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1. Introduction

The Centers for Medicare & Medicaid Services (CMS) and the Center for Medicare & Medicaid Innovation (CMMI) are implementing a Radiation Oncology (RO) Model. The aim of this model is to test whether prospective episode-based payments to physician group practices (PGPs), hospital outpatient departments (HOPD), and freestanding radiation therapy centers for radiotherapy (RT) episodes of care will reduce Medicare expenditures while preserving or enhancing the quality of care for Medicare Beneficiaries. This patient-centric and provider-focused model aims to improve the quality of care cancer patients receive and improve patient experience by rewarding high-quality, patient-centered care that results in better outcomes through a prospective, episode-based payment methodology. The RO Model qualifies as an Advanced Alternative Payment Model (APM) and a Merit-based Incentive Payment System (MIPS) APM under the CMS Quality Payment Program (QPP).
2. Overview

The Radiation Oncology Administrative Portal (hereafter referred to as “ROAP”) is an online platform that is used to track participant information through the participant profile page and to allow users to access and review organizational data; update participant information and contacts; download and submit Data Request and Attestation (DRA) forms; submit important RO Model deliverables to CMS, make attestations, and download Reports; access participant specific data, including Historical Experience and Case Mix adjustments; and for participants to notify CMS of eligible RO participant’s intention to opt out of the upcoming Performance Year, if they qualify.

This user manual includes steps for:

- Registration
- Login
- Submitting Information
- Attestation
- Viewing Report statements

2.1 Conventions

- We indicate fields, buttons, and links for users to act on in bold text.
- We call out specific objects in screenshots with red outlines and arrows with alternative text provided See Section 2.4 for accessibility guidelines.
- We include screenshots in Internet Explorer (IE) 11. Depending on the browser in use, screens may vary from the examples in this manual.

2.2 Cautions & Warnings

2.2.1 Application Access Time-out

For security reasons, you are automatically logged out of the platform if there is no application activity for more than 15 minutes. Application activity includes selecting any menu item, performing record searches, navigating through the record set, etc.

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

2.2.2 The Information System

This 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 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.

2.3 Consent to Monitoring

By logging onto this website, you consent to be monitored. Unauthorized attempts to upload information and/or change information on this website are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986, Title 18 U.S.C. Sec.1001, and 1030. We encourage you to read the HHS Rules of Behavior for more details.

2.4 508 Compliance

If you use assistive technologies to navigate and access information, please contact the CMMI Salesforce Help Desk at 1-888-734-6433, option 5, or email CMMIForceSupport@cms.hhs.gov.

2.5 Technical Issues

Please contact the CMMI Salesforce Help Desk at 1-888-734-6433, option 5, or email CMMIForceSupport@cms.hhs.gov. If you are using IE, please make sure the browser you are using is IE 11 or higher before attempting to navigate through this site. Prior versions of IE are not supported.
3. **Getting Started**

3.1 **Set-up Considerations**

**Browser Guidelines:** Salesforce supports:
- Microsoft® Internet Explorer® version 11.
- 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™.
- The recommended browser to use is Google Chrome.

**Pop-up Blocker:** Allow pop-up windows within your browser’s settings.

3.2 **User Access Considerations**

This manual is mainly intended for RO Model participants.

3.3 **Accessing the System**

This section provides information on:
- New User Registration (No CMS Identity Management [IDM] Account)
- New User Registration (With CMS IDM Account)
- Existing User Verification (No CMS IDM Account)
- Existing User Verification (With CMS IDM Account)
- Resetting your IDM password
- Changing your password
- Unlocking your IDM account
- Multi-Factor Authentication (MFA)
- Login to the ROAP

2. ROAP Login page displays.
3.3.1 **New User Registration (No CMS IDM Account)**

1. Select **New User Registration**.
2. The Existing CMS Identity Management (IDM) Account Verification page displays.
3. As a new user attempting to access the ROAP, select No, and then select the Next >> button to continue.

4. The IDM Registration page displays.

5. Enter all required fields, these required fields include:
   - Create New Username for CMS-IDM
   - Legal First Name
   - Legal Last Name
   - Email Address

6. Select Next >>.

Note: Please note that while choosing a new username, you must adhere to the following requirements:
   - Username must be between 6 and 70 characters
   - Username must start and end with an alphanumeric character (e.g. 0-9, A-Z, a-z)
   - Username must contain at least one letter (e.g. A – Z, a – z)
- Username must not contain 9 consecutive special characters (e.g. “Password123456789” is not allowed).
- Username must not contain consecutive special characters (e.g. “P@--word” is NOT allowed)
- Username only supports the following special characters: @, _.

