Centers for Medicare & Medicaid Services

CMS Target Life Cycle (TLC)

Radiation Oncology Administrative Portal (ROAP)

User Manual

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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).

1.1 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

1.2 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 Google Chrome. Depending on the browser in use, screens may vary from the examples in this manual.

2 Getting Started

2.1 Cautions & Warnings

2.1.1 Application Access Time-out

For security reasons, you are automatically logged out of the platform if there is no application activity for more than 30 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.

2.1.2 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.

2.1.3 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.

2.1.4 508 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.

2.1.5 Technical Issues

Please contact the CMMI Salesforce Help Desk at 1-888-734-6433, option 5, or email CMMIForceSupport@cms.hhs.gov. The site has been optimized for the Google Chrome browser. For the best experience, please download Google Chrome and make it your default browser. All modern browsers (i.e., Microsoft Edge - Chromium, Firefox, Safari) will also work, but certain features may not display well.

2.2 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.

2.3 User Access Considerations

This manual is mainly intended for RO Model participants.

2.4 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

1. Navigate to https://app.innovation.cms.gov/ROAP
2. ROAP Login page displays.

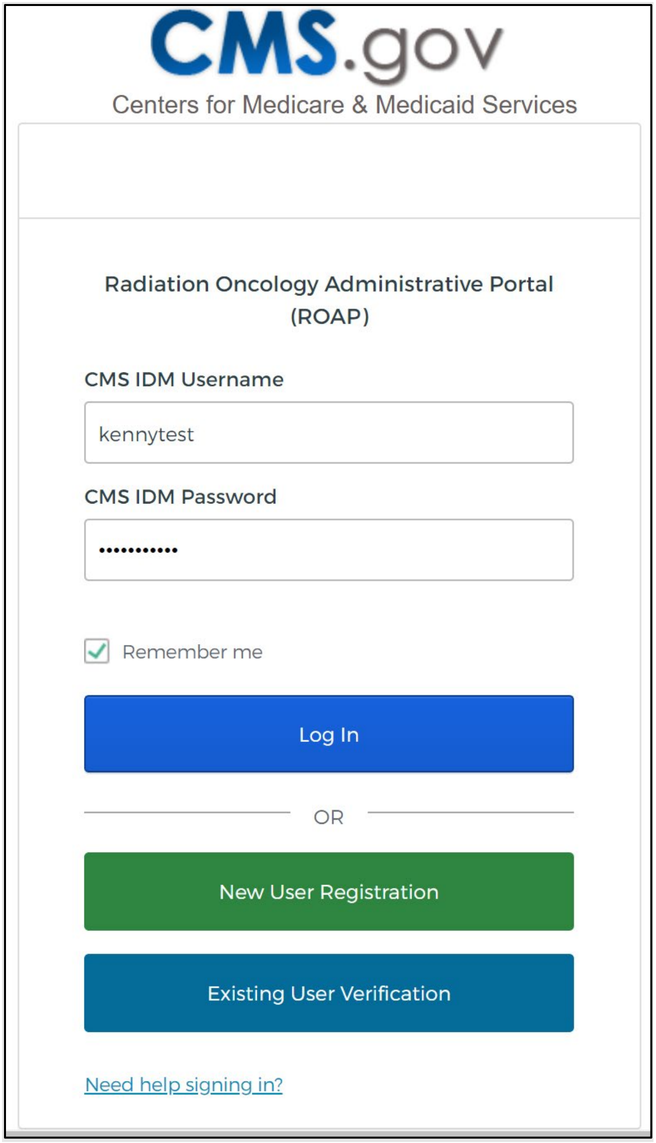


Figure 1: ROAP Login Page

2.4.1 New User Registration (No CMS IDM Account)

1. Select **New User Registration**.
2. The Existing CMS Identity Management (IDM) Account Verification page displays.

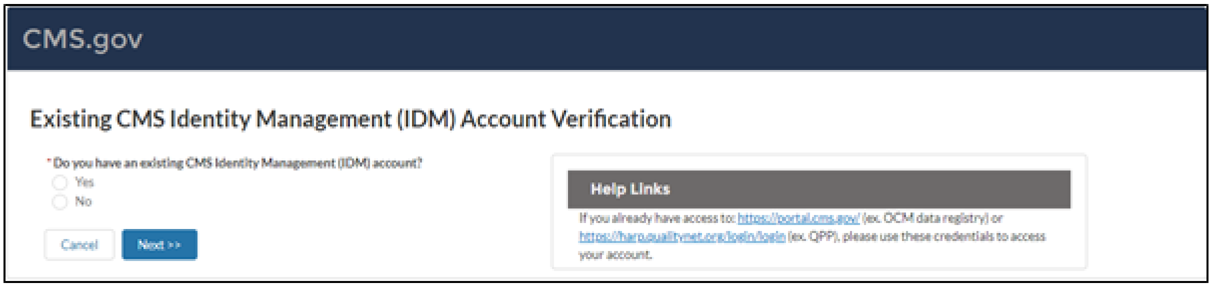


Figure 2: Existing CMS Identity Management (IDM) Account Verification

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.

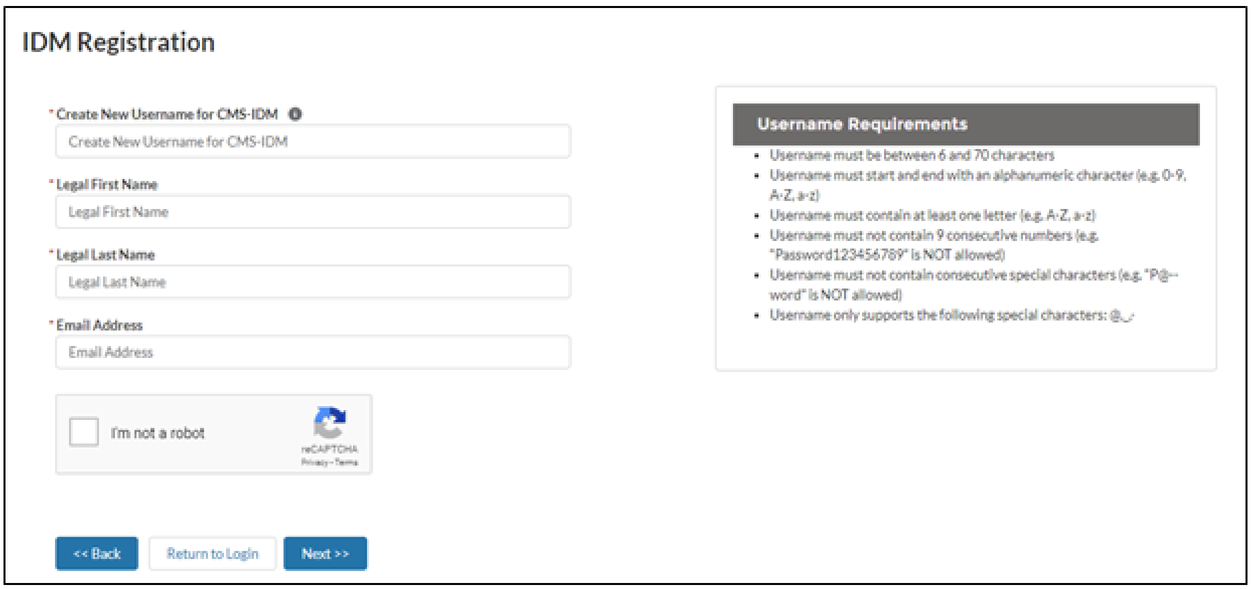


Figure 3: IDM Registration Page

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 five 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/HETSHPGRIDPMFAFAQ.pdf.

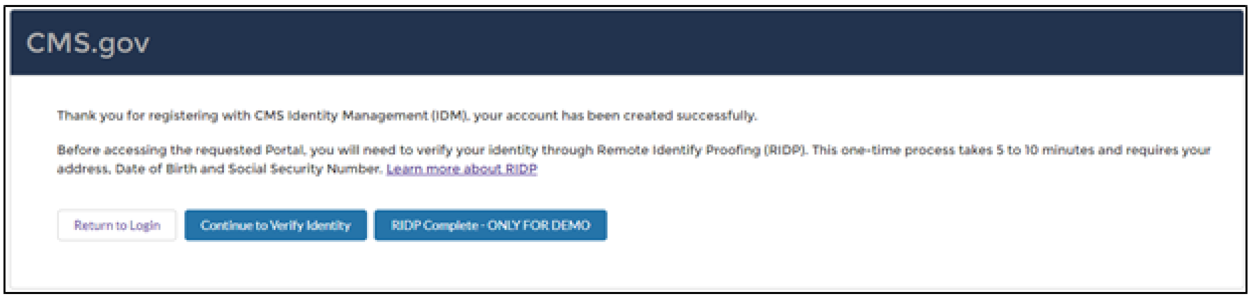


Figure 4: Successful Registration Page

7. 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.

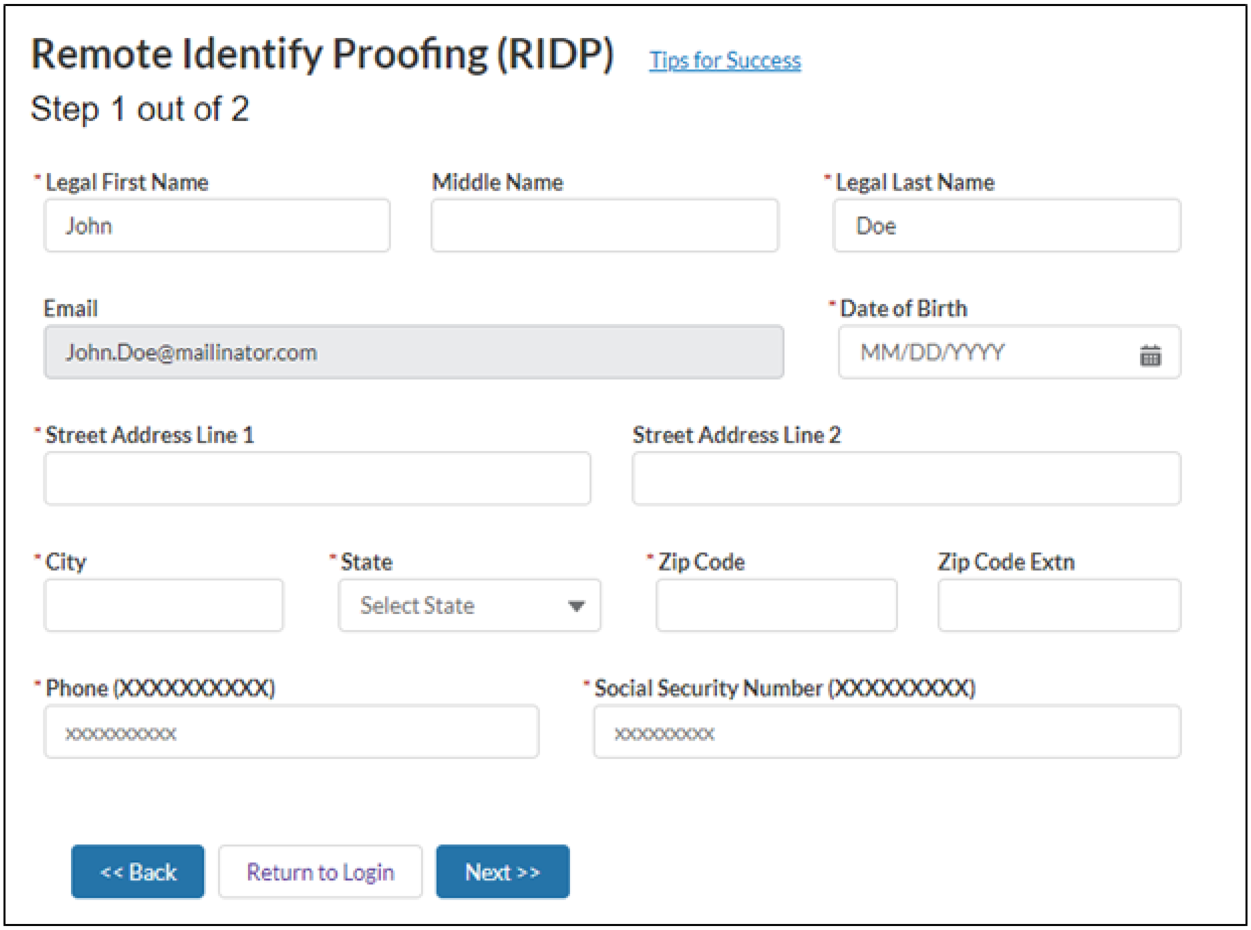


Figure 5: Remote Identity Proofing (RIDP) Page - Step 1 of 2

8. 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:
    - Full Legal Name
    - SSN (may be optional)
    - Date of Birth
    - Current Residential Address
    - Personal Telephone Number
    - Email Address
9. After providing the above information, select the **Next >>** button.

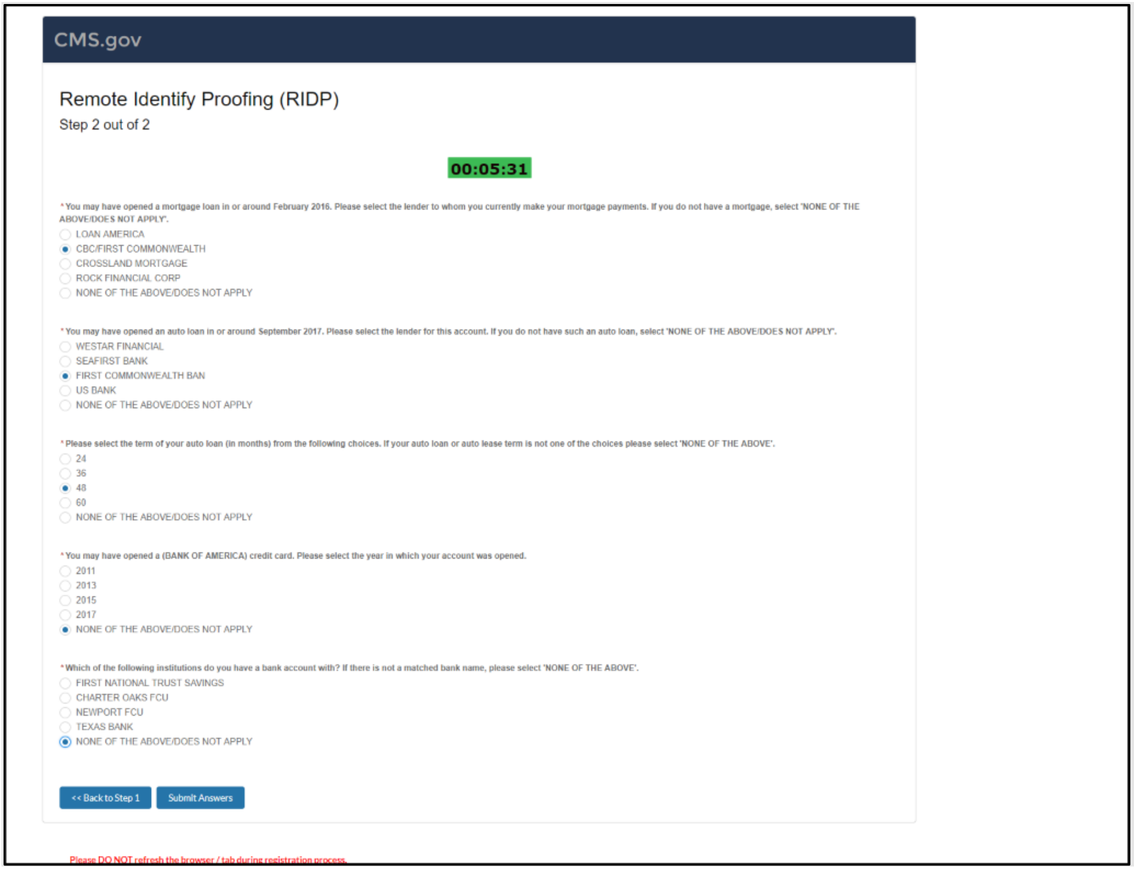


Figure 6: Remote Identity Proofing (RIDP) Page - Step 2 of 2

10. After successful authentication of RIDP, you will receive the following two emails:
    - Activate CMS IDM Account email
    - Welcome RO Model Community email
11. After activation of your CMS IDM account, you will be prompted to create a password.

2.4.2 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** in the ROAP Login page.
2. The Existing CMS Identity Management (IDM) Account Verification page displays.

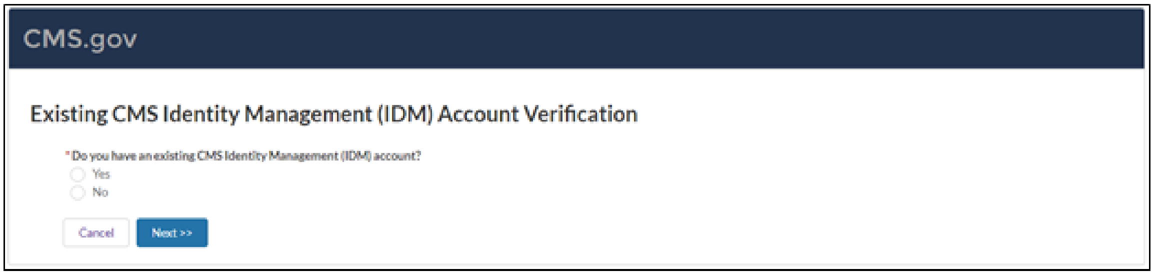


Figure 7: Existing CMS Identity Management (IDM) Account Verification Page

3. Select **Yes,** and then select **Next >>** to continue.
4. The Existing CMS IDM Account Verification page displays.

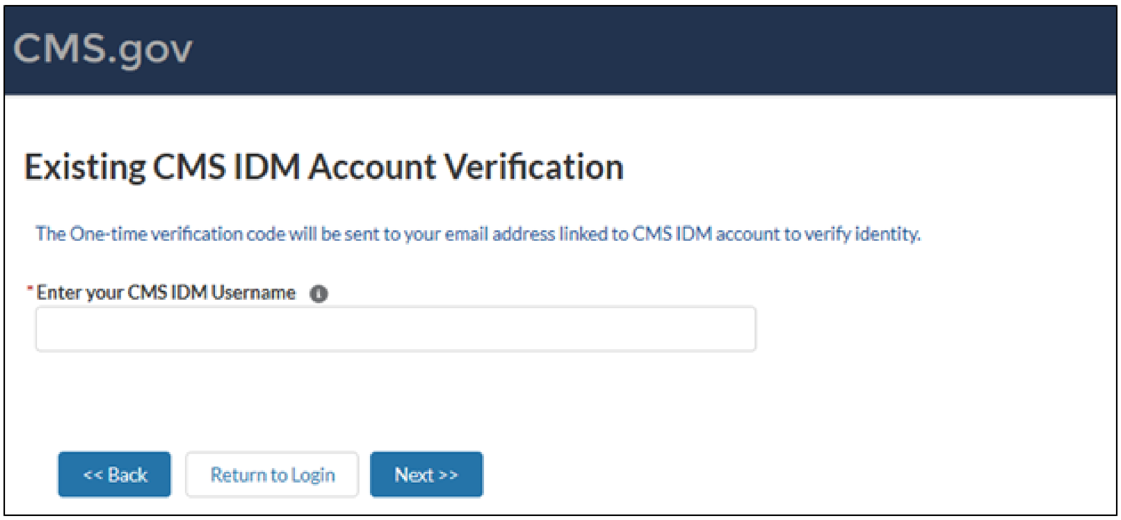


Figure 8: Existing CMS IDM Account Verification Page

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.

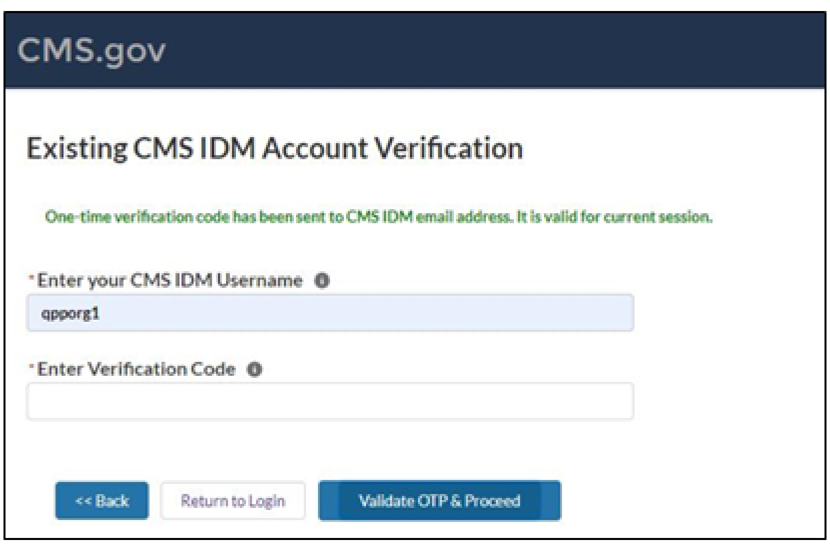


Figure 9: Verification Code

7. Enter the Verification Code provided in your email and select **Validate OTP & Proceed**.

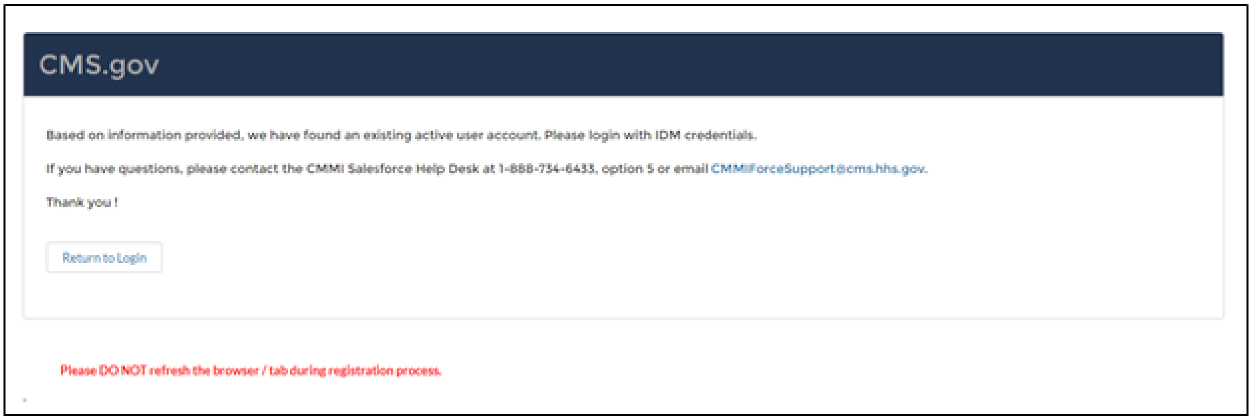


Figure 10: Successful Verification of your CMS IDM Account

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

2.4.3 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** in 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.

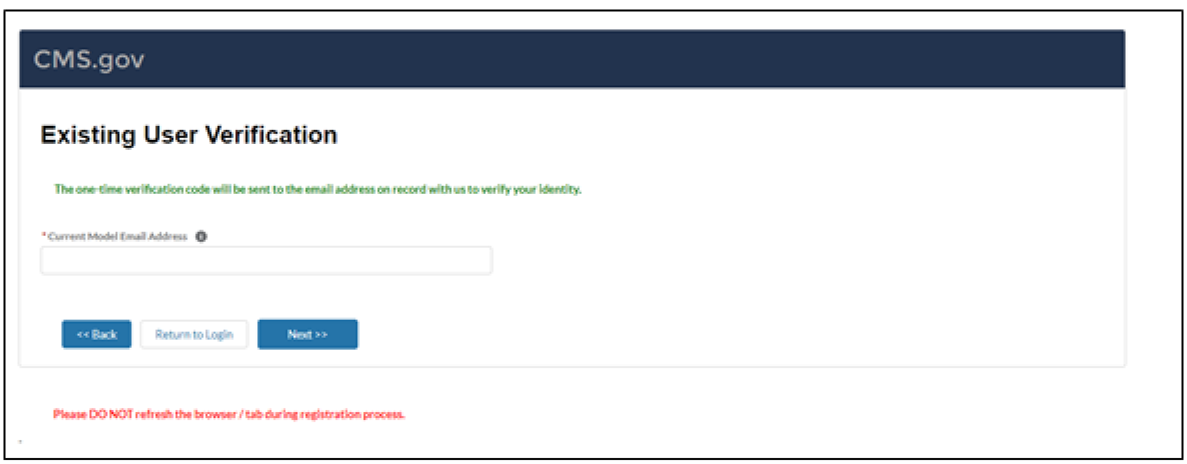


Figure 11: Existing CMS IDM Account Verification

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:

- CMS IDM Account Activation email
- Welcome to the Radiation Oncology Model Community email

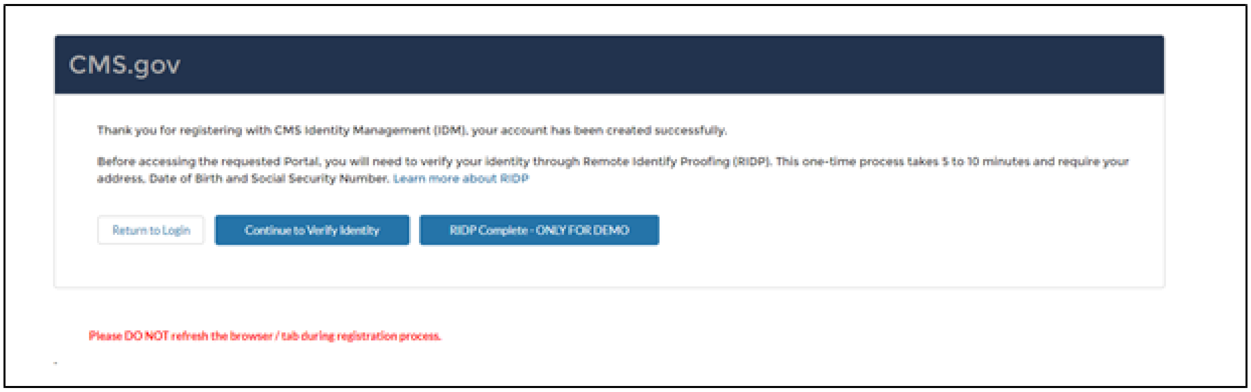


Figure 12: Successful CMS IDM Registration Page

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.

2.4.4 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** in 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.

2.4.5 Not Sure About a CMS IDM Account

If you are not sure if you have a CMS IDM Account, complete the following steps.

1. Select the **I don't know** option and then select **Next>>** on the Existing CMS Identity Management (IDM) Account Verification page.

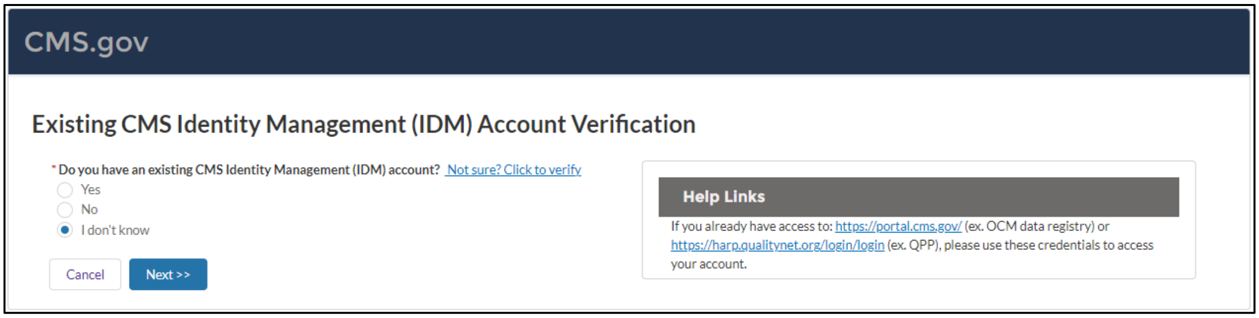


Figure 13: Existing CMS Identity Management (IDM) Account Verification

2. The **Retrieve UserName** page displays.

Figure 14: Retrieve UserName Page

3. Enter your information in all the required fields and select **Next>>**.
4. If you have an active CMS IDM account, you will see the following message appear in red colored font: “The username is sent to your email. Please check your email.”
5. If you do not have an active CMS IDM account, you will see the following message appear in red colored font: “A user does not exist with the same combination of First Name, Last Name and Email. Please click on the Back button to proceed with creating a new IDM account.”

2.4.6 Reset Your Password

If you forget your password, you can reset it.

1. Select the **Need help signing in?** link in the **Portal login** page (See Figure 1).
2. Select the **Forgot password?** link.

   The **Reset Password** page displays.

