

User Group Logistics

Computer-Based Training Visual Transcript



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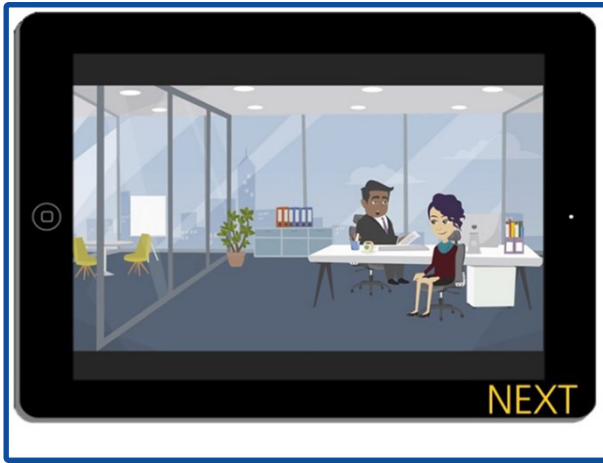
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VIDEO INTRODUCTION



You hear from your manager that there are some CMS updates for calculating risk scores and there will be a User Group this month.

You go to the HPMS website and read the latest flyer and get excited. You attended the last one and the question-and-answer portion was super helpful! You have even been keeping questions in your desk for when the next event was announced, and you are so excited to ask them.

You skim the flyer for the link to register. You select the link and register for the User Group.

Days go by and you haven't gotten any communication with a link or even confirming your registration. The User Group date is getting closer, so you go back to the flyer and decide to select the email to check in about the status of your registration. You wonder if you weren't allowed to attend. Or if you somehow got rejected. Maybe you entered the wrong contract number.

A few hours later you get an email from the risk adjustment team. Turns out, you entered the wrong contract ID, and, in your excitement, you misspelled your email address. Not only did those two mistakes get you rejected

from the User Group, but you didn't get your rejection notification because your email was wrong.

For a process that should have taken you 2 minutes to fill in the registration, it has now been several days, and it still isn't resolved!

While this is both a realistic and frustrating scenario, it is also entirely avoidable.

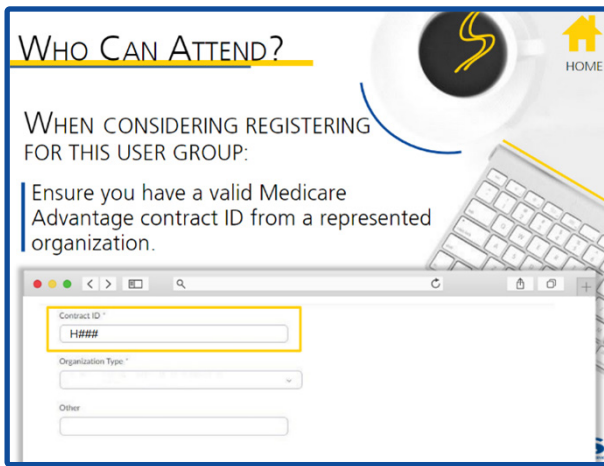
MAIN MENU



This course will cover who can attend the user groups, how to access the flyer, how to register, navigating Zoomgov on the day of the session, and accessing user group resources. You can select any section to learn more.



Who Can Attend?



Anyone with a valid contract number during the current or upcoming calendar year from a represented organization can register for this User Group. Make sure you have a valid Medicare Advantage contract ID, active for the current or upcoming year - they usually start with an H or R followed by four digits.

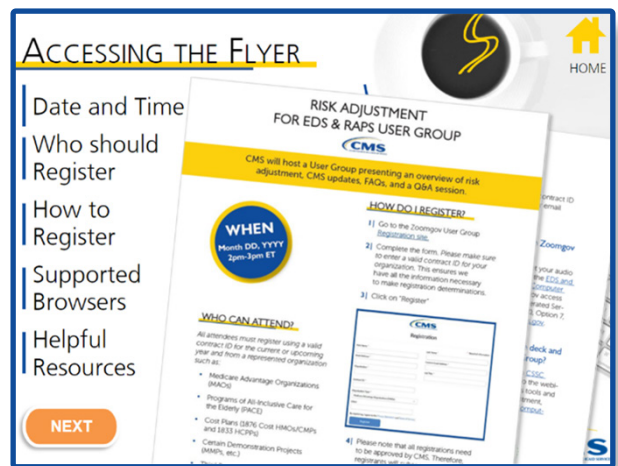
Make sure your Organization Type matches one of the options in the drop down.

