CPT Smart App Frequently Asked Questions

On this page, you will find a list of frequent asked questions pertaining to the Smart App. If you have any questions, feel free to send an email to ccappsubmit@Z.ama-assn.org.

Question	Answer
Can I still use the paper applications?	Only the Category II application will remain paper-based at this time.
What are the submission deadline dates?	You can find the submission deadlines on the Applicant/Preparer dashboard. Additional dates and deadlines for Category I/III Long Form, RUC Short Form, and Pathology/Laboratory applications, can be found via this link. For additional dates and deadlines for Proprietary Laboratory Analyses (PLA) applications, click here
Who can I contact if I am having difficulty answering the questions in the digital application?	Please reference any help text and/or video guides available for the respective page on the Smart App. If the information provided does not provide clarity, please contact ccappsubmit@Z.ama-assn.org for additional guidance.
What browsers/devices are not supported for the CPT Smart App?	For the best experience, use Chrome to access the CPT Smart App. Internet Explorer is no longer supported and may cause issues. The CPT Smart App is not optimized for tablets or mobile devices.
How will I be notified of outstanding issues and/or follow up questions once I have submitted my application?	If clarification or additional information is needed before your application is reviewed by the CPT Editorial Panel and Advisors, a CPT staff member will add a comment in the application on the *CPT Staff Comments* tab of the control panel. You will then receive an email notification requesting that you review the CPT Staff comments and make revisions as requested. Staff may also send additional emails with detailed feedback regarding the requested changes.
Will interested parties be able to review the code change application(s) I submit?	If recognized by the AMA, any Interested Party will receive access to the entire code change application excluding CPT Smart App profile information about the Applicant(s)/Preparer(s) and all Applicant acknowledgements and agreements (eg, Conflict of Interest). All information provided elsewhere in the CCA will be available to the Interested Party (eg, if the Applicant/Organization name is noted in the Rationale, it will be available to the Interested Party). For Category I/III Long Form, RUC Short Form, and Pathology/Laboratory applications, any attachments accompanying the CCA will be available to the Interested Party in their entirety (without redaction of identifiable information). For Proprietary Laboratory Analyses (PLA) Code Change applications, supplemental documentation will be excluded from the information provided to Interested Parties (eg SOP, CLIA Certificate, positive and negative reports, etc.). Applicant(s)/Preparer(s) will be notified of the identity of any Interested Party recognized by the AMA with respect to the application.
Can I request information to be redacted from my application when sharing with interested parties?	No. The Code Change Application, with personal identifiable information redacted (see above), will be shared. This is the standard for all applications.

Where can I get more information on the definitions of disclosable or material interests?	The full policy can be found in this link.
What are the CPT Lobbying policies?	The full policy can be found in this link.
If my application is not accepted by the Panel, will it be saved so that I can modify and resubmit?	Yes. Unless your application becomes "Outdated" due to code revisions (see FAQs further below for details), your submitted application will remain on your dashboard and can be copied/cloned as a new application. You can then make revisions to the clone and resubmit for consideration at a future CPT Editorial Panel meeting. Please note that all Applicants and Preparers on the application will need to complete the necessary legal forms again.
What is the deadline to withdraw my application?	An applicant may withdraw a code change application at any time prior to it being discussed by the Panel at a CPT Editorial Panel meeting.
Does the information I enter in the application get saved?	Saving your information is vital. To ensure that your data is safe, the CPT Smart App saves in a variety of ways, including: - Every time you select a Navigation link in the application - Going to the previous question via the "Previous" button - Going to the next question via the "Next" button - Choosing "Save for Later" and exiting the application - Selecting "Save" Navigation option - Selecting "Control Panel" Navigation option - Clicking the "breadcrumbs" on the top-left of the page - Every time you add or revise CPT content - Every 2 minutes
What if I don't submit by the application submission deadline date?	Unless your application becomes "Outdated" due to code revisions (see FAQs further below for details), the application will remain available and you can submit it for consideration for the next CPT Editorial Panel meeting.
Why are the Proprietary Laboratory Analyses (PLA) deadlines different?	Panel Reviews of PLA applications are on a quarterly cycle instead of the three-times-per-year review cycle of the other CPT codes. PLA codes also have unique criteria and a multi-layered review process. For additional information, visit the AMA website.
I don't have my supporting documentation and literature yet and the tool won't let me submit an application without them. What should I do?	You must have the required documentation and literature attached in order to submit your application (different applications have different documentation and literature requirements). You can save your application for later and submit once you have all artifacts needed. If no supporting documentation is needed, you can click next.
How do I add other applicants or preparers?	From the application control panel, click the "Add Applicant" or "Add Preparer" button and you will be prompted to enter the email address of the other applicants or preparers. They will receive an email inviting them to be a part of the application process. For security reasons, invitations must be sent to the email address associated to the recipient's AMA account. If they do not have an AMA account, after opening

the invitation they will need to create an AMA account via the prompts provided and use the email address that the invitation was sent to.

