Beneficiary Engagement and Incentives (BEI) Models

Shared Decision Making (SDM) Model

Application Process

February 2017

Navigating the Webinar Platform

Questions During the Presentation

Please submit questions for the model team in the Q&A box throughout the presentation. The team will respond at the end of this presentation or post responses to the FAQs on the SDM website.

Questions can also be submitted by email to SDMmodel@cms.hhs.gov

Online Polling Question #1

Are you participating in the Medicare Shared Savings Program or Next Generation ACO Model?

✓ **Medicare Shared Savings Program**

✓ **Next Generation ACO**

Online Polling Question # 2

Have you submitted your Letter of Intent (LOI)?

✓ **YES**

✓ **NO**

Online Polling Question # 3

For NextGen and MSSP ACOs: What is your current level of interest in submitting an application for the SDM Model?

✓ **High**

✓ **Medium**

✓ **Low**

Introductions

Our speakers today are…

Sharon Andres

SDM Model Lead

Matt Canada

ActioNet

Agenda

- **SDM Model Application**
    - Getting Started
    - Using the Application System
    - Submitting the Application
    - Application Tips

- **Q&A**

- **Timeline**

SDM Model

For the SDM Model Overview, refer to:

Webinar: Shared Decision Making Model – Overview and Letter of Intent Process

https://innovation.cms.gov/resources/bene-sdmloi.html

Index of Materials

- Getting Started
- Using the System
- Home Screen
- Application Navigation
- Background Information
- ACO Organization Profile
- Goals and Commitment

- Organization & Leadership
- Implementation
- Supporting Documentation
- Certify & Submit
- Submit the Application
- Validation Errors
- Copy of Submitted Application

Introduction

Introduction

This webinar provides the information necessary for Beneficiary Engagement and Incentives: Shared Decision Making (BEI SDM) users to successfully utilize the features and functionality provided by the BEI SDM Request for Application (RFA) application.

Cautions & Warnings

Application Access Time-out

The user will be automatically logged out for security reasons if there is no application activity for more than 30 minutes.

Application activities include:

- Clicking on any of the menus
- Performing record searches
- Navigating through the page

Getting Started

Section 508 Disclaimer

- The web application and information contained therein may not adhere to Section 508 Compliance standards and guidelines for accessibility by persons who are visually impaired. If you use assistive technologies to navigate and access information, please contact the CMMI Salesforce Help Desk between 8:30 am to 7:30 pm EST. at 1-888-734-6433, option 5 or email CMMIForceSupport@cms.hhs.gov.

Set-up Considerations

- The Center for Medicare & Medicaid Services (CMS) screens are designed to be viewed at a minimum screen resolution of 800 x 600 to optimize your access to the BEI SDM RFA Portal.

- Disable pop-up blockers prior to attempting access to the BEI SDM RFA Portal.

- Use Microsoft® Internet Explorer® versions 9, 10, and 11 and Apple® Safari® versions 5.x, 6.x and 7.x on Mac OS X. The most recent stable versions of Mozilla® Firefox® and Google Chrome™ are also supported.

Accessing the System

- If you are a first time user, select **Register Here!** on the **Login** window. A registration window will display. Upon completing all fields and selecting **Register**, a confirmation message will appear stating "Thank you for your registration. You will receive and email soon. Please follow the instructions in the email."

- You will receive a confirmation email containing a user name and a link to create a password.

Using the System - Innovation Center Home Page

Using the System - BEI Landing Page

Using the System - BEI RFA Login

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First Time Login

Beneficiary Engagement and Incentives Model Application Login
Shared Decision Making (SDM)

All fields are required

First Name   **Last Name**

First Name   Last Name

Email

Email Address

[Back to Login]   [Register]

Per CMS security protocol, passwords can only be reset once within a 24 hour timeframe.

If you need Help Desk support for **technical** issues, please contact:

CMMIForceSupport@cms.hhs.gov

or call 1-888-734-6433, option 5.