Organization Types include:

- Medicare Advantage Organizations,
- Programs of All-Inclusive Care for the Elderly,
- Cost Plans,
- Certain Demonstration Projects, or
- Third Party Submitters

Select the **Home** button in the top right-hand corner to return to the main menu.

Accessing the Flyer



The User Group flyer contains critical information about the date and time, who should register and how, supported browsers, helpful resources, and other important information that should be read prior to registering.

Select the **Next** button to learn more.



To access the flyer, navigate to the Health Plan Management System Login Page using the URL shown here. In the bottom left of the screen, there is the option to "Subscribe to the Listserv". If you have a valid contract ID, you can sign up to receive notifications of HPMS memos, including the registration flyers.

To access the most recent flyer, enter your login credentials and select login.



You'll be prompted to select OK to the warning banner to continue to the HPMS site.

Once on the HPMS home screen, the HPMS Memos section will be on the left side of the screen. This is where you can access memos, emails, and flyers.

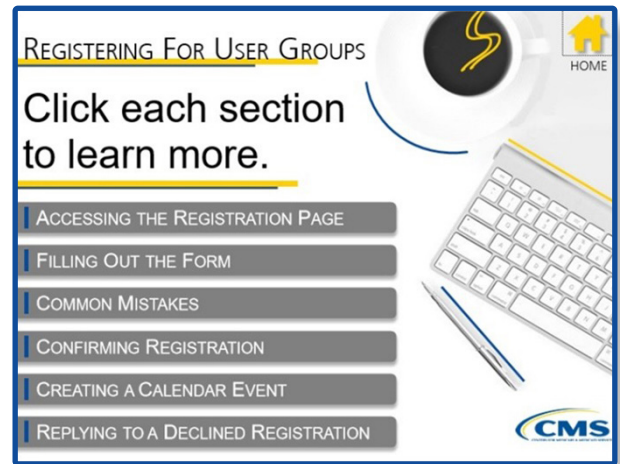
Select the flyer with the heading Registration with the most recent date.

If you do not see the flyer you are looking for, scroll down to the bottom of the box and select More. Here you can search for all User Group flyers by typing Risk Adjustment User Group in the Title/Keyword section and selecting Search.

If you are using Chrome, Safari, Firefox, or Internet Explorer, you may be able to open the flyer in the browser. If not, you can download the flyer and open as a PDF on your computer. Either way, you should be able to read the information and select the links embedded in the content.

Select the **Home** button in the top right-hand corner to return to the main menu.

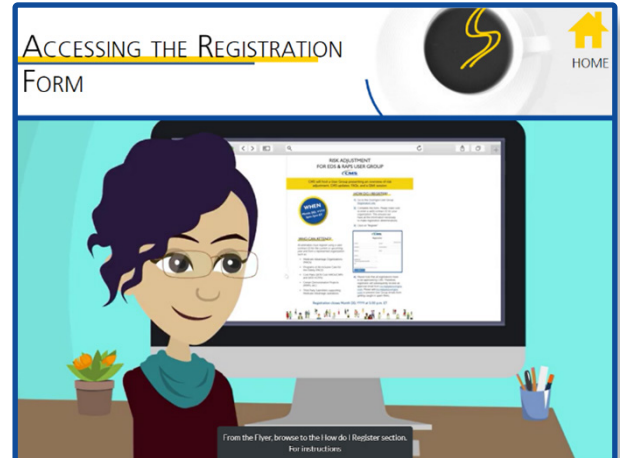
Registering for User Groups



To register for a User Group, you'll need to follow a few steps. Select each section to learn more.

When you have finished exploring, select the **Home** button in the top right-hand corner to return to the main menu.

Accessing the Registration Page



From the Flyer, browse to the How do I Register section.

For instructions on how to access the flyer, see the Accessing the Flyer section of this course.

The link under the How do I Register section will bring you to a registration form.



If you would like to continue to the filling out the form section, select the **Filling Out the Form** button. To return to the Registering for User Groups section, select the **Home** button.

Filling Out the Form



Once you access the form, enter your first and last name, a valid email address, organization, job title, contract ID, and organization type. The list of organization types who can attend User Groups is listed on the flyer and in the Who Can Attend section of this training. To review the Who Can Attend section, select the **Home** button to return to the Registering for User Groups menu, then select the **Home** button again to return to the Main Menu.

Before you select Register, double-check to make sure everything on the registration form is correct. You will receive an email from the appropriate risk adjustment mailbox as listed in the flyer, either riskadjustmentpolicy@cms.hhs.gov or riskadjustmentoperations@cms.hhs.gov, confirming your registration is complete or explaining anything that needs to be fixed in your registration within 48 hours of registering. If you do not receive this email, reregister with a valid email address.