I and/or someone I invited to an application is having trouble joining. What can I do?	Perform the following troubleshooting methods to resolve invitation issues:
	
	1. Ensure that the email address that the invitation was sent to the email address associated with the invitee's AMA Account (see above FAQ for additional details).
	2. Confirm that any email invitations were not forwarded. The URLs in the invitation emails are specific to the individual's email address that it was sent to.
	3. Once the email is received, copy the unique URL in the invitation. Do not click it, but instead copy it (right click the link or highlight and select CTRL + C). Open an "Incognito" or "Private" browser session in Google Chrome, Firefox, or Safari. Internet Explorer cannot be used
	     1. This will avoid any caching issues with your browser and the CPT Smart App.
	     2. In Chrome, you do this via the top-right menu > New Incognito window
	4. Paste the URL into the Incognito/Private browser session
	
	If you (or someone else) are not receiving the email invitations:
	
	1. Check your spam folders. Some email clients have additional spam blocking that may need to be turned off (such as Comcast).
	2. "Whitelist" the following email addresses by adding them to your "safe sender" or "Contacts" list, so that your email client does not automatically block AMA emails
	     1. ccappsubmit@ama-assn.org
	     2. ccappsubmit@z.ama-assn.org
	     3. donotreply@ama-assn.org
	3. Check your "blocked addresses" settings. Users may get frustrated with other AMA emails (weekly news updates, automated JAMA publications, etc.) and block the AMA sender address.
	4. If any of the above needed to be altered, it is likely that another invitation will need to be sent once those settings are changed.

Why am I getting an error in the Smart App when accepting/opening an invitation?	If you have already been added to the application, you may receive an error if you are using your original invitation link, which is intended for one-time use. Every time you reuse that link, you will see that error message. However, you have already been added and have access to the application and can continue to view/edit it as appropriate. Please refrain from using the invitation link and log in via the normal Smart App URL: https://cptsmartapp.ama-assn.org/ If you are not part of an application and receive an error: • The email address associated to your AMA account may not be the same as the email address that the invitation was sent to. If this is the case,

	you will need to have the invite resent to the appropriate email address, or contact the Unified Services Center to have your AMA account email address changed.
	• Or, the application may have already been submitted. Once an application is submitted, any pending invitations are no longer valid. In the event that an application is reverted by CPT STaff for additional edits, new invitations will need to be sent and opened accordingly.
Can other applicants or preparers edit the application?	Yes. Other applicants and preparers can edit the application. However, you will not receive notification if an applicant or preparer makes a change to the application. Remember, this is a *submission* tool, not a *collaboration* tool.
Can other applicants or preparers submit the application?	Yes. Other applicants and preparers can submit the application. A warning and final confirmation displays prior to any submission, informing the current user that they are about to submit and that no additional changes can be made once the application is submitted.
Do other applicants and preparers need to sign the legal forms?	Yes. All applicants and preparers need to complete all legal forms, including (but not limited to) the disclosure of interest, copyright and confidentiality agreements.
The deadline for submission is approaching and I can't get the other applicants or preparers to sign the legal forms. What should I do?	If you can't get a response from other applicants or preparers to complete the forms, you can delay submission until the next CPT Editorial Panel meeting. You can also remove the other applicants or preparers from the application via the application control panel.
How do presenters (who aren't applicants or preparers) register for a particular application?	Please contact Chad Whitney (chad.whitney@ama-assn.org) for further information on how to register for a particular application at the CPT Editorial Panel meeting.
How does an interested party get information about an agenda item?	Category I/III Long Form, RUC Short Forms, and Pathology/Laboratory application materials become available for Interested Party request and comment once the public agenda has been posted to the Panel meeting page, with Pathology/Laboratory agenda items available once the separate lab agenda has been posted.

Proprietary Laboratory Analyses (PLA) application materials become available for Interested Party request and comment once the PLA public agenda has been posted to the PLA page.

Key dates can be found on the Panel meeting process page, the PLA meetings and calendar page, and on the Interested Party Portal.

Upon review of the agenda, any interested individual may submit a request to be recognized as an Interested Party in order to receive materials for specific agenda items of interest. Only requests submitted through the CPT Smart App's Interested Party Portal will be considered. |

I want to modify my application after I've clicked submit. How do I do this?	Once your application is submitted, no additional changes can be made unless requested by CPT staff or Panel members. You can withdraw your application and then revise and resubmit it, pending submission deadlines and review cycles. The re-submitted application will fall into the current open application submission window.
I want to submit an application for modifying a guideline. How do I do this?	Guidelines and modifiers can be modified in the "Proposed Code Changes" question of each application. Use the "CPT Search" tool to find the current guideline or to determine placement in the code set of where you would like to add new information. You can use standard cut and paste functionality to insert text into the corresponding textbox, if needed.
When I upload a new document, will I see all the documents already uploaded for that question?	Yes. You will see all documents associated with that question. There is no need to upload the same artifact multiple times.
Where do I go to see the all the questions in each application?	You can access the full list of questions for each application by starting an application and then use the "Download" button at the top of the left navigation bar to download a Word version of all the possible questions. You can also download a Word version of the application from the control panel.
Can multiple applicants or preparers edit an application at the same time?	No. An application can be edited by only one person at a time. If there is no activity for ten minutes, the applicant will be sent back to the application control panel and the application will be available for editing by other applicants or preparers associated with the application.
What is the difference between an applicant and a preparer?	Applicants and preparers have very similar roles—both can edit, add other applicants or preparers, submit or withdraw applications. However, preparers are not usually presenters at the CPT Editorial Panel meeting and will be listed in a separate section on the cover pages of the CCA. A Preparer could be a staff member, consultant, or other individual assisting an Applicant in drafting the application.

