

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 2369	Date: October 4, 2019
	Change Request 11452

SUBJECT: Implementation for First Coast Service Options (FCSO) and Novitas for the CMS Enterprise Identity Management OKTA/Saviynt Migration

I. SUMMARY OF CHANGES: This Change Request (CR) is instructing First Coast Service Options (FCSO) JN and Novitas JH and JL to migrate from Enterprise Identity Management (EIDM) to the new CMS Enterprise Identity Management OKTA/Saviynt by March 31, 2020.

This CR is the continued analysis and implementation of CR 10791 - Analysis for First Coast Service Options (FCSO) and Novitas for the CMS Enterprise Identity Management OKTA/Saviynt Migration.

EFFECTIVE DATE: March 31, 2020

**Unless otherwise specified, the effective date is the date of service.*

IMPLEMENTATION DATE: March 31, 2020

Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.

II. CHANGES IN MANUAL INSTRUCTIONS: (N/A if manual is not updated)

R=REVISED, N=NEW, D=DELETED-Only One Per Row.

R/N/D	CHAPTER / SECTION / SUBSECTION / TITLE
N/A	N/A

III. FUNDING:

For Medicare Administrative Contractors (MACs):

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

IV. ATTACHMENTS:

One Time Notification

Attachment - One-Time Notification

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SUBJECT: Implementation for First Coast Service Options (FCSO) and Novitas for the CMS Enterprise Identity Management OKTA/Saviynt Migration

EFFECTIVE DATE: March 31, 2020

**Unless otherwise specified, the effective date is the date of service.*

IMPLEMENTATION DATE: March 31, 2020

I. GENERAL INFORMATION

A. Background: This Change Request (CR) is instructing First Coast Service Options (FCSO) JN and Novitas JH and JL to migrate from Enterprise Identity Management (EIDM) to the new CMS Enterprise Identity Management OKTA/Saviynt by March 2020. This CR is a follow up CR to CR 10791, Analysis for First Coast Service Options (FCSO) and Novitas for the CMS Enterprise Identity Management OKTA/Saviynt Migration.

This CR is the continued analysis and implementation of CR 10791 - Analysis for First Coast Service Options (FCSO) and Novitas for the CMS Enterprise Identity Management OKTA/Saviynt Migration

B. Policy: FCSO JN and Novitas JH and JL shall follow the Centers for Medicare & Medicaid Services (CMS) Expedited Life Cycle (XLC) process during their migration to OKTA/Saviynt.

II. BUSINESS REQUIREMENTS TABLE

"Shall" denotes a mandatory requirement, and "should" denotes an optional requirement.

Number	Requirement	Responsibility									
		A/B MAC			D M E M A C	Shared-System Maintainers				Other	
		A	B	H H H		F I S S	M C S	V M S	C W F		
11452.1	FCSO JN and Novitas JH and JL shall update their detailed project plans and LOE previously approved by CMS under CR 10791 to coincide with the new timeline for implementation.										JH A/B MAC, JL A/B MAC, JN A/B MAC
11452.1.1	FCSO JN and Novitas JH and JL shall email the updated project plan for approval to Ada Sanchez (Ada.Sanchez@cms.hhs.gov) and their COR within 10										JH A/B MAC, JL A/B MAC, JN A/B MAC

