

Certified Application Counselor Designated Organization Application Web Form Transcript

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Welcome to the certified application counselor designated organization application web form webinar.

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During this webinar, we will discuss what it means to be a certified application counselor designated organization, or CDO, and the process for becoming a CDO, the CDO application web form, and next steps in the process.

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The intended audience for this webinar includes organizations interested in becoming a CDO. While anyone from the organization may complete and submit the CDO application web form, the organization must have three distinct contacts to fulfill specific roles. These roles are the Organization Senior Official, the CAC Project Director, and the Secondary Contact. Only the Organization Senior Official may sign the CMS-CDO agreement. We will provide further guidance on these roles and their responsibilities later in this presentation.

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Before we walk through the CDO Application web form, we will discuss what it means to be a CDO, the roles and responsibilities, and expectations during and after the application process.

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So what is a certified application counselor designated organization or CDO? CDOs are organizations or entities that meet specific eligibility criteria and have been formally designated by the Centers for Medicare and Medicaid Services or CMS. CDOs must be located in a state that operates a Federally-facilitated Marketplace or FFM, or a State Partnership Marketplace, SPM. If you do not know what type of Marketplace your state operates, visit the last link on the screen for a list of Marketplaces by state.

As a CAC organization, your staff and volunteers will help people understand, apply, and enroll for health coverage through the Marketplace. CDOs also engage in services that position you to help those you serve with health coverage issues and have experience providing social services to the community. Last, participation as a CDO is voluntary. By completing the online application, you are requesting to become a CDO to provide these services and take on the responsibility of certifying your staff.

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Now that we know what a CDO is, let's discuss what it means to be a CDO.

Per 45 CFR Section 155.225, d, 7, staff members and volunteers must recertify on at least an annual basis after successfully completing recertification training as required by the Exchange. So after becoming a CDO, you must ensure that your staff who function as CACs, complete required federal training as well as comply with privacy and security laws and other program standards. After becoming certified, your

CACs can provide Marketplace application and enrollment assistance to consumers. Your organization may publish your listings on Find Local Help so consumers can locate your organization when searching for enrollment assistance. As a CDO, you will receive support from CMS such as important assister information and updates via webinars and newsletters, general support via the CAC Questions Inbox, and technical support for consumer assistance via the Marketplace Call Center.

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Organizations may apply to participate in the certified application counselor program. You must have the following processes in place to become a CDO: processes to handle and protect personally identifiable information or PII, the ability to screen staff and volunteers who work for your organization to ensure persons are appropriately vetted before serving as individual CACs, and processes to assist people with health coverage decisions.

Also, please note that if your organization receives direct or indirect consideration from health insurance issuers or stop loss issuers in connection with enrollment of individuals into qualified health plans (QHPs) or non-QHPs, you cannot become a CDO.

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CMS is refreshing the certified application counselor program by implementing an enhanced, automated application and renewal process. The new application process will promote better engagement with our CDOs and provide the assister community with an improved user experience.

With this new application, all existing CDOs must reapply to continue participation in the CAC Program.

As part of the refresh effort, we are also improving the online application tool to provide new features that allow CDOs to access and update an organization's contact information in real time, as necessary. Contact information updates ensure that CMS has the most up-to-date information for your organization, which is critical when providing programmatic updates and communications.

During this webinar, we will continue to discuss the application process and will demonstrate the functionality of the new CDO application web form.

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Existing CDOs will be able to reapply to the CAC program beginning this spring and throughout the summer.

After processing existing CDOs applications, we will open the new online application for organizations applying to become a CDO for the first time from July to September 2018. Moving forward, we will continue this annual open application period from July to September when new organizations who wish to become CDOs can apply.

Each organization that applies and that is approved during this application period will be designated for two years. CDOs will still need to recertify individual CACs within the organization and ensure their CACs complete the CMS assister certification training annually. At the end of each two-year CDO term, organizations must re-confirm participation in the CAC program by updating their organization

information and returning a new signed agreement. CACs who re-apply during this year's process will need to re-confirm participation in 2020.

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The process for becoming a CDO begins with completing and submitting the CDO application web form. CMS will review your application to determine if you qualify to become a CDO. After you receive CMS approval, you will gain access to the Organizational Maintenance web form where you can upload your signed CMS-CDO Agreement. This agreement is required for CMS to complete the process and formally designate your organization as a CDO. After CMS approves your agreement, you will receive an email containing your official CDO ID. Then, and only then, can you start operating as a CDO and begin certifying your staff of CACs.

