



Centers for Medicare & Medicaid Services
CMS Target Life Cycle (TLC)

Ambulatory Specialty Model (ASM)

Participant Portal User Manual

Version 1.0

09/03/2026

Document Number: CTSUM1.001082026

Contract Number: 47QTCB21D0259:75FCMC23F0029

Prepared for:

Centers for Medicare & Medicaid Services (CMS)
Office of Information Technology
7500 Security Boulevard, N2-13-1
Baltimore, MD 21244-1850

Prepared by:

Softrams, LLC., a wholly owned subsidiary of Tria Federal
3100 Clarendon Blvd. Suite 1400
Arlington, VA 22201

Table of Contents

Table of Contents	i
List of Figures.....	i
List of Tables	ii
1. Introduction	1
1.1 Overview.....	1
1.2 Cautions & Warnings.....	1
1.3 Set-up Considerations	1
1.4 User Access Considerations.....	2
1.4.1 Request Access/Log in to the ASM Participant Portal	2
2. Using the System.....	4
2.1 ASM Model Home Page.....	4
2.2 Manage Participant Profile	5
2.3 Profile Information	5
2.3.1 Participant Information Tab.....	5
2.3.2 Contact Information Tab.....	6
2.3.3 Organization Change Requests.....	9
2.4 Program Documents	12
2.5 Exiting the System.....	14
3. Troubleshooting & Support.....	15
3.1 Error Messages	15
3.2 Support.....	15

List of Figures

Figure 1: ASM Participant Portal Home Page	5
Figure 2: Participant Information.....	6
Figure 3: Contact Information tab.....	7
Figure 4: Add Contact Details	8
Figure 5: View, Edit and Delete Contacts.....	9
Figure 6: Organization Change Requests section	10
Figure 7: Organization Change Request question.....	10

Figure 8: Organization Change Request form when 'Yes' is selected.....	11
Figure 9: Organization Change Request form when 'No' is selected	11
Figure 10: Submitted Organization Change Request.....	12
Figure 11: Program Documents	13
Figure 12: Program Documents - File Upload.....	13
Figure 13: Program Documents - Successful File Upload.....	14
Figure 14: Logout from the ASM Participant Portal	14

List of Tables

Table 1: Set-up Considerations	2
Table 2: User Access Considerations.....	2
Table 3: Error Messages	15
Table 4: Special Considerations.....	15
Table 5: Record of Changes.....	16
Table 6: Glossary	17

1. Introduction

This User Manual (UM) provides the information necessary for the Ambulatory Specialty Model (ASM) participants and preferred providers to effectively use participant portal.

1.1 Overview

The Ambulatory Specialty Model (ASM) Participant Portal is used by ASM participants to receive notifications from CMS and interact with CMS.

For questions on gaining access to the participant portal, contact CMMIForceSupport@cms.hhs.gov or call 1-888-734-6433.

1.2 Cautions & Warnings

There is no auto save function. Save your updates before navigating away from the browser window.

The warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network. This system is provided for government-authorized use only.

Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties.

Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring.

By using this system, you understand and consent to the following:

- The government may monitor, record, and audit your system usage, including usage of personal devices and email systems for official duties or to conduct Department of Health and Human Services (HHS) business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system. At any time, and for any lawful government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this system.
- Any communication or data transiting or stored on this system may be disclosed or used for any lawful government purpose.

1.3 Set-up Considerations

Make sure your system meets the following requirements to use the application effectively and without interruption.

Table 1: Set-up Considerations

Requirement	Specification
Browser	Google Chrome - V142.0.7444.175/176 or higher Microsoft Edge - V142.0.3595.80 or higher Mozilla Firefox – V145.0.1 or higher
Pop-ups	Enable for CMS domains
Screen Resolution	Minimum 1024 × 768
Internet Connection	Use a stable and secure network
Accessibility	Use JAWS 11 or higher for screen reading and ensure Section 508 compliance
File Support	Have Microsoft Excel and Adobe PDF Reader installed

1.4 User Access Considerations

Your access to the application depends on your assigned role. Each role defines what you can view and do in the system.

Table 2: User Access Considerations

Role	Access Level	Description
Participant	Read/Write	Upload data files, review validation results, and download reports.

