

# CDO Organizational Maintenance Web Form Troubleshooting Frequently Asked Questions

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## Introduction to the CDO Organizational Maintenance Web Form

The Certified Application Counselor Designated Organization (CDO) Organizational Maintenance web form, referred to as the maintenance web form, is the platform that CDOs in the Federally-facilitated Marketplaces (FFMs) use to maintain information about your organization with the Centers for Medicare & Medicaid Services (CMS).

You will use the maintenance web form to:

- Submit or renew CMS-CDO agreements:
  - New applicants complete the initial application process by uploading a signed CMS-CDO agreement using the maintenance web form. New applicants can only access the CDO Organizational Maintenance web form after submitting an initial application using the CDO Application web form and receiving a Preliminary Approval email from CMS.

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- Existing CDOs complete a renewal application every two years by reviewing existing organization information and uploading a newly signed and dated renewal agreement, per Section IV.1 (Effective Date and Term) of the CMS-CDO agreement.
- Maintain administrative data on CDO headquarters location, service locations, designated contacts information, etc.
- Submit and maintain a roster of Certified Application Counselors (CACs).
- Monitor CAC Annual Certification Data from the Marketplace Learning Management System (MLMS).

Once the initial application process is complete and final approval from CMS is received, new CDOs will access the maintenance web form to keep your information up to date with CMS.

Existing CDOs should **always** access the maintenance web form directly to keep their information up to date with CMS.

For all CDOs, your Organization Senior Official, CAC Project Director, or Secondary Contact (if applicable) can access the maintenance web form. These individuals must use the email address entered on the CDO application when creating an access code for the maintenance web form.

This document provides responses to FAQs on troubleshooting technical issues about the maintenance web form.

You can access additional training materials, FAQs, and videos on the [CDO Program web page](#). These include:

- **CDO Organizational Maintenance Web Form Demonstration videos:** These videos provide step-by-step demonstrations for setting up an access code and submitting a CMS-CDO agreement the first time, updating CDO information, renewing an organization's CDO status, and adding and updating a CAC roster using the maintenance web form.
- [CDO Learning Series – CDO Application video](#)
- [CDO Learning Series – CDO Renewal video](#)
- [CDO Learning Series – CAC Roster video](#)
- [CAC Roster Job Aid](#)
- [CDO Organizational Maintenance Web Form User Guide](#)

For more resources about the CDO application process, access the [CDO application information web page](#).

## Logging In

### Why am I unable to log in to the maintenance web form?

When logging in to the CDO Organizational Maintenance web form, you need to:

- Make sure your organization record lists you as one of your organization's contacts: Organization Senior Official, CAC Project Director, or Secondary Contact (if applicable).
- Use the email address entered on the application.
- Create an access code (password) the first time you log in.

If you continue to experience technical issues, email us at [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov) and include the list of steps you were taking prior to receiving an error message, along with an attached screenshot.

**Note:** New CDO applicants can only access the maintenance web form after receiving a Preliminary Approval email from CMS upon approval of your CDO application you submitted through the CDO Application web form. Moving forward, you will access the maintenance web form to keep your information up to date with CMS.

### I forgot my access code. What do I do?

If you forget your access code, you can reset your access code using the instructions below.

On the "Forgot Access Code" page:

1. Enter your organization's Organization Senior Official, CAC Project Director, or Secondary Contact email address.
2. Select the **Send PIN** button. The web form will send a PIN to the Organization Senior Official, CAC Project Director, or Secondary Contact email address on record. The PIN will expire in 24 hours.

Once you receive a six-digit PIN:

1. Return to the maintenance web form.
2. Select the **Forgot Access Code** link on the "Welcome" page.

3. Enter your PIN into the PIN field.
4. Select the **Continue** button to reset your access code.

On the “Reset Access Code” page:

1. Enter your new access code.
2. Confirm your new access code by entering it again.
3. Select a security question(s) and enter the corresponding response(s).
4. Select the **Continue** button.
5. On the “Access Code Reset Confirmation” page, select **Continue** to proceed to the login page.

### **My security question responses are not working. What do I do?**

Please email [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov) to reset your security questions.

