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1. Introduction

This user manual provides the information necessary for Comprehensive ESRD Care (CEC) Users to successfully utilize the features and functionality provided by the CEC Request for Application (RFA) Round 2 application. This user manual is specific to the functionality added in support of the CEC Request for Application (RFA) Round 2 effort.
2. Overview

The CEC Model was designed to identify, test, and evaluate new ways to improve care for Medicare beneficiaries with End-Stage Renal Disease (ESRD). Through the CEC Model, CMS will partner with health care providers and suppliers to test the effectiveness of a new payment and service delivery model in providing beneficiaries with patient-centered, high-quality care.

For additional information around the CEC Model, please visit: https://innovation.cms.gov/initiatives/comprehensive-ESRD-care/

2.1 Conventions

This document provides screen shots and corresponding narratives to describe how to use the functionality added in support of the CEC RFA Round 2 effort.

When an action is required on the part of the reader, it is indicated by a line beginning with the word “Action:” For example:

Action: Click on OK.

Note: The term ‘user’ is used throughout this document to refer to a person who requires and/or has acquired access to the CEC RFA Round 2 application.

2.1.1 Supported Browsers for Salesforce

Salesforce is supported by 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. The following limitations apply. Please note that the Compatibility View feature in Internet Explorer isn’t supported.

2.2 Cautions & Warnings

2.2.1 Application Access Time-out

The CEC RFA Round 2 application will close the application session if there is not application activity for more than 60 minutes by the user. Application activity includes clicking on any menus, performing record searches, navigating through the record set, etc.
3. Getting Started

3.1 Section 508 Disclaimer

The CEC RFA Round 2 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 helpdesk at 1-888-734-6433, option 5 or email: CMMIForceSupport@cms.hhs.gov

3.2 Set-up Considerations

The CEC RFA Round 2 application screens are designed to be viewed at a minimum screen resolution of 800 x 600. To optimize your access to the CEC RFA Round 2 application:

- Please disable pop-up blockers.
- Use Internet Explorer, version 9.0 or higher. Prior versions of IE are not supported by Salesforce.

3.3 Accessing the System

Note: If you are a new user, you will need to request log-in credentials by following the steps contained within the CEC RFA-Help Desk Process found on the Innovation Center CEC Model page; https://innovation.cms.gov/initiatives/comprehensive-ESRD-care/
4. Using the System

The following sub-sections provide step-by-step instructions to direct the user through the log-in and password reset functionality of the CEC RFA Round 2 application.

4.1 Innovation Center Home Page – Comprehensive ESRD Care

NOTE – Site provides the CEC RFA-Help Desk Process and a PDF copy of the CEC Request for Application.

Prospective applicants are to follow the documented CEC RFA-Help Desk Process to request access to the CEC RFA.

![Figure 1: Innovation Center Home Page - CEC](image-url)
4.2 Salesforce Comprehensive ESRD Care Model RFA Login

**Prerequisite** – Prospective applicants successfully complete the CEC RFA-Help Desk Process to request access to the CEC RFA. Prospective applicants are provided their Salesforce user id and password via an automated Salesforce email.

The user must select the link provided in the automated Salesforce email https://cmsorg.force.com/CECRfa/ to access the Comprehensive ESRD Care Model RFA page.

The user enters their username and password in to the provided fields, and then selects the Login button.

![Comprehensive ESRD Care Model RFA Login](image)

**Figure 2: Comprehensive ESRD Care Model RFA Login**

4.3 Passwords

4.3.1 Criteria for Creating a New Password

1. A password must be a minimum of eight characters and must be alphanumeric to meet system security requirements.

2. The password is case sensitive. Check the Caps Lock key when creating and entering your password.
**Notes:** A user will be locked out of the system after three invalid login attempts within a 30-minute period.

The password expires every 60 days and must be changed prior to expiration to avoid a system lockout. The user will be notified by e-mail five days before password expiration.

### 4.3.2 If You Forgot Your Password

1. If a user forgets their password, select the “Forgot Password?” link on the Log-in screen to have a new password sent to you via email. The Salesforce Password Reset Request page will display.

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

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

### 4.4 For Additional Assistance

For any further assistance regarding any issues or if the users have any questions about the Comprehensive ESRD Care Model, please contact the Help Desk at:

**1-888-734-6433, Option 5**

Hours of Operation: 8:30 am – 6:00 pm Eastern Time Zone, Monday through Friday, except Federal Holidays.

