

---

---

# **Individuals Authorized Access to CMS Computer Services (IACS) Provider User Guide (Supplemental)**

Software Release 4.2.2

Document Version 1.0

**April 2007**

---

---

Document No.: 1988  
Contract No.: 500-02-0036  
Task Order No.: 0003

**Prepared for:**  
Centers for Medicare & Medicaid Services (CMS)  
OIS/ISMG  
7500 Security Boulevard, N3-00-01  
Baltimore, Maryland 21244-1850

**Prepared by:**  
ViPS, Inc.

---

---

# CONTENTS

<b>1.0</b>	<b>Introduction.....</b>	<b>1</b>
1.1	Purpose .....	1
1.2	How to Use this document.....	1
<b>2.0</b>	<b>Logging in for the First Time .....</b>	<b>2</b>
2.1	Change your Password .....	2
2.2	Change Answers to Authentication Questions .....	8
<b>3.0</b>	<b>Password Reset.....</b>	<b>11</b>
<b>4.0</b>	<b>CMS Application Access .....</b>	<b>14</b>
4.1	Login to Provider (270/271) .....	14
<b>5.0</b>	<b>Questions and Troubleshooting .....</b>	<b>17</b>
5.1	Help .....	17
5.2	Being Proactive .....	17
5.3	Proper Software.....	17
<b>6.0</b>	<b>Helpful Hints .....</b>	<b>18</b>
6.1	Registering in IACS .....	18
6.2	Help Desk Information .....	18
<b>7.0</b>	<b>Legal .....</b>	<b>19</b>
7.1	Privacy Act Statement .....	19
7.2	Rules of Behavior .....	19

## FIGURES

Figure 1: Government Computer System Warning/Reminder Screen .....	2
Figure 2: CMS Application Portal Introduction Screen.....	3
Figure 3: Account Management Screen .....	4
Figure 4: Log In to IACS Screen .....	5
Figure 5: Change Password Field Entry Screen.....	6
Figure 6: Change Password Policy Violation Message Screen .....	7
Figure 7: My Profile Screen Showing Change Answers to Authentication Questions Option.....	8
Figure 8: Change Answers to Authentication Questions Screen .....	9
Figure 9: Change Answers Results Screen .....	10
Figure 10: My Profile Screen .....	10
Figure 11: Log In to IACS Screen .....	11
Figure 12: Password Identify User Screen .....	12
Figure 13: Password Email Notification Screen.....	13
Figure 14: Example of a Password Notification Email .....	13
Figure 15: Government Computer System Warning Screen .....	14
Figure 16: CMS Applications Portal Introduction Screen.....	15
Figure 17: Providers Screen .....	16
Figure 18: Login to IACS Screen .....	16

## 1.0 Introduction

### 1.1 Purpose

This document establishes the procedures for Logging in for the first time, password resets and accessing the CMS 270/271 application using the Individuals Authorized Access to CMS Computer Services (IACS) application within the Centers for Medicare & Medicaid Services (CMS). Registration procedures for Security Officials, User/Approvers, and User/Providers are described in additional role-specific documents.

### 1.2 How to Use this document

When an action is required on the part of the reader, it is indicated by a line beginning with the word "Action:" For example:

**Action:** Click on **OK**.

The field or button to be acted upon is indicated in **bold italics** in the **Action** statement.

## 2.0 Logging in for the First Time

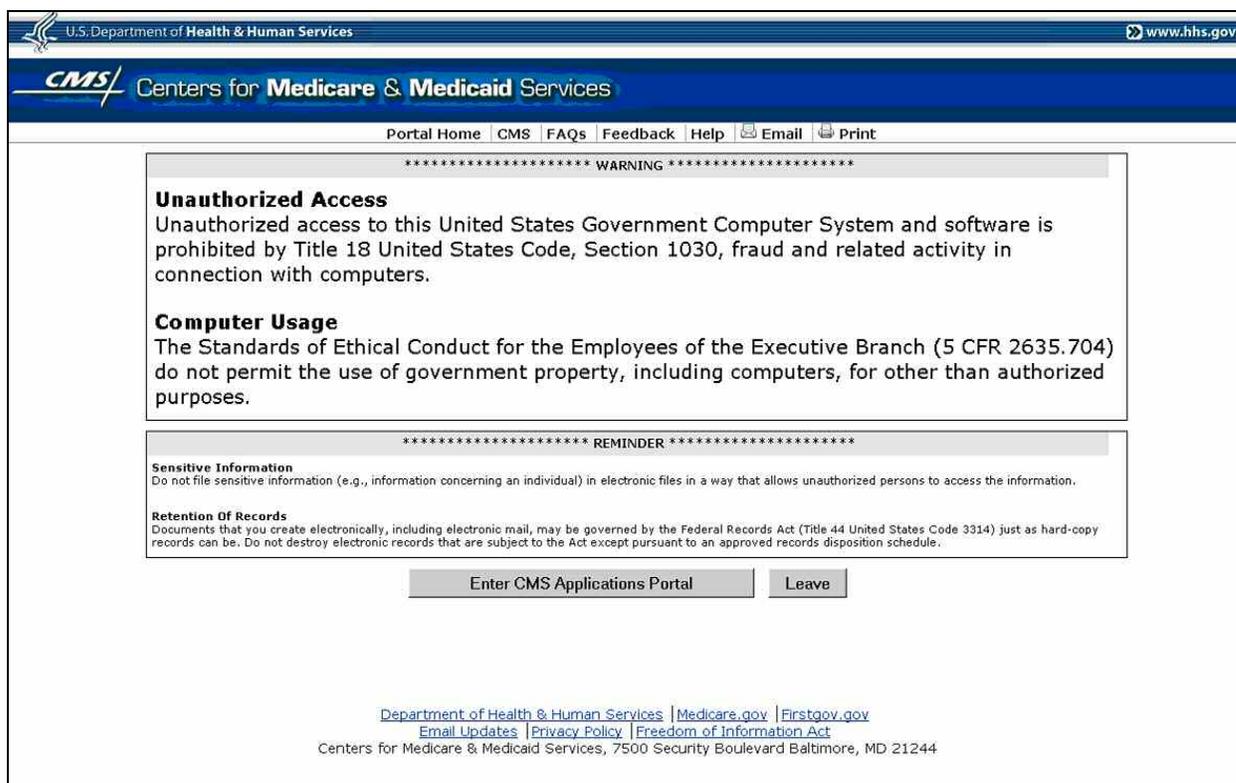
After registration is complete and the user logs in for the first time:

- The user must change his/her password
- The user must answer at least two (2) of the authentication questions (until that is done, s/he will not see any additional links - such as waiting approvals)
- The *change password* and *change authentication* links that appear after the first login and authentication question setup provide the user with the option of changing those values – they are not mandatory

### 2.1 Change your Password

**Action:** Using the User Identifier (UID) and onetime password provided, login to the IACS system at <https://applications.cms.hhs.gov> to change your password.