1.4.1 Request Access/Log in to the ASM Participant Portal

- Navigate to the **CMS Enterprise Portal** at <https://portal.cms.gov>.
- Sign in using your applicable authentication method: **ID.me**, **Login.gov**, or **IDM User ID**.
- On the **My Portal** page, locate and select the **Innovation Center** widget.
- From the Innovation Center Landing Page, select **Request Model** or **Application Access** if you do not already have ASM Participant Portal access.
- Select **Participant Portal** as the **Application Name**.
- Select **Model Participant** as the **Role** and **Ambulatory Specialty Model (ASM)** as the **Model**.
- Enter the applicable **Entity ID(s)**.
- If you are an ASM Participant Provider, enter your **NPI**. Other ASM users should leave the **NPI** field **blank**.
- Enter a brief **Justification** and select **Submit**.

- Once access is approved, return to the **Innovation Center Landing Page** and select the **Ambulatory Specialty Model (ASM)** widget to access the ASM Participant Portal.

Note:

- Providers must enter the NPI associated with their Entity ID.
- Non-Providers should not enter NPI information. They must be added as a contact in the ASM Participant Portal using the same IDM email address associated with their CMS account.
- Participant Portal access is automatically approved when the user is listed as a contact for the entity using the same email address associated with their CMS account.

2. Using the System

This section provides detailed step-by-step instructions on how to navigate and manage the ASM Participant Portal.

2.1 ASM Model Home Page

The application homepage contains general information about ASM. In addition, the homepage displays below details:

- **Instructions:** Information about the ASM Participant Portal.
- **ASM Participants:** table which displays your participant records and includes the **Manage** button to access a selected participant record.
- **Application Timeout Note** – Displays a reminder that users should save their work before navigating away from a page, as unsaved work may be lost. The application automatically times out after 30 minutes of inactivity.
- **Upcoming Deadlines** – Displays upcoming deliverables and their associated submission deadlines based on applicable submission date ranges.
- **Helpful Links** – Provides access to applicable Portal user guides and supporting documents.

Figure 1: ASM Participant Portal Home Page

Ambulatory Specialty Model (ASM) - Participant Portal

Ambulatory Specialty Model (ASM) - Participant Portal

This Participant Portal is used by participants in the Ambulatory Specialty Model (ASM) to receive notifications from CMS and interact with CMS. Under ASM, select specialists who frequently treat a high volume of people with Original Medicare for low back pain or heart failure in the outpatient setting within a selected geographic area will be financially responsible for the outcomes of their care and incentivized to improve upstream chronic condition management.

New users can register by creating a CMS IDM account, which requires identity verification through Remote Identity Proofing (RIDP) using personal information such as legal name, address, date of birth, and Social Security number. Once registered and logged in, participants can view all their ASM IDs if they are identified as an ASM participant under multiple TINs within the model's selected geographic areas, allowing them to navigate between different ASM ID home pages.

CMS will safeguard the information provided through this Participant Portal in accordance with the Privacy Act of 1974, as amended (5 U.S.C. § 552a).

Questions about ASM should be direct to AmbulatorySpecialtyModel@cms.hhs.gov.

For questions on how to use the Participant Portal, please see the Helpful Links section, contact CMMIForceSupport@cms.hhs.gov, or call 1-888-734-6433 (Option 5).

NOTE: Please be sure to save your work before navigating away from each page as any unsaved work will be lost. Additionally, the application times-out after 30 minutes of inactivity.

Upcoming Deadlines

Helpful Links
[ASM Portal User Guide](#)

ASM Participants

ASM Participants Search

Model ID	NPI	Organization Name	TIN	Action
ASM00252	1233211231	John Hopkins Medical Center		Manage

Showing 1 to 1 of 1 entry

« < 1 > »

2.2 Manage Participant Profile

To manage a participant record, select the **Manage** link in the **ASM Participants** table (Figure 2).

2.3 Profile Information

The **Profile Information** section includes the following tabs

- Participant Information
- Contact Information

2.3.1 Participant Information Tab

The **Participant Information** tab appears as the first section under the **Profile Information** tile. This tab displays the participant's details. The information on this page is read-only and cannot be edited.