Number	Requirement	Responsibility								
		A/B MAC			D M E M A C	Shared-System Maintainers				Other
		A	B	H H H		F I S S	M C S	V M S	C W F	
	business days from issuance of the final CR.									
11452.1.2	CMS shall send approval to FCSO JN and Novitas JH and JL via email 5 business days from receipt of the updated project plan.								CMS	
11452.2	FCSO JN and Novitas JH and JL shall engage the Enterprise Identity Management (EIDM) Team in up to 25 one-hour status meetings to discuss and plan the migration.								JH A/B MAC, JL A/B MAC, JN A/B MAC	
11452.3	FCSO JN and Novitas JH and JL shall attend the Help Desk (HD) training. NOTE: Helpdesk Training is scheduled to take place during the last two weeks of December.								JH A/B MAC, JL A/B MAC, JN A/B MAC	
11452.4	FCSO JN and Novitas JH and JL shall perform user acceptance testing (UAT) in the new OKTA Implementation testing environment (IMPL). NOTE: MACs will have access to perform testing in the DEV environment. UAT testing is scheduled to take place during the first and second week of January 2020, or after all Helpdesk Training has been completed.								JH A/B MAC, JL A/B MAC, JN A/B MAC	
11452.5	FCSO JN, and Novitas JH and JL shall create a customized user guide specific to their Provider Portal application.								JH A/B MAC, JL A/B MAC, JN A/B MAC	
11452.6	FCSO JN and Novitas JH and JL shall train End Users on the new CMS Enterprise Identity Management solution (OKTA).								JH A/B MAC, JL A/B MAC, JN A/B MAC	
11452.7	FCSO JN and Novitas JH and JL shall conduct all activities associated with establishing trusted connection/environments in the new OKTA/Saviynt hosting site.								JH A/B MAC, JL A/B MAC, JN A/B MAC	
11452.8	FCSO JN and Novitas JH and JL shall conduct all activities required to migrate the Security Assertion Markup Language 2.0 (SAML 2.0) connection for all								JH A/B MAC, JL A/B MAC, JN A/B MAC	

Number	Requirement	Responsibility								
		A/B MAC			D M E M A C	Shared-System Maintainers				Other
		A	B	H H H		F I S S	M C S	V M S	C W F	
	environments from the existing EIDM hosting site to the new OKTA/Saviynt hosting site.									
11452.9	FCSO JN and Novitas JH and JL shall participate in other duties identified during the migration process as necessary.								JH A/B MAC, JL A/B MAC, JN A/B MAC	
11452.10	EIDM shall provide Help Desk (HD) support for their users during migration efforts (in addition to normal HD support currently provided.)								JH A/B MAC, JL A/B MAC, JN A/B MAC	
11452.11	FCSO JN and Novitas JH and JL shall be prepared to fully migrate from Enterprise Identity Management (EIDM) to the new CMS Enterprise Identity Management OKTA/Saviynt no later than March 31, 2020.								JH A/B MAC, JL A/B MAC, JN A/B MAC	
11452.12	FCSO JN and Novitas JH and JL shall conduct an evaluation of custom Enterprise Identity Management (EIDM) functionalities not supported in the new CMS Identity Solution (OKTA).								JH A/B MAC, JL A/B MAC, JN A/B MAC	
11452.13	FCSO JN and Novitas JH and JL shall evaluate the gap analysis provided by the Enterprise Identity Management (EIDM) Team.								JH A/B MAC, JL A/B MAC, JN A/B MAC	
11452.14	FCSO JN and Novitas JH and JL shall engage in clean-up activities necessary to ensure only current, validated users are migrated to the new solution.								JH A/B MAC, JL A/B MAC, JN A/B MAC	
11452.15	FCSO JN and Novitas JH and JL shall complete all necessary system development life cycle (SDLC) activities to assume ownership of functionalities no longer supported by the new CMS Enterprise Identity Management (OKTA).								JH A/B MAC, JL A/B MAC, JN A/B MAC	

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility				
		A/B MAC			D M E M A C	C E D I
		A	B	H H H		
	None					

IV. SUPPORTING INFORMATION

Section A: Recommendations and supporting information associated with listed requirements: N/A

"Should" denotes a recommendation.

X-Ref Requirement Number	Recommendations or other supporting information:

Section B: All other recommendations and supporting information: N/A

V. CONTACTS

Pre-Implementation Contact(s): Stacey Ndelle, 410-786-8208 or Stacey.Ndelle@cms.hhs.gov

Post-Implementation Contact(s): Contact your Contracting Officer's Representative (COR).

VI. FUNDING

Section A: For Medicare Administrative Contractors (MACs):

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ATTACHMENTS: 0