

# CDO Application – Video Transcript

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**This document is a transcript for the CDO Learning Series.**

## Table of Contents

|  |   |
|--|---|
| Welcome to the CDO Application Technical Documentation.....  | 3 |
| CDO Application Welcome Page.....  | 3 |
| CDO Application Welcome Page.....  | 3 |
| Submitter Contact Information.....   | 3 |
| Conflict of Interest Attestation – Page 1.....   | 3 |
| Conflict of Interest – Page 2 Organization Senior Official Initials .....  | 4 |
| Conflict of Interest – Page 2 CIO Listing.....   | 4 |
| Conflict of Interest – Page 2 COI Attestation and Signature.....   | 4 |
| New CDOs .....   | 4 |
| Existing Organization information – FEIN .....   | 4 |
| Organization Information – CDO ID .....  | 5 |
| Organization Contact Information .....   | 5 |
| Organization Senior Official Contact Information .....   | 5 |
| C-A-C Project Director Contact Information .....   | 6 |
| Secondary Contact Information.....   | 6 |
| Organization Headquarters Information .....  | 6 |
| Organization Headquarters Information – Continued.....   | 6 |
| Next, the OSO enters the Organization’s Headquarters address completing required fields. Then, they’ll select Continue. .... | 6 |
| Service Locations – Count(ies) Selection .....   | 6 |
| Service Locations – State Selection.....   | 6 |
| Service Locations – Update Table .....   | 7 |
| Additional Organization Details – Primary Organization Type .....  | 7 |
| Organization Specialty .....   | 7 |
| Intended Enrollment Assistance Type .....  | 7 |
| Organization Processes.....  | 7 |
| CDO- Summary.....  | 8 |
| Confirmation.....  | 8 |
| For CDOs Who Were Previously Deactivated CDOs, Withdrew from the Program or Failed to Renew Their CDO Status .....           | 8 |
| Existing Organization information - FEIN.....  | 8 |
| Organization Information – CDO ID .....  | 8 |
| Organization Information – CDO ID Not Found .....  | 9 |
| For Existing CDOs .....  | 9 |
| Organization Information - FEIN .....  | 9 |

|  |    |
|--|----|
| For Existing CDOs .....                                  | 9  |
| Existing CDOs - Organization Found Page.....             | 9  |
| Existing CDOs – Update Information .....                 | 10 |
| Existing CDOs – Error .....                              | 10 |
| Organization Found Error – Application In Progress ..... | 10 |
| Existing CDOs – Organization Not Found.....              | 10 |
| Next Steps .....   | 10 |
| Next Steps (cont.).....                                  | 11 |
| Next Steps (cont.).....                                  | 11 |
| Resources.....   | 11 |
| End of Presentation .....                                | 11 |

## Welcome to the CDO Application Technical Documentation

Hello! Welcome to the Certified Application Counselor Designated Organization (CDO) Application technical demonstration!

### CDO Application Welcome Page

**To apply to the CDO Program, organizations should navigate to the link on the slide.**

Please note: The Application web form is ONLY for new applicants. If your organization is an existing CDO with CMS you do NOT need to apply. Please email [cacquestions@cms.hhs.gov](mailto:cacquestions@cms.hhs.gov) if you have questions about your organization’s status.

### CDO Application Welcome Page

On the “Welcome” page of the CDO application web form, applicants should review the instructions, then select **Continue** after reading and agreeing to the system access requirements message.

### Submitter Contact Information

The Application should be completed by the Organization’s Senior Official or (OSO) who has the ability to bind the organization in an agreement.

The OSO enters their contact information on the “Submitter Contact Information” page. Required fields are indicated by a red asterisk. Then, they’ll select **Continue**.

### Conflict of Interest Attestation – Page 1

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 or (COI) form.

The OSO reviews the first page of the “COI Attestation,” then checks the box to attest that they have carefully read this form and understand that selecting continue indicates their agreement with the statements.

They’ll select **Continue**.

### Conflict of Interest – Page 2 Organization Senior Official Initials

Next, the OSO reviews the six statements on the second page of the “COI Attestation” and enters their initials after each statement to agree or attest to the statements for themselves and on behalf of the organization they represent.

### Conflict of Interest – Page 2 CIO Listing

If there is a potential COI, the OSO will fill out the table with the Company, Type of Relationship, and Content Area for the disclosure of any actual or potential conflicts of interest.

Please note! If the organization does not have any potential conflicts of interest, they do NOT need to complete this part of the form.

### Conflict of Interest – Page 2 COI Attestation and Signature

Now, the OSO checks the box to attest that they have carefully read and completed this form and provided current and accurate information to the best of their ability and that they understand that typing their name serves as an electronic signature for purposes of this form.

### New CDOs

The following steps in the application are for new applicants who wish to become CDOs and who have not previously submitted an application.

### Existing Organization information – FEIN

The “Existing Organization Information” page allows the OSO to check their organization’s status to determine whether an application already exists for their organization.

They'll select **Yes** or **No** indicating whether their organization has a Federal Employee Identification Number or (FEIN).

