



**CENTERS FOR MEDICARE & MEDICAID SERVICES**

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**DATE:** March 25, 2016

**TO:** All Current and Prospective Medicare Advantage, Prescription Drug Plan, Cost, PACE, Medicare-Medicaid Organizations, Pharmaceutical Manufacturers, Accountable Care Organizations, and HPMS Consultant Users

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**SUBJECT:** Instructions for Requesting Consultant Access or Electronic Signature Access to the Health Plan Management System (HPMS)

In certain circumstances, CMS requires sponsoring organizations to submit official letters in order to provide certain users with access to sensitive functionality or data in the Health Plan Management System (HPMS). The table below summarizes the instructions for obtaining HPMS access for these users. For each type of user, the table provides a description of the functionality and the corresponding submission requirements for three distinct scenarios:

- A new user that requires a CMS user ID with consultant or electronic signature access in HPMS
- An existing HPMS user that requires consultant or electronic signature access **OR** that needs to add or delete contract numbers and/or ACO identification numbers (ACO ID) associated with his or her current consultant or electronic signature access
- An existing HPMS consultant or electronic signature user that does not require any changes

With the exception of the Plan Reporting Data Validation Consultant user, designated users will **NOT** be required to submit annual letters to CMS to maintain consultant or electronic signature access. Rather, users will only be required to submit an official letter when a change is required to their access.

While this change substantially reduces the burden on both sponsoring organizations and CMS, it will require that organizations invest a greater level of effort in monitoring HPMS to ensure that only appropriate individuals have access. Please refer to the “Submission Requirements” column for comprehensive guidance regarding each type of user.

Plan Reporting Data Validation Consultant users must refer to the March 25, 2016 HPMS memo entitled “Instructions for Requesting Plan Data Validation Consultant Access to the Health Plan Management System (HPMS)” for further guidance.

User Type	HPMS Functionality	Submission Requirements
<p style="text-align: center;"><b>Accountable Care Organization (ACO) Consultant</b></p>	<p>This type of user prepares, submits, and/or accesses ACO materials on behalf of an ACO. The consultant is not a direct employee of the ACO organization and may perform this function on behalf of multiple ACOs.</p>	<p><b><u>New user:</u></b></p> <p>Complete the steps described in <b>Attachment A</b> and do NOT request any ACO ID assignments.</p> <p>Email <b>Attachment B and Attachment E</b> to the consultant email box after an HPMS user ID has been created to receive access to the appropriate ACO ID.</p>
		<p><b><u>Existing user that requires the ACO consultant profile or needs to add or delete ACO IDs for that profile:</u></b></p> <p>Complete the steps described in <b>Attachment B and Attachment E</b> to obtain the appropriate HPMS access.</p>
		<p><b><u>Existing user without changes:</u></b></p> <p>Recertify your CMS user ID on an annual basis and your current access will be retained without further action. Review <b>Attachment C</b> for recertification and password guidance.</p>

User Type	HPMS Functionality	Submission Requirements
<p><b>Actuarial Certification Consultant</b></p> <p>(either consultants or plan employees serving in this role)</p>	<p>This type of user completes the actuarial certification portion of the bid submission process. Consultants serving in this role may perform this function on behalf of multiple sponsoring organizations. Plan employees serving in this role will only perform this function on behalf of their own organization.</p>	<p><b><u>New user:</u></b></p> <p>Complete the steps described in <b>Attachment A</b> and do NOT request any contract number assignments.</p> <p>Email <b>Attachment B</b> to the consultant email box after an HPMS user ID has been created to receive access to the appropriate contracts.</p> <hr/> <p><b><u>Existing user that requires the actuarial certification consultant profile or needs to add or delete contracts for that profile:</u></b></p> <p>Complete the steps described in <b>Attachment B</b> to obtain the appropriate HPMS access.</p> <hr/> <p><b><u>Existing user without changes:</u></b></p> <p>Recertify your CMS user ID on an annual basis and your current access will be retained without further action. Review <b>Attachment C</b> for recertification and password guidance.</p>
<p><b>Bid Consultant</b></p>	<p>This type of user prepares and/or submits plan bids on behalf of an organization. The consultant is not a direct employee of the organization and may perform this function on behalf of multiple sponsoring organizations.</p>	<p><b><u>New user:</u></b></p> <p>Complete the steps described in <b>Attachment A</b> and do NOT request any contract number assignments.</p> <p>Email <b>Attachment B</b> to the consultant email box after an HPMS user ID has been created to receive access to the appropriate contracts.</p> <hr/> <p><b><u>Existing user that requires the bid consultant profile or needs to add or delete contracts for that profile:</u></b></p>

