Centers for Medicare & Medicaid Services
CMS Target Life Cycle (TLC)

Maryland Primary Care Program (MDPCP)
Care Transformation Organization (CTO)

Request for Application (RFA)

Portal User Manual

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1 Introduction

The Maryland Primary Care Program (MDPCP) Care Transformation Organization (CTO) Application Portal allows you to apply to participate in the model online. This user manual provides step-by-step instructions on using the MDPCP CTO Application Portal. The intended audience for this manual is CTO members wishing to apply to the MDPCP CTO model.

2 Overview

MDPCP is a collaborative initiative between the state of Maryland and the Centers for Medicare & Medicaid Services (CMS). CTOs are a new concept unique to the MDPCP. CTOs can draw resources from or be created by existing organizations such as Accountable Care Organizations (ACOs), Clinically Integrated Networks (CINs), health plans, etc. Participating practices can select among the approved CTOs or opt to function without the support of a CTO. We assume the participating practices will select the CTOs that best meet their needs for support. For more information regarding the program, please visit https://innovation.cms.gov/initiatives/Maryland-All-Payer-Model/

2.1 Conventions

We indicated 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 created screenshots in Internet Explorer (IE) 11. Depending on the browser you use, your screens may vary from the examples in this manual.

2.2 Cautions & Warnings

2.2.1 Application Access Time-out

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

2.2.2 Information Systems

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 provided 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 U.S 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.

2.2.3 Consent to Monitoring

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

2.2.4 508 Disclaimer

This web application and information contained therein may not adhere to Section 508 Compliance standards and guidelines for accessibility by persons who are visually impaired. If you use assistive technologies to navigate and access information, please contact the Center for Medicare & Medicaid Innovation (CMMI) Salesforce Help Desk at 1-888-734-6433, Option 5, or email CMMIForceSupport@cms.hhs.gov.

2.2.5 Technical Issues

Please contact the CMMI Salesforce Help Desk at 1-888-734-6433, Option 5, or email CMMIForceSupport@cms.hhs.gov with any technical issues. If you are using Microsoft Internet Explorer IE, please make sure the browser you are using is IE version 11 or higher, before attempting to navigate through this site. Salesforce does not support prior versions of IE.

3 Getting Started

This section contains information on set up, user access, and system navigation.

3.1 Set-up Considerations

Browser Guidelines: Salesforce is supported by:

- 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™.

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

3.2 User Access Considerations

This section is not applicable because there is only one type of user for this system, CTO members. The system is publicly available and has no specific restrictions preventing signup/access to any individual.

3.3 Accessing the System

This section provides information on:

- New User Registration (No CMS Identity Management [IDM] Account)
- New User Registration (With CMS IDM Account)
- Existing User Verification (No CMS IDM Account)
- Existing User Verification (With CMS IDM Account)
- Reset your IDM password
- Change your password
- Unlock your IDM account
- Multi-Factor Authentication (MFA)
- Login to MDPCP Application

1. Navigate to https://app1.innovation.cms.gov/mdprov. The MDPCP Model Application Login page displays.

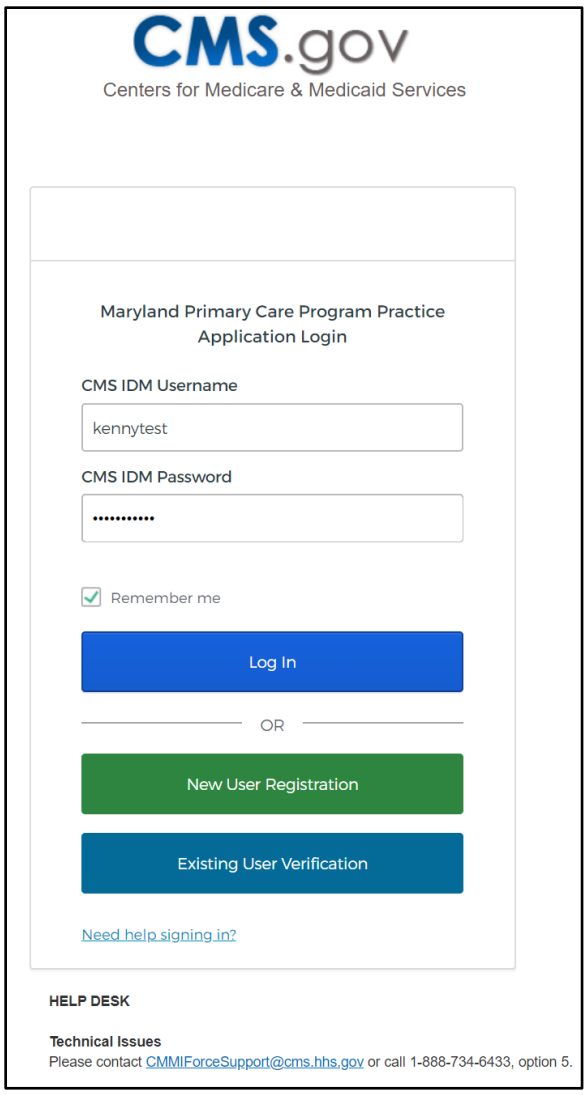

Figure 1: MDPCP Model Application Login Page

3.3.1 New User Registration (No CMS IDM Account)

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

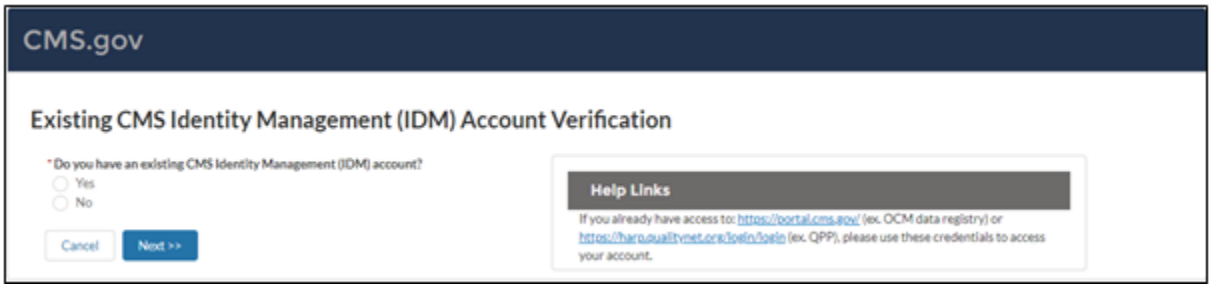

Figure 2: Existing CMS Identity Management (IDM) Account Verification

2. As a new user attempting to access the MDPCP CTO, select **No**, and then select the **Next>>** button to continue. The IDM Registration page displays.

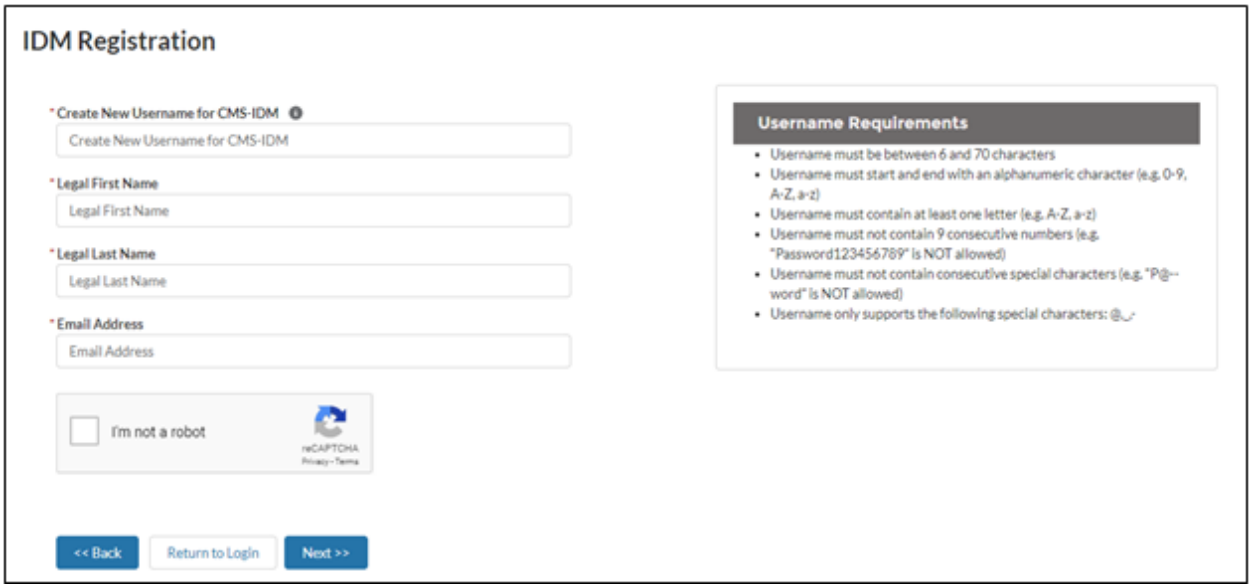

Figure 3: IDM Registration Page

3. Enter all required field(s) and select Next>>.

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

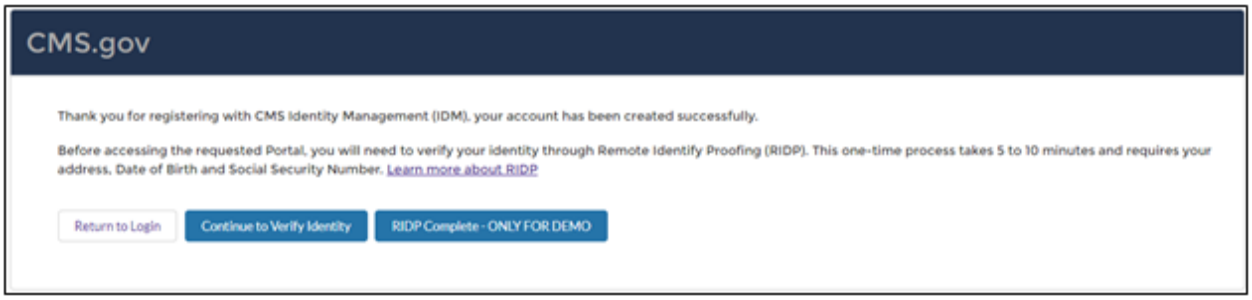

Figure 4: Successful Registration Page

4. 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.

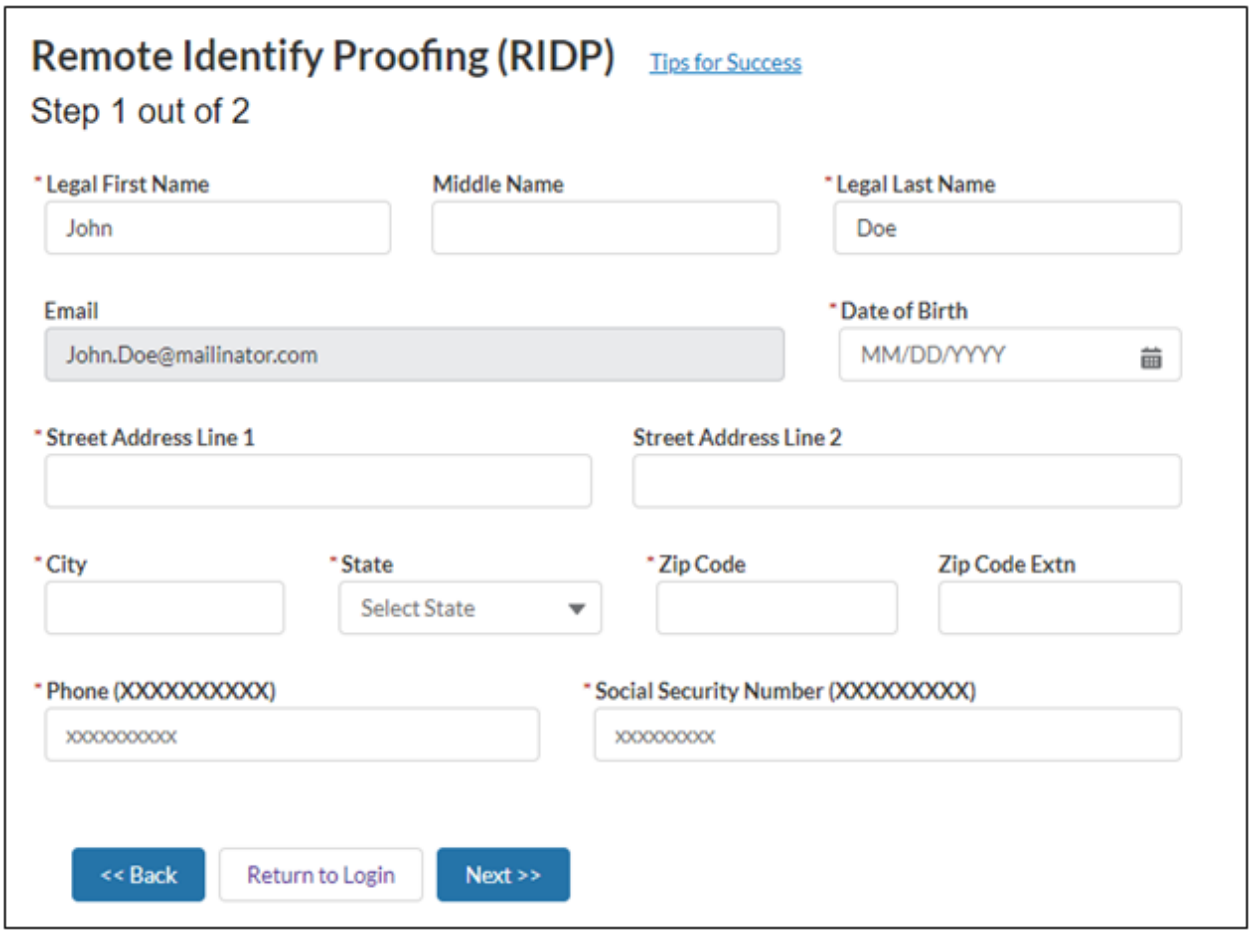

Figure 5: Remote Identity Proofing (RIDP) Page, Step 1 of 2

5. 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

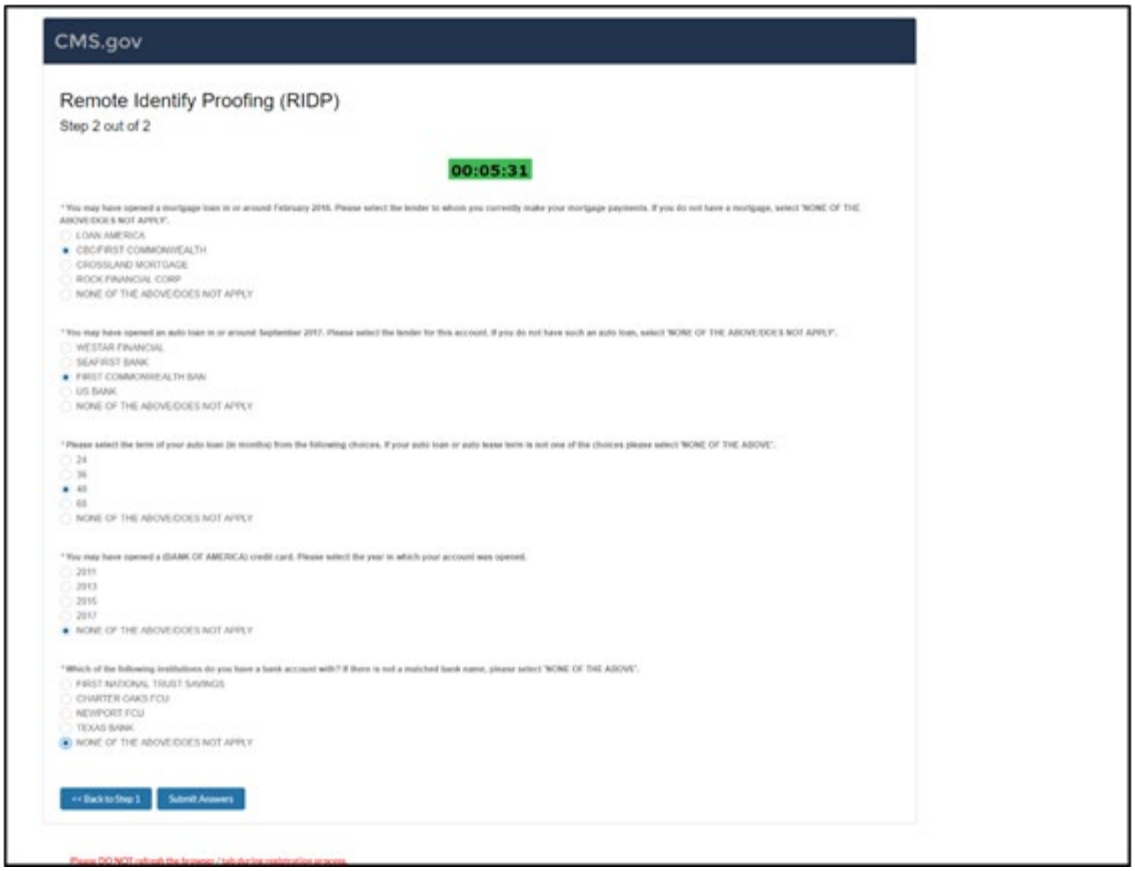

Figure 6: Remote Identity Proofing (RIDP) Page, Step 2 of 2

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

3.3.2 New User Registration (With CMS IDM Account)

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

1. Select **New User Registration** from the MDPCP CTO Login page. The Existing CMS Identity Management (IDM) Account Verification page displays.