The success message displays for registering for CMS IDM. You will need to verify your identity through Remote Identify Proofing (RIDP). This one-time process takes 5 to 10 minutes and requires your address, Date of Birth, and Social Security Number (SSN). Select the following link to learn more about RIDP: [https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/HETSHelp/Downloads/HETSHPGRIDPMFAQ.pdf](https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/HETSHelp/Downloads/HETSHPGRIDPMFAQ.pdf).

**Figure 4: Successful Registration Page**

6. After successful registration with CMS-IDM, select **Continue to Verify Identity** to authenticate your identity. Please note that RIDP authentication is a two-step process.
7. Enter all required information. Please note that the RIDP is the process of validating sufficient information that uniquely identifies you (e.g., credit history, personal demographic information, and other indicators). You will be asked to provide a set of core credentials, which include:
   a. Full Legal Name
   b. SSN (may be optional)
   c. Date of Birth
   d. Current Residential Address
   e. Personal Telephone Number
   f. Email Address

8. After providing the above information, select the **Next >>** button.
9. After successful authentication of RIDP, you will receive the following two emails:
   a. Activate CMS IDM Account email
   b. Welcome RO Model Community email

10. After activation of your CMS IDM account, you will be prompted to create a password.

3.3.2 New User Registration (With CMS IDM Account)

When you already have a CMS IDM Account and do not have access to the ROAP, follow the steps below to gain access:

1. Select **New User Registration** from the ROAP Login page.
2. The Existing CMS Identity Management (IDM) Account Verification page displays.
3. Select **Yes**, and then select **Next >>** to continue.

4. The Existing CMS IDM Account Verification page displays.

5. Enter your **CMS IDM Username** and select **Next >>**.

6. You will be prompted to enter a one-time verification code. The verification code will automatically be sent to the email linked to your CMS IDM account.
7. Enter the Verification Code provided in your email and select **Validate OTP & Proceed**.

![Figure 10: Successful Verification of your CMS IDM Account](image)

8. You can now return to the login page and use your CMS IDM credentials to access the ROAP.

### 3.3.3 Existing User Registration (No CMS IDM Account)

If you are an existing ROAP user and do not have a CMS IDM account, please follow the steps below to log in to the ROAP:

1. Select **Existing User Verification** from the ROAP Login page.
2. Select **No** on the Existing CMS Identity Management (IDM) Account Verification page.
3. The Existing CMS IDM Account Verification page displays.

![Figure 11: Existing CMS IDM Account Verification](image)

4. Enter your email address that is currently associated with the Radiation Oncology Administrative Portal and select **Next >>**.
5. You will be prompted to enter a one-time verification code. Please note that the verification code will be sent to the email address you provided.
6. The successful registration to CMS IDM page displays. You will receive the following two emails:
a. CMS IDM Account Activation email  
b. Welcome to the Radiation Oncology Model Community email

Figure 12: Successful CMS IDM Registration Page

7. After activating your CMS IDM account, you are required to authenticate through RIDP. Select **Continue to Verify Identity** and follow RIDP verification.
8. After successfully authenticating through RIDP, you will be prompted to create a password.
9. You can now log in to the ROAP.

### 3.3.4 Existing User Registration (With CMS IDM Account)

When you have a CMS IDM or an EIDM, HARP, EUA account, and have permission to use the ROAP, please follow the steps below to authenticate your identity for the first time:

1. Select **Existing User Verification** from the ROAP Login page.
2. Select **Yes** on the Existing CMS Identity Management (IDM) Account Verification page.
3. The Existing CMS IDM Account Verification page displays.
4. Enter your current CMS IDM account but if you don’t have an IDM account you can enter your EIDM, HARP or EUA account if you have any and your current model email address, then select **Next >>**.
5. You will be prompted to enter a one-time verification code.  
   **Note**: When you have different email addresses linked to CMS IDM and the ROAP, then you will be prompted to provide two verification codes.
6. After verification, you will be prompted to return to the Login page. You can now log in to the ROAP.

### 3.3.5 Reset your password

If you forget your password, you can reset it by selecting the **Need help signing in?** link.