**Action:** Read the contents of the government computer system “WARNING/REMINDER” screen, and then agree by clicking **Enter CMS Applications Portal**. (See Figure 1)

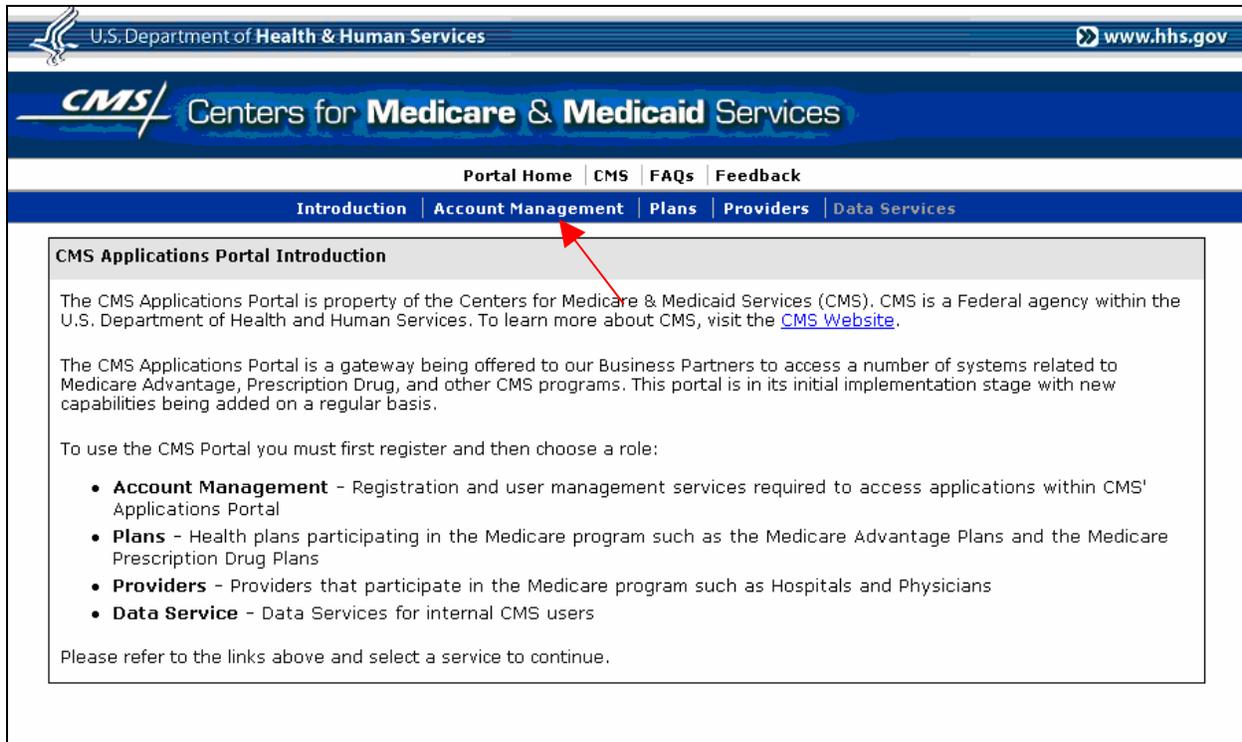


**Figure 1: Government Computer System Warning/Reminder Screen**

**Action:** If you do not want to proceed any further, you can click on **Leave** to exit.

The “CMS Application Portal Introduction” screen will open as shown in Figure 2

**Action:** Click on **Account Management** in the blue menu bar toward the top of the screen.



**Figure 2: CMS Application Portal Introduction Screen**

The screen will update to the display shown in Figure 3.

**Action:** Click on ***My Profile*** in the “Account Management” screen.

U.S. Department of Health & Human Services [www.hhs.gov](http://www.hhs.gov)

**CMS** Centers for **Medicare & Medicaid** Services

Portal Home | CMS | FAQs | Feedback | Help | Email | Print

Introduction | Account Management | Plans | Providers | Data Services

### Account Management

CMS has established a single system to provide user registration and user account self-service capabilities. The links below will launch the registration application for new users to request access to the applications offered within the CMS Applications Portal and the self-service application for registered users.

- » [New User Registration](#) - Apply for a CMS computer services account
- » [My Profile](#) - Manage your CMS computer services account
- » [Computer Based Training \(CBT\) For Account Management](#)

### Help Resources

-Medicare Health Care Providers should direct questions or concerns to the MCARE Help Desk at 1-866-440-3805 (phone), 1-615-238-0822 (fax) or via email [McareHDoutage@Endeon.com](mailto:McareHDoutage@Endeon.com)

-Health Plans should direct questions or concerns to MMAHelp desk at 1-800-927-8069 or via email at [mmahelp@cms.hhs.gov](mailto:mmahelp@cms.hhs.gov)

