

PHASE	1. LEARN	2. CLARIFY	3. RESOLVE	4. COMMUNICATE
GOAL	Act as the internal resource for CMS program details and updates	Confirm aspects of programs that apply to a specific practice and how	Collaborate with staff to stay aligned with the programs	Communicate to staff key program info and changes as needed
ACTIONS	<ul style="list-style-type: none"> <li>Refers to CMS websites to understand the basics of its programs</li> <li>Enrolls in email updates</li> <li>Watches CMS webinars and YouTube videos</li> </ul>	<ul style="list-style-type: none"> <li>Calls the Service Center for more information</li> <li>Refers to previous email updates and Knowledge Base articles</li> </ul>	<ul style="list-style-type: none"> <li>Plans with appropriate staff members to act on new information and successful accomplish program tasks</li> <li>Ensures that measures are appropriately tracked for submission</li> </ul>	<ul style="list-style-type: none"> <li>Updates staff on actions required, changes made to a program, or any issues with reporting</li> </ul>
FEELINGS				
OPPORTUNITIES	<ul style="list-style-type: none"> <li>Landing page for key info and updates</li> <li>Opt-in to CMS updates via email and SMS text messages (e.g. major announcement, like program changes or pandemic response)</li> <li>Quick links to list serve updates and known issues</li> </ul>	<ul style="list-style-type: none"> <li>Live chat for simple questions</li> <li>Record of account cases and status updates</li> </ul>	<ul style="list-style-type: none"> <li>Updates organized by provider type and tagged by function (e.g., submission, measures, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>Updates include “What you need to know” page / update summaries that can elevated in office communication</li> </ul>

