Overview of ACO-MS User Access and ACO Contacts

An ACO has the ability to manage its organization’s user access and contact types in the ACO Management System (ACO-MS). CMS encourages ACOs to regularly review their users’ access and update their contacts accordingly. This document provides definitions of the various ACO contact types and the permissions associated with those types in ACO-MS.

**Important**

- An individual can serve as more than one ACO contact. However, CMS recommends you diversify your contacts by identifying multiple people to serve as ACO contacts.
- Please be mindful that primary and secondary contacts must be two different people. Additionally, the Data Use Agreement (DUA) Requestor and DUA Custodian must be two different people.
- Update the Contact Data page in ACO-MS with the appropriate contact information when there is a change in ACO contacts within your ACO (e.g., new personnel, departing personnel, changes in roles).
- ACOs can have more than one person designated as secondary contact(s). For example, having more than one person that can sign documents on behalf of your ACO (i.e., Authorized to Sign secondary contact) may save individuals’ time when executing ACO Participant Agreements or completing Annual Certification.

**USER ACCESS AND CONTACT MANAGEMENT RESOURCES**

All individuals requiring access to an ACO must be invited to ACO-MS by an ACO contact with administrative privileges (ACO Executive, CMS Liaison, primary and secondary Authorized to Sign Contacts, or primary and secondary Application Contacts).

An ACO may add new users to its organization by following these steps:

1. Log into ACO-MS and navigate to the My ACOs tab on the left side menu.
2. Select your ACO.
3. Go to the Contacts subtab, which displays all users currently associated with your ACO.
4. Select “Add Contact.”
5. Enter the individual’s name, email address, phone number, role, and business address; the system will then send an email invitation to the invited user. The email invitation will include a link and special code, which will be valid for 15 days, to initiate the account setup process.*

*During the account set-up process, all ACO-MS users without an Enterprise Identity Management (EIDM) ID will be prompted to complete a series of remote identity proofing (RIDP) questions. RIDP requires the user to verify personal information (e.g., credit history and personal demographic information) to help protect private data.*

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ACO users with administrative privileges can also update their ACO’s existing contacts. The user’s role will be updated automatically, and he or she will be assigned any corresponding permissions.

To accept a contact invitation, an ACO user with an existing user ID can:

1. Log into ACO-MS and review the Activation Widget on the Dashboard to check if he or she has any pending ACO-MS contact invitations. The user can then select either “Activate” or “Decline Request.”

2. Access the email invitation, select the email link to ACO-MS, and use the provided security code to sign into the system.

For additional support regarding signing into ACO-MS, refer to ACO-MS: Initial Access Information. ACOs may also reference the following videos through the ACO-MS Contact Us/FAQ page:

- How to Log into ACO-MS
- How to Manage Contacts in ACO-MS
- How to Log into ACO-MS as an Invited User

**REQUIRED ACO CONTACTS**

* Indicates ACO Contact has administrative privileges in ACO-MS.

**ACO Executive**: Person who holds an executive leadership office in the ACO and is vested by the ACO’s governing body with the legal powers to commit the ACO to a binding agreement.

- This person may or may not be the same as the Authorized to Sign (primary or secondary) Contact.
- This person receives and has access to correspondence from CMS to the ACO.
- This is a required contact type for Annual Certification; this role is designated to electronically sign documents on behalf of the ACO.

**Authorized to Sign (primary)**: Person appointed by the ACO as an agent of the organization and vested by the ACO’s governing body with the legal powers to commit the ACO to a binding agreement.

- This person may or may not be the same as the ACO Executive Contact.
- This person receives and has access to correspondence from CMS to the ACO.
- This is a required contact type for Annual Certification; this role is designated to electronically sign documents on behalf of the ACO.

**Authorized to Sign (secondary)**: Person appointed by the ACO as an agent of the organization and vested by the ACO’s governing body with the legal powers to commit the ACO to a binding agreement.