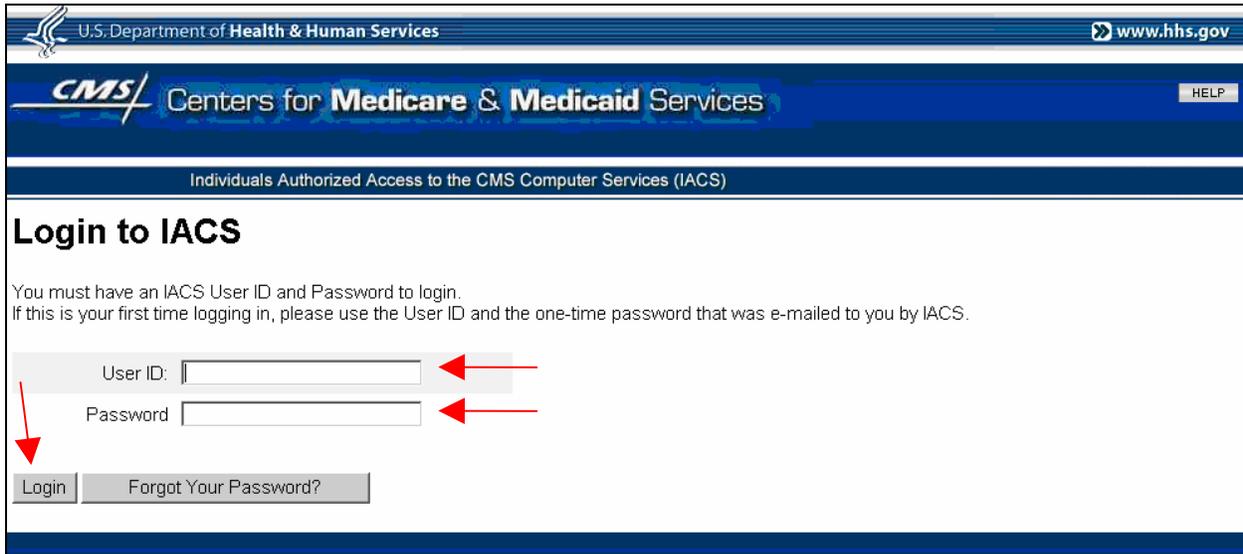
[Department of Health & Human Services](#) | [Medicare.gov](#) | [Firstgov.gov](#)  
[Email Updates](#) | [Privacy Policy](#) | [Freedom of Information Act](#)  
Centers for Medicare & Medicaid Services, 7500 Security Boulevard Baltimore, MD 21244

**Figure 3: Account Management Screen**

The “Login to IACS” screen will open as shown in Figure 4.

**Action:** Enter your new *User ID*

**Action:** Enter your onetime *Password* and click *Login*.

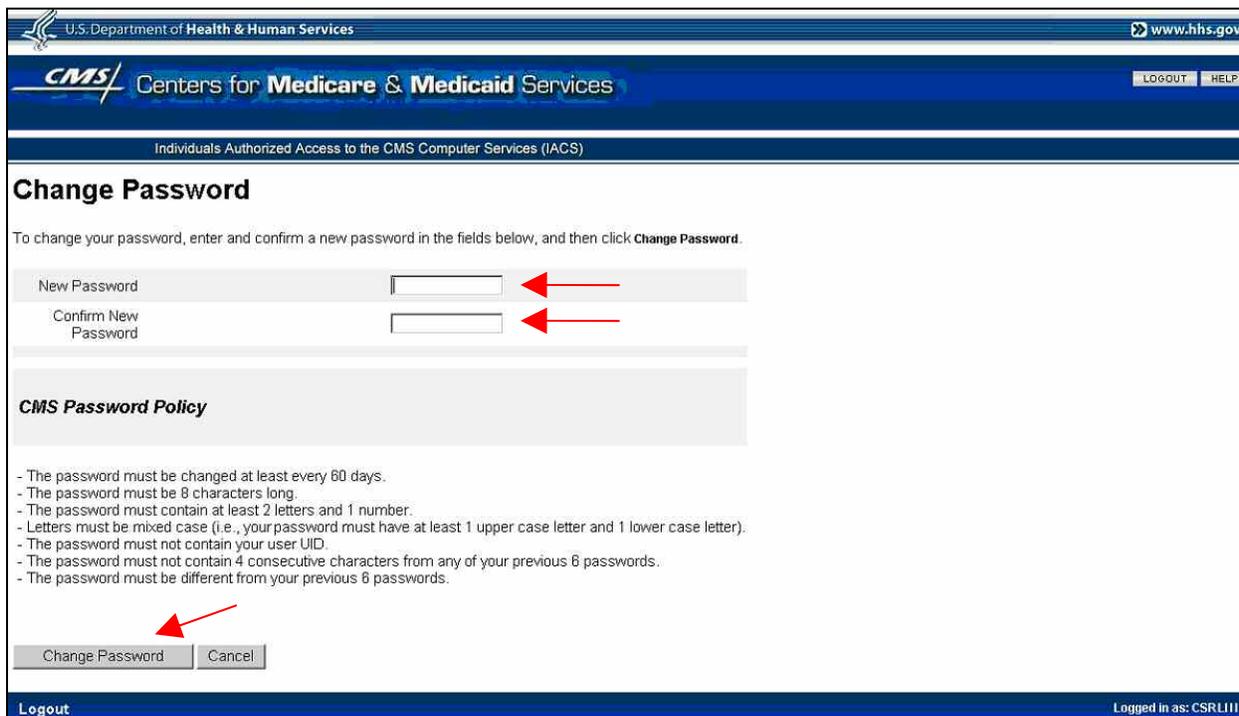


**Figure 4: Log In to IACS Screen**

A **Change Password** window will open as shown in Figure 5.

**Action:** Enter a new **Password** in the **Password** field and then re-enter it in the **Confirm Password** field as verification.

**Note:** This screen also appears as a result of a user requested password reset.



The screenshot shows the 'Change Password' interface. At the top, there is a header for the U.S. Department of Health & Human Services and CMS (Centers for Medicare & Medicaid Services). Below the header, the page title is 'Individuals Authorized Access to the CMS Computer Services (IACS)'. The main heading is 'Change Password'. A sub-heading reads: 'To change your password, enter and confirm a new password in the fields below, and then click **Change Password**.' There are two input fields: 'New Password' and 'Confirm New Password'. Red arrows point to both fields. Below the fields is a section titled 'CMS Password Policy' with a list of rules: '- The password must be changed at least every 60 days.', '- The password must be 8 characters long.', '- The password must contain at least 2 letters and 1 number.', '- Letters must be mixed case (i.e., your password must have at least 1 upper case letter and 1 lower case letter).', '- The password must not contain your user UID.', '- The password must not contain 4 consecutive characters from any of your previous 6 passwords.', '- The password must be different from your previous 6 passwords.' At the bottom, there are two buttons: 'Change Password' and 'Cancel'. A red arrow points to the 'Change Password' button. The footer includes 'Logout' on the left and 'Logged in as: CSRLIII' on the right.