If you would like to continue to the Common Mistakes section, select the **Common Mistakes** button. To return to the Registering for User Groups section, select the **Home** button.

Common Mistakes



There are a few common mistakes users make when registering for User Groups.

Email Address - Ensure your email address is the one you use for all organization correspondence and your username, organization domain name, and domain are spelled correctly. You will not get an email from the risk adjustment team confirming your registration is pending approval if your email address is incorrect.

Contract ID - The contract ID box cannot accept more than one contract number. Even though you may work on multiple contracts, choose one valid Medicare Advantage contract ID, active for the current or upcoming year - they usually start with an H or R followed by four digits. Double check the contract ID is accurate. You will get a rejection email if you do not enter a valid contract ID.



Is there anything wrong with this registration?

COMMON MISTAKES

HOME

First Name * Martha
Last Name * Hoggle
Email Address * MHoggle@healthplan.com
Confirm Email Address * MHoggle@healthplan.com
Organization * Health Plan
Job Title * Plan Director
Contract ID * H####;R####

Is there anything wrong with this registration?

Registration

- Invalid email address
- Wrong name
- Multiple Contract IDs

That's correct, the form can only accept one Contract ID. Choose one Contract ID that is active for the current or upcoming year.

These are the most common reasons for participants to be declined or not notified after registering.

If you would like to continue to the Confirming Registration section, select the **Confirming Registration** button. To return to the Registering for User Groups section, select the **Home** button.

Confirming Registration

CONFIRMING REGISTRATION

HOME

Registration

First Name * Martha
Last Name * Hoggle
Email Address * MHoggle@healthplan.com
Confirm Email Address * MHoggle@healthplan.com
Organization * Health Plan
Job Title * Plan Director
Contract ID * H####;R####

Is there anything wrong with this registration?

Registration

- Invalid email address
- Wrong name
- Multiple Contract IDs

Once you select the **Register** button, you will be automatically taken to a webpage explaining that your request to join the User Group

has been submitted. Within 48 hours of registering, you will receive an email from the risk adjustment team confirming your registration is submitted and pending approval. If you do not receive this confirmation email, reregister, ensuring your email address is correct.

If you would like to continue to the Creating a Calendar Event section, select the **Creating a Calendar Event** button. To return to the Registering for User Groups section, select the **Home** button.

Creating a Calendar Event



After registration ends and within 48 hours of the event, you will receive a registration approval email from noreply@zoomgov.com. It will contain the date and time of the User Group, a link to access the User Group from your computer, and the option to add the session to your calendar. Make sure to add the noreply@zoomgov.com email address to your outlook so that it does not get caught in your spam filters.

If you would like to continue to the Replying to a Declined Registration section, select the **Replying to a Declined Registration** button. To return to the Registering for User Groups section, select the **Home** button.



Replying to a Declined Registration



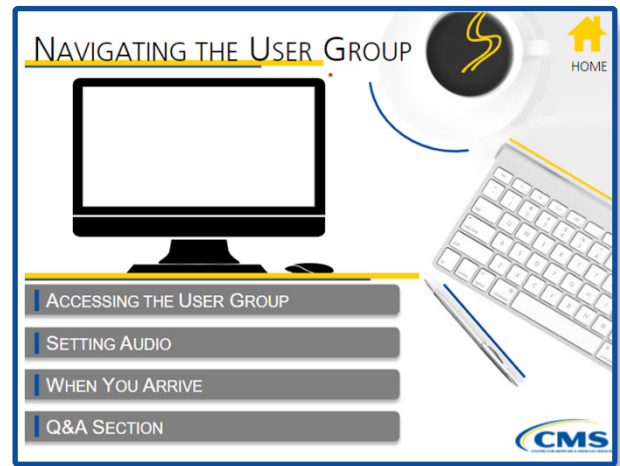
If your registration is declined for any reason other than an incorrect email address, you will receive an email from the risk adjustment team detailing why your registration is declined.

Read this email carefully and contact the appropriate risk adjustment mailbox, as indicated in the flyer, with the requested information before registration closes. Do not re-register for the event.

When responding to the risk adjustment email, make sure you add all the needed information. If your email address domain cannot be tied to the contract ID provided, you will be asked to have a representative from the health plan associated with that contract ID email the risk adjustment team to confirm you are a valid representative for the contract.

Return to the Registering for User Groups section by selecting the **Home** button.

Navigating the User Group



User Groups are now hosted on the Zoomgov platform. Select each section to learn more.

When you are finished exploring, select the **Home** button in the top right-hand corner to return to the Main Menu.

