

Massachusetts Health Policy Commission
Center for Health Information and Analysis

MASSACHUSETTS REGISTRATION OF PROVIDER ORGANIZATIONS PROGRAM

ONLINE SUBMISSION PLATFORM USER MANUAL

June 2019

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Introduction

The Health Policy Commission (HPC) and the Center for Health Information and Analysis (CHIA) have created an online submission platform for Provider Organizations to submit their Massachusetts Registration of Provider Organization (MA-RPO) materials. The platform streamlines reporting and makes the filing process more efficient by allowing Provider Organizations to access their previously submitted materials and make necessary updates to existing files.

This User Manual contains instructions on accessing the system, completing the required files for the current filing, and submitting final materials to the MA-RPO program for review. For additional details regarding the information Provider Organizations are required to submit, please review the [Data Submission Manual](#) (DSM) and [Frequently Asked Questions](#) available on the program website.

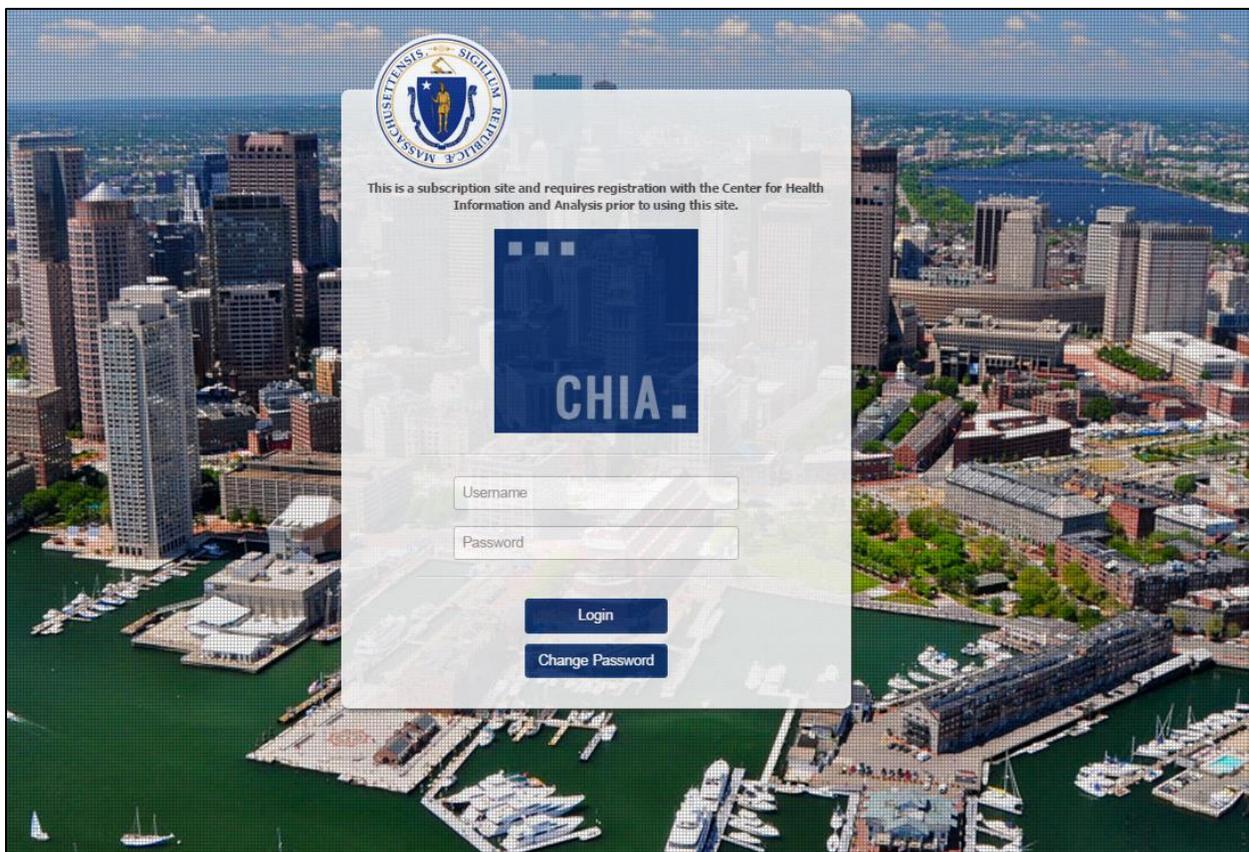
If you have questions about how to use the online submission platform, please contact program staff for assistance at HPC-RPO@mass.gov.

Accessing the Online Submission Platform

To access the online submission platform, first time users must complete an INET User Agreement form, available on the program [website](#). Please send completed forms to HPC-RPO@mass.gov. If multiple individuals from a single Provider Organization wish to use the online submission platform, each individual should submit a separate INET User Agreement form.