### **What should we do if we experience technical issues with the CDO Application web form or CDO Organizational Maintenance web form?**

If you encounter technical issues when accessing the CDO Application web form or CDO Organizational Maintenance web form, email us at [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov) and include the list of steps you were taking prior to receiving the error message along with an attached screenshot.

## **CMS-CDO Agreements**

### **Can anyone from my organization sign the CMS-CDO Agreement?**

No, only an official authorized to represent and bind your organization for purposes of the CMS-CDO Agreement may sign the CMS-CDO Agreement. You will list this person as the Organization Senior Official in your CDO Application.

If the responsible entity changes after CMS approves your organization as a CDO, your organization must update its information on record with CMS and submit a new signed CMS-CDO Agreement using the CDO Organizational Maintenance web form.

### **What is the Conflict of Interest (COI) Attestation?**

The Organization Senior Official for the organization must complete a COI during the CDO application process in order to meet CMS regulations prohibiting certain relationships.



Pursuant to 45 C.F.R. § 155.225(g)(2) and the agreement between CMS and the CDO designated as such by CMS in a state in which a Federally-Facilitated Exchange (FFE) is operating (“CMS-CDO Agreement”), any CDO and applicable staff member or volunteer of a CDO who is certified to serve as a CAC must not receive any consideration directly or indirectly from any health insurance issuer or issuer of stop loss insurance in connection with the enrollment of any individuals in a qualified health plan (QHP) or non-QHP. Such consideration will be considered a prohibited conflict of interest. All CDOs are required to complete a conflict of interest attestation form.

## How do I submit the signed CMS-CDO Agreement?

Only your organization’s leadership contacts may access the CDO Organizational Maintenance web form to upload a signed CMS-CDO Agreement.

To generate an agreement using the CDO Organizational Maintenance web form:

1. Log in to the [CDO Organizational Maintenance web form](#).
2. In the Agreement PDF table, select the **Add or Replace** link.
3. On the “Attestation and Agreement Upload” page, select the **Print PDF Agreement** button.
4. Print the agreement and obtain the Organization Senior Official's signature.

You must upload all pages of the agreement, including the COI Attestation form beginning on page 13. You do NOT need to upload Appendix A. To upload an agreement:

1. In the Agreement PDF table on the “CDO Summary” page, select the **Add** link.
2. On the “Attestation and Agreement Upload” page, select the **Browse** button under the Upload a File section.
3. In the pop-up window, navigate to the location of the saved PDF version of the signed agreement, select the file, and select the **OK** button.
4. Select the **Upload Attachment** button.
5. In the Attachment Summary table, select the **View** link to open the file. The web form will display a warning message if the agreement was not uploaded.
6. Select the **Save and Return** button.
7. Back on the “CDO Summary” page, select the **Submit** button.

On the “Confirmation” page, select the PDF button to generate a PDF confirmation containing the information submitted. CMS recommends that you print and save this

document for your records.

Your contacts will also receive an acknowledgement email confirming receipt of your CMS-CDO Agreement.

## **I submitted the signed CMS-CDO Agreement, and it keeps getting rejected. Why?**

CMS will not accept your signed CMS-CDO Agreement if you did not submit all pages of the agreement, including the COI Attestation form beginning on page 13 and the signature page, or if any of the following information is missing or does not match your organization's approved corresponding CDO application:

- Service location(s)
- Signature of Organization Senior Official
- Organization Senior Official Name and Title
- Date of signature
- Organization Name
- Corresponding Application ID
- Organization address
- Conflict of Interest Attestation

You cannot make any edits to the agreement at this point. If you need to make changes, navigate to the "CDO Summary" page of the Organizational Maintenance web form and regenerate the agreement.

## **Do I need to upload the entire CMS-CDO Agreement, or just the signature page?**

When you submit your CMS-CDO Agreement, make sure to include all pages, including the COI Attestation form beginning on page 13 and the signature page, for review. You do NOT need to submit the Appendix.

## **What is the difference between the CDO Application web form and CDO Organizational Maintenance web form?**

The CDO Application web form is the platform organizations use to submit CDO

applications to CMS. Any organization operating in an FFM state seeking to provide CAC enrollment assistance to consumers must apply to become a CDO using the [CDO Application web form](#) and enter into an agreement with CMS. The CDO Application web form link is only accessible during CMS's Open Season, which takes place each summer. This platform is ONLY used to apply to become a CDO.