Figure 2: Participant Information

The screenshot displays the CMS.gov Ambulatory Specialty Model (ASM) - Participant Portal. The header includes the CMS.gov logo and the page title. A navigation bar shows a 'Back to Home' link and the identifier 'ASM-00031'. Below this, there are two main buttons: 'Profile Information' (highlighted with a red box) and 'Program Documents'. A secondary navigation bar contains two tabs: 'Participant Information' (highlighted with a red box) and 'Contact Information'. The 'Participant Information' section contains a heading, a paragraph of instructions, and a form with several fields: 'Physician First Name' (with 'Steve' entered), 'Physician Middle Name (Optional)' (with 'k' entered), 'Physician Last Name' (with 'Jobs' entered), and 'Provider Type' (with 'GOP' entered). A red asterisk indicates required fields.

CMS.gov Ambulatory Specialty Model (ASM) - Participant Portal

[Back to Home](#) > ASM-00031

Profile Information **Program Documents**

Participant Information **Contact Information**

Participant Information

Please review the following information regarding the Ambulatory Specialty Model (ASM) participant. To update any of the fields in this section, please contact CMMIForceSupport@cms.hhs.gov or call 1-888-734-6433 (Option 5).

Please submit a change request at the bottom of this page if the ASM participant is no longer affiliated with the Taxpayer Identification Number (TIN) listed below.

** Indicates required field*

***Physician First Name** **Physician Middle Name (Optional)**

Steve k

***Physician Last Name**

Jobs

***Provider Type**

GOP

2.3.2 Contact Information Tab

Use this tab to manage contact information for ASM participants. Multiple contacts can be added.

1. Click **Add Contact** to add a new contact.

Figure 3: Contact Information tab

Contact Information

Please add information for the following user roles

New contacts will automatically receive an email invitation to register for portal access, ensuring seamless onboarding for all authorized users.

The same individual may be identified as more than one contact type but must be separately designated for each applicable role. When a user holds the Primary Contact role along with another role (Authorized Signatory or Data Custodian), full Primary Contact permissions apply.

The Authorized Signatory and Data Custodian roles are only required if the ASM participant is requesting beneficiary identifiable data.

Please add information for the following user roles using the "Add Contact" button:

- Primary and Secondary Contact**

Primary Contact
Has administrative privileges to add, delete, or edit contact information for the ASM participant, including designating Secondary Contacts or additional Primary Contacts by providing their legal names and email addresses.
An ASM participant may have more than one Primary Contact and at least one Primary Contact must be maintained at all times. A Primary Contact cannot delete their own contact record; another Primary Contact must be designated first if they are leaving this role.
Only a Primary Contact can add Authorized Signatory or Data Custodian contacts.

Secondary Contact
Serves as an additional contact and receives ASM communications. Secondary Contacts have view-only access to the ASM participant's contact list and cannot edit the Primary Contact or delete any contacts. This user role is optional.
- Authorized Signatory**
- Data Custodian**

Contact Details

[Add Contact](#)
 Contact Details Search
 Enter Search Text...

First Name	Last Name	Contact Type	Email Address	Action
Amanda	Smith	Primary Contact	amanda.eom@mailinator.com	View Edit Delete

- In the **Add Contact Details** pop-up window, provide all required information marked with a red asterisk (*).

Figure 4: Add Contact Details

Add Contact

* Indicates required field

* Email Address

* Contact Type

☐ Primary Contact

☐ Secondary Contact

☐ Data Custodian

☐ Authorized Signatory

* Title

* First Name Middle Name (Optional) * Last Name

* Phone Number

Phone Number Extension (Optional)

Save Save and New Cancel

3. Click **Save** to save the entered information, **Save & New** to save the contact and add another, or **Cancel** to close the **Contact Details** window without saving.
4. Click **Edit** to update a contact's information. The **Name** and **Email Address** fields cannot be edited.
5. Click **View** to display the contact details in read-only mode.
6. Click **Delete** to remove the contact from the portal.
7. When a new contact is added, they will receive an email invitation to register for the portal.

Figure 5: View, Edit and Delete Contacts

Contact Information

Please add information for the following user roles

New contacts will automatically receive an email invitation to register for portal access, ensuring seamless onboarding for all authorized users.

The same individual may be identified as more than one contact type but must be separately designated for each applicable role. When a user holds the Primary Contact role along with another role (Authorized Signatory or Data Custodian), full Primary Contact permissions apply.