You will receive an e-mail notification when your account has been activated. If you do not have an account with CHIA for reporting purposes, the e-mail notification will include the online submission platform URL, your user name, and a temporary password. If you already have an account with CHIA, the e-mail notification will include the online submission platform URL and your user name. You will use your existing password to log-in to the site.

To access the online submission platform, click on the URL in the e-mail notification or enter <https://chiasubmissions.chia.state.ma.us/> in your browser.

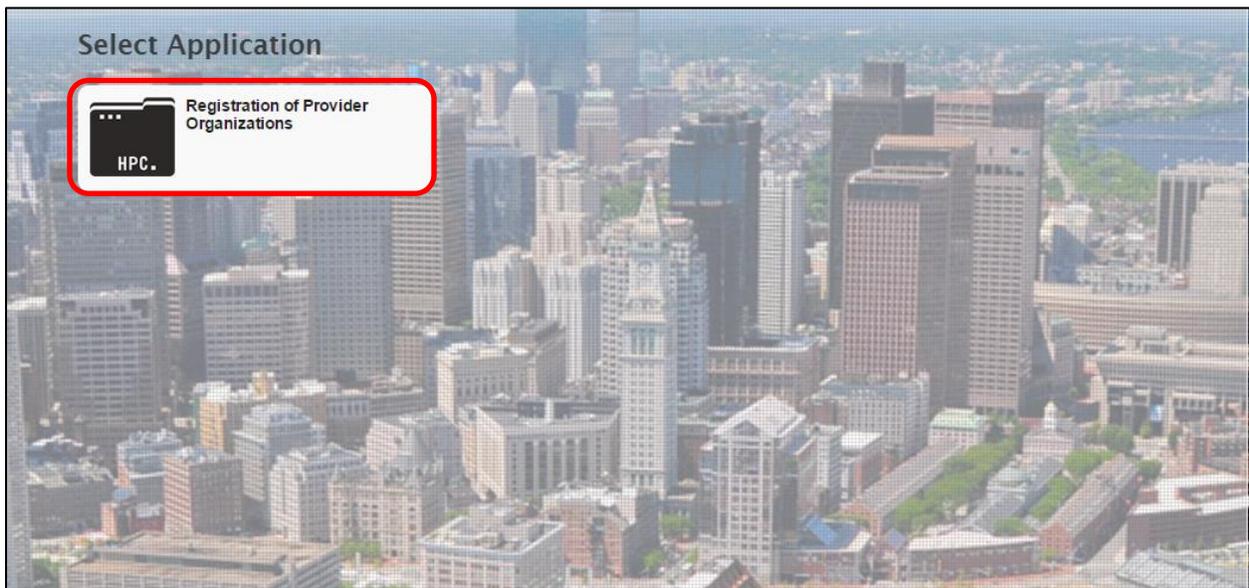


Enter your user name and password on the log-in page, shown above. For the security of your account, please change your temporary password once you have logged in to the system. If you

forget your user name or password, please contact HPC-RPO@mass.gov to have your password reset. You will not be able to request a password reset from within the system.

Once you have logged into the system, you will be prompted to select the application that you would like to access. Some individuals may only have access to the Registration of Provider Organizations application, while others who have other reporting obligations to CHIA may have access to additional applications.

Select the Registration of Provider Organizations icon to access the Registration of Provider Organizations online submission platform.



Home Page Tab

After opening the RPO application, you will be directed to the Home Page. From this page you can see program updates and the status of your application. You can also access important program documents, including the Data Submission Manual (DSM) and Microsoft Excel filing templates, in the Resources section.

MA-RPO Program
Online Submission Platform

Home Application [General Instructions](#)

Program Updates

Spring 2019
The Health Policy Commission (HPC) and the Center for Health Information and Analysis (CHIA) have created a single program – the Massachusetts Registration of Provider Organization (MA-RPO) Program – that incorporates the required data elements from both the HPC and CHIA statutes. Under the MA-RPO Program, a Provider Organization will use this online submission platform to submit an annual filing to the Commonwealth, which will satisfy its obligations under both M.G.L. c. 60D, § 11 and M.G.L. c. 12C, § 9. The final Data Submission Manual for the 2019 Filing was released in March 2019 and can be accessed in the “Resources” section of this page. Templates to complete the Physician Roster file, Financial Statements file, and Payer Mix file can also be found under the “Resources” section of this page.

Welcome to the Massachusetts Registration of Provider Organizations (MA-RPO) Program Online Submission Platform. Provider Organizations will use this site to view and submit their filing materials to the MA-RPO Program.

To access your application, please select the Application tab on the left-hand side above. You can select which year of data you wish to view by using the “Select Year” drop down box. You can view your application status below. A User Manual is available in the Resources section to the right.