**Figure 5: Change Password Field Entry Screen**

The IACS password must meet the following policy rules:

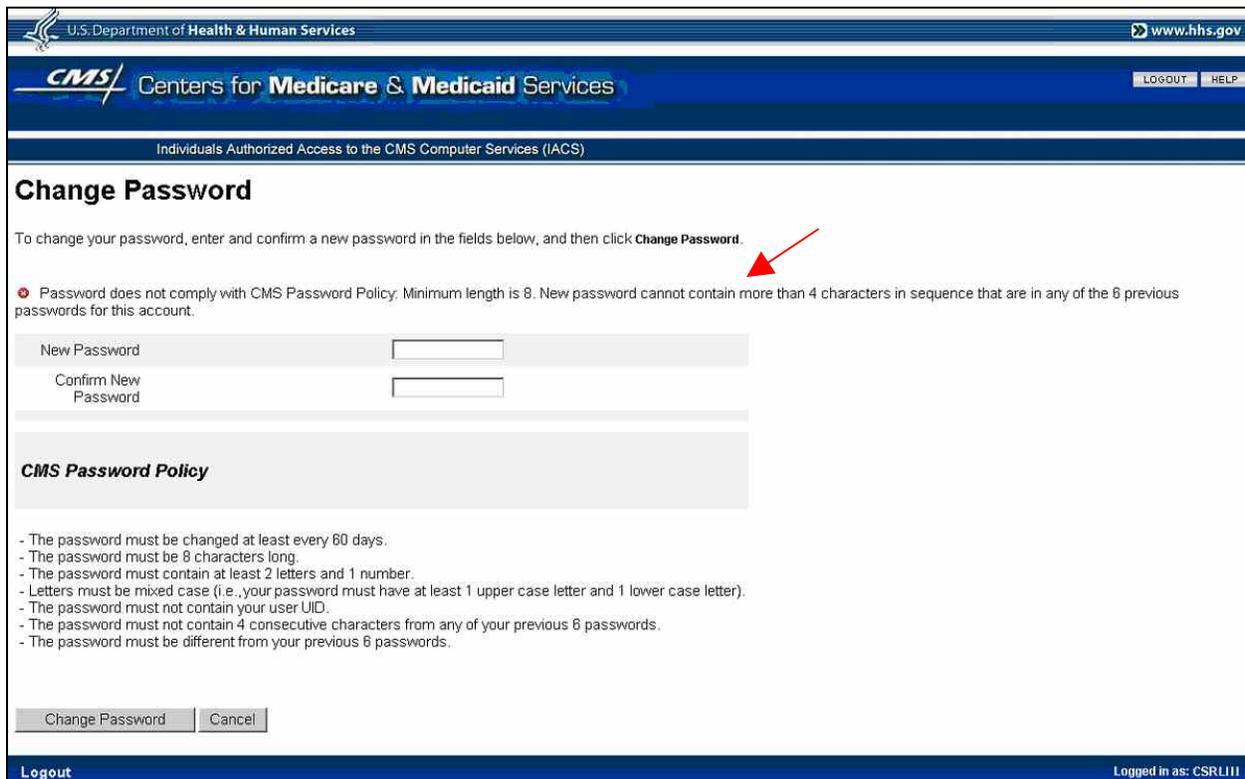
- Must be 8 characters in length
- Must contain at least two alpha characters and one number (no special characters)
- Alpha characters must be mixed case (i.e., must have at least one upper case letter and one lower case letter)
- Cannot begin with a number
- Must not have more than 4 consecutive characters of any of the past 6 passwords
- Must not contain the UID
- Must be different from the previous 6 passwords

**Action:** Click on **Change password**.

**Note:** If the “Change Password” screen reappears, a password policy violation has occurred. Check the message that appears below the **Change Password** label and process accordingly. (See Figure 6)

Possible password policy violation messages:

- New password cannot match any of the 6 previous passwords for this account
- Fields **Confirm Password:** and **Password:** do not match
- Must have at least 2 alpha characters
- Must have at least 1 upper case and 1 lower case alpha character
- Must have at least 1 numeric character
- Cannot begin with a number
- Must be 8 characters in length



The screenshot shows the CMS 'Change Password' interface. At the top, there is a header for the U.S. Department of Health & Human Services and the Centers for Medicare & Medicaid Services. Below the header, the page title is 'Individuals Authorized Access to the CMS Computer Services (IACS)'. The main heading is 'Change Password'. A message states: 'To change your password, enter and confirm a new password in the fields below, and then click **Change Password**.' Below this, a red arrow points to a red error message: 'Password does not comply with CMS Password Policy: Minimum length is 8. New password cannot contain more than 4 characters in sequence that are in any of the 6 previous passwords for this account.' There are two input fields: 'New Password' and 'Confirm New Password'. Below the fields is a section titled 'CMS Password Policy' with a list of requirements: '- The password must be changed at least every 60 days.', '- The password must be 8 characters long.', '- The password must contain at least 2 letters and 1 number.', '- Letters must be mixed case (i.e., your password must have at least 1 upper case letter and 1 lower case letter).', '- The password must not contain your user UID.', '- The password must not contain 4 consecutive characters from any of your previous 6 passwords.', '- The password must be different from your previous 6 passwords.' At the bottom, there are 'Change Password' and 'Cancel' buttons. The footer includes a 'Logout' link and the text 'Logged in as: CSRLIII'.

**Figure 6: Change Password Policy Violation Message Screen**

In addition:

- The password must be changed at least every 60 days
- The password must not contain a user's UID
- The password must not contain a reserved word: PASSWORD, WELCOME, CMS, HCFA, SYSTEM, MEDICARE, MEDICAID, TEMP, LETMEIN, GOD, SEX, MONEY, QUEST, 1234, F20ASYA, RAVENS, REDSKIN, ORIOLES, BULLETS, CAPITOL, MARYLAND, TERPS, DOCTOR, 567890, 12345678, ROOT, BOSSMAN, JANUARY, FEBRUARY, MARCH, APRIL, MAY, JUNE, JULY, AUGUST, SEPTEMBER, OCTOBER, NOVEMBER, DECEMBER, SSA, FIREWALL, CITIC, ADMIN, UNISYS, PWD, SECURITY, 76543210, 43210, 098765, IRAQ, OIS, TMG, INTERNET, INTRANET, EXTRANET, ATT, LOCKHEED

## 2.2 Change Answers to Authentication Questions

Once your password has been successfully changed, you'll be asked to answer at least two (2) authentication questions. Your answers will be used in the future in the event you forget your password. (See Figure 7) You must answer at least two of the authentication questions. If you do not, you may not be allowed access to the system if you forget your password.