If you need Help Desk support for **program** issues, Please contact:

SDMmodel@cms.hhs.gov

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Confirmation Email

Thu 11/17/2016 7:57 PM

BEI SDM

Your username and password for Beneficiary Engagement and Incentives - Shared Decision Making Model Portal

To   test.user.sdm@yahoo.com

CMS.gov
Centers for Medicare & Medicaid Services

Dear Test User,

Your Beneficiary Engagement and Incentives - Shared Decision Making Model application user ID has been provided below. Please follow the link which will prompt you to change your password.

https://app1.innovation.cms.gov/beidds/login?c=yTkn%2By5ZOQKjL0iv4TpqbwOWM801pET9YIecINHU3rR%2Bj pSqBygtH5G%2BAzd6gLzZhHob5BSROyfhKtP2zYB%2B721f0zxXONzVXERkFA%2FBOOIdkq%2Fe%2B4mTd FIXEON0j10GvW6vuHEirgGMADzzJJ9pe005gt

Thank you.

Username: test.user.sdm@yahoo.com.beisdm

Create Password

Using the System - Passwords

- A password must have a combination of **numbers, uppercase and lowercase letters, and at least one of these special characters: !#$%_=+<>.** Passwords are **case sensitive**.

- If you forget your password, select the "Forgot Password?" link on the Log-in screen to have a new password sent to you via email

    - Enter your user name in the User Name field and select "Continue." You will receive an email with your new password.

- **Note:** Users will be locked out of the system after three invalid login attempts within a 30- minute period

- **Note:** For additional assistance, please email CMMIForceSupport@cms.hhs.gov or call 1-888-734-6433.

Logging into the System

Beneficiary Engagement and Incentives Model
Shared Decision Making (SDM) Application Login

Username

Username

Password

Password

Login

Register Here!   Forgot Password?

**Per CMS security protocol, passwords can
only be reset once within a 24 hour timeframe.**

If you need Help Desk support for **technical** issues,
please contact:

CMMIForceSupport@cms.hhs.gov

or call 1-888-734-6433, option 5.

If you need Help Desk support for **program** issues,
please contact:

SDMmodel@cms.hhs.gov

Home Screen

Home Screen - User Actions

Home Screen - Helpful Links

CMS.gov
Centers for Medicare & Medicaid Services

Welcome Ola Secondary ▾

Welcome to the Beneficiary Engagement and Incentives - Shared Decision Making

Welcome to the Beneficiary Engagement and Incentives - **Shared Decision Making (SDM) Model** online application.

This online application must be submitted no later than 11:59 pm Eastern Standard Time on 03/05/2017.

To begin a new application, please select the "Start Application" link within the table below. As you navigate through the application and enter your responses, remember to "Save" your progress. **Your application will not be considered complete until the "Submit" button has been selected.** Once an application has been successfully submitted you will not be allowed to change your responses. Upon submission of the application you will receive a confirmation email and number. Please retain this confirmation email for your records as this information may be needed at a later date.

NOTE: Remember to save your work as you go as the application times-out after 30 minutes of inactivity. Additionally, remember to save changes before navigating away from any page as all unsaved changes will be lost.

For questions or concerns regarding the model or technical issues, please select the "Help/Questions" button located to the right under "Helpful Links".

Helpful Links

Help/Questions

Glossary/Key Definitions
Download PDF Version of the Application
Instructions to Withdraw an Application

Home Screen - Start New Application

Home Screen - Returning to Application

Help/Questions

Glossary/Key Definitions
Download PDF Version of the Application
Instructions to Withdraw an Application

Last Login: 01/04/2017 10:27 AM EST

In the table below, please select an action from the actions column based on the LOI/RFA #. Available applications that have not been started are designated by the "Start Application" function within the action column. Note that you will not be able to edit or delete applications after the application window closes.