Status	Date Submitted	Days until Due
RPO In Progress		61 day(s)

Resources

- 2019 Payer Mix File Template
- 2019 Data Submission Manual
- User Manual
- 2019 Contracting Affiliations Template
- 2019 Facilities File Template
- 2019 Physician Roster File Template
- 2019 Financial Statements File Template
- 2019 Affidavit of Truthfulness

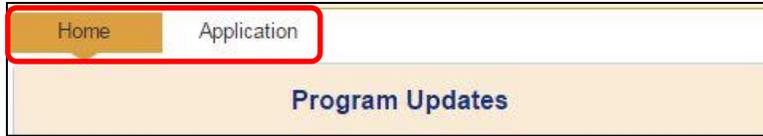
The status of your application will either be **RPO In Progress**, **Under Review**, or **Approved**. The status of your application will be **RPO In Progress** until you have finalized your materials and submitted them to the MA-RPO program for review. Your application will then be considered **Under Review** until program staff either requests updates to your materials (returning your application to **RPO In Progress** status) or determines that your materials are complete and updates your application status to **Approved**.

The Home Page will also display either the number of days until your application is due to the MA-RPO program, or, if you have already submitted your materials, the date of your most recent submission.

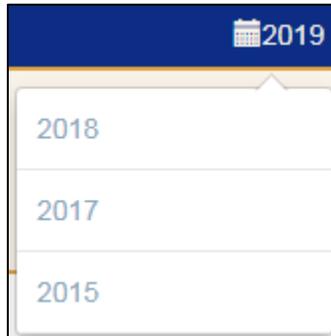
Status	Date Submitted	Days until Due
RPO In Progress		70 day(s)

Status	Date Submitted	Days until Due
Under Review	10/16/2015	

To view your application materials, click the Application tab on the top of the page. If at any point you want to return to the Home page, click the Home tab.



If your organization has previously submitted applications, you can view the completed applications by clicking the calendar icon in the top right hand corner of your screen and selecting a submission year from the drop-down menu. Your previous filing from the selected year will open in a new tab in your browser.



Application Tab and General Instructions

A. Application Tab General Layout

The Application tab has seven subtabs: Background Information, Corporate Affiliations, Contracting Affiliations, Contracting Entity, Facilities, Clinical Affiliations, and File Attachments. The online submission platform does not have a subtab for the Physician Roster file(s), the Financial Statements file(s), or the Payer Mix file(s), as these files cannot be edited from within the online submission platform and must be submitted as File Attachments. To navigate through the system, click on the subtab that you want to view. If you are reporting on behalf of more than one Provider Organization, you will be able to select the Provider Organization whose application you want to access.



B. Saving

You can save your progress in the online submission platform at any time. Click “Save” on the top right hand side of the page to save your progress. In order to save a new entity (e.g., a corporate affiliate, a contracting affiliate, etc.) you must enter at least a name and Employer Identification Number (EIN). You can log-out and return to your application as often as necessary.

The screenshot shows a web application interface for managing contracting affiliations. The main heading is "Detail: Example Health System (HPC In Progress)". Below this are several tabs: "Background", "Corporate Affiliations", "Contracting Affiliations" (which is selected), "Contracting Entity", "Facilities", "Clinical Affiliations", and "File Attachments".

Under the "Contracting Affiliations" tab, there are three buttons: a plus sign, a minus sign, and a refresh icon. To the right of these buttons are three more buttons: "Clear all Data", "Import Template", and "Save". The "Save" button is highlighted with a red rectangular box.

Below the buttons is a table with columns "Name" and "EIN". The table contains three rows:

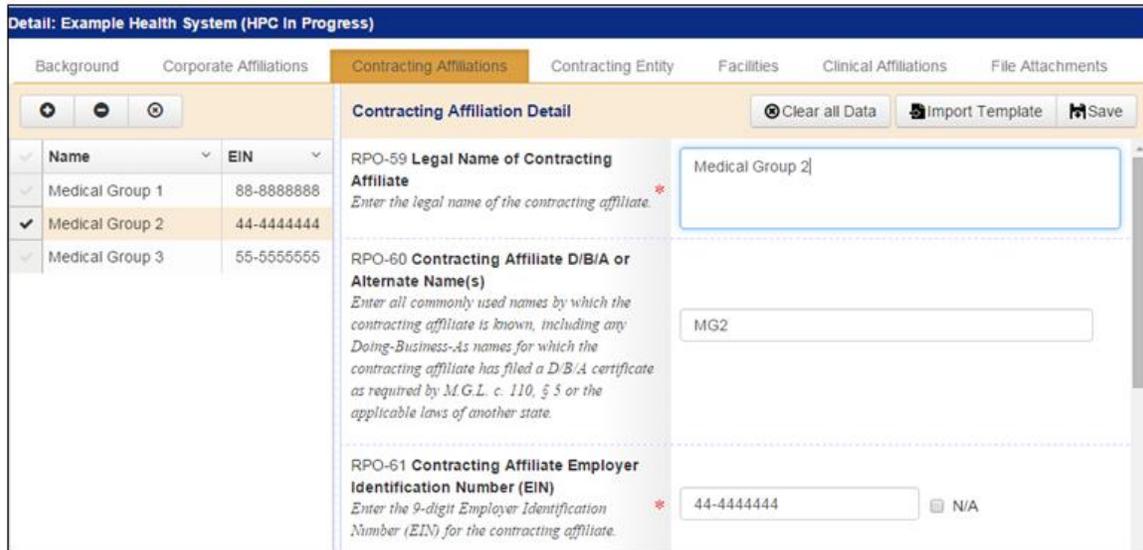
Name	EIN
Medical Group 1	88-8888888
Medical Group 2	44-4444444
Medical Group 3	55-5555555