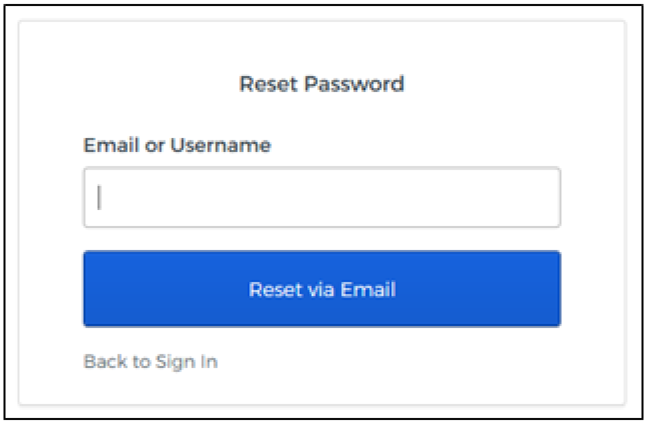


Figure 15: Reset Password Page

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.

2.4.7 Change Password

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

1. Select **Change Password**.

Figure 16: Change Password Link on Portal

2. The CMS IDM – Change Password page displays.

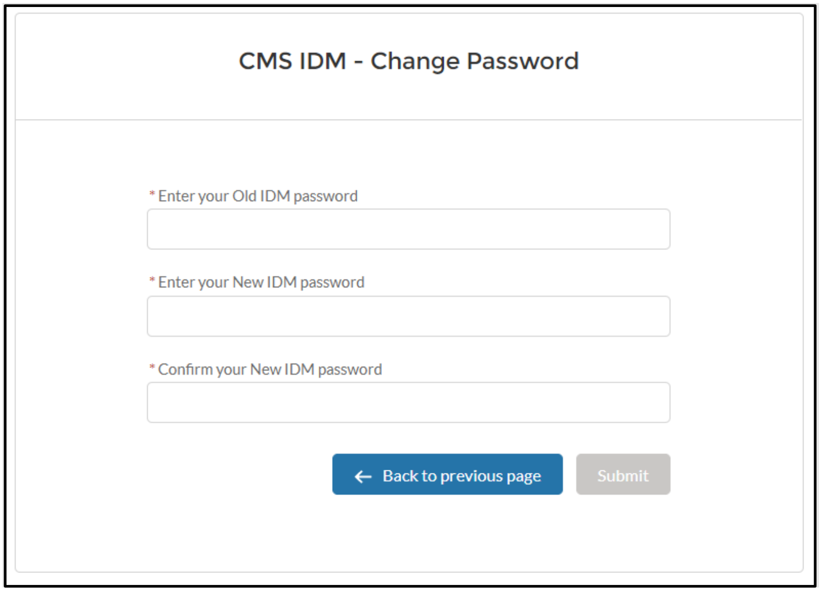


Figure 17: CMS IDM – Change Password Page

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.

2.4.8 Unlock your CMS IDM account

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

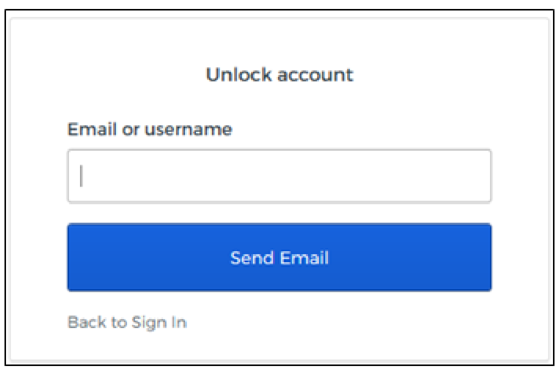


Figure 18: CMS IDM – Unlock Account Page

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

2.4.9 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.

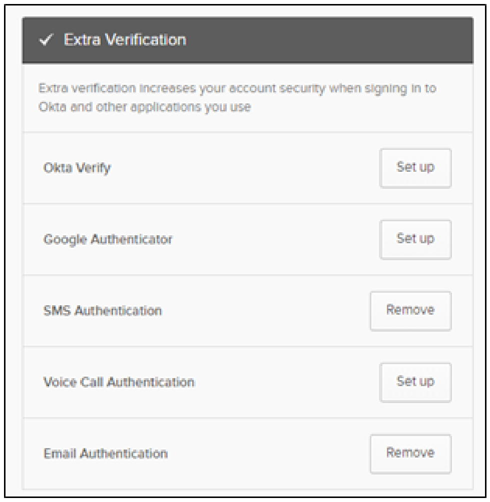


Figure 19: MFA Set Up

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. You will also be able to log in to https://idm.cms.gov to change your MFA settings or to access other IDM enabled applications.

2.4.10 Log In to ROAP

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

1. Access the ROAP.

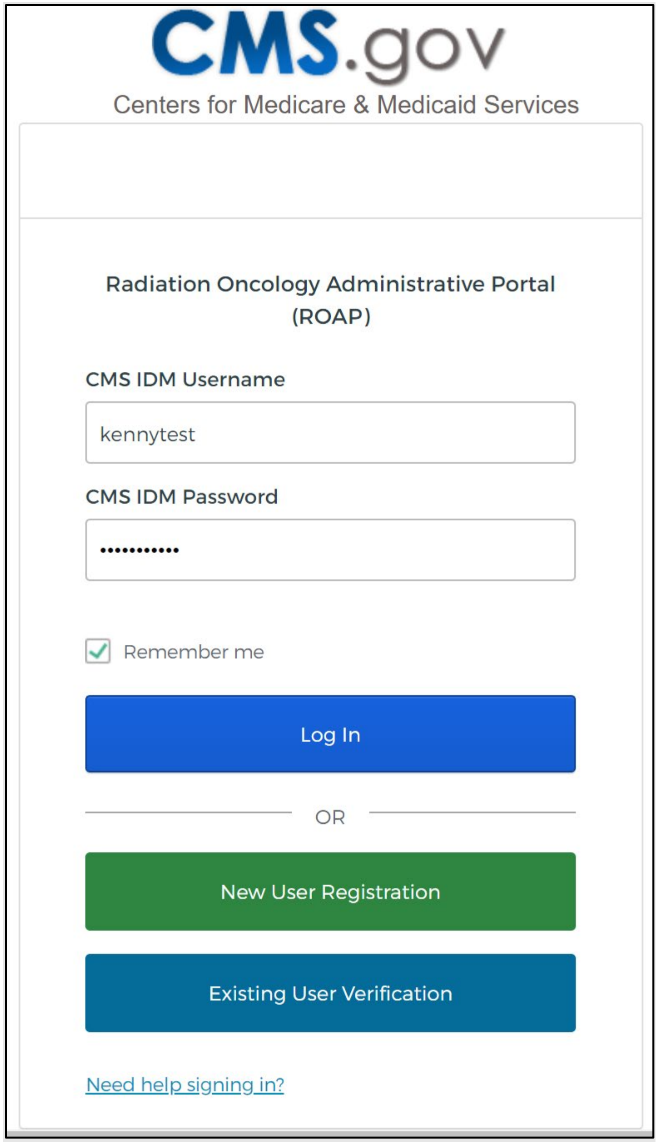


Figure 20: ROAP Login Page

2. Enter your CMS IDM Username.
3. Enter your CMS IDM Password.
4. Select **Log In**.
5. The Email Authentication page displays.

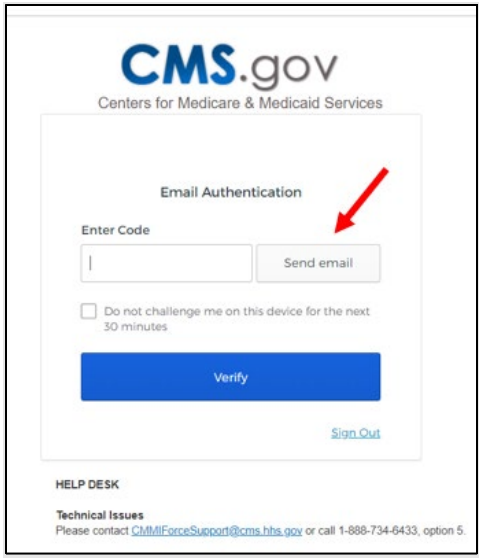


Figure 21: Email Authentication Page

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.

2.5 System Organization & Navigation

RO Model ID Selection Page

When you are logged into ROAP, the first page is the RO Model ID selection page. If you are a contact that is associated with multiple RO Models, you will be able to see all the RO Model IDs that are associated with your email. From this page, you may navigate to each of the RO Model ID Home Pages.

A. **Model ID**: This displays all the RO Model IDs associated with the account.
B. **Organization Legal Name**: This displays the Participant's Organization Legal Name.
C. **TIN or CCN**: This displays the Tax Identification Number (TIN) or CMS Certification Number (CCN) associated with the RO Model ID.
D. **Search**: This allows the participant to search by "Model ID", "Organization Legal Name" or "TIN/CCN".
E. **Action**: Participant can click on the **Select** button and they will be navigated to the home page of the RO Model ID that was selected.

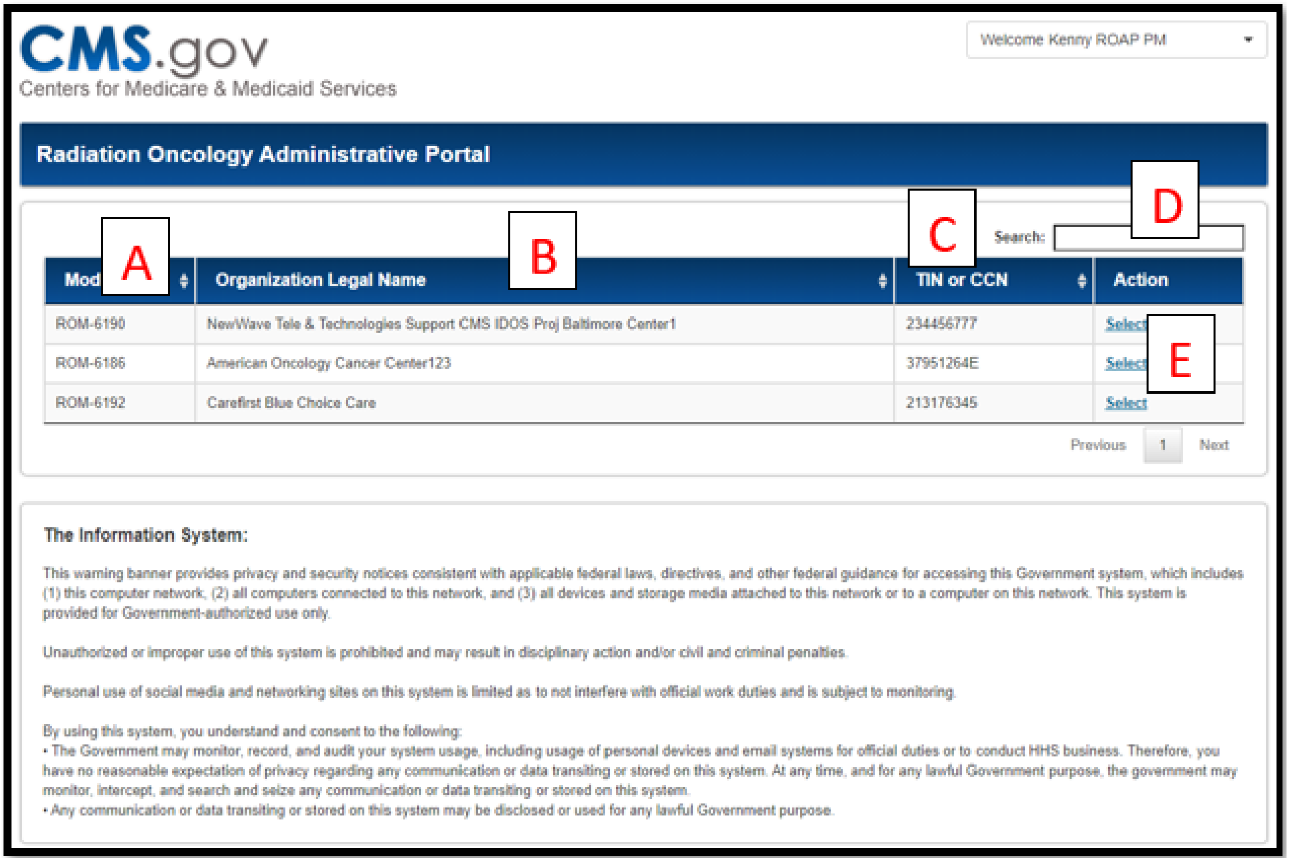


Figure 22: RO Model ID Selection Page

RO Model Home Page

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:

- **Home**: This takes you to the home page of the ROAP.
- **Profile**: This navigates you to your Participant Profile page where primary and legal contacts can add/edit participants profile information and add/edit new and existing contacts.
- **Attestations**: This navigates you to the Attestations page where legal contacts can upload Data Requests and Attestation (DRA), attest to Certified Electronic Health Record Technology (CEHRT), attest the Individual Practitioner List (IPL) and attest Patient Safety Organization (PSO) documents.
- **Program Compliance**: This takes you to the Program Compliance page where all participants can download Performance Reports, Compliance Reports, and Reconciliation Reports, legal contacts can upload and download a Corrective Action Plan, and primary and legal contacts can upload Sanctions documents.
- **Administrative Data**: This will navigate you to the Administrative Data page where legal and primary participants can answer Administrative Questions, all participants can download Case Mix and Historical Experience Adjustments, and legal contacts can select the Low Volume Opt-Out option, if eligible.

- **Organization Changes**: This navigates you to the Organization Changes page where legal and primary participants can report organizational changes to ensure the correct information is recorded.

B. The RO Model ID 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, switch between RO Model IDs, and logout from the portal.

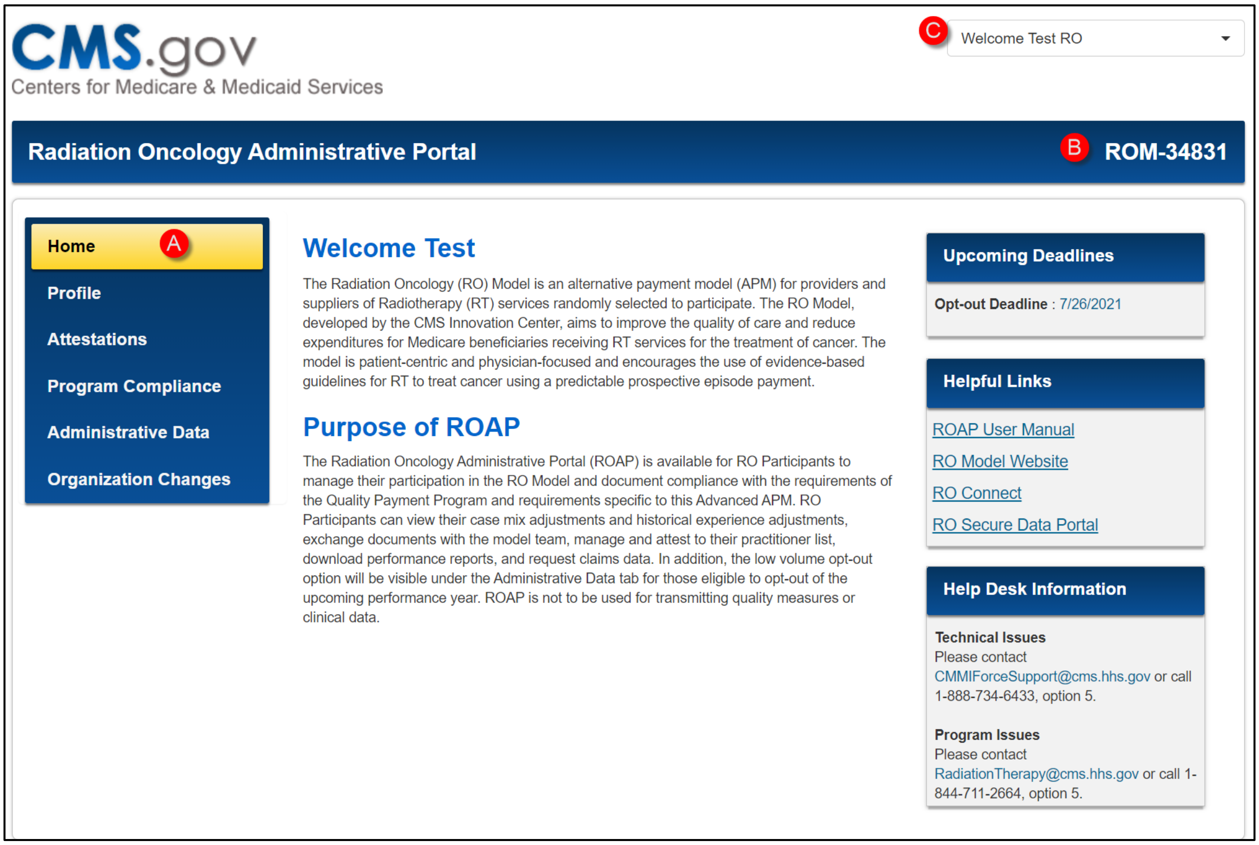


Figure 23: System Organization and Navigation

Model ID Status

As an RO Model Participant, each RO Model ID that you belong to will have one of the following statuses:

- **Active**: Any RO Model ID in "Active" status signifies that the RO Model ID is active, and any contact associated with this Model ID can access the RO Model ID in ROAP as a Primary, Legal or Secondary contact.
- **Restricted Access**: Any RO Model ID in "Restricted Access" status signifies that the RO Model ID is no longer an active participant in the RO Model, but participants will still be able to access this Model ID in ROAP with limited access.
- **Inactive**: Any RO Model ID in "Inactive" status signifies that the Model ID is inactive, and participants will not have access to this RO Model ID in ROAP.

  Note: If you have any questions about your RO Model ID status, reach out the RO Model Team at RadiationTherapy@cms.hhs.gov.

2.5.1 User Interface

All fields are required unless marked optional.

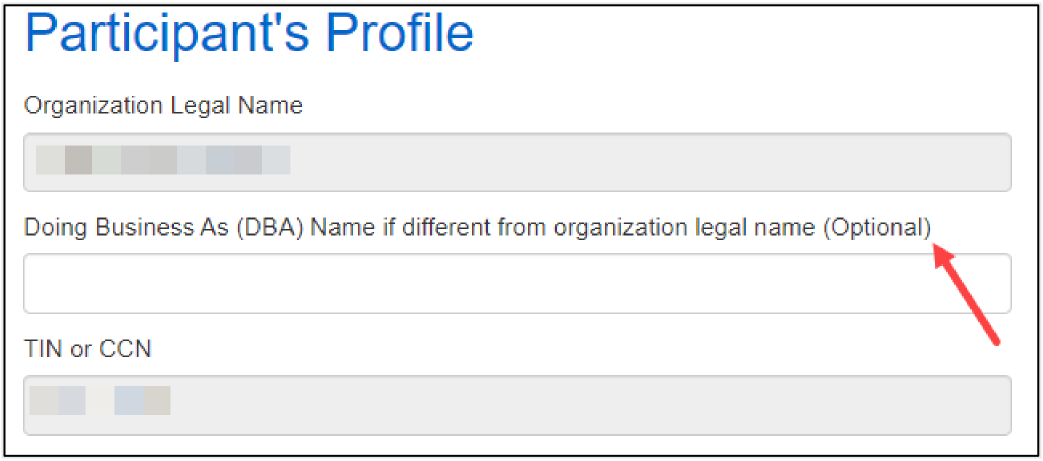


Figure 24: Marked Optional Fields

2.5.2 Welcome Menu

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

- Switch Participant
- Change Password
- Logout

Figure 25: Welcome Menu

2.5.3 Switching Participants

A participant can switch to any other RO Model ID they are associated with by clicking on the **Switch Participant** option on the **Welcome Menu** drop down. The participant is then navigated to the RO Model Selection page to select another RO Model ID.

Figure 26: Switch Participants

2.6 Exiting the System

You can logout of ROAP at any time from any page. Remember to click save before logging out.

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

Figure 27: Welcome Menu Logout

3 Using the System

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

3.1 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, RO Connect, and RO Secure Data Portal.

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.

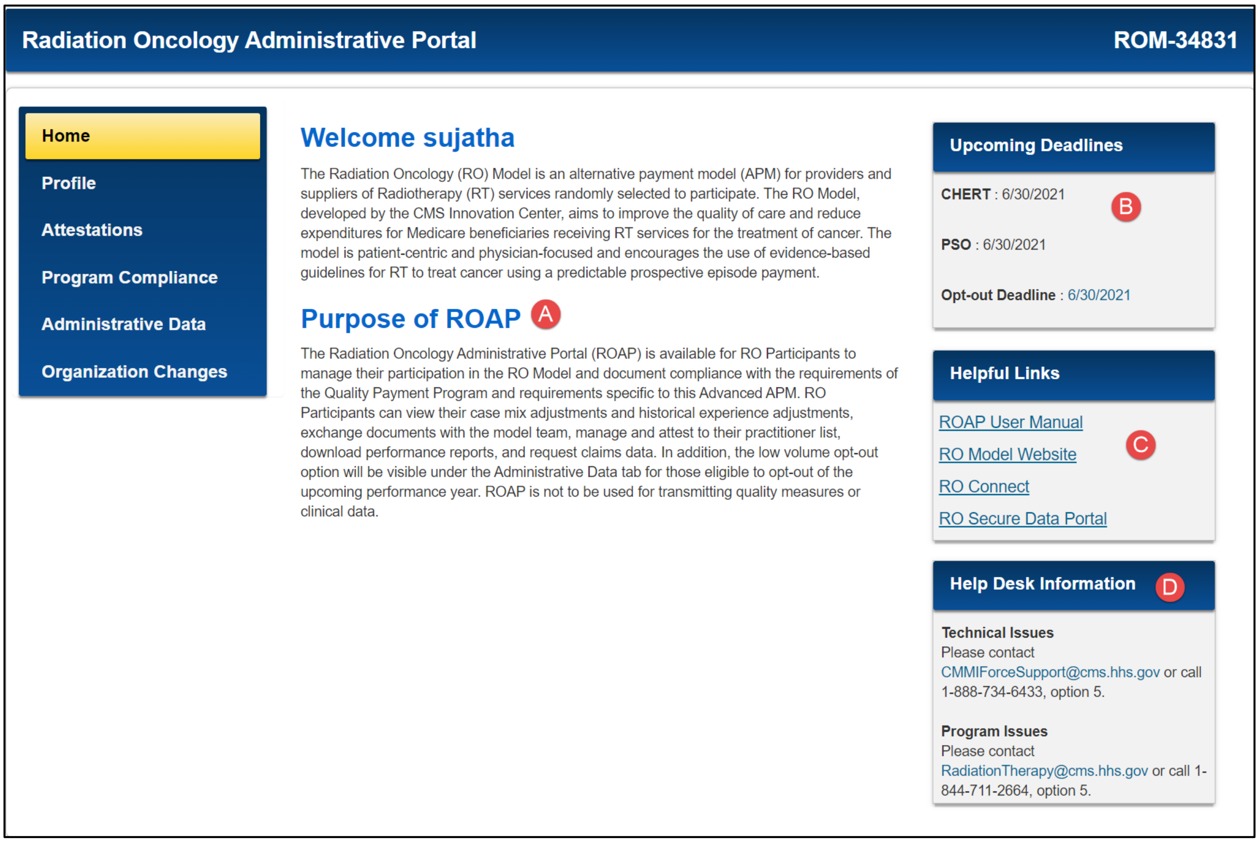


Figure 28: Home Page

3.2 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.

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

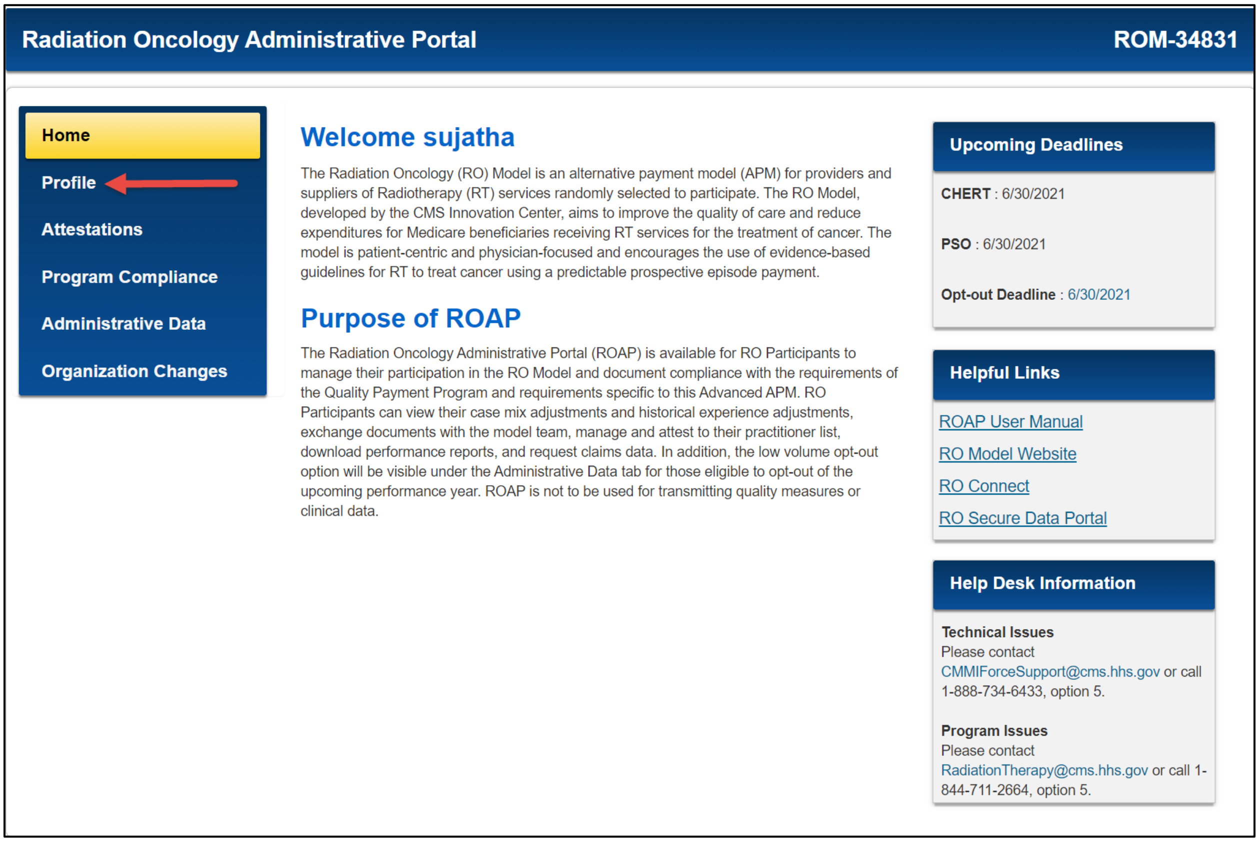


Figure 29: Navigate to the Profile Page

3.2.1 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 field can only be edited by a Legal Contact. The TIN or CCN field is not editable by any contact type. If this information needs to be changed, please contact the RO Model Team at RadiationTherapy@cms.hhs.gov.

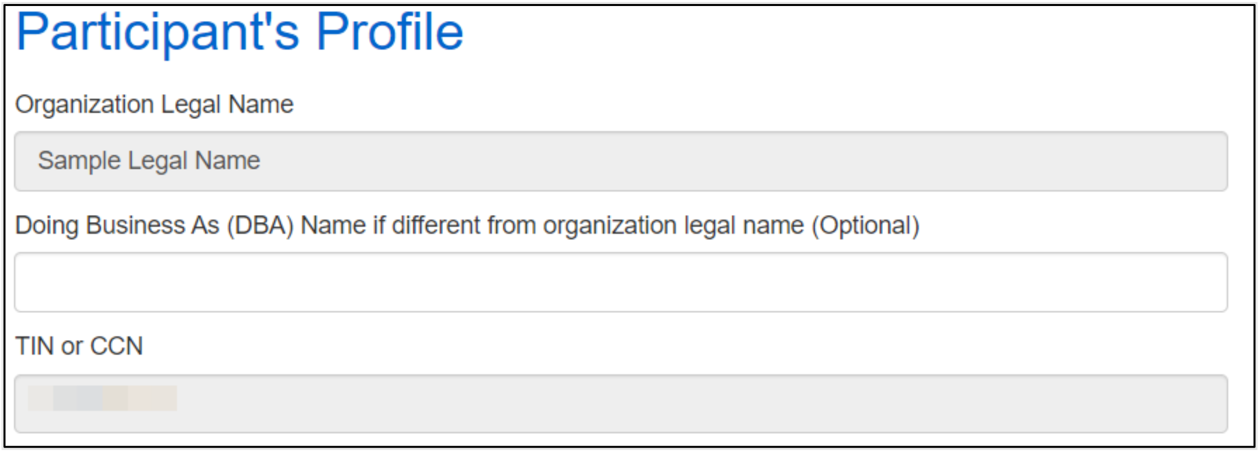


Figure 30: Participant's Profile Section

3.2.2 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 15 minutes so make sure to save if leaving the screen idle or before exiting the page.