- This person may or may not be the same as the ACO Executive Contact.
- This person receives and has access to correspondence from CMS to the ACO.
- This is a required contact type for Annual Certification; this role is designated to electronically sign documents on behalf of the ACO.
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**DUA Requestor:** Serves as the person authorized to legally bind the ACO to the terms of the DUA. Each ACO can only have one DUA Requestor.
- *This person cannot be the same as the DUA Custodian.*
- *This is a required contact type for Annual Certification; this role is designated to electronically sign the DUA on behalf of the ACO.*

**DUA Custodian:** Individual responsible for the observance of all conditions of data use and for establishment and maintenance of security arrangements as specified in the DUA to prevent unauthorized use or disclosure. The custodian is the individual who accesses the requested data files and oversees others within the organization who have access to it.
- *This person cannot be the same as the DUA Requestor.*
- *This is a required contact type for Annual Certification; this role is designated to electronically sign the DUA on behalf of the ACO.*

**CMS Liaison:** Serves as the ACO’s point of contact for communication between the ACO and CMS.
- *This person receives and has access to correspondence from CMS to the ACO.*

**Application Contact (primary):** Serves as the primary point of contact for the ACO’s application to participate in the Medicare Shared Savings Program (Shared Savings Program).
- *This person receives and has access to correspondence from CMS to the ACO.*

**Information Technology (IT) Contact (primary):** Serves as the ACO’s primary point of contact for data transfers between the ACO and CMS.
- *This person receives and has access to correspondence from CMS to the ACO.*

**Financial Contact:** Serves as the ACO’s point of contact for banking and payment information. This person is the ACO’s authorized official recorded on the ACO’s Form CMS-588 and owner of the ACO’s bank account.
- *This person receives and has access to correspondence from CMS to the ACO.*

**Medical Director:** This senior-level position is held by a board-certified physician who is licensed in the state where your ACO operates and is physically present on a regular basis at any clinic, office, or other location of the ACO, an ACO participant, or an ACO provider/supplier.
- *This person provides leadership and oversight of the ACO’s clinical management and is familiar with the ACO’s organizational culture and day-to-day operations.*

**Compliance Contact:** Serves as the ACO’s point of contact for program compliance and monitoring activities.
- *This includes compliance and monitoring activities such as corrective action plans (CAPs) and program announcements and notices related to compliance and monitoring.*
- *This person receives and has access to correspondence from CMS to the ACO.*

**Quality Contact (primary):** Serves as the ACO’s primary point of contact for Shared Savings Program quality activities.
- *This person receives and has access to correspondence from CMS to the ACO.*

**Quality Contact (secondary):** Serves as the ACO’s secondary point of contact for Shared Savings Program quality activities.
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- *This person receives and has access to correspondence from CMS to the ACO.*

**Marketing Contact (primary):** Serves as the ACO’s primary point of contact for marketing materials and activities provided on behalf of the ACO.
- *This person receives and has access to correspondence from CMS to the ACO.*

**Marketing Contact (secondary):** Serves as the ACO’s secondary point of contact for marketing materials and activities provided on behalf of the ACO.
- *This person receives and has access to correspondence from CMS to the ACO.*

**Public Contact:** Serves as the ACO’s point of contact for the public about the ACO. This person must be accessible by phone or email.
- *This person receives and has access to correspondence from CMS to the ACO.*

**OPTIONAL ACO CONTACTS**

Although these contacts are optional, CMS recommends that ACOs designate individuals to all optional contacts.

**Application Contact (secondary):** Serves as the secondary point of contact for the ACO’s application to participate in the Shared Savings Program.
- *This person receives and has access to correspondence from CMS to the ACO.*

**IT Contact (secondary):** Serves as the ACO’s secondary point of contact for data transfers between the ACO and CMS.
- *This person receives and has access to correspondence from CMS to the ACO.*

**Other Contact:** One or more individuals supporting your ACO who do not have any of the responsibilities described in the contact definitions above.

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<td>If you have any questions about ACO-MS or require technical assistance, email <a href="mailto:SharedSavingsProgram@cms.hhs.gov">SharedSavingsProgram@cms.hhs.gov</a> or call 1-888-734-6433 (select Option 1) or TTY/TDD 1-888-734-6563.</td>
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