User Type	HPMS Functionality	Submission Requirements
		<p>Complete the steps described in <b>Attachment B</b> to obtain the appropriate HPMS access.</p> <hr/> <p><b><u>Existing user without changes:</u></b></p> <p>Recertify your CMS user ID on an annual basis and your current access will be retained without further action. Review <b>Attachment C</b> for recertification and password guidance.</p>
<p><b>CEO/CFO/COO Attestation User</b></p>	<p>CEO, CFO, and/or COO officials sign documents and complete attestations using the electronic signature process in HPMS. These officials must be designated in these contact roles in the HPMS Basic Contract Management Module.</p> <p>These signatures include, but are not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Contracts;</li> <li>• Addenda;</li> <li>• Benefit attestations;</li> <li>• Agent/broker compensation attestations;</li> <li>• Medical Loss Ratio attestations;</li> <li>• Audits;</li> <li>• Submission of service area reductions;</li> <li>• Part D payment reconciliation attestations; and</li> <li>• Certification of monthly enrollment and payment data.</li> </ul>	<p><b><u>New user:</u></b></p> <p>Complete the steps described in <b>Attachment A</b> and do NOT request any contract number assignments.</p> <p>Email <b>Attachment B</b> to the consultant email box after an HPMS user ID has been created to receive access to the appropriate contracts.</p> <hr/> <p><b><u>Existing user that requires the CEO/CFO/COO attestation profile or needs to add or delete contracts for that profile:</u></b></p> <p>Complete the steps described in <b>Attachment B</b> to obtain the appropriate HPMS access.</p> <hr/> <p><b><u>Existing user without changes:</u></b></p> <p>Recertify your CMS user ID on an annual basis and your current access will be retained without further action. Review <b>Attachment C</b> for recertification and password guidance.</p>
<p><b>Formulary Consultant</b></p>	<p>This type of user prepares and/or submits formulary and related data on behalf of an</p>	<p><b><u>New user:</u></b> Complete the steps described in <b>Attachment A</b> and do NOT request any contract number assignments.</p>

User Type	HPMS Functionality	Submission Requirements
	<p>organization. The consultant is not a direct employee of the organization and may perform this function on behalf of multiple sponsoring organizations.</p>	<p>Email <b>Attachment B</b> to the consultant email box after an HPMS user ID has been created to receive access to the appropriate contracts.</p> <hr/> <p><b><u>Existing user that requires the formulary consultant profile or needs to add or delete contracts for that profile:</u></b></p> <p>Complete the steps described in <b>Attachment B</b> to obtain the appropriate HPMS access.</p> <hr/> <p><b><u>Existing user without changes:</u></b></p> <p>Recertify your CMS user ID on an annual basis and your current access will be retained without further action. Review <b>Attachment C</b> for recertification and password guidance.</p>
<p><b>Marketing Consultant</b></p>	<p>This type of user prepares and/or submits marketing materials on behalf of an organization. The consultant is not a direct employee of the organization and may perform this function on behalf of multiple sponsoring organizations.</p>	<p><b><u>New user:</u></b></p> <p>Complete the steps described in <b>Attachment A</b> and do NOT request any contract number assignments.</p> <p>Email <b>Attachment B</b> to the consultant email box after an HPMS user ID has been created to receive access to the appropriate contracts.</p> <hr/> <p><b><u>Existing user that requires the marketing consultant profile or needs to add or delete contracts for that profile:</u></b></p> <p>Complete the steps described in <b>Attachment B</b> to obtain the appropriate HPMS access.</p> <hr/> <p><b><u>Existing user without changes:</u></b></p>