1. Select the **Forgot password?** link.
2. The Reset Password page displays.
3. Enter the Email or Username linked to your profile.
4. Select the Reset via Email button
5. You will receive an email to reset your password. Follow the steps provided in the email to reset your password.

### 3.3.6 Change Password

If you want to change your password, select the Change Password link provided on the ROAP pages.

1. Select Change Password.

2. The CMS IDM – Change Password page displays.
Figure 15: CMS IDM – Change Password Page

3. Enter your old IDM password, new IDM password, and confirm your new IDM password.
4. Select Submit.
5. You can now log in using your new password.

3.3.7 Unlock your CMS IDM account

1. Select Need help signing in? and then select the Unlock account? link.
2. The Unlock account page displays.

Figure 16: CMS IDM – Unlock Account Page

3. Enter your Email or username and select Send Email.

3.3.8 Multi-Factor Authentication (MFA)

After successful login to CMS IDM, you are navigated to the IDM Landing page. You can set up MFA to send verification code(s) based on your selections.

1. Scroll down to the Multi-Factor Authentication section on your Profile to view the available options.
2. Select the MFA option by selecting **Set up** next to the desired MFA. Follow the instructions provided based on your selection. The instructions are self-explanatory.

**Note:** This is a one-time set up. Once the desired MFA is set up, you will receive the verification to the desired option every time you log in to Salesforce.

### 3.3.9 Log In to ROAP

After successful registration, you are ready to log in to ROAP.

1. Access the [ROAP](#).
2. Enter your CMS IDM Username.
3. Enter your CMS IDM Password.
4. Select **Log In**.
5. The Email Authentication page displays.
6. Select **Send email**. You will receive an email to the email account you used when you registered for access to the Portal.
7. Retrieve the email and enter the one-time verification code.
8. Select **Verify**.
9. You will be logged in to the ROAP.

### 3.4 System Organization & Navigation

Pages in the ROAP include the following tools to navigate the site:

A. A vertical navigation menu on the left side of the page with a link to each page of the ROAP. Select each tab to navigate to a page. These tabs include the following:

   o **Home**: This will navigate you to the home page of the ROAP.
   
   o **Profile**: This will navigate you to your Participant Profile page where you can add/edit participants profile information and add/edit new and existing contacts.
   
   o **Attestations**: This will navigate you to the Attestations page where participant can upload Data Requests and Attestation (DRA), Certified Electronic Health Record Technology (CEHRT), Individual Practitioner List (IPL) and Patient Safety Organization (PSO) documents.
   
   o **Program Compliance**: This will navigate you to the Program Compliance page where participant can upload Performance Reports, Compliance Reports, Reconciliation Reports, Corrective Action Plan and Sanctions documents.
   
   o **Administrative Data**: This will navigate you to the Administrative Data page where participants can upload Administrative Questions, download Case Mix and Historical Experience Adjustments, and choose to opt into the Low Volume Opt-Out option, if eligible.
   
   o **Organization Changes**: This will navigate you to the Organization Changes page where participants can report organizational changes to ensure the correct information is recorded.
B. The Model ID number on the top right of the page.
C. The Welcome <username> dropdown menu on the top right of the screen with links to change your password and exit the portal.

Figure 20: System Organization and Navigation

3.4.1 User Interface

All fields are required unless marked optional.
3.4.2 Welcome Menu

The Welcome <Username> dropdown menu displays on every page and includes links to navigate to:

- Change Password
- Logout

3.5 Exiting the System

You can logout of the ROAP, at any time, after you have saved your entered information and return to the Portal later.

1. To log out of the system, hover over your <Username> in the top right corner.
2. The dropdown menu displays.
3. Select Logout.
4. Using the System

The following sub-sections provide detailed, step-by-step instructions on how to complete the ROAP sections.

4.1 Home Page

A. Welcome Message: The ROAP Home page will display a welcome message to the participant that will explain what the RO Model is and the purpose of the ROAP.

B. Upcoming Deadlines: This section will display any upcoming deadlines that the participant needs to be aware of.

C. Helpful Links: This section will display a link to the ROAP User Manual, the RO Model Website and RO Connect.

D. Help Desk Information: This section will display the CMMI Help Desk contact information for participants to contact if they need any help or have any questions.

Figure 24: Home Page
4.2 Profile Page

The Profile page has four sections: Participant’s Profile, Participant Mailing Address, Participating Service Location(s), and Contacts. If CMS has any of this information, it will be pre-populated and will require review to ensure its validity.

