

# ACCOUNTABLE CARE ORGANIZATION SPOTLIGHT NEWSLETTER

July 9, 2020 | ISSUE 14

## AT A GLANCE

### UPCOMING DEADLINES

- **Initial Change Request Submission Period for PY 2021: July 20, 2020, at 12:00 p.m. (noon) ET**

### ISSUE HIGHLIGHTS

- **Is Your ACO Banking Information Up to Date?**

### EVENT ANNOUNCEMENTS

- **BCDA Office Hours**  
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- **ACO Approaches to Implementing Telehealth**  
July 28<sup>th</sup> | 2:00–3:00 p.m. ET
- **Designing Dashboards Using CCLF Files and Other Data Sources**  
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- **Addressing Social Determinants of Health**  
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## PROGRAM HIGHLIGHTS

### Initial Change Request Submission Period for the January 1, 2021 Performance Year: Closing on July 20<sup>th</sup>

The initial change request submission period is open until July 20, 2020, at 12:00 p.m. (noon) Eastern Time (ET). Currently participating ACOs may take the following actions:

- An ACO participating in the BASIC track's glide path may elect to maintain, or "freeze," its participation level in the same level of the BASIC track's glide path that it entered for Performance Year (PY) 2020.
- An ACO whose ACO Participation Agreement is scheduled to end December 31, 2020, may make a one-time, voluntary election to extend its existing agreement period for an optional fourth performance year.
- An eligible ACO may apply for a Skilled Nursing Facility (SNF) 3-Day Rule Waiver and/or to establish and operate a Beneficiary Incentive Program (BIP) (refer to the [Application Types & Timeline webpage](#) for sample applications).
- An ACO may submit change requests to add/edit ACO participants and SNF affiliates for PY 2021.
- An ACO may delete current ACO participants and/or SNF affiliates.
- An ACO may change its selection of beneficiary assignment methodology.
- An ACO that chooses to move to a two-sided risk level (Level C, D, or E) of the BASIC track's glide path will need to submit a Participation Options change request and then will be required to select a minimum savings rate (MSR)/ minimum loss rate (MLR) that will apply for the remainder of the ACO's agreement period. Additionally, when moving to a two-sided risk level, the [ACO Management System](#) (ACO-MS) will automatically create a task for the ACO to submit draft repayment mechanism documentation.

The deadline for these actions during the initial change request submission period is **Monday, July 20, 2020, at 12:00 p.m. (noon) ET.**

For further information on the actions available to currently participating ACOs, please refer to the *Change Request Cycle for Performance Year Beginning on January 1, 2021* schedule, which can be found in the Program Operational Schedules section of the Knowledge Library tab in ACO-MS. The schedule outlines the deadline dates applicable to the change request cycle. **The final opportunity to make these elections in ACO-MS is during the second request for information (RFI-2) response period, which ends September 22, 2020, at 12:00 p.m. (noon) ET.** Please note that all dates are subject to change.

## Additional Resources

Additional resources can be found on the [Program Guidance & Specifications webpage](#), including the updated [ACO Participant List and Participant Agreement Guidance](#), [Repayment Mechanism Arrangements Guidance](#), [Skilled Nursing Facility 3-Day Rule Waiver Guidance](#), and [Beneficiary Incentive Program Guidance](#).

## Is Your ACO Banking Information Up to Date?

Now is the time for ACOs that completed PY 2019 to verify that their *Electronic Funds Transfer (EFT) Authorization Agreement (Form CMS-588)* is current with CMS in anticipation of PY 2019 financial reconciliation results. CMS uses this banking information, business address, and the taxpayer identification number (TIN)/employer identification number (EIN) that ACOs provide to process shared savings payments, if earned, to the bank account designated in Form CMS-588.