You should maintain your organization's information using the Organizational Maintenance web form. After two years, you will need to renew your CDO status. If your application is not approved by CMS, you will receive email with an explanation for the denial. No further actions will be required.

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Now we will discuss the parts of the web form and the items needed to complete the web form.

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You should collect specific information before beginning the web form. You must complete the web form in one sitting, meaning that your entries will not be saved if you exit the web form before submitting it. Therefore, it is important that you gather the following information before starting the web form.

Organization Name. This must be consistent throughout so please make sure to enter the full Organization Name as it should appear on your agreement. **Federal Employee Identification Number, or FEIN,** if applicable. If you were already operating as a CDO, you will enter your previous CDO ID. You will also enter the contact information for three distinct roles: the Organization Senior Official, the CAC Project Director, and the Secondary Contact. The Organization Senior Official is the individual who must sign the CMS-CDO Agreement and have the authority to legally and financially bind the organization. The CAC Project Director is the individual that is responsible for maintaining compliance with CDO requirements, certifying CAC staff and volunteers, keeping CAC certification records, and updating organization information with CMS. The Secondary Contact may serve as an additional contact who supports the CAC Project Director and is knowledgeable about the program's operations.

You will need to enter a phone number and email address for each contact as well as for the organization headquarters. The website URL, if applicable, is not required. Physical address of your organization's headquarters office. The list of states and counties where the organization will operate. Your primary organization type, which health services, social services, Government Agency, health plan issuer, agent-broker, or other. Organization specialty, if applicable. This includes Tribal, Faith-based, Behavioral/Mental health, H-I-V/AIDS, or other. And finally, intended enrollment assistance type which is year round or during Open Enrollment only.

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The web form consists of five pages, which documents your information as the submitter, your organization's contact information and headquarters information, the states and counties in which you will provide enrollment assistance, and additional organization details.

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Now we will walk through the CDO Application together. I will demonstrate the various paths the web form follows based on selections you make on each screen.

There is also a link to a Quick Start Guide on the CDO application, which provides step-by-step instructions for completing the web form. We suggest you open this file and refer to it when completing the CDO application web form.

I will now go into the CDO application web form to complete this demonstration.

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Before we begin the application, I want to describe the overall navigation features of the web form and links that are available to you to help you prepare and complete the web form.

Upon selecting the link for the MATS CDO web form, you will access the Welcome page of the CDO application.

At the top right-hand corner of the CDO application web form Welcome Page are two helpful links you can access. The Quick Start link opens a document containing helpful tips and a list of information you need before starting the web form. The **Guidance** link opens the Quick Start Guide that provides step-by-step instructions for completing this web form.

The **Guidance** link is available on every page of the web form. The **Quick Start** link is only available on the Welcome Page because you should use it prior to navigating to the other pages of the web form. The **Continue** button at the bottom of the screen of the Welcome Page is an example of the navigation buttons you will encounter throughout the web form. Every button includes roll over text that describes the action taken when you select the button. In this example, the **Continue** button's rollover text describes the action the web form takes when you select the **Continue** button, which is that you will proceed to the next page of the web form.

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Now that we have reviewed some of the functionality of the web form, I will describe the Welcome Page before navigating to the next page of the web form.

The Introduction section on the Welcome Page describes the web form and references the helpful links we just discussed.

The terms and conditions for proceeding with the CDO application web form are located at the bottom of the Welcome page. By selecting **Continue**, you are accepting these Terms and Conditions so please review them carefully.

You will select the **Continue** button after reading and agreeing to the system access requirements message and the web form will navigate to the Submitter Contact Information page.

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The Submitter Contact Information page allows you to enter your contact information as the submitter. You will enter your first name and your last name, as well as your email address and your job title. Lastly, you will enter your phone number and your phone extension, if applicable. Notice that the phone extension field is not required. All other required fields are indicated by the red asterisk. Select the **Continue** button to proceed with the web form.

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The Existing Organization Information page allows you to check your organization's status to determine whether an application already exists for your organization. Based on your entries on the Existing Organization Information page, you will encounter different paths in the application. First, I will demonstrate the path the form will take if my organization submitted an application that was either approved or is in-progress. First, you will select the checkbox indicating whether your organization has a Federal Employee Identification Number or FEIN. If your organization has an FEIN, you will enter the nine-digit number in the field provided. I am going to select **Yes** and enter the nine digit FEIN number for my organization. Next, you will select the radio button next to **Yes** or **No** if the organization was previously approved as a C-D-O. I am going to select **No**. Finally, you will select the **Continue** button to proceed with the web form.