**Note:** Only a Primary Contact and Legal Contact can edit information throughout the ROAP unless otherwise specified. Please see section 4.2.4 on contact types and permissions.

To review and edit your participant information, follow the steps below:

1. Select the **Profile** tab in the left navigational panel.
2. The **Profile** page displays

![Figure 25: Navigate to the Profile page](image)

4.2.1 Participant’s Profile

The Participant’s Profile section houses the Participant’s Organization Legal Name, Doing Business As (DBA) Name, and the Organization’s TIN or CCN.

**Note:** Organization Legal Name and the TIN or CCN are not editable. If this information needs to be edited, please contact the Model Team at [RadiationTherapy@cms.hhs.gov](mailto:RadiationTherapy@cms.hhs.gov).
4.2.2 Participant Mailing Address

The Participant Mailing Address is pre-populated if the information is provided. If the information is not available, a Primary Contact or Legal Contact can add or edit the fields and select **Save** or **Save and Continue** at the bottom of the page to save the information. Reminder: the page times out after 30 minutes so make sure to save if leaving the screen idle or before exiting the page.
4.2.3 Participating Service Location(s)

The Participating Service Location(s) are pre-populated. Please update the pre-populated information if it is incorrect. If additional Participating Service Location entries are needed, follow the steps below:

1. Select Add New Location

2. A new pop-up window displays.
3. Enter the required information.
4. Select **Save** or **Save and New** if multiple locations need to be added.
5. Saved locations will display in the table on the Profile page.
Participating Service Location(s)

Only add Radiation Therapy (RT) service locations that are located in a CBSA randomly selected for required participation in the RO Model as identified in the Zip Code list located on the RO Model Website.

Add New Location

<table>
<thead>
<tr>
<th>Street Address 1</th>
<th>City</th>
<th>State</th>
<th>Email Address</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>123 Main Street</td>
<td>Baltimore</td>
<td>Kentucky</td>
<td><a href="mailto:Test@email.com">Test@email.com</a></td>
<td>View Edit Delete</td>
</tr>
<tr>
<td>123 Fake Road</td>
<td>None</td>
<td>Maryland</td>
<td><a href="mailto:test@email.com">test@email.com</a></td>
<td>View Edit Delete</td>
</tr>
</tbody>
</table>

Showing 1 to 2 of 2 entries

Figure 30: Saved Service Locations

Note: Selecting Delete will permanently delete the selection. Only Primary and Legal Contacts can Add, Edit, or Delete Participating Service Locations.

4.2.4 Contacts

The Contacts section is available to Add, Remove, or Edit contact information. Only a Legal Contact and a Primary Contact can Add, Delete, or Edit contacts’ information.

1. Select Create New Contact.

Contacts

If your organization has multiple individuals who need access to this Radiation Oncology Administrative Portal, please add their information below.

The following abilities are applied throughout the model for each category are as follows:

Primary Contact: Read, Edit, Upload, Download
Secondary Contact: Read, Download
Legal Contact: Read, Edit, Upload, Download, Attest

Create New Contact

Figure 31: Create New Contact

2. The Create New Contact window displays.
3. Insert all required information and select **Save** or **Save and New** if multiple entries are required.

**Note:** A maximum of five contacts are allowed for each contact type--Primary, Secondary and Legal. Legal Contacts are the only type of contact that can Attest and upload the Data Request and Attestation (DRA) form.

4. All saved contacts display on the Profile Page.
Selecting **Save** will save the information and **Save and Continue** will save information and navigate to the Attestation page.

**Note:** A Secondary Contact cannot edit information, so they will only see a **Continue** button at the bottom of the page.

### 4.3 Attestations

The Attestations page displays four tiles: Data Request and Attestation (DRA), Certified Electronic Health Record Technology (CEHRT), Individual Practitioner List (IPL), and Patient Safety Organization (PSO). A Due Date displays for CEHRT, IPL, and PSO if there is an active submission period available. Otherwise, no due date displays. Each section is reviewed individually below.
4.3.1 Data Request and Attestation (DRA)

A Data Request Attestation is a document that is uploaded by the RO Model team for participants to access on the portal. The Legal contact should download the template uploaded by the RO Model team, complete the form, and upload the completed form via the portal for the RO Model team to review.