User Type	HPMS Functionality	Submission Requirements
		<p>Recertify your CMS user ID on an annual basis and your current access will be retained without further action. Review <b>Attachment C</b> for recertification and password guidance.</p>
<p align="center"><b>Pharmaceutical Manufacturer - Signatory Access</b></p>	<p>This type of user electronically signs the Coverage Gap Discount Program agreement in HPMS on behalf of their organization.</p>	<p><b><u>New user:</u></b></p> <p>Complete the steps described in <b>Attachment A</b> and do NOT request any contract number assignments.</p> <p>Email <b>Attachment B</b> to the consultant email box after an HPMS user ID has been created to receive access to the appropriate contracts.</p> <hr/> <p><b><u>Existing user that requires pharmaceutical manufacturer signatory access or needs to add or delete contracts for that access:</u></b></p> <p>Complete the steps described in <b>Attachment B</b> to obtain the appropriate HPMS access.</p> <hr/> <p><b><u>Existing user without changes:</u></b></p> <p>Recertify your CMS user ID on an annual basis and your current access will be retained without further action. Review <b>Attachment C</b> for recertification and password guidance.</p>
<p align="center"><b>Plan Reporting Data Validation Consultant</b></p> <p><u>Note:</u> Refer to the March 25, 2016 HPMS memo entitled “Instructions for Requesting Plan Data Validation Consultant Access to the Health Plan Management System (HPMS)” for further guidance.</p>	<p>This type of user submits plan reporting data validation findings via the HPMS Plan Reporting Data Validation Module. The consultant is not a direct employee of the organization and may perform this function on behalf of multiple sponsoring organizations.</p>	<p><b><u>New user:</u></b></p> <p>Complete the steps described in <b>Attachment A</b> and do NOT request any contract number assignments.</p> <p>Email <b>Attachment B</b> to the consultant email box after an HPMS user ID has been created to receive access to the appropriate contracts.</p>

User Type	HPMS Functionality	Submission Requirements
		<p data-bbox="959 380 1482 510"><b><u>Existing user that requires the plan reporting data validation consultant profile or needs to add or delete contracts for that profile:</u></b></p> <p data-bbox="959 548 1430 642">Complete the steps described in <b>Attachment B</b> to obtain the appropriate HPMS access.</p> <p data-bbox="959 716 1341 743"><b><u>Existing user without changes:</u></b></p> <p data-bbox="959 783 1471 947">Must supply new official letter(s) on an annual basis. Complete the steps described in <b>Attachment B</b> to obtain the appropriate HPMS access. Review <b>Attachment C</b> for recertification and password guidance.</p>
<p data-bbox="168 1016 480 1043"><b>General Plan Consultant</b></p>	<p data-bbox="539 1016 930 1283">This type of user prepares and/or submits data in HPMS on behalf of an organization. The consultant is not a direct employee of the organization and may perform similar functions on behalf of multiple sponsoring organizations.</p> <p data-bbox="539 1320 930 1650"><b>Note:</b> This category is intended to capture functionality that resides outside of the other defined consultant types. Examples include, but are not limited to, the following: application submission, audit support, performance assessment monitoring, and QIP/CCIIP submissions.</p>	<p data-bbox="959 1016 1084 1043"><b><u>New user:</u></b></p> <p data-bbox="959 1083 1430 1178">Complete the steps described in <b>Attachment A</b> and do NOT request any contract number assignments.</p> <p data-bbox="959 1218 1482 1348">Email <b>Attachment B and D</b> to the consultant email box after an HPMS user ID has been created to receive access to the appropriate contracts.</p> <p data-bbox="959 1421 1482 1516"><b><u>Existing user that requires the general plan consultant profile or needs to add or delete contracts for that profile:</u></b></p> <p data-bbox="959 1556 1482 1650">Complete the steps described in <b>Attachment B and Attachment D</b> to obtain the appropriate HPMS access.</p> <p data-bbox="959 1724 1341 1751"><b><u>Existing user without changes:</u></b></p> <p data-bbox="959 1791 1451 1885">Recertify your CMS user ID on an annual basis and your current access will be retained without further action. Review</p>

User Type	HPMS Functionality	Submission Requirements
		<b>Attachment C</b> for recertification and password guidance.

In accordance with the HPMS Rules of Behavior, the sharing of CMS user IDs is **strictly prohibited**. If CMS determines that individuals are sharing a user ID, the user ID will be revoked immediately.

### **Managing HPMS User Access**

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Ultimately, it is the responsibility of the organization to manage and maintain the set of users for whom they have requested access to HPMS. This general principle applies to both direct staff and any consultants that are serving as agents of the organization.

