CAC Roster – Video Transcript

This document is a transcript for the CDO Learning Series.

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Welcome to CAC Roster Technical Demonstration

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

CAC Roster Overview

CAC Roster Overview

CDOs must maintain a roster of their CACs on the CDO Organizational Maintenance Web Form (OMWF) during the two-year agreement period.

CDOs must assign each CAC a unique CAC ID in order for the CACs to access annual Assister Certification Training on the Marketplace Learning Management System (MLMS). In the MLMS, the CAC ID is verified against the organization's CAC roster before CACs can enroll in their training courses on the MLMS.

This roster functionality in the OMWF allows CDOs to:

- Document the CACs' full names, email addresses, and CAC IDs.
- Monitor the CACs' annual assister certification training completion dates from the MLMS.
- Maintain the roster of CACs during their two-year agreement period.
- Access the maintenance web form and complete these actions.

CAC Roster Overview - Continued

CDOs must have at least one CAC certified on their CAC roster who:

- Has completed annual certification training on the Marketplace Learning Management System (MLMS).
- Was issued a CAC certificate.

New CDOs:

- Failure to have at least one certified CAC on the roster within 90 days of receipt of the Welcome Packet email will result in withdrawal from the CDO Program.
- The CDO must assign CAC IDs and add the CAC to their CAC Roster in the OMWF.
- Then the CAC may take their Annual Certification Training on the MLMS.

Existing CDOs:

- Going without at least one certified CAC on the roster for a duration of 90 consecutive days during a two-year period of performance will result in withdrawal from the CDO Program.

If a CDO is withdrawn from the CDO Program:

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

Preparing for the CAC Roster

To prepare to upload the CAC roster:

Leadership contacts (Organization Senior Official, CAC Project Director, and Secondary Contact, if applicable) need to make sure they can access the maintenance web form.

They need to ensure every CAC has a unique ID. For guidance on assigning a CAC ID, they can review the How to Assign Unique CAC IDs document located at the link on the screen.

Next, they need to gather all the necessary CAC data and have it readily available to complete all the information for the roster:

- **First Name**

- **And Last Name** *please note that the First name and last name are required to be their legal first and last name as they appear on their government issued ID.

- **Email Address (business/work email address)**

- **Current CAC ID** — example, USCDOZ9912345, a maximum of 13 characters in length

- **Optional field: Previous CAC ID** —If they wish to record any other ID a CAC has held with previous organizations or this current organization that is no longer in use they would record that here

Leadership contacts also need to ensure the CAC's First Name AND Last Name* on their CMS Portal Account match EXACTLY the First Name AND Last Name on the roster. *If a CAC included a middle name in the CMS Portal Account, they should omit it from the CAC Roster, as there is no middle name field. They should not add a middle name or middle initial to either the First or Last Name field.

Adding a CAC Roster

CDOs have two options when adding a roster of CACs:

- Manually using the maintenance web form to submit information for each CAC individually (they can add up to five CACs per session with this method).

Using a CMS provided template to collect information for as many CACs as they need to add at one time and upload it to the maintenance web form.

Adding a CAC Roster (Cont.)

On the "CDO Summary" page, the leadership contact scrolls down to the "CACs" section. The first time they access this section, the CAC roster table will be empty. Once the leadership contact adds and submits their roster, they will be able to view and edit their CACs directly from this table on the "CDO Summary" page going forward.

To add a roster of CACs:

Leadership contacts select **Add CAC Roster**.

CAC Roster Upload Page – instructions

On the "CAC Roster Upload" page, the leadership contact should review the Instructions.

NOTE: Leadership contacts can manually add up to five CACs per session or use the CAC roster template to upload a CSV file containing their list of CACs. They can use the template whether they have one CAC or more than five CACs, but they may find it most helpful to use it if they have more than five CACs.

CAC Roster Upload – Manual Process

To begin the manual upload process:

The leadership contact selects **Manual Upload** on the "CAC Roster Upload" page, and the "CAC Roster Manual Upload" section will appear.

WARNING: Leadership contacts should be sure if copying and pasting any information into the fields that they are checking for accuracy and extra spaces. This will help prevent error messages and issues with adding CACs.

CAC Roster Manual Upload

The leadership contact enters the **information** indicated by a red asterisk. The Previous CAC ID field is optional.

They then select **Save** if only adding one CAC or **Save and New** if adding multiple CACs.

CAC Roster Summary Table

The CAC Roster Summary Table will appear displaying the information the leadership contact just entered. They should review the information carefully and select **Save and Return**.

NOTE: Leadership contacts cannot alter the Training Completion Date or the Decertification Date. When they decertify a CAC, the web form automatically populates the Decertification Date. When the CAC completes the annual training, the MLMS updates the Training Completion Date within 24 hours of completion. Please be aware that Leadership contacts cannot edit CAC first name or CAC ID. If edits are required for either of these fields, the leadership contact would need to decertify the CAC and add them back with updated information. This process will be explained later in this demonstration.