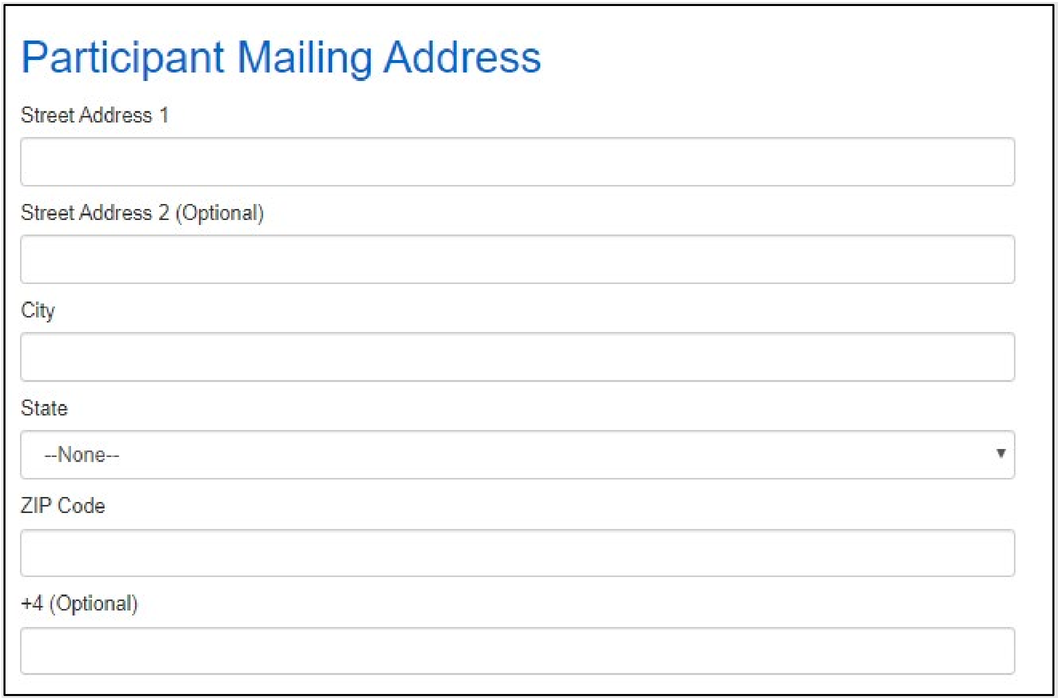


Figure 31: Participant Mailing Address section

3.2.3 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**

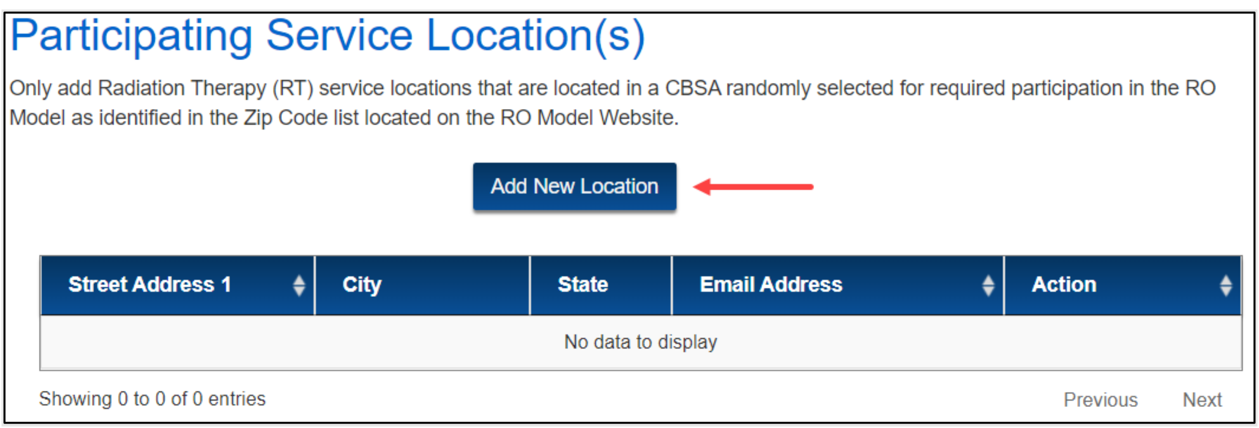


Figure 32: Participating Service Location

2. A new pop-up window displays.

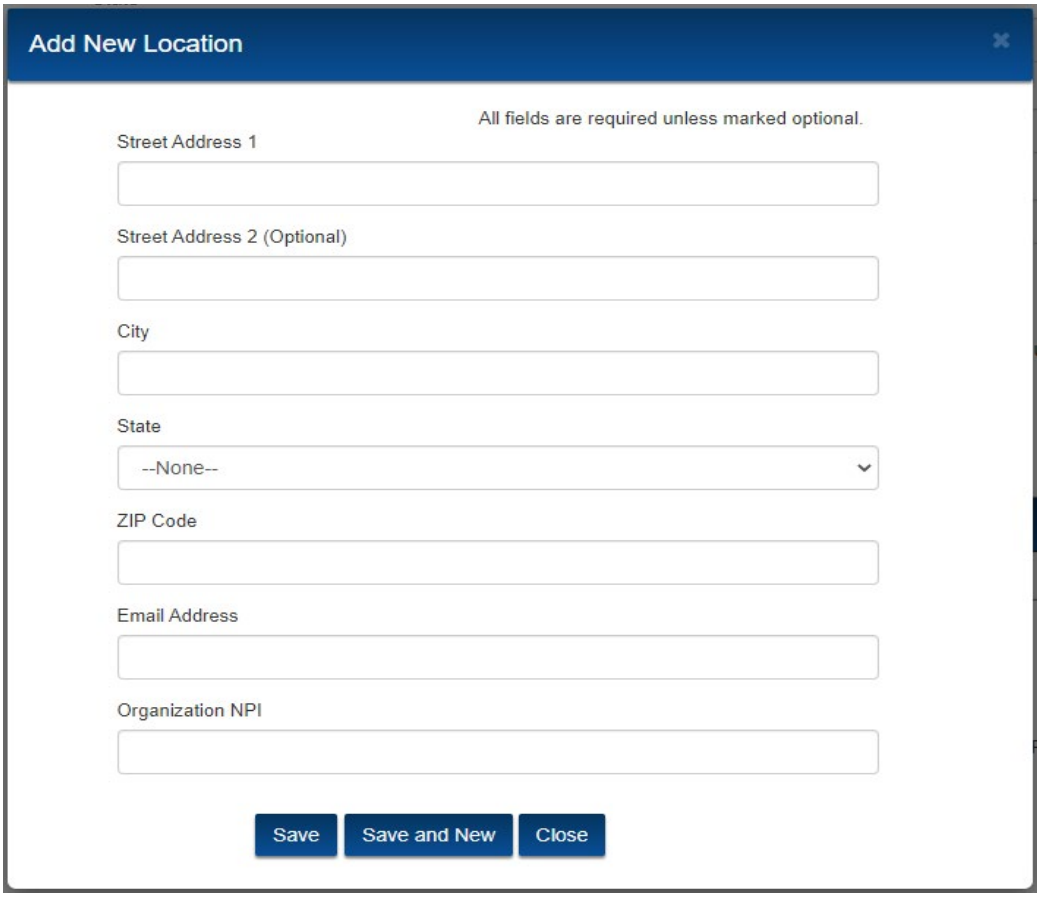


Figure 33: Add New Location window

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.

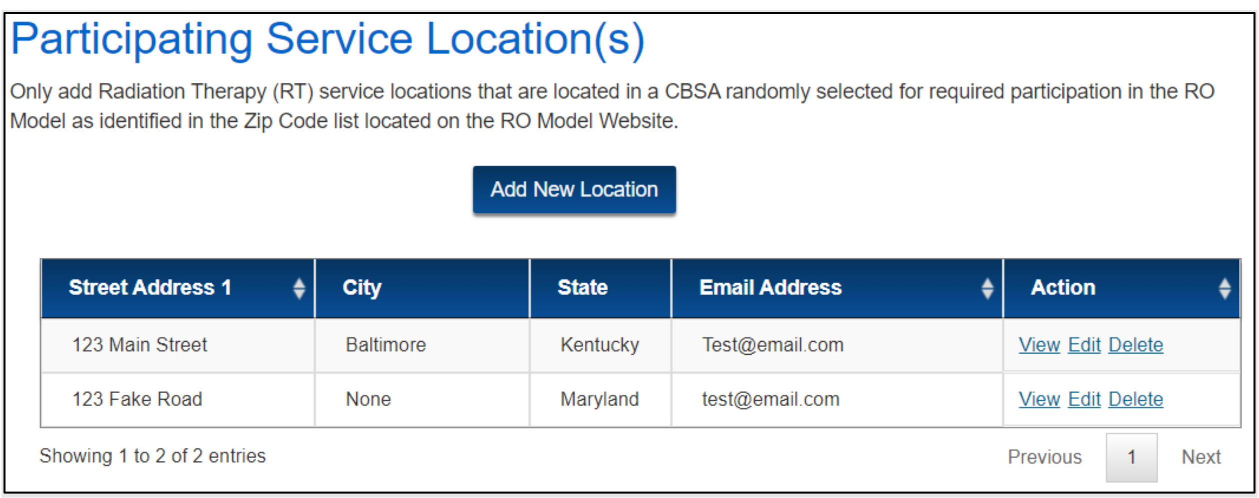


Figure 34: Saved Service Locations

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

3.2.4 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**.

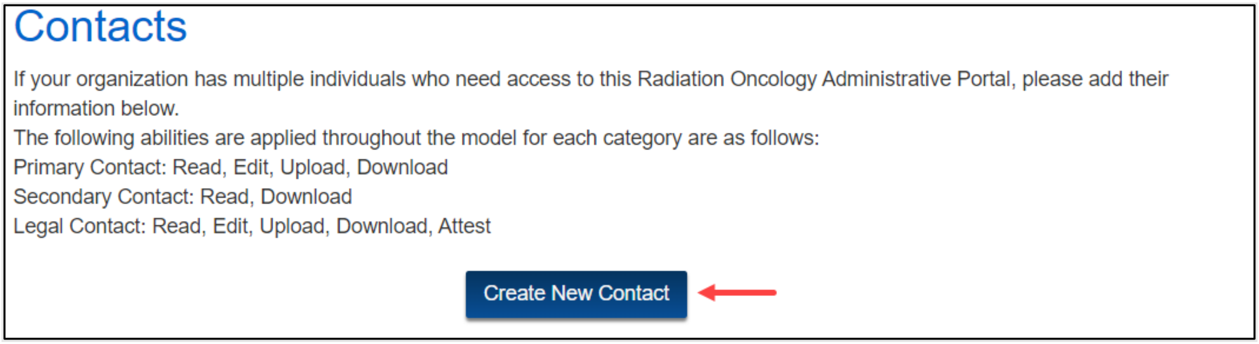


Figure 35: Create New Contact

2. The **Create New Contact** window displays.

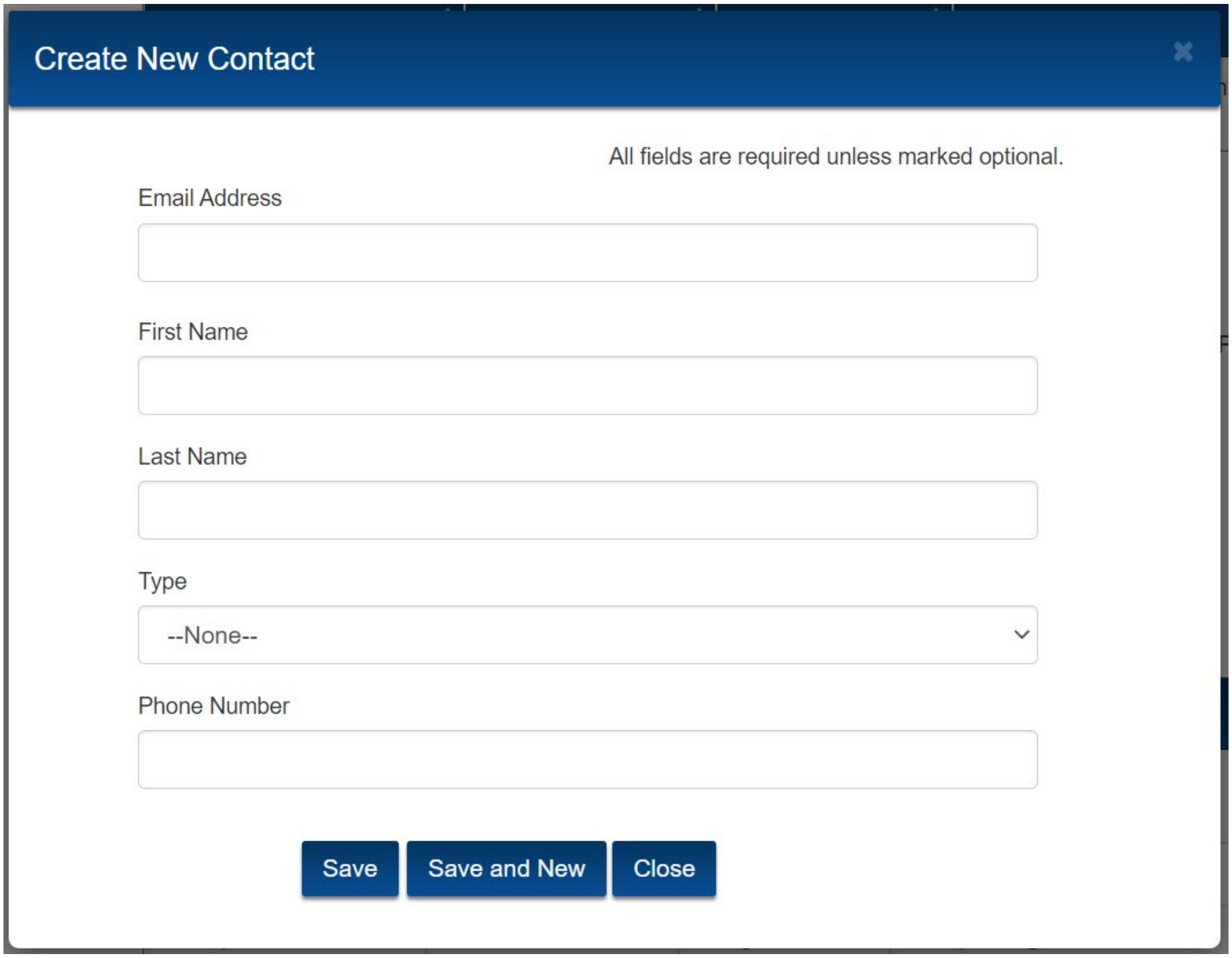


Figure 36: Create New Contact Window

3. If a contact already exists in ROAP, once you put in that contact's email address, the First Name and Last Name fields will be auto populated with the contact's First Name and Last Name respectively
4. 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. The RO Participant's designated legal contact must be delegated the authority by the RO Participant to assume the responsibilities of the legal contact.
5. All saved contacts display on the Profile Page.

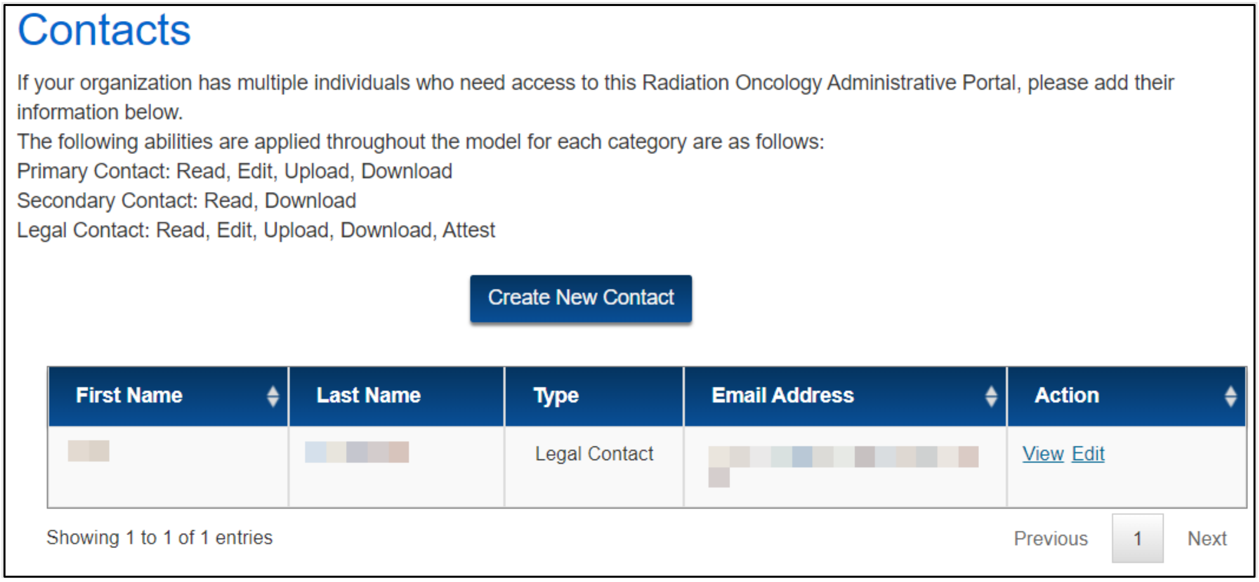


Figure 37: Contacts Table

6. Select **Save** to save the information and select **Save and Continue** to 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.

3.3 Attestations

The Attestations page displays five tiles: Data Request and Attestation (DRA), Certified Electronic Health Record Technology (CEHRT), Individual Practitioner List (IPL), and Patient Safety Organization (PSO) and RO Beneficiary Data Sharing Opt-Out. 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.

Figure 38: Attestations Page

3.3.1 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, complete the form, and upload the completed form via the portal for the RO Model team to review.

1. Select **Manage** in the **Data Request and Attestation** tile.

908787t

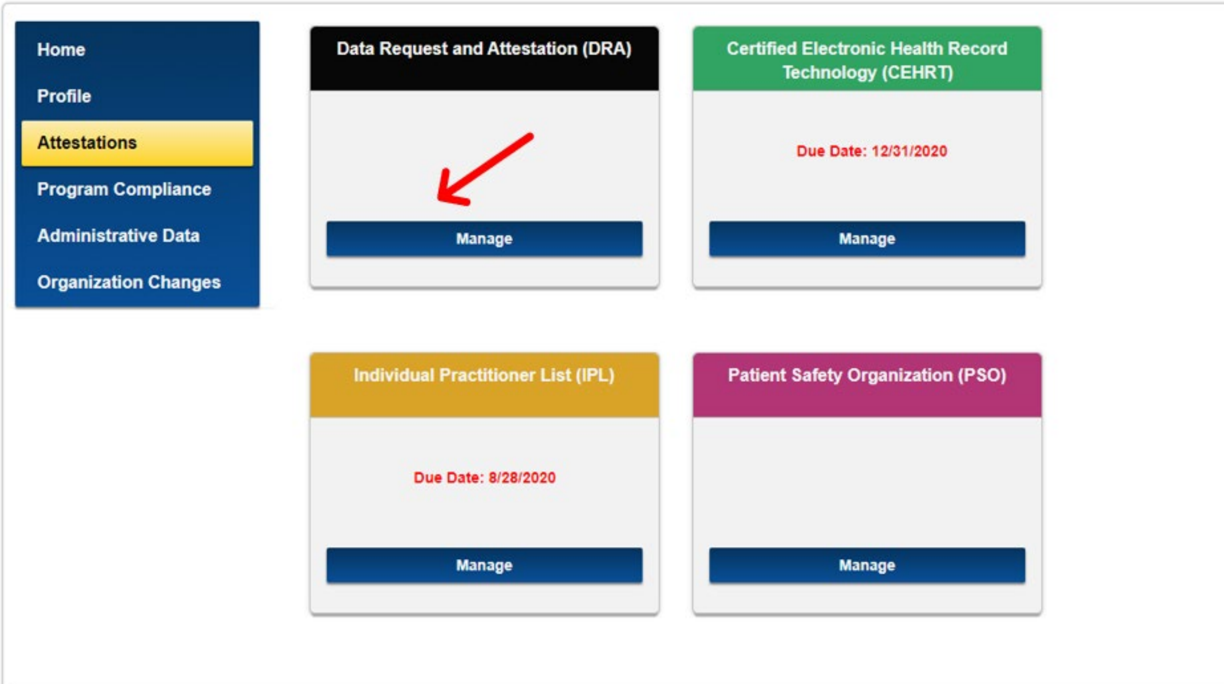


Figure 39: Manage DRA

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.