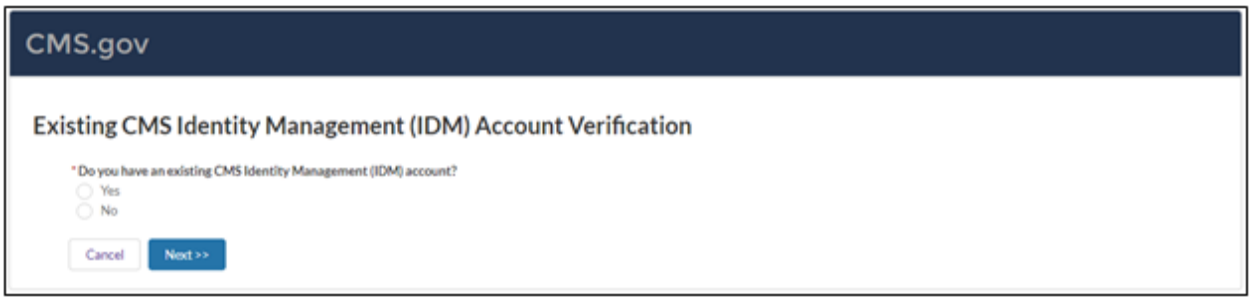

Figure 7: Existing CMS Identity Management (IDM) Account Verification Page

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

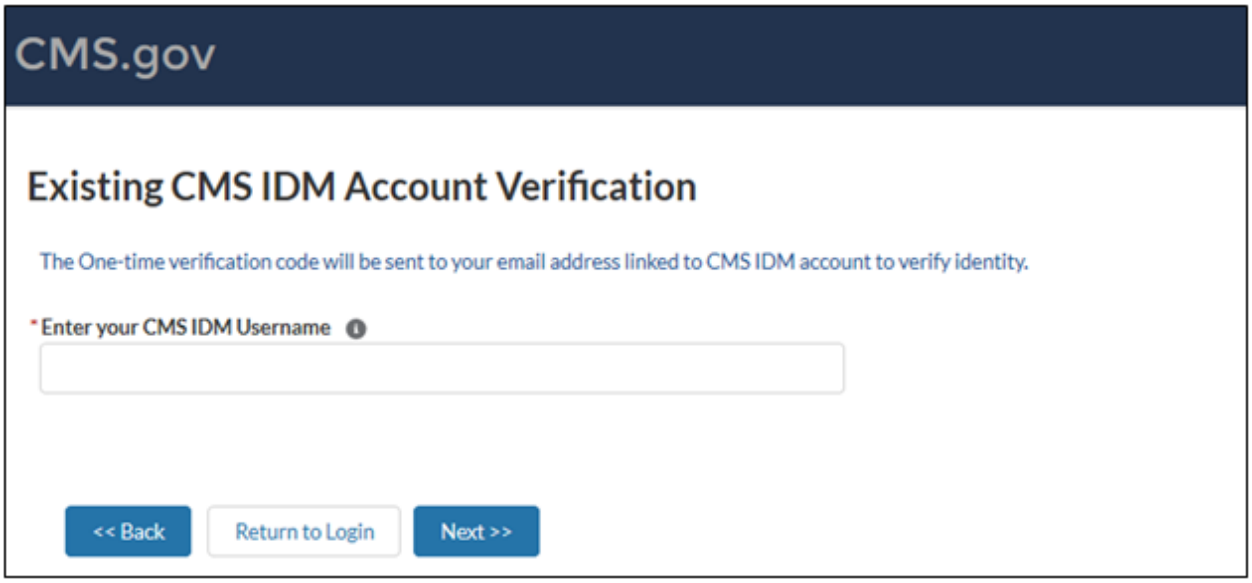

Figure 8: Existing CMS IDM Account Verification Page

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

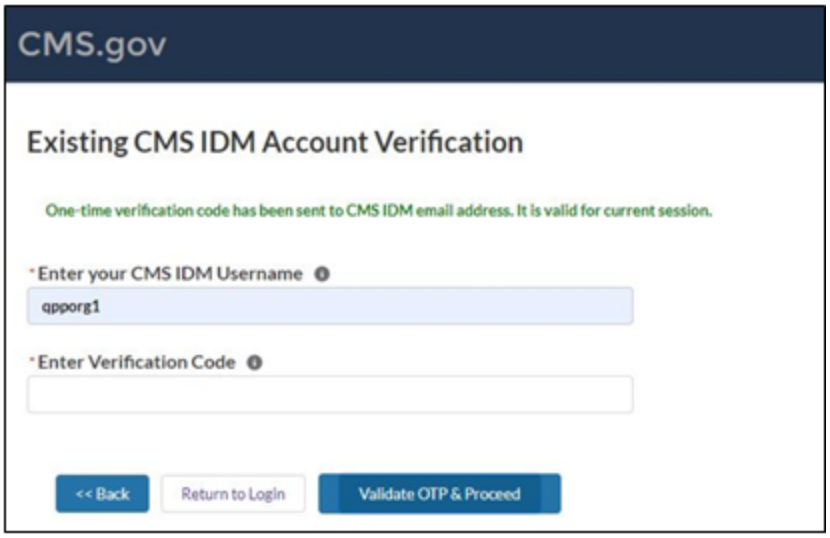

Figure 9: Verification Code

4. Enter the Verification Code provided in your email and select **Validate OTP & Proceed**.
5. The Salesforce System will add the MDPCP Model Application Portal permissions to your account and now you can log in using your CMS IDM credentials. You will receive a welcome email from the MDPCP Model Application Portal.

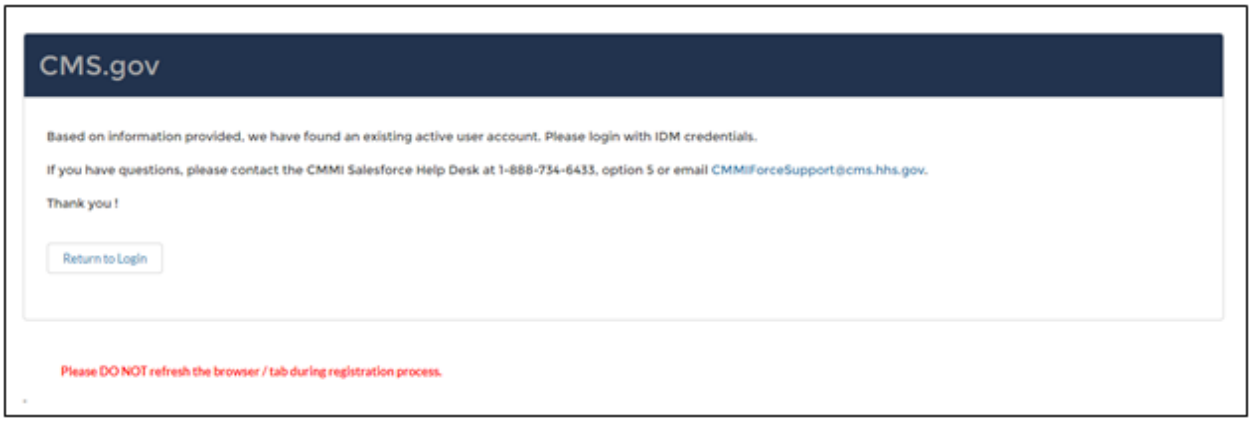

Figure 10: Successful Verification of your CMS IDM Account

You can now return to the login page and use your CMS IDM credentials to access the MDPCP Model Application Portal.

3.3.3 Existing User Registration (No CMS IDM Account)

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

1. Select **Existing User Verification** from the MDPCP Model Application Portal Login page.
2. Select **No** on the Existing CMS Identity Management (IDM) Account Verification page. The Existing CMS IDM Account Verification page displays.

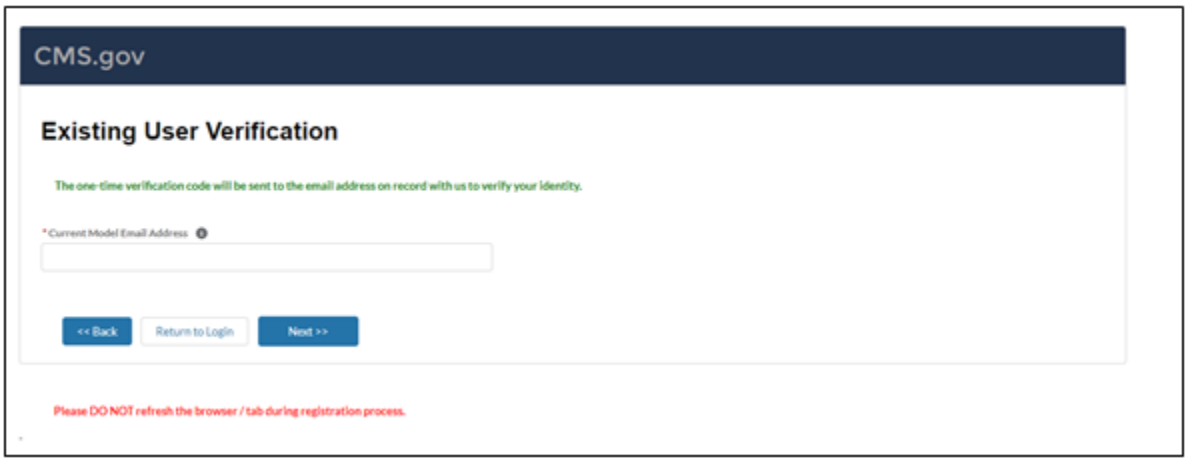

Figure 11: Existing CMS IDM Account Verification

3. Enter your email address that is currently associated with the MDPCP Model Application and select **Next>>**.
4. 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.
5. The successful registration to CMS IDM page displays. You will receive the following two emails:
    a. CMS IDM Account Activation email
    b. Welcome to the Maryland Primary Care Program Practice (MDPCP Provider) Model Community email

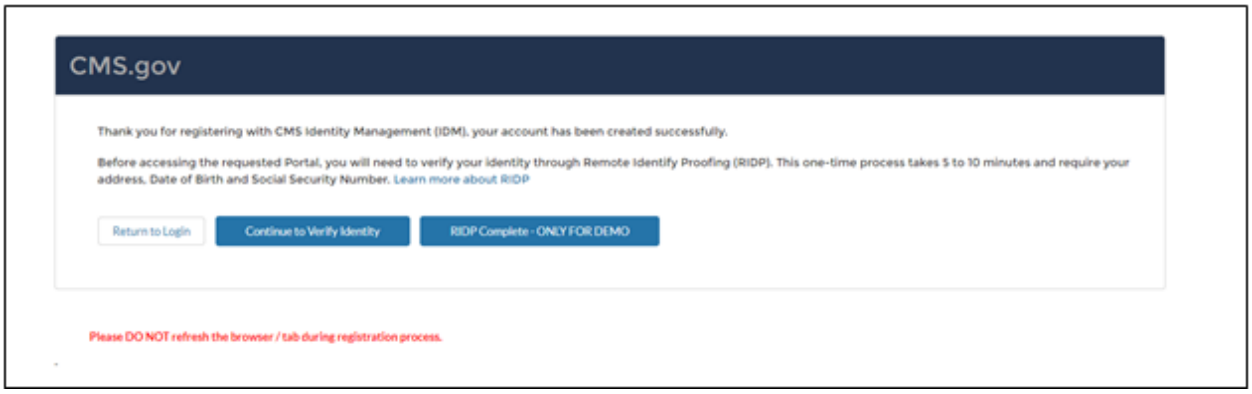

Figure 12: Successful CMS IDM Registration Page

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

3.3.4 Existing User Registration (With CMS IDM Account)

When you have a CMS IDM account and have permission to use the MDPCP Model Application Portal, please follow the steps below to authenticate your identity for the first time:

1. Select **Existing User Verification** from the MDPCP Model Application Login page.

2. Select **Yes** on the Existing CMS Identity Management (IDM) Account Verification page. The Existing CMS IDM Account Verification page displays.
3. Enter your current CMS IDM account and your current model email address, then select **Next>>**. You will be prompted to enter a one-time verification code.

   Note: When you have different email addresses linked to CMS IDM and the MDPCP Model Application Portal, then you will be prompted to provide two verification codes.
4. After verification, you will be prompted to return to the Login page. You can now log in to the MDPCP Model Application Portal.

3.3.5 Reset your password

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

1. Select the **Forgot password?** link.
2. The Reset Password page displays.

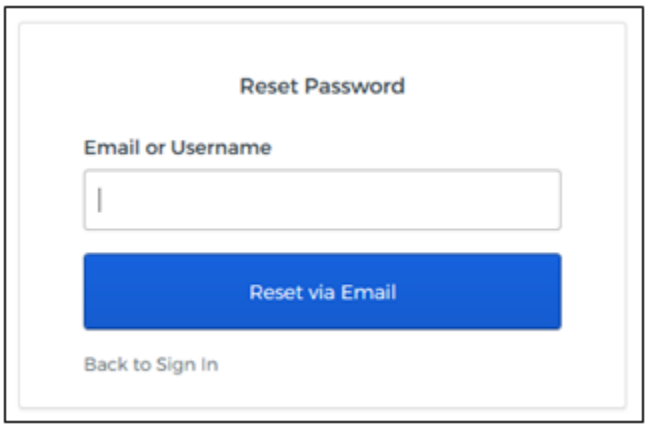

Figure 13: Reset Password Page

3. Enter the Email or Username linked to your profile.
4. You will receive an email to reset your password. Follow the steps provided in the email to reset your password.

3.3.6 Change Password

If you want to change your password, select the **Change Password** link provided on the MDPCP Model Application Portal pages.

