





PHASE	1. DISCOVER	2. CERTIFY	3. INITIATE	4. MAINTAIN
GOAL	Understand opportunities to enroll in CMS programs	Enroll to become a certified Medicare / Medicaid provider	Establish internal procedures for CMS program participation	Collaborate with office staff to complete program tasks
ACTIONS	<ul style="list-style-type: none"> • Researches CMS programs by provider type • Reviews program requirements • Gains an understanding of the steps involved in becoming a certified Medicare / Medicaid provider 	<ul style="list-style-type: none"> • Attends CMS provider enrollment events • Enrolls through the CMS PECOS system • Initiates HARP account and gain access to CMS reporting 	<ul style="list-style-type: none"> • Encourages CMS program training for office staff • Designates roles to accomplish program tasks and stay up-to-date • Gains expert-level understanding of measures and scoring to ensure success 	<ul style="list-style-type: none"> • Stays current on changes to measures and conduct patient care accordingly • Collaborates with office staff to submit record for the most optimal scoring • Works with office staff to keep HARP password up-to-date
FEELINGS	 Eager  Motivated  Optimistic  Tentative			
OPPORTUNITIES	<ul style="list-style-type: none"> • Content organized by provider type • Overview content for CMS programs and websites • Timeline view of program phases • FAQs for non-account specific questions 	<ul style="list-style-type: none"> • Checklist landing pages by program that detail available resources to support enrollment in a single space (e.g., enrollment events, recordings, websites, information required, etc.) 	<ul style="list-style-type: none"> • Program/provider type onboarding landing pages that pull together resources across CMS websites and are organized by provider type AND program task 	<ul style="list-style-type: none"> • FAQs for non-account specific questions • Quick links for common tasks (password reset)