The Authorized Signatory and Data Custodian roles are only required if the ASM participant is requesting beneficiary identifiable data.

Please add information for the following user roles using the "Add Contact" button:

- Primary and Secondary Contact**
 - Primary Contact**
 Has administrative privileges to add, delete, or edit contact information for the ASM participant, including designating Secondary Contacts or additional Primary Contacts by providing their legal names and email addresses.
 An ASM participant may have more than one Primary Contact and at least one Primary Contact must be maintained at all times. A Primary Contact cannot delete their own contact record; another Primary Contact must be designated first if they are leaving this role.
 Only a Primary Contact can add Authorized Signatory or Data Custodian contacts.
 - Secondary Contact**
 Serves as an additional contact and receives ASM communications. Secondary Contacts have view-only access to the ASM participant's contact list and cannot edit the Primary Contact or delete any contacts. This user role is optional.
- Authorized Signatory**
- Data Custodian**

Contact Details

[Add Contact](#)
 Contact Details Search

First Name	Last Name	Contact Type	Email Address	Action
Amanda	Smith	Primary Contact	amanda.eom@mailinator.com	View Edit Delete

2.3.3 Organization Change Requests

Use the **Organization Change Request** section to submit and manage requests to notify CMS of a change in your affiliation with the organization (TIN) where CMS identified you as an ASM participant.

1. Select **Organization Change Request** to submit a new change request.

Figure 6: Organization Change Requests section

Organization Change Requests

To notify CMS of a change in your affiliation with the organization (that is, TIN) that identifies you as an ASM participant, please submit a request through the "Organization Change Request" function below. Note that submission of this form is for the purposes of ASM participation and does not serve as an official change in Medicare enrollment or the reassignment of billing rights for the purpose of Medicare billing and payment.

Note: The approval date is the date CMS approves the requested change made through this form.

Organization Change Requests

Organization Change Request

Organization Change Requests Search

Enter Search Text...

Organization Legal Name	TIN	Submitted Date	Approval Date	Status	Action
No data available in table					

Showing 0 to 0 of 0 entries

- In the Change Request pop-up window, an initial question is displayed. Different questions and prompts are provided based on the response.

Figure 7: Organization Change Request question

Organization Change Request

* Indicates required field

* Since leaving the organization (TIN) where you were identified as an ASM participant, have you begun reassigning your billing rights to a new organization (TIN)?

☐ Yes

☐ No

Submit Request Cancel

- In the **Change Request** pop-up window, provide all required information marked with a red asterisk (*).
- Select **Submit Request** to submit the request for CMS review.
- Select **Cancel** to discard the entered information and close the **Change Request** window.

Figure 8: Organization Change Request form when 'Yes' is selected

Organization Change Request

** Indicates required field*

* Since leaving the organization (TIN) where you were identified as an ASM participant, have you begun reassigning your billing rights to a new organization (TIN)?

☒ Yes

☐ No

* New Organization Legal Name

* New Taxpayer Identification Number (TIN)

* Termination Date of Reassignment to Current Organization

* Effective Date of Reassignment to New Organization

* Reason for Change

1000 characters remaining

Figure 9: Organization Change Request form when 'No' is selected

Organization Change Request

** Indicates required field*

* Since leaving the organization (TIN) where you were identified as an ASM participant, have you begun reassigning your billing rights to a new organization (TIN)?

☐ Yes

☒ No

* Termination Date of Reassignment to Current Organization

This date should reflect date of departure from organization.

* Reason for Change

1000 characters remaining

Submit Request

Cancel

Figure 10: Submitted Organization Change Request

Organization Change Requests

To notify CMS of a change in your affiliation with the organization (that is, TIN) that identifies you as an ASM participant, please submit a request through the "Organization Change Request" function below. Note that submission of this form is for the purposes of ASM participation and does not serve as an official change in Medicare enrollment or the reassignment of billing rights for the purpose of Medicare billing and payment.

Note: The approval date is the date CMS approves the requested change made through this form.

Organization Change Requests

Organization Change Request

Organization Change Requests Search

Enter Search Text...