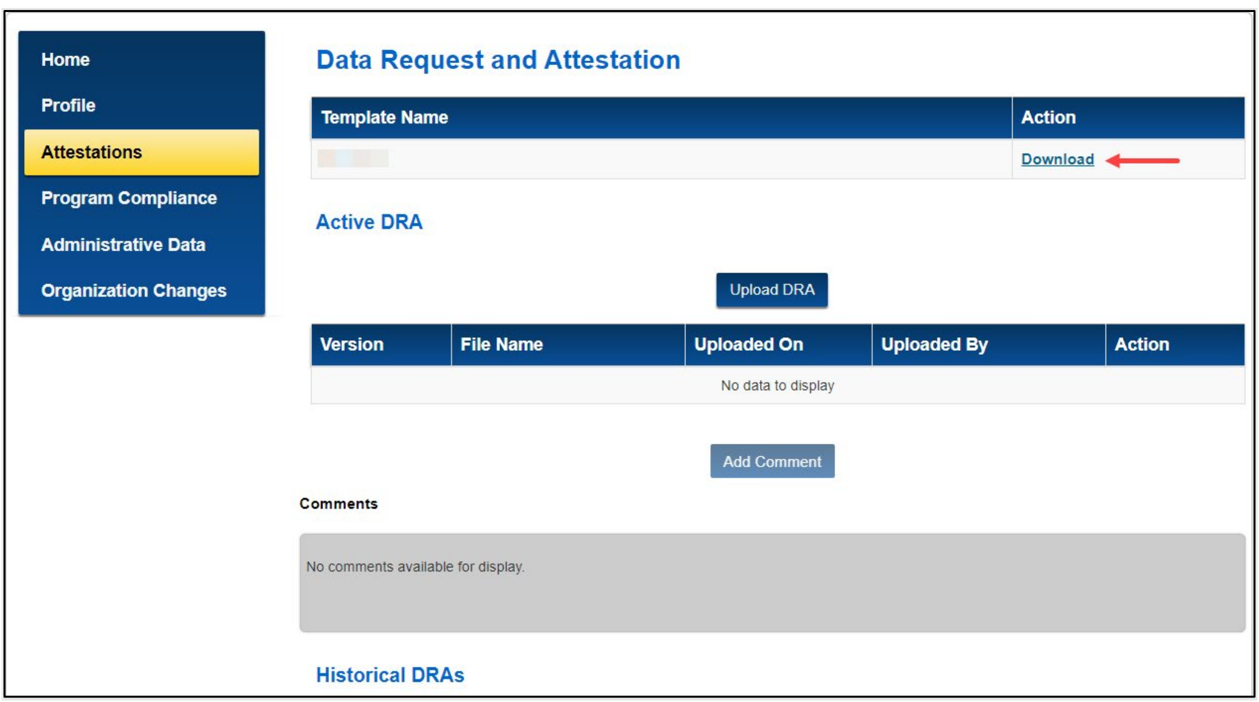


Figure 40: Download DRA Template

4. After editing the downloaded document, select **Upload DRA**.

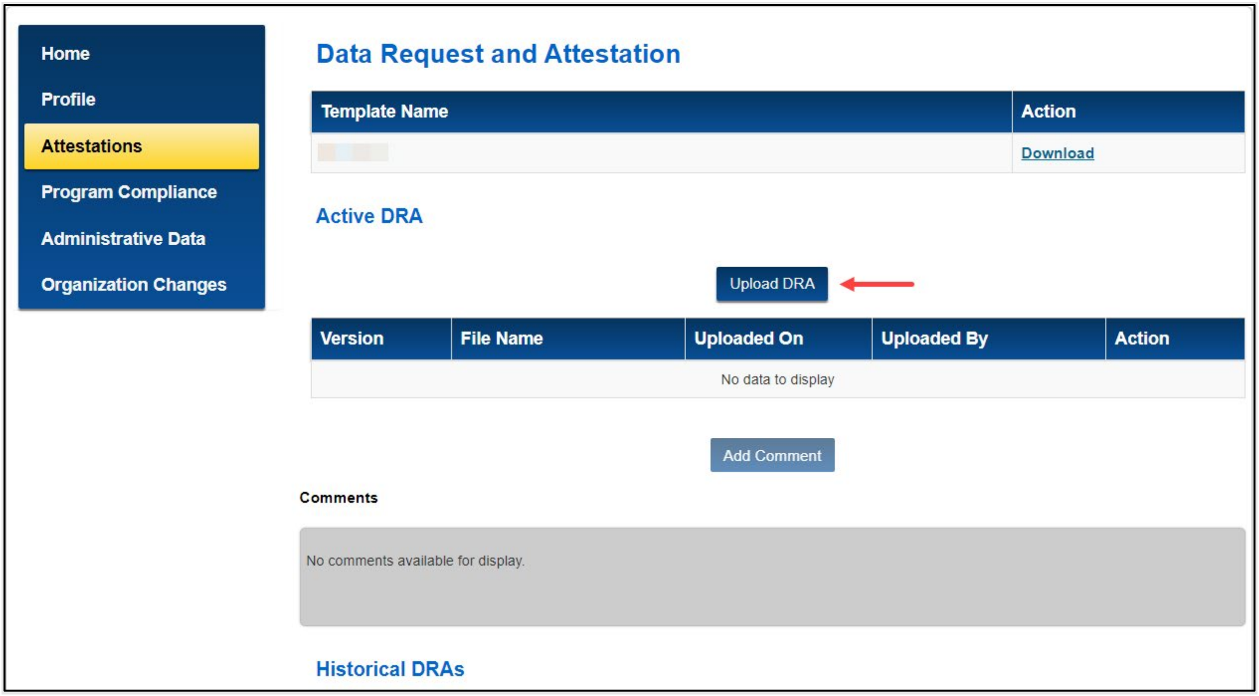


Figure 41: Upload DRA

5. An **Upload File** window displays.
6. Select the DRA file that you wish to upload.
7. Select **Upload**.

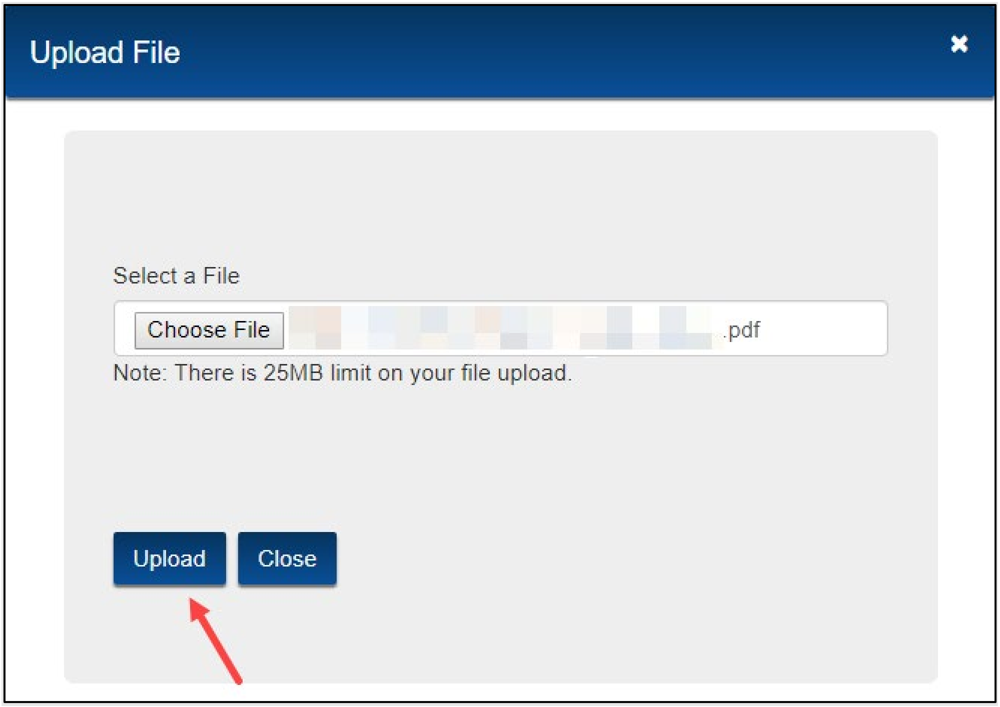


Figure 42: Upload DRA Document

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

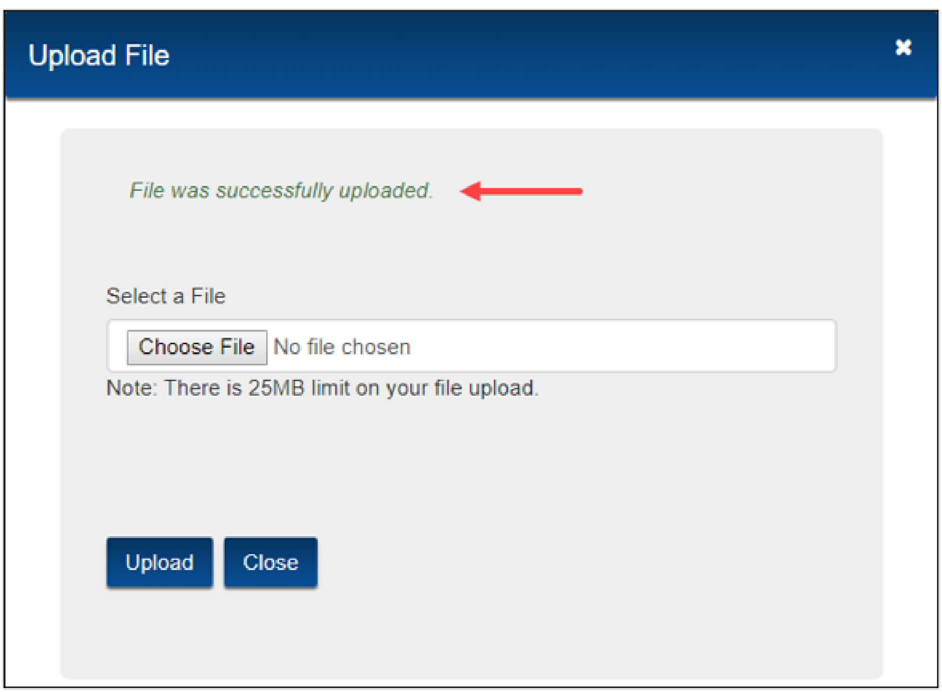


Figure 43: File was successfully uploaded

9. The uploaded file displays in the table on the main page.

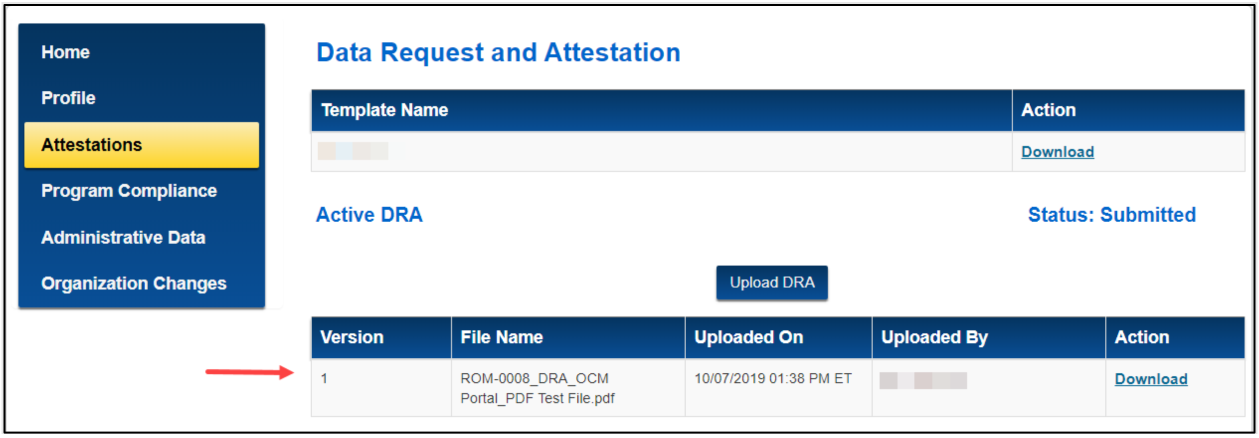


Figure 44: Uploaded file displays

10. The **Add Comment** button becomes enabled after successfully uploading a document.
11. Select **Add Comment**.

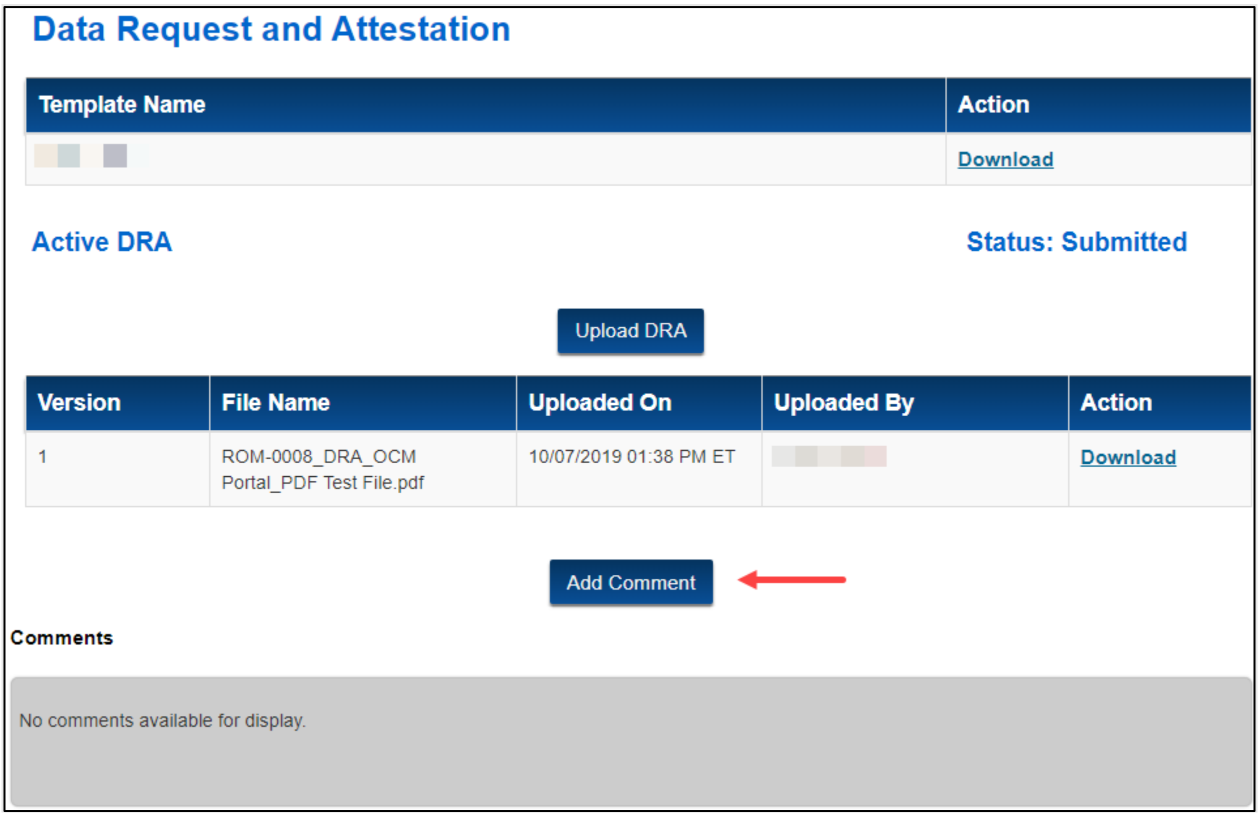


Figure 45: Add Comment

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.

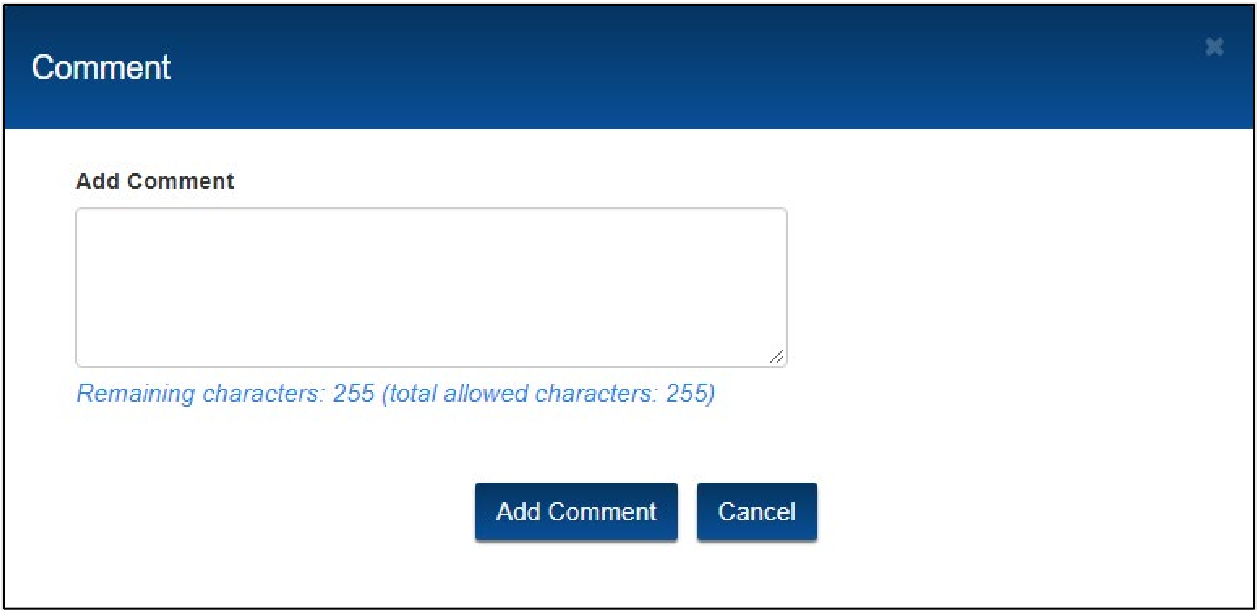


Figure 46: Add Comment Window

13. After adding your comment, select **Add Comment**.
14. The saved comment displays on the main page.

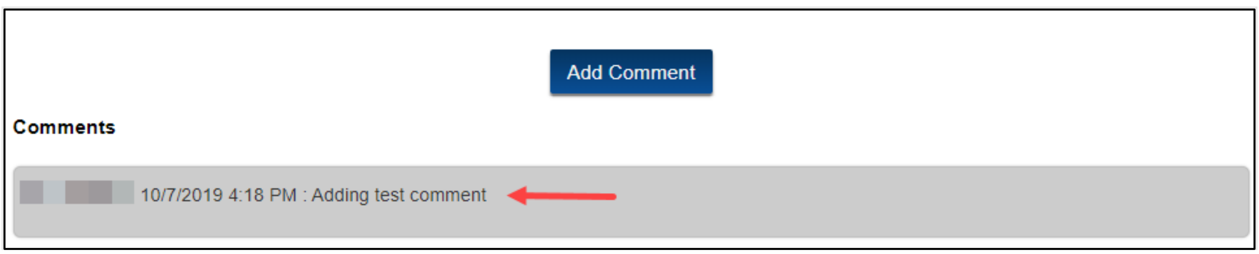


Figure 47: Added Comments Display

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.
16. If the DRA is incomplete or there are any errors, the RO Model team will request a revision to the DRA. You will receive an email notification that the DRA has been reviewed and needs revisions.
17. You will then log into ROAP, and view the comment posted here by the RO Model team detailing the revisions needed.

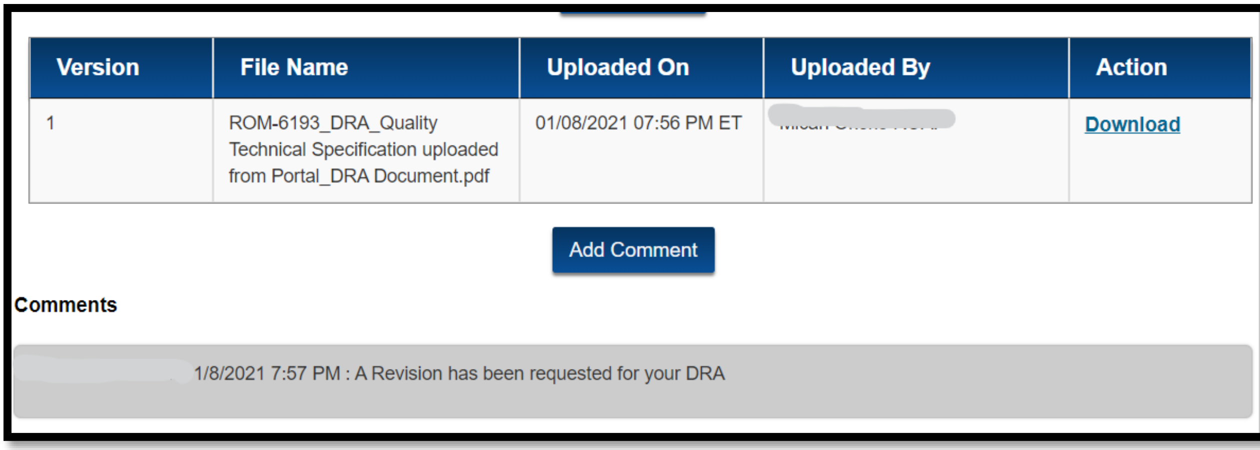


Figure 48: Model Team DRA Comment

18. Please make the necessary revisions to the DRA and upload a revised DRA to ROAP (See Figure 41.).
19. The RO Model team will then be notified that the revisions have been made.

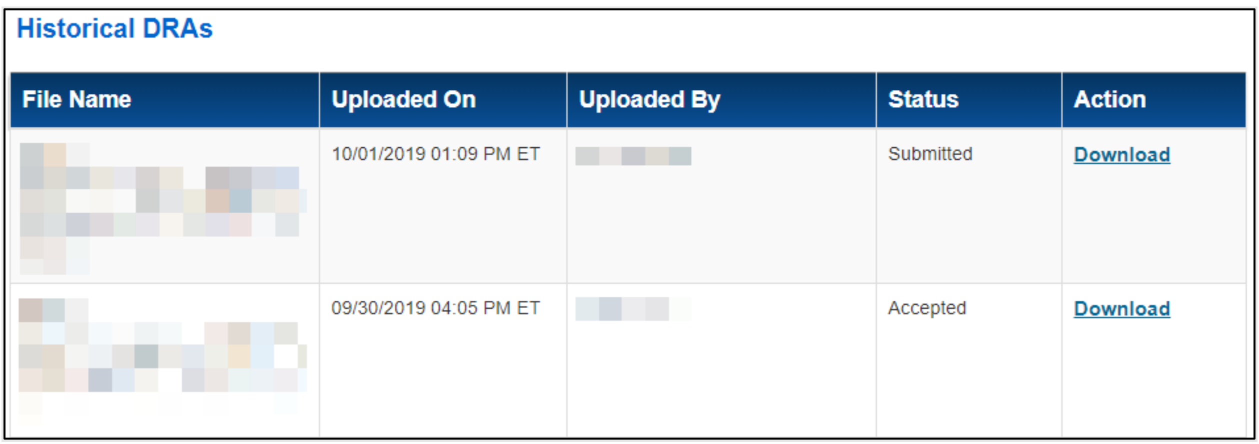


Figure 49: Historical DRA Table

3.3.2 Certified Electronic Health Record Technology (CEHRT)

Only a registered Legal Contact can complete a CEHRT Attestation and he or she can attest only during a specific time 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** in the **Certified Electronic Health Record Technology (CEHRT)** tile.

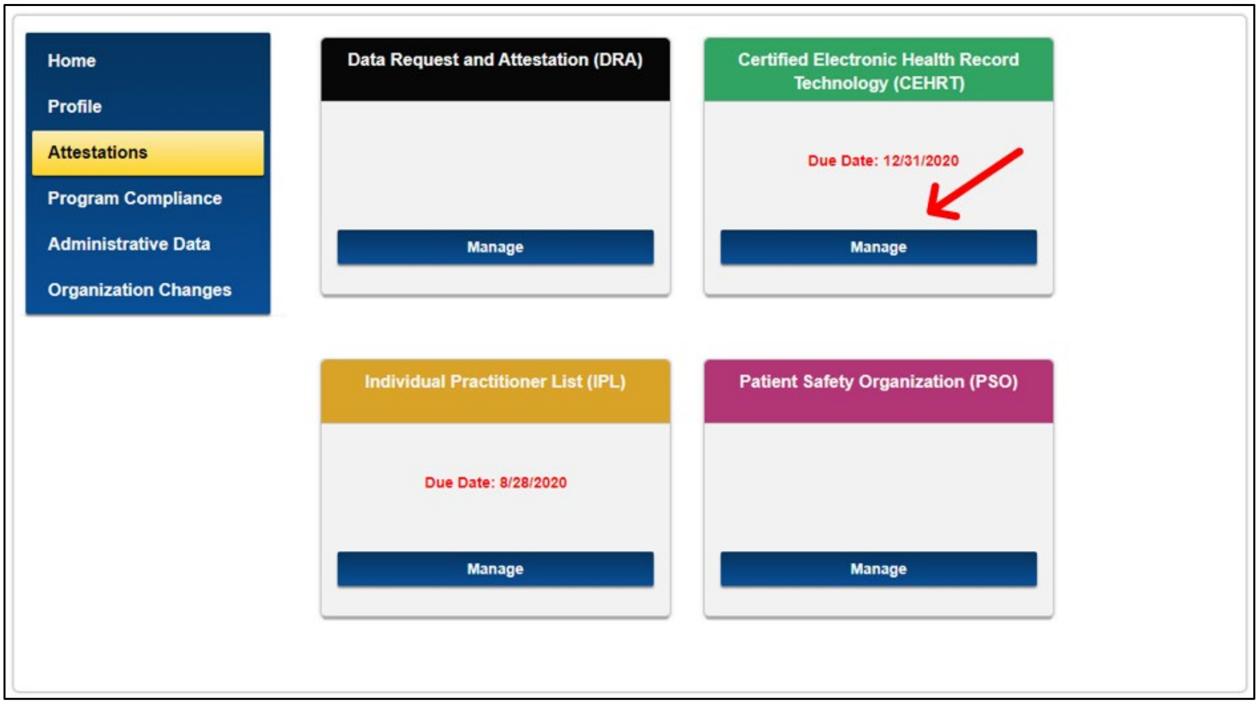


Figure 50: Manage CEHRT

2. The **CEHRT Attestation** page displays.

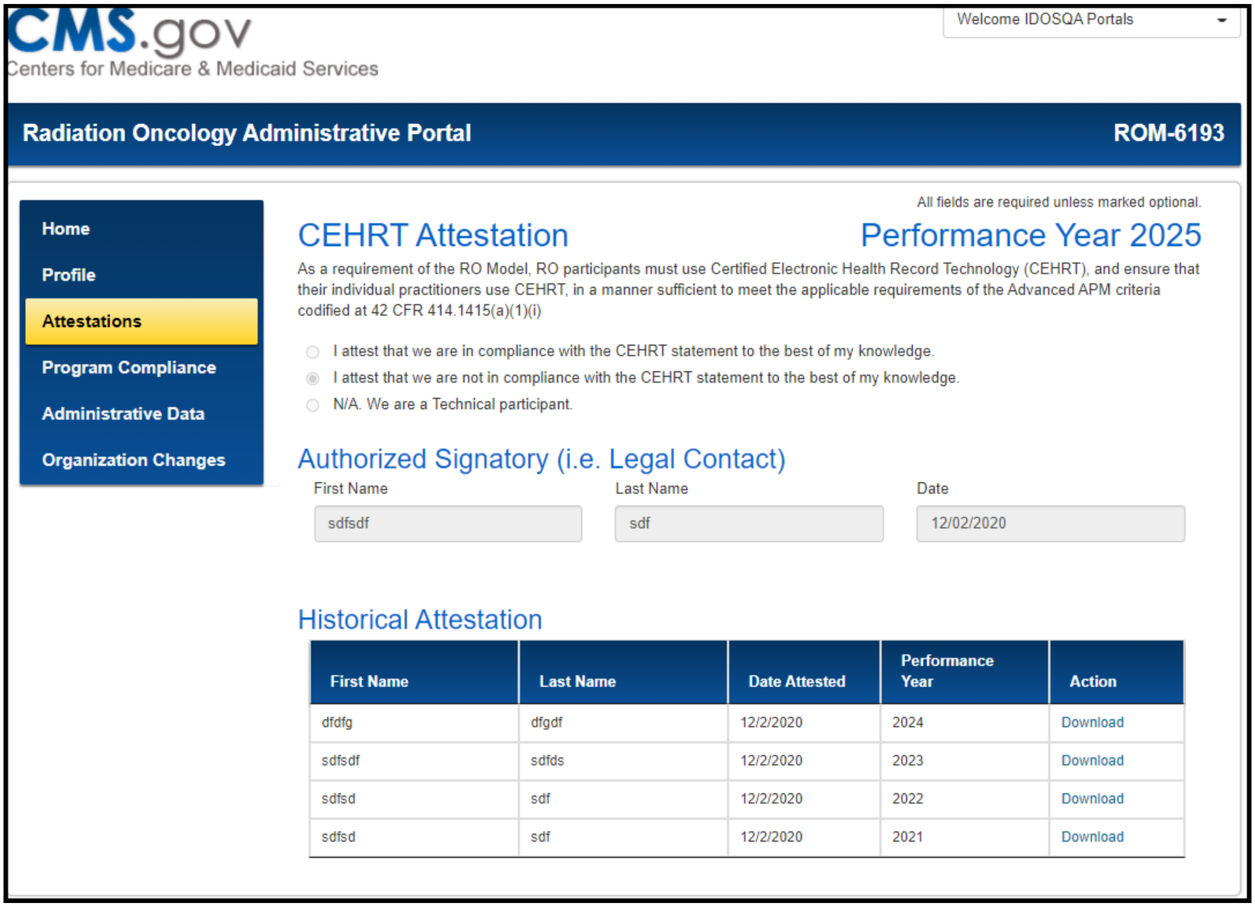


Figure 51: CEHRT Attestation Page

3. Select a radio button to indicate the CEHRT Attestation selection.
4. Enter your First Name, Last Name, and the Date you are attesting.
5. Select **Attest**.
6. The CEHRT Attestation page will be read-only until the next performance year is available.

3.3.3 Individual Practitioner List (IPL)

Primary Contacts and Legal Contacts will have the ability to add or drop providers during a performance year. An add button and a drop link will be available for current active providers. 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** in the **Individual Practitioner List (IPL)** tile.

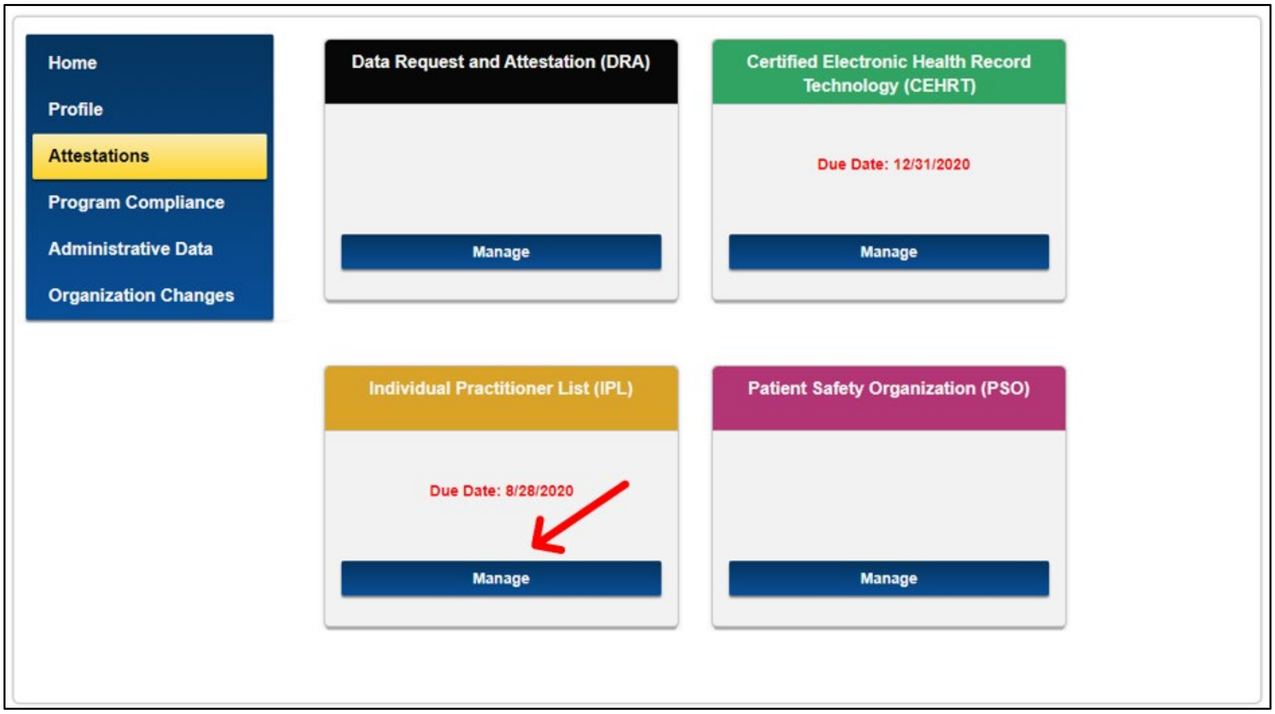


Figure 52: Manage IPL

2. The **Individual Practitioner List** page displays.

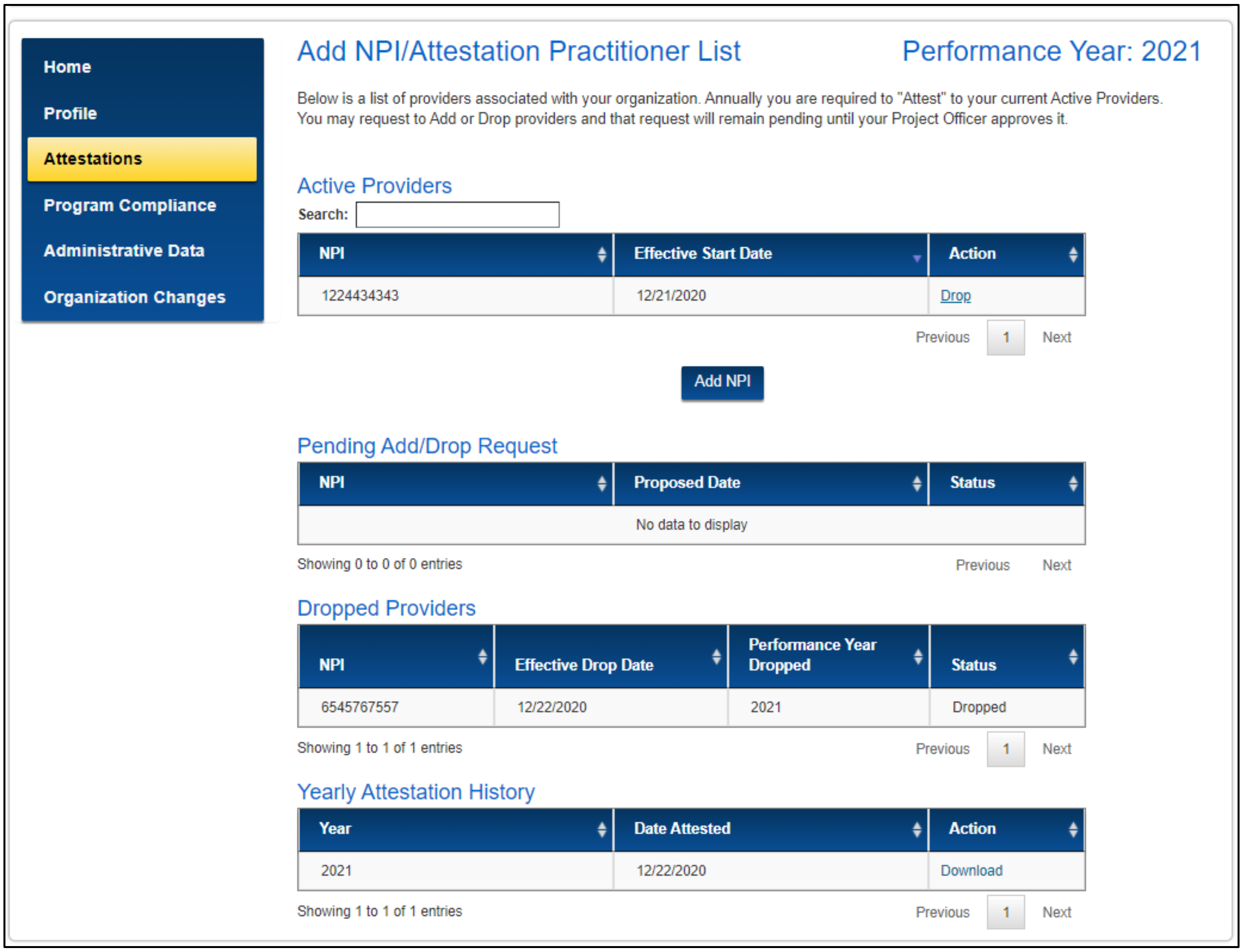


Figure 53: Add/Drop Period

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**.