Users who call outside of hours of operation have the option to leave a voicemail message. Calls will be returned on the next business day.

Alternatively, users may send emails to **ESRD-CMMI@cms.hhs.gov**.
5. CEC RFA Round 2 Home Screen

1. After a user successfully enters their user name, password and log-in, they are navigated to the CEC RFA Round 2 home screen. This page will provide the user with all the resources and links necessary to complete/submit an application successfully.

Figure 3: CEC RFA Round 2 home screen
5.1 User Actions

The dropdown box in the upper right corner of the page allows the user to navigate to Home (current page), change the login password, and logout from any page in the application.

![Welcome to the Comprehensive End Stage Renal Disease Care Model](image)

5.1.1 Change Password

To change the existing password, select the **Change Password** link.

Then enter the required fields below and select **Change Password**.

![CECRFA Portal Change Password](image)
5.2 Helpful Links

The helpful links section includes links to the following:

- A glossary and key definitions PDF
- Brief instructions on how to complete a CEC RFA Round 2 application
- Brief instructions on how to withdraw an application
- A link to the CEC Model page

![Figure 6: Helpful Links](image-url)
### 5.3 Start New Application

To start a new application, select the **Start New CEC Application** button. This will allow the user to choose from all associated ESCOs that do not already have a started application.

**NOTE** - Upon a user starting an application for a given ESCO, that ESCO is removed from the “Please Select an ESCO” pop-up window. When an application has been started for all ESCOs associated with user the **Start New CEC Application** button will be removed.
5.4 Returning to Existing Application

This area of the home page provides access to the following sections for each started application:

- ESCO Information
- Organizational Structure
- Patient Centeredness
- Clinical Care
- Financial Experience
- Attestation and Signature

Select the section name under the specified application to navigate to that area of the application.

NOTE – The sections within an application initially start out with a status of “Incomplete” and then moved to a status of “Complete” once all questions within that section are successfully answered and the RFA is saved.
5.4.1 Application Statuses

A CEC RFA application can have the following status:

Table 1: CEC RFA application statuses

<table>
<thead>
<tr>
<th>Submission Status of Application</th>
<th>Business Rule</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Progress</td>
<td>Status is applied once an application has been started.</td>
</tr>
<tr>
<td>Withdrawed</td>
<td>Status is applied once the user has submitted an official request to withdraw as per instructions on the CEC RFA and the request has been approved by the CMS PO.</td>
</tr>
<tr>
<td>Submitted</td>
<td>Status is applied once all questions have been successfully answered, any errors have been resolved, and the user certifies and submits their application. Once successfully submitted an additional row is displayed in the Existing Application table that provides a PDF copy of the submitted application.</td>
</tr>
</tbody>
</table>
6. Application Navigation

NOTE:

- Users may experience slow page load times when selecting the button that trigger popup pages, i.e. “Add Participant”. Please allow for 4-5 seconds for the page to load. If not loaded after 5 seconds, select to the Close the popup and select the button again.
- Before navigating to another page, remember to Save your progress by selecting the “Save” or “Save and Continue” button at the bottom of the page.

Once an application is started, the user will be taken to the ESCO Information Page. Please use the following tools to navigate the application:

- A navigation bar at the top of the page that can be selected to navigate to the selected page (the current tab is highlighted yellow)
- Buttons at the bottom of the page:
  - Save - Saves the current state of the fields within the application and stays on the current page
  - Save and Continue – Saves the current state of the fields within the application and navigates to the next page
  - Cancel – Removes all input information since the user last saved

NOTE - The Application ID and Status of the application are displayed above the navigation bar for reference

Figure 10: Navigation Bar

Figure 11: Save/Continue/Cancel Buttons
7. ESCO Information

Within the ESCO Information page, complete all fields or upload supporting documents where applicable. Select **Save and Continue** to navigate to the next page when finished.

**NOTE** - Answering “No” to questions 3, 4, and 5 will generate a subsequent question.

---

**Figure 12: ESCO Information**
7.1 Adding a Contact

Selecting the *Add Contact* button under question 2 will generate a pop-up. Complete the information and select *Save* to add the contact. The contact will populate the table under question 2. Selecting *Close* inside the pop-up will navigate the user back to the ESCO Information page.

