

CAC Roster Job Aid

Overview

The Centers for Medicare & Medicaid Services (CMS) requires Certified Application Counselor Designated Organizations (CDOs) to add a roster of their active Certified Application Counselors (CACs) using the [CDO Organizational Maintenance web form](#), referred to as the maintenance web form or OMWF. Beginning August 31, 2023, CDOs **must** have at least one CAC certified on their CAC roster, meaning they have completed annual certification training on the Marketplace Learning Management System (MLMS) and was issued a CAC certificate.

- **New CDOs:** Failure to have at least one certified CAC on your CAC Roster within 90 days of receipt of the Welcome Packet email will result in withdrawal from the CDO Program. Remember, you must assign CAC IDs, add the CAC to your CAC Roster in the OMWF, then the CAC may take their Annual Certification Training on the MLMS, and once completed, their certification date will populate on the CAC Roster.
- **Existing CDOs:** Going without at least one certified CAC on the CAC Roster for a duration of 90 consecutive days during your two-year period of performance will result in withdrawal from the CDO Program.

This is a required component to your CDO record with CMS during your two-year agreement period. This feature will not automatically assign CAC IDs for you; your CAC Project Director is still responsible for assigning CAC IDs and documenting them on the maintenance web form.

If you do not have at least one certified CAC to your roster within 90 days of the approved CMS-CDO agreement, you will be decertified as a CDO. If this happens:

- You cannot be recertified.
- You must reapply during the next Open Season to be an approved CDO.

This job aid will explain how to:

- [Prepare to Add a CAC Roster](#)
- [Submit a CAC Roster](#)
- [Edit CAC Data](#)
- [Decertify a CAC](#)
- [Track CAC Status](#)

Note: Maintaining a roster of your active CACs using the maintenance web form is necessary for your CACs to access annual certification training on the Marketplace Learning Management System (MLMS).

For additional CAC roster resources, please access:

- [CDO Organizational Maintenance Web Form Troubleshooting FAQs](#)
- [CDO Organizational Maintenance Web Form User Guide](#)
- [CDO Organizational Maintenance Web Form Demonstration video – CAC Roster](#)

Prepare to Add a CAC Roster

To prepare to upload your CAC roster:

1. Ensure your Leadership Contacts (Organization Senior Official, CAC Project Director, and Secondary Contact, if applicable) can access the maintenance web form.
2. Ensure every CAC has a unique ID. For instructions on assigning CAC IDs, review the [How to Assign Unique CAC IDs](#) document.
3. Gather all the necessary CAC data and have it readily available to complete all the information for the CAC roster:
 - First name (legal)
 - Last name (legal)
 - Email address
 - Current CAC ID – e.g., USCDOZ0012345, a maximum of 13 characters in length
 - Previous CAC ID – any other ID a CAC has held with previous organizations or your organization that is no longer in use (this is not required)
4. Ensure the CAC's First Name AND Last Name* on their CMS Portal Account match EXACTLY the First Name AND Last Name on your roster. *If a CAC included a middle name in the CMS Portal Account, omit it from the CAC Roster, as there is no middle name field. Do not add a middle name or middle initial to either the First or Last Name field.