Figure 54: Add NPI window

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.

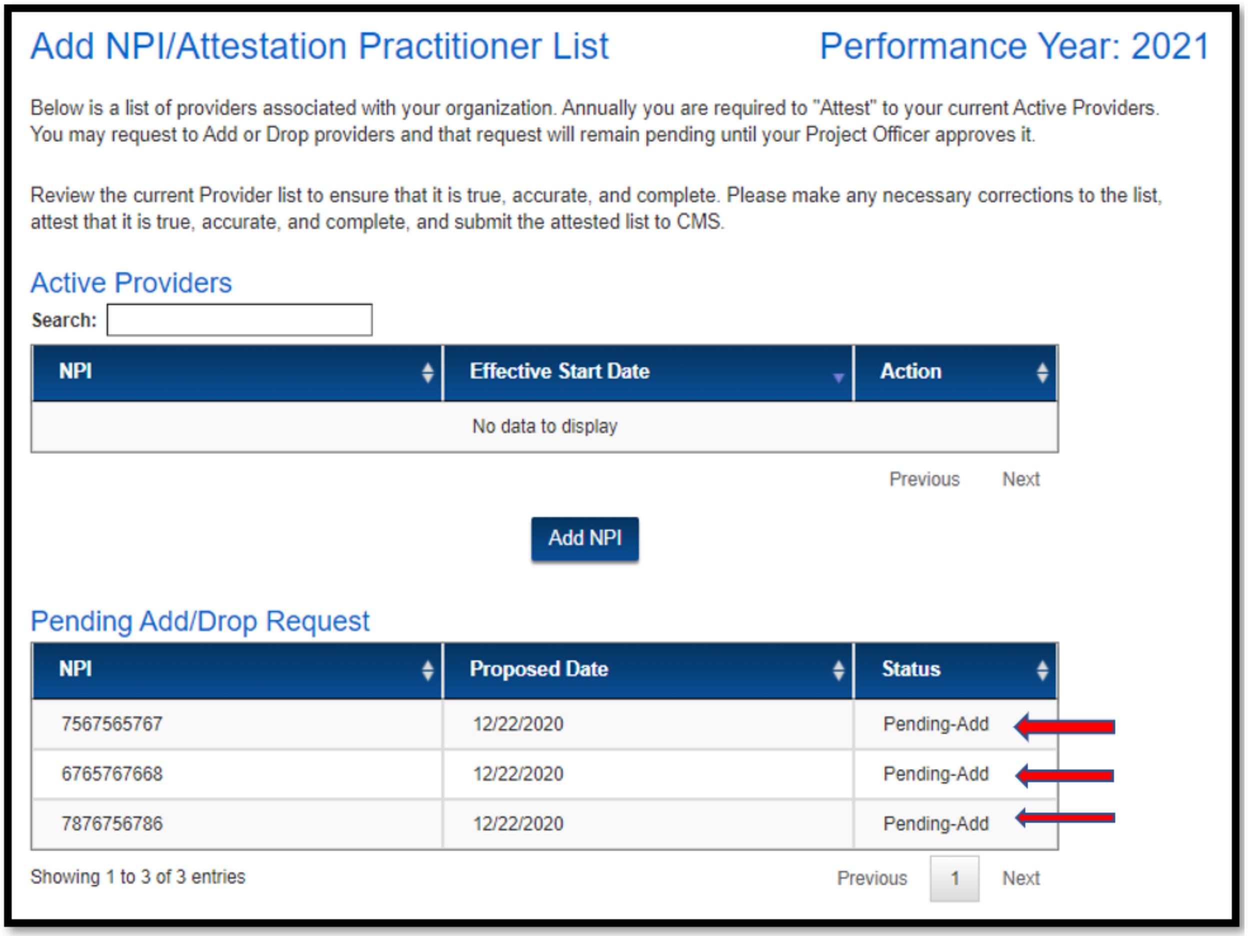


Figure 55: Pending Add Request

8. All saved NPIs display in the Pending Add/Drop Request table.
9. To remove an active Participant, select **Drop** in the **Action** column in the Active Providers list.

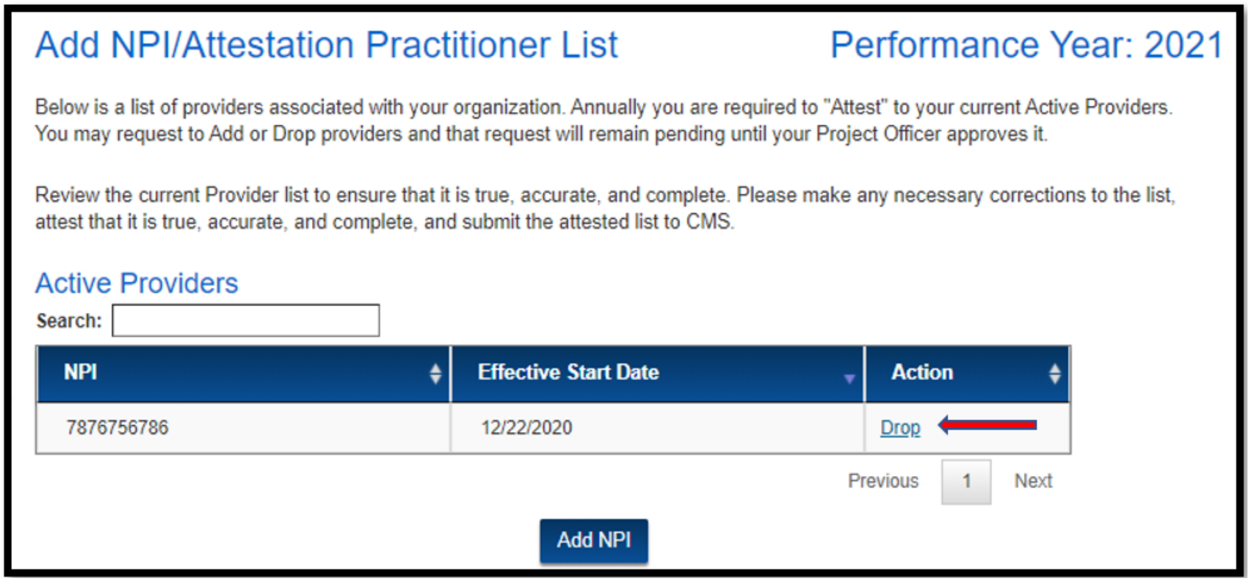


Figure 56: Drop Active Provider

10. The **Drop** window displays.
11. Select a **Proposed Drop Date**.
12. Select **Save.**

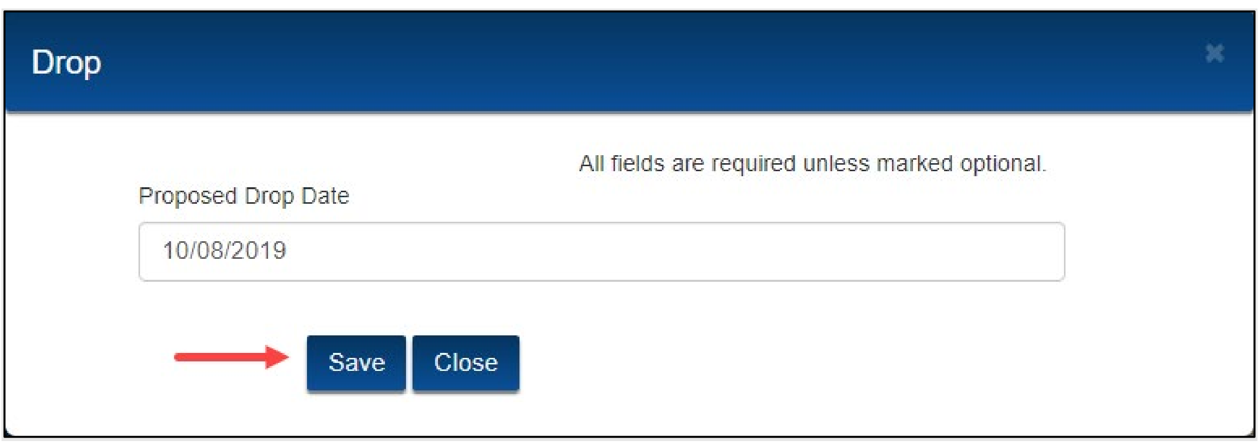


Figure 57: Drop Window

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

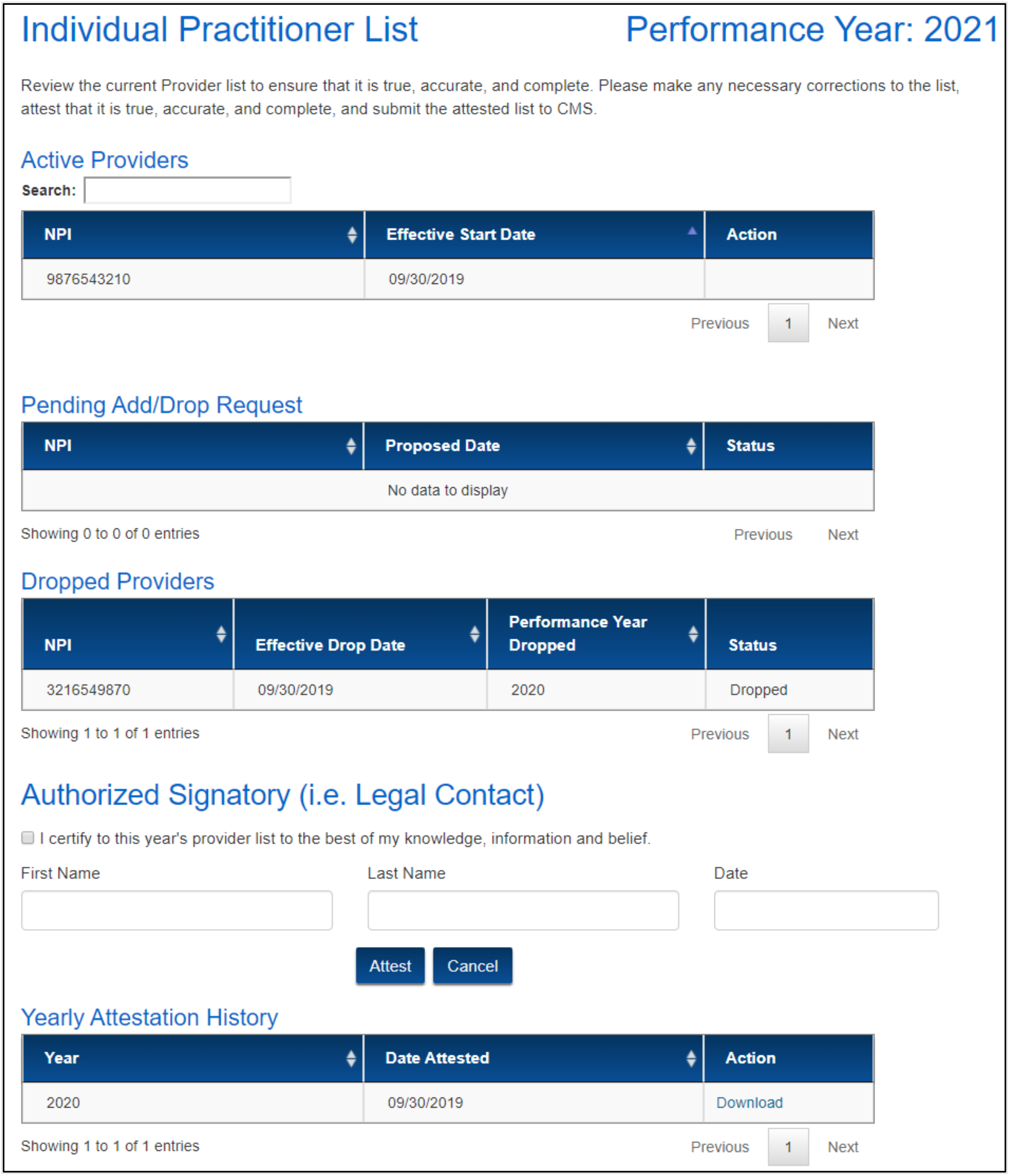
Pending Add/Drop Request

NPI	Proposed Date	Status
[illegible]	10/08/2019	Pending-Add
[illegible]	10/08/2019	Pending-Drop
[illegible]	10/08/2019	Pending-Add
[illegible]	10/08/2019	Pending-Add

Showing 1 to 4 of 4 entries Previous 1 Next

Figure 58: Pending Drop Request

14. During an active attestation period, the Attest button will be available for the Legal Contact.



Individual Practitioner List

Performance Year: 2021

Review the current Provider list to ensure that it is true, accurate, and complete. Please make any necessary corrections to the list, attest that it is true, accurate, and complete, and submit the attested list to CMS.

Active Providers

Search:

NPI	Effective Start Date	Action
9876543210	09/30/2019	

Previous 1 Next

Pending Add/Drop Request

NPI	Proposed Date	Status
No data to display		

Showing 0 to 0 of 0 entries Previous Next

Dropped Providers

NPI	Effective Drop Date	Performance Year Dropped	Status
3216549870	09/30/2019	2020	Dropped

Showing 1 to 1 of 1 entries Previous 1 Next

Authorized Signatory (i.e. Legal Contact)

I certify to this year's provider list to the best of my knowledge, information and belief.

First Name Last Name Date

Attest Cancel

Yearly Attestation History

Year	Date Attested	Action
2020	09/30/2019	Download

Showing 1 to 1 of 1 entries Previous 1 Next

Figure 59: Attestation Period

15. Select the **I certify to this year's provider list to the best of my knowledge, information and belief** checkbox 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

Search:

NPI	Effective Start Date	Action
9876543201	10/08/2019	
1023456789	10/08/2019	
6543219870	10/08/2019	

Previous 1 Next

Pending Add/Drop Request

NPI	Proposed Date	Status
	No data to display	

Showing 0 to 0 of 0 entries Previous Next

Dropped Providers

NPI	Effective Drop Date	Performance Year Dropped	Status
3216549870	09/30/2019	2020	Dropped
9876543210	10/08/2019	2020	Dropped

Showing 1 to 2 of 2 entries Previous 1 Next

Yearly Attestation History

Year	Date Attested	Action
2021	10/08/2019	Download
2020	09/30/2019	Download

Showing 1 to 2 of 2 entries Previous 1 Next

Figure 60: Attested IPL

17. The attested information now displays in the Yearly Attestation History table. You can download this information by selecting the **Download** button.
18. All Add/Drop requests will be sent to the ET3 model team to be approved or rejected.

3.3.4 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** in the **Patient Safety Organization (PSO)** tile.

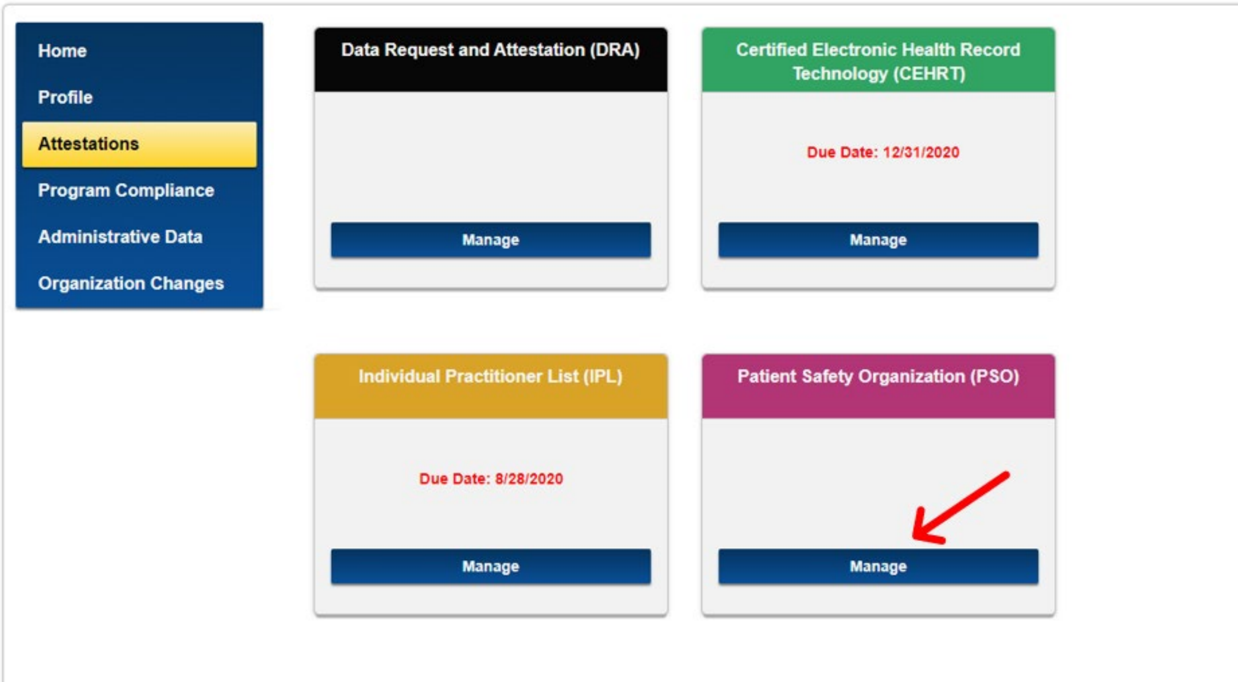


Figure 61: Manage PSO

2. The **PSO Attestation** page displays.

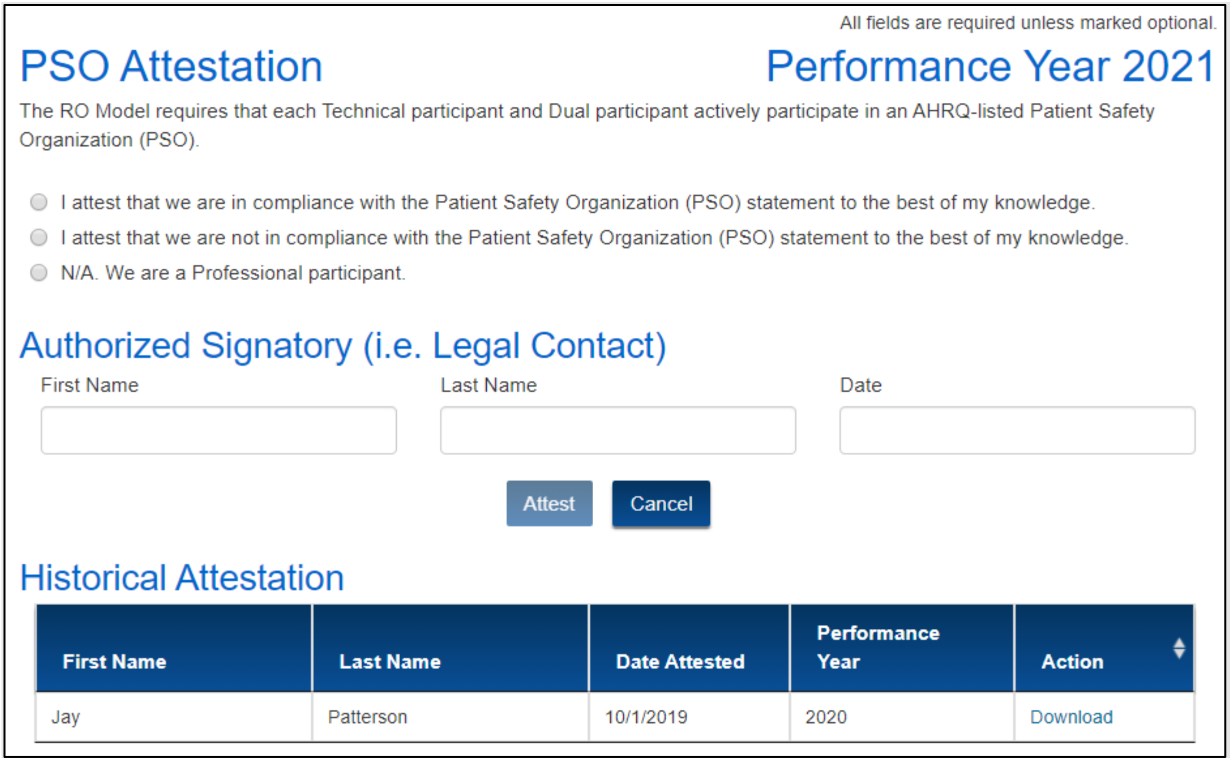


Figure 62: PSO Attestation Page

3. Select a radio button and enter all required information.
4. Select **Attest**.

   Note: Only a Legal Contact can attest.

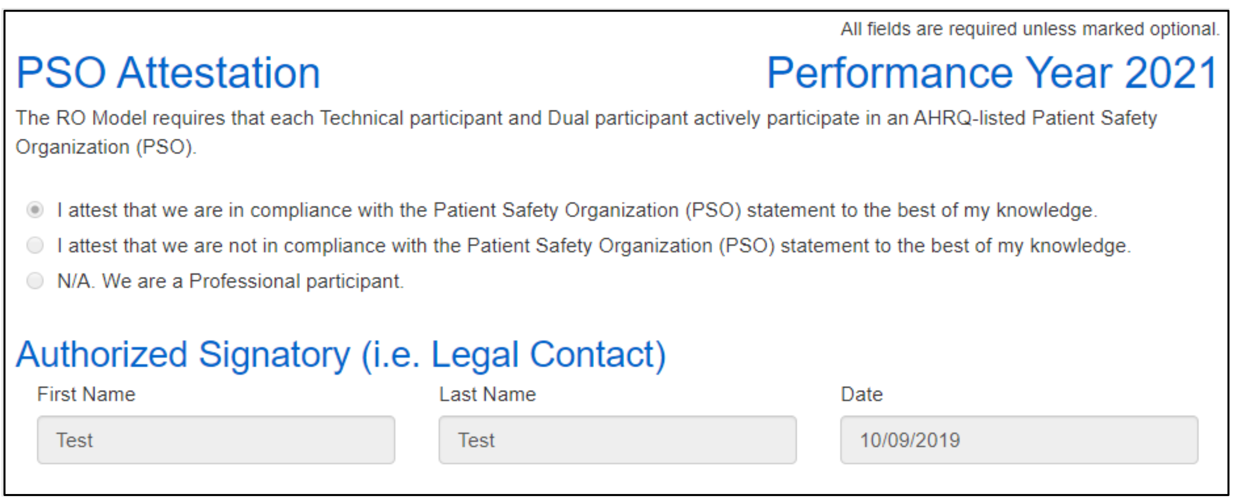


Figure 63: PSO Attested Page

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

3.3.5 RO Beneficiary Data Sharing Opt-Out

An RO beneficiary can opt out of sharing their Medicare claims data with RO participants. An RO participant must let the RO Model team know of the RO beneficiary's decision within 30 days. A legal contact must report the RO beneficiary's name, Medicare ID, and the date that the opt-out was initiated.

1. Select **Manage** in the **RO Beneficiary Data Sharing Opt-Out** tile.

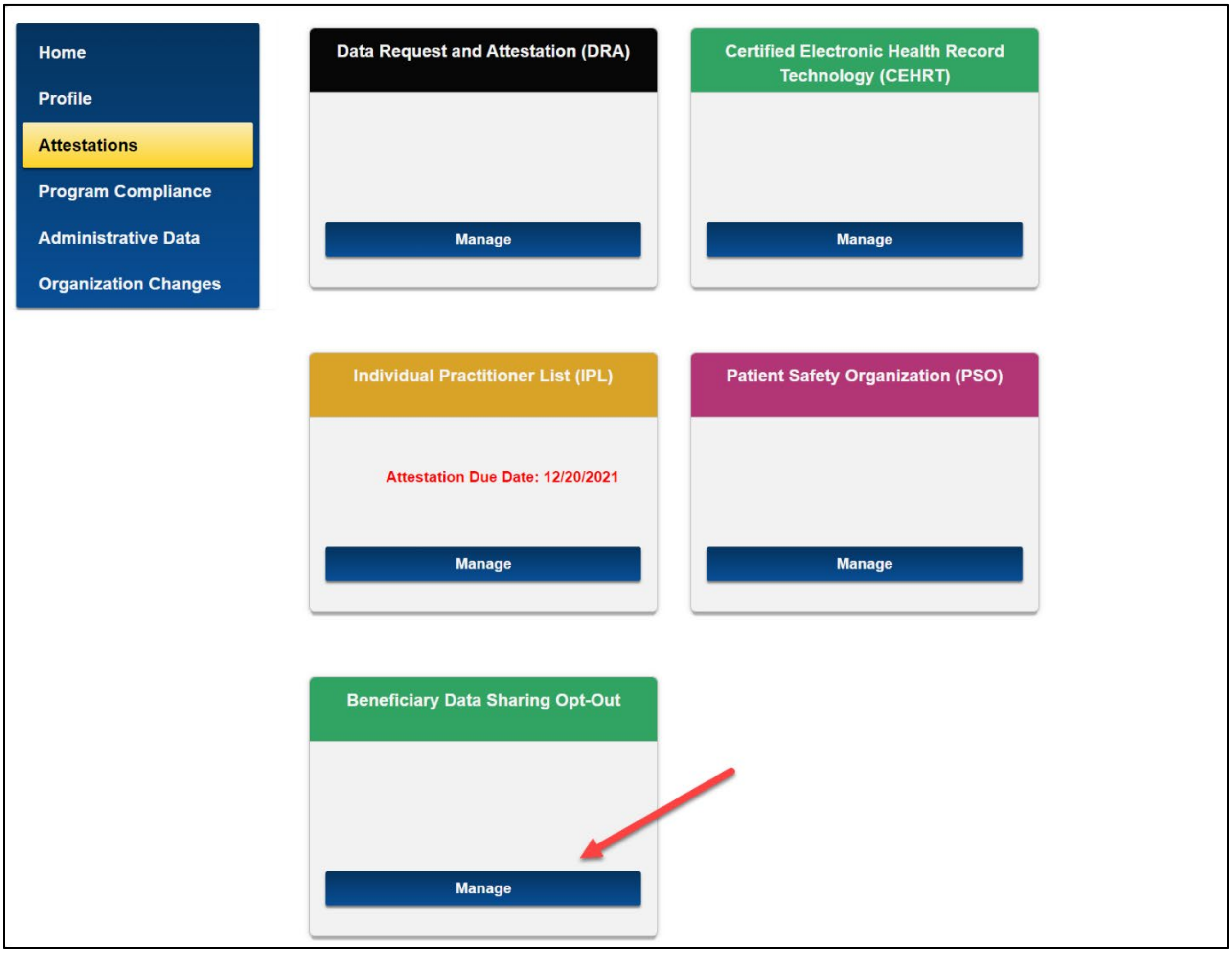


Figure 64: Manage Option in the RO Beneficiary Data Sharing Opt-Out Tile

2. The RO **Beneficiary Data Sharing Opt-Out Information** page displays

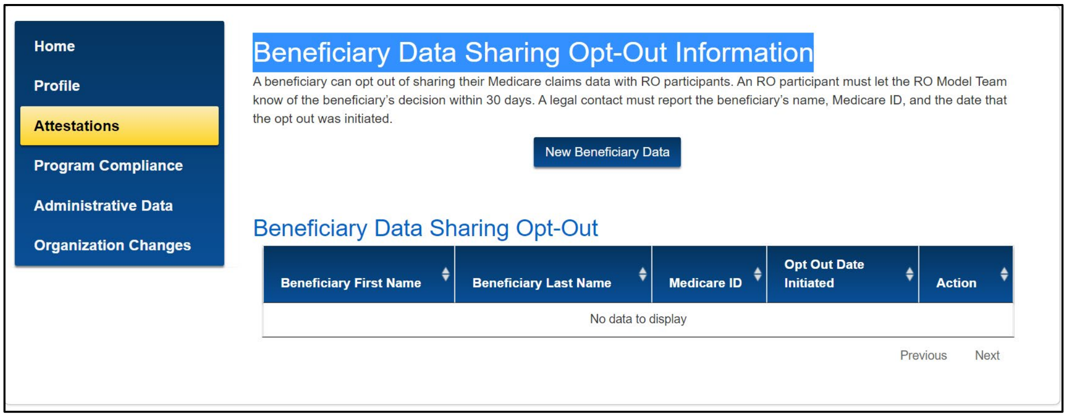


Figure 65: RO Beneficiary Data Sharing Opt-Out Information Page

3. Select **New RO Beneficiary Data.** The **Add Beneficiary Data** window displays.

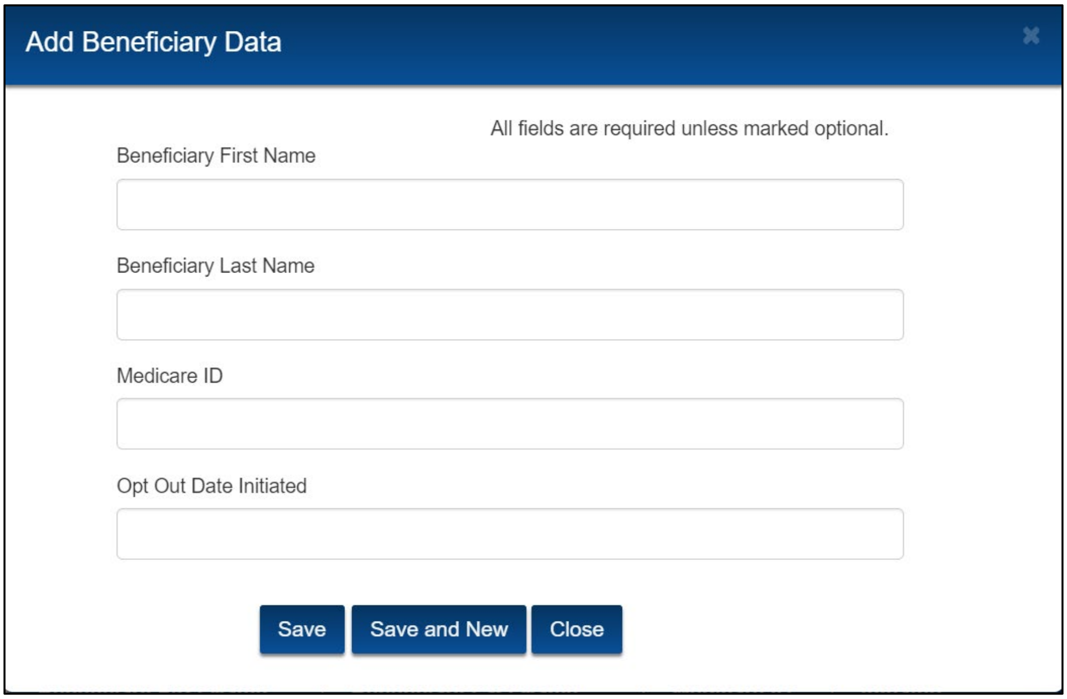


Figure 66: Add RO Beneficiary Data

4. Fill the required fields such as RO Beneficiary First Name, RO Beneficiary Last Name, Medicare ID, and Opt-Out Date Initiated information.
5. Select **Save** to save the entered information. Select **Save and New** to add another RO Beneficiary's information**.**
6. Select **Close** to close the Add RO Beneficiary data window.
7. All saved RO Beneficiaries display under RO the **Beneficiary Data Sharing Opt-Out Information** heading in a table.