Organizations that receive CMS approval on their CDO application will gain access to the [CDO Organizational Maintenance web form](#), which is the platform organizations use to:

- Submit an initial signed CMS-CDO Agreement.
- Keep their CDO record up to date
- Add and maintain their roster of CACs
- Submit a new signed and dated CMS-CDO Agreement and COI attestation to renew their CDO status every two years.

### **How do I get access to the CDO Organizational Maintenance web form?**

If CMS approves your application, we will send a Preliminary Approval email to your contacts on file. The Preliminary Approval email contains a link to the CDO Organizational Maintenance web form where you must upload your signed CMS-CDO agreement.

### **How long does it take CMS to review my signed CMS-CDO Agreement?**

CMS's CDO Program Office will review your CMS-CDO Agreement within five business days of receipt. We review agreements in the order in which they are received.

After CMS completes our review, we will send a Welcome Packet email that includes your CDO ID, the counter-signature page of the CMS-CDO Agreement with the effective date of the agreement and two-year CDO certification period, and important guidance for operating as a CDO.

### **What happens if I do not submit the signed CMS-CDO Agreement?**

New applicants that do not submit a signed CMS-CDO Agreement after receiving Preliminary Approval from CMS will not become a CDO. Only organizations that submit their signed CMS-CDO Agreement during the CDO Application Open Season and receive a CDO ID from CMS can certify staff or volunteers as CACs. Submitting a CDO application is only the first step of the application process. To complete the process, one of your organization's contacts must submit the signed CMS-CDO Agreement for CMS review, and your organization must receive final approval from CMS.

Existing CDOs must renew before your agreement and CDO certification expires, or you will become inactive. If this happens, your organization will need to re-apply since your CDO

ID will no longer be valid. Per the CMS-CDO Agreement, you must also instruct your CACs to stop providing enrollment assistance as CACs.

### **What happens after I submit the signed CMS-CDO Agreement?**

CMS's CDO Program Office will review your CMS-CDO Agreement within five business days of receipt. If your CMS-CDO Agreement requires revision and/or resubmission, CMS will send an email to your contacts on file containing the information needed and instructions for resubmitting the agreement.

If CMS approves your CMS-CDO Agreement, we will send a Welcome Packet email that includes your CDO ID, counter-signature page with the effective date of the agreement and two-year CDO certification period, and important guidance for operating as a CDO.

### **My CDO is not due for renewal, but the system is requiring me to upload a new CMS-CDO Agreement. Why?**

You are receiving a message to upload a new CMS-CDO Agreement because one of your contacts updated your organization's information, and these changes require a new signed and dated CMS-CDO Agreement.

Updating the following information triggers the need for an updated CMS-CDO Agreement:

- Organization name change
- Changes to the Organization Senior Official's contact information  
Note: If the Senior Official of the organization has changed, a new COI attestation must be completed.
- Changes to your headquarters' address
- Adding or removing service locations

### **What is the file size limitation for the signed CMS-CDO Agreement?**

The CDO Organizational Maintenance web form will not accept attachments that exceed 10 MB.

CMS only requires that you submit agreement pages, including the COI Attestation form beginning on page 13, up to the Appendix. If you include the Appendix, your PDF may exceed the 10 MB limit.

If you continue to receive an error message, please try uploading only the agreement pages without the Appendix.





If you continue to receive an error message, email us at to [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov). Please include the list of steps you were taking prior to receiving the error message and attach a screenshot.

## **I submitted an agreement, but CMS requested a revision or resubmission. How do I proceed?**

After CMS reviews your CMS-CDO Agreement and determines that we need you to resubmit the agreement or revise the agreement, we will send your leadership contacts an email with details regarding what information you need to edit or resubmit.

Edits or resubmissions may include:

- Submitting all pages of your CMS-CDO Agreement, including the COI Attestation form beginning on page 13. If we do not receive all pages, we will not accept your agreement.
- Having the Organization Senior Official attest to the statements on the COI Attestation form and sign the last page of the agreement. If the signature on that page is missing, or if the signature does not **match** the Organization Senior Official listed on your application, we will not accept your agreement.