Organization Legal Name	TIN	Submitted Date	Approval Date	Status	Action
NewYork Cardiology	785355389	08/06/2026		Submitted	View Edit Delete

Showing 1 to 1 of 1 entry

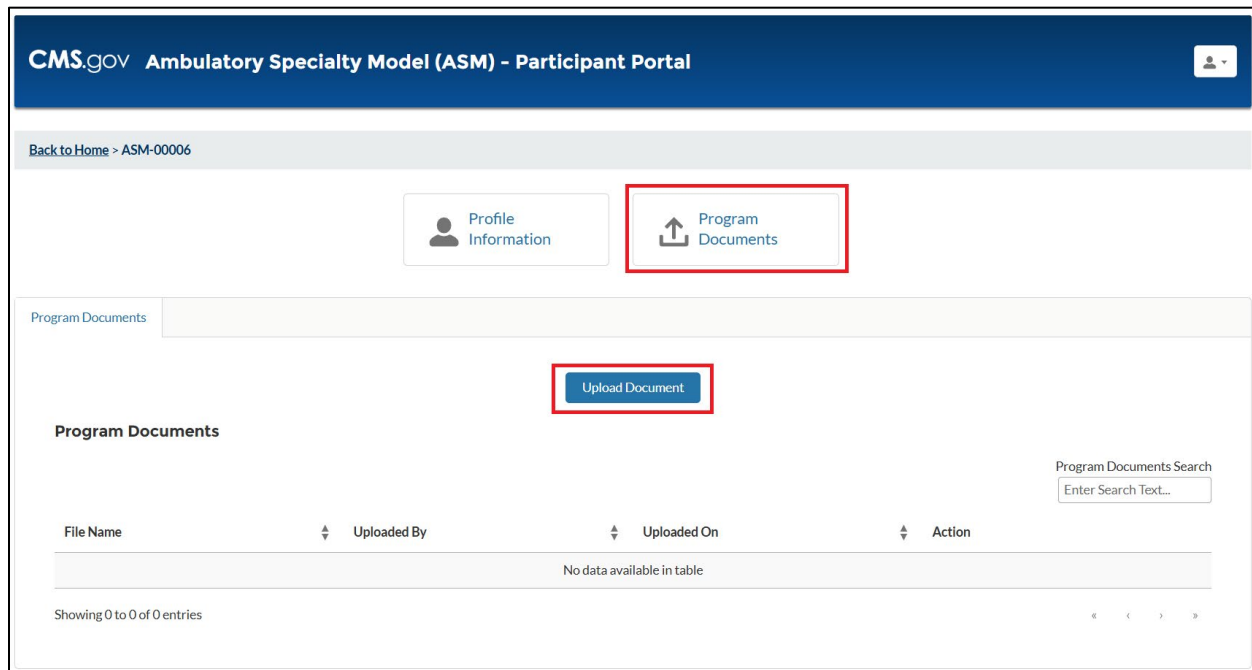
« 1 »

6. Submitted change requests are displayed in the table. You can **View**, **Edit**, or **Delete** a submitted change request, as applicable.
7. If CMS approves the change request, your participant profile will be set to **Inactive**, and you will lose access to the ASM Participant Portal for the affected participant profile.
8. You will receive an email notification if CMS approves the change request or if CMS requests a revision to your request.

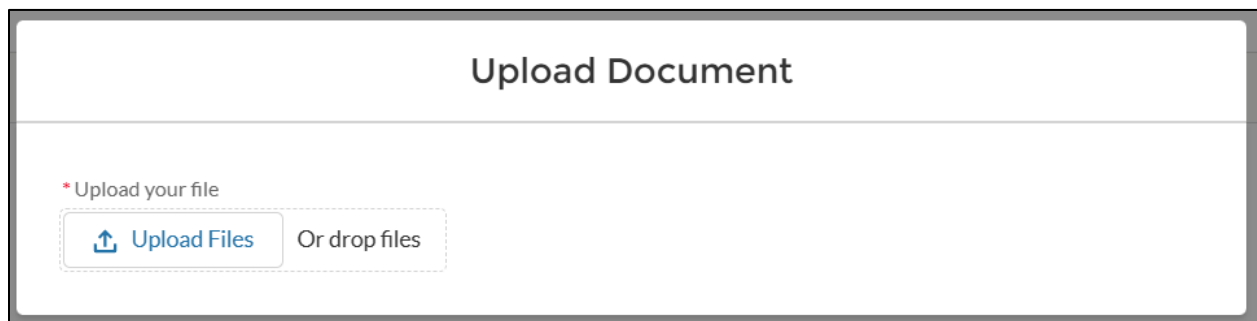
2.4 Program Documents

Use the **Program Documents** tile to upload and view required ASM program documents.