1. Select **Change Password**.

Figure 14: Change Password Link on Portal

The CMS IDM – Change Password page displays.

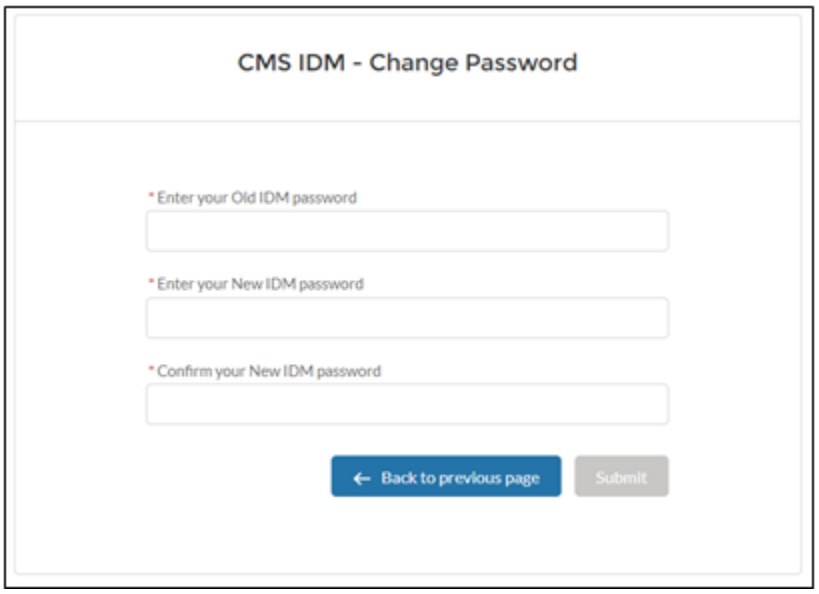

Figure 15: CMS IDM – Change Password Page

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

3.3.7 Unlock your CMS IDM account

When you have two or more invalid attempts to log in to the MDPCP Model Application Portal, your account will be temporarily locked. You can unlock your account by selecting the **Need help signing in?** link.

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

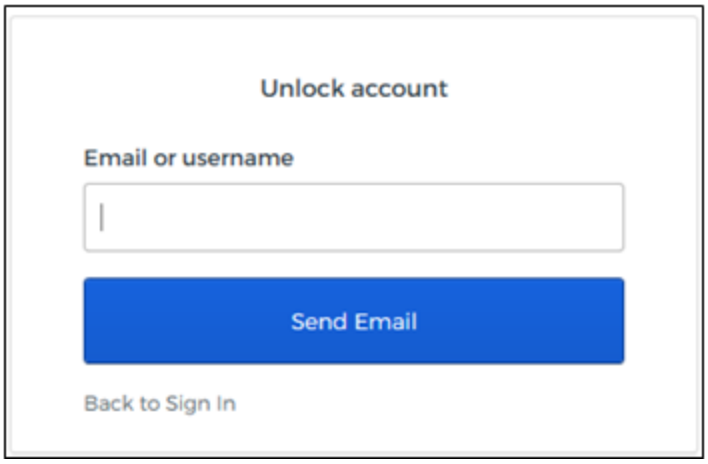

Figure 16: CMS IDM – Unlock Account Page

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

3.3.8 Multi-Factor Authentication (MFA)

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

1. Scroll down to the Multi-Factor Authentication section on your Profile to view the available options.

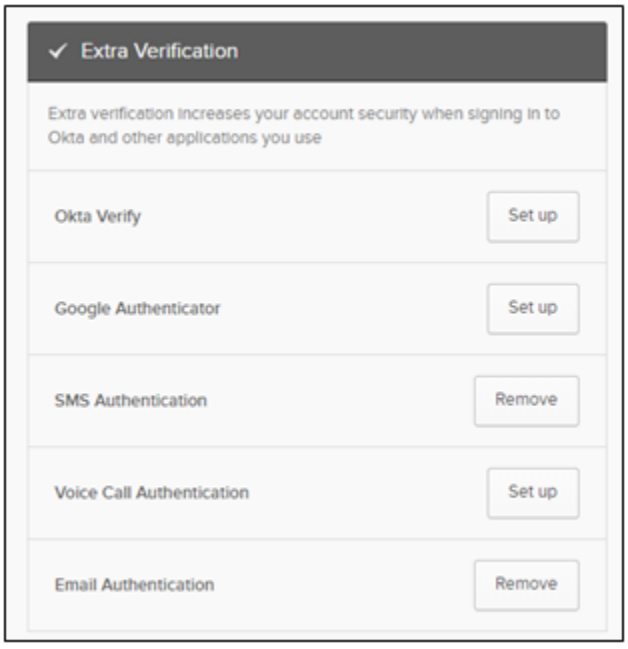

Figure 17: MFA Set Up

2. Choose your desired MFA Factor(s) and select **Set up**.

3.3.9 Log in to the MDPCP Model Application Portal

After successful registration, you are ready to log in to the Portal.

1. Access the MDPCP Model Application Login page.

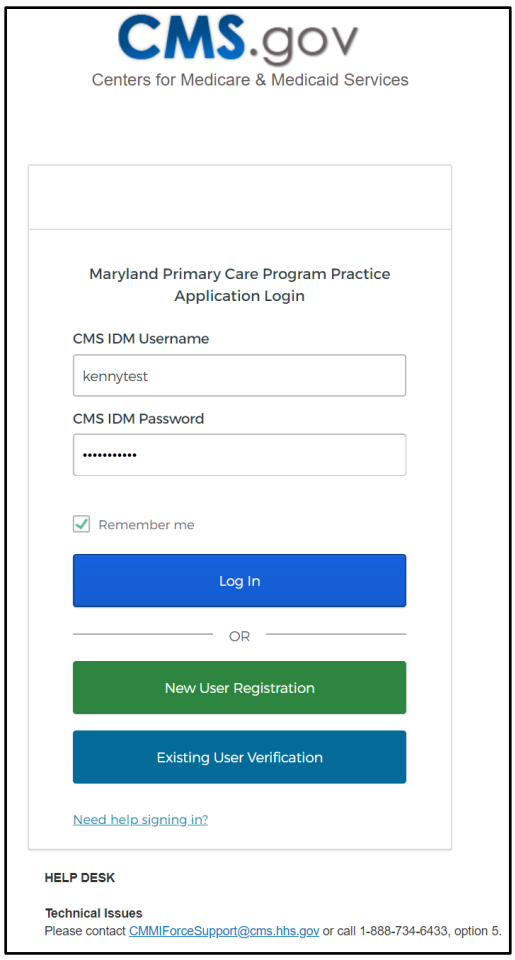

Figure 18: MDPCP Model Application Login Page

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

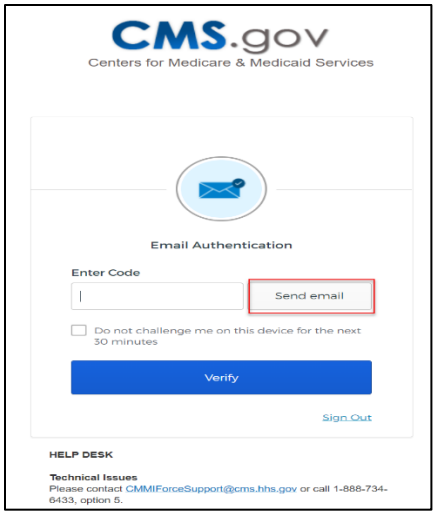

Figure 19: Email Authentication Page

5. Select **Send email**. You will receive an email to the email account you used when you registered for access to the Portal.
6. Retrieve the email and enter the one-time verification code.
7. Select **Verify**. You will be logged in to the Portal.

3.4 System Organization & Navigation

Each Portal page displays the following objects:

A. The vertical navigation bar – select each tab to navigate to other Portal pages.

B. A Welcome <username> drop-down menu.

C. The unique Application Number, which auto-generates when an application starts.

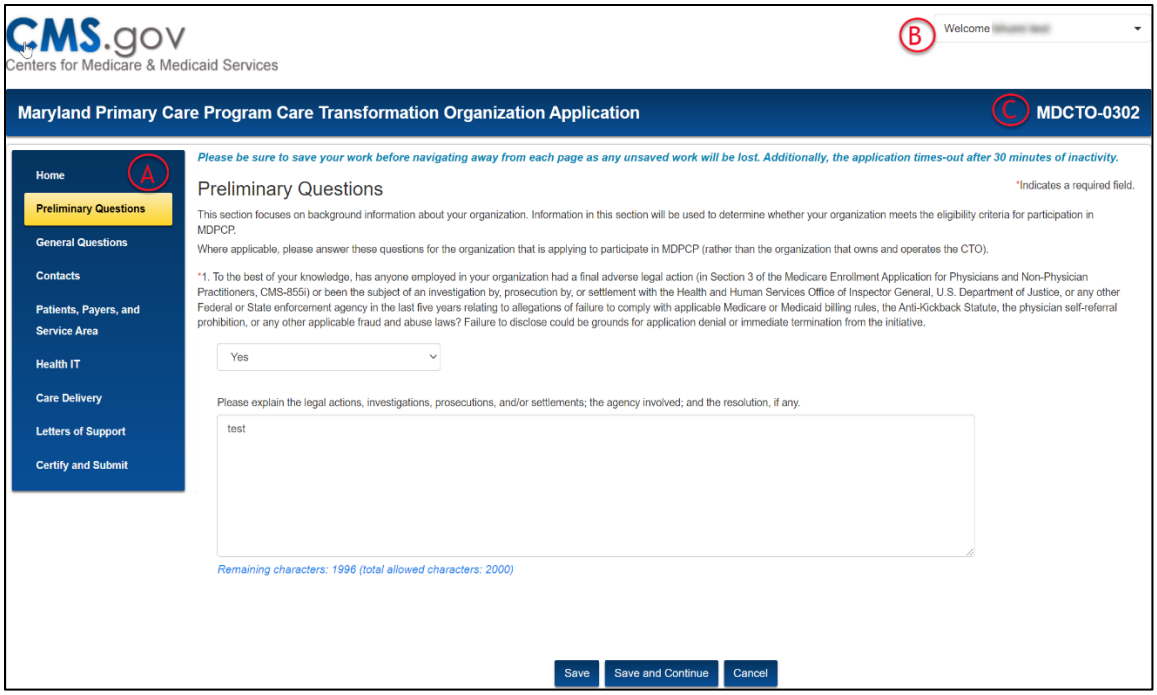

Figure 20: System Navigation

Table 1: System Organization & Navigation – Vertical Tabs

Tabs	Function
Home	Navigates to the Home page to access an existing application.
Preliminary Questions	Navigates to the Preliminary Questions page to provide background information about the Organization.
General Questions	Navigates to the General Questions page to provide information about the Organization.
Contacts	Navigates to the Contacts page to enter applicant, organization, and Health IT contact information.
Patients, Payers and Service Area	Navigates to the Patients, Payers and Service Area page to provide the demographic makeup of the patient's population, language spoken, and the practice service area.
Health IT	Navigates to the Health Information Technology page to provide vendor information.
Care Delivery	Navigates to the Care Delivery page to provide information about the CTO organization.
Letters of Support	Navigates to the Letters of Support page to upload supporting documentation.

Tabs	Function
Certify and Submit	Navigates to the Certify & Submit page to certify and submit the application to participate in the MDPCP Model.

3.4.1 User Interface

- A red asterisk (*) indicates a field is required.
- Hover over the help bubble icon for additional information.

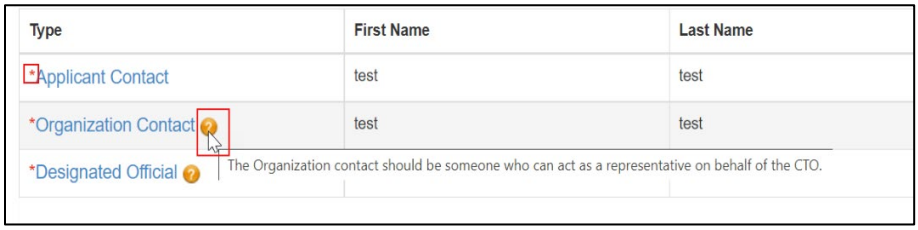

Figure 21: Red Asterisk and Help Bubble

3.4.2 Welcome Menu

The **Welcome <username>** drop-down menu displays on every page and includes links to navigate to:

- Home page
- Change Password
- Logout

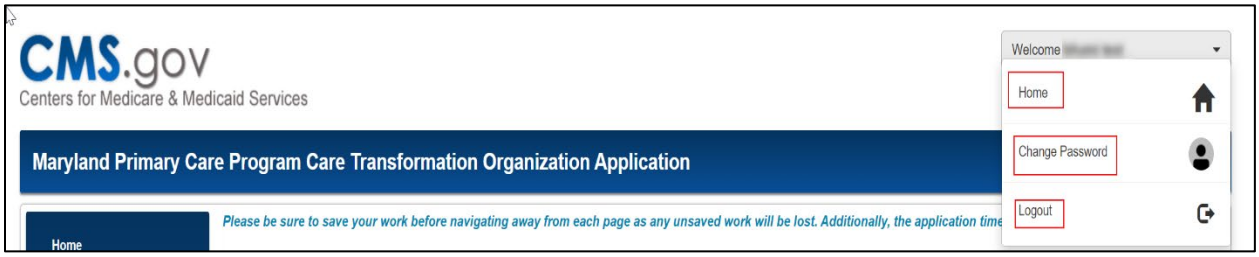

Figure 22: Welcome Bar Drop-Down Menu

3.4.3 Saving an Application

The **Save**, **Save and Continue,** and **Cancel** buttons display at the bottom of every application page.

Figure 23: Action Buttons

Table 2: Action Buttons

Action	Function
Save	Saves the current state of the fields within the application and refreshes the current page.
Save and Continue	Saves the current state of the fields within the application and navigates to the next page.
Cancel	Removes all input information since last saved.

3.5 Exiting the System

1. To log out of the Portal, click on the **Welcome menu** on the upper-right corner of the screen. The screen shows a drop-down menu.
2. Select **Logout.**

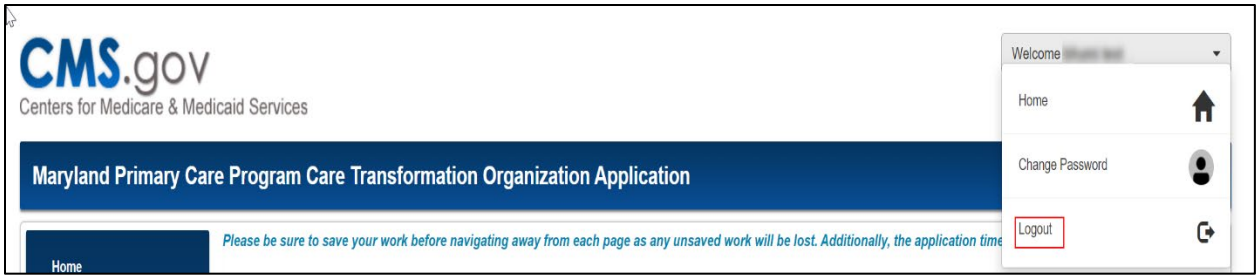

Figure 24: Logout

4 Using the System

The following sub-sections provide step-by-step instructions on how to use the functions of the MDPCP application portal. All answers are required. If a question is not answered, an error message displays when you select Save or Save and Continue at the bottom of any page.