Below the table, there are two sections for entering details for a selected affiliate:

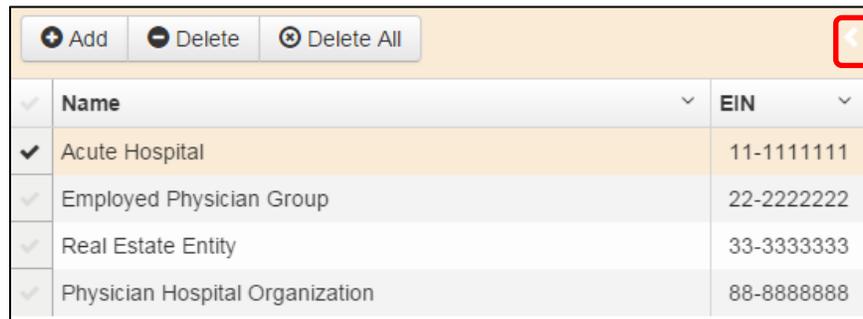
- RPO-59 Legal Name of Contracting Affiliate**: This section includes a text input field containing "Medical Group 2". Below the field is a red asterisk indicating a required field. The instruction below the field reads: "Enter the legal name of the contracting affiliate."
- RPO-60 Contracting Affiliate D/B/A or Alternate Name(s)**: This section includes a text input field containing "MG2". The instruction below the field reads: "Enter all commonly used names by which the contracting affiliate is known, including any Doing-Business-As names for which the..."

C. Split-Screen Design

Except for the Background Information file, each of the subtabs has a split-screen design. The left hand side of the page displays a list of the entities (e.g., corporate affiliates, facilities, clinical affiliates, etc.) while the right hand side displays the detailed information about the selected entity.



The list of entities on the left hand side of the screen can be collapsed using the arrow at the top of the list.



If you have more than 20 entities, you can scroll through the list using the page numbers at the bottom of the list.



To edit the information about a specific entity, select the entity from the list on the left hand side of the page. The entity's detailed information will be displayed on the right hand side of the page.

Detail: Example Health System (HPC In Progress)

Background Corporate Affiliations **Contracting Affiliations** Contracting Entity Facilities Clinical Affiliations File Attachments

+ - ↻

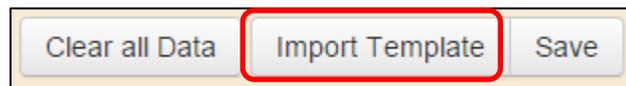
Contracting Affiliation Detail Clear all Data Import Template Save

Name	EIN	
Medical Group 1	88-8888888	RPO-59 Legal Name of Contracting Affiliate <i>Enter the legal name of the contracting affiliate. *</i>
<input checked="" type="checkbox"/> Medical Group 2	44-4444444	<input type="text" value="Medical Group 2"/>
Medical Group 3	55-5555555	RPO-60 Contracting Affiliate D/B/A or Alternate Name(s) <i>Enter all commonly used names by which the contracting affiliate is known, including any Doing-Business-As names for which the contracting affiliate has filed a D/B/A certificate as required by M.G.L. c. 110, § 5 or the</i>

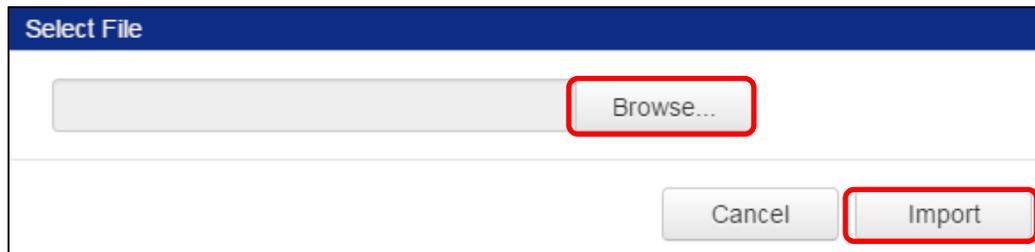
D. Importing Microsoft Excel Templates

Data entered in the previous submission will be prepopulated in the online submission platform, and program staff recommends updating data directly in the online submission platform rather than editing data by importing a new Microsoft Excel template. If your organization intends to update its Contracting Affiliations file or Facilities file using the MA-RPO-issued Microsoft Excel templates, please contact program staff.

To import a completed MA-RPO-issued Microsoft Excel template, navigate to the applicable subtab in the Application tab. Click “Import Template” on the right hand side of the page.