**Action:** Click on **Change Answers to Authentication Questions**.

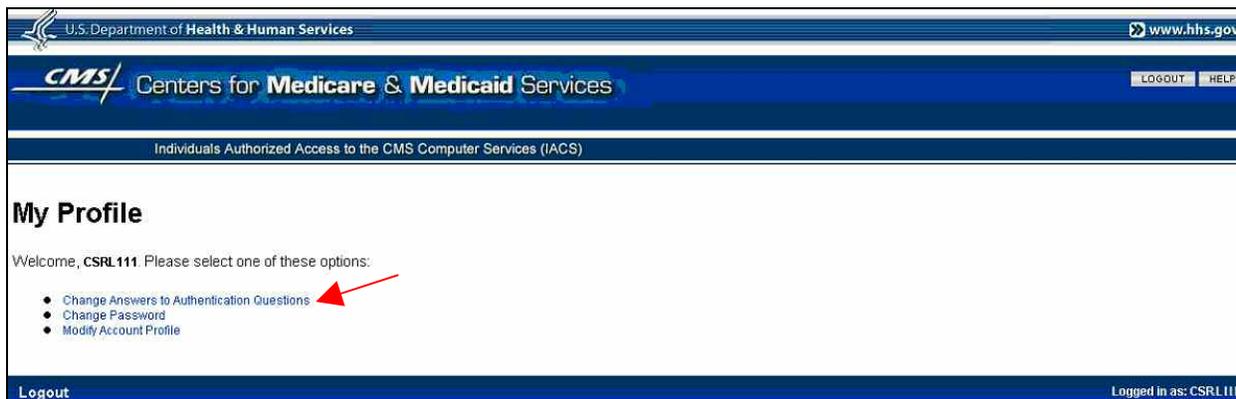


Figure 7: My Profile Screen Showing Change Answers to Authentication Questions Option

**Action:** Answer at least two (2) of the ten (10) **Authentication Questions**. (See Figure 8)

**Change Answers to Authentication Questions**

If you forget your password, the system will prompt you for the answers to all authentication questions associated with your account. Enter new answers to one or more of the following questions, and then click **Save**.

**Authentication Questions**

Please answer at least 2 of the following questions.

What city were you born in?

What year did you graduate from high school?

What is your favorite sport?

What is the make of your first car?

What is the color of your first car?

What is your mothers' maiden name?

What is the name of your first pet?

What size shoe do you wear?

What is your favorite season of the year?

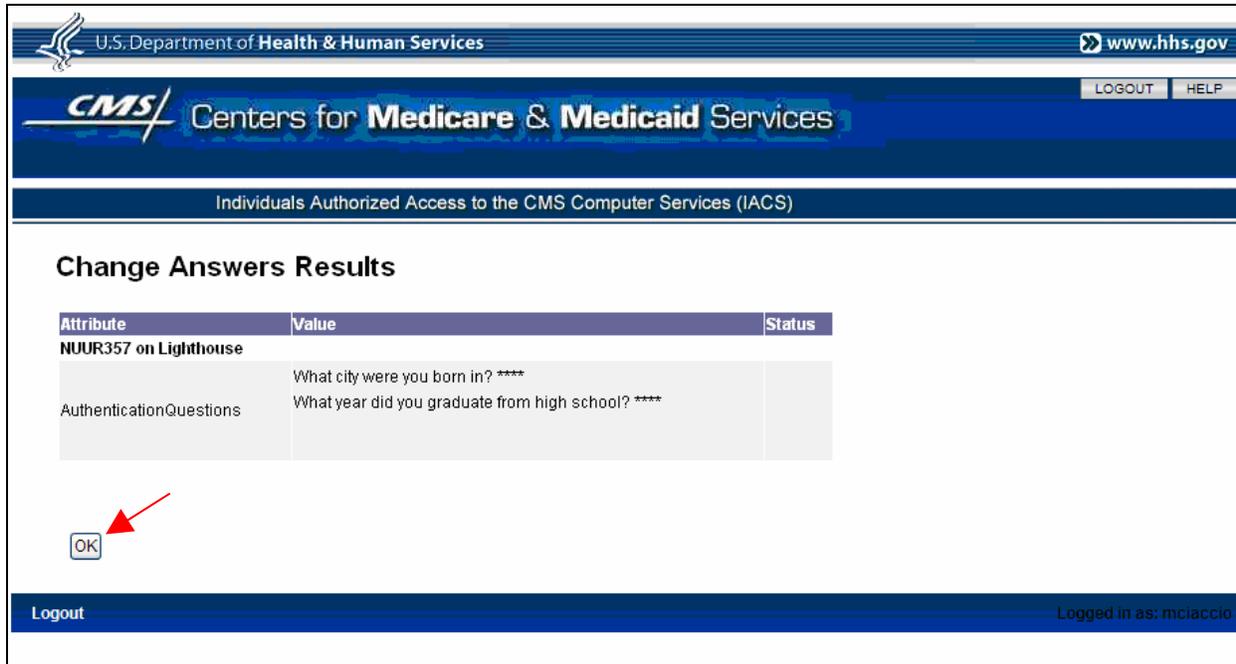
What is your favorite movie?

**Logout** Logged in as: CSRLIII

**Figure 8: Change Answers to Authentication Questions Screen**

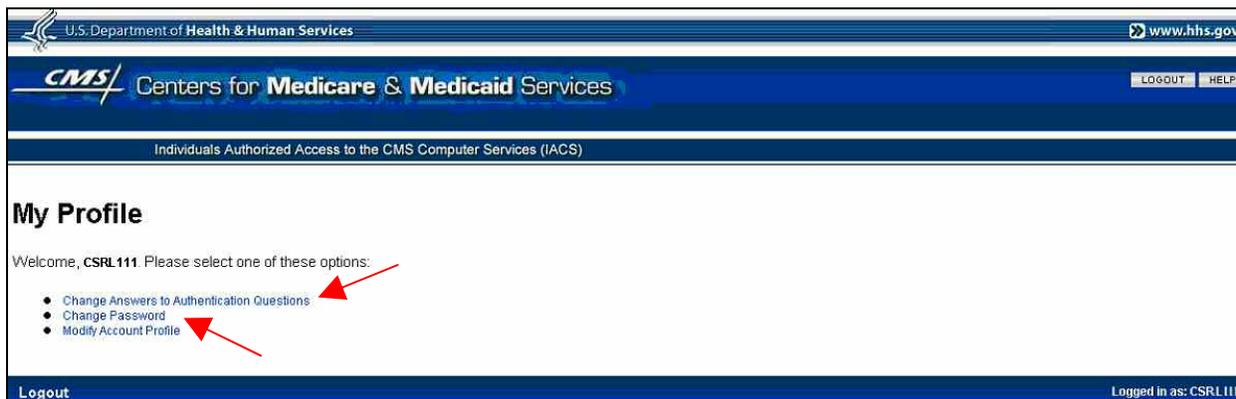
**Action:** Click **Save** when you have finished answering the questions you want to answer. The question answer results will be displayed as shown in Figure 9.