Before re-submitting your agreement, please review pages 1 and 12 of the agreement and confirm your organization information. If any information is incorrect, return to the CDO Organizational Maintenance web form and edit your organization information on record. Remember to save and submit any edits. Then, regenerate your agreement.

## **I do not have a Replace link in the Agreement PDF table. How do I replace my existing CMS-CDO Agreement?**

If the **Replace** link is not available on the “CDO Summary” page of the CDO Organizational Maintenance web form, your previously submitted agreement may be under CMS review, and your record is locked. Once CMS sends you a determination email identifying whether CMS accepts your CMS-CDO Agreement or not, you can access the maintenance web form and select the **Replace** link in the Agreement PDF table.

If you are unsure if your organization submitted an agreement recently, please contact us at [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov).

## CDO Renewals

### **As an Existing CDO, can I just resubmit my initial CMS-CDO Agreement from two years ago to complete the renewal?**

No, to renew your CDO certification, your organization's leadership contacts must access the [CDO Organizational Maintenance web form](#) and upload a new signed and dated CMS-CDO Agreement, including the COI Attestation form beginning on page 13.

If you do not renew your CDO certification before its expiration date, you will become inactive. If this happens, your organization will need to re-apply since your CDO ID will no longer be valid. Per the CMS-CDO Agreement, you must also instruct your CACs to stop providing enrollment assistance as CACs.

### **How do I know when I need to renew the CMS-CDO Agreement as an existing CDO?**

Per Section IV.1 (Effective Date; Term and Renewal) of the CMS-CDO Agreement, at the end of each two-year CDO term, organizations must renew participation in the CDO Program by updating their organization information and returning a new signed and dated CMS-CDO Agreement using the [Organizational Maintenance web form](#) before the expiration date of the organization's CMS-CDO Agreement and certification period.

You can find your expiration date on the "CDO Summary" page of the CDO Organizational Maintenance web form or you can email us at [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov). You will also receive a reminder email from CMS 30 days before your renewal date.

You can reference Section 3 of the Organizational Maintenance web form User Guide for instructions on updating your information and uploading a newly dated and signed CMS-CDO Agreement.

### **If our initial leadership contacts have all changed, how do we access the maintenance web form to renew?**

If none of your initial leadership contacts are with your organization, please email us at [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov) and provide the following information for each of your new contacts:

- Full Name
- Title that person is assuming within your CDO – Organization Senior Official, CAC Project Director, or Secondary Contact (optional)
- Job title

- Phone number
- Email address

Once we receive this information, we will update your organization's contact list and send the new contacts a Welcome Packet email with your organization's CDO ID, the counter-signature page of the CMS-CDO Agreement, and critical information about the CAC Program.

### **What happens if we do not renew the CMS-CDO Agreement before its expiration?**

If you do not renew your CDO certification with CMS before your agreement and CDO certification expires, you will become inactive. If this happens, your organization will need to re-apply since your CDO ID will no longer be valid. Per the CMS-CDO Agreement, you must also instruct your CACs to stop providing enrollment assistance as CACs.

### **Where can we learn more about renewals?**

You can find the existing CDO renewal information by visiting the information for existing CDOs web page.

### **How long is the renewal good for?**

Per Section IV.1 (Effective Date; Term and Renewal) of the CMS-CDO Agreement, successful renewal re-certifies your organization as a CDO for two years from the effective date of the newly dated and signed CMS-CDO Agreement.

### **What if we do not want to renew our CDO status and want to leave the program?**

If you do not renew your CDO status before the expiration date of your CDO certification, you will become inactive. If this happens, your CDO ID will no longer be valid. Per the CMS-CDO Agreement, you must also instruct your CACs to stop providing enrollment assistance as CACs.

If you would like to withdraw from the CDO Program anytime during your two-year certification period, per Section II.6 (Obligations and Conditions) and Section V (Termination) of the CMS-CDO Agreement, as authorized by 45 CFR 155.225, you must, among other things:

1. Send a formal written request to CMS at [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov) at least 30 business days prior to the date that you intend for the CMS-CDO Agreement to terminate, where practicable. The written request should include your CDO ID and the date when your CMS-CDO Agreement will terminate.