Browse to the file location on your computer and select the completed template. Then select “Import.”



You will see a status bar indicating that your upload has been successful.



When you import the template, all of the existing data will be overwritten by the information in your Microsoft Excel template. If you have an affiliate listed in the online submission platform that is not listed in your Microsoft Excel template, the system will delete the affiliate. If you get an error message when importing a template, make sure that you have not altered the formatting of the template (e.g., adding or deleting rows) and that you have followed the instructions in the DSM and the templates on how to enter the information properly.

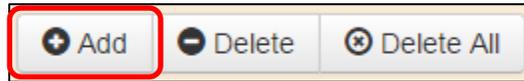
Please note that to add a new entity using an MA-RPO-issued Microsoft Excel template, you should add the entity as a new row in the template. If you upload an Excel template in which you only report the new entity and delete the other entities, the online submission platform will only reflect what's in the template and also delete the other entities from the system.

Please be aware that if you add, edit or delete an entity manually in the online submission platform, your Microsoft Excel template may be out of date. If you choose to reimport the template, please make sure that any changes you made manually in the online submission platform were also made to your Microsoft Excel template; otherwise, reimporting the template will overwrite your manual edits.

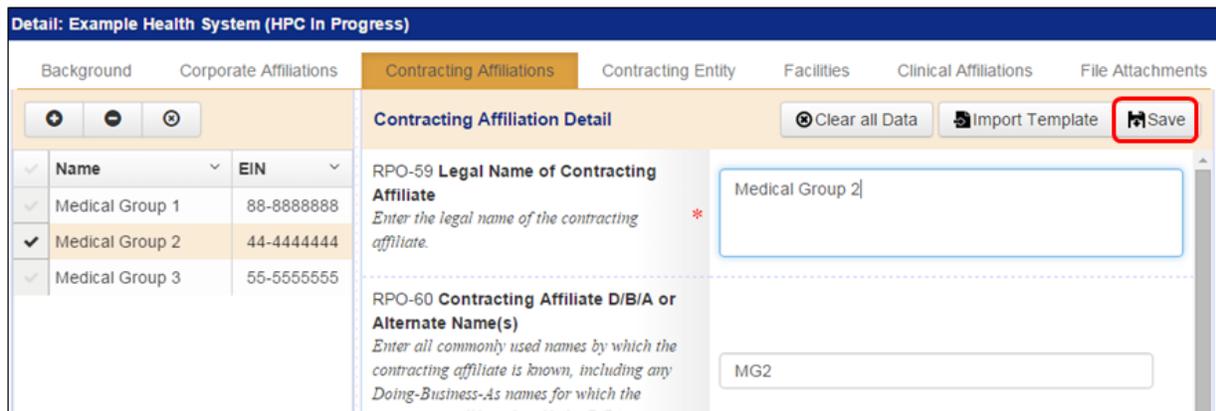
If you experience difficulties importing a template, contact program staff for assistance at HPC-RPO@mass.gov.

E. Adding and Deleting Entities

To add a new entity, click “Add” on the left hand side of the page.



A blank set of questions will appear on the right hand side of the page. Respond to the applicable questions and then click “Save” on the top right hand side of the page. Remember that you must enter both a name and EIN to save a new entity.

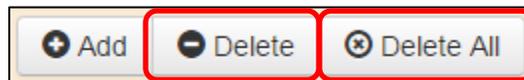


Name	EIN
Medical Group 1	88-8888888
Medical Group 2	44-4444444
Medical Group 3	55-5555555

RPO-59 Legal Name of Contracting Affiliate
Enter the legal name of the contracting affiliate. *

RPO-60 Contracting Affiliate D/B/A or Alternate Name(s)
Enter all commonly used names by which the contracting affiliate is known, including any Doing-Business-As names for which the

To delete an entity, select the entity you want to delete on the left hand side of the screen and click “Delete.” To delete all entities, select “Delete All.” The system will ask if you are sure you want to delete all of the entities on the subtab. If you select “OK,” all of the entities will be deleted and you will not be able to recover these entities.



F. Required Questions

A red star next to a data element indicates that the question must be answered.

RPO-01 Legal Name of Registering Provider Organization *

Enter the legal name of the Registering Provider Organization.

You may click “Save” at any time as long as you have entered an entity’s name and EIN. The online submission platform can help you track your progress in completing the required fields. Once you have completed all of the required fields for an entity, the online submission platform will highlight the entity in green on the left hand side of the page. If you have not answered all of the required questions for an entity, the online submission platform will highlight the entity in red. The online submission platform also highlights tabs that have missing information in red.

Background		Corporate Affiliations	Contracting Affiliations
+ - ✕ ☰ <			
✓	Name	✓	EIN
✓	Corporate Parent		88-8888888
✓	Medical Group		98-7654321
✓	Example Medical Center		11-1111111
✓	Example Physician Group		33-3333334
✓	Example Physician Hospital Organization		22-2222222

As shown below, the online submission platform identifies required questions that are incomplete with red outlines around the question.