CMS provides organizations with reports in HPMS that can be used to manage user access to the organization’s contract number(s) and/or ACO ID(s). These reports can be viewed under the “User Resources > User Access Administration” link in HPMS. To obtain access to the “plan user access” reports, an organization must submit a request to [hpms\\_access@cms.hhs.gov](mailto:hpms_access@cms.hhs.gov).

Note: For ACOs, only the ACO Executive, CMS Liaison, Authorized to Sign (primary/secondary), and Compliance contacts can access this report in HPMS.

Organizations may request the removal of a user from accessing its data in HPMS at any time. These requests should be sent to [hpms\\_access@cms.hhs.gov](mailto:hpms_access@cms.hhs.gov). Requests must contain the user ID and name of the individual to be removed from HPMS.

In the case of consultant users, it is important to remember that these individuals may serve multiple organizations. When requesting the removal of a consultant, organizations should clearly identify the individual as a consultant and request the removal of the individual’s access to **only** the organization’s specific contract number(s) and/or ACO ID(s). Failure to provide this level of detail may result in the deletion of a consultant’s CMS user ID rather than simply the consultant’s access to the organization’s contract number(s) and/or ACO ID(s).

For questions related to this memo, please contact [HPMSConsultantAccess@cms.hhs.gov](mailto:HPMSConsultantAccess@cms.hhs.gov).

## Attachment A – Requesting HPMS Access for a New User

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If the user does **not** have an active CMS user ID with access to HPMS, the user must follow these steps to obtain a CMS user ID:

- Download the *Application for Access to CMS Computer Systems* form (Form CMS-20037) from <https://www.cms.gov/InformationSecurity/Downloads/EUAAccessform.pdf>
- Complete the form as follows:
  - Section 1 – Check “New” as the type of request.
  - Section 2 – Check “Medicare Advantage / Medicare Advantage with Prescription Drug / Prescription Drug Plan / Cost Contracts – Using HPMS Only” and complete the data entry fields, where applicable.
  - Section 3 – Enter all active and pending contract number(s) and/or ACO ID(s) for which you need access. **Note:** Consultant users must obtain at least one letter from a sponsoring organization in order for the request to be processed.
  - Section 4 – Check the first row beneath the "Default Non-CMS Employee" row (i.e., place a check in the Connect box of the third row). On the blank line beside your check mark, write "HPMS\_P\_CommUser".
  - Section 5 – State briefly the type of consultant or electronic signature access required in HPMS.
  - Section 6 – Leave blank.
  - Sign and date the Privacy Act Statement on page 3 of the form. Enter your name and Social Security Number at the top of page 3. This step is critical to ensuring the successful processing of your request.

- Submit the original (not a copy) user access form via traceable carrier to:

CMS

Attention: HPMS Access for (*Enter Type of Consultant/Electronic Signature Access*)

7500 Security Boulevard

Mailstop C4-18-13

Baltimore, MD 21244-1850

- On each individual's form, please ensure that it includes an original signature/date, social security number, and the contract number(s) and/or ACO ID(s) for which the user needs HPMS access.

User ID requests will **not** be processed without completing these steps.

## **Attachment B – Requesting Access to a New Consultant or Electronic Signature Role or to Add or Delete Contract Numbers and/or ACO IDs for a Current Consultant or Electronic Signature Role**

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If the user has an active CMS user ID with access to HPMS, but requires access to a new consultant or electronic signature role or needs to add or delete contract numbers and/or ACO IDs for a current consultant or electronic signature role, the user must follow the steps below:

- Please do NOT resubmit the *Application for Access to CMS Computer Systems* (user ID request) form.
- Recertify the CMS user ID when notified by CMS via e-mail ([ess@cms.hhs.gov](mailto:ess@cms.hhs.gov)). If the certification is not completed in a timely manner, the CMS user ID will be **revoked** and an application for a new CMS user ID will be required in order to restore access (see Attachment A). For more information about recertification, please see Attachment C.
- Obtain an official letter from the sponsoring organization that states the name, role, and the CMS user ID requiring access. The letter must be provided on the sponsoring organization's official letterhead **and** signed by a senior official of the organization. Organizations can prepare one letter and include multiple consultants or signatories on that letter if they are all obtaining the same type of access. A different letter **MUST** be submitted for different consultant access types. CMS recommends the use of the following sample language:

*(Name of Organization) hereby requests that (Name of Individual, their role, and their CMS user ID) be granted access to (Indicate role being requested) for the following contract number(s) and/or ACO ID(s): (list specific contract numbers and/or ACO IDs).*

**Note:** If a user is serving multiple organizations, only **one** CMS user access form is required, but a letter must be provided from **each** organization for which the user will be serving as an agent in HPMS. Please note that consultant users are permitted to submit additional letters from other sponsoring organizations.

