CMS takes protecting data of Medicare beneficiaries seriously and has policies in place to safeguard. By implementing the best practices listed below, ACOs help CMS in its effort to protect beneficiaries' personally identifiable information (PII), protected health information (PHI), and other sensitive data.

- Avoid sharing PII, PHI, or sensitive data by email. If you must email it, encrypt the file and share the password with the recipient by phone (e.g., your ACO Coordinator), or fax it directly to the recipient.
- Do not email passwords. CMS policy prohibits emailing passwords for encrypted files sent via email.

- If you are emailing encrypted files to the Shared Savings Program mailbox ([SharedSavingsProgram@cms.hhs.gov](mailto:SharedSavingsProgram@cms.hhs.gov)), ACOs should include the name and phone number of a person CMS can contact by phone to get the password. If you are the best contact to convey the password, indicate that in your email.
- Do not open a link or attachment until you have talked to the sender or you are expecting the attachment.
- Do not share passwords to encrypted files with anyone who does not require access.
- Do not send work information to or from your personal email account.

Do not include full taxpayer identification numbers (TINs), PII, or sensitive personal information (SPI), in an email (including screenshots). Since TINs can often be a provider's social security number, you should submit this type of information in a redacted manner. For example, listing a TIN as "TIN ending in 1234" or "XXXXX1234" is a best practice since only the last 4 digits are displayed. Alternatively, you could list the TINs in a password-protected document, attached to an email, and provide a daytime phone number where you may be reached. After sending the email, you will be contacted by a CMS Representative who will retrieve the password over the phone. **Do not send the password via email.**

In addition to Shared Savings Program requirements, ACOs must comply with other state and federal laws including, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Rules. ACOs should work with their legal counsel to ensure that they are also meeting requirements in accordance with those laws. CMS appreciates your attention to this matter.

If you believe that Medicare beneficiary (or provider) data has been compromised, report the incident to the CMS IT Service Desk at 1-800-562-1963 or via email at [CMS\\_IT\\_SERVICE\\_DESK@cms.hhs.gov](mailto:CMS_IT_SERVICE_DESK@cms.hhs.gov) (refer to your Data Use Agreement (DUA) for further instructions).

Visit the [CMS Information Security and Privacy Overview webpage](#) to learn more about CMS security, privacy guidance, and best practices that may be useful to your ACO. Please share this information with your ACO staff.

## Case Study on HMCC's Pharmacist-Led, Virtual Endocrinology Consult Program: Now Available

This case study from the Value Based Care (VBC) Learning System describes the pharmacist-led, virtual endocrinology consult program at Houston Methodist Coordinated Care (HMCC), which delivers individualized counseling to beneficiaries with uncontrolled type 2 diabetes mellitus. Through this program, HMCC supports primary care practitioners and their beneficiaries by facilitating access to the expertise of clinical pharmacists, consultations with an endocrinologist, and coordinated communications via secure platforms. Of the patients who completed the program, 94 percent showed improvement in their HbA1c control. HMCC's approach to increasing access to specialist care may be informative for other health care organizations that are considering ways to improve outcomes for beneficiaries with uncontrolled diabetes.

The HMCC case study can be found in the Webinars section of the Knowledge Library tab in [ACO-MS](#).

## EVENT ANNOUNCEMENTS

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### Shared Savings Program ACO Learning System Webinar: Engaging Beneficiaries with Telehealth

**TUESDAY, NOVEMBER 9, 2021, 3:00 P.M.–4:00 P.M. EASTERN TIME**

- [Register Here](#)
- **Audience:** Shared Savings Program ACOs
- **Description:** Join us for a virtual panel discussion exploring how ACOs use telehealth to engage beneficiaries and increase access to care. Panelists from multiple ACOs will describe their telehealth programs, including efforts to scale and sustain operations during the public health emergency. The discussion will highlight telehealth tools and strategies that ACOs leveraged to expand access to specialty care, support care delivery in rural communities, and address health disparities. Attendees will have an opportunity to ask questions during the webinar.

## 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, 7:00 a.m.–7:00 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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