LOI/RFA #	Organization Name	Status	Date Last Modified	Action
SDM-100	Sharon's Test Org	In Progress	01/04/2017 11:17 AM EST	**PDF Edit Delete**

Home Screen - Application Statuses

A BEI RFA application will have one of the following statuses:

Submission Status of Application	Business Rule
In Progress	Status is applied once an application has been started.
Submitted	Status is applied once all questions have been successfully answered, errors have been resolved, and application is certified and submitted. Application will become read-only.
Withdrawn	Status is applied if you choose to withdraw an application. See Helpful Links for application withdrawal instructions.
Incomplete	Status is changed from In Progress to Incomplete once the RFA period is closed. Application will not be available for access.

Application Navigation

Background Information

Background Information – Add Service Area

ACO Organization Profile

ACO Organization Profile

* 6. Provide the following information:
  - Total number of all visits to practitioners in CY 2015
  - Number of Medicare assigned and non-assigned FFS patients and visits in CY 2015

	Patients	Visits
Assigned	11	33
Non-assigned	66	88
Total	77	121

ACO Organization Profile

* 9. The first three columns below have been pre-populated from your LOI submission. Please review and make any applicable changes to ensure that the total number of practices, practitioners, and Medicare FFS visits in Primary Adult Care, Oncology, Radiology, Urology, Orthopedics, and Other are accurate for CY 2015. In addition, you will need to populate the last column.

* Practices	* Practitioners	* Medicare FFS visits	* Medicare FFS visits with a PSC ❓
Primary Adult Care	Primary Adult Care	Primary Adult Care	Primary Adult Care
10	10	10	
Oncology	Oncology	Oncology	Oncology
Radiology	Radiology	Radiology	Radiology
10	10	10	
Urology	Urology	Urology	Urology
Orthopedics	Orthopedics	Orthopedics	Orthopedics
10	10	10	
Other	Other	Other	Other
			12
			Please specify for Other

[Save] [Save And Continue] [Cancel]

ACO Organization Profile – Add Sanction

* 7. To the best of your knowledge, has the ACO applicant, its owners/managers, or any of your ACO practices or any practitioners employed in your ACO practices had a final adverse legal action or been the subject of an investigation by, prosecution by, or settlement with the Health and Human Services Office of the Inspector General, U.S. Department of Justice, or any other Federal or State enforcement agency in the last seven years relating to allegations of failure to comply with applicable Medicare or Medicaid billing rules, the Anti-Kickback Statute, the physician self-referral prohibition, or any other applicable fraud and abuse laws? Failure to disclose could be grounds for application denial or immediate termination from the SDM Model.

Yes ▾

If yes, please explain the legal actions, investigations, prosecutions, and/or settlements; the agency involved; and the resolution, if any.

Note: Changing your answer from 'Yes' to 'No' will delete all previously entered Sanctions upon Save.

Add New Sanction

Organization	Federal or State Agency	Status
No Sanctions to display		

ACO Organization Profile – Add Sanction

Investigations/Sanctions

* Organization Name ?

[   ]

* Federal or State Agency or Accrediting Body (e.g., DOJ, HHS, OIG, The Joint Commission, State Survey Agencies)

[   ]

* Description of Infraction (Including Date)

[   ] ←

Remaining characters: 4000 (total allowed characters: 4000)

Resolution Status

[   ]

Resolution Date

[   ]

Save   Cancel

Goals and Commitment

Organization and Leadership Capacity

Implementation Page

Home

Background Information

ACO Organization Profile

Goals & Commitment

Organization & Leadership Capacity

Implementation

Supporting Documentation

Certify & Submit

Implementation {50 points}

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

* 1. Describe your Implementation Plan for this project. Present evidence that the organization is capable of implementing and managing the model. Explain how the ACO will work with individual practices to implement the model.

Remaining characters: 16000 (total allowed characters: 16000)

* 2. Describe your process for selecting a standard set of patient decision aids (PDA) for each preference-sensitive condition (PSC) to be used across all practices. What framework will you use to determine quality of the decision aids [e.g., International Patient Decision Aid Standards (IPDAS), Ottawa Hospital Research Institute, Washington State SDM program, etc.]? Note that applicants are not required to select the PDAs until selected for the model.