2. Notify your organization's staff and volunteers that, as of the effective date of termination of its agreement with CMS, they will no longer be certified to provide enrollment and application assistance to consumers. Ensure that neither your organization nor your staff or volunteers hold themselves out to the public as a CDO or as a CAC, respectively, after the effective date of termination.
3. Keep in mind that consumer consent documents must be appropriately secured and retained for no less than six years, unless a different and longer retention period has already been provided under other applicable federal law. Your organization's duty to protect and maintain the privacy and security of personally identifiable information (PII) survives its withdrawal from the CAC Program. Please refer to your organization's agreement with CMS, including the appendices to the agreement, for guidance on the requirements for record keeping of PII and personal health information (PHI).
4. Submit a request to CMS to remove your organization's listing(s) from Find Local Help using the [Find Local Help Upkeep Tool](#) at least seven business days before your organization will cease providing CAC services to the public, and in the event that such advance notice is not feasible, in no more than 24 hours after your organization has ceased providing CAC services to the public.

For service location assistance, please refer to Find Local Help resources:

- [FLH Upkeep Tool](#)
- [FLH Upkeep Tool User Guide](#)
- [FLH Upkeep Tool FAQs](#)

### **I submitted my renewal CMS-CDO Agreement. Are there other tasks my organization must complete at this time?**

After CMS approves your CMS-CDO Agreement, you should add your CAC roster or review your existing CAC roster and make any necessary changes.

Maintaining a roster of your existing CACs using the CDO Organizational Maintenance web form is necessary for your CACs to access assister certification training on the Marketplace Learning Management System (MLMS).

This feature will not automatically assign CAC IDs for you; your CAC Project Director is still responsible for assigning CAC IDs.



## CAC Roster

### What is the purpose of CAC IDs?

Per Section II.2.b.i (Obligations and Conditions) of the CMS-CDO Agreement, as authorized by 45 CFR 155.225, a CDO issues unique CAC IDs for staff and volunteers, which assisters need in order to take the annual assister certification training on the MLMS.

In addition, per Section II.2.b.x.7 (Obligations and Conditions) of the CMS-CDO Agreement, as authorized by 45 CFR 155.225, consumers must enter a CAC's ID into their Marketplace application when receiving enrollment assistance from a CAC.

### How do I assign CAC IDs?

For instructions on assigning CAC IDs, review [How to Assign Unique CAC IDs](#).

### How do I add my CACs to the CAC Roster for CMS?

CDOs have two options when adding your roster of CACs:

- Manually using the CDO Organizational Maintenance web form to submit information on your CACs individually. You can manually add up to five CACs with this method.
- Using the CAC Roster Template provided by CMS to collect information for many CACs at once and upload it to the CDO Organizational Maintenance web form.

To learn more about how to do manage your CAC roster, you can refer to videos and guides by visiting the [CDO Program web page](#).

### Where can I find the CAC roster template?

To access the CAC Roster template:

1. Log in to the [CDO Organizational Maintenance web form](#).
2. On the "CDO Summary" page, navigate to the CACs section.
3. Select the **Add CAC Roster** button.
4. Select the **CAC Roster Template** button. The web form will open the template.

### Where can I find the manual CAC roster entry point?

To add your roster of Certified Application Counselors (CACs) manually:

1. Log in to the [CDO Organizational Maintenance web form](#).

2. On the “CDO Summary” page, navigate to the CACs section.
3. Select the **Add CAC Roster** button.
4. Select **No** to the question about whether you want to use the CAC Roster Template.

### **I am having trouble with the .csv file for the Roster Template. What do I do?**

To troubleshoot your issue with the .csv file, please email us at [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov) and include the list of steps you were taking and attach a screenshot.

### **The roster asks me to save the .xml file. What do I do with that?**

The maintenance web form is prompting you to save your CAC Roster as an .xml file to ensure error-free uploading to your CDO record. When prompted, save this .xml file for your organization’s records.

### **What is the difference between the roster template and the manual entry?**

The CAC Roster Template allows you to add all of your CACs to a .csv file you can upload to the maintenance web form.

The manual entry option allows you to add up to five CACs per session by entering their information individually.