1. Select Manage.
2. The **Data Request and Attestation** page displays.

3. When a Data Request and Attestation form is available in the portal, legal contacts can select the **Download** link within the template table.
4. After editing the downloaded document, select **Upload DRA**.

5. An **Upload File** window displays.

6. Select the DRA file that you wish to upload.

7. Select **Upload**.
8. A **File was successfully uploaded** message displays when a successful upload has taken place.

9. The uploaded file displays in the table on the main page.
10. The **Add Comment** button becomes enabled after successfully uploading a document.

11. Select **Add Comment**.

12. The **Comment** window displays. You can use the comment window to communicate any questions or notes you have about your DRA submission to the RO Model Team. Adding a comment while uploading your DRA document is not required.
13. After adding your comment, select **Add Comment**.

14. The saved comment displays on the main page.

15. Historical DRAs is a table of previously uploaded DRAs. DRAs will automatically transfer to the Historical DRA table when the Platform User uploads a new template.
### 4.3.2 Certified Electronic Health Record Technology (CEHRT)

Only a registered Legal Contact can complete a CEHRT Attestation and they can only attest during a specified period. If the attestation period is not open, the Attest button will be disabled. If the Legal Contact has already attested for that performance year, the page will be read-only, and the Legal Contact will not be able to attest until the next performance year. The Historical Attestation stores all previous attestation years.

1. Select **Manage**.

2. The **CEHRT Attestation** page displays.
3. Select a radio button.
4. Enter your First Name, Last Name, and the Date you are attesting.
5. Select Attest.
4.3.3 Individual Practitioner List (IPL)

Primary Contacts and Legal Contacts will have the ability to add and/or drop providers during a specified period. When this period is available, an add button and a drop link will be available for current active providers. During the attestation period, the add button and drop link will not be available and only the Legal Contact will be able to attest to the active providers.

**Note:** If there are any practitioners listed in the Pending Add/Drop Request table, the Legal Contact will not be able to attest. Contact the model team at RadiationTherapy@cms.hhs.gov for questions on how to resolve the situation.

1. Select **Manage**.
2. The **Individual Practitioner List** page displays.
3. As a Primary or Legal Contact, you will have the ability to add and remove National Provider Identifiers (NPIs) as needed to ensure your Active Providers list is accurate.

4. Select **Add NPI**.
5. The Add NPI window displays.
6. Enter the required information.
7. Select Save to save the entered information. Select Save and New to add multiple NPIs.
8. All saved NPIs display in the Pending Add/Drop Request table.

9. To remove an active Participant, select **Drop** from the **Action** column from the Active Providers list.

10. The **Drop** window displays.

11. Select a **Proposed Drop Date**.
12. Select **Save**.

![Drop Window](image)

**Figure 53: Drop Window**

13. The dropped Participant displays in the Pending Add/Drop Request table.

<table>
<thead>
<tr>
<th>NPI</th>
<th>Proposed Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10/08/2019</td>
<td>Pending-Add</td>
</tr>
<tr>
<td></td>
<td>10/08/2019</td>
<td>Pending-Drop</td>
</tr>
<tr>
<td></td>
<td>10/08/2019</td>
<td>Pending-Add</td>
</tr>
<tr>
<td></td>
<td>10/08/2019</td>
<td>Pending-Add</td>
</tr>
</tbody>
</table>

*Showing 1 to 4 of 4 entries*

**Figure 54: Pending Drop Request**

14. During an active attestation period, the Attest button will be available for the Legal Contact.
15. Select the checkbox for “I certify to this year’s provider list to the best of my knowledge, information and belief” and enter all required information.

16. Select Attest.
### Individual Practitioner List

Below is a list of providers associated with your organization. Annually you are required to "Attest" to your current Active Providers. You may request to Add or Drop providers and that request will remain pending until your Project Officer approves it.

