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# Individuals Authorized Access to the CMS Computer Services (IACS) User Guide for CMS Applications

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# CONTENTS

<b>1.0</b>	<b>Introduction.....</b>	<b>1</b>
<b>2.0</b>	<b>Referenced Documents .....</b>	<b>2</b>
<b>3.0</b>	<b>Overview .....</b>	<b>3</b>
3.1	Warnings and Reminder.....	3
3.2	Terms and Conditions .....	4
3.3	Conventions .....	5
3.3.1	Formatting Conventions .....	6
3.4	Cautions & Warnings .....	7
<b>4.0</b>	<b>Getting Started – New User Registration.....</b>	<b>9</b>
4.1	Available Roles .....	9
4.2	Basic Registration Steps .....	16
4.3	Exceptions to Basic Registration Steps .....	27
4.3.1	Exceptions to COB Application Registration.....	27
4.3.2	Exceptions to CSR Application Registration .....	27
4.3.3	Exceptions to DMEPOS Registration .....	27
4.3.4	Exceptions to ECRS Registration.....	27
4.3.5	Exceptions to GEN Registration .....	27
4.3.6	Exceptions to HETS UI Application Registration.....	28
4.3.7	Exceptions to HPG Application Registration.....	28
4.3.8	Exceptions to MA/MA-PD/PDP/CC Application Registration .....	28
4.3.9	Exceptions to MDR Registration.....	29
4.3.10	Exceptions to PQRI Registration .....	29
<b>5.0</b>	<b>Login .....</b>	<b>30</b>
<b>6.0</b>	<b>Managing User IDs &amp; Passwords.....</b>	<b>32</b>
6.1	Password Expiration .....	32
6.2	Disabled Accounts .....	32
6.3	E-mail Notifications .....	33
6.4	Self Service Features.....	33
6.4.1	Retrieving User ID.....	33
6.4.2	Retrieving Password .....	34
<b>7.0</b>	<b>Annual Certification .....</b>	<b>35</b>
7.1	E-mail Notifications .....	35
7.2	Certifying.....	36
7.3	Archiving Accounts.....	38
<b>8.0</b>	<b>Using the System – Managing Profiles.....</b>	<b>39</b>
8.1	Modify the User and Professional Contact Information.....	39
8.2	View User’s Access Profile.....	42
8.3	Adding CMS Applications.....	43
8.4	Adding Community.....	44
8.5	Modify User’s Profile .....	45
8.5.1	Exceptions to Modify User Profile.....	47

<b>9.0</b>	<b>Troubleshooting &amp; Support</b> .....	<b>48</b>
9.1	Error Messages.....	48
9.1.1	Validation Failure .....	48
9.2	Support .....	49
<b>10.0</b>	<b>Glossary</b> .....	<b>50</b>
<b>11.0</b>	<b>Acronyms</b> .....	<b>51</b>

## FIGURES

Figure 1: CMS Applications Portal WARNING/REMINDER Screen.....	4
Figure 2: Terms and Conditions Screen.....	5
Figure 3: Warning Message .....	7
Figure 4: Information Message.....	8
Figure 5: Caution Message .....	8
Figure 6: CMS Applications Portal Introduction Screen.....	17
Figure 7: Account Management Screen .....	18
Figure 8: New User Registration Menu Screen .....	19
Figure 9: New User Registration Screen .....	20
Figure 10: New User Registration Screen: Access Request Area, Role Drop-down.....	21
Figure 11: New User Registration Screen: Access Request Area, MA Submitter .....	22
Figure 12: New User Registration Screen: Access Request Area, Contract Number & RACF ID Field – MA Submitter .....	23
Figure 13: Authentication Questions Screen .....	24
Figure 14: Review Registration Details Screen .....	25
Figure 15: Registration Acknowledgement Screen.....	26
Figure 16: Login to IACS Screen.....	31
Figure 17: My Profile Screen: MA/MA-PD/PDP/CC Application Users .....	31
Figure 18: My Profile Screen: Certify Account Profile Hyperlink .....	36
Figure 19: Annual Certification: Review Account Profile Screen.....	37
Figure 20: Modify User/Contact Information Screen.....	40
Figure 21: Modify Request Confirmation Screen.....	41
Figure 22: Modification Request Acknowledgement Screen.....	42
Figure 23: Modify Account Profile Screen: Access Request Area – Select Action Drop-down..	43
Figure 24: Modify Account Profile Screen: Access Request Area – Select Application Drop- down .....	44
Figure 25: Modify Account Profile Screen: Select Community Drop-down List .....	45
Figure 26: Modify Account Profile Screen, Access Request Area – MA/MA-PD/PDP/CC User/Submitter .....	46
Figure 27: New User Registration Screen: Validation Failure Message.....	48

## 1.0 Introduction

Individuals Authorized Access to the CMS Computer Services (IACS) is an identity management system that provides the means for users needing access to CMS applications to:

- Identify themselves
- Apply for and receive login credentials in the form of a User Identifier (User ID) and Password
- Apply for and receive approval to access the required system(s).

