



August 2022



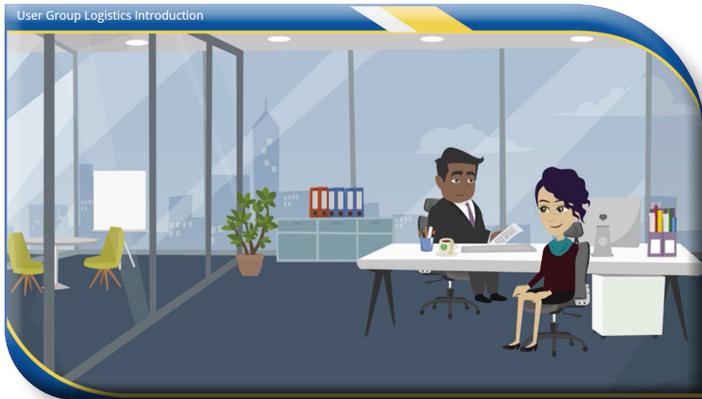
# User Group Logistics

## Computer-Based Training Transcript

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## Introduction



During a one-on-one meeting with your manager, you learn about an upcoming User Group virtual event on encounter data and risk adjustment.

You ask your boss to email you the information for the next User Group event.

Later in the day, you check your email and see that your boss forwarded you a copy of the HPMS memo with the attached User Group flyer announcing the next event. After reading through the flyer, you decide to register.

You select the link in the flyer, complete and submit the event registration form.

Days go by and you realize that you still haven't received any communication confirming your registration.

Since the date of the User Group is getting closer, you decide to check in about the status of your registration by sending an email to the address on the flyer.

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

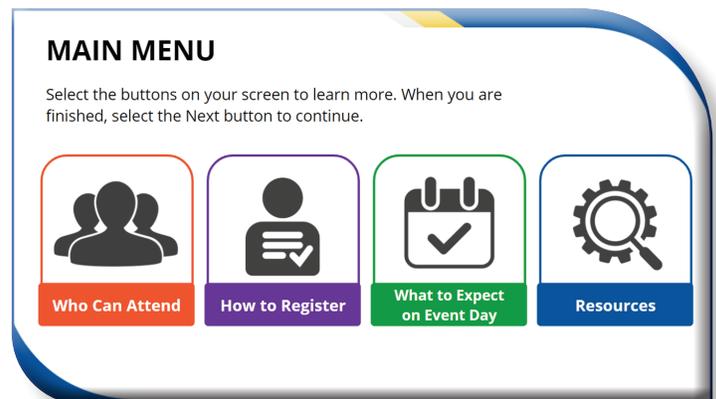
from the User Group, but you didn't get an email to correct your information because your email address was incorrect.

For a registration process that should have taken you no more than two minutes, 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.

Select the NEXT button to continue.

## Main Menu



This course will cover who can attend User Groups, how to register for a User Group, what to expect on the day of the virtual event, including how to navigate the event platform and participate in the Q&A, and where to access helpful resources.

Please select any of the buttons on your screen to learn more. When you are finished, select the NEXT button to continue.

## Who Can Attend

### WHO CAN ATTEND?

Individuals wishing to attend a User Group must have a valid Medicare Advantage contract ID from a represented organization that is active during the current or upcoming year. Contract IDs usually start with the letter "H" or "R," followed by four digits.

Represented organizations include:

- Medicare Advantage Organizations (MAOs)
- Program of All-Inclusive Care for the Elderly (PACE) organizations
- Cost plans
- Certain demonstration projects
- Third party submitters



Individuals wishing to attend a User Group must have a valid Medicare Advantage contract ID from a represented organization that is active during the current or upcoming year. Contract IDs usually start with the letter "H" or "R," followed by four digits. Represented organizations include Medicare Advantage Organizations (or MAOs), Program of All-Inclusive Care for the Elderly (or PACE) organizations, cost plans, certain demonstration projects, or third-party submitters.

Select the NEXT button to continue.

## How to Register

### HOW TO REGISTER

There are four steps you need to take to register for a User Group. Select each step to learn more. When you are finished exploring, select the Next button to continue.