CAC Roster – Submit

To submit the roster, the leadership contact selects **Submit** either at the top or the bottom of the "CDO Summary" page.

CAC Roster – Confirmation

The "Confirmation**"** page will appear. The leadership contact can select **Print PDF** to print a copy of the information.

They then select **Exit** to exit the maintenance web form.

Using the CAC Roster Template

If the CDO chooses to use the CAC Roster Template, leadership contacts will click **CAC Roster Template** on the "CAC Roster Upload" page.

CAC Roster Template – Overview

The purpose of the CAC roster template is to provide CDOs a streamlined way to import and maintain the CAC information. The template is available for CDOs to collect CAC information and generate a CSV file for upload to the maintenance web form. Please note there are 2 tabs in the template, tab 1 is the instructions and tab 2 is where you enter your CAC information.

CAC Roster Template – Best Practices

Best practices for leadership contacts using the template:

- Follow all the instructions on the initial Instructions Tab and the CAC Roster tab.
- Make sure to select Enable Editing and 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 moving forward if it detects missing or incorrect data.
- Sometimes copying and pasting data into the template adds phantom spaces that will generate error messages.
- 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.

NOTE: Once a CDO organization has uploaded their CAC Roster using the template, they will need to download a NEW template if they ever want to add more CACs in the future. Leadership contacts cannot reuse their existing CAC roster template when making additions to the roster. They must use a clean version of the CAC roster template when adding additional CACs to the roster.

CAC Roster Upload – Select CAC Roster Template

To create and upload a CAC Roster using the CAC Roster Template, Leadership contacts select **CAC Roster Template** on the "CAC Roster Upload" page.

Download CAC Roster Template

Leadership contacts select **CAC Roster Template** on the "CAC Roster Template Upload**"** page to open and create the CAC roster file. The CAC roster template will open on the "Instructions" page, and they should review the instructions before continuing.

They then select the file in the lower left corner tab of their screen.

CAC Roster Template

Leadership contacts review the **information** on the Instructions tab and select the **CAC Roster** tab at the bottom of the excel sheet.

CAC Roster Template– Enable Editing & Content

Leadership contacts then select **Enable Editing** and **Enable Content**.

Entering CAC Information

On the CAC Roster tab of the excel sheet, leadership contacts start on row 11 and enter the **information** indicated by an asterisk. The Previous CAC ID is only if applicable and is an optional field.

NOTE: The First Name AND Last Name on the roster must match the CAC's information on their Centers for Medicare & Medicaid Services (CMS) Portal Account EXACTLY. If the CMS Portal Account has a middle name, just omit. The CAC roster does not have a middle name field.

Add a CAC and Create a CAC Roster

Leadership contacts select **Add CAC** to add the next CAC.

If there are multiple CACs to add, they can select **Add CAC** as many times as necessary. They can copy and paste CAC information from another document into the cells.

The leadership contact then selects **Create CAC Roster.** On the "Save As" pop-up window, the leadership contact enters the CSV file name and selects **OK**.

Save CAC Roster File

Leadership contacts select the location on their computer where to save the file and then select **OK**.

A pop-up will appear confirming that the CAC roster CSV file saved. They then select **OK**.

NOTE: The CSV file will remain on the screen. To continue with the process, the leadership contact returns to the maintenance web form in the browser.

CAC Roster Template Upload

On the "CAC Roster Template Upload" page, in the "CAC Roster Template Upload" section, the leadership contact selects **Upload a File**. They then locate and select the CSV file they just created and saved on their computer and select **Save and Return**.

The CAC roster file will show in the Attachment Summary table. The leadership contact then selects **Save and Return**.

CAC Roster – Submit

On the "CDO Summary" page, the CAC table now displays the CAC the leadership contact added. The leadership contact selects **Submit** to submit the roster.

Confirmation

On the "Confirmation" page, the leadership contact selects **Print PDF** to print a copy of the information. They then select **Exit** to return to the maintenance web form "Welcome" page.

Download Current CAC Roster

Leadership contacts can download an Excel file of the current CAC roster after they add the CAC(s). This is an optional step, but CMS recommends that they keep a copy of their CAC roster for their records.

Leadership contacts do not use the copy that they downloaded for their records to make future updates. They can make any updates to the roster through the maintenance web form using the manual process or by uploading a new CSV file.

To download a copy of the CAC roster, the leadership contact:

Logs in to the maintenance web form and in the Certified Application Counselors (CACs) table of the "CDO Summary" page, selects **Download My Current CAC Roster**.

NOTE: Leadership contacts cannot reuse the existing CAC roster when making additions to the roster. They must use a clean version of the CAC roster template when adding new CACs to the roster.