- Submit the official letter via e-mail in scanned PDF format to [HPMSConsultantAccess@cms.hhs.gov](mailto:HPMSConsultantAccess@cms.hhs.gov).
  - Please use the following subject line: HPMS Access for *(Insert Type of Consultant or Electronic Signature Access)*.

**PLEASE NOTE:** Hardcopy letters will no longer be accepted.

## **Attachment C – Recertification and Password Maintenance**

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### **Annual Recertification Process**

CMS user IDs must be recertified electronically on an annual basis using CMS' EUA system at <https://eua.cms.gov>. If you have difficulty with EUA or the CBT (including password issues), please contact the **CMS IT Service Desk at 1-800-562-1963 or 410-786-2580 for assistance**. If you do not complete the recertification in a timely manner, your CMS user ID will be revoked and you will have to re-apply as a new user.

Upon receipt of a recertification email notice from [ess@cms.hhs.gov](mailto:ess@cms.hhs.gov), you must follow Steps 1 AND 2 to complete the process:

#### **Step 1: System Access Review**

1. To check your status, you must log into EUA at <https://eua.cms.gov> using your CMS user ID and password.
2. If you find a recertification item in your EUA inbox, select the item to initiate your system access review.
3. Select OK in the Decision column for each job code assigned to your user ID.
4. When all items are marked OK in green in the Decision column, select "save all changes" at the bottom of the page.
5. Scroll back to the top of the page and select the "sign off" button.
6. Lastly, select the "finish" button in the pop-up message.

#### **Step 2: Security Training**

1. Complete the CMS security computer-based training (CBT) at the following URL: <https://www.cms.gov/cbt/login/>
2. Once complete, print a copy of your certificate for your records.

#### **Step 3: Checking Your Status**

You can visit the "View Identity" tab in EUA to determine your status at any time

- If your recertification status is "OK" and your recertification date has changed to the following year, you have completed the system access review step successfully.
- If your recertification status is "pending," you have completed the system access review, but it is pending CMS approval.
- If your recertification status is "due," you must complete the system access review as described in Step 1 above; upon completion, your system access review will be sent to CMS for approval.
- If your CBT status is "due," you must complete the security computer-based training as described in Step 2 above.
- If your CBT status is "OK," you have completed the CBT and no further action is required on this step.

For additional information, please visit: <https://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/HPMS/RecertAndPwdProcess.html>.

## Attachment D – General Consultant Access Request

Please select the access types for which your general consultant user requires access. This form **MUST** be included with any general consultant requests.

<b>Contract Management</b>		<b>Plan Formularies</b>		<b>Quality and Performance</b>		<b>Data Extract Facility</b>	
<b>Basic Contract Management</b>		<b>Medication Therapy Management Program</b>		<b>HOS</b>		<b>Data Extract Facility</b>	
Contract Management - Plan User		MTM Download/Upload		HOS - Plan		Contact Information Extract - Plan Version	
<b>Model of Care</b>		View MTM Submissions - Plan		<b>Plan Reporting</b>		Contract Information Extract - Plan Version	
MOC Data Entry - Plan User		<b>Monitoring</b>		Plan Reporting Data Entry		Incentive Payments	
MOC View/Reports - Plan User		<b>Complaints Tracking</b>		<b>Performance Metrics</b>		Plan Information Extract - Plan Version	
<b>Health Service Delivery</b>		Complaints Tracking Resolution - Plan		Appeals Performance - Plan		Service Area Extract - Plan Version	
Contract Management - Plan User		<b>Part D Auditing</b>		Call Center Performance Metrics - Plan User		PBP Benefits and Premium Extracts	
<b>Non-Renewals/Service Area Reductions</b>		Part D Auditing - Plan		Complaint Rates - Plan		Summary of Benefits - Plan Version Data Extract	
NR/SAR Data Entry - Plan User		<b>MMC Auditing</b>		Enrollment Processing Metrics - Plan		<b>User Resources</b>	
NR/SAR View - Plan User		Monitoring MCO CAP Reporting		Open Immediate Action Complaints - Plan		<b>FAQ</b>	
<b>Electronic Contracting</b>		Monitoring Reports - MCO		Part C Call Center Performance Metrics - Plan User		View FAQs - External Users	
Electronic Contracting View Access - Plan		<b>Surveillance</b>		Part C Past Performance Scores - Plan		<b>User Account Management</b>	
<b>Contract Reports</b>		Surveillance Data Entry - Plan		Part D Past Performance Scores - Plan		Maintain User Account	
Contract and Plan Summary Reports - MCO		Surveillance View/Report - Plan		Part D Report Card Master Table - Plan		<b>Audit</b>	
MCO Contact Report - MCO		<b>Deeming</b>		Pharmacy Network Access Data - Plan		Audit Management - Plan	
Service Area Reports - MCO		MCO Deeming CAP Reporting		Prospective Beneficiary Customer Service Call Center Performance Metrics - Plan		Audit View / Reports - Plan	