**STEP 1** Access Registration Information

**STEP 2** Complete the Registration Form

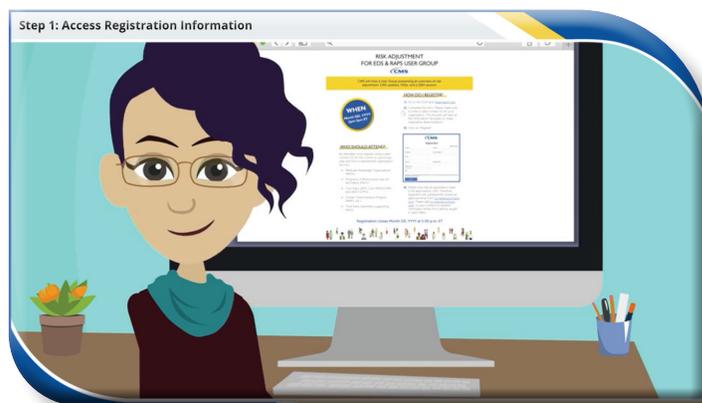
**STEP 3** Confirm Your Registration

**STEP 4** Create a Calendar Reminder

There are four steps you need to take to register for a User Group.

Select each step to learn more. When you have finished exploring, select the NEXT button to continue.

### Step 1: Access Registration Information



To register for an upcoming User Group, you will first need a copy of the User Group flyer, which is attached to the Health Plan Management System (or HPMS) memorandum announcing the User Group.

There are two main ways to access the HPMS memo. First, if you have a valid EUA user ID, you can log in to HPMS and search for announcements. You can also receive HPMS announcements via email, but you must first be subscribed to the mailing list.

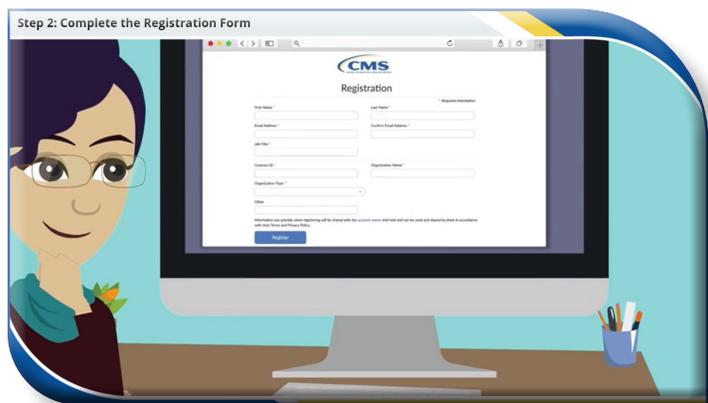
To subscribe, navigate to the HPMS home page, and select the “Subscribe to the Listserv” button.

Once you’ve gained access to the HPMS memo, open the attached User Group flyer. On the flyer, you will find important information about the User Group, such as the event date and time, how to register, how to join the virtual event, and helpful resources.

To access the User Group online registration form, navigate to the How Do I Register section of the flyer and select the Registration site link.

Select the RETURN button to go back to the How to Register Menu.

## Step 2: Complete the Registration Form



Once you have accessed the online registration form, you must enter your first and last name, a valid email address, your job title, contract ID, organization name, and organization type into the appropriate form fields.

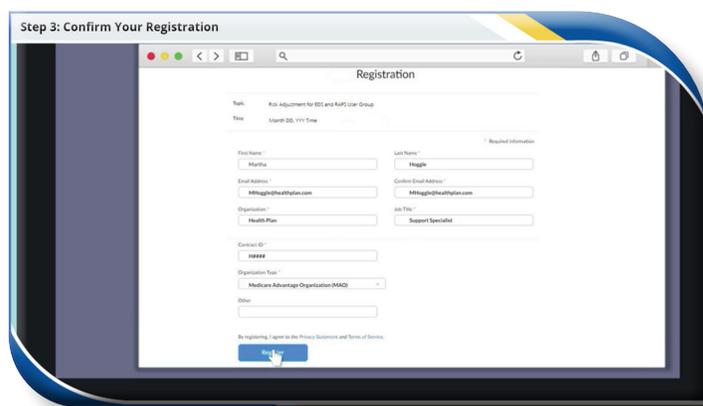
Before submitting your registration form, confirm that the email address being used is the one associated with the contract ID you entered. Additionally, please double check that there are no typos in the entered email address. You will not receive a confir-

mation email that your registration is pending approval if the email address you have entered is incorrect.

Also, even though you may work on multiple contracts, only enter one valid Medicare Advantage contract ID, active for the current or upcoming year. Double check that the contract ID entered is accurate. Remember, Contract IDs usually start with the letter “H,” or “R,” followed by four digits. A valid Medicare Advantage contract ID is required to be approved to attend a User Group.

Select the RETURN button to go back to the How to Register Menu.

## Step 3: Confirm Your Registration



Once you select the Register button, you will be taken automatically to a webpage explaining that your request to join the User Group has been submitted and is pending.