Save File

Leadership contacts open the **file** from the lower left corner tab of their screen and then save the **file** to a location of their choice.

Once they download the CAC roster, they then return to the maintenance web form in their browser to continue.

Decertifying a CAC

During the two-year agreement period as a CDO with CMS, there may be CACs who leave the organization or edits that need to be made that will necessitate decertifying a CAC.

Here are some examples where a Leadership contact would need to decertify a CAC from the CAC Roster:

If edits are needed to the CAC's first name or CAC ID the CAC would need to be *decertified* and then added back to the CAC Roster with the updated information and assigned a new CAC ID.

If the CAC's assister certification expires, a leadership contact will need to decertify them and add the CAC back on the CAC Roster, issuing a new CAC ID.

When a CAC leaves the organization or remains with the organization but no longer assists consumers as a CAC for that plan year, a leadership contact should decertify this person on the maintenance web form.

Decertifying a CAC means this person can no longer assist consumers as a CAC with the organization.

A leadership contact can use the maintenance web form to document these changes by decertifying the CACs who require these changes.

On the "CDO Summary" page, in the CAC table, the leadership contact identifies the individual they want to decertify and selects **Decertify**.

Warning! This action cannot be undone.

Note: If a user who was previously decertified returns to the organization or wishes to continue assisting consumers, a leadership contact must assign this individual a new CAC ID and add them back to the CAC roster.

Decertifying a CAC – (Cont.)

The system will confirm that the leadership contact wants to decertify the individual. They then select **OK**. Remember! Once **OK** is selected this action cannot be cancelled or undone. The leadership contact will need to add the CAC back with a new CAC ID following steps in the previous sections.

REMINDER: If a leadership contact needs to edit the individual's first name or CAC ID, they need to return to the "CDO Summary" page and decertify the individual and add them again with a different CAC ID.

Decertifying a CAC – Submit

The system will update the CAC table on the "CDO Summary" page to list the decertification date and move the contact to the bottom of the table.

The leadership contact then confirms the information is correct, makes additional changes if needed, and selects **Submit**.

Editing a CAC's Information

Editing a CAC's information

During the two-year agreement period, a CAC's information may change and edits to the CAC Roster may be required. For example, someone's last name may change, or the organization may change names, requiring new email addresses.

Leadership contacts can edit both the last name field and the email address field on the CAC Roster. These are the ONLY two fields that can be edited, however. If changes need to be made to a CACs first name, or CAC ID, the CAC will need to be decertified and then added back to the CAC roster with the updated information.

To edit a CAC's last name or email address information:

The leadership contact navigates to the CAC table on the "CDO Summary" page and selects **Edit**.

NOTE: Leadership contacts cannot alter the Training Completion Date or the Decertification Date. When they decertify a CAC, the web form automatically populates the Decertification Date. When the CAC completes the annual training, the MLMS updates the Training Completion Date.

CAC Contact Edit Page

On the "CAC Contact Edit" page, a leadership contact can edit the individual's Last Name and/or Email Address. Once they make the changes, they then select **Save & Return**.

REMINDER: If a leadership contact needs to edit the individual's first name or CAC ID, they need to return to the "CDO Summary" page and decertify the individual and add them again with a different CAC ID and the updated information.

CAC Contact Edit Page

On the "CDO Summary" page, the edits will appear in the CAC table. The leadership contact confirms their changes and selects **Submit**.

The "Confirmation" page will appear, where they can download a copy of their submission and exit the maintenance web form.

Tracking CAC Status

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

- Certification Status - The Annual Assister Certification status of the CAC: Not Certified, Certified, Dercertified or Expired.
- Training Completion Date – The date on which the CAC completed the Annual Assister Certification Training as populated by the MLMS.

Note: Leadership contacts cannot modify the Training Completion Date. The system will automatically populate this field once the user completes Annual Certification training on the MLMS when it becomes available.

CAC Roster Reminders

CAC Roster Reminders

In order for a CAC to be certified, they must first be assigned their unique CAC ID by leadership and be listed on their organization's CAC Roster before they can access and complete Annual Assister Certification Training in the Marketplace Learning Management System (MLMS).

Once they complete their training, their completion will be automatically updated in the CAC Roster, and they will be listed as certified.

CDOs MUST have at least one CAC certified on the CAC roster. If existing CDOs go without at least one certified CAC on the CAC roster for a duration of 90 consecutive days during the two-year period of performance, they will be withdrawn from the CDO Program.

If a CDO is withdrawn, they will need to reapply to serve consumers as a CDO in the Federally-facilitated Marketplace (FFM).

Refer to the CAC Roster job aid on the CDO Program page on REGTAP for complete instructions on adding and maintaining the CAC roster.

Resources

This slide provides links to the resources available to assist leadership contacts with the CAC roster.

End of Presentation

This concludes the CAC Roster Technical Demonstration. Thank you!