



**Center for Clinical Standards and Quality/Quality, Safety & Oversight Group**

**Admin Info: 20-08-ALL**

**DATE:** July 24, 2020

**TO:** State Survey Agency Directors

**FROM:** Director  
Quality, Safety & Oversight Group

**SUBJECT:** Transitioning Certification Enrollment Functions Performed by the CMS  
Locations

**Memorandum Summary**

- The Centers for Medicare & Medicaid Services (CMS) will be transitioning certain certification enrollment functions performed by the CMS locations (formerly CMS Regional Offices) to CMS' Center for Program Integrity (CPI) Provider Enrollment Oversight Group (PEOG) and the Medicare Administrative Contractors (MACs).
- The first phase of enrollment certification work to transition is voluntary terminations.
- Education and outreach will be provided to stakeholders regarding the transition of work and the communication processes.
- The State Operations Manual (SOM) and Program Integrity Manual (PIM) will be updated accordingly to reflect these changes.
- The implementation date for the voluntary termination transition is July 27, 2020.

**Background:**

In an effort to **streamline the enrollment process for certified providers/suppliers**, the Centers for Medicare & Medicaid Services (CMS) will be transitioning certain certification enrollment functions performed by the Survey Operations Group (CMS locations) to CMS' Center for Program Integrity (CPI) Provider Enrollment Oversight Group (PEOG) and the Medicare Administrative Contractors (MACs). The transition of the enrollment certification workload will occur in two phases with biannual implementation rollouts projected to occur throughout CY2020 and CY2021. CMS will implement these rollouts via updated instructions to the appropriate CMS manuals.

**Discussion:**

**Phase one implementation commences in CY2020.** The first phase of the transition will consist of certified provider/supplier enrollment applications and certification actions that do not require a State Agency (SA) survey. The MACs will process changes on the enrollment application and eliminate the current approval recommendation, which is currently made to the CMS locations by the MACs. The MACs will coordinate directly with the SA, when necessary. CPI/PEOG will be responsible for signing applicable provider agreements on behalf of CMS.

Unless a survey is required for completion, the following actions will be included in this phase:

- **Voluntary Terminations**
- Medicare Enrollment of Federally Qualified Health Centers
- Change of Ownership (CHOW)
- Address changes
- Geographic service area changes
- Name changes and administrator changes
- MAC Initiated Revocations
- Fiscal Year changes

In late July 2020, the transition commences with the processing of voluntary terminations of certified providers/suppliers.

**Phase two implementation begins in CY2021.** Phase two will commence once all phase one actions have been implemented. The second phase of certification will consist of certified provider/supplier enrollment applications and certification actions that require a survey to be performed by the SA. The MACs will process the enrollment applications and coordinate directly with the SA, when necessary. CPI/PEOG will be responsible for signing the applicable provider agreements on behalf of CMS. The following certification actions will be included in this phase:

- Initials
- Relocations, add, or delete
- Branch additions, deletions
- Bed changes
- Expansion and reduction of stations (ESRD)
- Waivers (ESRD)

### *Implementation & Training*

**The voluntary termination work is scheduled for implementation on July 27, 2020.** The SOM Chapter 2 and 3 sections that provide instruction on voluntary terminations is revised (see R201SOMA and R202SOMA). The transition of the remaining enrollment certification functions in Phase one and two are projected to be implemented throughout CY2020 and CY2021. Full implementation is projected to be completed by the end of CY2021. This incremental transition of work is based on the type of work that is to be performed with tasks of increased complexity occurring later in the transition. It also allows for best practices and lessons learned along the way from previous implementation phases.

SOM and PIM updates will be released periodically throughout the year in accordance with the implementation rollouts. Education & outreach activities for stakeholders (SAs, CMS & the MACs) will be developed for each transition of work and hosted prior to implementation. The webinars will be hosted as a “live” webinar and then archived in the Quality, Safety and Education Portal (QSEP). **The first training on the transition of the voluntary termination work occurred on Thursday, February 27, 2020 from 1:00-3:00 p.m. Eastern Standard Time** and was posted in the Quality, Safety and Education Portal (QSEP) on June 30, 2020.

**Contact:** For questions or concerns relating to this memorandum, please contact Melissa Rice in the CMS Headquarters at [Melissa.Rice@cms.hhs.gov](mailto:Melissa.Rice@cms.hhs.gov).

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**Effective Date:** July 27, 2020 for voluntary terminations. This information should be communicated with all survey and certification staff, their managers and the State/Regional Office training coordinators immediately following this memorandum.

/s/

David R. Wright

cc: Survey & Operations Group (SOG) Management