You will receive an email from the risk adjustment team at [RiskAdjustmentPolicy@cms.hhs.gov](mailto:RiskAdjustmentPolicy@cms.hhs.gov) within 48 hours of registering that confirms your registration has been successfully submitted and is pending approval.

If you did not receive a confirmation email, please check your SPAM folder. If you are still unable to locate the email then it is likely the

email address you entered was invalid; if this is the case, you will need to re-register for the event using a valid email address.

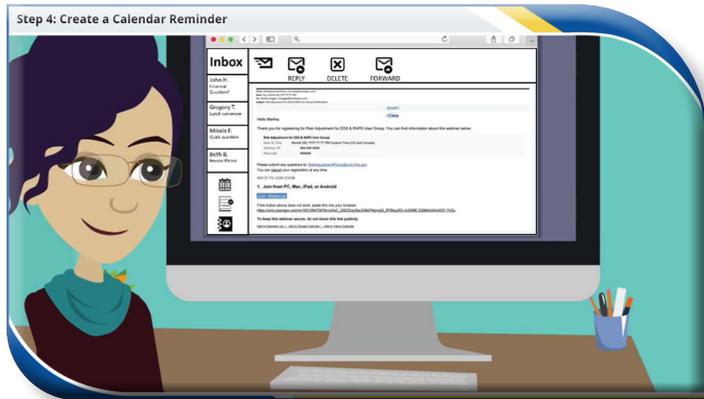
Before submitting your registration form, please remember to verify that there are no typos in the entered email address.

If there are issues with your registration, you will receive an email from [RiskAdjustment-Policy@cms.hhs.gov](mailto:RiskAdjustment-Policy@cms.hhs.gov) requesting corrected or additional information before your registration can be accepted. Please do not re-register for the event.

Instead, read the email carefully and respond with all requested information before registration closes. After the closing date, all registration decisions are final.

Select the RETURN button to go back to the How to Register Menu.

## Step 4: Create a Calendar Reminder



All registration approval decisions are sent to registrants within 48 hours of the virtual event. It will come in an email from [no-reply@zoomgov.com](mailto:no-reply@zoomgov.com).

Make sure to add [no-reply@zoomgov.com](mailto:no-reply@zoomgov.com) to your email address book so emails don't get caught in your spam filters.

Registration approval emails will contain the date and time of the User Group, a link to access the User Group virtual meeting room from your computer, and the option to add the session to your calendar. There are three calendar options, select the best option and then follow the prompts.

To go back to the How to Register Menu, select the RETURN button now.

## Learning Activity: Completing the Online Registration Form

### Learning Activity

Martha has just completed her online registration form for an upcoming User Group event. Take a few minutes to review Martha's registration form before she submits it.

Is there anything wrong with her form? Select the best answer.

Yes. Her email address is invalid.

Yes. Her Contract ID is invalid.

No. There is nothing wrong with her registration form.

#### Registration

<small>First Name *</small>	<small>Last Name *</small>
<input type="text" value="Martha"/>	<input type="text" value="Hoggie"/>
<small>Email Address *</small>	<small>Confirm Email Address *</small>
<input type="text" value="MHoggie@healthplan.com"/>	<input type="text" value="MHoggie@healthplan.com"/>
<small>Job Title *</small>	
<input type="text" value="Plan Director"/>	
<small>Contract ID *</small>	<small>Organization Name *</small>
<input type="text" value="N/A"/>	<input type="text" value="Health Plan"/>
<small>Organization Type *</small>	
<input type="text" value="Medicare Advantage Organization (MAO)"/>	
<small>Other</small>	
<input type="text"/>	

Information you provide when registering will be shared with the account owner and host and can be used and shared by them in accordance with their Terms and Privacy Policy.

### Multiple Choice

Martha has just completed her online registration form for an upcoming User Group event. Take a few minutes to review Martha's registration form before she submits it.

Is there anything wrong with her form?

That's correct! Martha must enter a valid contract ID before submitting her registration form. Contract IDs usually start with the letter "H" or the letter "R" followed by four digits.

## What to Expect on Event Day



On the day of the User Group meeting, when it is time to join the virtual event, select the meeting link in your registration approval email or on your calendar to bring up a Zoomgov webpage. User Groups are hosted on the Zoomgov platform.

You must then select the Launch Meeting button to enter the User Group waiting room.

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Before you are redirected to the User Group waiting room, you must select whether you would like to join the session using either your phone or a computer. If you use your phone, you must also enter your participant ID from your approval email.