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Now we are on the Organization Found page. If your organization submitted a CDO application in the past and CMS approved it or is reviewing it, the web form navigates this page. This page details the status of your previous application. You will not be able to proceed with the application from this page. This prevents duplicate applications from occurring.

The information on this page explains that my organization's application is currently in-progress. Again, I cannot proceed with the application because an existing application is in-progress. If I want to request additional information, I can enter my request in the Comments field, and then select the **Submit Comments** button.

Doing so, will have the web form navigate to the Existing Organization Confirmation page. You will exit the web form from *that* page and someone from the CAC Program Office will contact you to address your situation.

If CMS has already approved your organization as a CDO and you want to change your organization's information, you can select the **Exit** button on the Organization Found page. You will then use the Organizational Maintenance web form to update your organization's information. You can access the link to that platform in the preliminary approval email the contacts for your organization received.

If you believe you received the Organization Found message in error, please explain your explanation in the Comments field and select the **Submit Comments** button. Once again, web form will navigate to the Existing Organization Confirmation page. You can exit the web form from that page and someone from the CAC Program Office will contact you to address your situation.

I am going to select the **Back** button to return to the Existing Organization Information page.

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Back on the Existing Organization Information page, I will demonstrate the path the form will take if you enter an existing CDO ID that is invalid. So now, I am going to select **No** to indicate that my organization does not have an FEIN. Next, I am going to select the radio button next to **Yes** indicating that my organization has been previously approved to be a CDO. I'm going to enter my CDO ID in CDO ID field. Next, I will select the **Continue** button.

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Now we are on the No Existing Organization Found page. If you entered your organization's previous CDO ID but the system was unable to match the ID to a previously approved CDO, the web form navigates to the No Existing Organization Found page.

If you want to verify the information you entered is correct, select the **Back** button to return to the Existing Organization Information page and review your information. If you believe you are receiving the message in error, enter your explanation in the Comments field and select the **Submit Comments** button. The web form will navigate to the Existing Organization Confirmation page. You can exit the web form from that page and someone from the CAC Program Office will contact you to address your situation.

Now, once again, I am going to select the **Back** button to return to the Existing Organization Information page where I will demonstrate the final path.

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Back on the Existing Organization Information page, I will demonstrate the path that my organization does not have an existing application and my Organization's CDO ID was found. Here, I will select the checkbox indicating that my organization does not have an FEIN. Then, I am going to select the radio button next to **Yes**, indicating that my organization was previously CDO and I'm going to enter my CDO ID in the CDO ID field. Next, I will select the **Continue** button.

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So if you enter an FEIN that does not have another application associated with it and you entered an active CDO ID or no CDO ID, the web form will navigate to the Organization Contact Information page. Now, we can proceed with the application.

As mentioned earlier, CDOs must have three unique contacts: one Organization Senior Official, one CAC Project Director, and one Secondary Contact. Contact information cannot be the same across multiple roles. The Organization Contact Information page allows you to enter the contact information for each role.

If the submitter is going to fulfill one of these roles, you will select the checkbox next to the title of that role, indicating that the person fulfilling that role is the same as the submitter.

I am going to select the **Same as Submitter** option next to the CAC Project Director contact information section. In doing so, notice how my information pre-populates on the screen. Now, I am going to enter the contact information from my Organization Senior Official. I will enter their first name, and last name, as

well as their email address, and job title, and phone number. Again, the phone extension is not a required field. I have already indicated that that I am going to fulfill the role of the CAC project director and I have selected the checkbox as the Submitter.

My information is pre-populated, so I will continue to the next section which is the Secondary contact information. I will enter the first name and last name, followed by their email address, job title, and phone number. I am going to leave the phone extension field blank for all three contacts. I will scroll to the bottom of the page, and select **Continue** to proceed.

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Next is the Organization Headquarters Information page, which allows you to enter information about your Organization's Headquarters. You will enter the contact information for your organization in each of the fields. First, you will enter your organization's name. Next, you will enter your organization's phone number. Then, your organization's email address. The organization website URL is optional. Again, all required fields are indicated in a red asterisk. In the second section on the page, I will fill the Organization Headquarters address. I will start with the street address, followed by the city, and the state. Finally, I will enter the zip code. I will review all my information to make sure it is complete and accurate. Then, I will select the **Continue** button.

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The Service Location page allows you to select the state(s) and county or counties in which your organization will provide enrollment assistance services. To access a color-coded map that provides the Marketplace type by state, select the **Map of Marketplaces** link in the center of the screen. When you select this link, a separate web page will open allowing you to view the color-coded map. I will return to the web form window to proceed.