Please review the Form CMS-588 that you submitted to ensure that the previously provided banking information is still accurate. **If you need to submit a revised Form CMS-588, please submit it to CMS by Monday, July 20, 2020.**

## How to Submit Updated Banking Information

ACOs can submit Form CMS-588 documents (Form CMS-588, Form CMS-588 cover sheet, and any supporting documentation) as a change request by going into the ACO's Documents subtab of [ACO-MS](#), selecting the Form CMS-588 dropdown, then clicking "Add document." From the Documents subtab, you can view the uploaded documents, the document name, the date and time of the upload, who uploaded the documentation, and the status of the upload. ACO-MS will allow the upload of documents in the following formats: Word, Excel, or PDF. If you notice an error when viewing the uploaded documentation, your ACO will be able to remove the upload and re-upload corrected Form CMS-588 information. Once you have submitted the change request for Form CMS-588, you will get a confirmation message that includes the task ID for the Form CMS-588 change request. Once you receive confirmation that your Form CMS-588 has been approved, please send that version, including Form CMS-588, Form CMS-588 cover sheet, and any supporting documentation via traceable carrier (e.g., FedEx, UPS, or U.S. Postal Service) to:

Centers for Medicare & Medicaid Services  
Attention: Carrie Sena  
7500 Security Blvd.  
Mailstop C5-15-12  
Location C4-07-22  
Baltimore, MD 21244-1850

CMS prenotes the banking information before executing electronic funds transfer (EFT) deposits. A prenote is a test transaction that banking institutions use to make sure an account is open and the provided account number information is valid before transferring funds. Eligible ACOs will be notified to correct their banking information in the event that a prenote error occurs. Failure to correct the information promptly may delay your EFT until the prenote error has been resolved.

If you have any questions, please email the Shared Savings Program at [SharedSavingsProgram@cms.hhs.gov](mailto:SharedSavingsProgram@cms.hhs.gov). Include your ACO ID (Axxxx) and "Form CMS-588 Inquiry" in the Subject line or text of the email.

## RESOURCES NOW AVAILABLE

### ACO Portal Enhanced Report – PY 2020 Historical Benchmark Update for January 2020 Starters and Renewals

During the week of July 13, 2020, ACOs that started or renewed an agreement period in January 2020 can expect to have access to updated PY 2020 Historical Benchmark data available in the Enhanced Reports section of the [SSP ACO Portal](#). This report release provides these ACOs with updated data for their third benchmark year (2019) for three enhanced reports:

- The *Assignment Summary Report, Trends for Tables 2-4 and 2-5* report provides tables that summarize the demographic and eligibility characteristics of your ACO's assigned beneficiaries and provides counts and percentages of beneficiaries by

classification for a selected reporting period (Table 2-4). It also provides the county distribution of the ACO’s beneficiary population (Table 2-5). You can compare data directly from several reporting periods in the same table.

- The *Expenditure/Utilization Report, All ACO Distributions Graphs* report displays a set of bar charts showing the distribution of values for selected measures across all ACOs with the same assignment methodology for a specified performance period. The bar representing your ACO is the only solid bar, so you can see how your ACO ranks for each measure among similar ACOs.
- The *Expenditure/Utilization Report, Trends, Graphs, and Drill Down for Table 1* report is based on information in the static *Aggregate Expenditure/Utilization Report (EXPU)* and compares your ACO’s expenditures and utilization against the all-ACO median and the national fee-for-service (FFS) population. It reveals trends by allowing direct comparisons for selected annual or quarterly periods. Through this report, you can also generate optional line graphs for measures that you select.

Additionally, during the week of July 20, 2020, these same ACOs can expect to have access to updated PY 2020 Historical Benchmark drill down data associated with the ACOs’ 2019 historical benchmark year. This data can be accessed through the Enhanced Reports section of the SSP ACO Portal, through the *Expenditure/Utilization Report, Trends, Graphs, and Drill Down for Table 1* enhanced report. This report allows drill down to beneficiary level person years, total expenditures, and health service utilization aggregate measures seen on the EXPU report.

## July CCLF Files

July Claim and Claim Line Feed (CCLF) files will be available to ACOs on July 13<sup>th</sup> for PY 2020 assignable or prospectively assigned beneficiaries. These files will be available in the ACO’s Managed File Transfer (MFT) mailbox for 100 days after the delivery date.

FILE	DELIVERY	NAMING CONVENTION
<b>CCLF Files</b>	July 13 <sup>th</sup>	P.A****.ACO.ZCY**.Dyymmdd.Thhmsst
<b>Monthly Exclusion Files</b>	July 9 <sup>th</sup>	P.A****.BNEX.Y**.Dyymmdd.Thhmsst

ACOs should refer to the *CCLF Information Packet (IP) Version 28 (V28)* and *ACO and ACO-OS Data Exchange User Guide (DEUG) V10* for additional information on the CCLF and Exclusion files. The CCLF IP and the DEUG are available under Program Resources in the Knowledge Library of [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) or 1-888-734-6563 (TTY/TDD).