**Action:** Click **OK** when you have finished viewing your questions.



**Figure 9: Change Answers Results Screen**

**Note:** After the initial login, the **Change Password** and **Change Answers to Authentication Questions** options only need to be selected if you want to change those values. (See Figure 10)



**Figure 10: My Profile Screen**

### 3.0 Password Reset

When you want to log in to IACS, you are required to enter your User ID and Password in a screen such as that shown in Figure 11.

**If you enter your password incorrectly three (3) times, the system will lock your account and it can only be reset by an IACS Administrator (Admin) at CMS. While your account is locked, you cannot access any other features.**

If you know you have forgotten your Password, enter your User ID and click on ***Forgot Your Password?***

Note: After a third failed login attempt, your account will be locked as stated above and you will not be able to access the “Forgot Your Password” functionality. You must then contact the appropriate Help Desk for your user community (See **Section 6.2 Help Desk Information**) to get an Admin to reset your password. When an Admin resets your password, you will be sent an email with the temporary one-time password which you may then use to go in and change the password to one of your choice.

U.S. Department of Health & Human Services [www.hhs.gov](http://www.hhs.gov)

**CMS** Centers for Medicare & Medicaid Services [HELP](#)

Individuals Authorized Access to the CMS Computer Services (IACS)

## Login to IACS

You must have an IACS User ID and Password to login.  
If this is your first time logging in, please use the User ID and the one-time password that was e-mailed to you by IACS.

User ID:

Password

Figure 11: Log In to IACS Screen

An “Identify User” screen will be displayed, similar to the example shown in Figure 12. Fields for the questions you answered during your initial login will be displayed. You must correctly answer at least two of the questions. If you incorrectly answer the questions three times in a row, your account will be locked. You must call the applicable Help Desk for your user community to have a system administrator unlock your account. (See **Section 6.2 Help Desk Information.**)

**Action:** Answer each question with the exact answer previously provided.

**Action:** Click on **Login**.

U.S. Department of Health & Human Services [www.hhs.gov](http://www.hhs.gov)

**CMS** Centers for Medicare & Medicaid Services LOGOUT HELP

Individuals Authorized Access to the CMS Computer Services (IACS)

### Identify User

Please answer the following questions. Answers will be automatically converted to upper-case.

Account ID: 123ABCD

What city were you born in:

What year did you graduate from high school:

Login Cancel

Logout Logged in as: mclaccio

**Figure 12: Password Identify User Screen**

The “Login to IACS” screen will reappear with a new message above the User ID field indicating that a one-time password has been emailed to you. (See Figure 13)

The screenshot shows the IACS login interface. At the top, there is a header for the U.S. Department of Health & Human Services with the URL www.hhs.gov. Below this is the CMS logo and the text 'Centers for Medicare & Medicaid Services'. A 'HELP' button is visible in the top right. The main heading is 'Individuals Authorized Access to the CMS Computer Services (IACS)'. The primary heading for the login section is 'Login to IACS'. A message states 'Email notification has been sent to you.' with a red arrow pointing to the text. Below the message are two input fields: 'GUID:' and 'Password'. At the bottom of the login section are two buttons: 'Login' and 'Forgot Your Password?'.

**Figure 13: Password Email Notification Screen**

**Action:** Go to your email and get your new password. This is a one-time password and you must change your password when you log in. Figure 14 shows an example of the password notification email you will receive.

Your temporary one-time password is Q377suA4.  
Please go to the link below to change your password.

Go to <https://applications.cms.hhs.gov>  
Read the Privacy Statement and click "Enter".

Select the “**Account Management**” link on the blue menu bar, and then the “**My Profile**” link

Log into IACS using your User ID and password to change your password.

Thank you,  
IACS

Please do not reply to this system-generated email.

**Figure 14: Example of a Password Notification Email**

**Action:** Refer to the **Section 2.0** and follow the steps for logging in and changing your password. You do not have to answer the authentication questions again unless you want to change your answers.

## 4.0 CMS Application Access

### 4.1 Login to Provider (270/271)

Once you have been approved and provisioned in IACS, you will want to access the 270/271 UI Application. Only users with the role of User/Provider are allowed to access the application. You will login through IACS and the service will verify and authorize you to access the desired plan. You will then be presented the opening screen for the application you are accessing.

The following steps and screens show you how to access your desired plans through IACS.

**Action:** Browse to <https://applications.cms.hhs.gov> (See Figure 15).

**Action:** Read the contents of the government computer system WARNING/Reminder screen, and then agree by clicking **Enter CMS Application Portal**.

