

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-05 Medicare Secondary Payer	Centers for Medicare & Medicaid Services (CMS)
Transmittal 117	Date: April 5, 2016
	Change Request 9602

SUBJECT: Remote Identity Proofing (RIDP) and Multi-Factor Authentication (MFA) for Electronic Correspondence Referral System (ECRS) Web Users

I. SUMMARY OF CHANGES: Through this instruction the Centers for Medicare & Medicaid Services (CMS) is updating the Electronic Correspondence Referral System (ECRS) Web User Guide and ECRS Web User Guide Appendices to provide information and instruction on Remote Identity Proofing (RIDP) and Multi-Factor Authentication (MFA). The ECRS Web Quick Reference Card has also been updated (date only).

EFFECTIVE DATE: April 4, 2016

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

IMPLEMENTATION DATE: April 8, 2016

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
R	5/5.1/Electronic Correspondence Referral System on the Web (ECRS Web) User Guide Version 5.7
R	5/5.2/Electronic Correspondence Referral System for the Web (ECRS Web) Quick Reference Card

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:

**Business Requirements
Manual Instruction**

Attachment - Business Requirements

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I. GENERAL INFORMATION

A. Background: The Centers for Medicare & Medicaid Services (CMS) Office of Technology Services (OTS) has determined that all users who access Electronic Correspondence Referral System (ECRS) Web through the CMS Enterprise Portal will be required to use a two-step authentication before gaining access to the ECRS Web effective April 4, 2016. This policy holds for any web portal application that a user will access via the Enterprise Identity Management (EIDM) or CMS Enterprise Portal. This process will provide certain users the ability to view unmasked case information. To enhance security, new users who request access to ECRS on the CMS Enterprise Portal are required to complete the RIDP and MFA processes. Current users with active accounts will only need to complete the MFA process. RIDP is an identity verification process that requires the user to provide information to Experian® (an external credit service agency) that is sufficient to prove his/her identity. MFA is a security authentication process that requires the user to register a device (such as a phone, computer, or laptop) or his/her email address as part of your EIDM profile. Once registered, the user is required at login to always enter a unique security code (i.e., credential ID[MJ1]), which is sent to the user's registered device.

The first part of the two-step authentication process is Remote Identity Proofing (RIDP). RIDP is an identity verification process that requires the user to provide sufficient information to Experian® (an external credit service agency) to prove his/her identity. The second part of the two-step authentication is Multi-Factor Authentication (MFA). MFA is a security authentication process that requires the user to register a device (such as phone, computer, or laptop) or e-mail address as part of your CMS Enterprise Portal profile. Once registered, the user will be required at Login, to enter a unique security code (i.e., credential ID), which is sent to the user's registered device. Chapter 9 of the ECRS User Guide provides instructions on how to download and install credential ID software on a user's computer, mobile device, or laptop to complete the MFA process. The RIDP and MFA setup processes will only need to be completed **once**. Users will not need to repeat these processes when requesting access and roles for other EIDM portal applications.

Existing ECRS users with an active account on the CMS Enterprise Portal are only required to complete the MFA process to gain access to ECRS.

B. Policy: In accordance with OTS direction, all new ECRS users at each A/B Medicare Administrative Contractor or Durable Medical Equipment Medicare Administrative Contractor shall be required to complete the two-step RIDP and MFA procedures in order to gain access to ECRS via the CMS Enterprise Portal. The two-step RIDP and MFA procedures may be referenced in Chapter 9 of the updated version 5.7 ECRS User Guide.

II. BUSINESS REQUIREMENTS TABLE

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

Number	Requirement	Responsibility
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		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	
9602.1	As of April 8, 2016, all users of ECRS Web shall be required to authenticate through Multi-Factor Authentication (MFA) prior to accessing the application.	X	X	X	X					BCRC, CRC, MSPIC, MSPSC
9602.2	Prior to April 8, 2016, all existing ECRS Web users shall complete the MFA process by registering their device (e.g., phone, computer, or laptop) or e-mail address with the CMS Enterprise Portal. NOTE: Unless this step is taken before April 8, 2016, existing users will be unable to gain access to ECRS Web.	X	X	X	X					BCRC, CRC, MSPIC, MSPSC
9602.3	The MFA process shall require user to register a device (e.g., phone, computer, or laptop) or e-mail address with the CMS Enterprise Portal to obtain a credential ID.	X	X	X	X					BCRC, CRC, MSPIC, MSPSC

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:
	N/A

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

V. CONTACTS

Pre-Implementation Contact(s): Vanessa Jackson, 410-419-4861 or Vanessa.Jackson@cms.hhs.gov ,
Brian Pabst, 410-786-2487 or Brian.Pabst@cms.hhs.gov

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

VI. FUNDING

Section A: 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.

ATTACHMENTS: 0