## Reminder: 2020 Driver Diagram Guidance

To help stakeholders and ACO staff understand planned approaches for achieving ACO objectives, ACO leaders may find value in developing a driver diagram, a structured logic model that supports implementation and continuous improvement of the organization’s key strategies.

CMS and the Learning System team worked with ACOs and End-stage Renal Disease (ESRD) Seamless Care Organizations (ESCOs) in the Next Generation ACO and Comprehensive ESRD Care (CEC) Models to develop driver diagrams and update them periodically. Based on the positive experiences in these models, CMS and the Learning System team provided guidance and templates to Shared Savings Program ACOs in the summer of 2019 to support interested ACOs with the development of driver diagrams.

Please note that CMS does not require ACOs to develop driver diagrams. CMS is sharing this guidance as a reference only, as developing or updating a driver diagram may help ACOs refine organizational objectives, identify key drivers of success, and facilitate internal planning. As ACOs consider their future strategies, CMS encourages organizations to review the “MSSP ACO: Driver Diagram Guidance” and templates available in the Webinar section of the Knowledge Library tab in [ACO-MS](#).

Please send questions via email to [ACOLearningActivities@mathematica-mpr.com](mailto:ACOLearningActivities@mathematica-mpr.com) with the Subject line “Driver Diagrams.”

## Coronavirus Disease 2019 FAQs

For Shared Savings Program ACO FAQs related to the coronavirus disease 2019 (COVID-19) pandemic, please refer to Section U of the following document: [COVID-19 Frequently Asked Questions on Medicare Fee-for-Service \(FFS\) Billing](#).

## EVENT ANNOUNCEMENTS

### Beneficiary Claims Data Application Programming Interface: Office Hours

**WEDNESDAY, JULY 15, 2020, 2:00 P.M.–3:00 P.M. EASTERN TIME**

- [Join here](#)  
Meeting ID: 927 3114 5452; Password: 147914  
[Find your local dial-in number](#)
- **Audience:** All ACOs
- **Description:** The Beneficiary Claims Data Application Programming Interface (API) (BCDA) enables ACOs participating in the Shared Savings Program to retrieve Medicare Part A, Part B, and Part D claims data for their assigned or assignable beneficiaries. **The BCDA team will be holding office hours with production and prospective users to solicit community feedback on upcoming API improvements, specifically BCDA’s Group endpoint.** The BCDA team is excited to meet with you all to discuss your thoughts about the API and how the team can best meet your needs and expectations. Please visit the [BCDA website](#) and the [Frequently Asked Questions webpage](#). Join the [BCDA Google Group](#), where you can sign up for feedback session opportunities, get answers to your API questions, share your feedback and ideas, and get updates on the project. BCDA is going through a number of exciting major updates in the next few months. CMS appreciates your continued cooperation and curiosity in the process.

### MSSP Learning System Shared Learning Webinar: ACO Approaches to Implementing Telehealth

**TUESDAY, JULY 28, 2020, 2:30 P.M.–4:00 P.M. EASTERN TIME**

- [Register here](#)
- **Audience:** All ACOs
- **Description:** This webinar will feature information on implementing the Shared Savings Program telehealth waiver that became available for ACOs in two-sided risk beginning January 1, 2020. Presenters will discuss findings on beneficiary experiences of telehealth and share lessons learned from Next Generation ACOs that already implemented the telehealth waiver. The webinar will also feature insights from a Shared Savings Program ACO’s implementation of telehealth initiatives.

### MSSP ACO Data Affinity Group Webinar: Designing Dashboards Using CCLF Files and Other Data Sources

**TUESDAY, AUGUST 4, 2020, 2:30 P.M.–4:00 P.M. EASTERN TIME**

- [Register here](#)
- **Audience:** All ACOs
- **Description:** Join the next Learning System for ACOs data affinity group to learn about designing and implementing dashboards using CCLF files and other data. A speaker from the Learning System for ACOs will discuss resource considerations and how to design dashboards to meet user needs and support monitoring. The event will also feature ACO presenters who will share how they developed their dashboard and address data validation to engage providers in quality improvement at the point of care. Attendees will have the opportunity to submit questions to presenters during the event.