### **I keep getting error messages when I try to enter data using the CAC Roster Template, even though I’m entering the data correctly. What do I do?**

To troubleshoot your issue with the .csv file, please email us at [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov) and include the list of steps you were taking prior to receiving an error message and attach a screenshot.

### **How do I edit the training certification date?**

You cannot modify the Training Completion Date field. The system will automatically populate this field once your CACs complete the assister certification training in the Marketplace Learning Management System (MLMS).

For additional assistance with the assister certification training, please contact the MLMS team at [MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov).



## How do I edit data for my CACs after adding them to the roster?

You can only edit a CAC's last name and email address. All other changes require you to decertify the CAC and add them back either manually or using the CAC Roster Template along with issuing them a new CAC ID.

To edit a CAC's last name or email address on your CAC roster:

1. Log in to the [CDO Organizational Maintenance web form](#).
2. Navigate to the CAC section of the “CDO Summary” page.
3. Locate the individual you need to modify and select the **Edit** link in the Action column of the CAC table.
4. On the “CAC Contact Edit” page, modify the fields listed as needed.
5. Select the **Save and Return** button.
6. On the “CDO Summary” page, select the **Submit** button.

## How to I decertify a CAC?

Please note: when you decertify a CAC from your CAC Roster, this action cannot be undone. To decertify a CAC from your CAC roster:

1. Log in to the [CDO Organizational Maintenance web form](#).
2. On the “CDO Summary” page, navigate to the CAC Roster Table.
3. Locate the individual you need to decertify and select the **Decertify** link in the Action column of the CAC table.
4. The web form will display a prompt asking if you want to decertify the contact. Select **OK**.
5. Once you select **OK**, the page will refresh, and the web form will move the contact to the bottom of the CAC Roster Table. The web form will pre-populate the decertification date, and you will no longer have the option to Edit or Decertify that CAC.
6. Repeat these steps for every CAC you need to decertify.
7. Select the **Submit** button to save all of your changes.

To access further instructions for maintaining your CAC roster, visit the [Information for Active CDOs](#) web page.

## **Why is the maintenance web form not accepting the CAC ID I am entering in the CAC Roster section?**

The maintenance web form will not accept a CAC ID if:

- Your CAC ID does not contain 13 characters.
- You are using an old CAC ID (i.e., the root ID has “CAC” in it instead of “CDO”).
- Another CAC on your roster has the same CAC ID (each ID must be unique).
- You are using a CAC ID affiliated with a decertified CAC (organizations should not recycle old IDs).
- Another CDO lists the CAC as a leadership contact or as a CAC on their roster. If the CAC left that organization, the previous CDO must remove them as a contact or decertify them and remove them from their CAC roster.

If you have questions about errors you are receiving, contact us at [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov) and include a screenshot of the error message you are receiving.

To access further instructions for maintaining your CAC roster, visit the [Information for existing CDOs](#) web page.

## **What should I enter into the Previous CAC ID field?**

The Previous CAC ID field is optional. The intent of this field is to allow organizations to enter a CAC’s previous CAC ID assigned to them by another organization or previously assigned to them by your organization.

## **I am receiving the following error message when attempting to update my Organization Senior Official, CAC Project Director, or Secondary Contact: “The contact you are attempting to add is already assigned to a different organization.” How do I proceed?**

This error message means that another organization lists the individual you are adding as one of your leadership contacts as a CAC on their CAC roster. Individuals cannot serve as a contact (i.e., Organization Senior Official, CAC Project Director, and Secondary Contact) for one CDO while serving as a CAC for another CDO.



To resolve this issue, the individual you are adding should contact their previous CDO and ask the organization to decertify them from the organization's CAC roster. Once the organization decertifies the individual as a CAC for their organization, you can add the individual as one of your leadership contacts using the maintenance web form.

If this issue persists, email us at [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov) for assistance.

### **I am receiving the following error message when attempting to upload my CAC roster: “The CAC contact you are attempting to add is already assigned to a different organization.” What does this mean?**

This error message means that the CAC contact you are trying to add to your CAC roster is already listed on another CDO's CAC roster. Individuals cannot serve as a CAC for one CDO while serving as a CAC for another CDO.