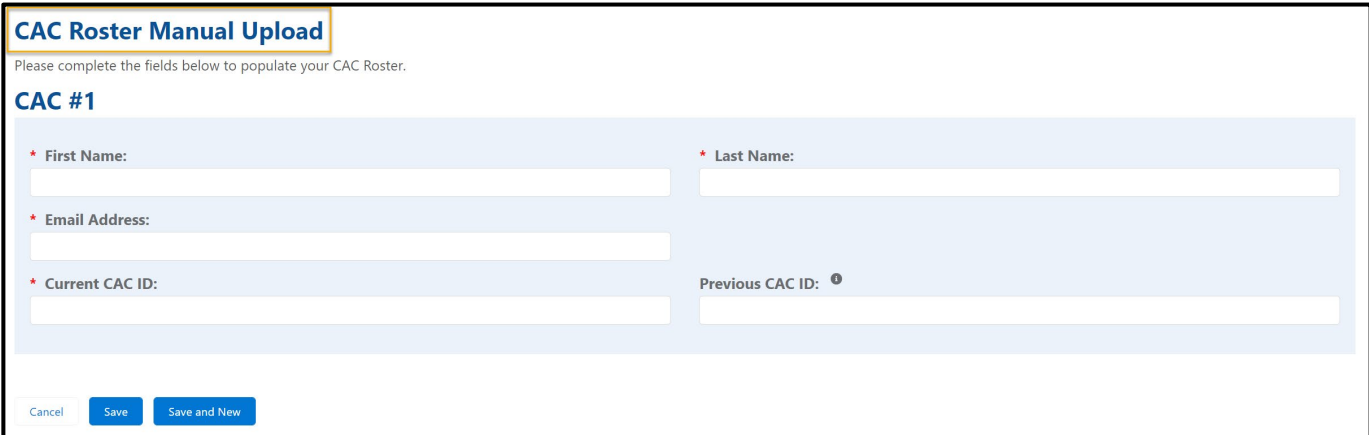
Submit a CAC Roster

You have two options when submitting your roster of CACs using the maintenance web form:

1. Manually submit information for up to five CACs one-by-one per session, or
2. Use a template provided by CMS to collect information for as many CACs as you need to add at once and upload it to the maintenance web form.

Manual Upload

Using the manual upload functionality on the maintenance web form, you can add up to five CACs one-by-one in a single session. You can exit the maintenance web form and log back in to add another five CACs as many times as you want if you prefer the manual entry method.



The screenshot shows a web form titled "CAC Roster Manual Upload". Below the title is a instruction: "Please complete the fields below to populate your CAC Roster." The form is for "CAC #1" and contains five input fields: "First Name", "Last Name", "Email Address", "Current CAC ID", and "Previous CAC ID". The "Previous CAC ID" field has a small circular icon next to it. At the bottom of the form are three buttons: "Cancel", "Save", and "Save and New".

Figure 1: CAC Roster Manual Upload Page

To add your CACs using the manual entry method:

1. Select **Add CAC Roster** in the CAC section on the “CDO Summary” page of the maintenance web form.
2. Select **Manual Upload** on the “CAC Roster Upload” page.

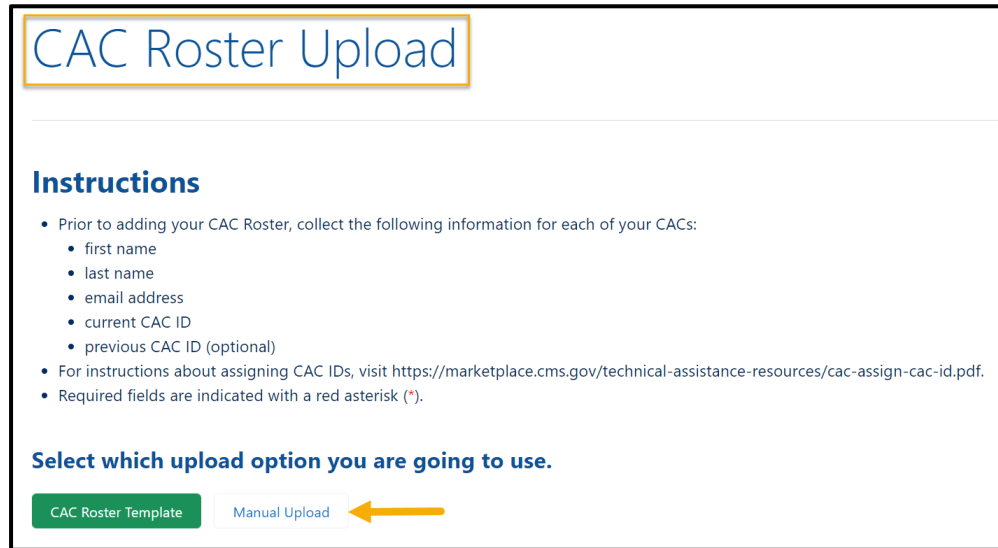


Figure 2: Manual Upload Button on CAC Roster Upload Page

3. Enter the First Name, Last Name, Email Address and Current CAC ID of the CAC. If this person has a previous CAC ID, enter that information in the Previous CAC ID field.

Note: This information must match the CAC’s information on their CMS Portal Account and match EXACTLY the First Name AND Last Name on your roster.

4. Select **Save** to save your entry or select **Save and New** to add another CAC.
5. Review the CAC Roster Summary Table to confirm your entries.
6. Select **Save and Return** under the CAC Roster Summary Table.
7. On the “CDO Summary” page, select **Submit**.
8. A “Confirmation” page will appear summarizing the changes you made. Select **Print PDF** to keep a copy for your records. Select **Exit** to leave the maintenance web form.