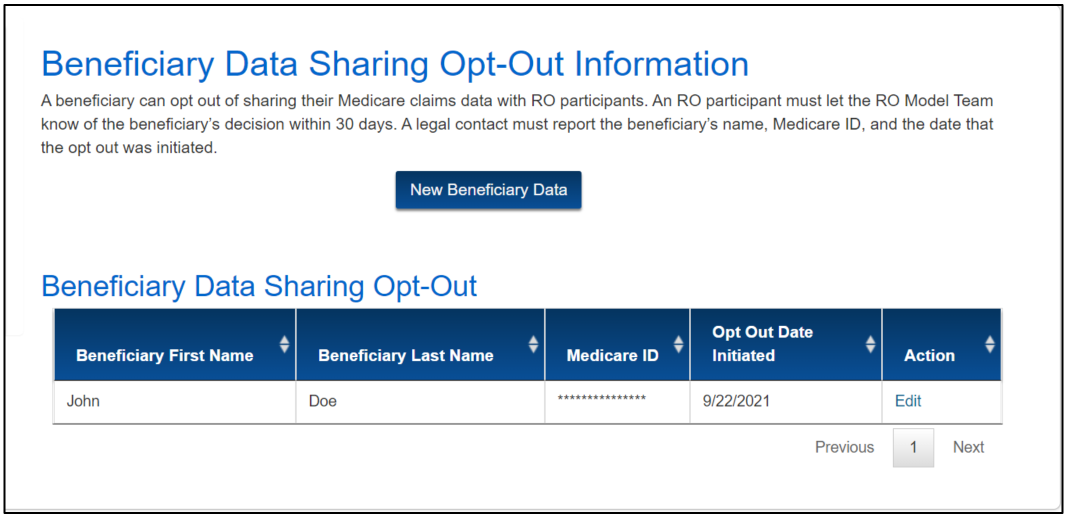


Figure 67: RO Beneficiary Data Sharing Opt-Out Table

8. Select **Edit** to change saved information.

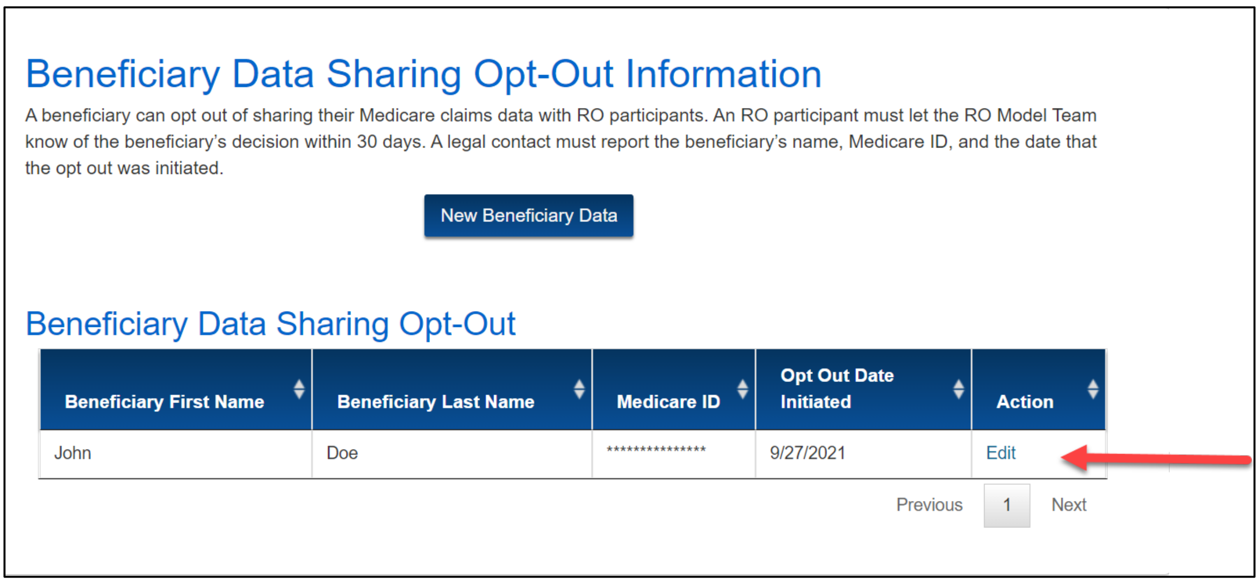


Figure 68: Edit RO Beneficiary Data Sharing Opt-Out Information

Please note that the system sends an email to the ROAP Mailbox whenever the Participant submits an RO Beneficiary who is opting out from data sharing.

3.4 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.

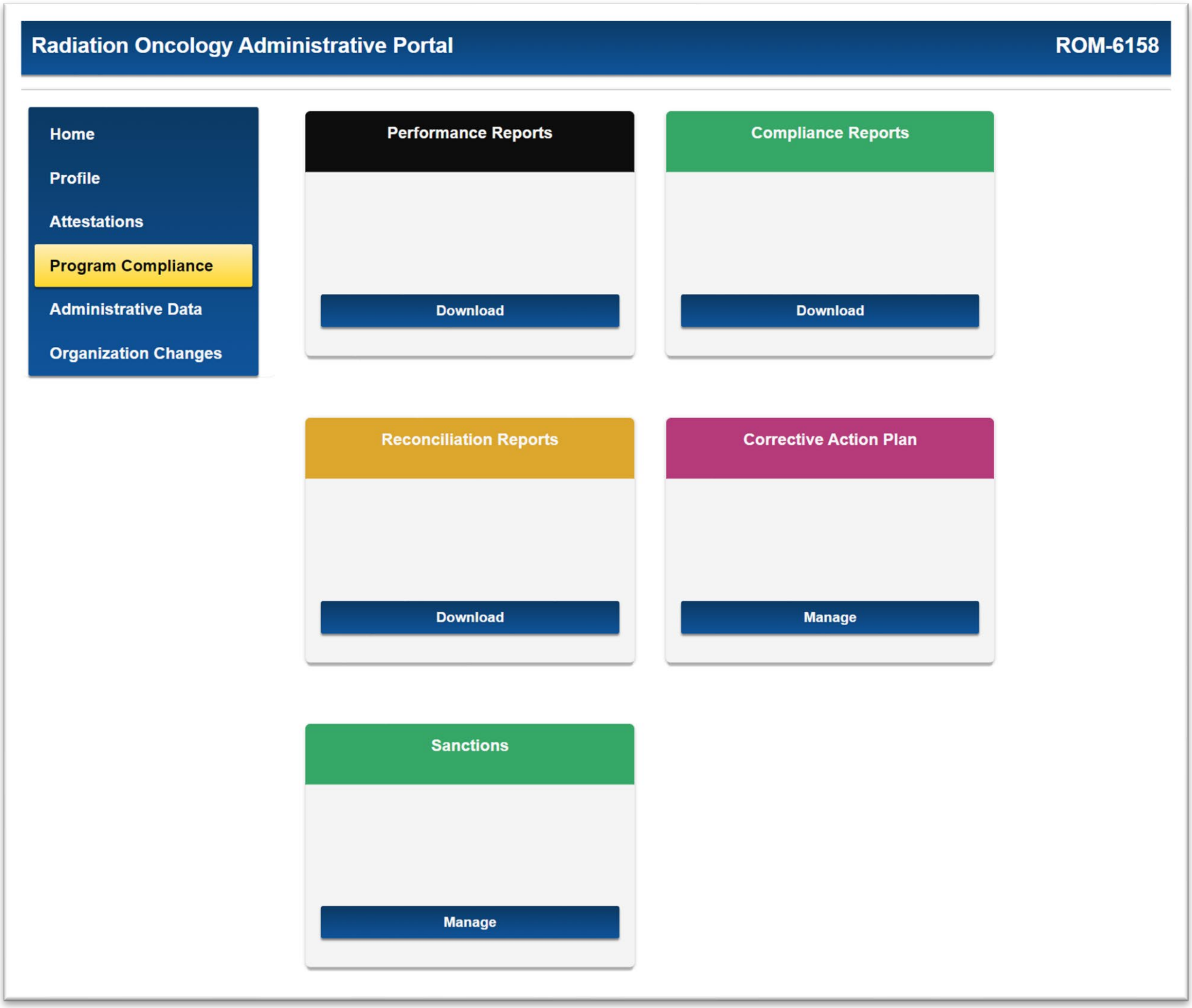


Figure 69: Program Compliance Page

3.4.1 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** in the **Performance Reports** tile**.**

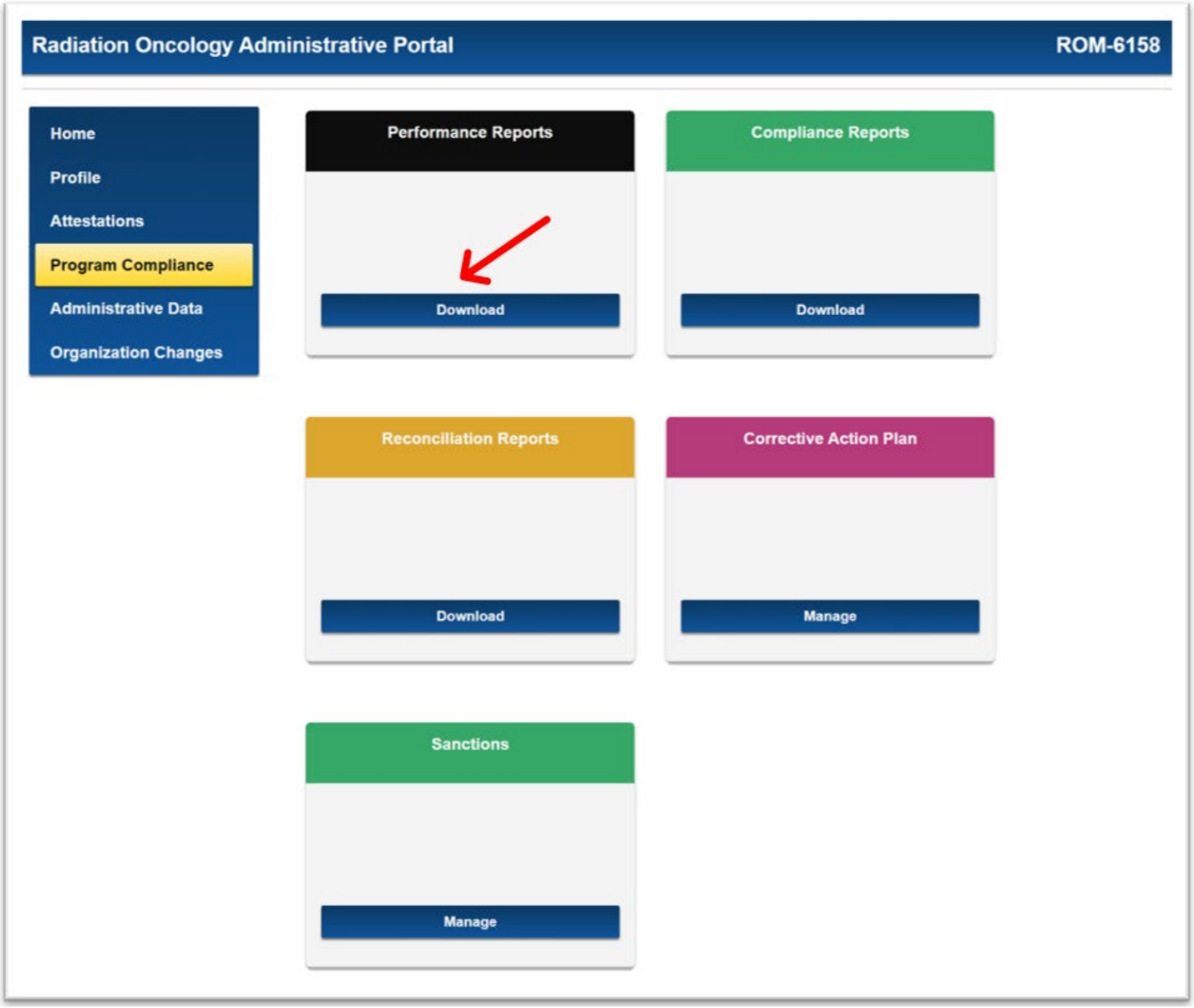


Figure 70: Download PR

2. The **Performance Reports** page displays.
3. Select **Download**. You can download any of the previous Performance Reports.

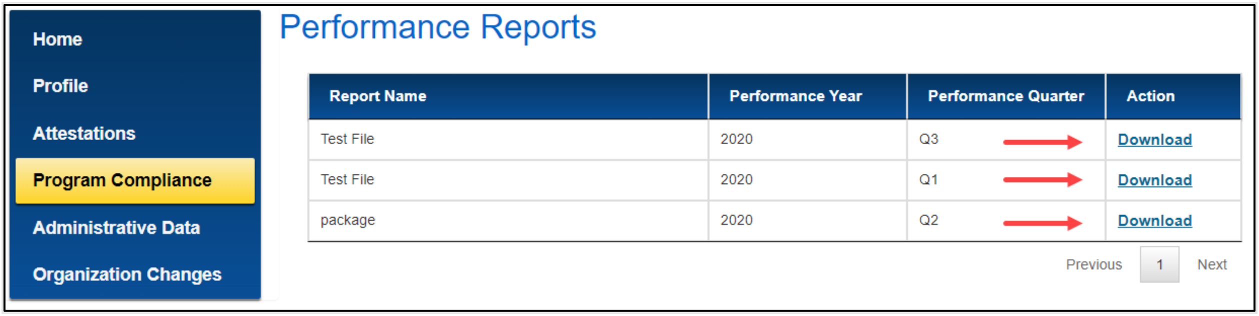


Figure 71: Performance Reports

3.4.2 Compliance Report

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

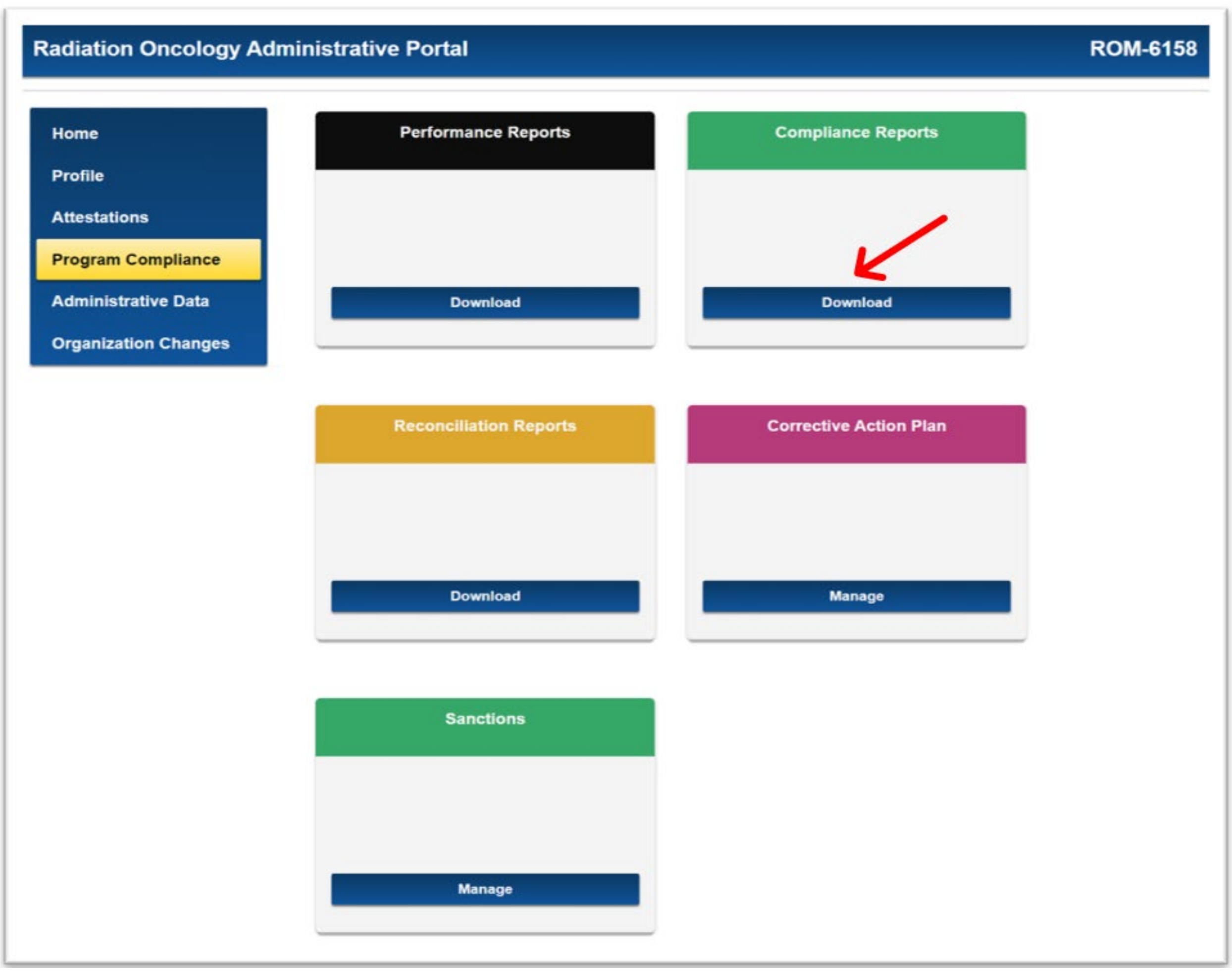


Figure 72: Download CR

1. Select **Download** in the **Compliance Reports** page.
2. The **Compliance Reports** page displays.
3. Select **Download**. The system downloads the report.

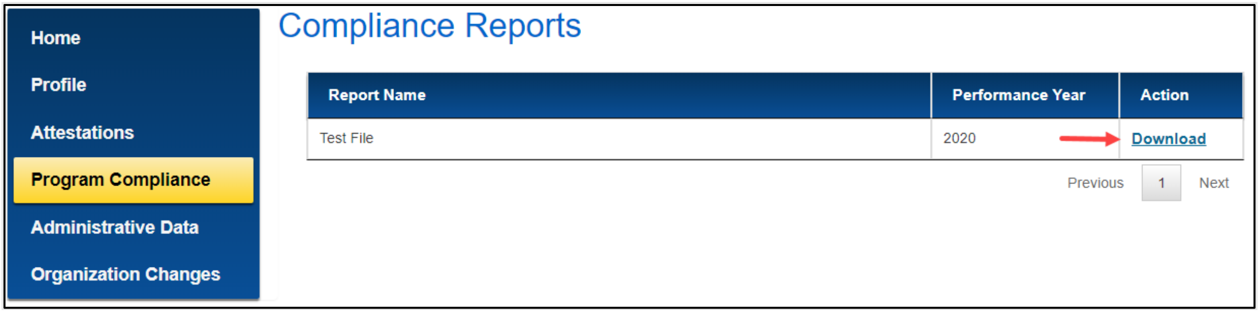


Figure 73: Compliance Reports

3.4.3 Reconciliation Reports

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

Figure 74: Download RR

1. Select **Download** in the **Reconciliation Reports** page.

2. The **Reconciliation Reports** page displays.
3. Select **Download**. The system completes an Anti-Virus scan.
4. The system downloads the report.

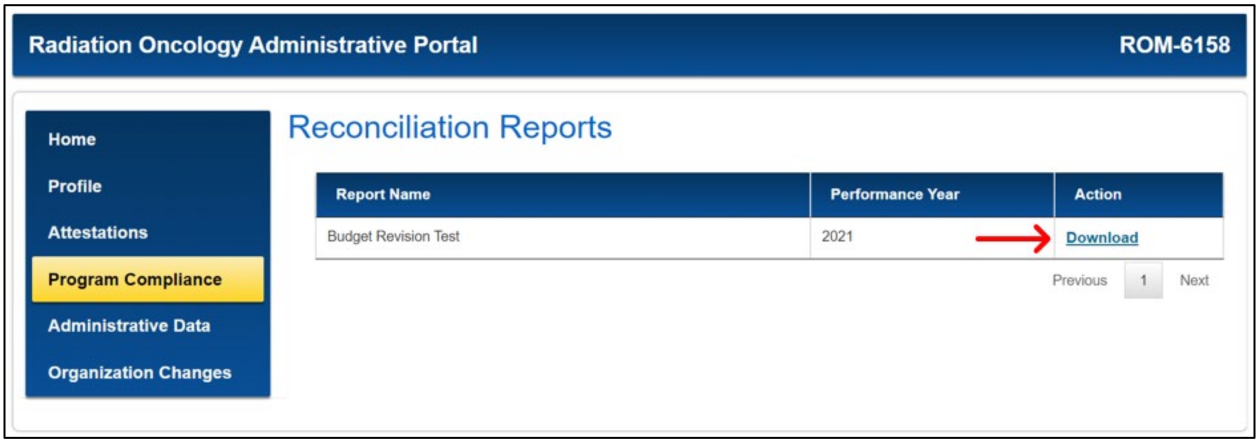


Figure 75: Reconciliation Reports

3.4.4 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** in the **Corrective Action** tile.

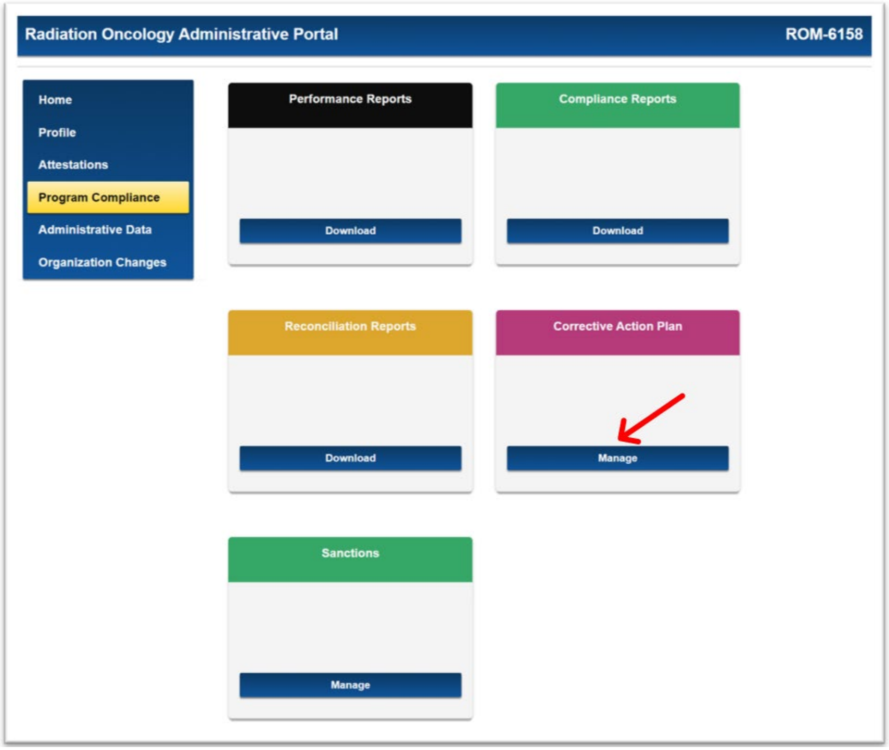


Figure 76: Manage CAP

2. The **Corrective Action Plan Summary** page displays.

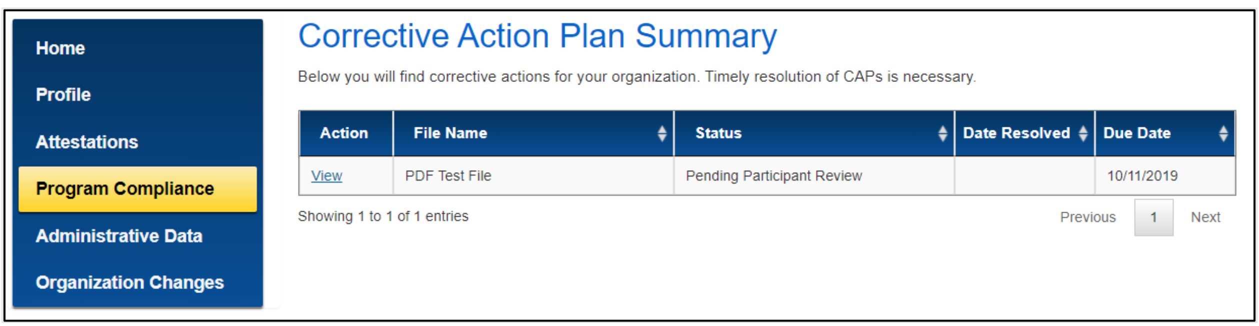


Figure 77: Corrective Action Plan Summary

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.
4. The **Corrective Action Plan** page displays.