#### Active Providers

<table>
<thead>
<tr>
<th>NPI</th>
<th>Effective Start Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>9876543201</td>
<td>10/08/2019</td>
<td></td>
</tr>
<tr>
<td>1023456789</td>
<td>10/08/2019</td>
<td></td>
</tr>
<tr>
<td>6543219870</td>
<td>10/08/2019</td>
<td></td>
</tr>
</tbody>
</table>

### Pending Add/Drop Request

No data to display

### Dropped Providers

<table>
<thead>
<tr>
<th>NPI</th>
<th>Effective Drop Date</th>
<th>Performance Year Dropped</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>3216549870</td>
<td>09/30/2019</td>
<td>2020</td>
<td>Dropped</td>
</tr>
<tr>
<td>9876543210</td>
<td>10/08/2019</td>
<td>2020</td>
<td>Dropped</td>
</tr>
</tbody>
</table>

### Yearly Attestation History

<table>
<thead>
<tr>
<th>Year</th>
<th>Date Attested</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>10/08/2019</td>
<td>Download</td>
</tr>
<tr>
<td>2020</td>
<td>09/30/2019</td>
<td>Download</td>
</tr>
</tbody>
</table>

**Figure 56: Attested IPL**

17. The attested information now displays in the Yearly Attestation History table. You can download this information by selecting the **Download** button.
4.3.4 Patient Safety Organization (PSO)

The Patient Safety Organization (PSO) attestation is only available during a specified timeframe created by CMS. Only the Legal Contact can attest.

1. Select **Manage**.

2. The **PSO Attestation** page displays.
3. Select a radio button and enter all required information.

4. Select **Attest**.

   **Note:** Only a Legal Contact can attest.

5. The attested page will display as read-only and will remain this way until the next performance year is active.
4.4 Program Compliance

The Program Compliance page displays five tiles: Performance Reports, Compliance Reports, Reconciliation Reports, Corrective Action Plan, and Sanctions. Each section is covered individually below.

![Program Compliance Page]

4.4.1 Performance Reports

CMS will upload Performance Reports, available on a quarterly basis. All contacts will have the ability to download this report.

1. Select **Download**.
2. The **Performance Reports** page displays.

3. Select **Download**. You can download any of the previous Performance Reports.
4.4.2 Compliance Report

CMS will upload Compliance Reports, available on an annual basis. All contacts will have the availability to download this report.

1. Select **Download**.

2. The **Compliance Reports** page displays.

3. Select **Download**.
4.4.3 Reconciliation Reports

CMS will upload Reconciliation Reports, available on an annual basis. All contacts will have the ability to download this report.

1. Select **Download**.

2. The **Reconciliation Reports** page displays.
3. Select **Download**.

![Figure 66: Reconciliation Reports](image)

### 4.4.4 Corrective Action Plan

CMS will upload Corrective Action Plans (CAPs) at any time. When a CAP is uploaded, it requires a response. Primary and Legal Contacts will have the ability to upload documents within the CAP section.

1. Select **Manage**.

![Figure 67: Manage CAP](image)
2. The Corrective Action Plan Summary page displays.

![Corrective Action Plan Summary](image)

**Figure 68: Corrective Action Plan Summary**

On the Corrective Action Plan Summary page, you will see the CAP. Each of these will have a status associated with it. One of the following statuses will display: Pending Participant Review, Pending CMMI Review, Revision Requested, Approved, and Resolved.

3. Select View to access the details of the CAP.


![Corrective Action Plan](image)

**Figure 69: Corrective Action Plan Page**

5. Select Download to view the Corrective Action Plan file.

6. Select Upload CAP to submit a response to CMS.
Figure 70: Upload CAP

7. The **Upload File** window displays.

Figure 71: Upload File Window

8. Select a file to upload.
9. Select **Upload**.

10. The **File was successfully uploaded** banner displays if successful.
11. The file displays on the main page.

**Corrective Action Plan**

<table>
<thead>
<tr>
<th>File Name</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>PDF Test File</td>
<td>Download</td>
</tr>
</tbody>
</table>

**Active CAP**

<table>
<thead>
<tr>
<th>Version</th>
<th>File Name</th>
<th>Uploaded On</th>
<th>Uploaded By</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>PDF Test File.pdf</td>
<td>10/10/2019</td>
<td>Jay Patterson</td>
<td>Download</td>
</tr>
</tbody>
</table>

**Status: Pending CMMI Review**

When you upload a document, the status will automatically change to **Pending CMMI Review**. This will notify CMS that you have uploaded a document and it is ready for their review. If you upload multiple files, a version of each will be available to download.

If the model team requests a revision, the participants will be notified via email. The participant will then be required to access the portal and upload a revised CAP document (Repeat steps 6 – 11 of section 4.4.4)
4.4.5 Sanctions

The Participant initiates Sanctions. If at any point the Participant had or has an ongoing Sanction, follow the steps to report it to CMS.