RPO-43 Legal Name of Corporate Affiliate <i>Enter the legal name of the corporate affiliate.</i> *	<input type="text" value="Medical Group"/>
RPO-44 Corporate Affiliate D/B/A or Alternate Name(s) <i>Enter all commonly used names by which the corporate affiliate is known, including any Doing-Business-As names for which the corporate affiliate has filed a D/B/A certificate as required by M.G.L. c. 110, § 5 or the applicable laws of another state.</i>	<input type="text"/>
RPO-45 Corporate Affiliate Employer Identification Number (EIN) <i>Enter the 9-digit Employer Identification Number (EIN) for the corporate affiliate.</i> *	<input type="text" value="98-7654321"/> <input type="checkbox"/> N/A
RPO-46 Corporate Affiliate Zip Code <i>Enter the 5-digit zip code of the primary physical address for the corporate affiliate.</i> *	<input type="text"/> <input type="checkbox"/> N/A
RPO-47 Corporate Affiliate Tax Exempt Status <i>Does the IRS recognize the corporate affiliate as tax-exempt?</i> *	<input type="radio"/> Yes <input type="radio"/> No

In addition, when you click “Save” after adding or updating an entity’s data, a pop-up message will alert you to any missing information.

Alert Message

 Corporate affiliate saved successfully. The following required data elements have not been completed and are now highlighted in red. You can complete these data elements at a later time.

RPO-46

G. Question Logic

The online submission platform uses question logic to indicate whether or not certain questions have to be completed. For example, if a Provider Organization states that it does not contract for affiliated Providers (Data element RPO-66 in the Contracting Entity file), the Provider Organization will not have to answer data element RPO-67: Services Offered to Contracting Affiliates. If you select “No” in response to RPO-66 to indicate that your Provider Organization does not contract for affiliated Providers, the online submission platform will automatically shade RPO-67 in grey and change the cursor to a red “no” sign to make clear that you are not required to answer this question.

The screenshot shows two questions. RPO-66, 'Contracting for Affiliated Providers', has 'No' selected. RPO-67, 'Services Offered to Contracting Affiliates', is greyed out and has a red 'no' sign in a circle next to it, indicating it is not required to be answered.

RPO-66 Contracting for Affiliated Providers
Does the Contracting Entity establish contracts on behalf of any Health Care Professionals that it, or a corporate affiliate of the Registering Provider Organization named in RPO-01, does not employ, or on behalf of a Provider with which the Contracting Entity does not have a Corporate Affiliation? * Yes No

RPO-67 Services Offered to Contracting Affiliates
Select each service that the Contracting Entity offers to Health Care Professionals or Providers that are not employed or owned by the Registering Provider Organization named in RPO-01 or any of its corporate affiliates. (See [Note](#))

- Administrative Support: Billing
- Administrative Support: General
- Care Management
- Carrier Contract Management
- Information Technology
- Other Management
- Professional Training
- None of the above

The question logic will also indicate if you can bypass an entire file. In RPO-42, you can indicate, for example, whether you have any reportable Contracting Affiliations. If you indicate that you do not have any reportable Contracting Affiliations, the system will grey-out the Contracting Affiliations tab at the top of the page. You will not be able to click on this tab or answer any of the questions in this file. If your contracting relationships change and you now have to report Contracting Affiliations, you can access the Contracting Affiliations subtab by unchecking “My organization does not have any reportable Contracting Affiliations” in RPO-42: Applicable Files on the Background Information file subtab.

The screenshot shows the RPO-42 'Applicable Files' question. The first option, 'My organization does not have any reportable Contracting Affiliations', is selected and highlighted with a red box.

RPO-42 Applicable Files
Select the options that are true for your organization.

- My organization does not have any reportable Contracting Affiliations.
- My organization does not own or control any licensed Facilities, directly or indirectly.
- My organization has been approved by the HPC to submit an abbreviated application, and is therefore not required to submit a Physician Roster.
- My organization does not have any reportable Clinical Affiliations.

The screenshot shows the navigation tabs at the bottom of the page. The 'Contracting Affiliations' tab is highlighted with a red box.

