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External Points of Contact (EPOC) and User Approval Flows

This is a brief overview of the planned approval workflows for CMS web-enabled Enterprise Identity Management System registration process for designated organizational approving officials and their end users. This is intended to be an evolving document. Screen shots and application specific information will be added as available.

Assumptions and Constraints: The following may not apply to all external users. Where known, the specific user community will be indicated.

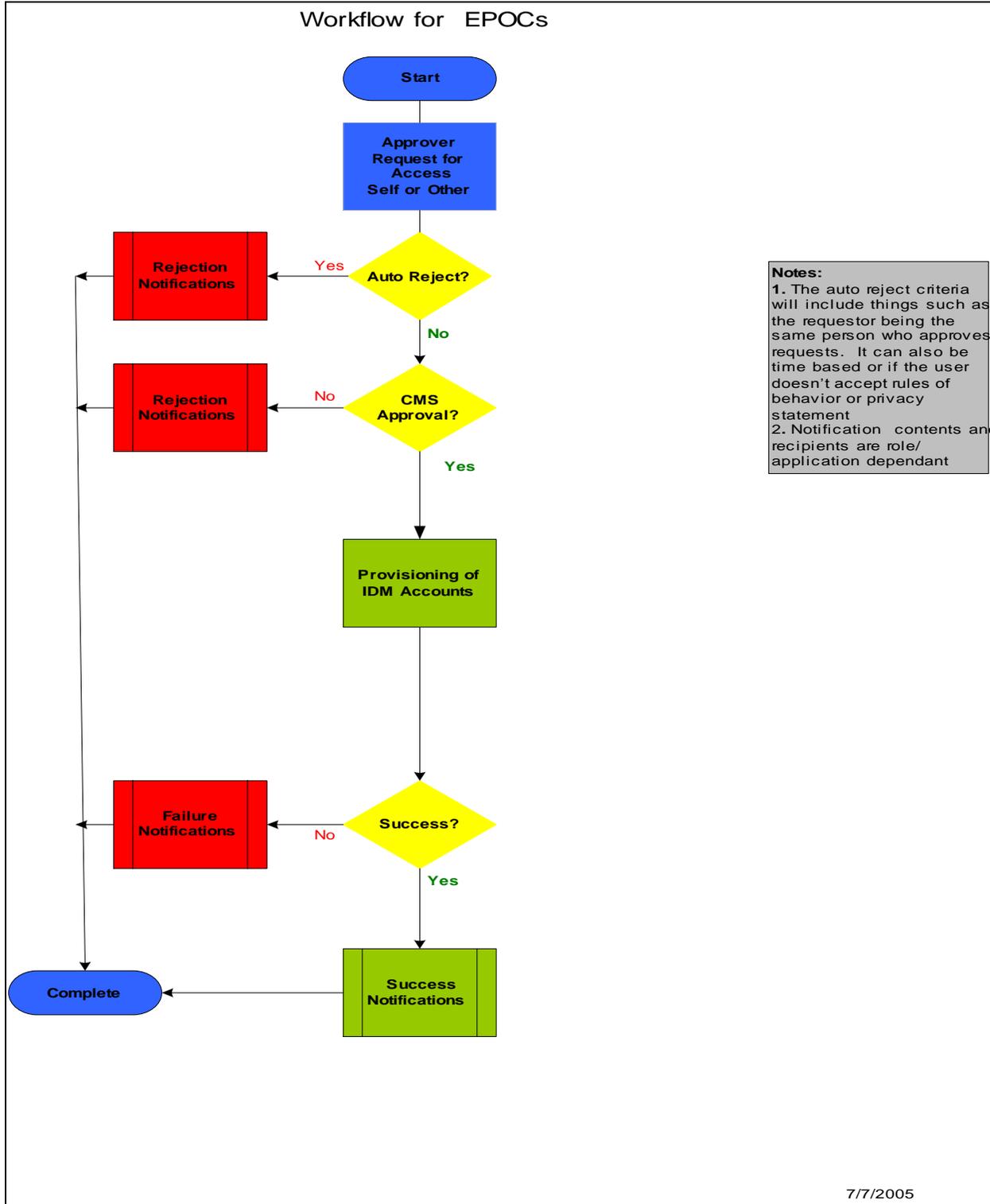
- EPOC is a generic term for all non-CMS designated approvers. Individual communities may have a specific indicator. For example, Plan approvers will be known as Plan Points of Contacts (PPOC).
- Approvals for end users will be delegated as far as possible. For example, approvals for plan users will be done by specified PPOCs.
- Approvals for EPOCs will be done by CMS personnel.
- All users regardless of type will be required to self register in the Identity Management System
- Other required information will be dependant on the user type (e.g. Plan user or Provider user) and the application access requested.
- The EPOCs will be notified of pending access requests for approval via email. The EPOCs will then be required to login to the IDM system to complete the approval process.
- If multiple EPOCs are designated by a given organization (e.g. Plan or Provider), all EPOCs for that organization will receive notification of a pending approval. Only one response is required to approve or deny the request. The work queues for the remaining EPOCs will be automatically cleared.
- The content of rejection, failure and successful registration notifications will be determined by application business requirements.
- Users will be notified by email of a successful self-registration. They will receive two emails – one containing the username information and the second containing the initial password and the URL to perform password maintenance.

All organizations will need to register EPOCs and users. This includes current business partners such as the MA Plans.

More information will be available in the coming weeks as the Identity Management System is closer to deployment.

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EPOC Approval Workflows



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End User Approval Process