Remaining characters: 16000 (total allowed characters: 16000)

* 3. Describe the process you will use to identify beneficiaries for inclusion in the shared decision making process and how you will introduce them to the model.

Remaining characters: 16000 (total allowed characters: 16000)

* 4. Identify major challenges and strategies to mitigate these challenges in implementing shared decision making in your ACO practices.

Remaining characters: 16000 (total allowed characters: 16000)

Save   Save And Continue   Cancel

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Supporting Documentation Page

Beneficiary Engagement and Incentives - Shared Decision Making Application

Supporting Documentation

This section has been created for the attachment of any accompanying or supporting documents that strengthen the likelihood of selection into the model {Note: -- please use the text boxes for your responses}.

Upload a document

File Name	Category	
BEI sdoc test.docx	Goals & Commitment	Delete

Navigation menu: Home, Background Information, ACO Organization Profile, Goals & Commitment, Organization & Leadership Capacity, Implementation, Supporting Documentation, Certify & Submit

Continue

Upload Document

Upload Documents

File Category

None ▾

None
Background Information
ACO Organization Profile
Goals & Commitment
Org. & Leadership Capacity
Implementation
Staff Qualifications
Other

Select a File

Choose File | No file chosen

Note: There is 25MB limit on your file upload.

Upload File   Cancel

Certify and Submit

Certify and Submit

I have read the contents of this application. I certify that the information contained herein is true, correct, and complete, and I authorize the Centers for Medicare & Medicaid Services (CMS) to verify this information. If I become aware that any information in this application is not true, correct, or complete, I agree to notify CMS of this fact immediately and to provide the correct and/or complete information.

Enter your First and Last Name *(*Required for Application Submission)*

☐ By checking this box, I certify that this information is true, accurate, and complete to the best of my knowledge.

Submit

Navigation:
- Home
- Background Information
- ACO Organization Profile
- Goals & Commitment
- Organization & Leadership Capacity
- Implementation
- Supporting Documentation
- Certify & Submit

Submit the Application

Validation Errors

Validation Errors:

Please use the links below to fix validation errors and then try to re-submit.

- Tab: Background Info. - Medicare ACO is required.
- Tab: Background Info. - Doing Business As is required.
- Tab: Background Info. - Organization State is required.
- Tab: Background Info. - Primary Contact State is required.
- Tab: Background Info. - Secondary Contact State is required.
- Tab: Org. and Leadership Capacity - Question 4: Field is required.

[Application ID: SDM-69   Status: In Progress]

Beneficiary Engagement and Incentives - Shared Decision Making Application

Home	**Certify and Submit**
Background Information	I have read the contents of this application. I certify that the information contained herein is true, correct, and complete, and I authorize the Centers for Medicare& Medicaid Services (CMS) to verify this information. If I become aware that any information in this application is not true, correct, or complete, I agree to notify CMS of this fact immediately and to provide the correct and/or complete information.
ACO Organization Profile	
Goals & Commitment	Enter your First and Last Name *(*Required for Application Submission)*
Organization & Leadership Capacity	☐ By checking this box, I certify that this information is true, accurate, and complete to the best of my knowledge.
Implementation	
Supporting Documentation	Submit
Certify and Submit	

Successful Submission

Wed 12/7/2016 4:47 PM

BEI Model Team

We have received your BEI application SDM-69

To john.doe@testing.com

CMS.gov
Centers for Medicare & Medicaid Services

John Doe and Jane Smith,

We have received your Beneficiary Engagement and Incentives - Shared Decision Making Model Application.

Date/Time Submitted: 12/7/2016 4:46 PM

Your RFA # is **SDM-69**. Please retain this number for your record. This will be required for future communications.

If you have any further questions please contact us as SDMmodel@cms.hhs.gov.