4.1 Home Page

The Home page contains general application instructions for the MDPCP application.
In addition, the home page displays:

- A table that displays application details
- The Start a New Application button
- Your last login date and time
- Helpful Links

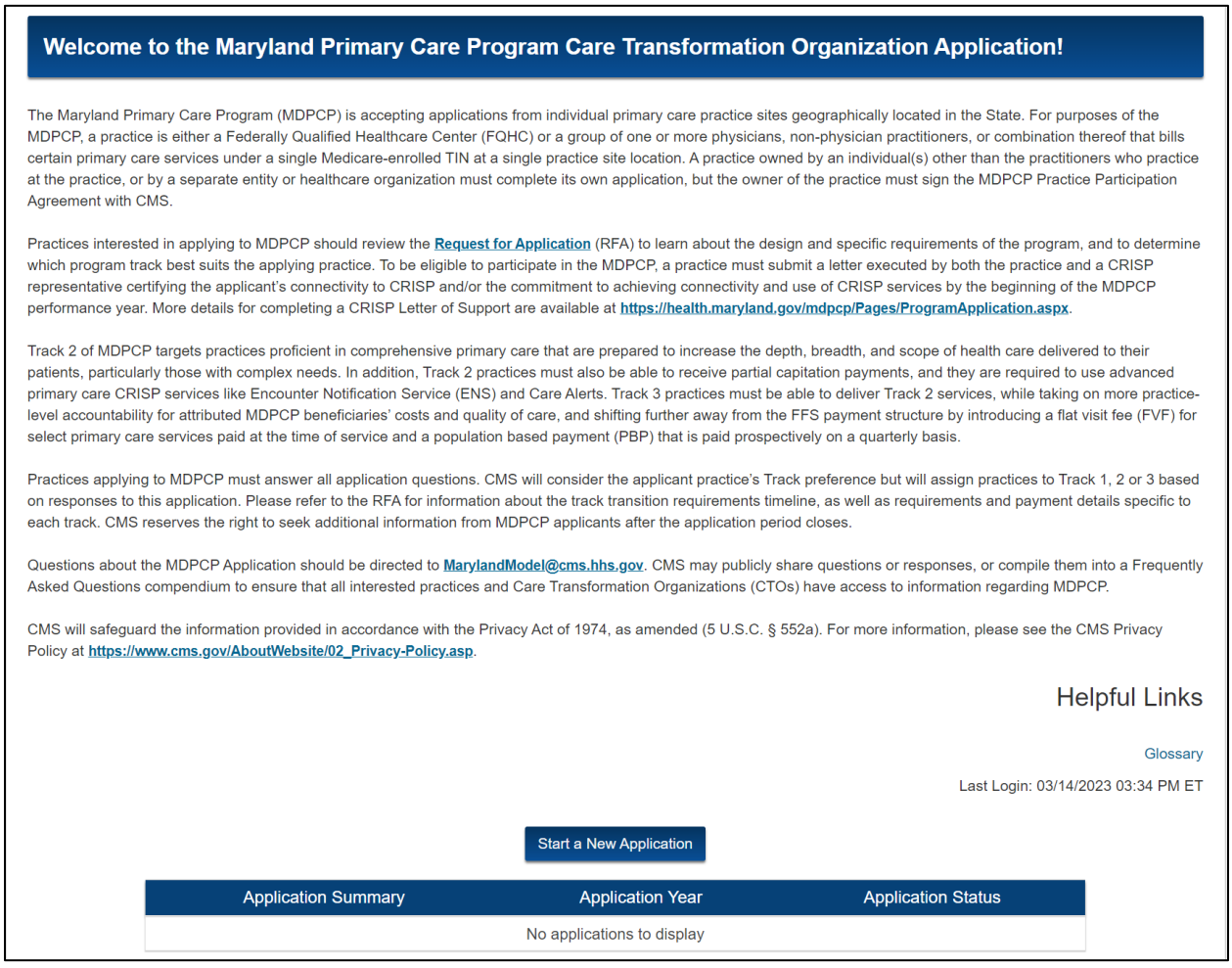

Figure 25: Home Page

Table 3 describes each helpful link on the Home page.

Table 3: Home Page Helpful Links

Helpful Link	Function
Glossary	Navigates to a new tab and displays the MDPCP glossary.
User Manual	Navigates to a new tab and displays the user manual.

Table 4 describes the column headings in the new application table on the Home page.

Table 4: Home Page Table Description

Table Header	Value
Application Summary	An auto-generated application number.
Application Year	The year the application was created.
Application Status	The status of the application. For a full list of statuses, refer to Table 5.

Table 5 describes of the application status visible on the Home page.

Table 5: Application Status

Status	Description
In Progress	An application has been started but has not been completed.
Submitted	An application has been completed and submitted.
Under Review	An application is being reviewed by CMS.
Incomplete	An application was not completed before the submission deadline.

4.1.1 Start a New Application

You can submit only one application. Once you start an application, the **Start a New Application** button no longer displays on the Home page. You must delete an existing application to start a new application.

To start a new application:

1. Select the **Start a New Application** button.

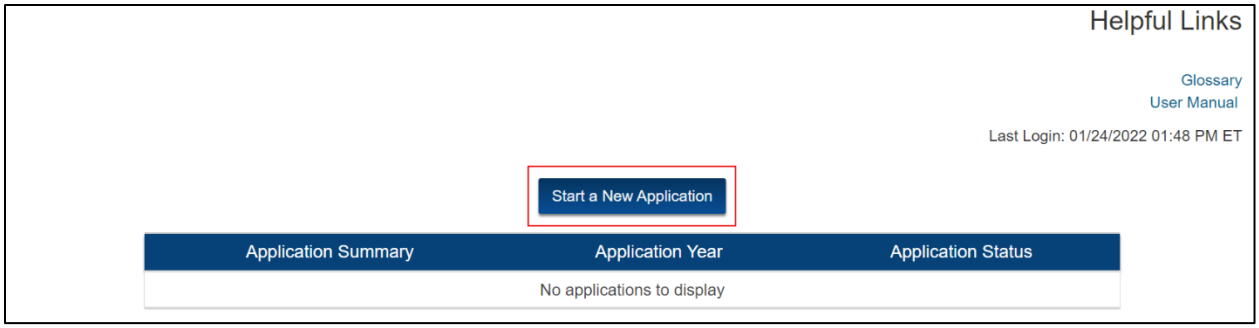

Figure 26: Start a New Application Button

2. The Tax Identification Number (TIN) window displays.
3. Enter your TIN.

TIN is exactly 9 digits and leading zeros are allowed. If the TIN you entered already exists in the system, the **Continue** button is disabled.
You must enter a unique TIN to continue the application.

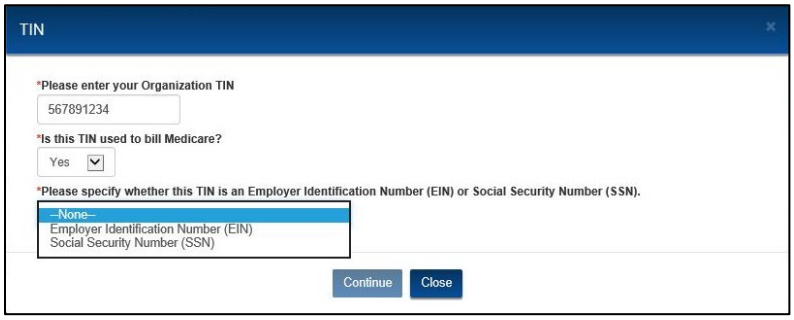

Figure 27: TIN Window

4. Select from the drop-down menu to answer the question.
    a. If you select **Yes**, a drop-down will display to identify the TIN as an **Employer Identification Number (EIN)** or a **Social Security Number (SSN)**.
    b. If you select **No**, an additional field will display for entry of the **TIN used to bill Medicare**, along with a drop-down that will display to identify the TIN as an EIN or an SSN.
5. Enter the additionally requested information.
6. Select the **Continue** button. The Preliminary Questions page displays.

4.2 Preliminary Questions

The Preliminary Questions page determines whether an organization meets the eligibility criteria to participate in the MDPCP.

1. Select from the drop-down menu to answer question 1.
    a. If you select **Yes**, a text field displays that allows the applicant to enter additional information (2000 max character limit).

    OR

    b. If you select **No**, no additional fields display.

2. Select **Save and Continue**.
3. The General Questions page displays.

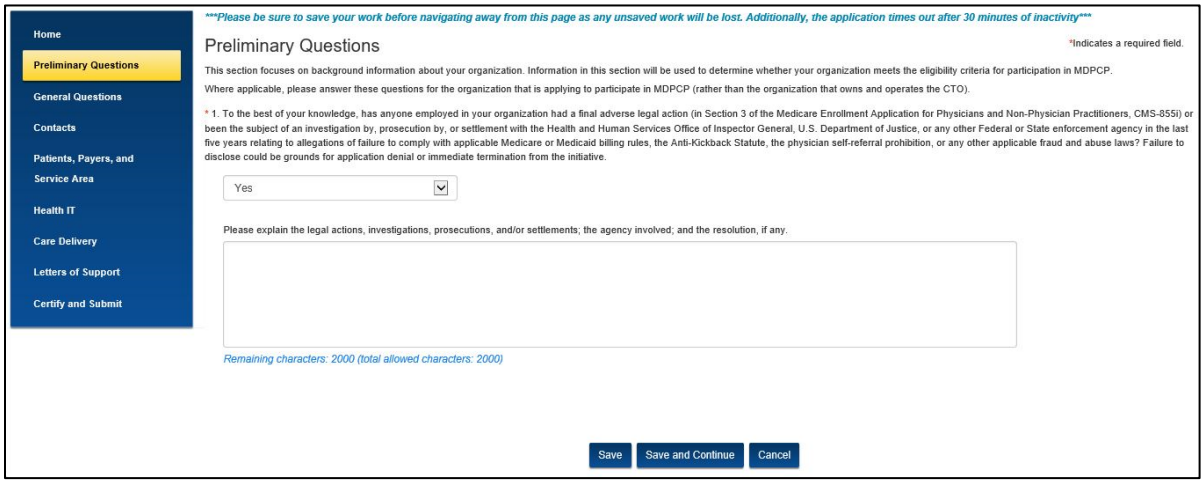

Figure 28: Preliminary Questions Page

4.3 General Questions

The General Questions page gathers information about the organization's structure and the organization's ownership.

1. For Question 1, enter text into the field as requested. A remaining character count displays as you enter text into the field.
2. Select a response for Question 2 and 3 from the available options.

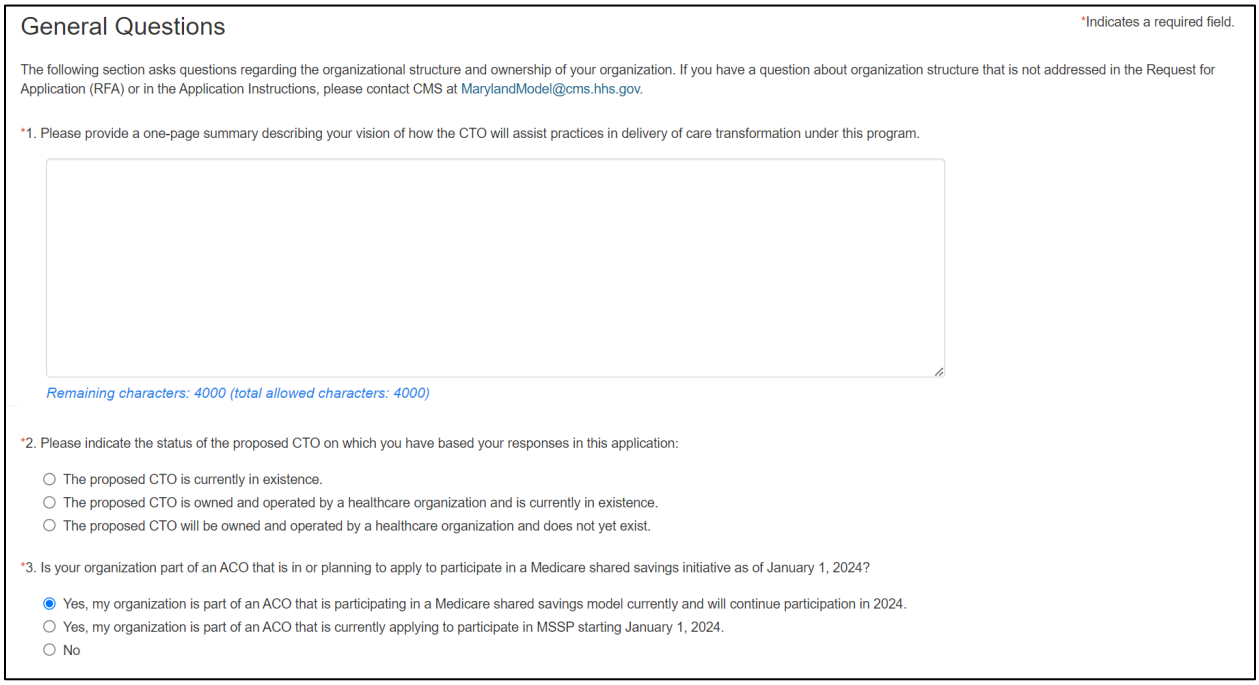

Figure 29: General Questions Page - Question 1, 2 and 3

3. For Question 4a, the TIN auto-populates with the number you provided in the TIN window.
4. For Question 4b,
    a. If you select **Yes,** there are no additional fields displayed.
    b. If you select **No,** additional fields appear to enter the Organization billing address. These fields are identical to the fields in question 4a.

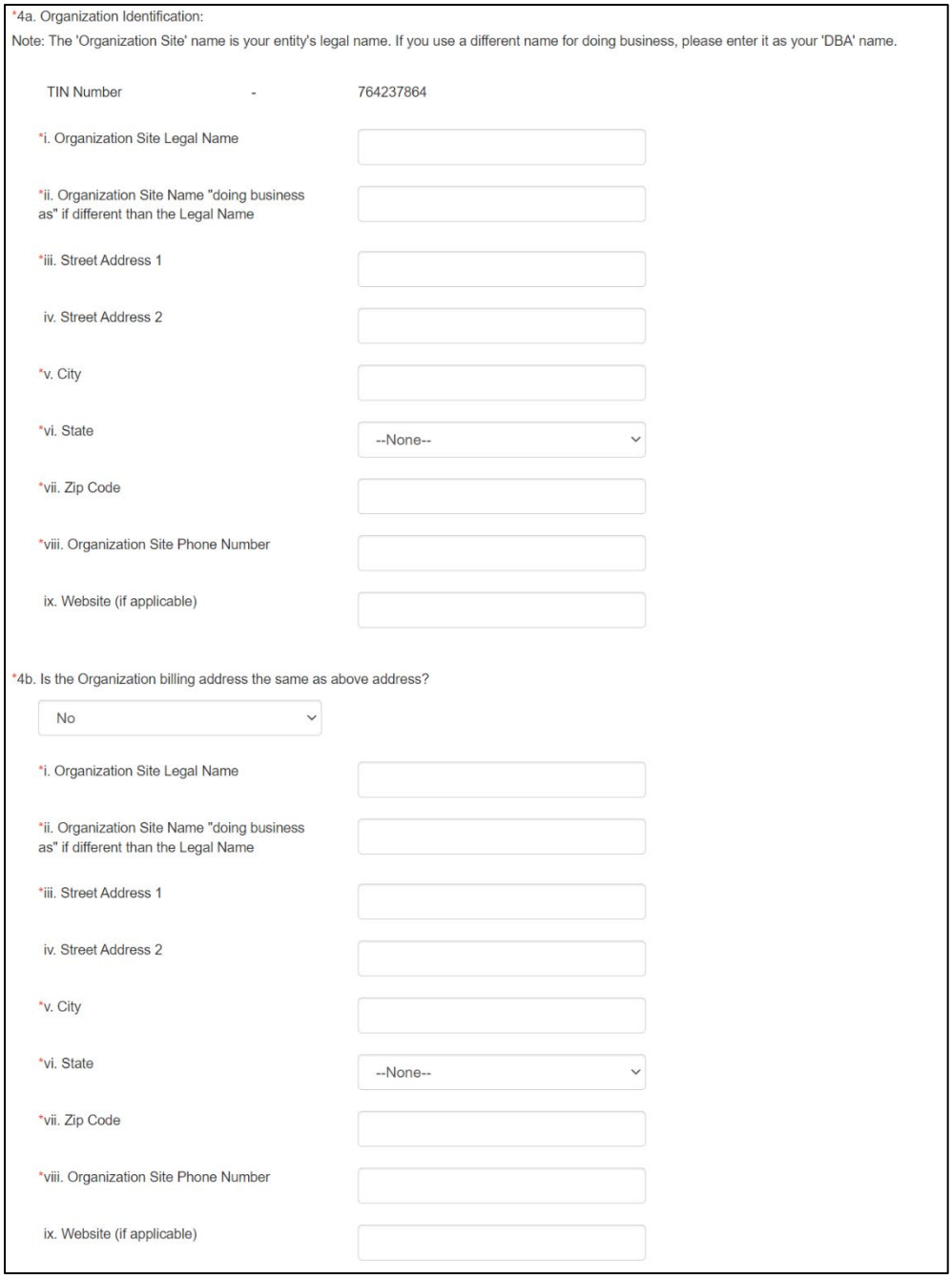

Figure 30: General Questions Page – Question 4a and 4b

5. For Question 5,
    a. If you select **Yes**, there are additional fields displayed.
    b. If you select **No**, there are no additional fields displayed
6. Select a response for Questions 6 through 8.
7. Enter the Organizational **NPI** number for question 9.