Background Corporate Affiliations **Contracting Affiliations** Contracting Entity Facilities Clinical Affiliations File Attachments

H. Recommended Order of Completing Files

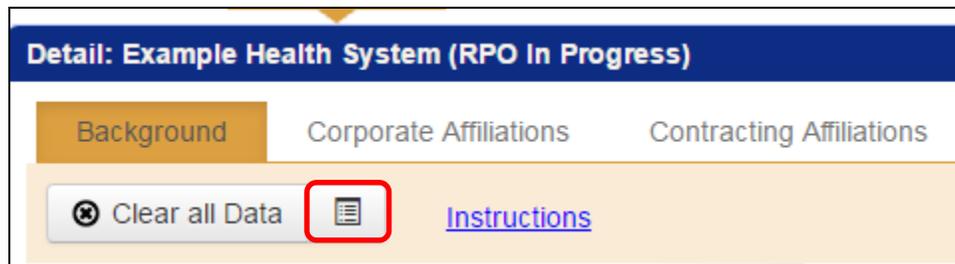
The MA-RPO program strongly recommends completing updates to the Corporate Affiliations file and Contracting Affiliations file before reviewing or entering information about your other relationships. The online submission platform will use the information from your Corporate Affiliations file and Contracting Affiliations file to populate other questions on other tabs. For instance, responses to RPO-48 are used to prepopulate answer options in RPO-49 and RPO-63. Responses to RPO-49 and RPO-63 are then used to populate RPO-65A. Please remember to click “save” after making updates to any of these data elements so that answer options populate appropriately in subsequent data elements.

I. Exporting Your Application to Excel

To facilitate printing, you can export your application into an Excel spreadsheet by clicking “Download RPO Data” on the home page. Each file will download into a separate tab of the Excel spreadsheet.

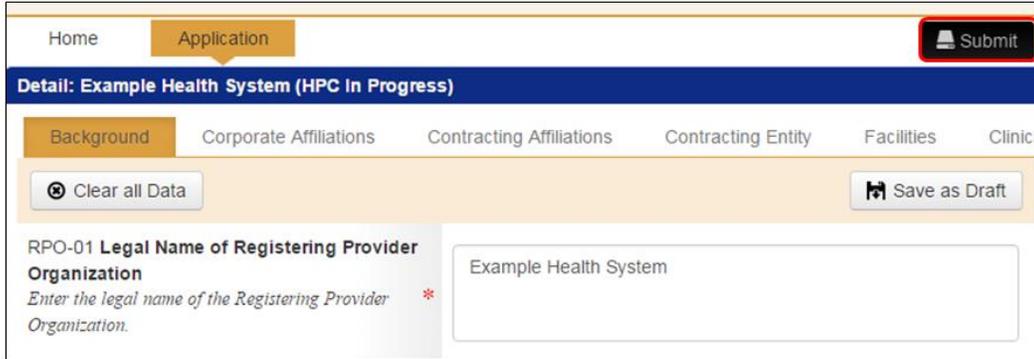


You can also download individual files by clicking on the “Export to Excel” button on each subtab.



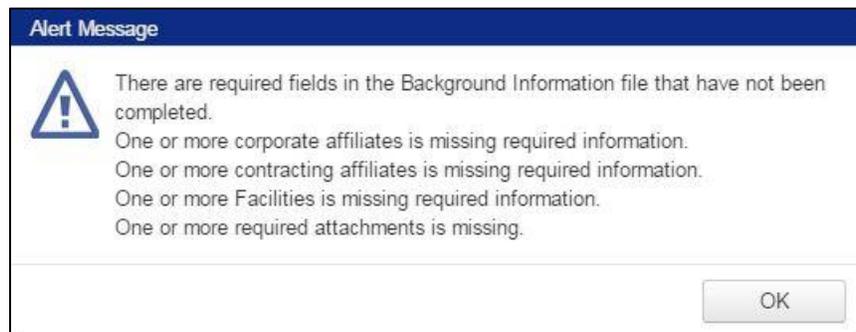
J. Submitting Final Materials

When you have completed all of the required application materials and are ready to submit your materials, select “Submit” on the top right hand side of the page.



The screenshot shows a web application interface. At the top, there are navigation tabs for 'Home' and 'Application'. A 'Submit' button is located in the top right corner, highlighted with a red box. Below the navigation is a header for 'Detail: Example Health System (HPC In Progress)'. There are several sub-tabs: 'Background', 'Corporate Affiliations', 'Contracting Affiliations', 'Contracting Entity', 'Facilities', and 'Clinics'. Below these tabs are two buttons: 'Clear all Data' and 'Save as Draft'. The main content area shows a form for 'RPO-01 Legal Name of Registering Provider Organization'. The text 'Example Health System' is entered in the input field. A red asterisk indicates a required field.

If you click “Submit” without answering each of the required questions, you will receive a pop-up alert identifying the tab(s) with missing information. You must complete these fields before submitting your final materials.



The alert message dialog box has a blue header with the text 'Alert Message'. It contains a warning icon (a triangle with an exclamation mark) and the following text: 'There are required fields in the Background Information file that have not been completed.' Below this, there are four lines of text: 'One or more corporate affiliates is missing required information.', 'One or more contracting affiliates is missing required information.', 'One or more Facilities is missing required information.', and 'One or more required attachments is missing.' At the bottom right of the dialog is an 'OK' button.

Once you click “Submit” you will not be able to edit your files. If you need to edit your files after you have submitted them, please contact program staff at HPC-RPO@mass.gov.

Application Subtabs and File-Specific Instructions

This section of the User Manual contains specific instructions on how to complete the Contracting Entity file and the File Attachments. These files have unique features that differ from the general instructions.