1. Select **Manage**.

![Figure 76: Manage Sanctions](image)

2. The **Sanctions Summary** page displays.
3. To add a sanction, select **Add Sanction**.

4. The **Sanctions** page displays.
5. Enter all required information.
6. To add supporting documentation, select **Upload Files**.
Sanctions

Federal or State Agency or Accrediting Body Involved

Remaining characters: 1000 (total allowed characters: 1000)

Date Reported to CMS

Status

--Please Select--

Upload Files

<table>
<thead>
<tr>
<th>File Name</th>
<th>Uploaded Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>No data to display</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Previous  Next

Save  Save & New  Cancel

Figure 80: Upload Files

7. The **Upload File** window displays.
8. Select a file to upload.

9. Select **Upload**.
10. The **File was successfully uploaded** message displays if successful.

11. The file displays on the main page.
4.5 Administrative Data

The Administrative Data page displays two tiles: Administrative Questions and Adjustments and Low Volume Opt-Out. We will cover each section individually.

Figure 85: Administrative Data

4.5.1 Administrative Questions

The Administrative Questions page is an optional questionnaire available to all Participants.

1. Select Manage.

Figure 86: Manage AQ

2. The Administrative Questionnaire page displays.

3. Participants can view, edit, and delete Historical Administrative questions that they have submitted for previous years.
4. To submit a new Administrative Questionnaire, select the **Submit New Administrative Data** button.

5. The **Administrative Questions** page displays
6. Select all relevant Radiation Treatment Modalities that the participant can provide in Question 1.

7. Select Add New Linear Accelerator to add the number of linear accelerators in use.

8. The Add Linear Accelerator window displays.

9. The newly added Linear Accelerator displays on the Administrative Questions page.

10. After completing all required information for questions 3 through 6, select Save & Continue.
11. The Administrative Data page displays. When completed, click Submit.

4.5.2 Adjustments and Low Volume Opt-Out
The Adjustments and Low Volume Opt-Out page allows participants to download and view their Case Mix and Historical Experience Adjustments reports, and gives participants the option to select the low volume opt-out of the RO Model, if they are eligible.

1. Select **Manage**.

2. The **Case Mix and Historical Experience Adjustments** window displays.
3. The Participant can download the Case Mix and Historical Experience Adjustment report from this page. (see Figure 92)

4. If a participant is not eligible for the Low-volume Opt-Out option, they will only see the Case Mix and Historical Adjustments on this page.

5. If a participant is eligible for the Low Volume Opt-Out, they will see this option displayed on this page (see Figure 93). Eligible Participants are able to opt out of the RO Model for a given year by clicking on the **I choose to opt-out of the RO Model** radio button on the Case Mix and Historical Experience Adjustments section (See Figure 93).

6. If the participant chooses this option, they will see a Warning message (Figure 94). They will choose “Yes” to confirm the choice to opt-out of the RO Model for the specified year.
4.6 Organization Changes

The Organization Changes page gives Participants the option to report any foreseeable organizational changes to ensure the correct information is recorded.

1. Select **Add Org Changes**.
2. The **Add Org Changes** window displays.
3. Enter all required information.
4. Select **Save & Continue**.
5. The added Organizational Changes display in the Organizational Changes table.
6. Participants can now select **Logout** from the **Welcome** dropdown to close the portal (please see Section 3.4).
5. Troubleshooting & Support

5.1 Support

All Support provided by the Help Desk is noted in Section 3.

5.2 Shortcuts

The following table displays shortcuts to help you navigate the portal website.