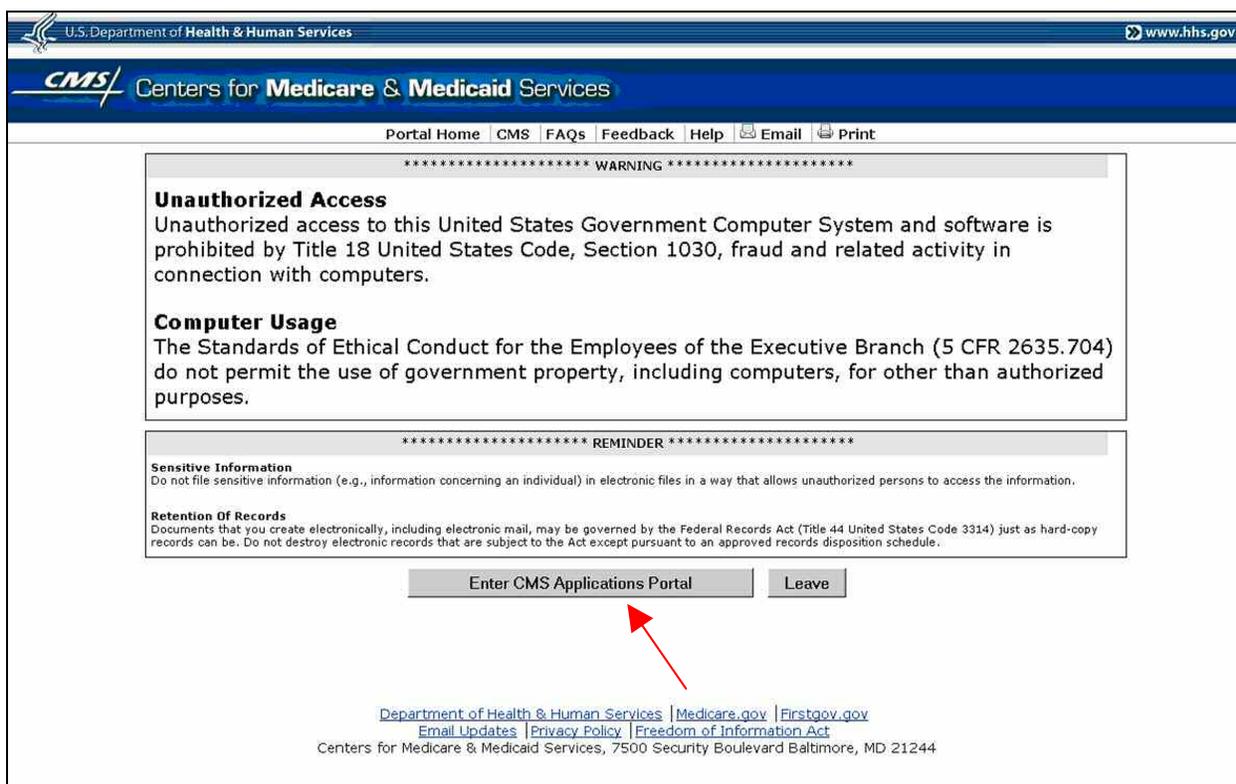
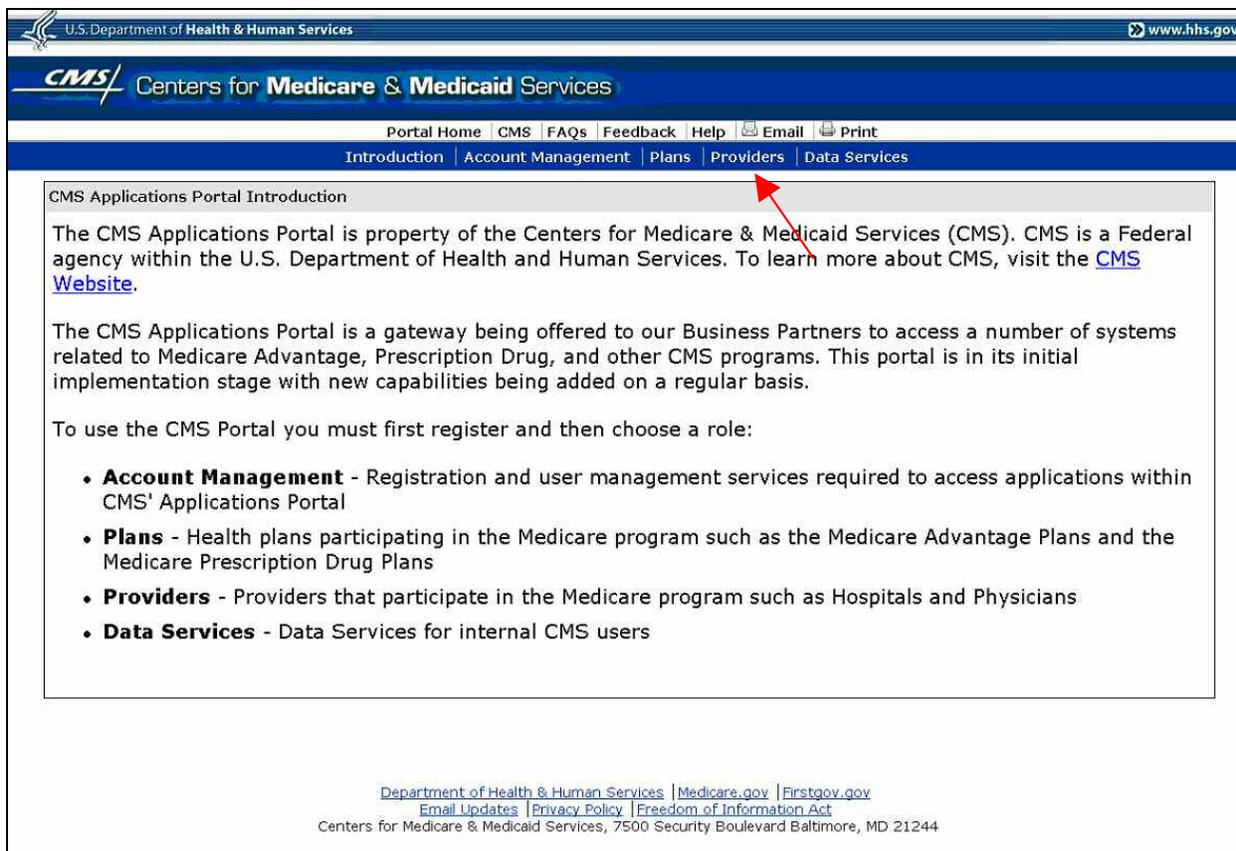


Figure 15: Government Computer System Warning Screen

If you do not want to proceed any further, you can click on **Leave** to exit.

The CMS Application Portal screen will open as shown in Figure 16.

**Action:** Click on **Providers** in the blue menu bar.



U.S. Department of Health & Human Services [www.hhs.gov](http://www.hhs.gov)

**CMS** Centers for Medicare & Medicaid Services

Portal Home | CMS | FAQs | Feedback | Help | Email | Print

Introduction | Account Management | Plans | Providers | Data Services

CMS Applications Portal Introduction

The CMS Applications Portal is property of the Centers for Medicare & Medicaid Services (CMS). CMS is a Federal agency within the U.S. Department of Health and Human Services. To learn more about CMS, visit the [CMS Website](#).

The CMS Applications Portal is a gateway being offered to our Business Partners to access a number of systems related to Medicare Advantage, Prescription Drug, and other CMS programs. This portal is in its initial implementation stage with new capabilities being added on a regular basis.