Note: The NPI number is exactly 10 digits, leading zeros are allowed.

8. Enter the Organizational CMS Certification Number (**CCN**) for question 10.

Note: the CCN number is exactly 6 digits, leading zeros are allowed.

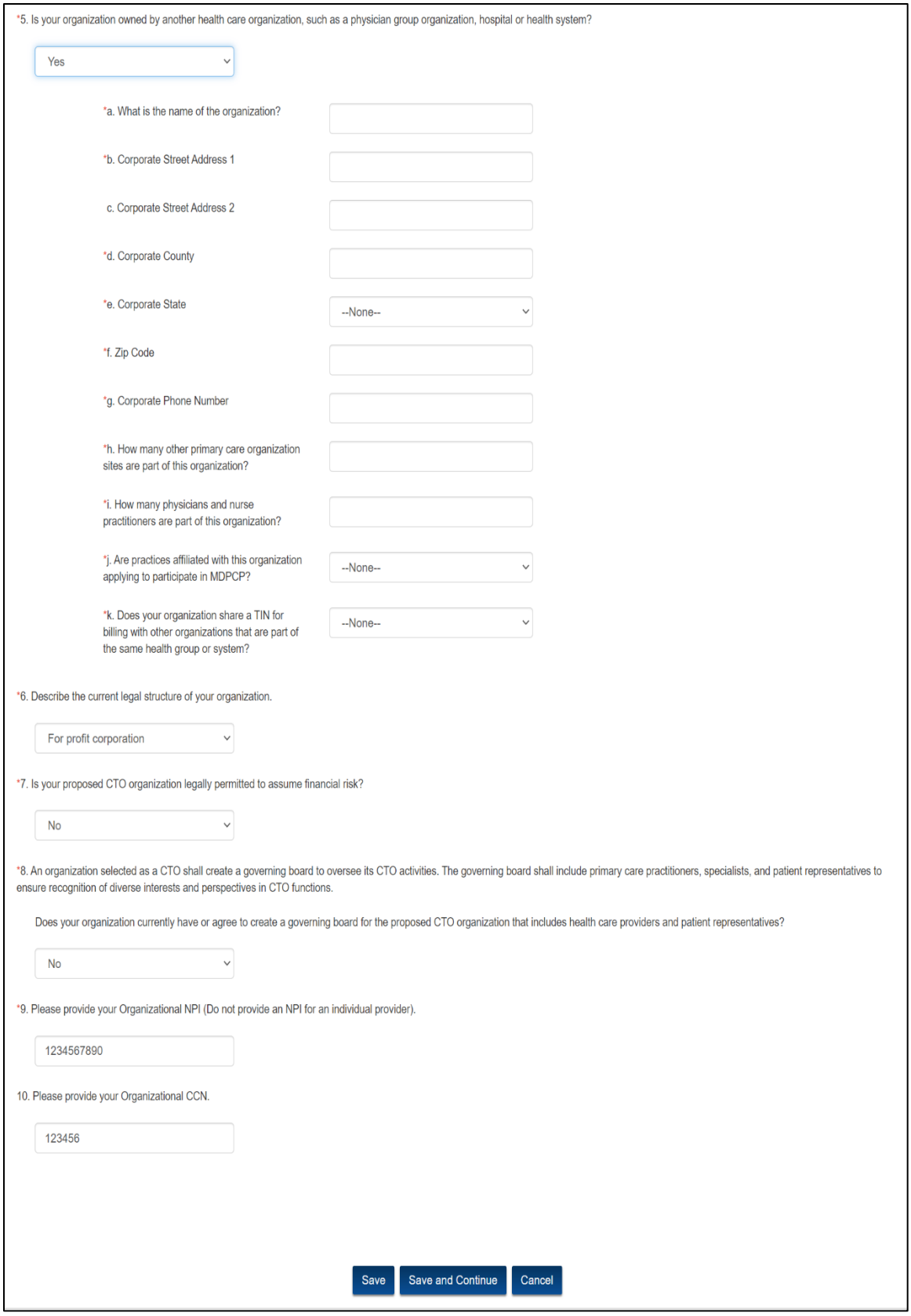

Figure 31: General Questions Page – Question 5 through 10

9. Select the **Save and Continue** button.
10. The **Contacts** page displays.

4.4 Contacts

The Contacts page gathers demographic information about you, your organization, and Health IT contacts *within* your organization.

1. Select the **Applicant Contact** type link.
2. The Applicant Contact window displays.

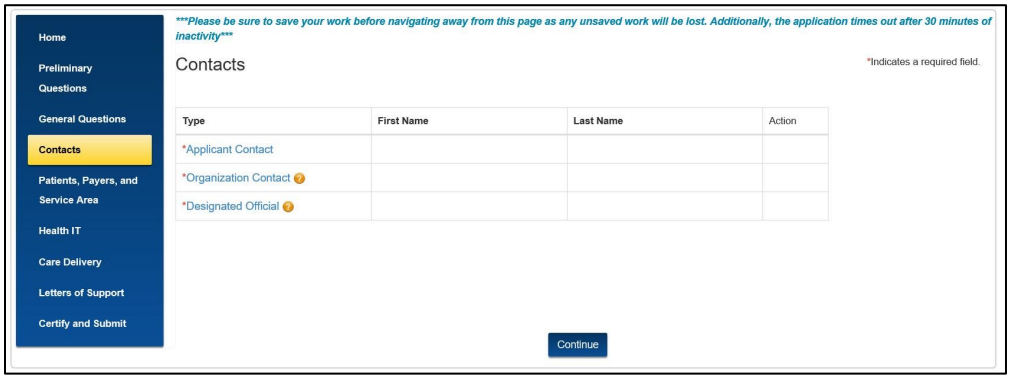

Figure 32: Contacts Page

3. Complete the fields as requested.
4. Select the **Save** button.

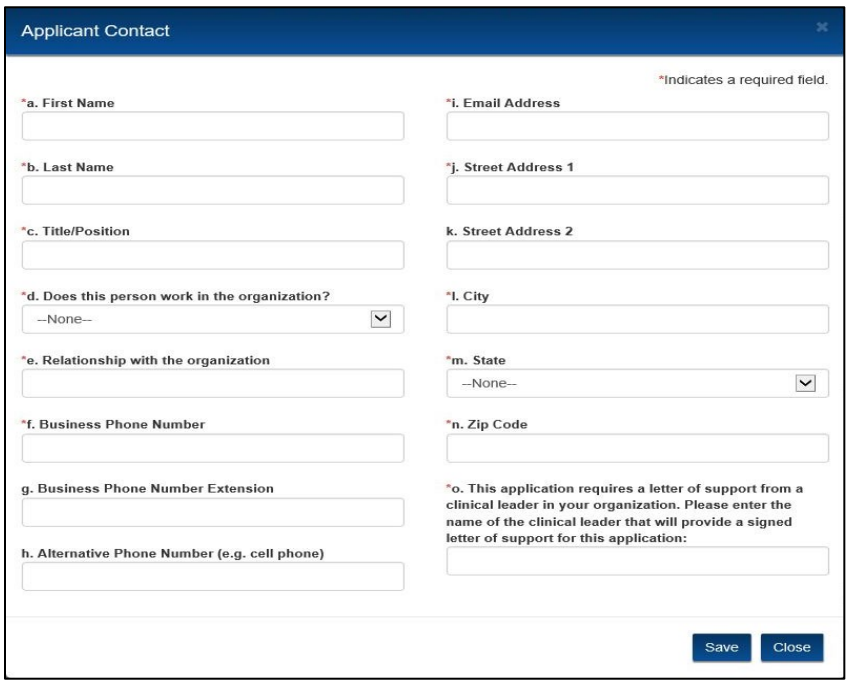

Figure 33: Applicant Contact Window

5. The Applicant Contact information displays in the Contacts table on the Contacts page.
6. Select the **Clear** link to delete the contact entered.

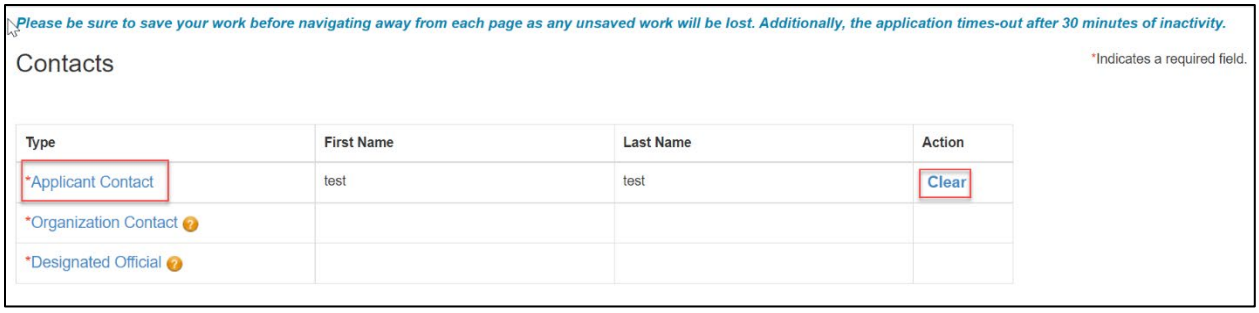

Figure 34: Contacts Page – Contacts Table Applicant Contact

7. Select the **Organization Contact** link.
8. A drop-down menu displays.
    a. If you select **Yes**, no additional fields are displayed.
    b. If you select **No**, additional fields are displayed to enter Organization Contact details.

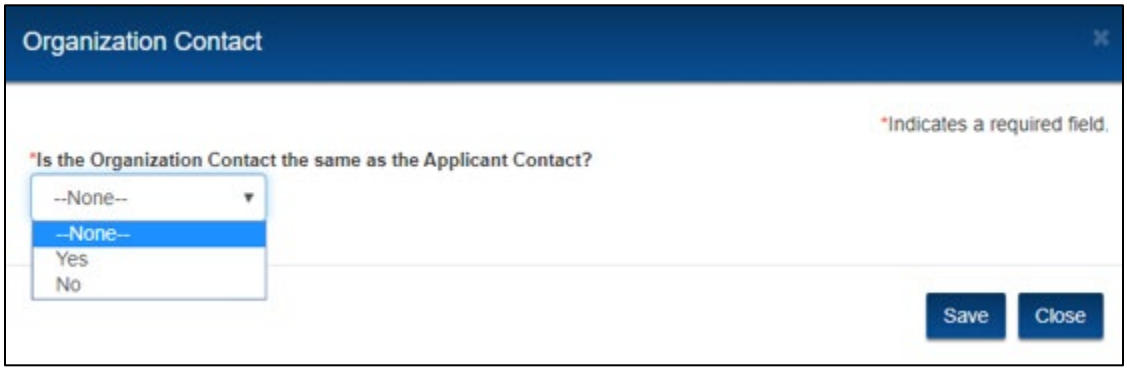

Figure 35: Organization Contacts Page

9. Select the **Save** button.

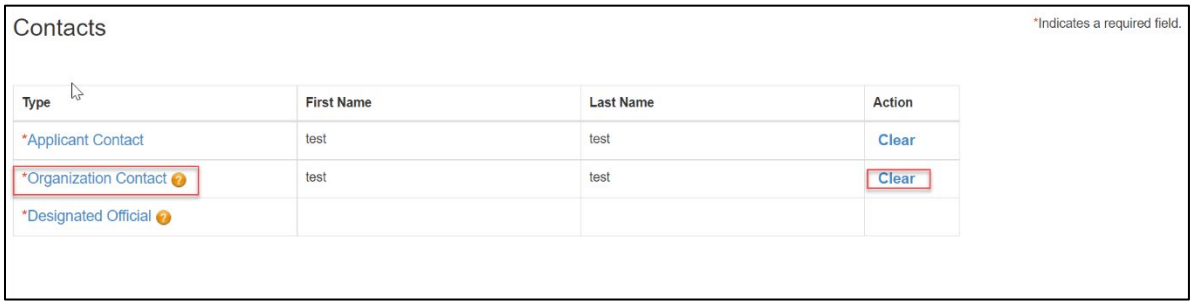

Figure 36: Contacts Page – Contacts Table Organization Contact

10. Select the **Designated Official** link. The Designated Official window displays.
11. Complete the fields as requested.
12. Select the **Save** button.
13. The Designated Official information displays in the Contacts table on the Contacts page.
14. After completing all contact types, the information displays in the table.

15. Select the **Continue** button. Because the information entered in the popup windows has been saved, no save options are present.
16. The **Patients, Payers, and Service Area** page displays.

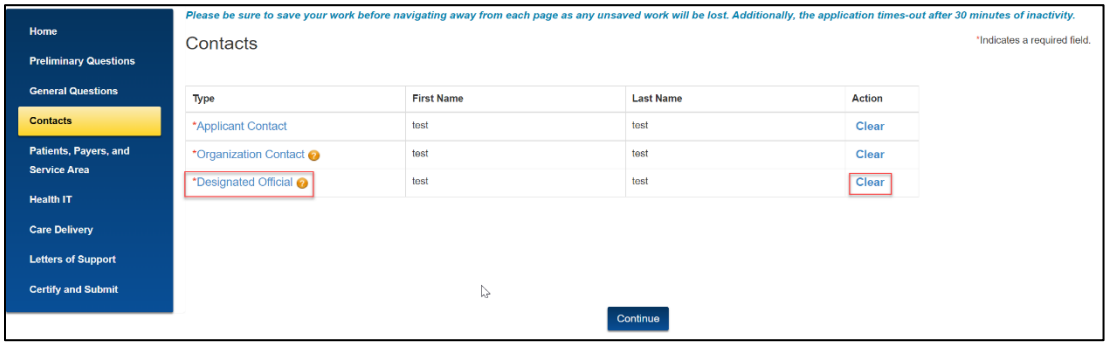

Figure 37: Contacts Page – Contacts Table Designated Official

4.5 Patients, Payers, and Service Area

The Patients, Payers, and Service Area page gathers demographic information about the patient population.