Application Status and Record

CMS.gov
Centers for Medicare & Medicaid Services

Welcome Greg Secondary ▼

Welcome to the Beneficiary Engagement and Incentives - Shared Decision Making

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NOTE: Remember to save your work as you go as the application times-out after 30 minutes of inactivity. Additionally, remember to save changes before navigating away from any page as all unsaved changes will be lost.

For questions or concerns regarding the model or technical issues, please select the "Help/Questions" button located to the right under "Helpful Links".

Helpful Links

Help/Questions

Glossary/Key Definitions
Download PDF Version of the Application
Instructions to Withdraw an Application

Last Login: 01/10/2017 10:12 AM EST

In the table below, please select an action from the actions column based on the LOI/RFA #. Available applications that have not been started are designated by the "Start Application" function within the action column. Note that you will not be able to edit or delete applications after the application window closes.

LOI/RFA #	Organization Name	Status	Date Last Modified	Action
SDM-53	Greg's SDM Org	Submitted	01/10/2017 10:24 AM EST	PDF

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Copy of Submitted Application PDF

CMS.gov
Centers for Medicare & Medicaid Services

Beneficiary Engagement & Incentives - Shared Decision Making

Application Information

RFA #

SDM-69

Status

In Progress

Medicare ACO Organization Information

Organization Name

Test Application A

Medicare ACO ID Number

Doing Business As

Organization Type

Medical Group Practice

Organization TIN/EIN

111111111

Application Tips

- Webpage will time out after 30 minutes of inactivity; save your work before moving away

- Response text boxes have character limits and will count down remaining characters; if you paste in too many characters, the response will be truncated

- Response entered into text box must address the question (may not point elsewhere); supporting documents can be uploaded in the Supporting Documentation section to justify responses **ONLY**

- Application can be saved and returned to before submission; once submitted, no changes can be entered

Timeline

Key Dates

Letter of Intent Available	12/08/2016
Request for Applications Opens	01/28/2017
Letter of Intent Due 5:00 PM EST	03/05/2017
Applications Due 11:59 PM EST	03/05/2017
Participants Announced	06/30/2017
Pre-Implementation Start Up Period Begins	07/01/2017
Model Go Live	01/01/2018

Q & A

Do you have questions?

At this time the model team will respond to some of the questions received.

Any questions not addressed in this presentation will be included in the FAQs on the SDM website.
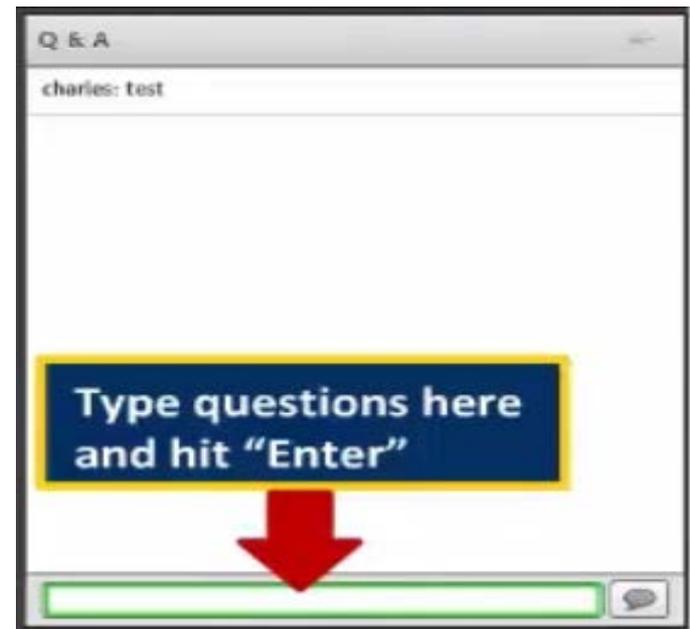
For More Information

Review FAQs posted on the CMS SDM website:
https://innovation.cms.gov/initiatives/Beneficiary-Engagement-SDM/index.html

Send questions to the CMS mailbox:
SDMmodel@cms.hhs.gov