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To begin, select the state in which your organization will provide enrollment assistance services from the drop-down menu. I am going to select the state of New Jersey. After I select my state, the Available Counties list will pre-populate. Right now, there are 21 counties listed in the Available Counties list. These are the 21 counties that are associated with the state of New Jersey. I can select all of these counties if my organization will be providing enrollment assistance in all 21 counties. I can do so by selecting the Double Arrow or **Move All** button. If I only want to select one or a few of the counties, I can do so by selecting the counties from the list, and then selecting the single arrow or **Move Selected Counties** button to the Selected Counties list. I am going to select the double arrows and move all 21 counties from the Available Counties side to the Selected Counties side of the list.

Next, I am going to select the **Update Table** button and then scroll down. After the selecting the **Update Table** button, a table will populate underneath that button which shows all service selections that I selected. I selected all 21, so you can see them listed in the right hand side and they are all associated with the state of New Jersey. Scrolling down to the bottom of the screen, I can select the continue button to proceed. If my organization is going to be providing enrollment assistance services in more than one state, I can repeat the steps before selecting the **Continue** button. In this example, I am only selecting the state of New Jersey and those 21 counties, so I will now select the **Continue** button.

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The Additional Organization Details page allows you to supply specific information about the types of enrollment assistance your organization will provide. Start by selecting the Primary Organization Type. You can only select one. I am going to select Social Services. Next, you will select your **Organization Specialty**. This is optional and you can select all that apply. I will select Behavioral/Mental Health and HIV/AIDS. Next, you will select your intended your enrollment assistance type. This is either Year Round or Open Enrollment only. I am going to select Year Round. I will then scroll down to the last section of the page. This section asks if my organization currently has processes in place to protect Personally Identifiable Information (PII). I am going to select **Yes**. Does my organization currently screen the staff and volunteers it will certify as application counselors? I am going select **Yes**. Does my organization currently screen the staff and volunteers it will certify as application counselors? And finally, does my organization currently have processes in place to assist people with health coverage decisions? I am going to select **Yes** again. Once again, I am going to review all the information I have completed on the page and select the **Continue** button to proceed.

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When we are on CDO Summary Page, this page provides all of the information you submitted in the CDO application. You can edit any of the sections by selecting the **Edit** link next to the section title. You can review and edit your Submitter Contact Information and your Organization Contact Information. Scrolling down, you can see your Organization Headquarters Information section, Service Locations, and finally the Additional Organization Information. You will select the **Generate Agreement** button at the bottom of the page. This generates a PDF of the CMS-CDO Agreement, which will be pre-populated with the information you submitted. Selecting that link will open another browser window.

You will review your pre-populated CMS-CDO Agreement to ensure that all information on the first page. You can then save your agreement to your computer. Further information about next steps will be later discussed in this webinar.

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You will now return to the web form window. The **Submit** button at the bottom of the CDO Summary page is now available. Selecting the **Submit** button will send you to the final screen, which is the Confirmation page.

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The Confirmation page provides a summary of your session and allows you to print and save a PDF confirmation containing the information you submitted. Select the **PDF** button at the bottom of the screen to generate a PDF confirmation. A separate browser window will open where you can view and save the PDF confirmation. Back on the web form window, you can exit the web form by selecting the **Exit** button at the bottom of the page. A pop-up will open asking if you are sure you want to exit the web form. You will select the **OK**.

You will receive an acknowledgement email when the CMS CAC Program Office receives your application.

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Now that we have completed the web form, we will discuss what to expect once you submit your application.

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If CMS denies your application, you will receive an email with the denial reason. No further action will be required. The email provides contact information in case you have questions.

If CMS approves your application, you will receive an email that serves as your preliminary CDO application approval. You must complete and return the CMS-CDO Agreement to receive your official designation as a CDO. In order to complete the process to become a CDO, you must have your Organization Senior Official from your organization sign the CMS-CDO Agreement, log in to the Organizational Maintenance web form, and upload a scanned copy of your signed agreement.

After reviewing your agreement submission, CMS will send you an email officially designating your organization as a CDO. CMS will also issue you a unique designation ID number, and provide you with the Welcome Packet. The Welcome Packet contains critical information for getting started in the CAC Program. This review and final designation process generally takes four to five business days upon receipt of your signed agreement.

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This concludes the certified application counselor designated organization application web form webinar. Thank you for your participation.