<b>Plan Connectivity Data</b>		View Deeming Reports - MCO		Part C Report Card Preview - Plan		<b>Network Management</b>	
Enter Plan Connectivity Data		<b>PACE Quality Monitoring</b>		<b>QIP</b>		Network Management Submission - Plan User	
View Plan Connectivity Data - Plan		PACE Data Entry		QIP Download/Upload		Network Management Reports - Plan User	
<b>Plan Bids</b>		PACE Reports - MCO		<b>CCIP</b>		<b>Bene Education Data Previews</b>	
<b>Plan Correction Requests</b>		<b>Fiscal Soundness</b>		CCIP Download/Upload		Handbook Preview	
Request Plan Corrections - Plan		FISCAL Upload - Plan		<b>Risk Adjustment</b>		MPPF Benefits Preview	
<b>Bid Reports</b>		FISCAL View/Reports - Plan		<b>Encounter Data Report Card</b>		MPPF OOPC Preview	
ACRP Reports - MCO		<b>Cost Report Audit</b>		Encounter Data Report Card - Plan		<b>SB Hard Copy Change Request</b>	
Bid Reports - Plan		Cost Report Audit Appeals Submission - Plan User		<b>Risk Adjustment</b>		SB Hard Copy CRM - Plan User	
SB Hard Copy CRM - Plan View Only		<b>Financial Audit</b>		Final Reconciliation Report - Plan		<b>EHR Reporting</b>	
General Plan Benefits Reports		Financial Audit Reports - Plan		PACE Survey Results Report - MCO		EHR Submission	
<b>DIR Reporting</b>		<b>Compliance Activity</b>		<b>Cost Reports</b>		EHR Reports - Plan	
DIR Submission		Compliance Plan User		<b>Cost Reports</b>			
<b>2010 DIR Reporting (Detailed NDC)</b>		<b>Bid Audit</b>		Cost Report Download/Upload			
DIR Submission		Bid Audit Reports - Plan		Cost Reports - MCO			
<b>Part D Attestations</b>		<b>Plan Reporting Data Validation</b>					
Part D Payment Reconciliation Attestation View - Plan		Plan Data Validation View - Plan					

## Attachment E – ACO Consultant Access Request

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Please select the access types for which your Accountable Care Organization (ACO) Consultant user requires access. This form **MUST** be included with any ACO consultant requests.

<b>ACO Management</b>	
<b>ACO Data</b>	
ACO Management	
<b>ACO Participant List Management</b>	
ACO Participant List - Submit Change Requests	
ACO Participant List Views/Reports - ACO	
<b>ACO Marketing</b>	
ACO Marketing Data Entry	
ACO Marketing View - ACO	
ACO Marketing Reports - ACO	
<b>ACO Electronic Signature Management</b>	
ACO Electronic Contracting - ACO View-Only	
ACO Electronic Contracting - Agreement Signatory - ACO	
ACO Electronic Contracting - DUA Signatory - ACO Custodian	
ACO Electronic Contracting - DUA Signatory - ACO Requester	
ACO Electronic Contracting - Participant List/Provider-Supplier List Signatory - ACO	
<b>ACO Reports</b>	
ACO Reports	
<b>User Resources</b>	
<b>FAQ</b>	
View FAQs - External Users	
<b>User Account Management</b>	
Maintain User Account	
<b>User Administration Reports</b>	
User Access Reports - Plan	