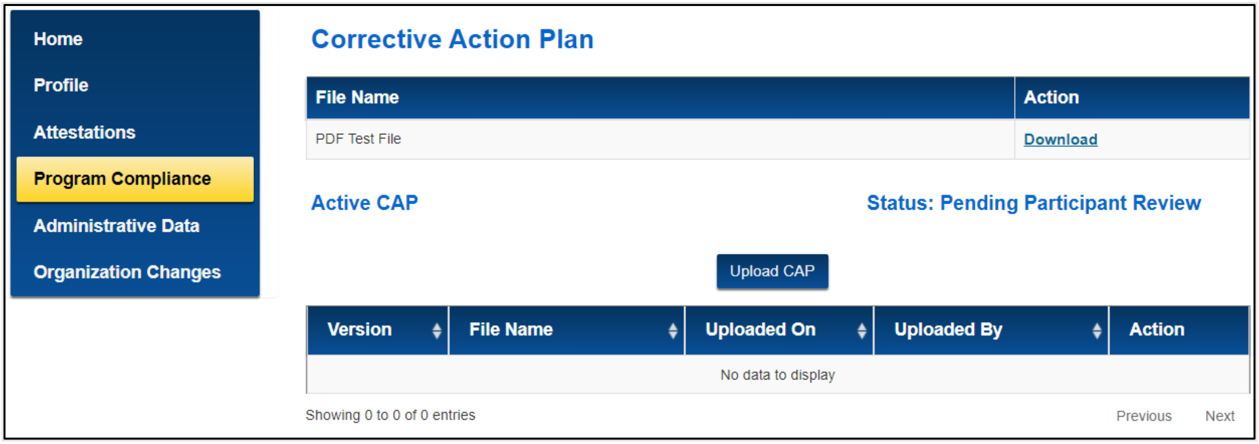


Figure 78: Corrective Action Plan Page

5. Select **Download** to view the Corrective Action Plan file.
6. Select **Upload CAP** to submit a response to CMS.

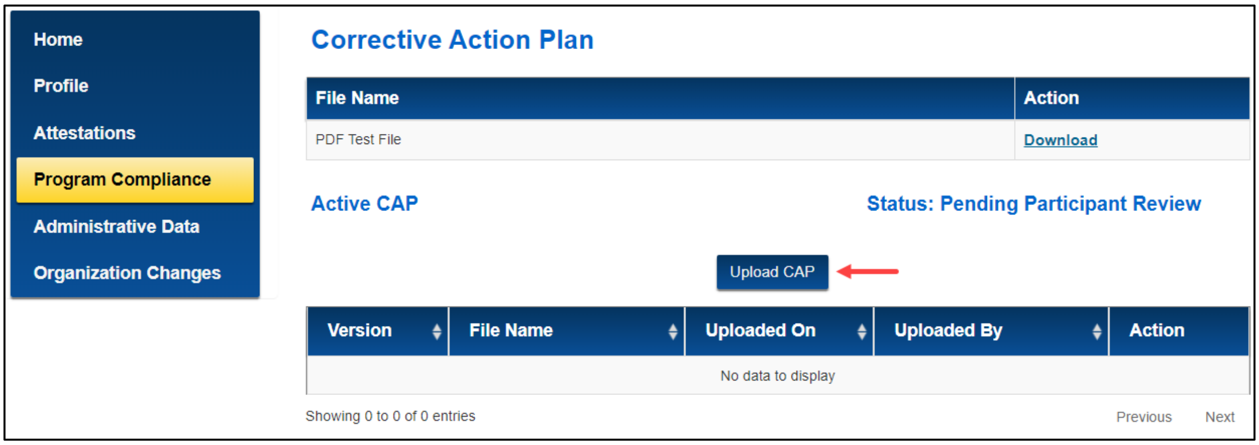


Figure 79: Upload CAP

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

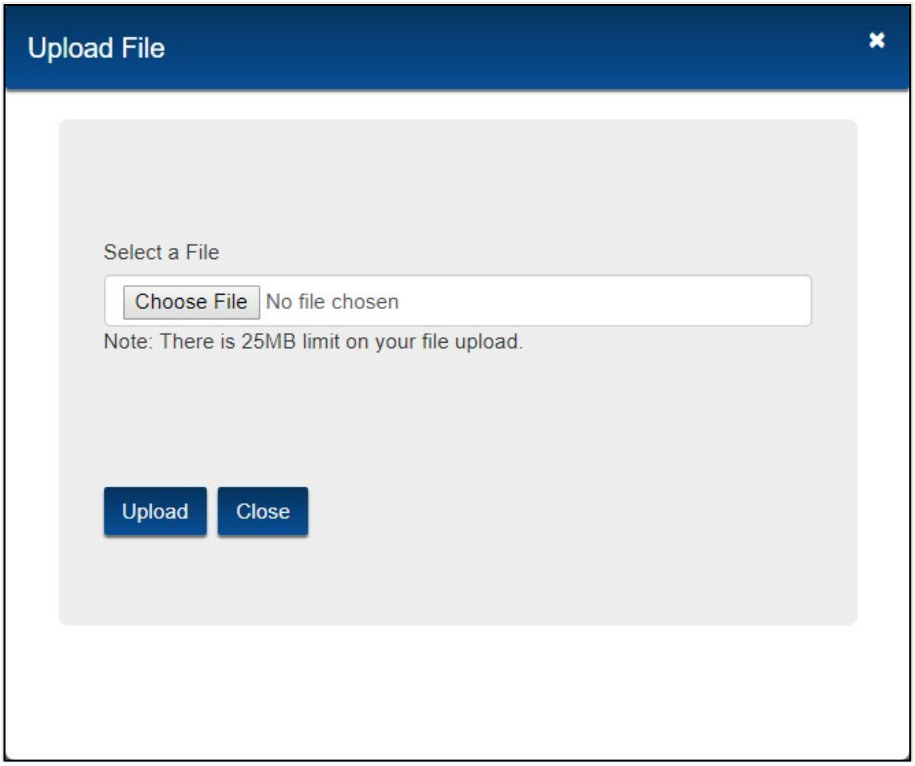


Figure 80: Upload File Window

8. Select a file to upload.

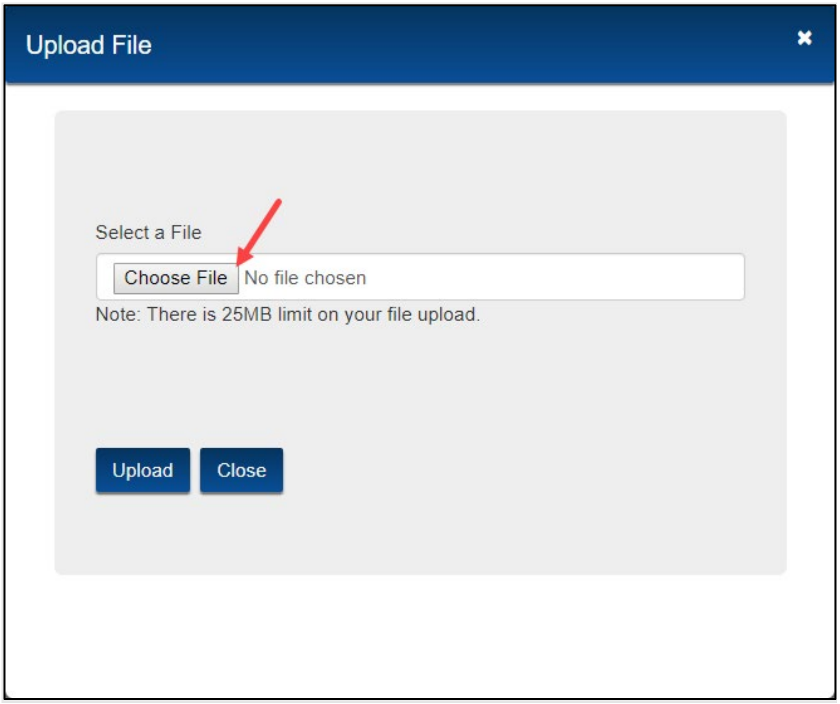


Figure 81: File Selection

9. Select **Upload**.

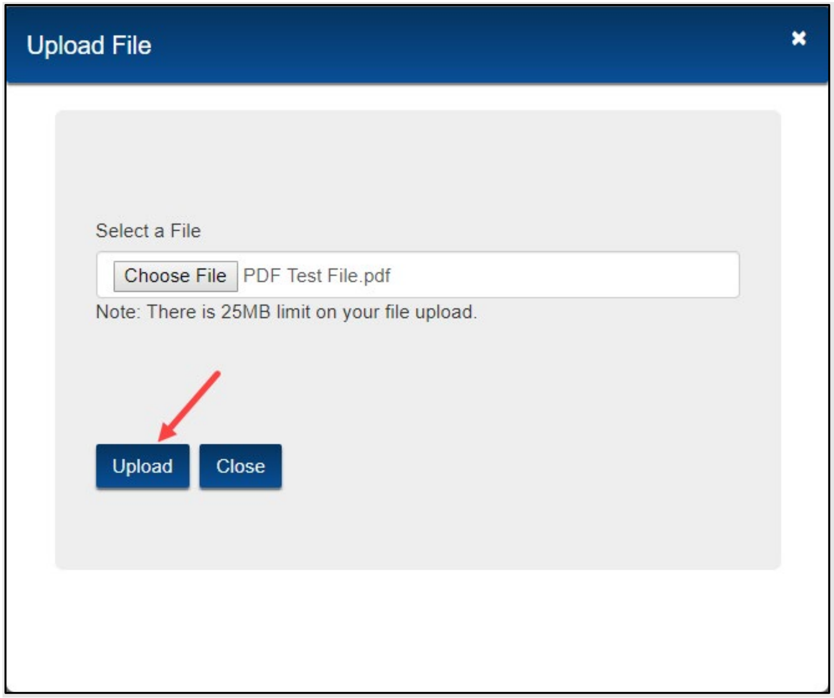


Figure 82: Upload File

10. The **File was successfully uploaded** banner displays if successful.

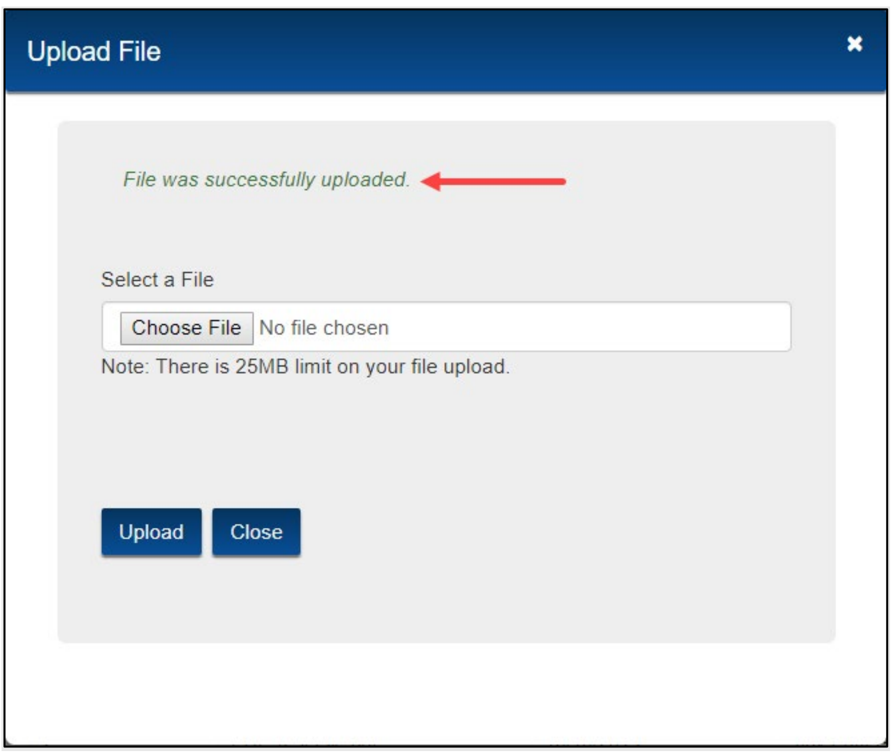


Figure 83: Successful Upload

11. The file displays on the main page.

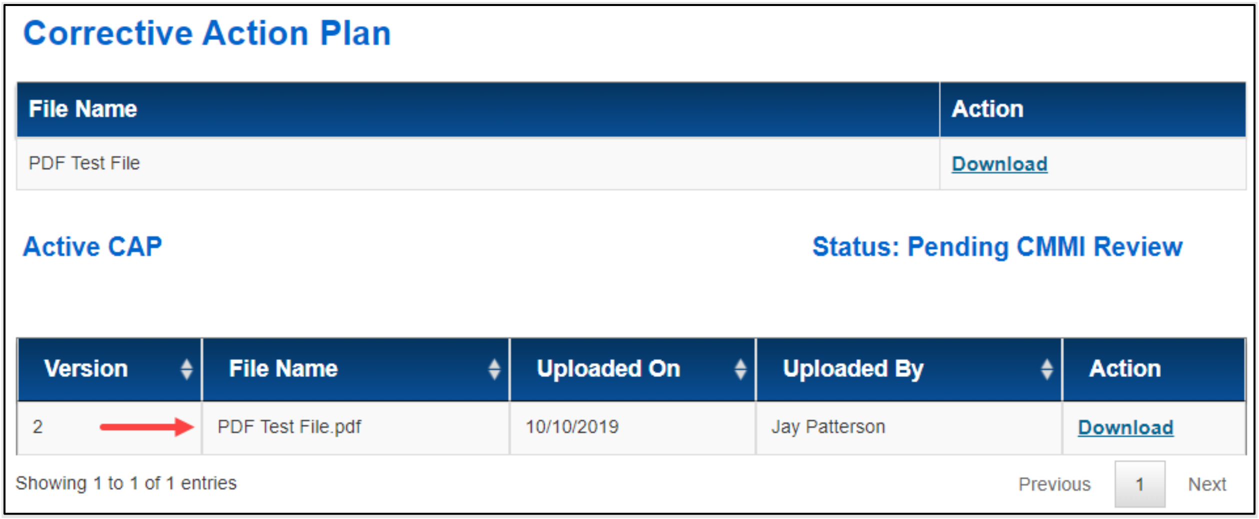


Figure 84: Uploaded File

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 3.4.4.)

3.4.5 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** in the **Sanctions** tile.