CAC Roster Template Upload

Using the CAC Roster template provided by CMS, you can add information for as many CACs as you want and upload it directly to the maintenance web form. **You must use a clean CAC**

Roster template each time you upload CACs to your roster. You cannot use previous versions of the CAC Roster template with new CACs added to update your roster.

To add CACs using the CAC Roster template:

1. Select **Add CAC Roster** in the CAC section of the “CDO Summary” page of the maintenance web form.

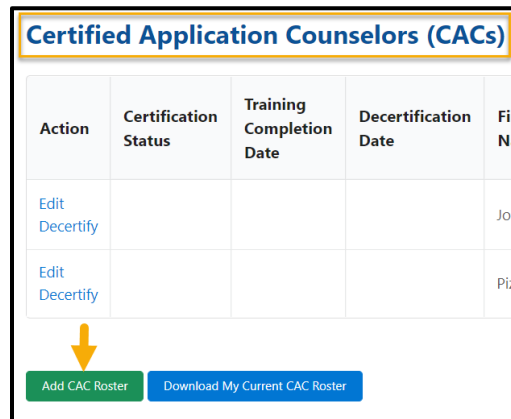


Figure 3: Add CAC Roster Button

2. Select **CAC Roster Template** on the “CAC Roster Upload” page.

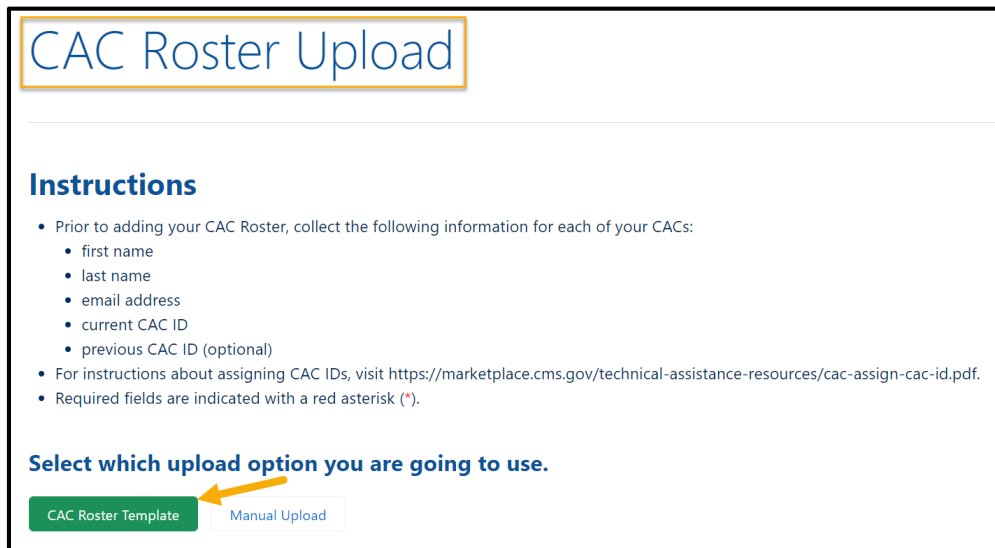
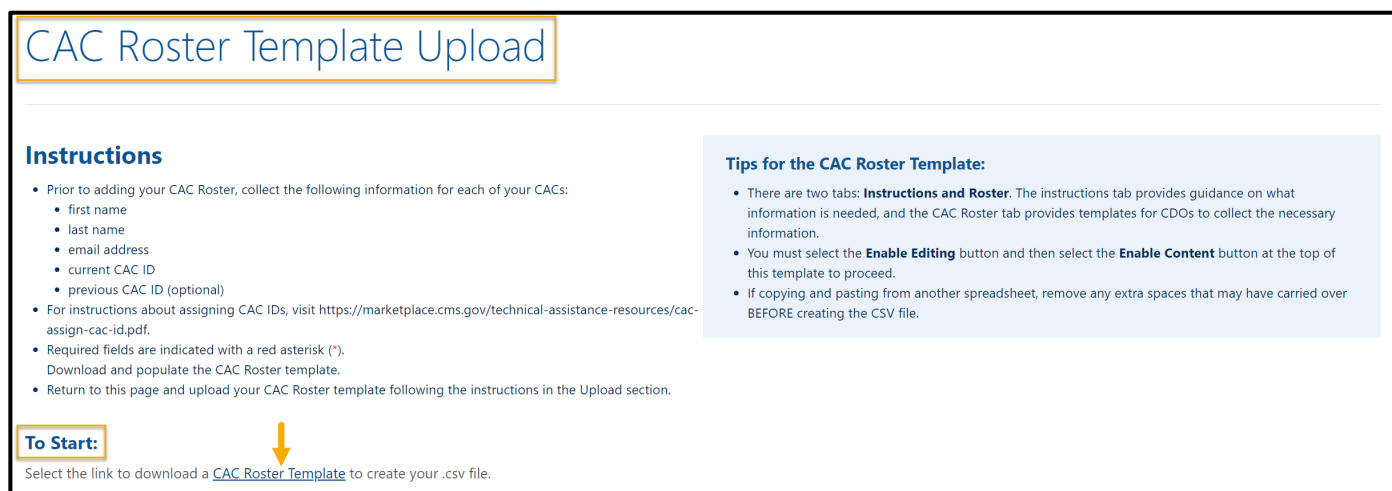