To use the CMS Portal you must first register and then choose a role:

- **Account Management** - Registration and user management services required to access applications within CMS' Applications Portal
- **Plans** - Health plans participating in the Medicare program such as the Medicare Advantage Plans and the Medicare Prescription Drug Plans
- **Providers** - Providers that participate in the Medicare program such as Hospitals and Physicians
- **Data Services** - Data Services for internal CMS users

[Department of Health & Human Services](#) | [Medicare.gov](#) | [Firstgov.gov](#)  
[Email Updates](#) | [Privacy Policy](#) | [Freedom of Information Act](#)  
Centers for Medicare & Medicaid Services, 7500 Security Boulevard Baltimore, MD 21244

**Figure 16: CMS Applications Portal Introduction Screen**

The screen will change to the 'Providers' screen shown in Figure 17.



Figure 17: Providers Screen

**Action:** Click on **Eligibility Inquiry and Response (270/271)**.

The IACS Login screen will be displayed as shown in Figure 18.



Figure 18: Login to IACS Screen

When you login with your IACS User ID and Password, the system will verify your identity. The IACS service will notify the 270/271 application software that you are authorized to access the application. The application will then open the first screen for you to begin your work.

## 5.0 Questions and Troubleshooting

### 5.1 Help

For questions regarding the IACS system, please go to the CMS FAQ page as follows:

- Go to: <https://www.cms.hhs.gov/home/tools.asp>
- Under **Sitewide Tools and Resources**
- Click on **Frequently Asked Questions**
- Do a Search on “**IACS**”

Answers to many commonly asked IACS questions can be found through this process. If you have further questions, please call the applicable Help Desk for your user community. (See **Section 6.2 Help Desk Information.**)

### 5.2 Being Proactive

A large majority of the problems users of the IACS system face occur due to human error. Most of these can be avoided if greater care is exercised during the registration and approval process. Please double-check information on the registration form prior to submission. If you are an approver, double-check the information that your users have entered, before approving or rejecting the request. These two quick and simple steps will help get users into the IACS system as quickly as possible.

### 5.3 Proper Software

To optimize your access to the IACS screens, ensure the following criteria are met.

1. CMS screens are designed to be viewed at a minimum screen resolution of 800 x 600.
2. Use Internet Explorer, version 6.0 or higher.
3. Verify that the latest version of JAVA and/or ActiveX is installed on your PC.
4. Disable pop-up blockers prior to attempting access the CMS Applications Portal.

Contact your appropriate Help Desk if you have questions about any of the above criteria. (Refer to **Section 6.2 Help Desk Information.**)

## 6.0 Helpful Hints

### 6.1 Registering in IACS

1. When entering your email address, please be very careful to type the correct email address. If your email address is entered incorrectly, you will not receive your new User ID and Password.
2. When entering multiple similar items such as Contract Numbers, Call Centers, or Organization Numbers, you need to hit the **Add** button after each and every item that is entered. Do not enter all items on one line.
3. If you have a RACF-ID already assigned (this is the same as your HPMS User ID, if you have one), you need to enter that into your registration when prompted. This User ID must be entered in all UPPERCASE letters.
4. Once a user completes their registration in IACS, the EPOC will receive an email prompting them to approve the user. Follow up with your EPOC(s) to ensure this step is completed.
5. User IDs will not be issued until approvals/rejections are completed for all items entered – and there may be separate approvers for different item numbers.
6. If you have not received an email with a confirmation of your request within 24 hours of registration, please call the applicable Help Desk for your user community. (See **Section 6.2 Help Desk Information.**)
7. Do not respond to the email for any notifications you receive regarding IACS. Call the appropriate Help Desk. Responding to the email will delay any required assistance.

### 6.2 Help Desk Information

The Help Desk associated with the 270/271 Provider community is the MEIC Help Desk. The phone number is 1-866-440-3805. They can be contacted at *MCARE@cms.hhs.gov*.

## 7.0 Legal

### 7.1 *Privacy Act Statement*

The information on the web form is collected and maintained under the authority of Title 5 U.S.C., §552(e) (10). This information is used for assigning, controlling, tracking, and reporting authorized access to and use of CMS's computerized information and resources. The Privacy Act prohibits disclosure of information from records protected by the statute, except in limited circumstances.

The information you furnished on this web form will be maintained in the Individuals Authorized Access to the Centers for Medicare & Medicaid Services Computer Services (IACS) Systems of Records and may be disclosed as a routine use disclosure under the routine uses established for this system as published at 09-70-0064 (08-11-94) and as CMS may establish in the future by publication in the Federal Register.

The Social Security Number (SSN) is used as an identifier in the Federal Service because of the large number of present and former Federal employees and applicants whose identity can only be distinguished by use of the SSN is authorized by Executive Order 9397. Furnishing the information on this form, including your Social Security Number, is voluntary. However, if you do not provide this information, you will not be granted access to CMS computer systems.

### 7.2 *Rules of Behavior*

CMS computer systems that you are requesting to use contain sensitive information. Sensitive information is any information which the loss, misuse, unauthorized access to, or modification of could adversely affect the national interest, or the conduct of Federal programs, or the privacy to which individuals are entitled under the Privacy Act. To ensure the security and privacy of sensitive information in Federal computer systems, the Computer Security Act of 1987 requires agencies to identify sensitive computer systems, conduct computer security training, and develop computer security plans. CMS maintains a system of records for use in assigning, controlling, tracking, and reporting authorized access to and use of CMS's computerized information and resources. CMS records all access to its computer systems and conducts routine review for unauthorized access to and/or illegal activity.

Anyone with access to CMS Computer Systems containing sensitive information must abide by the following:

- Do not disclose or lend your IDENTIFICATION NUMBER AND/OR PASSWORD to someone else. They are for your use only and serve as your electronic signature. This means that you may be held responsible for the consequences of authorized or illegal transactions.
- Do not browse or use CMS data files for unauthorized or illegal purposes.
- Do not use CMS data files for private gain or to misrepresent yourself or CMS.
- Do not make any disclosure of CMS data that is not specifically authorized.
- Do not duplicate CMS data files, create sub-files of such records, remove or transmit data unless you have been specifically authorized to do so.

- Do not change, delete, or otherwise alter CMS data files unless you have been specifically authorized to do so.
- Do not make copies of data files, with identifiable data, or data that would allow individual identities to be deduced unless you have been specifically authorized to do so.
- Do not intentionally cause corruption or disruption of CMS data files.

A violation of these security requirements could result in termination of systems access privileges and/or disciplinary/adverse action up to and including legal prosecution. Federal, State, and/or local laws may provide criminal penalties for any person illegally accessing or using a Government-owned or operated computer system. If you become aware of any violation of these security requirements or suspect that your identification number or password may have been used by someone else, immediately report that information to your component's Information Systems Security Officer or your organization approving official for CMS access.