If the organization has a FEIN, the OSO will enter the nine-digit number in the field provided.

## Organization Information – CDO ID

If an organization has never applied to be a CDO, the OSO selects **No** to indicate that they have not previously been approved to be a CDO.

Then they'll select **Continue** and will be directed to the "Organization Contact Information" page.

## Organization Contact Information

Organization Contact Information

Each CDO must have two leadership contacts on record with CMS: an (Organization Senior Official (OSO) and a CAC Project Director). The Secondary Contact is optional.

Individuals cannot fill multiple roles.

### Organization Senior Official

- Signs and initials the Conflict of Interest form and signs the application.
- Signs the CMS-CDO Agreement.
- Therefore, they must have the authority to both legally and financially bind the organization.

### CAC Project Director

- Maintains compliance with CDO requirements
- Certifies CAC staff and volunteers
- Keeps CAC certification records
- Updates organization information with CMS

### Secondary Contact

- May serve as an additional contact that supports the CAC Project Director
- Is knowledgeable about the program's operations

## Organization Senior Official Contact Information

The "Organization Contact Information" page allows the OSO to enter contact information for each role.

The OSO completing and submitting the application **MUST** select **Same as Submitter**, and the contact information fields will populate with the OSO's information.

## CAC Project Director Contact Information

The OSO then enters the CAC Project Director contact information. Required fields are indicated by a red asterisk.

## Secondary Contact Information

If the OSO is entering a Secondary Contact, they'll select the box next to Secondary Contact Information and enter the required information. Required fields are indicated by a red asterisk.

## Organization Headquarters Information

Next, the "Organization Headquarters Information" page allows the OSO to enter information about their organization's headquarters.

First, they'll enter their organization's contact information. Required fields are indicated by a red asterisk.

## Organization Headquarters Information – Continued

Next, the OSO enters the Organization's Headquarters address completing required fields. Then, they'll select **Continue**.

## Service Locations

On the "Service Locations" page, the OSO will select the state(s) and county or counties in which their organization provides enrollment assistance services.

To access a color-coded map that provides the Marketplace type by state, they can select the Map of Marketplaces link.

## Service Locations – Count(ies) Selection

Next, they'll select the county or counties in which their organization will provide enrollment assistance services; use the arrows above the "Available Counties" list to move the applicable counties to the "Selected Counties" list. The OSO may filter the list of counties by entering the county name in the "Filter" field.

## Service Locations – State Selection

The OSO selects a state in which their organization will provide enrollment assistance services from the drop-down menu.

**NOTE:** *If an organization operates in more than one state, the OSO must complete the service location selection steps for one state before adding another state. Remember to include the state and county for*

*their organization's headquarters if the organization provides enrollment assistance services at that location.*

## Service Locations – Update Table

**Once all applicable counties are selected**, the OSO selects **Update Table**. The Service Locations table will populate selected service locations for the organization.

They'll repeat this process for each state in which their organization will provide enrollment assistance services, then select **Continue**.

## Additional Organization Details – Primary Organization Type

The "Additional Organization Details" page allows the OSO to provide information about the type of work their organization performs.

They'll select the **Primary Organization Type** that applies to their organization. They can only select one.

***NOTE:** If the OSO selects "Health Services," they'll also select all the types of health services that apply to the organization. They must select at least one.*

## Organization Specialty

The OSO then selects their **Organization Specialty**, if applicable...

## Intended Enrollment Assistance Type

...then their **intended enrollment assistance type**. **Either year-round, or open enrollment only.**

## Organization Processes

Next, they'll select **Yes** or **No** to answer questions about internal processes their organization currently has in place.

To become a CDO, an organization must:

- Have an established process for screening staff or volunteers who work for the organization (often completed during the hiring process) to ensure appropriate vetting of individuals before serving as individual CACs.
- Determine whether staff have any conflicts of interest to resolve.
- Have safeguards in place for protecting the privacy and security of PII to ensure the appropriate handling of consumer's personal information as they provide enrollment assistance.

- Be capable of providing services to help those they serve with health coverage decisions once they become a CDO.

Then they'll select **Continue**.

### CDO Summary

The "CDO Summary" page displays all the information the OSO entered in the CDO application form. Before submitting, the OSO can edit any of the sections by selecting the **Edit** link next to the section title.

When they're done reviewing, they'll select **Submit** to submit the application.

### Confirmation

The "Confirmation" page provides confirmation of the OSO's application submission and allows them to print and save a PDF confirmation containing the information they submitted. They'll select **PDF** to generate a PDF confirmation, then select **Exit** to exit the application. If the application was successfully submitted, the leadership contacts will get a confirmation email including their application number. Applications are reviewed by CMS and that process takes approximately 2 weeks to complete.

### For CDOs Who Were Previously Deactivated CDOs, Withdrew from the Program or Failed to Renew Their CDO Status

If an organization was previously a CDO, but they were deactivated, withdrew from the program or failed to renew their CDO status the following slides will detail the steps they should follow to reapply to the CDO Program.

