

# ACO-MS Registration & User Access

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This tip sheet instructs ACOs on how to initiate their application to participate in the Shared Savings Program with an agreement period start date of January 1<sup>st</sup> of the upcoming performance year. This tip sheet also provides the steps to gain and maintain user access.

For more information about applying to the Shared Savings Program and to review contact type descriptions, refer to the [Application Reference Manual](#).

## Initial Applicant Registration

1. Go to [ACO-MS](#) and select “Apply.”
2. Enter your ACO legal entity information:
  - ACO taxpayer identification number (TIN), ACO full legal entity name, Trade name/doing business as name (DBA) (optional), and ACO address.
  - Verify the information entered is accurate and matches legal documentation.
3. Enter the contact information for your ACO.
4. Review and submit.
5. Individual users may now create their accounts, and your ACO’s application will appear on the dashboard.

### IMPORTANT!



ACOs do not need to register to stay in their current ACO participation agreement period.

## Renewal and Early Renewal Applicant Registration

1. Log into [ACO-MS](#), navigate to My ACOs tab on the left side menu, and select the applicable ACO.
2. On the Agreement Details subtab in ACO-MS, select the “Apply to Renew” or “Apply to Early Renew” button.
3. Confirm the ACO’s intention to apply for a new agreement period.
4. Review and submit.

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## ACO-MS User Access

An ACO can manage its organization's user access and contact types in [ACO-MS](#). For more information on contact types and associated permissions, please review Appendix F of the [Application Reference Manual](#).

### IMPORTANT!



An individual can serve as more than one type of contact. However, primary and secondary contacts must be two different people.

## Adding New User Access

All individuals requiring access to an ACO must be invited to ACO-MS by an ACO contact with administrative privileges (ACO Executive, CMS Liaison, Authorized to Sign Contacts (primary and secondary), or Application Contacts (primary and secondary)).

1. Log into [ACO-MS](#) and navigate to the My ACOs tab on the left side menu.
2. Select your ACO.
3. Go to the Contacts subtab, which displays all users currently associated with your ACO.
4. Select "Add New Contact."
5. Complete the required fields. The system will then send an email invitation to the invited user.

## Accepting the Invitation as an Invited User

1. Navigate to ACO-MS using the link from the email invitation. This link will only be valid for 15 days.
2. The next step in the process varies depending on whether the invited user already has a CMS Identity Management (IDM) ID.

### ***Invited Users With a CMS IDM ID***

1. Select "Yes" to confirm the user has an IDM ID.
2. The user will be directed to a sign-in page and will enter their IDM ID and IDM password.

### ***Invited Users Without a CMS IDM ID***

1. Select "No" to confirm that the user does NOT have an IDM ID.
2. The user will enter personal information, including their legal name, email, and phone number; choose a user ID and password; and select and answer a challenge question to enable password reset as part of the account registration process.
3. Complete Remote Identity Proofing (RIDP).

- The RIDP process verifies end user's identity based on the *Personally Identifiable Information* (PII) that you provide within the Identity Management (IDM) system. The PII entered in IDM will directly impact the decision to grant a higher *Identity Assurance Level* (IAL). This process is conducted online but may be conducted via telephone or with the assistance of the SSP Helpdesk if the user is unable to complete it online.
  - If you encounter an error, you will receive an error message that includes an Experian Reference number to use when contacting the Experian helpdesk at 1-833-203-6550.
  - A user without an IDM ID will need to complete RIDP before accessing ACO-MS.
4. Once this is complete, the user can return to ACO-MS and log in using the newly created user ID and password to activate their account.
  5. Multi-Factor Authentication (MFA) adds an additional layer of security and requires you to enter a security code sent via Google Authenticator, OKTA authenticator, email, text, or phone call in addition to a username and password each time you sign in to the system. You can set up more than one option for MFA. It is recommended that you use one of the authenticator apps as a primary option and email, text, or phone call as an alternative.
  6. The user will need to set up Multi-factor Authentication (MFA) when they sign into ACO-MS for the first time. By default, the MFA code will be delivered to the email provided during the account registration process. Users can add additional MFA methods, such as phone call or text.

### Tips for Success



An **IDM ID** is a login that lets you access certain CMS systems, like ACO-MS and 4i. **If you have accessed other CMS applications before, it is likely that you may already have an IDM ID.** Users that try to create a new IDM ID for ACO-MS when they already have one will receive an error while signing up. **Try using “Forgot User ID” or “Forgot Password”** before making a new account. If you're not sure, try logging in first!

### QUESTIONS?

Click the SSP Helpdesk icon (located within the [ACO-MS](#) banner) or email [SharedSavingsProgram@cms.hhs.gov](mailto:SharedSavingsProgram@cms.hhs.gov).