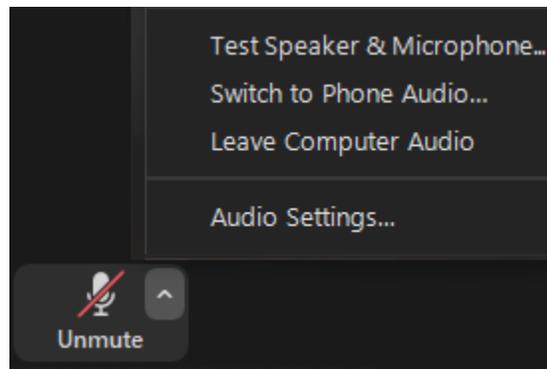
Once in the waiting room, we recommend testing your sound by selecting the Test My Speaker button.

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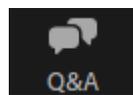
After you've been granted access to the User Group meeting room by the meeting facilitator, you will see a presentation area and your status bar.

Your microphone will automatically be muted; you will not be able to unmute yourself.

At any time during the User Group session, you can adjust your audio settings by selecting the navigation icon near the microphone button on the bottom left of your screen and selecting the correct microphone or speaker.



If you have a question during the User Group, you can either enter your question in the Q&A box at any time or wait until the Q&A session to raise your hand to have your audio unmuted by the meeting host.



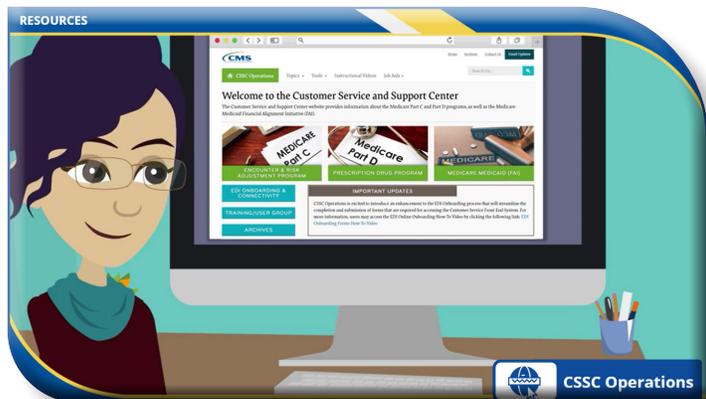
To access the Q&A box, select the Q&A button on your tool bar at the bottom of the screen and a new window will open. Type your question in the box and press Send. Please include your name and the plan you are representing for reference.



To use your microphone to ask a question during the Q&A session, 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 your microphone. Please state your name and the plan you represent, then ask your question. Once you have asked your question, select the Hand icon again to lower your hand.

Select the NEXT button to continue.

## Resources



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

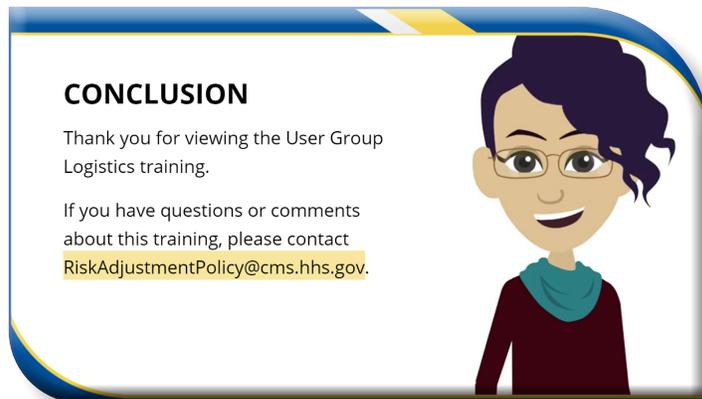
To access current and past User Group slide presentations, choose the Training/User Group button and browse through the list of User Groups.

To access this and other instructional videos, select the “Instructional Videos” tab at the top of the screen and browse through the many resources available.

Finally, there are several job aids available on the CSSC Operations website that you may find useful. To access these resources, select the “Job Aids” tab at the top of the screen and browse through User Guides, Report aids, and other useful tools.

If you would like to spend a few minutes exploring the CSSC Operations website, please select the CSSC Operations button now. Otherwise, select the NEXT button to continue.

## Conclusion



Thank you for viewing the User Group Logistics training. If you have questions or comments about this training, contact [RiskAdjustmentPolicy@cms.hhs.gov](mailto:RiskAdjustmentPolicy@cms.hhs.gov).

You may go back and review any of the sections covered in this course by selecting the HOME button. Otherwise, select the Exit Course button to end the course.