Table 1: Shortcuts

<table>
<thead>
<tr>
<th>Shortcut Key</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ctrl +</td>
<td>Zooms into your browser window and enlarges the image.</td>
</tr>
<tr>
<td>Ctrl -</td>
<td>Zooms out of your browser window and reduces the image.</td>
</tr>
<tr>
<td>Right-click your mouse</td>
<td>Additional actions display in a dropdown menu.</td>
</tr>
</tbody>
</table>
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>0.1</td>
<td>10/11/2019</td>
<td>Hiwote Damtew</td>
<td>Initial Version</td>
</tr>
<tr>
<td>0.2</td>
<td>10/21/2019</td>
<td>Sujatha Errapothu</td>
<td>Peer Reviewed</td>
</tr>
<tr>
<td>0.3</td>
<td>10/22/2019</td>
<td>Hiwote Damtew</td>
<td>Addressed Peer Review Comments</td>
</tr>
<tr>
<td>0.4</td>
<td>10/29/2019</td>
<td>Jennie Cairney</td>
<td>Full QA review; moved into correct template; updated to active voice</td>
</tr>
<tr>
<td>0.5</td>
<td>10/29/2019</td>
<td>Hiwote Damtew</td>
<td>Addressed QA Comments</td>
</tr>
<tr>
<td>1.0</td>
<td>10/30/2019</td>
<td>Jennie Cairney</td>
<td>Final</td>
</tr>
<tr>
<td>1.1</td>
<td>07/30/2020</td>
<td>Kenechukwu Okeke</td>
<td>Updated Section 3 with new SSO login requirements and steps with screenshot.</td>
</tr>
<tr>
<td>1.2</td>
<td>08/04/2020</td>
<td>Theresa McWhorter</td>
<td>Peer review of changes</td>
</tr>
<tr>
<td>1.3</td>
<td>08/16/2020</td>
<td>Jennie Cairney</td>
<td>QA review (highlights only)</td>
</tr>
<tr>
<td>1.4</td>
<td>08/17/2020</td>
<td>Kenechukwu Okeke</td>
<td>Addressed QA comments/track changes</td>
</tr>
<tr>
<td>2.0</td>
<td>08/17/2020</td>
<td>Jennie Cairney</td>
<td>Final</td>
</tr>
<tr>
<td>2.1</td>
<td>08/26/2020</td>
<td>Claire Kihn</td>
<td>Review with comments</td>
</tr>
<tr>
<td>2.2</td>
<td>08/28/2020</td>
<td>Kenechukwu Okeke</td>
<td>Addressed CMS comments and edits</td>
</tr>
<tr>
<td>2.3</td>
<td>09/08/2020</td>
<td>Kenechukwu Okeke</td>
<td>Addressed additional CMS comments and edits</td>
</tr>
<tr>
<td>2.4</td>
<td>09/08/2020</td>
<td>Sujatha Errapothu</td>
<td>Peer Reviewed</td>
</tr>
<tr>
<td>2.5</td>
<td>09/16/2020</td>
<td>Kenechukwu Okeke</td>
<td>Addressed additional CMS comments and edits</td>
</tr>
<tr>
<td>2.6</td>
<td>10/07/2020</td>
<td>Kenechukwu Okeke</td>
<td>Addressed final comments from CMS team</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>APM</td>
<td>Alternate Payer Model</td>
</tr>
<tr>
<td>CAP</td>
<td>Corrective Action Plan</td>
</tr>
<tr>
<td>CCN</td>
<td>CMS Certification Number</td>
</tr>
<tr>
<td>CEHRT</td>
<td>Certified Electronic Health Record Technology</td>
</tr>
<tr>
<td>CMMI</td>
<td>Center for Medicare &amp; Medicaid Innovation</td>
</tr>
<tr>
<td>CMS</td>
<td>Centers for Medicare &amp; Medicaid Services</td>
</tr>
<tr>
<td>DBA</td>
<td>Doing Business As</td>
</tr>
<tr>
<td>DRA</td>
<td>Data Request and Attestation</td>
</tr>
<tr>
<td>HHS</td>
<td>Department of Health and Human Services</td>
</tr>
<tr>
<td>HOPD</td>
<td>Hospital Outpatient Departments</td>
</tr>
<tr>
<td>IE</td>
<td>Internet Explorer</td>
</tr>
<tr>
<td>IPL</td>
<td>Individual Practitioner List</td>
</tr>
<tr>
<td>MIPS</td>
<td>Merit-Based Incentive Payment System</td>
</tr>
<tr>
<td>NPI</td>
<td>National Provider Identifier</td>
</tr>
<tr>
<td>OS</td>
<td>Operating System</td>
</tr>
<tr>
<td>PGP</td>
<td>Physician Group Practice</td>
</tr>
<tr>
<td>PSO</td>
<td>Patient Safety Organization</td>
</tr>
<tr>
<td>QPP</td>
<td>Quality Payment Program</td>
</tr>
<tr>
<td>RO</td>
<td>Radiation Oncology</td>
</tr>
<tr>
<td>ROAP</td>
<td>Radiation Oncology Administrative Portal</td>
</tr>
<tr>
<td>RT</td>
<td>Radiotherapy</td>
</tr>
<tr>
<td>TIN</td>
<td>Taxpayer Identification Number</td>
</tr>
</tbody>
</table>