Figure 4: CAC Roster Template Button

3. Select **CAC Roster Template** on the “CAC Roster Template” page to open and create your CAC Roster file. The CAC Roster template will open on the “Instructions” page. Review the instructions before you continue.



CAC Roster Template Upload

Instructions

- Prior to adding your CAC Roster, collect the following information for each of your CACs:
 - first name
 - last name
 - email address
 - current CAC ID
 - previous CAC ID (optional)
- For instructions about assigning CAC IDs, visit <https://marketplace.cms.gov/technical-assistance-resources/cac-assign-cac-id.pdf>.
- Required fields are indicated with a red asterisk (*). Download and populate the CAC Roster template.
- Return to this page and upload your CAC Roster template following the instructions in the Upload section.

To Start:

Select the link to download a [CAC Roster Template](#) to create your .csv file.

Tips for the CAC Roster Template:

- There are two tabs: **Instructions and Roster**. The instructions tab provides guidance on what information is needed, and the CAC Roster tab provides templates for CDOs to collect the necessary information.
- You must select the **Enable Editing** button and then select the **Enable Content** button at the top of this template to proceed.
- If copying and pasting from another spreadsheet, remove any extra spaces that may have carried over BEFORE creating the CSV file.

Figure 5: CAC Roster Template Upload Page

4. Select **Enable Editing** in the yellow ribbon at the top of the template.
5. Select **Enable Content** in the yellow ribbon at the top of the template.
6. Select **CAC Roster**.
7. Start on row 11 and enter the information indicated by a red asterisk. Only enter the Previous CAC ID optional field if applicable.
8. Select **Add Certified Application Counselor** to add your next CAC.
9. Enter the First Name, Last Name, Email Address, and Current CAC ID of the CAC. If this person has a previous CAC ID, enter it in the optional Previous CAC ID field.

Note: This information must match the CAC’s information on their CMS Portal Account and match EXACTLY the First Name AND Last Name on your roster.

10. To add more CACs, continue to select Add Certified Application Counselor and enter the data. If you need to delete a user you just added, select **Delete** in Column A.

11. Once you finish entering all the required information for the CAC, select **Create CAC Roster.CSV File** under Add Certified Application Counselor.
12. Select the location where to save the file and select **OK**. Remember where you saved the file because you will need to use it later when uploading the template on the maintenance web form.
 - A pop-up will appear confirming that the CAC Roster template saved. Select **OK**.
 - After you save the .CSV file to your computer, the template will ask if you want to save an .XML file, select **No**. After you save the .CSV file, navigate back to the “CAC Roster Template Upload” page.
13. Select **Upload a File**.

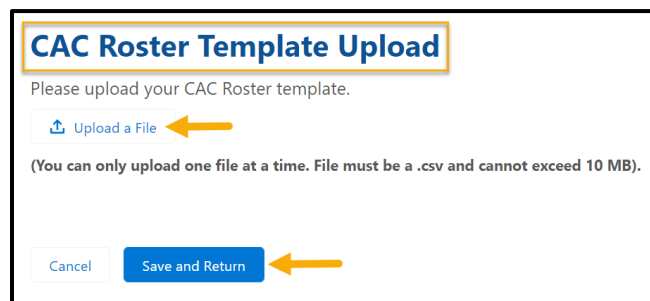


Figure 6: Upload a File Link and Save and Return Button

14. Locate and select the **.CSV file** you just created and saved on your computer.
15. Select **Save and Return**. You will return to the “CDO Summary” page. Your CAC roster shows the addition you made to your roster.
16. Select **Submit** either at the top or the bottom of the “CDO Summary” page.
17. A “Confirmation” page will appear summarizing the changes you made. Select **Print PDF** to keep a copy for your records. Select **Exit** to leave the maintenance web form.