To resolve this issue, the individual you are adding to your CAC roster should contact their previous CDO and ask the organization to remove them from their CAC roster. Once the organization does this, you can add the individual as one of your CACs on your CAC roster using the maintenance web form.

If this issue persists, email us at [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov) for assistance.

### **I am receiving the following error message when attempting to upload my CAC roster: “The CAC contact you are attempting to add is already listed as an active contact under this organization.” What does this mean?**

This error message means that you already have the individual you are adding to your CAC roster listed on your existing roster. You can only list an individual once on your CAC roster using the same email address and/or CAC ID.

You can only edit a CAC's last name and email address. All other changes require you to decertify the CAC and add them again either manually or using the CAC Roster Template.

If you need to edit the individual's last name or email address:

1. On the maintenance web form, navigate to the CAC section of the “CDO Summary” page.
2. Locate the individual you need to modify and select the **Edit** link in the Action column of the CAC table.
3. On the “CAC Contact Edit” page, modify the CAC's last name or email address (these are the only editable fields) as needed.
4. Select the **Save and Return** button.

5. On the “CDO Summary” page, select the **Submit** button.

If this issue persists, email us at [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov) for assistance.

**I am receiving the following error message when attempting to upload my CAC roster: “The CAC ID you are attempting to add is affiliated with a decertified contact in the system. You must assign this individual a new CAC ID to proceed.” What does this mean?**

This error message means that you are attempting to add an individual you previously decertified from your CAC roster using the same CAC ID they were previously assigned. Once you decertify an individual on your CAC roster, you will need to assign them a new CAC ID to add them back to your roster.

To add an individual back to your CAC roster:

1. Assign the individual a new CAC ID.
2. On the maintenance web form, navigate to the CAC section of the “CDO Summary” page.
3. Select the **Add CAC Roster** button.
4. On the “CAC Roster Upload” page, select whether you want to use the CAC Roster template. If you are only adding one CAC, you can select **No** and add the individual manually.
5. Add the contact and select the **Save and Return** button.
6. On the “CDO Summary” page, select the **Submit** button.

If this issue persists, email us at [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov) for assistance.

## **Other Administrative Data**

### **How do I update any of the leadership contacts for my CDO?**

Your organization contacts must use the CDO Organizational Maintenance web form to update your organization information. Remember that your organization must have two leadership contacts on file.

To update any of your organization's contacts:

1. Log into the [CDO Organizational Maintenance web form](#).
2. In the Contact Information table on the “CDO Summary” page, select the **Edit** link or the **Replace** link next to the title of the role you want to update.

3. When you complete your edits, select the **Save and Return** button.
4. On the “CDO Summary” page, select the **Submit** button.

If you change your Organization Senior Official information, the CDO Organizational Maintenance web form will prompt you to generate and upload a new CMS-CDO Agreement. Review the instructions for [How do I submit the signed CMS-CDO agreement?](#)

## How do I update our CDO Service Locations?

Your organization contacts must use the CDO Organizational Maintenance web form to update your organization information.

To update your CDO service locations:

1. Log into the [CDO Organizational Maintenance web form](#).
2. On the “CDO Summary” page, select the **Edit** button next to the Service Locations section.
3. Select the state you want to add or edit.
4. In the counties list, add or remove counties as needed and select the **Update Table** button.
5. Confirm your list in the Service Locations table and select the **Save and Return** button.
6. On the “CDO Summary” page, select the **Submit** button.

If you add or remove states from your service locations, the web form will prompt you to generate and upload a new CMS-CDO Agreement. Review the instructions for [How do I submit the signed CMS-CDO agreement?](#)

## How do I update our headquarters information?

You must use the CDO Organizational Maintenance web form to update your organization information. To update your headquarters' information:

1. Log into the [CDO Organizational Maintenance web form](#).
2. In the Organization Headquarters Information table on the “CDO Summary” page, select the **Edit** link.

3. On the “Edit Organization Headquarters Information” page, edit your information as needed. When you complete your edits, select the **Save and Return** button.
4. On the “CDO Summary” page, select the **Submit** button.

If you change your headquarters' address, the web form will prompt you to generate and upload a new CMS-CDO Agreement. Review the instructions for [How do I submit the signed CMS-CDO agreement?](#)