## MSSP ACO Shared Learning Webinar: Addressing Social Determinants of Health

**THURSDAY, AUGUST 13, 2020, 2:30 P.M.–4:00 P.M. EASTERN TIME**

- [Register here](#)
- **Audience:** All ACOs
- **Description:** This webinar will highlight the ways Shared Savings Program ACOs are working to address social determinants of health (SDOH)—factors such as housing, transportation, education, social isolation, and more, which can affect health care access, utilization, and outcomes. A subject matter expert will discuss the strategic reasons for addressing SDOH as well as considerations for integrating SDOH into care delivery. ACO presenters will share promising strategies and lessons learned related to SDOH. Attendees will have the opportunity to ask questions of the presenters.

## Registration for Summer and Fall 2020 Virtual Learning Collaboratives

This summer and fall, CMS will host a series of region-specific virtual learning collaboratives (VLCs) for all ACOs and ESCOs participating in the Shared Savings Program, the Next Generation ACO Model, and the CEC Model. Meetings for each [CMS region](#) will begin in July and continue through November. Use the links below to register for the VLC meeting in your region.

### Who should attend?

ACO staff who work on quality and performance improvement initiatives may be most interested in attending. VLCs will feature presentations highlighting innovative ACO strategies for improving quality while lowering costs. Attendees will also discuss key components for implementing improvement strategies, such as setting aims, using data to inform improvement, and engaging stakeholders.

### Interested in presenting?

ACO staff interested in presenting formally at a VLC meeting are encouraged to express interest using the [Summer/Fall 2020 Virtual Learning Collaborative Speaker Submissions survey](#). If your proposal is selected, a member of the CMS Learning System team will contact you to discuss a potential presentation.

CMS REGION	DATE	REGISTRATION
<b>Region 1 (Boston): CT, MA, ME, NH, RI, VT</b>	October 8 <sup>th</sup>	Register <a href="#">here</a> by October 1 <sup>st</sup>
<b>Region 2 (New York City): NJ, NY, PR, VI</b>	November 12 <sup>th</sup>	Register <a href="#">here</a> by November 5 <sup>th</sup>
<b>Region 3 (Philadelphia): DE, DC, MD, PA, VA, WV</b>	August 6 <sup>th</sup>	Register <a href="#">here</a> by July 30 <sup>th</sup>
<b>Region 4 (Atlanta): AL, FL, GA, KY, MS, NC, SC, TN</b>	September 24 <sup>th</sup>	Register <a href="#">here</a> by September 17 <sup>th</sup>
<b>Region 5 (Chicago): IL, IN, MI, MN, OH, WI</b>	July 23 <sup>rd</sup>	Register <a href="#">here</a> by July 16 <sup>th</sup>
<b>Region 6 (Dallas): AR, LA, OK, NM, TX</b>	October 22 <sup>nd</sup>	Register <a href="#">here</a> by October 15 <sup>th</sup>
<b>Regions 7 (Kansas City) &amp; 8 (Denver): CO, IA, KS, MO, MT, NE, ND, SD, UT, WY</b>	September 17 <sup>th</sup>	Register <a href="#">here</a> by September 10 <sup>th</sup>
<b>Regions 9 (San Francisco) &amp; 10 (Seattle): AK, AZ, CA, HI, ID, NV, OR, WA</b>	October 1 <sup>st</sup>	Register <a href="#">here</a> by September 24 <sup>th</sup>
<b>Non-Specific Region*</b>	November 19 <sup>th</sup>	Register <a href="#">here</a> by November 12 <sup>th</sup>

\*ACOs may attend the “non-specific region” meeting if they have a scheduling conflict for their specific region.

## CONTACT INFORMATION FOR ACOs

To help ACOs navigate questions regarding the Shared Savings Program.

### ACO Information Center

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

- Include your ACO ID (Axxxx) in the Subject line or text of the email.
- Program operations and policy inquiries; technical inquiries related to MFT, CCLFs, the SSP ACO Portal, and 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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