At least one Applicant (i.e., not having all preparers on the application) must be associated to an application prior to submission, and all Applicants and Preparers must still comply with CPT Legal Policies. |
| **I am having issues logging into the Smart App. Who do I contact for further assistance?** | For login related issues, such as resetting usernames or passwords, please call the AMA United Service Center at 800 262-3211 from 8:30 AM until 4:45 PM CT (Monday-Friday) or email MOSupport@ama-assn.org for assistance. |
| **My application was recently reverted. What do I need to do?** | Review any comments from CPT Staff via the "CPT Staff Comments" tab in the Control Panel of the application and/or emails sent by CPT Staff. Once reviewed, apply any updates that Staff has requested via the Smart App.

When you are ready to resubmit, you will need to navigate through to the final step of the application process titled "Other comments", where you can then re-verify and re-submit your application. |

| How do I add attachments to my application? | You may add attachments via the "Attachments" tab found in the Control Panel for any type of application.

Additionally, options to add attachments are found in various steps throughout the application submission process. |
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| What does my application status mean? | As an application moves through the CPT panel process it will be assigned a status indicating progress. The following lists the various statuses and their definitions: |

Status	Definition
In-progress	An application that is currently being edited by an applicant or preparer. Only one applicant or preparer can have it open for editing at any one time.
Saved	An in-progress application that is saved and editable and is not actively being edited by any applicants or preparers.
Submitted	An application that has been completed by applicants and/or preparers and is currently under review by CPT Staff. It is now locked and not available for editing by applicants or preparers.
Reverted	An application that has been returned to applicant(s) due to CPT Staff-determined deficiencies. It is now unlocked to allow for remediation of deficiencies by applicants or preparers.
Resubmitted	An application that has been resubmitted by an applicant or preparer after adjustments have been made to address deficiencies noted by CPT Staff. The application is locked again and not available for editing.
Staff Reviewed	An application that CPT Staff has reviewed and is ready to be prepared for Panel review.
Withdrawn	An application that has been withdrawn by an applicant or preparer. Applicants/preparers will be required to submit a rationale for the Withdrawal. A withdrawn application may be cloned and further edited. Applications may be withdrawn up until they are brought to the table at the panel meeting.
Outdated	An application that has outdated CPT code set content or superseded application questions and is only available for downloading and printing.

| What do I need to do if my status is Outdated? | If your application's status is Outdated, it can no longer be considered valid due to either:

- The AMA updating the CPT Smart App database with newly effective codes and information
- An application question has been superseded with new language or other changes and the question is no longer valid for submission |
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	However, you may still download your application along with any artifacts that you had attached to the original application.
	In order to submit a revised code change application in the spirit of your outdated application, you will need to:
	- Create a new application within the Smart App - You can use the Word version of your downloaded, outdated application as reference to complete a new application - You can cut and paste your rationales, typical patients, descriptions of procedure from this word document directly into the CPT Smart App.
Do Applicants or Preparers need to present at the panel meetings?	While they are certainly able to, Applicants and Preparers do not necessarily need to present at the Panel Meeting. A separate individual that is deemed a Presenter can be added closer to the meeting date after the application has been submitted. Presenters (as well as Applicants and Preparers) will need to sign confidentiality forms that will be sent separately of the application.
How do I add my organization to my application?	The organization that is entered for your current Smart App Profile will be tied to any new applications that you create or that you are invited to.
	You can add multiple profiles within the Smart App in the event you represent multiple organizations. Adding a new profile will make it the default, however you can switch at any time.
	To change your organization for a specific application, select "Change Organization" on the Control Panel of the application. You must have two or more Smart App profiles for this feature to display.
Who can see my applications?	Only you can see your "draft" applications. Your list is specific to you and the applications that you've created or been invited to, or to those that you have invited to your application(s).
	Only once you submit your application will AMA Staff be able to view it prior to Panel review.
I can't submit or resubmit my application. What did I miss?	Double check the following:
	1. That you have at least 1 applicant associated to the application
	2. That all Applicants and Preparers have signed off on all Legal/COI attestations
	3. That you have verified the application on the "Other Comments" page (the last page within the Smart App application)

Where can I find information on previously reviewed applications?	Information for historical Code Change Applications is only available to the individuals who submitted the application or who were Interested Parties at the time of the application's review by the CPT Editorial Panel. Applications may contain proprietary information that is confidential to the public, which is why the AMA can only share specific data about codes (such as when a code was created).
	You can view the summary of panel actions for previous meetings here; that may assist you with what you are looking for. If you would like historical context for codes, you can review the reference materials found in the CPT Professional book. The reference materials for a code, such as *CPT Changes* or *CPT Assistant,* can be found below the code's descriptor.