1. To upload a document, select **Upload Document** button.

Figure 11: Program Documents

2. Select **Upload Files**, then browse to the location on your local drive where the file is stored and select the file to upload.

Figure 12: Program Documents - File Upload

3. The system displays the upload status of the file. Once the upload is complete, select **Done**. A success message is displayed when the file is uploaded successfully.

Figure 13: Program Documents - Successful File Upload

The screenshot shows the 'Program Documents' page in the ASM Participant Portal. At the top, a green notification bar states 'File uploaded successfully'. Below this, there are buttons for 'Profile Information' and 'Program Documents'. The 'Program Documents' section includes an 'Upload Document' button and a search bar labeled 'Program Documents Search' with the placeholder 'Enter Search Text...'. A table lists the uploaded documents:

File Name	Uploaded By	Uploaded On	Action
sample	SamTest Test	12/04/2025	Download Delete
10MB_generated_file(2)	pyasm primeivv	12/03/2025	Download Delete
Practitioner_Roster_Template(1)	ypvtest userivv1	12/03/2025	Download
10MB_generated_file	ypvtest userivv1	12/03/2025	Download
Testivasm	ypvtest userivv1	12/03/2025	Download

At the bottom, it says 'Showing 1 to 5 of 5 entries'.

- After the file is uploaded successfully, it is listed in the Program Documents table. You can download the file to view it or delete it if it was uploaded in error.
- If CMS uploads a document, it is displayed in the same Program Documents table. You can download the document to view it.

2.5 Exiting the System

Select Logout in the upper-right corner and close all browser tabs. If your session times out automatically, sign in again using your portal credentials.

Figure 14: Logout from the ASM Participant Portal

The screenshot shows the CMS.gov Ambulatory Specialty Model (ASM) - Participant Portal. The header includes the CMS.gov logo and the title 'Ambulatory Specialty Model (ASM) - Participant Portal'. On the right, there is a user profile dropdown menu for 'Asm User' with the last login time '12/16/2025 11:53 AM'. The dropdown menu contains options for 'Change Password' and 'Logout' (which is highlighted with a red box). Below the dropdown, there is a 'NOTE: Please be sure to log out away from each page and close all browser tabs. Additionally, the application will time out after 30 minutes of inactivity.' and a section for 'Upcoming Deadlines'.

3. Troubleshooting & Support

Contact the CMMI Salesforce Help Desk at 1-888-734-6433, option 5, or email CMMIForceSupport@cms.hhs.gov. If users are using Internet Explorer (IE), make sure the browser users use is IE 11 or higher before attempting to navigate through the Participant Portal. Salesforce does not support prior versions of IE.

3.1 Error Messages

Use the following table to identify common issues and their solutions.

Table 3: Error Messages

Error	Cause	Resolution
Login Failed	Incorrect credentials or expired password	Reset your password or contact the helpdesk at CMMIForceSupport@cms.hhs.gov .
Session Timed Out	Inactivity over 30 minutes	Log back in to continue your session.

3.2 Support

If you still need help, reach out to the appropriate support resources.

Table 4: Special Considerations

Type	Contact	Email/Phone
Technical Access	Help Desk	CMMIForceSupport@cms.hhs.gov or call 1-888-734-6433, option 5.
Model Questions	Model Team	AmbulatorySpecialtyModel@cms.hhs.gov

Appendix A: Record of Changes

The User Manual is available on the ASM Participant Portal landing page under helpful Links. Refer to the following table for the record of changes.

Table 5: Record of Changes

Version Number	Date	Author/Owner	Description of Change
1.0	08/21/2026	Softrams	Initial release of the ASM Model User Manual aligned with CMS and CMMI standards

Appendix B: Glossary

Table 6: Glossary

Term	Acronym	Definition
National Provider Identifier	NPI	A unique identification number for covered health care providers.
Tax Identification Number	TIN	Unique number issues by the IRS and is required for Medicare Enrollment.
Ambulatory Specialty Model	ASM	Model Name