![Figure 13: Adding Contacts](image)

![Figure 14: Adding Contacts Pop—up](image)
7.2  Adding a Participant

Selecting the **Add Participant** button under question 9 will generate a pop-up. Complete the information and select **Save** to add the participant. The participant will populate the table under question 9. Selecting **Close** inside the pop-up will navigate the user back to the ESCO Information page.

![Figure 15: Adding Participants](image)

Figure 15: Adding Participants
NOTE - Hover your mouse over the helper text icon within the pop-up for field-specific information.

- If the participant is an Organization - populate the “Participant Name” field and enter “n/a” in the Provider/Supplier First Name and Provider/Supplier Last Name fields.

- If the participant is an Individual Provider - populate the Provider/Supplier First Name and Provider/Supplier Last Name fields and enter “n/a” in the “Participant Name” field.

- The “CBSA” field is populated based on the selection of the “State” and “County” dropdowns. If the county is not listed select the “Not Listed/Unknown” option.

- The CCN field is conditionally required based on the selection of the “Dialysis facility that is not part of a LDO chain” or “Dialysis facility that is part of a Large Dialysis Organization (LDO) Chain” options under the “Medicare Provider/Supplier Type” field.

![Figure 16: Adding Participants Pop—up](Image)
8. Organizational Structure

Within the Organizational Structure page, complete all fields or upload supporting documents where applicable. Select **Save and Continue** to navigate to the next page when finished.

![Image of Organizational Structure](image)

*Figure 17: Organization Structure*
8.1 New Team Member

Selecting the New Team Member button under question 12 will generate a pop-up. Complete the information and select Save to add the team member. The new member will populate the table under question 12. Selecting Close inside the pop-up will navigate the user back to the Organization Structure page.
8.2 New Governing Body

Selecting the New Governing Body button under question 14 will generate a pop-up. Complete the information and select Save to add the governing body. The new governing body will populate the table under question 14. Selecting Close inside the pop-up will navigate the user back to the Organization Structure page.

Figure 20: New Governing Body

New Governing Body

Name
Position in the ESCO’s Governing Body
ESCO Participant being Represented (Please enter N/A if not applicable)
ESCO Participant Status (e.g., Owner, Non-Owner)
Voting Power (% of total)

Save  Close

Figure 21: New Governing Body Pop—up
9. Patient Centeredness

Within the Patient Centeredness section, complete all fields or upload supporting documents where applicable. Select *Save and Continue* to navigate to the next page when finished.

![Patient Centeredness Section](image)

*Figure 22: Patient Centeredness*
10. Clinical Care

Within the Clinical Care section, complete all fields or upload supporting documents where applicable. Select **Save and Continue** to navigate to the next page when finished.

**NOTE** - For questions 25 and 26, only input whole numbers.
10.1 New Certification/Accreditation

Selecting the *New Certification/Accreditation* button under question 27 will generate a pop-up. Complete the information and select **Save** to add the certification or accreditation. The certification or accreditation will populate the table under question 27. Selecting **Close** inside the pop-up navigate the user back to the Clinical Care page.

![New Certification/Accreditation](image1)

**Figure 24: New Certification/Accreditation**

![New Certification/Accreditation Pop-up](image2)

**Figure 25: New Certification/Accreditation Pop-up**
10.2 New Investigation/Sanctions

Selecting the *New Investigation/Sanctions* button under question 28 will generate a pop-up. Complete the information and select **Save** to add the new investigation or sanction. The investigation or sanction will populate the table under question 28. Selecting **Close** inside the pop-up will navigate the user back to the Clinical Care page.

![Figure 26: New Investigation/Sanctions](image1)

![Figure 27: New Investigation/Sanctions Pop-up](image2)
11. Financial Experience

Within the Financial Experience section, complete all fields or upload supporting documents where applicable. Select *Save and Continue* to navigate to the next page when finished.

**Figure 28: Financial Experience**
12. Attestation and Signature

To submit the application the user selects the checkbox certifying that the information within the application is true. Selecting the checkbox will enable the **Submit** button.

![Attestation and Signature](image)

**Figure 29: Attestation and Signature**
13. Submit the Application

Upon selecting **Submit** a pop-up box will generate confirming that the user would like to submit the application.