1. Complete all questions as requested.

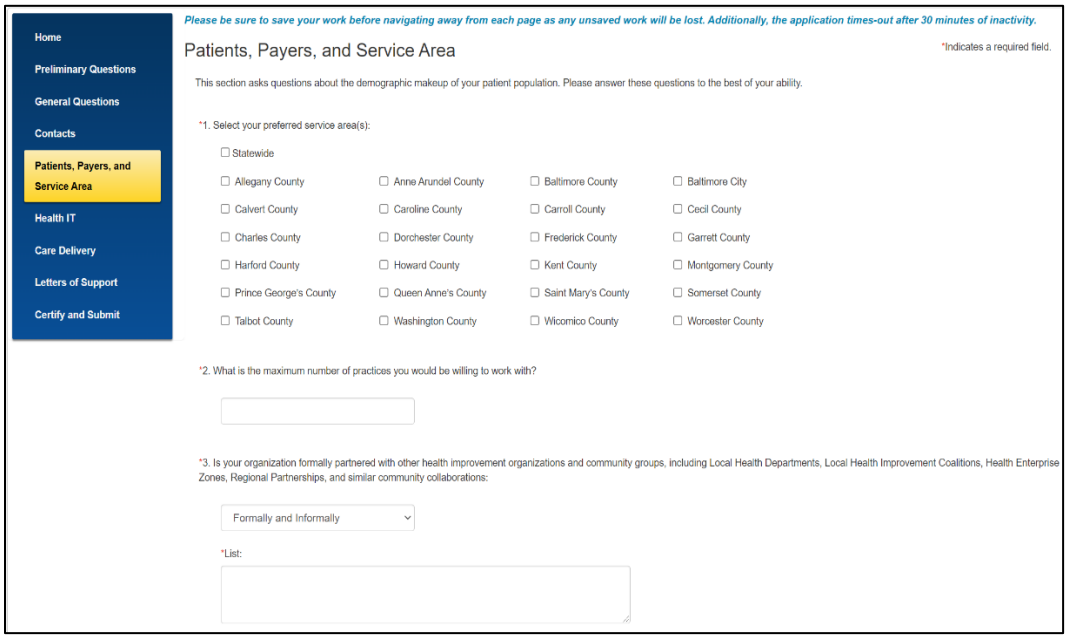

Figure 38: Patients, Payers, and Service Area Page

2. Select the checkboxes for each county in Maryland where you will provide services. If all counties are applicable, select the **Statewide** checkbox and all counties will be selected.
3. Enter the maximum number of practices you are willing to work with.
4. For Question 3, select an answer from the dropdown. If you select **Formally/ Informally/ Formally and Informally**, a text box will appear.
    - Enter the other health improvement organizations you are partnered with either formally or informally or both.

5. Select the **Save and Continue** button.
6. The **Health Information Technology** page displays.

4.6 Health Information Technology

The Health Information Technology page allows you to add up to five new vendors.

1. Select the **Add Vendor** button.

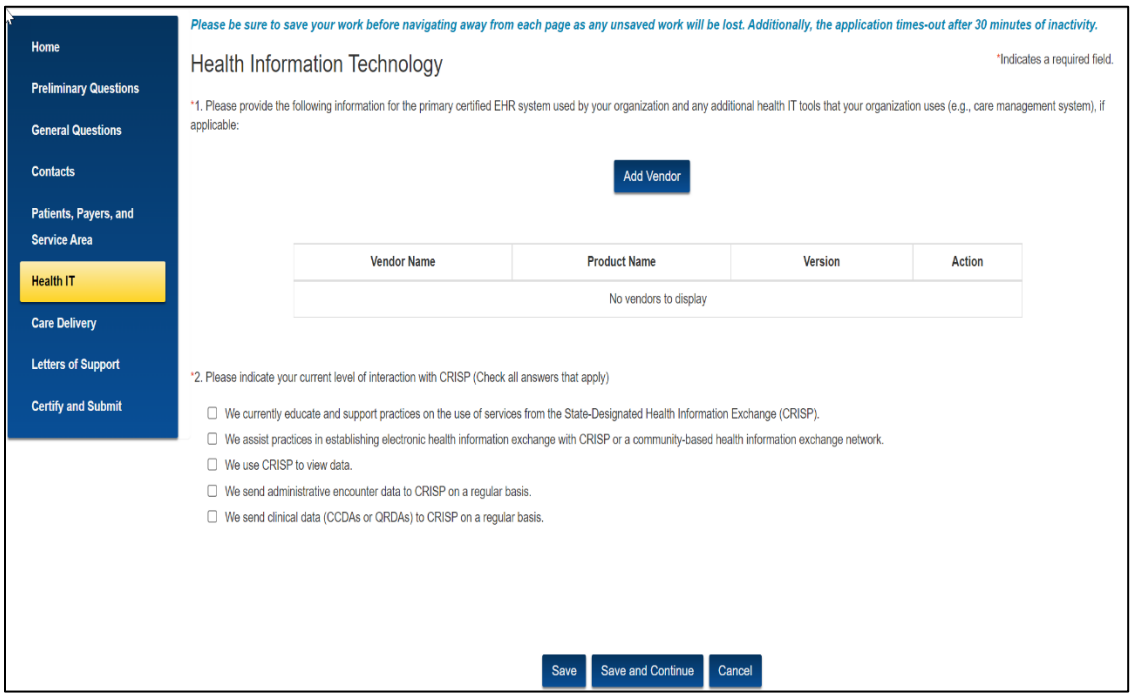

Figure 39: Health Information Technology Page

2. The Add New Health IT window displays.
3. Complete the fields as requested.
4. Select the **Save** button.

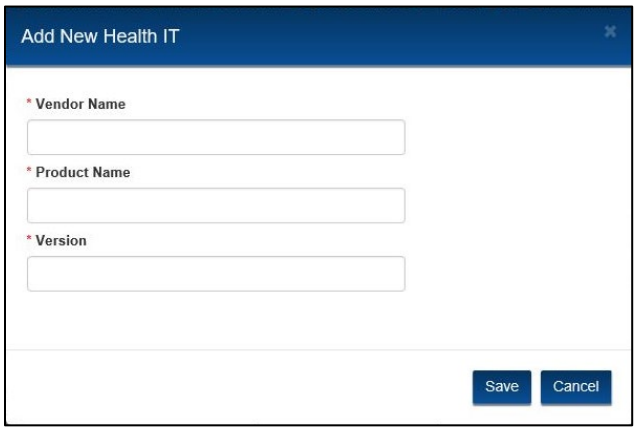

Figure 40: Add New Health IT Window

5. The information displays in the table.

a. Select **Edit** to edit the vendor information.

OR

b. Select **Delete** to delete the entry.

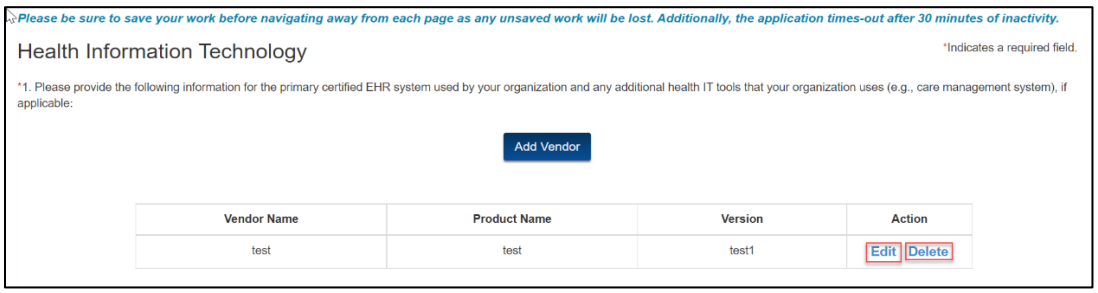

Figure 41: Health IT Page – Added Vendor Table

6. For Question 2, select all the applicable checkboxes that satisfy the question.
7. Select the **Save and Continue** button. The Care Delivery page displays.

4.7 Care Delivery

The Care Delivery page gathers information about the ability of your proposed CTO organization to support the requirements of primary care practices under the program.

1. Enter text into the field for Question 1.

2. Select **Add Care Team Member** to add new care team members.

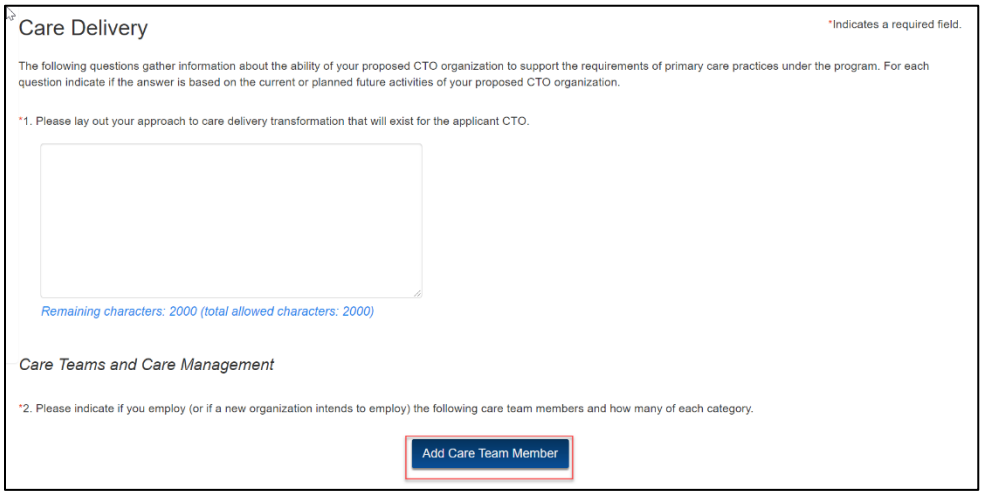

Figure 42: Care Delivery Page

3. The Add New Care Team Member window displays. Select a **Category** from the drop-down menu. If you select **Care Managers Other** or **Other**, please specify the category in the **Other** field.

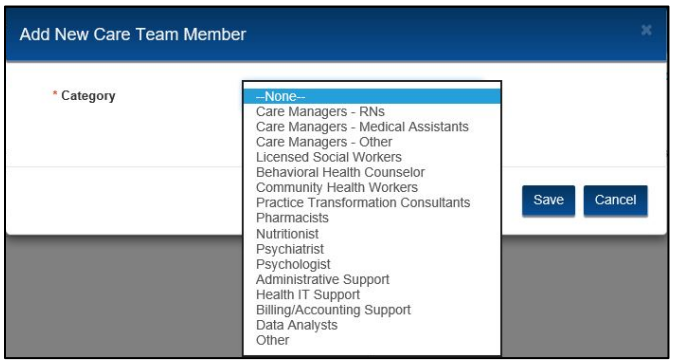

Figure 43: Care Team Member Categories

4. After you select a category, two check boxes display. Select at least one check box:
   a. **Currently in place**

      OR

   b. **Planned for future**

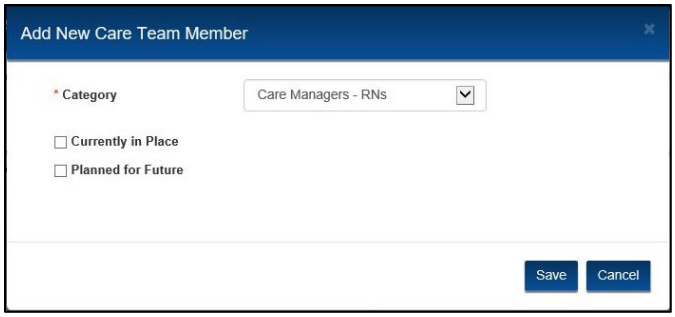

Figure 44: Add New Care Team Member

5. Enter a number in the **How many?** field.

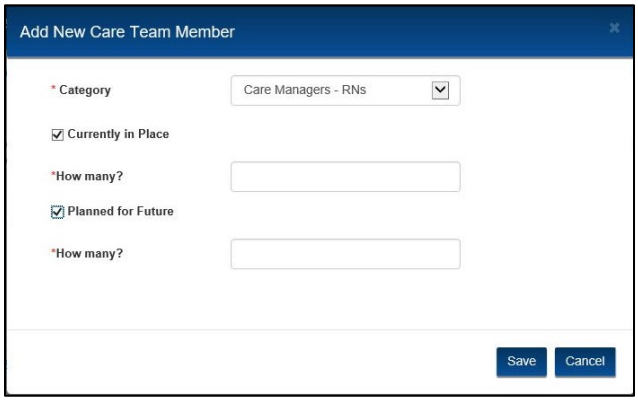

Figure 45: Add New Care Team Member Window

6. Select the **Save** button.
7. The information displays in the **Care Teams and Care Management** table.
    a. Select **Edit** to edit the Care Team Member information.

        OR

    b. Select **Delete** to delete the entry.

Figure 46: Care Teams and Care Management Table

8. Select an option for Questions 3 and 4.
9. Select an option for Question 5. If you select **Currently in place** or **Planned for future**, a text box displays to describe the methodology within the 2000-character limit. Enter a description of the methodology into the text box.
10. Select a response for Question 6.

11. Select a response for Question 7. If you select **Currently in place** or **Planned for Future**, additional information is required. You must provide the requested information in these fields to continue the application.