A. Contracting Entity Subtab

In RPO-65, you will select each type of contract your Corporately Affiliated Contracting Entity(ies) *establishes* with each listed Payer or Payer category. To do this in the online submission platform, you will click “Edit” after you have selected a Contracting Entity.



A new window will appear for you to answer RPO-65 for that Contracting Entity. Clicking “Save” will save your answers and leave the RPO-65 window open on your screen. “Save and Close” will save your answers, close the window, and return you to the Contracting Entity tab. Clicking “Cancel” will not save your answers and allow you to return to the Contracting Entity tab.



In RPO-65A, you will select each type of contract in which each corporate and/or contracting affiliate *participates* that was established by the Contracting Entity named in RPO-65. A list of your corporate and/or contracting affiliates for which you are required to complete RPO-65A has been populated based on your responses to RPO-49 and RPO-63. You can select the corporate affiliate or contracting affiliate from this list and click “Edit.” A new window will appear for you

to respond to RPO-65A for that affiliate. Alternately, you can click “Edit” first and select among your list of corporate and/or contracting affiliates once the RPO-65A window opens.

You can use the orange button (shown below) to collapse or expand the list of affiliates, as necessary.

Clicking “Save” will save your answers and leave the RPO-65A window open on your screen. “Save and Close” will save your answers, close the window, and return you to the Contracting Entity tab. Clicking “Cancel” will not save your answers and allow you to return to the Contracting Entity tab.

B. File Attachments

You will use the File Attachments subtab to upload your corporate organizational chart, Affidavit of Truthfulness and Proper Submission, Physician Roster(s), Financial Statements file(s), Audited Financial Statements, Payer Mix file(s), and Qualitative Description of Out-of-State Entities, as applicable. The data in these files is not editable from within the online submission platform. If you need to edit the information contained in one of these files, you must make the edit within the Microsoft Excel template and upload a revised version to the online submission platform. Each Microsoft Excel template should be renamed with the name of the corporate affiliate or Corporately Affiliated Contracting Entity for which the file is being submitted.

You may use the same corporate organizational chart and qualitative description of out-of-state entities that you submitted in your organization's previous filing *if it is still accurate*. You must upload new versions of all other file attachments. For instance, you cannot use the same Affidavit of Truthfulness that was submitted as part of your organization's previous filing.

If you would like to add any notes or explanatory information to your submission, you may upload those separate documents here and select file type "Other." **Please note that any information so submitted will be a public record and will be part of your MA-RPO registration.**

To add a file, select the file type from the drop-down menu on the right-hand side.



The screenshot shows a web form titled "File Attachment Detail" with a "Save and Upload" button in the top right corner. The form has three main sections: "File Type", "File name", and "Notes". The "File Type" section contains a dropdown menu with the placeholder text "Select File Type from the list". The dropdown menu is open, showing a list of file types: "Physician Roster", "Corporate Organizational Chart", "Affidavit of Truthfulness and Proper Submission", "Financial Statement File", "Audited or Internal Financial Statements", "Qualitative Description of Out-of-State Entities", and "Payer Mix File". The "File name" section has a red asterisk and a text input field containing "Physician Roster". The "Notes" section is currently empty.

Next, click "Browse."

File Attachment Detail Save and Upload

File Type * Physician Roster

File name * Browse...

Notes

If you would like to add a brief note to your file, type the text into the Notes field. Then click “Save and Upload.”

File Attachment Detail Save and Upload

File Type * Physician Roster

File name * Physician Roster File_Part 2_Example Health System Browse...

Notes

You will see a status bar indicating that your upload has been successful.

File Upload

File Name 'Physician Roster File_Part 2_Example Health System.xlsx' uploaded successfully.

100%

OK

To add another file, click “Add” in the upper left hand corner.

<input checked="" type="button" value="Add"/> <input type="button" value="Delete"/>			
✓	Date Added	File Type	File Name
✓	05/30/2019	Payer Mix File	Payer Mix File Template - 2019.xlsx

To delete a file, click on the file you would like to delete on the left hand side of the page and press “Delete.”

<input type="button" value="Add"/> <input checked="" type="button" value="Delete"/>			
✓	Date Added	File Type	File Name
✓	05/30/2019	Payer Mix File	Payer Mix File Template - 2019.xlsx

Any file attachments (e.g., corporate organizational chart, explanatory notes, etc.) that you submitted in a previous registration cycle are not available in the current year’s platform. If you would like to include any previously submitted attachments as part of your current filing, you may download the attachment by opening up the previous year’s filing, navigating to the File Attachments subtab and clicking on the File Name link. You may then save the file and follow the instructions above to add the file attachment to your current application.

✓	Date Added	File Type	File Name
✓	08/29/2017	Other	Example Explanatory Note..

Contact Information

If you have any questions about the online submission platform, please e-mail us at HPC-RPO@mass.gov.