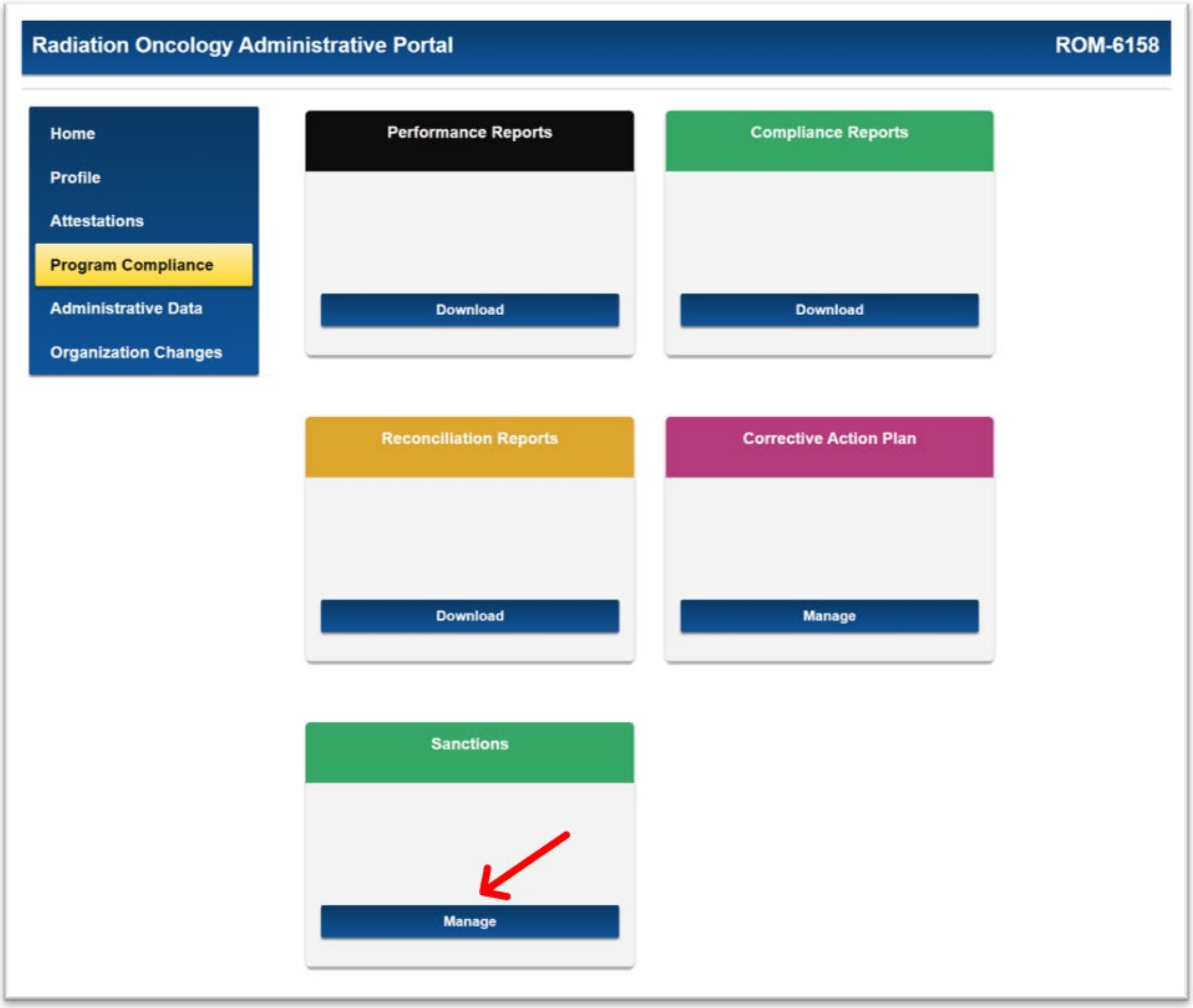


Figure 85: Manage Sanctions

2. The **Sanctions Summary** page displays.

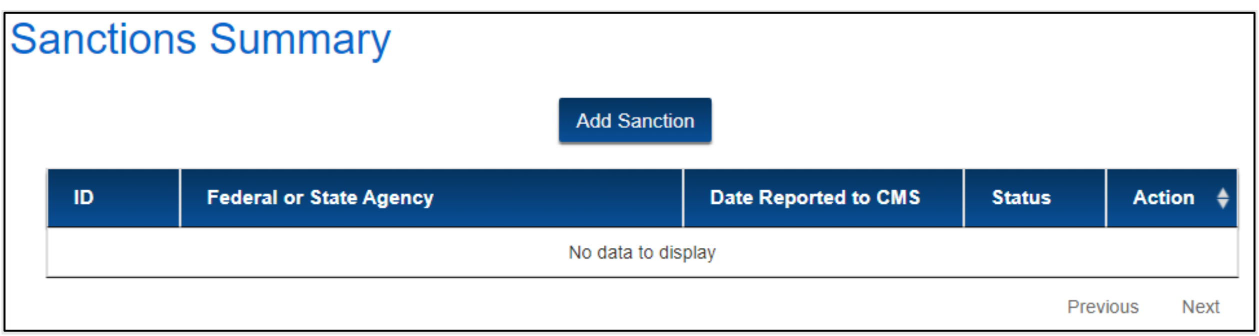


Figure 86: Sanctions Summary

3. To add a sanction, select **Add Sanction**.

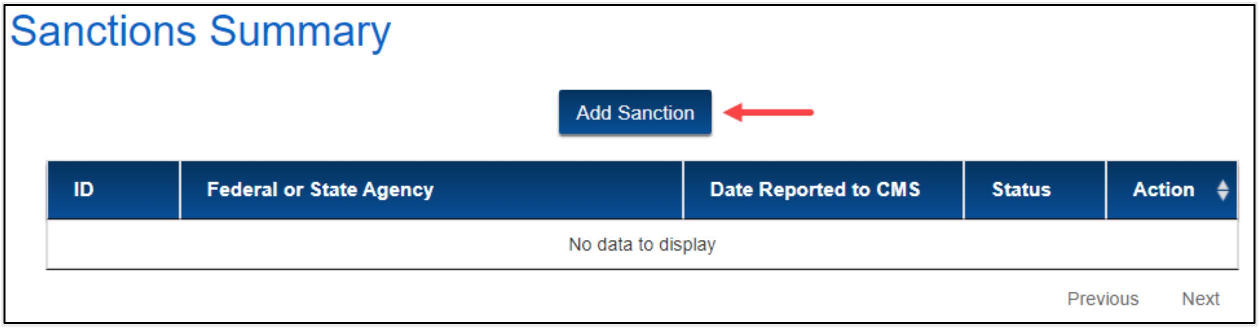


Figure 87: Add Sanction

4. The **Sanctions** page displays.

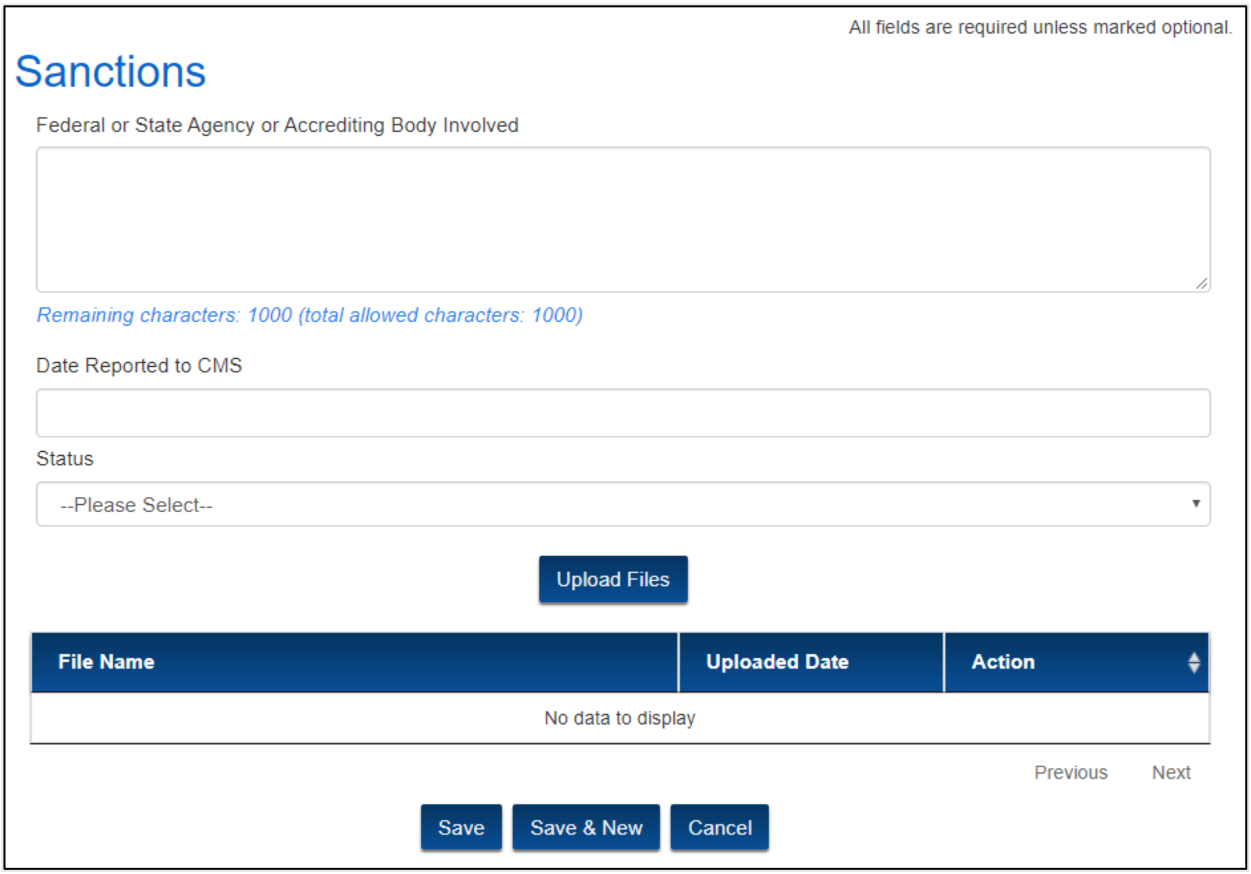


Figure 88: Sanctions Page

5. Enter all required information.
6. To add supporting documentation, select **Upload Files**.

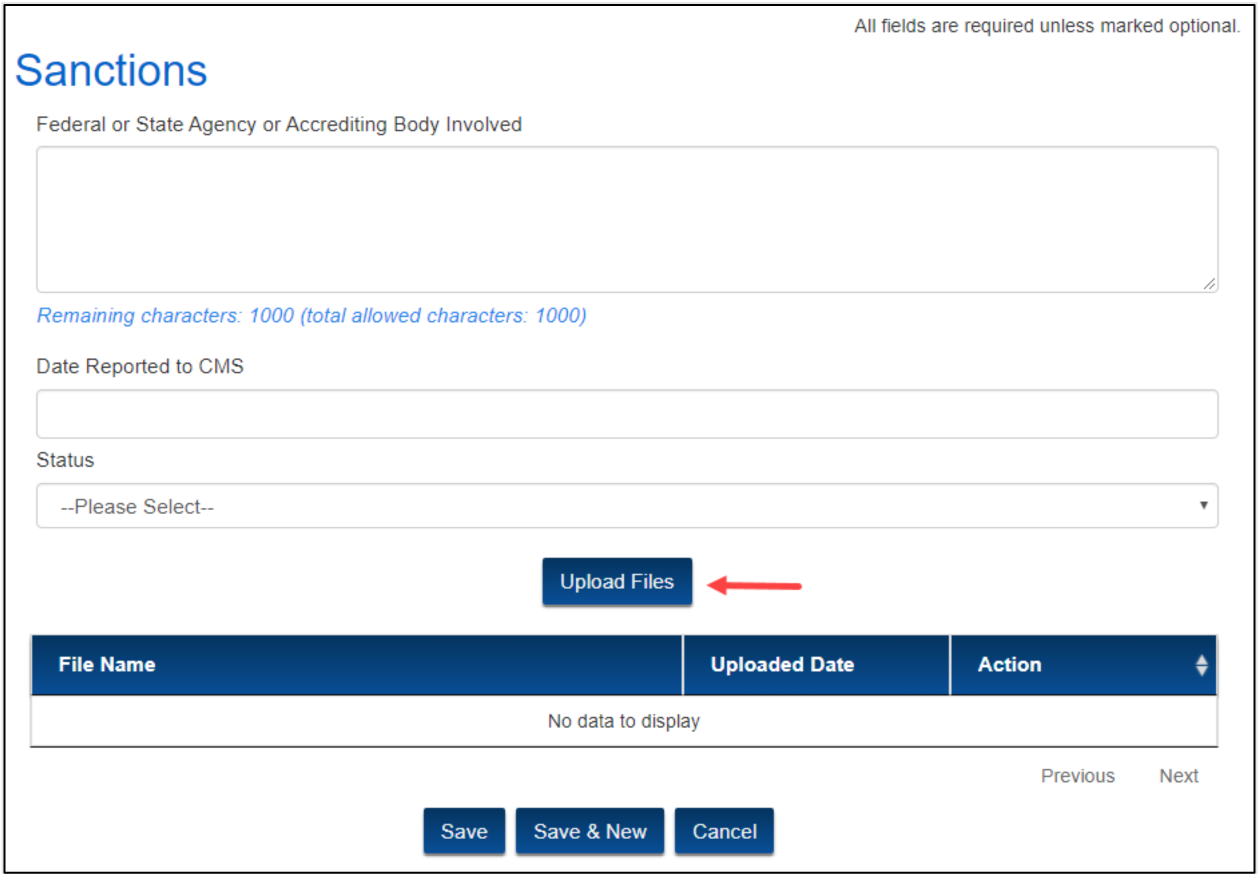


Figure 89: Upload Files

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

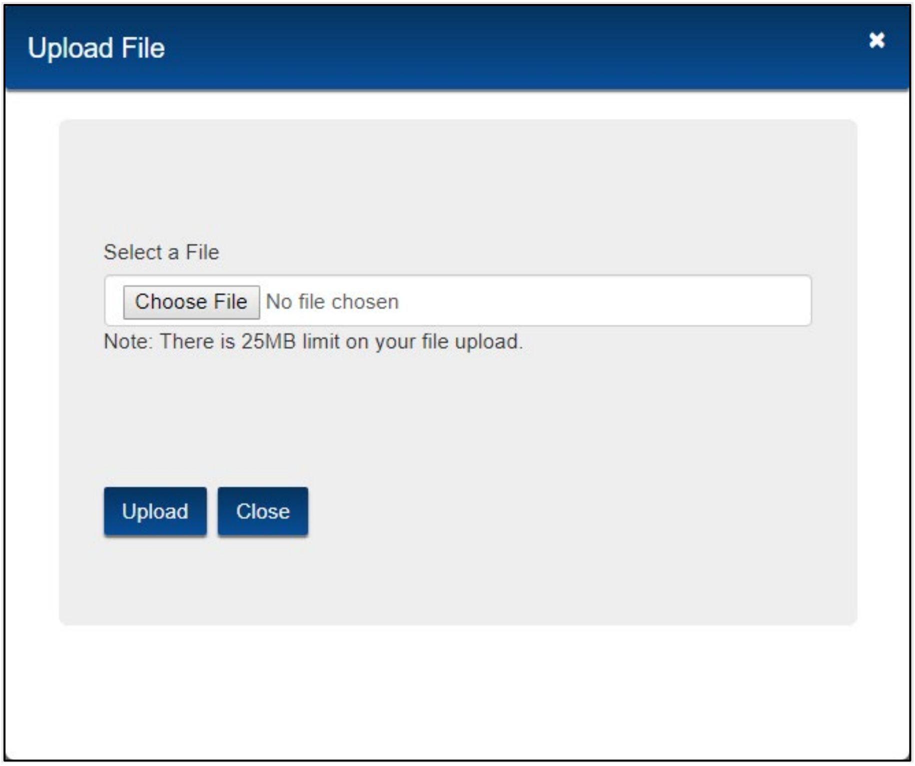


Figure 90: Upload File Window

8. Select a file to upload.

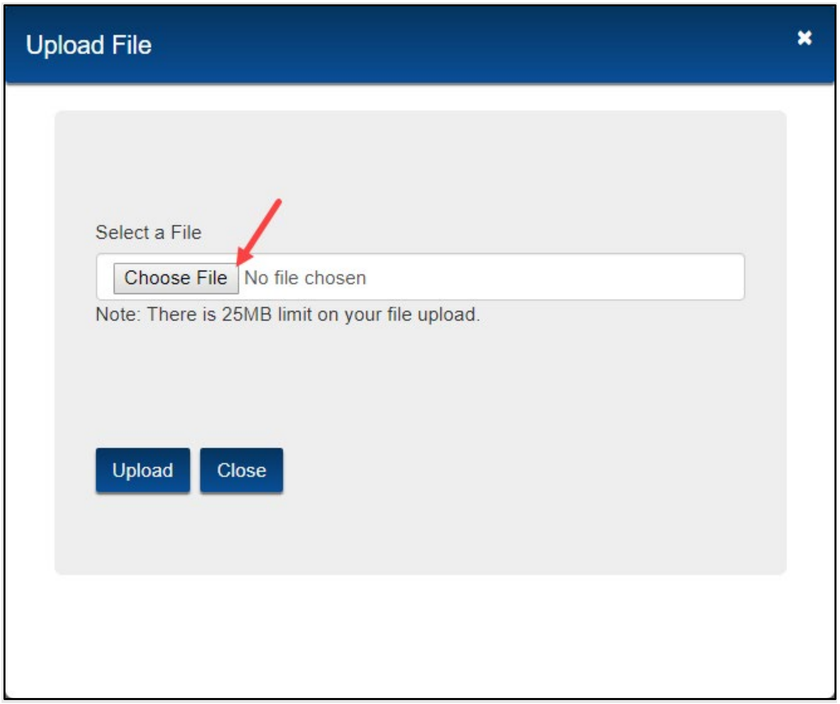


Figure 91: File Selection

9. Select **Upload.**

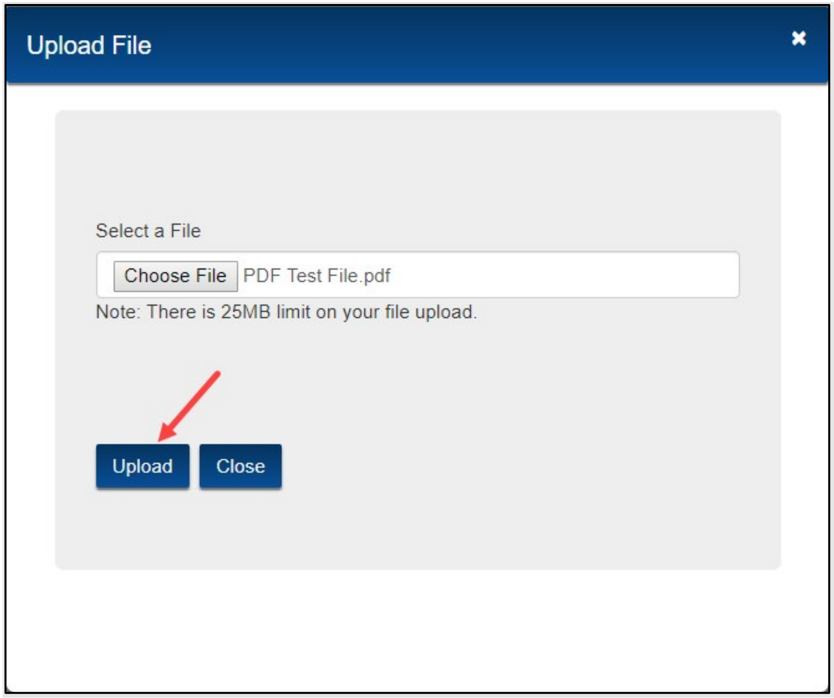


Figure 92: File Upload

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

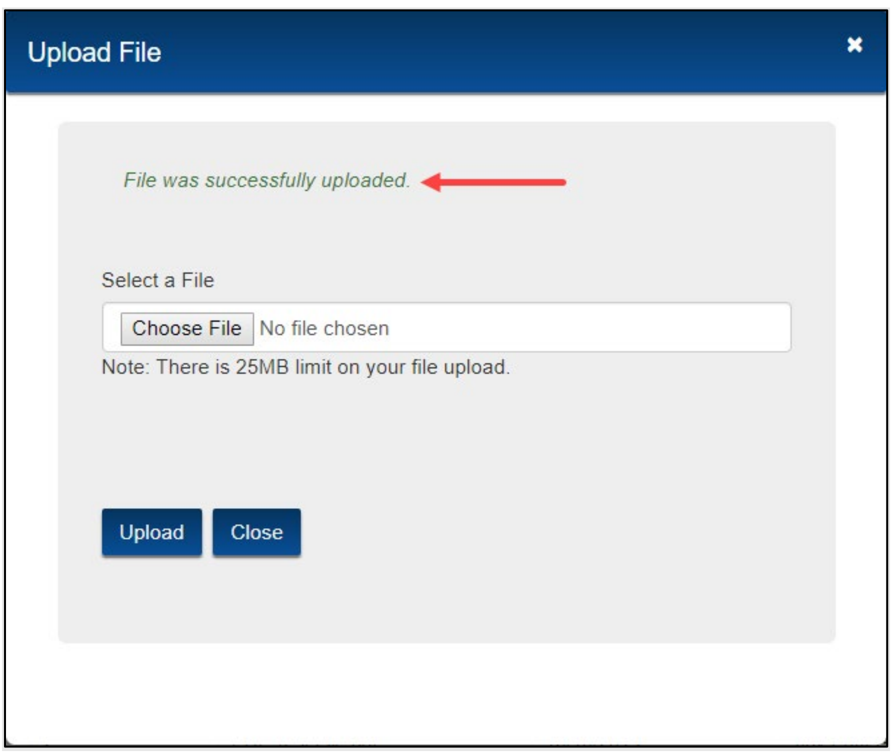


Figure 93: Successful Upload

11. The file displays on the main page.

3.5 Administrative Data

Administrative questionnaire feature is under construction.

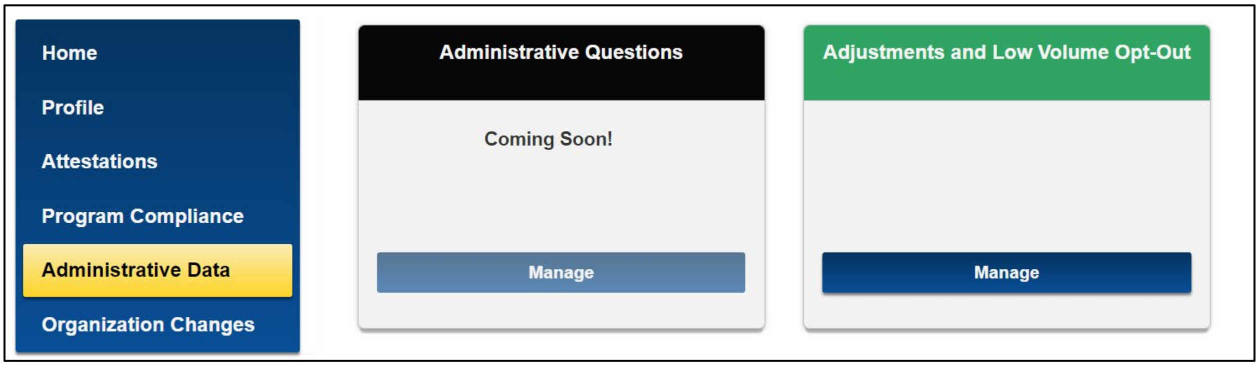


Figure 94: Administrative Questions Tile

3.5.1 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** in the **Adjustments and Low Volume Opt-Out** tile.

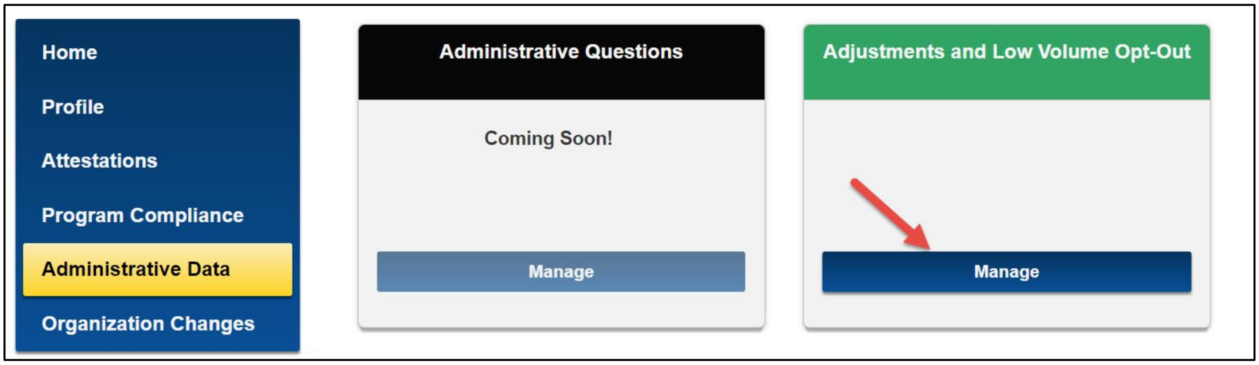


Figure 95: Manage Adjustment and Low Volume

2. The Case Mix and Historical Experience Adjustments window displays.

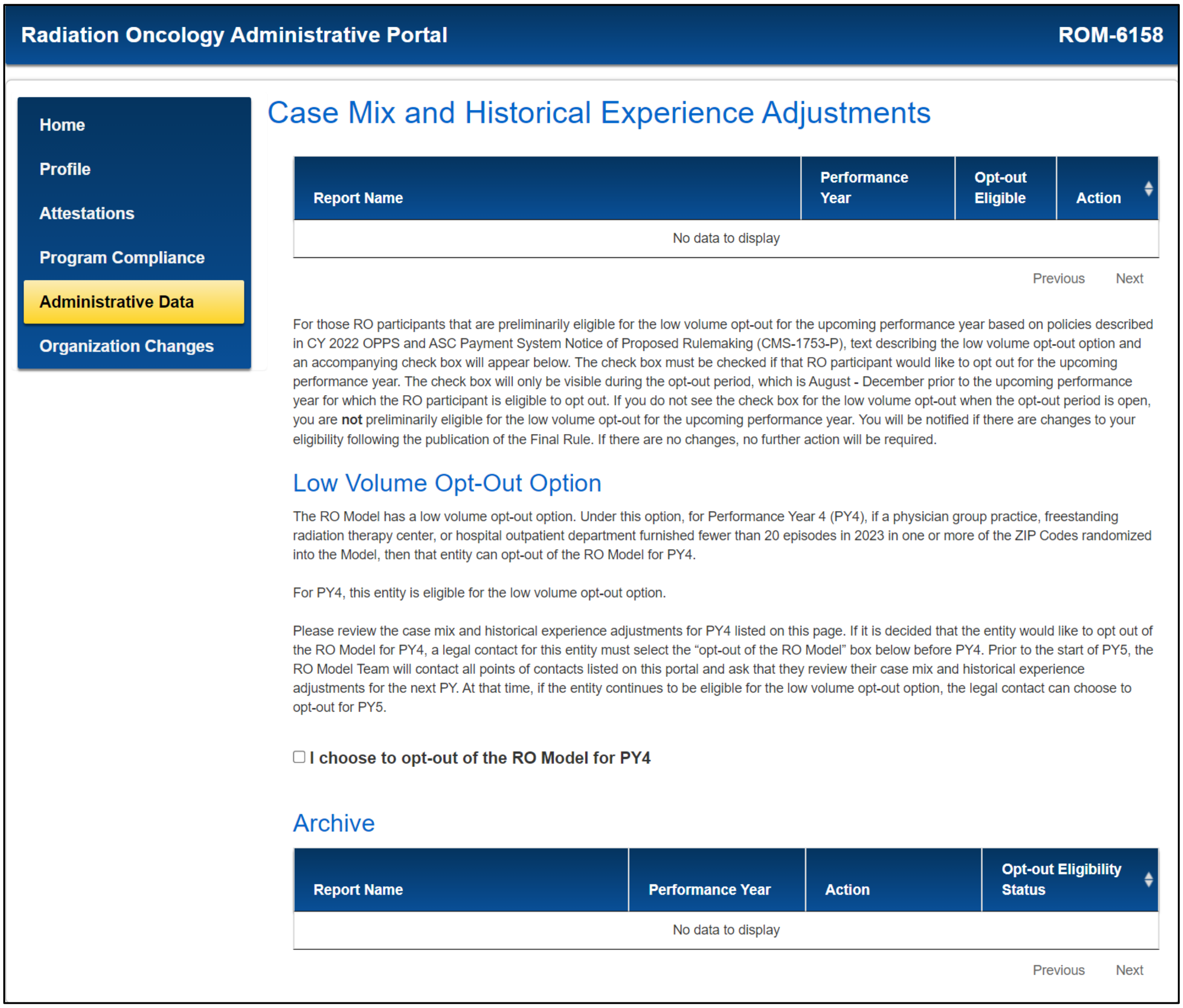


Figure 96: Case Mix and Historical Experience Adjustments

Please note that the Low Volume Opt-Out Option textual information and attestation box will only display when the participant is eligible to opt-out. Also, the attestation check box is only visible to the Legal contact.

3. The page contains the current performance year case mix report if uploaded by the Model team. Also, if there are any historical case mix report(s) exists, those will be displayed under the Archive section.

   Note: When the new performance year opens, all historical data will be transferred to the Archive section.

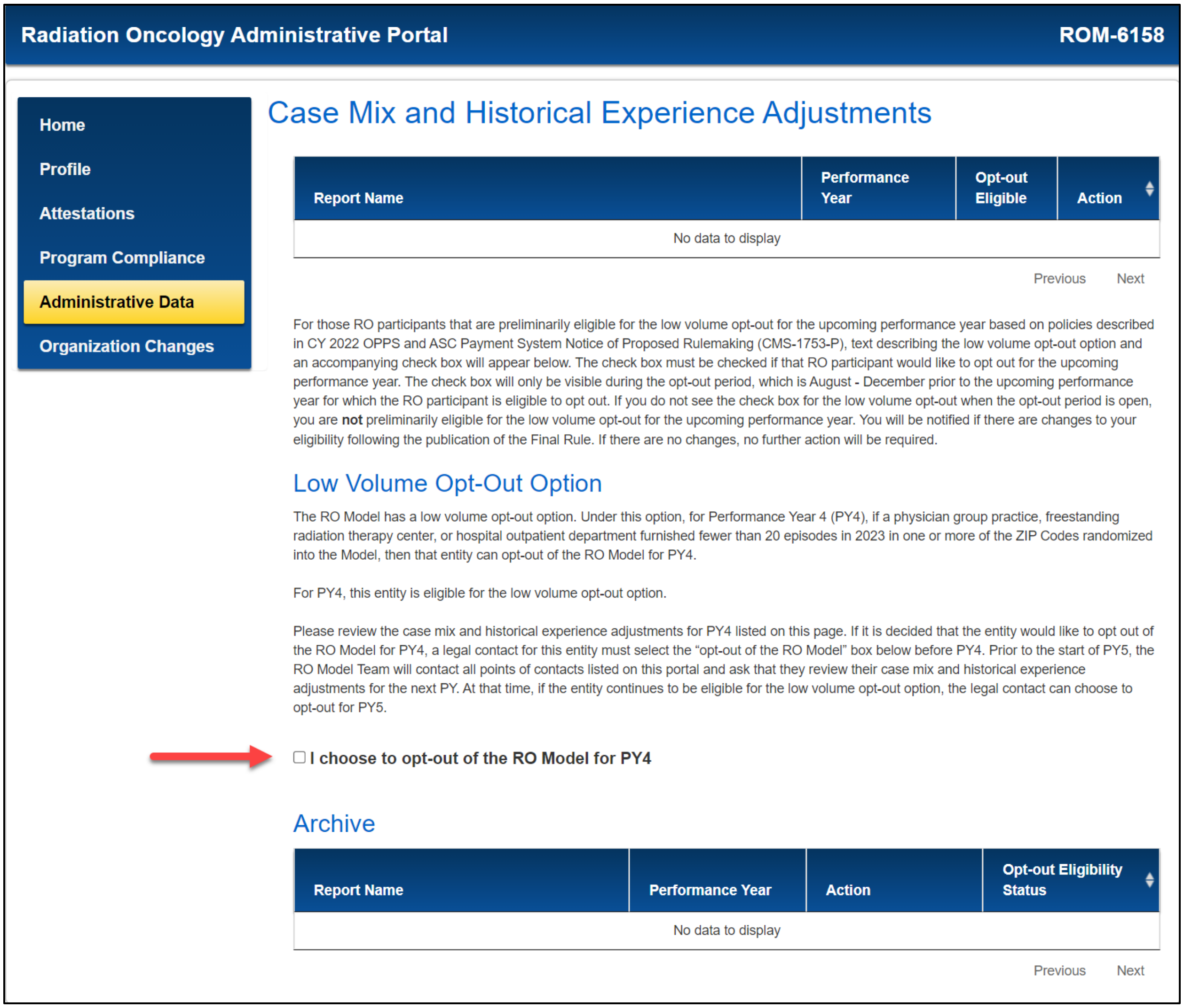


Figure 97: Low Volume Opt-Out Option

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 97). 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 97).
6. If the participant chooses this option, they will see a Warning message (Figure 98). They will choose **Yes** to confirm the choice to opt-out of the RO Model for the specified year.

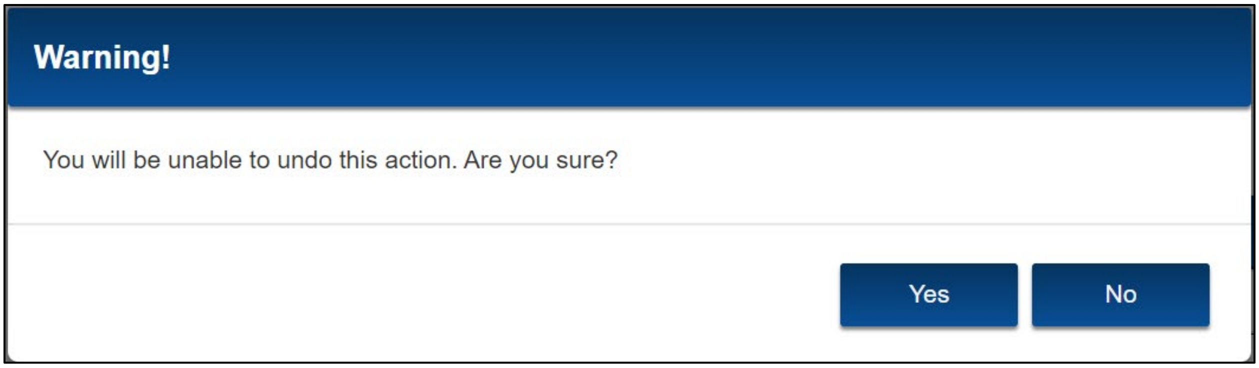


Figure 98: Low Volume Opt-Out Warning Message

For RO participants that are eligible for the low volume opt-out for the upcoming performance year, text and an accompanying check box describing the low volume opt-out option will appear below on this page. The check box must be checked if that RO participant would like to opt out for the upcoming performance year. The check box will only be visible during the opt-out period, which is August through December prior to the upcoming performance year for which the RO participant is eligible to opt out. If you do not see the check box for the low volume opt-out when the opt-out period is open, you are **not** eligible for the low volume opt-out for the upcoming performance year.

Note: To make an informed decision, we encourage all RO participants eligible for the low volume opt-out option to wait to review their case mix and historical adjustments when they are available in November before opting out of the RO Model during Performance Year X (PY X).

3.6 Organization Changes

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

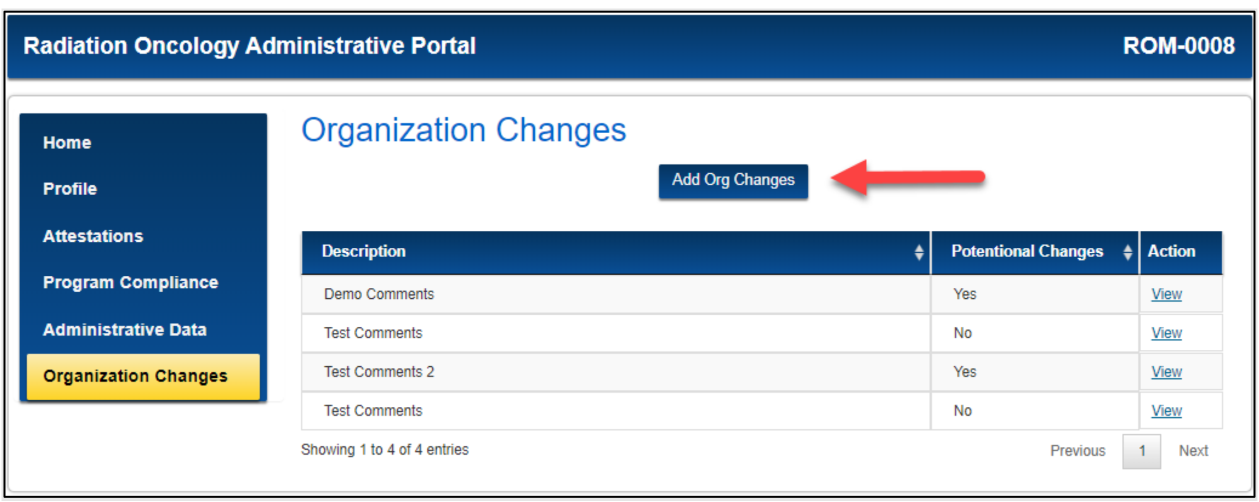


Figure 99: Organization Changes

1. Select **Add Org Changes**.
2. The **Add Org Changes** window displays.

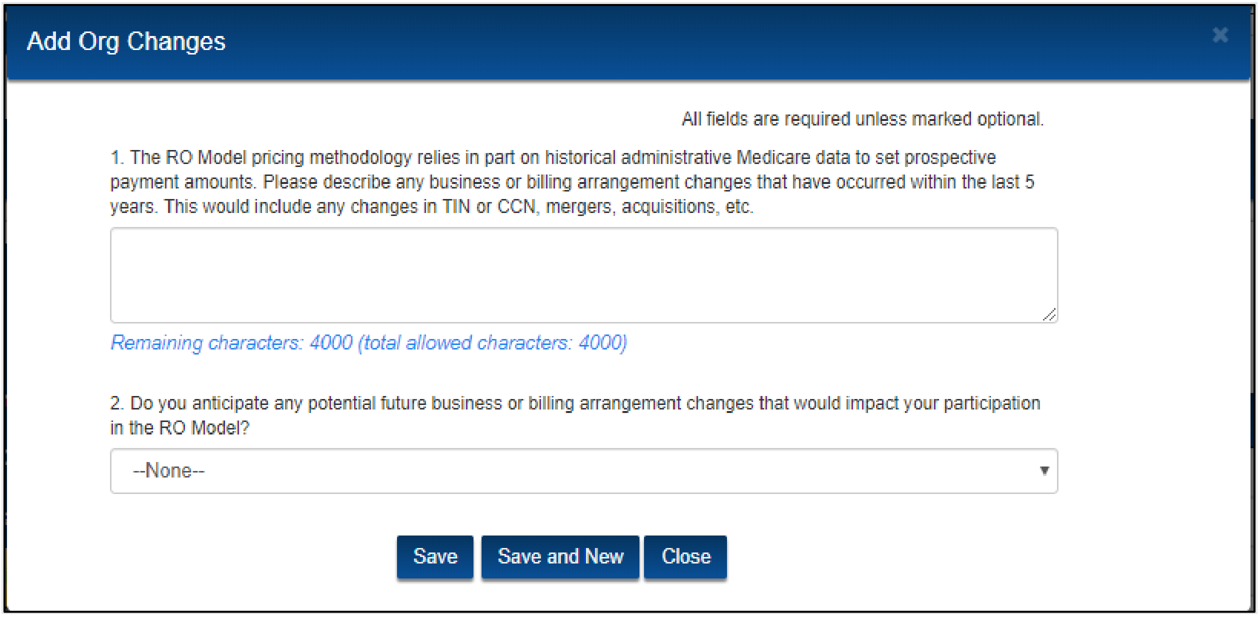


Figure 100: Add Org Changes

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** in the **Welcome** dropdown to close the portal.

4 Troubleshooting & Support

4.1 Error Messages

None.

4.2 Special Considerations

None.

4.3 Support

All support provided by the Help Desk is noted in Section 2.

4.4 Shortcuts

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

Table 1: Shortcuts

Shortcut Key	Function
Ctrl +	Zooms into your browser window and enlarges the image.
Ctrl -	Zooms out of your browser window and reduces the image.
Right-click your mouse	Additional actions display in a dropdown menu.

Appendix A: Record of Changes

Table 2: Record of Changes

Version Number	Date	Author/Owner	Description of Change
0.1	10/11/2019	Hiwote Damtew	Initial Version
0.2	10/21/2019	Sujatha Errapothu	Peer Reviewed
0.3	10/22/2019	Hiwote Damtew	Addressed Peer Review Comments
0.4	10/29/2019	Jennie Cairney	Full QA review; moved into correct template; updated to active voice
0.5	10/29/2019	Hiwote Damtew	Addressed QA Comments
1.0	10/30/2019	Jennie Cairney	Final
1.1	07/30/2020	Kenechukwu Okeke	Updated Section 3 with new SSO login requirements and steps with screenshot.
1.2	08/04/2020	Theresa McWhorter	Peer review of changes
1.3	08/16/2020	Jennie Cairney	QA review (highlights only)
1.4	08/17/2020	Kenechukwu Okeke	Addressed QA comments/track changes
2.0	08/17/2020	Jennie Cairney	Final
2.1	08/26/2020	Claire Kihn	Review with comments
2.2	08/28/2020	Kenechukwu Okeke	Addressed CMS comments and edits
2.3	09/08/2020	Kenechukwu Okeke	Addressed additional CMS comments and edits
2.4	09/08/2020	Sujatha Errapothu	Peer Reviewed
2.5	09/16/2020	Kenechukwu Okeke	Addressed additional CMS comments and edits
2.6	10/07/2020	Kenechukwu Okeke	Addressed final comments from CMS team
2.7	12/21/2020	Kenechukwu Okeke	Updated User Manual
2.8	12/22/2020	Julie Goeller	Peer review
2.9	01/04/2020	Kenechukwu Okeke	Addressed RO Model team comments and edits
3.0	01/08/2021	Najha Jones	QA review (revisions only); updated per TLC; fixed formatting/numbering issues throughout document; Final
3.1	04/19/2021	Kenechukwu Okeke	Updated User Manual with ER7 changes
3.2	04/27.2021	Khaja Moizuddin	Peer Review

Version Number	Date	Author/Owner	Description of Change
4.0	05/06/2021	Najha Jones	QA review; Final
4.1	05/14/2021	Sujatha Errapothu	Footer text was updated as per ER8 CR
4.2	05/17/2021	Santa Mishra	Peer review
5.0	05/27/2021	Najha Jones	QA review (revisions only); Final
5.1	06/03/2021	Aneesh Joshi	Updated image on page 37 to represent CHERT for year 2025 per ER9 CR
5.2	06/04/2021	Sujatha Errapothu	Peer review
6.0	06/07/2021	Najha Jones	QA review (revisions only); Final
6.1	06/23/2021	Sujatha Errapothu	Updated as per ER9 changes
6.2	06/24/2021	Prasanna Kavali	Peer review
7.0	06/29/2021	Najha Jones	QA review (revisions only); Final
7.1	07/30/2021	Kenechukwu Okeke	Updated section 3.5.2, and figures 97 and 98. All updates are highlighted in yellow.
7.2	08/04/2021	Sujatha Errapothu	Peer Review
8.0	08/11/2021	Najha Jones	QA review (revisions only); Final
8.1	08/25/2021	Santa Mishra	Updated section 3.5.2 as part of CR-1323 Changes.
9.0	09/03/2021	Melanie Richardson	QA Review and final
9.1	09/27/2021	Sravanthi Koppula	Updated for OY3 ER2 changes
9.2	10/04/2021	Sujatha Errapothu	Internal peer review is complete
9.3	10/17/2021	Melanie Richardson	QA Review
10.0	10/22/2021	Melanie Richardson	Finalized document
10.1	11/10/2021	Lindsey Halsell	QA Review, initial
11.0	11/12/2021	Bob Abe	QA Review, final

Appendix B: Acronyms

Table 3: Acronyms

Acronym	Literal Translation
APM	Alternate Payer Model
CAP	Corrective Action Plan
CCN	CMS Certification Number
CEHRT	Certified Electronic Health Record Technology
CMMI	Center for Medicare & Medicaid Innovation
CMS	Centers for Medicare & Medicaid Services
DBA	Doing Business As
DRA	Data Request and Attestation
HHS	Department of Health and Human Services
HOPD	Hospital Outpatient Departments
IE	Internet Explorer
IPL	Individual Practitioner List
MIPS	Merit-Based Incentive Payment System
NPI	National Provider Identifier
OS	Operating System
PGP	Physician Group Practice
PSO	Patient Safety Organization
QPP	Quality Payment Program
RO	Radiation Oncology
ROAP	Radiation Oncology Administrative Portal
RT	Radiotherapy
TIN	Taxpayer Identification Number
TLC	Target Life Cycle