

Enterprise Identity Management (EIDM) Instructions for Users Not Certified by External Points of Contact (EPOCs)

User accounts in the EIDM Portal are required to be certified for access annually by Plan EPOCs/Approvers. Each year the EPOCs are required to review their user list, validate which users will continue to need access to CMS systems, and for those users, the EPOCs must approve the certification request. This process does not require any action by the end user; only the EPOCs/Approvers are required to review and approve or reject the certification requests.

If a user's EPOC does not approve the certification request for the Plan contract(s) in EIDM by the due date, the user will lose access to the Plan contract(s) not approved. For MAPD users with no Plan contracts in their profile as a result, the user will lose access to the MAPD role and to the MARx system. If this occurs, the user must follow the below steps to regain access to the needed role and Plan contract(s) in EIDM:

Step	Instructions
1	Log in to the EIDM Portal at https://portal.cms.gov .
2	After logging in, click the blue "Request Access Now" button on the right-hand side of the screen.
3	On the Access Catalog screen, click the "Request Access" button under the "MA/MA-PD/PDP/CC" application header.
4	On the Request New Application Access screen, under the <i>Role</i> drop-down menu, select the needed role; e.g., MA Representative, MA Submitter, or whichever role you had previously. Add all contract numbers to which you require access.
5	After selecting a role and adding all needed contracts, enter a Justification for the request. This information will go to the EPOC for your company, so if you have any internal company ID or identifier, we suggest including that information so your EPOC can validate you and approve your request.
6	Once the request is submitted, you will receive a tracking number. Please retain this tracking number for your records. If your EPOC needs any additional information, he/she may contact you, and it will be helpful to include that tracking number on any exchange you may have with your EPOC.
7	Upon approval by your EPOC, the request will be finalized, at which time the EIDM system will begin provisioning your access. Please allow up to 48 hours for all provisioning to be completed.

Please direct questions or concerns to the MAPD Help Desk
MAPDHelp@cms.hhs.gov or 1-800-927-8069.