This document establishes the procedures for registering and provisioning end-users and approvers of the following CMS Applications:

- **Coordination of Benefits (COB)**
- **Community Based Organization/Customer Service Representatives (1-800-Medicare CSR)**
- **Durable Medical Equipment, Prosthetics, Orthotics & Supplies (DMEPOS) Bidding System (DBidS)**
- **Electronic Correspondence Referral System (E CRS)**
- **Gentran Application (GEN)**
- **HIPAA Eligibility Transaction System User Interface (HETS UI)**
- **HIPAA Eligibility Transaction System Provider Graphical User Interface (HPG)**
- **Medicare Advantage/Medicare Advantage-Prescription Drug/Prescription Drug Plan/Cost Contracts (MA/MA-PD/PDP/CC)**
- **Medicare Drug Rebate (MDR)**
- **Physician Quality Reporting Initiative (PQRI)**

## 2.0 Referenced Documents

This **IACS User Guide for CMS Applications** and additional **IACS User Guides** include information regarding new and/or modified IACS screens and functionalities.

The following IACS help documentation has been added to the CMS IACS website ([www.cms.hhs.gov/IACS](http://www.cms.hhs.gov/IACS)) to provide additional information and instructions for IACS users:

- **IACS User Guide for CMS User Communities** – provides registration and account maintenance information for the CMS User Communities and users.
- **IACS User Guide for Approvers** – provides registration and account maintenance information for IACS Approvers.
- **IACS User Guide for the CBIC Helpdesk** – provides registration and account maintenance information for the Competitive Bid Implementation Contractor (CBIC) Helpdesk staff.

### 3.0 Overview

The sensitivity of CMS data and improved ability to access data combine to create substantial risk to CMS and Beneficiaries. Legislation, like the Health Insurance Portability and Accountability Act (HIPAA), Federal Standards published by the National Institute of Standards and Technology (NIST), and CMS policies have been established to control that risk. IACS is the application the CMS uses to:

- Implement the security requirements of Federal legislation, Federal standards and CMS policy
- Provide secure, high quality services to protect CMS systems and data
- Register users, control distribution of User IDs and passwords, and authorize access to CMS web-based applications.

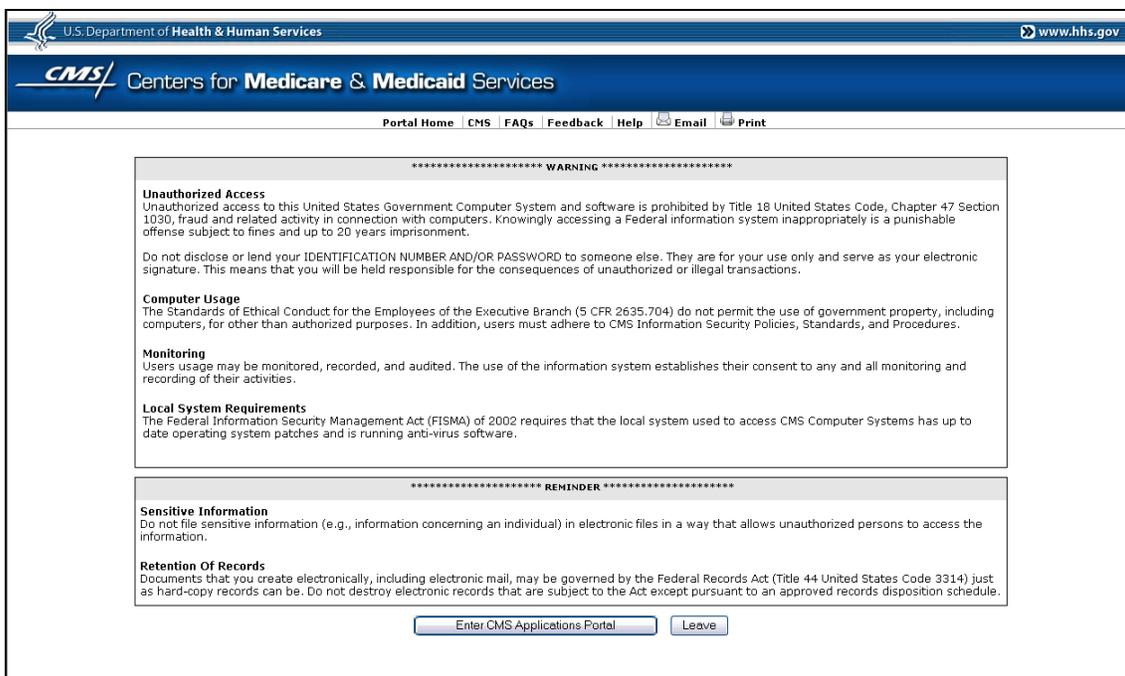
The **IACS User Guide for CMS Applications** provides procedural information and representative screens that are common to most users and includes:

- Registering as a New User for one of CMS' Applications
- Requesting access to a CMS User Community
- Requesting access to User Community applications integrated with IACS
- Modifying user registration information after the initial registration has been approved
- Modifying IACS account profile information such as adding or removing Contracts, Call Centers, Groups, Organizations, User Communities, and/or applications.

Procedural information that is particular to specific applications is noted for reference. IACS procedures are consistently user-friendly and on-screen help and error messages will help guide users when completing procedures not illustrated in this User Guide.

#### 3.1 *Warnings and Reminder*

Users of United States Government Computer Systems must be aware of warnings regarding unauthorized access to those systems, computer usage and monitoring, and local system requirements. This information is presented in the opening screen of the CMS Applications Portal as illustrated in Figure 1.



**Figure 1: CMS Applications Portal WARNING/REMINDER Screen**

All applicants to CMS Applications should read the important information on this screen and indicate their agreement by selecting the **Enter CMS Applications Portal** button.

If the user does not want to proceed any further, the user should indicate this by selecting the **Leave** button.

### **3.2 Terms and Conditions**

In addition to the government warnings, there are specific CMS Computer Systems Security Requirements Terms and Conditions that potential IACS users need to know. During their registration process the CMS **Terms and Conditions** screen will display as illustrated in Figure 2.

This screen contains the Privacy Act Statement and the Rules of Behavior which present the terms and conditions for accessing CMS computer systems.

IACS applicants must accept them to be authorized to access CMS systems and applications.

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

**CMS** Centers for Medicare & Medicaid Services

**Individuals Authorized Access to the CMS Computer Services (IACS)**

### Terms and Conditions

If you want to print the text on this screen, select the **Print** icon to the right of the text **before** taking any other action on the screen.

To skip printing and continue with your registration, read the text, select the **I Accept the above Terms and Conditions** box, and then the **I Accept** button at the bottom of this screen.

**CMS Computer Systems Security Requirements**

**PRIVACY ACT STATEMENT**

The information on the web form is collected and maintained under the authority of Title 5 U.S. Code, Section 552a(e) (10) (The Privacy Act of 1974). This information is used for assigning, controlling, tracking, and reporting authorized access to and use of CMS' 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 (CMS) Data Center Systems of Records and may be disclosed as a routine use disclosure under the routine uses established for this system as published at 59 FED.REG.41329 (08-11-94) and as CMS may establish in the future by publication in the Federal Register.

To continue, you must accept the terms and conditions. If you decline, your registration will automatically be cancelled.

I Accept the above Terms and Conditions

**I Accept** **I Decline**

**Figure 2: Terms and Conditions Screen**

First all of the **Terms and Conditions** on the screen should be read including the Privacy Act Statement and the Rules of Behavior. The user can select the **Print** icon to the right of the text if they want to print this information.

To accept, the user must select the **I Accept the above Terms and Conditions** box and indicate their agreement by selecting the **I Accept** button.

If the user selects the **I Decline** button, a small window will appear with a message asking him to confirm his decision to decline. If he confirms this, his IACS session is cancelled and a screen indicating this is displayed.

### 3.3 Conventions

This User Guide will present typical account registration and management procedures. When functions are similar, the more common functions will be illustrated with notes indicating differences such as specific information users must provide in different User Communities. When appropriate, these notes will be illustrated with screen shots.

Every effort has been made to keep the screen shots and formatting conventions used in this document up to date. There may be, however, minor differences between on-screen text and what is shown in the figures in this User Guide. These differences should not affect the user's ability to request desired access or perform desired activities.

### 3.3.1 Formatting Conventions

Wherever possible, the following formatting conventions have been used in this User Guide.

1. Screen names are indicated in **plain bold**.

Example:

The **CMS Applications Portal Introduction** screen will display as illustrated in Figure 100.

2. References to partial screens displayed or buttons to be acted upon are indicated in **bold italics**.

Examples:

Available applications are listed in the ***New User Registration Menu for CMS Applications*** area of the **CMS Applications Menu** screen

Or

Select the ***Next*** button to continue.

3. References to hyperlinks are indicated in blue, underlined text.

Example:

Select the [Modify Account Profile](#) hyperlink.