Select the **Yes / Final Submission** button to submit the application or select **No / Return to Application** to return to the application.

On selecting the **Yes / Final Submission** button, the system will run error validations to ensure all questions have been fully answered.

- If the validations fail, go to step 14.
- If the validations pass, go to step 15.

**NOTE** - No changes can be made after the application is submitted.

**NOTE** - After successfully submitting the application, a PDF copy of the application is generated.

![Figure 30: Submission Confirmation Pop-up](image-url)
14. Validation Errors

On selecting the **Yes / Final Submission** button, if required questions were not answered a **Validation Errors** box will appear.

Selecting each link will navigate the user to the question.

After correcting all validation errors navigate back to the Attestation and Signature page to resubmit the application.
15. Copy of Submitted Application

Upon successfully submitting the application, a PDF copy of the application is generated for record keeping purposes.

![PDF Copy of Submitted Application](image)

Figure 33: PDF Copy of Submitted Application
15.1 Submission Confirmation Email

Upon successfully submitting the application, a submission confirmation email is sent to the applicant.

We have received your Comprehensive End Stage Renal Disease Care (CEC) Online Application. Your ESCO ID is E0008. Please retain this number for your records.

If you have any further questions, please contact us at ESRD-CMMI@cms.hhs.gov.

Thank you.

Figure 34: Submission Confirmation Email

15.2 Application Status and Record

After successfully submitting the application, the user is navigated to the home page. Within the Existing Application table, the submitted application’s status is changed to “Submitted”, all sections within the application are changed to “Complete”, and a Download Submitted Application link is available beneath the last application section link that provides a PDF copy of the application to the user for their records.

<table>
<thead>
<tr>
<th>ESCO ID</th>
<th>Submission Status of Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>E0008</td>
<td>Submitted</td>
</tr>
<tr>
<td>ESCO Information</td>
<td>Complete</td>
</tr>
<tr>
<td>Organizational Structure</td>
<td>Complete</td>
</tr>
<tr>
<td>Patient Centeredness</td>
<td>Complete</td>
</tr>
<tr>
<td>Clinical Care</td>
<td>Complete</td>
</tr>
<tr>
<td>Financial Experience</td>
<td>Complete</td>
</tr>
<tr>
<td>Attestation and Signature</td>
<td>Complete</td>
</tr>
</tbody>
</table>

Download Submitted Application

Figure 35: Application Status and Record
## Appendix A: Record of Changes

Table 2: Record of Changes

<table>
<thead>
<tr>
<th>Version Number</th>
<th>Date</th>
<th>Author/Owner</th>
<th>Description of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>05/04/2016</td>
<td>SF Team</td>
<td>Initial Version</td>
</tr>
<tr>
<td>2.0</td>
<td>05/11/2016</td>
<td>SF Team</td>
<td>Updated per feedback from CEC Program Team.</td>
</tr>
<tr>
<td>2.1</td>
<td>06/13/2016</td>
<td>SF Team</td>
<td>Updated to make 508 complaint</td>
</tr>
</tbody>
</table>
## Appendix B: Acronyms

### Table 3: Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Literal Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>CICDIM</td>
<td>Consolidated Innovation Center Development and IT Management</td>
</tr>
<tr>
<td>CEC</td>
<td>Comprehensive End Stage Renal Disease Care</td>
</tr>
<tr>
<td>ESCO</td>
<td>ESRD Seamless Care Organization</td>
</tr>
<tr>
<td>ESRD</td>
<td>End-Stage Renal Disease</td>
</tr>
<tr>
<td>PO</td>
<td>Project Officer</td>
</tr>
<tr>
<td>RFA</td>
<td>Request for Application</td>
</tr>
<tr>
<td>XLC</td>
<td>eXpedited Life Cycle</td>
</tr>
</tbody>
</table>
Appendix C: Approvals

The undersigned acknowledge that they have reviewed the User Manual and agree with the information presented within this document. Changes to this User Manual will be coordinated with, and approved by, the undersigned, or their designated representatives.

Signature: ___________________________ Date: ____________
Print Name: ___________________________
Title: ________________________________
Role: ________________________________

Signature: ___________________________ Date: ____________
Print Name: ___________________________
Title: ________________________________
Role: ________________________________

Signature: ___________________________ Date: ____________
Print Name: ___________________________
Title: ________________________________
Role: ________________________________