

# CDO Renewal – Video Transcript

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**This document is a transcript for the CDO Learning Series.**

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## Other Modules

Welcome to the CDO Renewal module. In this module, we will discuss the process for renewing your certified application counselor designated organization (CDO) certification with the Centers for Medicare and Medicaid Services (CMS).

As part of this learning series, there are additional modules that highlight the following CDO Program topics:

CAC Roster: learn more about the process for uploading your CAC Roster.

CDO Application: learn more about the CDO Application process.

CDO Data Management: learn more about how to maintain your information with CMS during your two-year certification period.

## Introduction

Every two years, CDOs must renew their certification with CMS.

## Audience

This renewal requirement only applies to organizations who completed the CDO application process, received a Welcome Packet email from CMS and have an active CDO ID.

## Renewal Process

Don't worry; your organization does not need to start the application process over to renew every two years!

## Renewal Process 2

If your organization did not have any changes to its information, or if your organization maintained its record throughout the two-year certification period, your organization only needs to submit a newly dated and signed CMS, CDO agreement, along with an updated CAC roster.

## Updating Information

If your organization experienced any of these changes and did not update its record with CMS, then there are extra steps your organization needs to take before submitting a newly dated and signed CMS, CDO agreement.

- Organization name changed
- One or more contacts left your organization
- Organization's address changed
- Organization is operating in more or less service locations

## Updating Information 2

Any of your unique contacts must log in to the CDO Organizational Maintenance web form to update your organization's information.

## Updating Information 3

Next, they can upload and submit your organizations newly dated and signed CMS, CDO agreement.

## Confirming CDO Status

After CMS reviews your CDO agreement and sends you an updated Welcome Packet email, your organization will remain an active CDO for two more years from the date that CMS initially approved your CDO agreement.

## Confirming CDO Status 2

Your CDO ID will remain the same and you will not need to reassign your CAC IDs.

## Caution

If you do not renew before the date that your agreement expires, you will need to reapply using the CDO online application.

## Timeline

Remember to make sure to keep your record up to date and submit a newly dated and signed CMS, CDO agreement before your two-year certification period ends!

## Contact Us

If you have any questions about this process or need clarification about your organization's status, please email the CAC Program Office.

- [cacquestions@cms.hhs.gov](mailto:cacquestions@cms.hhs.gov)