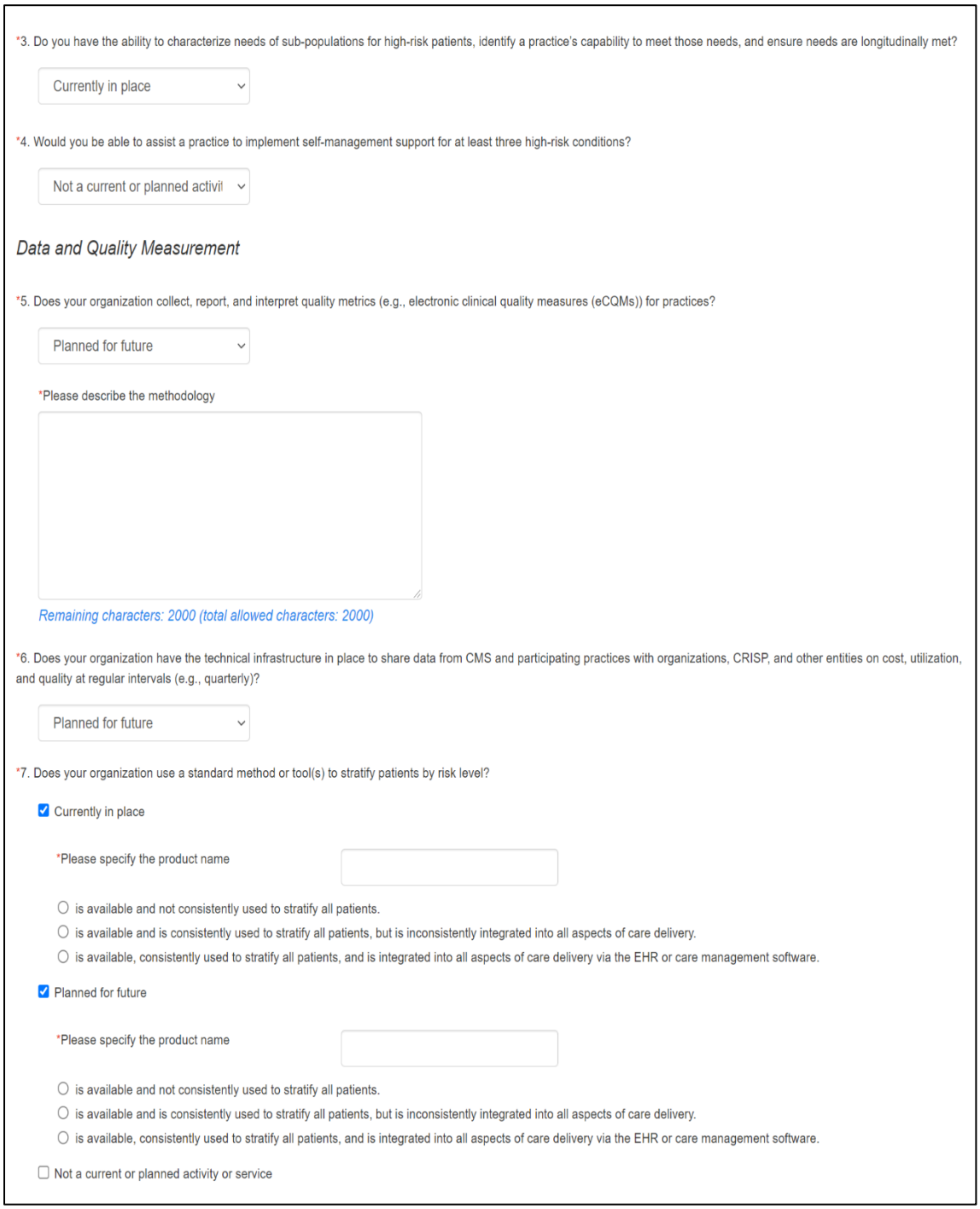

Figure 47: Care Delivery Page – Data and Quality Measurement

12. Select an option for Questions 8, 9, and 10.

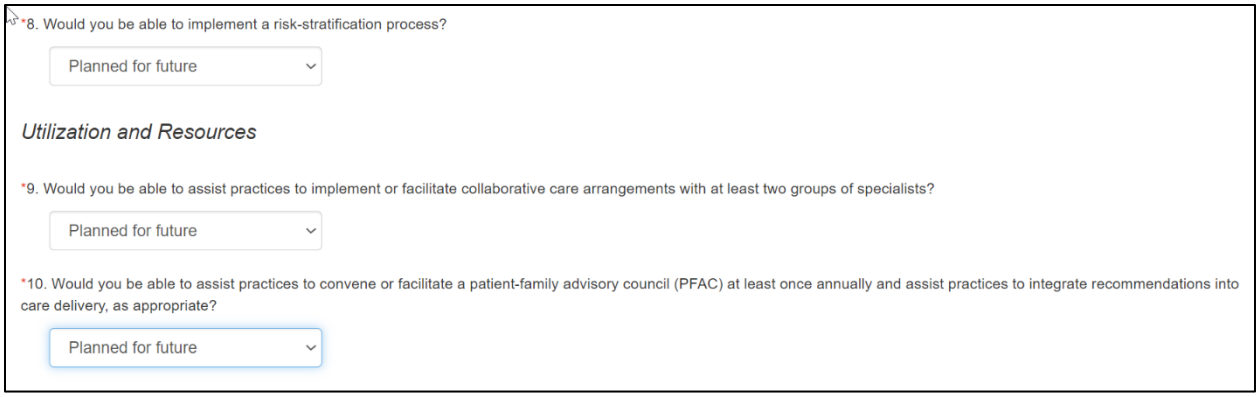

Figure 48: Care Delivery Page – Utilization and Resources

13. Select a response for Question 11. If you select **Yes** for **Develop a workflow to integrate referrals (warm hand-offs) to the BH specialist,** a drop-down menu displays to select Option Number 1 or Option 2.

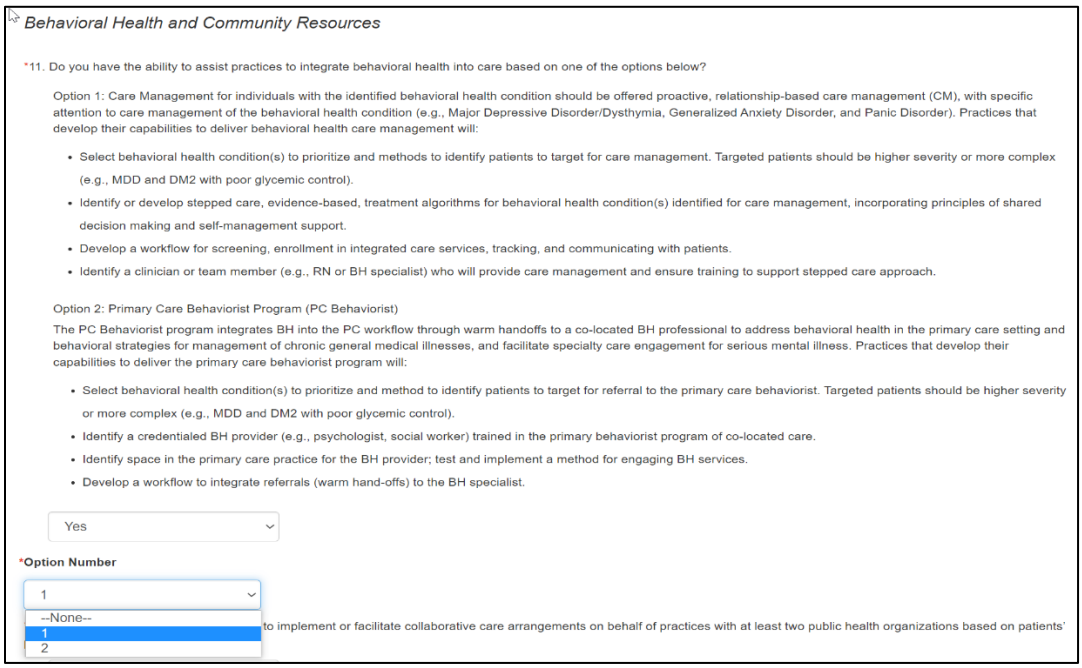

Figure 49: Care Delivery Page – Additional Utilization and Resources

14. Select a response for Questions 12, 13, and 14.

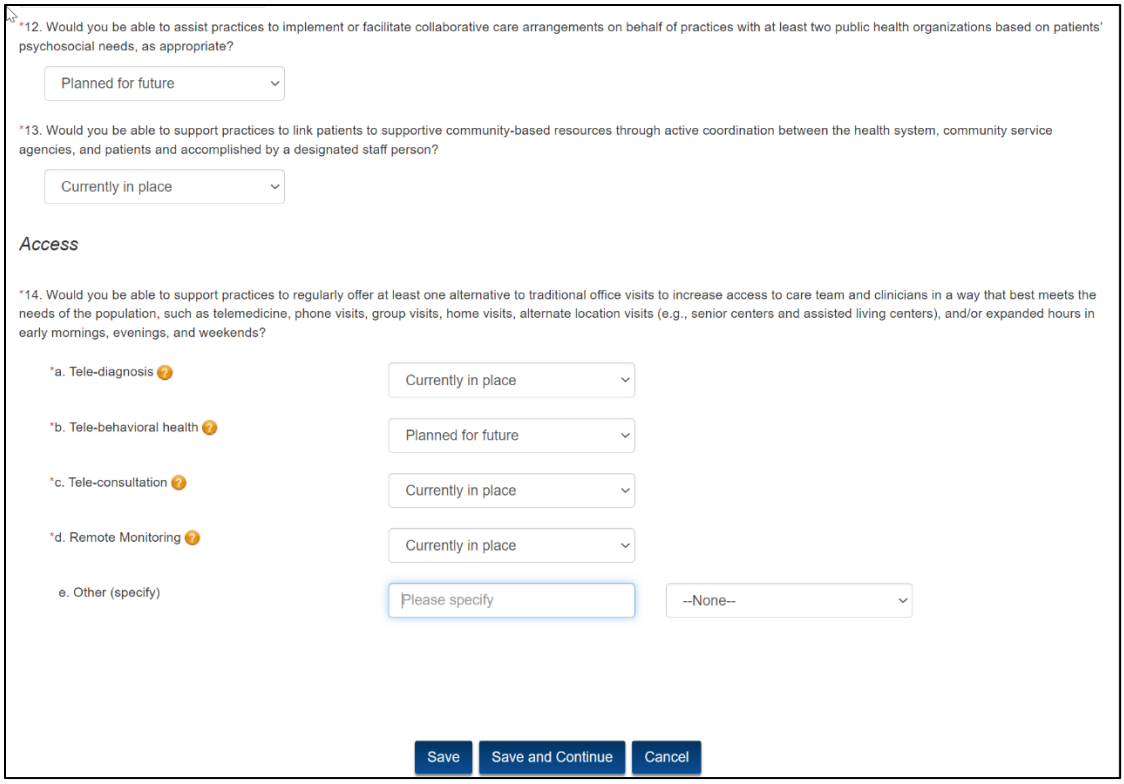

Figure 50: Care Delivery Page – Access

15. Select **Save and Continue**.
16. **The Letter of Support** page displays.

4.8 Letter of Support

Two letters of support are required to submit an application:

- Clinical Leadership
- Practice

1. Select **Upload Letter of Support**.

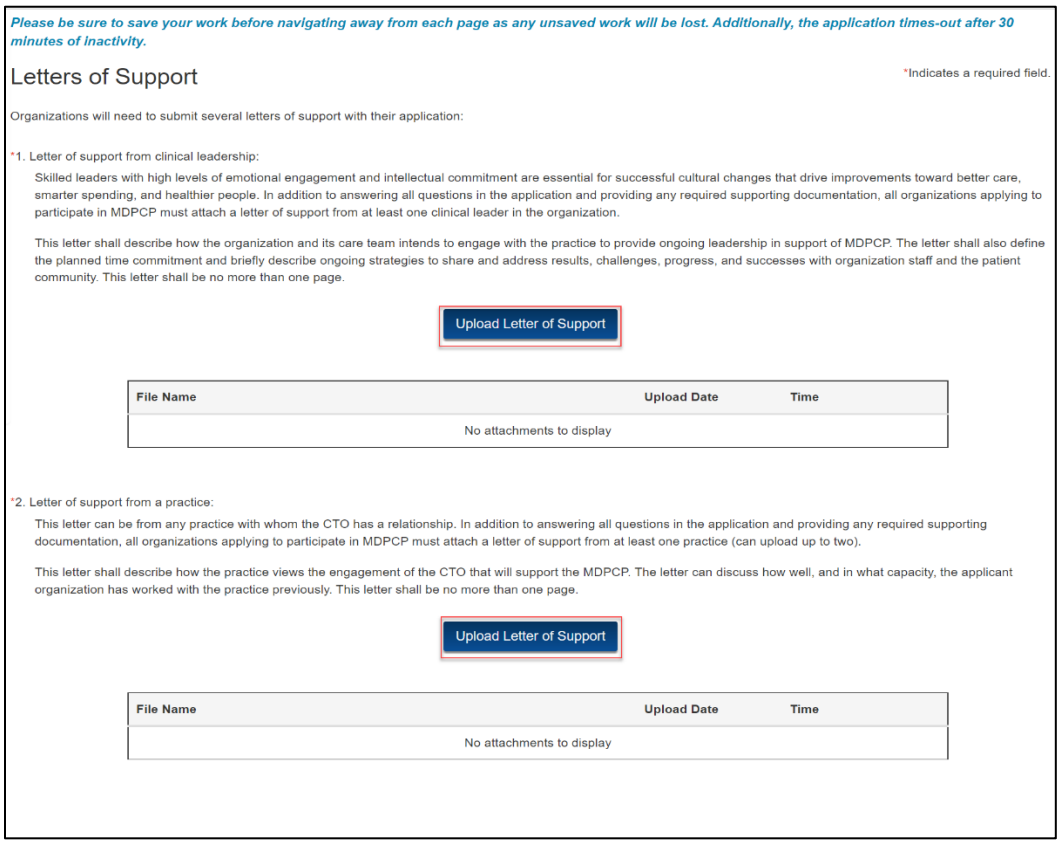

Figure 51: Letters of Support Page

2. The Upload Documents window displays.

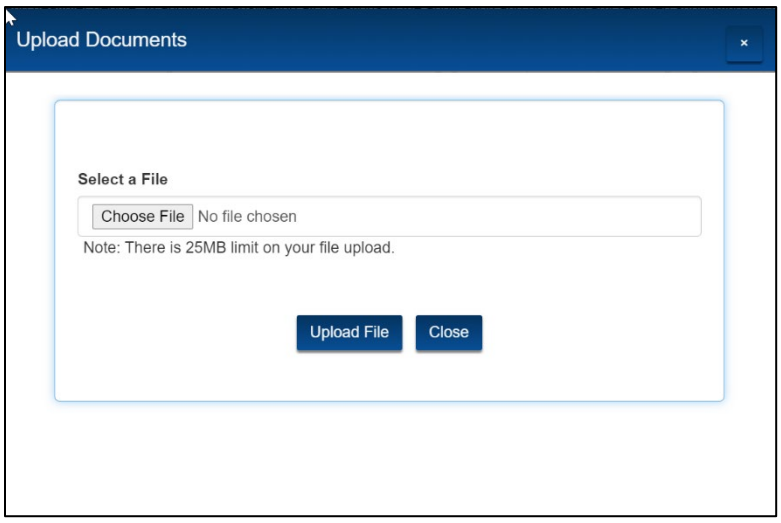

Figure 52: Upload Documents Window

3. Select **Upload File** to navigate to the file in your directory.
4. Select **Upload File** button. A confirmation message displays. You can only upload PDF and MS Word files.

5. Select **X** to exit the window or the **Close** button.

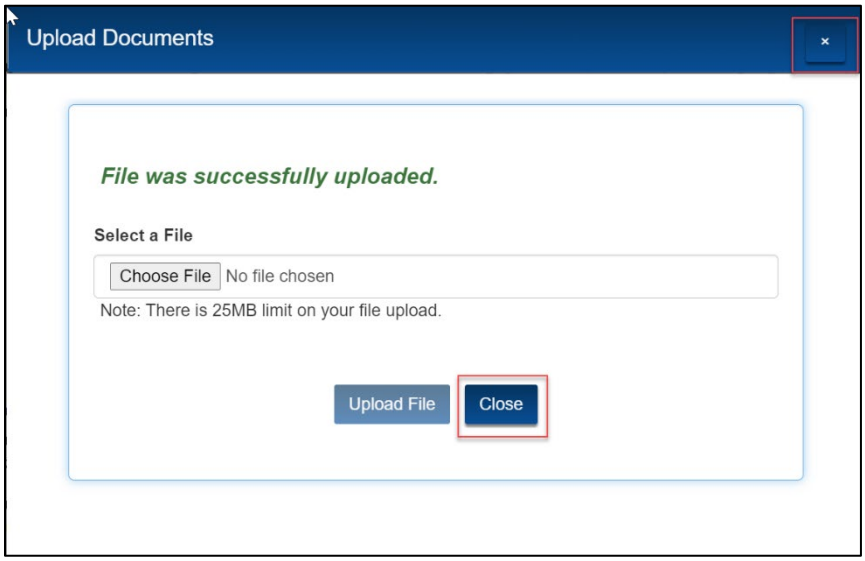

Figure 53: Upload Documents Window – Confirmation Message

6. The uploaded document displays in the Letter of Support table.
7. To delete a document uploaded, select **Delete** link.

