

Submitting Change Requests in ACO-MS

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The [ACO Management System \(ACO-MS\)](#) allows ACO users with administrative privileges to make various changes to their organizational and programmatic information using the change request functionality.

Important

Only ACO users with the following contact types can create and submit change requests in ACO-MS:
ACO Executive | CMS Liaison | Application Contacts | Authorized to Sign Contacts

CHANGE REQUESTS IN ACO-MS

A change request in ACO-MS refers to adding new information or changing existing information in ACO-MS that may require CMS approval. Refer to the table below for which types of changes to ACO-MS data require CMS approval.

Table 1. Summary of Available Changes

TYPE OF CHANGE	REQUIRES CMS APPROVAL	DOES NOT REQUIRE CMS APPROVAL	REQUIRES SUPPORTING DOCUMENTATION	EFFECTIVE DATE OF CHANGE
ACO Participation Agreement Data				
ACO date of formation	✓		✓	Upon CMS approval
ACO legal entity name	✓		✓	Upon CMS approval
ACO taxpayer identification number (TIN)	✓		✓	Upon CMS approval
ACO trade name/doing business as (DBA) name		✓		Immediately
ACO tax status		✓		Immediately
ACO webpage address	✓		✓	Upon CMS approval
ACO public reporting webpage address		✓		Immediately
ACO physical address		✓		Immediately
Documentation				
Form CMS-588 documentation	✓		✓	Upon CMS approval
ACO marketing materials	✓			Upon CMS approval or deemed approval
ACO Participants, ACO Providers/Suppliers, & SNF Affiliates				
Adding ACO participants/SNF affiliates	✓		✓	Start of next performance year, if approved
Deleting ACO participants		✓		End of performance year ¹
Deleting SNF affiliates		✓		SNF Affiliate Agreement termination date

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TYPE OF CHANGE	REQUIRES CMS APPROVAL	DOES NOT REQUIRE CMS APPROVAL	REQUIRES SUPPORTING DOCUMENTATION	EFFECTIVE DATE OF CHANGE
ACO Participants, ACO Providers/Suppliers, & SNF Affiliates				
Adding or deleting ACO providers/suppliers		✓		Immediately
ACO Participation Options				
Voluntarily elect a higher level within the BASIC track's glide path ²	✓		✓	Start of next performance year, if approved
Select the minimum savings rate (MSR)/minimum loss rate (MLR) for the ACO's agreement period (only for ACOs moving from one-sided to two-sided risk)	✓			Start of next performance year for the remainder of the agreement period, if approved
Change the ACO's selected beneficiary assignment methodology	✓			Start of next performance year, if approved

¹ Please refer to the [ACO Participant List and Participant Agreement Guidance](#) for more information.

² Repayment mechanism supporting documentation is required for ACOs moving from one-sided to two-sided risk. Please refer to the [Repayment Mechanism Guidance](#) for more information.

³ An ACO's eligibility for this election is dependent on the ACO's revenue determination (low revenue ACO), which is subject to change and will be reevaluated throughout the application/change request cycle.

Important: ACOs that automatically transition from one-sided to two-sided risk will need to submit a Participation Options change request to select their MSR/MLR. ACO-MS will generate a repayment mechanism task, and ACOs will be prompted to select the repayment mechanism type(s) by clicking on the applicable check box. ACOs will have the opportunity to download a pre-populated document with ACO-specific information within the fillable fields and upload the associated supporting documentation in Word format.

 **Reminder**

Changes to the ACO legal entity name, TIN, address, financial institution information, contact person, or authorized/delegated official require your ACO to submit a new banking form ([Form CMS-588](#)). Refer to the [ACO Banking Form Instructions](#) for additional details.

CHANGE REQUEST PROCESS

Change requests that require CMS approval are submitted for CMS disposition and can be viewed in the Active Pending Disposition subtab in the Change Request tab on the left side menu of [ACO-MS](#).

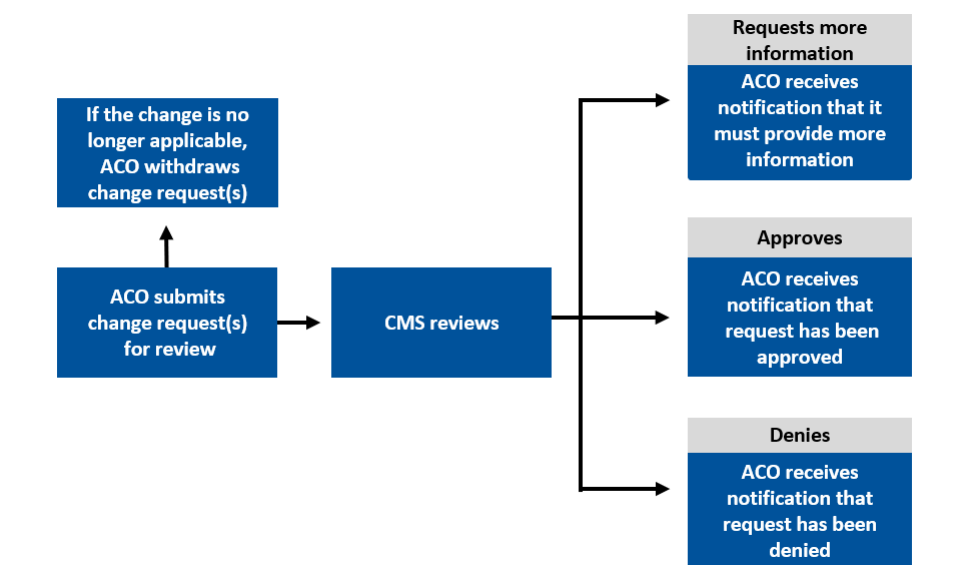


Figure 1. Workflow for submitting change requests to CMS for review

TRACKING THE STATUS OF A CHANGE REQUEST

Select the Change Request tab on the left side menu of ACO-MS to view the status of your request in the Active Pending Disposition subtab. Each change request is assigned a change request ID. If your ACO no longer wants to make the change associated with the submitted change request, and CMS has not yet issued a disposition, you can withdraw the request in the Active Pending Disposition subtab.

Notifications regarding the status of your change request appear in the Notifications widget on your Dashboard. If CMS requests more information regarding a change request, a task appears in the Tasks widget on your Dashboard; the Task ID corresponds to the change request ID assigned in the Change Request tab. To view previously submitted and withdrawn change requests, visit the respective tabs in the Change Request tab.

ADDITIONAL RESOURCES

Table 2. Shared Savings Program Resources

INSTRUCTIONS & TIP SHEETS
<ul style="list-style-type: none"> ▪ ACO Banking Form Instructions ▪ Adding ACO Participants and SNF Affiliates in ACO-MS ▪ Overview of Participation Options in ACO-MS*

* Available in the Program Resources section of the [ACO-MS Knowledge Library](#)

Questions?

If you have any questions about ACO-MS or require technical assistance, click the ACO-MS Helpdesk icon (located within the ACO-MS banner) or call 1-888-734-6433 (select Option 1) or TTY/TDD 1-888-734-6563.