Best Practices for Using the CAC Roster Template

- Follow all the instructions on the initial Instructions tab and the CAC Roster tab.
- Make sure to select **Enable Content** in the yellow ribbon at the top of the template before attempting to add CACs on the template.

- Enter all required CAC data before moving to the next field; the template will not allow you to move forward if it detects missing or incorrect data.
- Sometimes copying and pasting data into the template adds phantom spaces that will generate error messages. If you get an error message and it seems you entered the data correctly:
 - Consider checking the cell for extra spaces before or after the entered data.
 - Consider entering the data into the cell manually as opposed to copying and pasting the data into the cell.
- If you want to add new CACs using the CAC Roster template, you must use a blank version. You cannot reuse an old version of the template that already has entries on it.

Edit CAC Data

After you submit your CAC roster manually or by using the CAC Roster template, you can edit only the last name and/or email address of your CACs. To edit this information for a CAC:

1. Navigate to the CAC section of the “CDO Summary” page.
2. Select **Edit** under the Action column.
3. On the “CAC Contact Edit” page, edit the Last Name *and/or* Email Address.
4. Select **Save and Return**.
5. Select **Submit** on the “CDO Summary” page.

Notes:

- *The maintenance web form will not permit you to edit the First Name, Current CAC ID, Previous CAC ID or Training Completion Date fields. For edits to this data, you need to decertify the CAC and add them to your roster using their new information. Refer to Decertifying a CAC.*
 - *You cannot modify the Training Completion Date field. The system will automatically populate this field once the user completes Annual Certification training on the MLMS.*
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Decertify a CAC

When a CAC leaves your organization or you need to edit the CAC's first name, you will need to decertify this person using the maintenance web form. Decertifying a CAC means this person can no longer assist consumers as a certified CAC with your organization. Please note: this action cannot be undone!

To decertify a CAC:

1. Navigate to the CAC section of the "CDO Summary" page.
2. Select **Decertify** under the Action column.
3. Select **OK** on the "Decertify Confirmation" pop-up.

The CDO Roster Summary will update to display the date you decertified the individual.

Certified Application Counselors (CACs)								
Action	Certification Status	Training Completion Date	Decertification Date	First Name	Last Name	Email Address	Current CAC ID	Previous CAC ID @
Edit Decertify				Job	Aid	jobaid@email.com	USCDOA8312346	
			08/03/2021	Test	One	testone@email.com	USCDOA8312348	

Figure 7: Decertification Date Column in the CAC Roster Table

Note: If a user who you previously decertified returns to your organization or wishes to continue assisting consumers, you must assign this individual a new CAC ID and add them back to your CAC roster using the steps in [Submit a CAC Roster](#).

Track CAC Status

The CAC roster table on the "CDO Summary" page is a tool you can use to track the Certification Status and Training Completion Date for the Annual Assister Certification Training for each of your CACs.

- Certification Status – The Annual Assister Certification status of the CAC: Not Certified, Certified, Decertified, or Expired.
- Training Completion Date – The date on which the CAC completed the Annual Assister Certification Training as populated by the Marketplace Learning Management System (MLMS).

Certified Application Counselors (CACs)								
Action	Certification Status	Training Completion Date	Decertification Date	First Name	Last Name	Email Address	Current CAC ID	Previous CAC ID
Edit Decertify				Job	Aid	jobaid@email.com	USCDOA8312346	
			08/03/2021	Test	One	testone@email.com	USCDOA8312348	

Figure 8: CAC Roster Table

Note: You cannot modify the Training Completion Date field. The system will automatically populate this field once the user completes Annual Certification training on the MLMS.

The CAC roster table also includes the following CAC information:

- Decertification Date – The date in which your organization deactivated the CAC from your roster using the maintenance web form (if applicable)
- Contact Information – First name, last name, and email address
- Current CAC ID – Active CAC ID associated with your organization that the CAC uses to complete Assister Certification Training annually
- Previous CAC ID – Any other ID a CAC has held with previous organizations or your organization that is no longer in use

Note: The maintenance web form will not permit you to edit the First Name, Current CAC ID, and Previous CAC ID fields. For edits to this data, you need to decertify the CAC and add them to your roster using their new information. Refer to Decertifying a CAC.

Email any questions to CACQuestions@cms.hhs.gov. Be sure to include your organization's name and CDO ID in the body of your email.