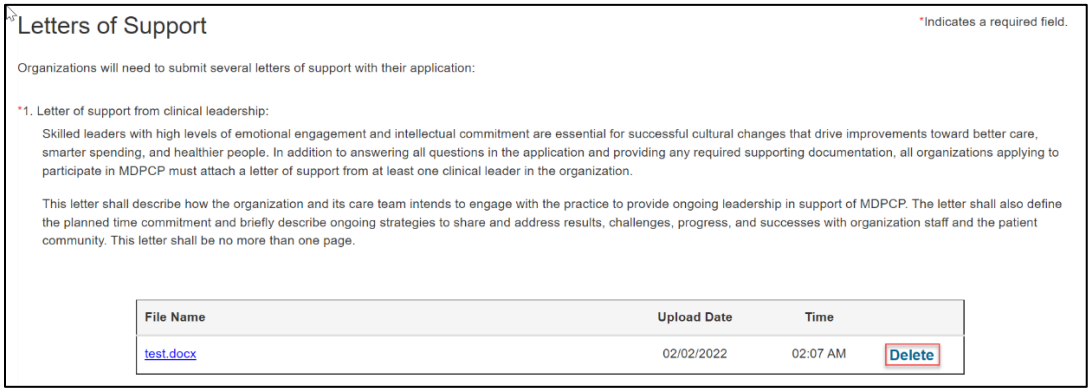

Figure 54: Letter of Support Page

8. Repeat steps 1 through 5 for Question 2.
9. Once both letters are uploaded, select **Continue**. The Certify & Submit page displays.

4.9 Certify & Submit

The Certify & Submit page displays a checklist of all documents required to submit the application.

1. You must select all five checkboxes to submit the application.
2. To preview the application, select **Preview Your Application**.
3. Select **Submit**.

Note: Submit is disabled unless you select all checkboxes.

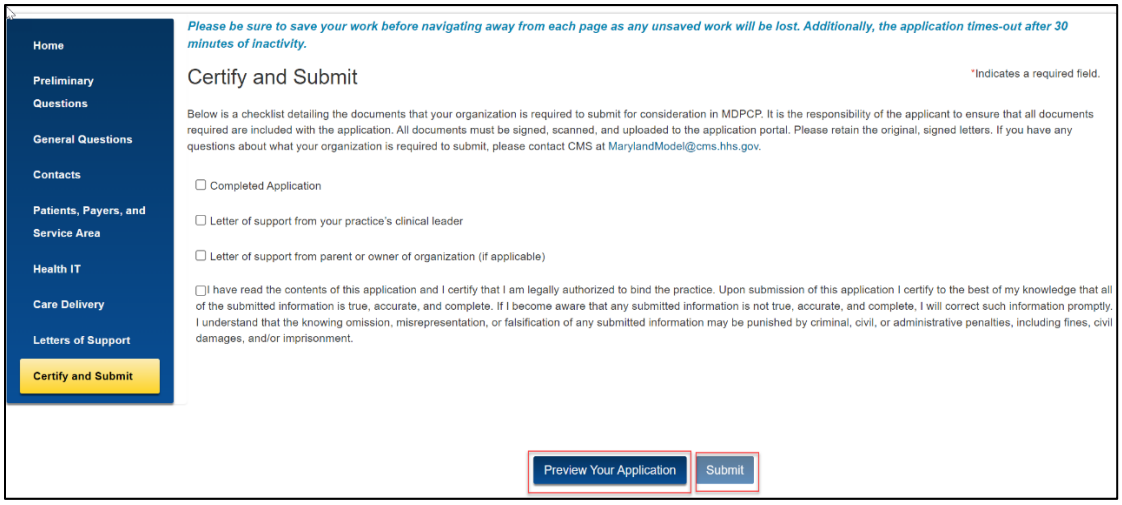

Figure 55: Certify & Submit Page

4. The Application Submission window displays. Select **Submit**.

Figure 56: Application Submission Window

5. A list of validation errors displays if there are any required unanswered questions. Select each error to correct it.

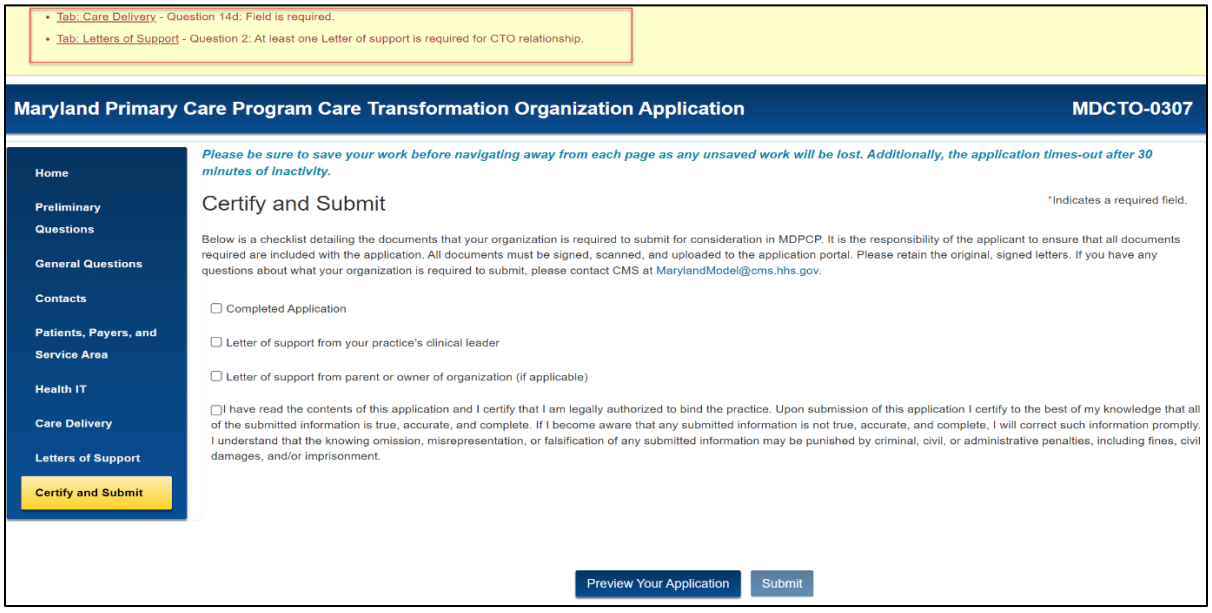

Figure 57: Validation Errors

6. Select **Submit** again once you have corrected all errors. The application displays as Submitted on the Home page.

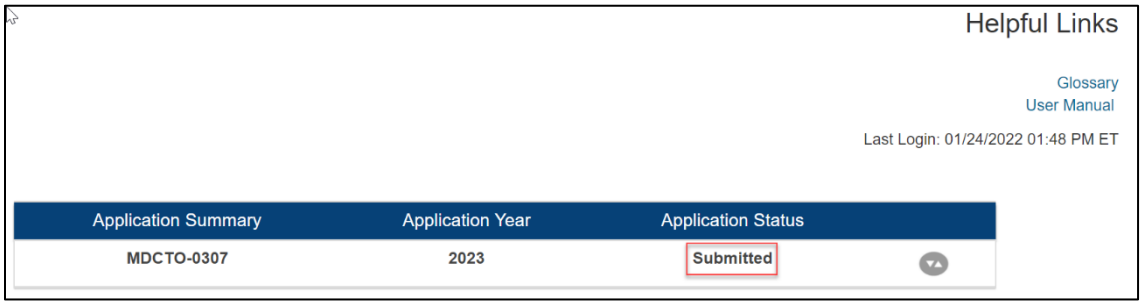

Figure 58: Home Page with Submitted Application

4.10 In Progress Application

Once you start and save an application, it displays in the table on the Home page. The **Start a New Application** button does not display while an application is In Progress.

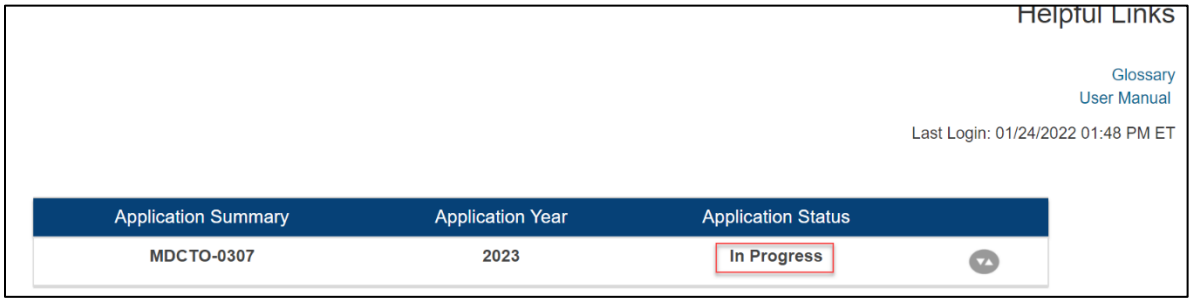

Figure 59: Application In Progress

1. Select the arrow to display links to the application pages.
2. Select the **Application PDF** link to view a PDF version of the application.
3. Select any of the application page links to edit an application.

4. Select the **Delete Application** link to delete an existing application. You can only delete **In Progress** applications.

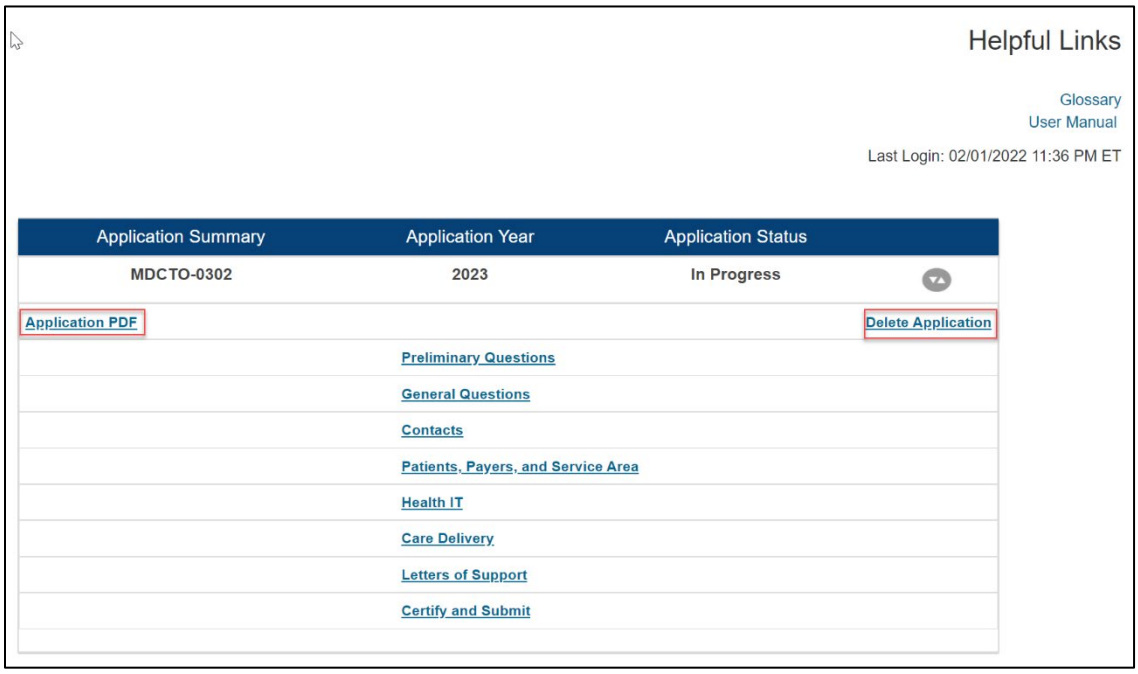

Figure 60: Application Page Links

5 Troubleshooting & Support

5.1 Error Messages

There are no system error messages in this application.

Error messages that display when the user incorrectly fills in a form or doesn't fill in a required field are self-explanatory popups or are listed at the top of a page as shown in section 4.9

5.2 Special Considerations

This section is not applicable; there are no special considerations.

5.3 Support

All support the Salesforce Help Desk provides is noted in Section 3.

Table 6 displays shortcuts to help you navigate the portal website.

Table 6: Shortcut Keys

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 drop-down menu.

Appendix A: Record of Changes

Table 7: Record of Changes

Version Number	Date	Author/Owner	Description of Change
0.1	04/15/2017	Adam Stevenson	Initial Draft
0.2	04/17/2019	Sujatha Errapothu	Peer Reviewed the content.
0.3	04/17/2019	Adam Stevenson	Incorporated feedback
0.4	04/18/2019	Sam Peterson	QA review
0.5	04/19/2019	Adam Stevenson	Responded to QA
1.0	04/22/2019	Sam Peterson	QA cleanup and final
1.1	05/05/2020	Aneesh Joshi	ER-3 Updates
1.2	05/07/2020	Theresa McWhorter	Peer Reviewed
1.3	05/07/2020	Sujatha Errapothu	Peer Reviewed
1.4	05/12/2020	Sam Peterson	QA reviewed
1.5	05/13/2020	Aneesh Joshi	Reviewed
1.6	05/13/2020	Sam Peterson	Returned for author queries
1.7	05/14/2020	Aneesh Joshi	Responded to QA
2.0	05/14/2020	Sam Peterson	Finalized
2.1	05/15/2020	Aneesh Joshi	Incorporated minor edits based on model team feed-back
2.2	08/12/2020	Kenechukwu Okeke	Updated section 3 with SSO process, also added additional screen shots
2.3	09/18/2020	Debi Hensley	Peer Reviewed Section 3
2.4	02/02/2022	Bhumika Gohil	Updated as SF-CR-1372 and SF-CR-1392
2.5	03/02/2022	Kimberly Simmons	QA reviewed; initial review
3.0	03/03/2022	Lindsey Halsell	QA review, final
3.1	03/15/2023	Jeevitha Reddy Agaram	Updated as SF-CR-1453
3.2	03/22/2023	Arabia Gilliam	QA, initial
4.0	03/22/2023	Arabia Gilliam	QA, final

Appendix B: Acronyms

Table 8: Acronyms

Acronym	Literal Translation
ACO	Accountable Care Organization
CCN	CMS Certification Number
CIN	Clinically Integrated Networks
CMMI	Center for Medicare & Medicaid Innovation
CMS	Centers for Medicare & Medicaid Services
CTO	Care Transformation Organization
EIN	Employer Identification Number
FAQ	Frequently Asked Question
HHS	Department of Health and Human Services
IE	Internet Explorer
IDM	Identity Management
MFA	Multi-Factor Authentication
MDPCP	Maryland Primary Care Program
NPI	National Provider Identifier
RIDP	Remote Identity Proofing
RFA	Request for Application
SSN	Social Security Number
TIN	Tax Identification Number

Appendix C: Glossary

Table 9: Glossary

Term	Acronym	Definition
N/A		

Appendix D: Referenced Documents

Table 10: Referenced Documents

Document Name	Document Location and/or URL	Issuance Date
N/A		

Appendix E: Approvals

The undersigned acknowledge that they have reviewed the User Manual and agree with the information presented within this document. Changes to this User Manual will be coordinated with, and approved by, the undersigned, or their designated representatives.

Table 11: Approvals

Document Approved By	Date Approved
Name: <Name>, <Job Title> - <Company>	Date
Name: <Name>, <Job Title> - <Company>	Date
Name: <Name>, <Job Title> - <Company>	Date
Name: <Name>, <Job Title> - <Company>	Date