Accessing the User Group



Within 48 hours of the event, you will receive an email from noreply@zoomgov.com containing a link to join the training session.

When it's time for the event, select the link to bring up a Zoom webpage. Select the **Launch Meeting** button to enter the waiting room, where you will stay until the host lets you in.



If you would like to continue to the Setting Audio section, select the [Setting Audio](#) button.

To return to the Navigating the User Group section, select the [Home](#) button.

Setting Audio



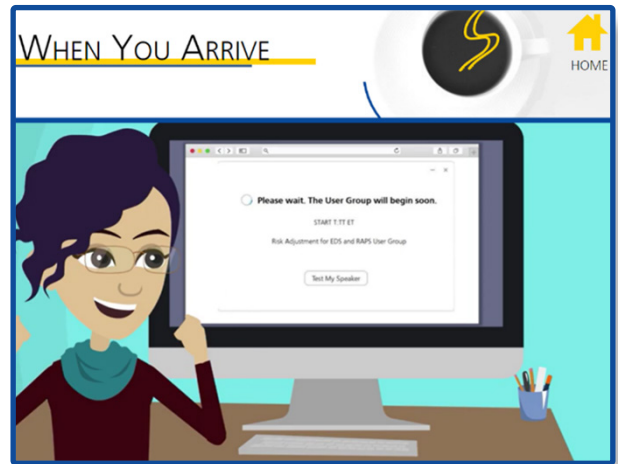
When you get into the user group waiting room, you can call into the session using your phone and entering your ID number from your acceptance email. You also have the option to call using your computer. Select the [Test My Speaker](#) button to test while you wait to get into the meeting.

At any time during the User Group session, you can adjust your audio settings by selecting the black button on the bottom left of your screen and selecting the correct microphone or speaker. You can also leave computer audio or view audio settings.

If you would like to continue to the When You Arrive section, select the [When You Arrive](#) button.

To return to the Navigating the User Group section, select the [Home](#) button.

When You Arrive



When the facilitator is ready, you will be allowed to join the User Group from the waiting room. When you join, you will see the Zoomgov main page. Here you have the presentation area and your status bar. When you enter, you will be automatically muted and will not be able to unmute yourself. To adjust your audio settings once in the meeting, select the button in the bottom left corner.

If you would like to continue to the Q & A section, select the [Q & A Section](#) button.

To return to the Navigating the User Group section, select the [Home](#) button.



Q&A Section



If you have a question during the Q & A, you can either ask it in the Q & A box or raise your hand to have your audio unmuted.

To access the Q & A box, select the **Q & A** button on your tool bar at the bottom of the screen and a new window should open on your screen. Simply type your question in the box and press send. You can choose to send your question with your name or anonymously.

To use your audio to ask your question, raise your hand by selecting the hand icon in the middle of your toolbar at the bottom of your screen. The host will call on you and unmute you to ask your question. Once you have asked your question, select the hand icon again to lower your hand.

Select the **Home** button to return to the Navigating the User Group section.

User Group Resources



The C.S.S.C. Operations website has a wealth of resources for Medicare Advantage and Prescription Drug Plans.

To access the current and past user group slide presentations, choose the **Training/User Group** button and browse through the list of User Groups.

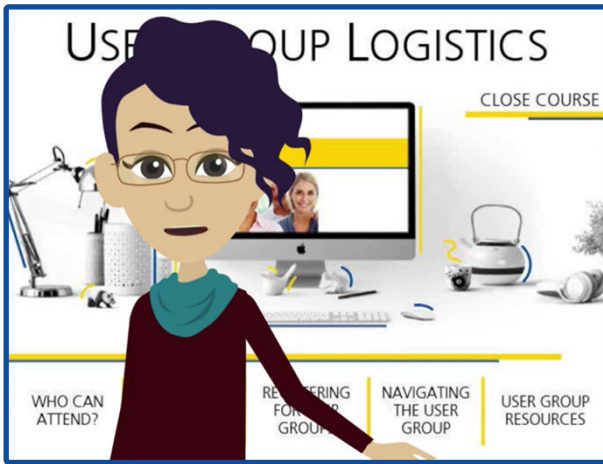
To access this and other instructional videos, select the "Instructional Videos" tab at the top of the screen and select "How-To" or "Training".

Select the button at the bottom of this screen to access the C.S.S.C operations website.

Select the **Home** button in the top right corner to return to the Main Menu.



CONCLUSION



Thank you for viewing the User Group Logistics training. At any time, you can come back and review any of the sections. If you have questions or comments about this training, contact RiskAdjustmentPolicy@cms.hhs.gov. Select the **Close Course** button to exit the course.