### Existing Organization information - FEIN

The "Existing Organization Information" page allows the OSO to check their organization's status to determine whether an application already exists for their organization.

They'll select **Yes** or **No** indicating whether their organization has a Federal Employee Identification Number or (FEIN).

If the organization has a FEIN, the OSO will enter the nine-digit number in the field provided.

### Organization Information – CDO ID

If an organization has been previously approved, the OSO selects **Yes** ONLY if they know their previous CDO ID. They'll enter their organization's previous eight-character CDO ID in the field provided.

If the OSO does not know their previous CDO ID, they'll select **No**.

Then they'll select **Continue** and will be directed to the "Organization Contact Information" page.

### Organization Information – CDO ID Not Found

If an organization's CDO ID could not be found in the system, the OSO will be directed to the "Organization Not Found" page.

To review the information they submitted, the OSO selects **Back**. If an error was not made and this information is correct, please select **No** that they do not know their previous CDO ID.

Then select Continue to continue the application process from the Organization Contact Information through the Confirmation pages. This information begins with the "Organization Contact Information Page" at timestamp 3 minutes 20 seconds.

### For Existing CDOs

The following steps in the CDO application process are for existing CDOs.

### Organization Information - FEIN

As a reminder, the "Existing Organization Information" page allows the OSO to check their organization's status to determine whether an application already exists for their organization.

They'll select **Yes** or **No** indicating whether their organization has a Federal Employee Identification Number (FEIN).

If the organization has a FEIN, the OSO will enter the nine-digit number in the field provided.

### For Existing CDOs

If an organization has previously been approved to be a CDO, the OSO selects **Yes**. They'll enter their organization's previous eight-character CDO ID in the field provided.

Then they'll select **Continue**.

### Existing CDOs - Organization Found Page

The web form will direct the OSO to the "Organization Found" page if:

- The organization previously submitted a CDO application that CMS approved or is currently reviewing or,
- An organization's FEIN or CDO ID number has been found in the system.

If the OSO is directed to the "Organization Found" page, they do not need to reapply. Remember, the application web form is only for NEW applicants.

## Existing CDOs – Update Information

If an existing CDO wants to make changes or update their organization's information, they'll select **Exit** and use the Organizational Maintenance web form or (OMWF) to update the organization's information.

Leadership Contacts can also access the OMWF by selecting the link provided on this screen. Please refer to our OMWF Demonstration video for step-by-step directions, or email [cacquestions@cms.hhs.gov](mailto:cacquestions@cms.hhs.gov) if you have questions.

## Existing CDOs – Error

If an OSO thinks they are receiving the Organization Found message in error or wants to explain why they are submitting a new application, they'll then enter their request in the "Comments" field and select **Submit Comments** and the CDO Program Office will contact the OSO via email.

## Organization Found Error – Application In Progress

Organization Found – Application In Progress

If the organization's application is in progress, the OSO will be directed to the Organization Found page.

If the OSO believes they are receiving the Organization Found message in error or wants to explain why they're submitting a new application, they'll enter their request in the "Comments" field and select **Submit Comments** and the CDO Program Office will contact the OSO via email.

## Existing CDOs – Organization Not Found

No Existing Organization Found

If an organization's FEIN or CDO ID could not be found in the system, the OSO will be directed to the "Organization Not Found" page.

To review the information they submitted, the OSO selects **Back**.

If the message seems to be an error, the OSO adds their explanation in the "Comments" field and selects **Submit Comments**. The CDO program office will contact them via email.

## Next Steps

The initial application is the first step in the two-step CDO application process.

After submitting the application, the CDO will receive an email with an application ID.

If they submit and don't receive an email (check email Junk folder) they should contact CMS at [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov).

## Next Steps (cont.)

The CMS CDO Program Office reviews the application and sends the OSO a status email within two weeks. (Email [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov) if none is received.)

Follow-up questions from the CMS CDO program will be sent from [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov).

Once CMS CDO Program Office approves an application, a preliminary approval email is sent to the OSO.

Receipt of this email does NOT mean CMS approved the organization as a CDO.

## Next Steps (cont.)

The second step in the application process is to complete, sign, and return a CMS CDO agreement.

- Once the CMS CDO Program Office approves an application, CDOs will log onto the [CDO Organizational Maintenance web form](#) to complete the process and perform the following:
  - Verify and/or Update their existing information
  - Print, sign and Submit their CMS-CDO agreement.
  - After a CDO gets their final approval and is issued their CDO ID, they will then use the OMWF to Submit and maintain a roster of CACs.
  - Both new and existing CDOs MUST have at least one CAC certified on the CAC roster to remain active in the program.
  - If a CDO is decertified, they will have to reapply during the next open season.
- Monitor CAC Annual Certification Data from the Marketplace Learning Management System (MLMS).
- Renew their signed CMS-CDO agreement when required.

## Resources

This slide provides links to the resources available to assist leadership contacts with the CDO Application process.

## End of Presentation

This concludes the CDO Application Technical Demonstration. Thank you.