4. References to figures and sections will take the user to that figure or section when selected.

Examples:

Go to Section 1.0 – *The number is the link. The user will be brought to that Section when the number is selected.*

Or

As illustrated in Figure 1 – *The combination of Figure and Number is the link. The user will be brought to that Figure when he selects either.*

5. When an action is required on the part of the reader, it is indicated by a line beginning with the word **Action:**

Example:

**Action:** Select the **OK** button.

6. Input fields are indicated in *plain italics*.

Example:

Enter the last name in the *Last Name* field.

7. Required input fields are indicated by an asterisk to the right of the field. These fields must be completed.
8. Some fields have help icons to their left if the user needs help on completing an input field. This icon is displayed as a small blue letter *i* inside a white box.

Examples of specific screens are used in this User Guide to illustrate what users would see during common registration and account modification procedures. The names and/or data on these screens are meant to be representative and not to reflect actual IACS Users and/or Accounts.

### 3.4 Cautions & Warnings

IACS provides on screen cautions and warnings to help guide users through procedures that require specific data formatting or are designed to alert the user before finalizing an action.

Caution and warning messages are presented in a variety of formats: as a text warning message at the top of the active screen, as information text on the screen where an issue has been identified, and as a caution message which will require the user's action.

Additional examples of caution and warning messages are listed below.

The screenshot shows the 'New User Registration' page for the U.S. Department of Health & Human Services, Centers for Medicare & Medicaid Services. The page title is 'Individuals Authorized Access to the CMS Computer Services (IACS)'. A red warning icon and message state: 'Please enter a Valid Date of Birth in mm/dd/yyyy format.' Below this, a grey box informs the user: 'CMS is authorized to validate your personal information using your legal name, Date of Birth and Social Security Number.' The 'User Information' section contains several fields: Title (Dr.), First Name (Pat), Last Name (Jones), Suffix, Middle Initial, Professional Credentials (MD), Social Security Number (123-33-4444), Date of Birth (Jan 1 1960), and E-mail (pjones@bd.org). The Date of Birth field has a red asterisk and a warning message: 'Valid Date of Birth format is mm/dd/yyyy'. The E-mail field also has a red asterisk and a warning message: 'Valid E-mail address format is user@internetprovider.domain. List of allowed domains: com, gov, net, org, us, mil, biz, edu, pro'. A legend at the bottom right indicates that '\*' indicates a required field. At the bottom left, there are 'Next' and 'Cancel' buttons.

**Figure 3: Warning Message**

The message shown in Figure 3 notifies the user that an incorrect format has been used for Date of Birth (DOB) and also provides the correct format that the user should follow.

Figure 4: Information Message

The message shown in Figure 4 notifies the user that the option selected cannot currently be used.

Figure 5: Caution Message

The message shown in Figure 5 cautions the user that the user’s action will cancel the registration and allows the user to proceed by selecting the **OK** button or to stop by selecting the **Cancel** button.

## 4.0 Getting Started – New User Registration

To optimize access to the IACS screens, the user needs to ensure that the following criteria are met:

1. **Screen Resolution:** CMS screens are designed to be best viewed at a screen resolution of 800 x 600.
2. **Internet Browser:** Use Internet Explorer, version 6.0 or higher.
3. **Plug Ins:** Verify that the latest version of JAVA and ActiveX is installed on the PC.
4. **Pop-up Blockers:** Disable pop-up blockers prior to attempting to access the CMS Applications Portal.

The user should contact the Helpdesk if he has questions about any of the above criteria. For Helpdesk contact information, see Section 9.2.

### 4.1 Available Roles

#### COB Application:

- **Approver**
  - The Approver is trusted with approving new user creation requests, requests for Modify user profile and re-certification.
- **User/Transmitter**
  - The User/Transmitter is trusted with transmitting batch files containing membership changes and health status corrections.

#### CSR Application:

- **Approver**
- **User**
  - The User is a customer service representative or staff member who is trusted to perform business for the organization.

#### DMEPOS Bidding System (DBids) Application:

- **Authorized Official (AO)**
  - The AO is an appointed official to whom the organization has granted the legal authority to enroll it in the Medicare program and to commit the organization to fully abide by the statutes, regulations and program instructions of the Medicare program per the CMS 855S Medicare Enrollment Application.

- The AO must be listed on the CMS 855S application as an Authorized Official.
- The AO is trusted to approve the access requests of the Backup Authorized Officials and End Users.
- The AO is held accountable by CMS for the behavior of those they approve within their organization.
- Each organization can have only one AO.
- **Backup Authorized Official (BAO)**
  - The BAO is an appointed official to whom the organization has granted the legal authority to enroll it in the Medicare program and to commit the organization to fully abide by the statutes, regulations and program instructions of the Medicare program per the CMS 855S Medicare Enrollment Application.
  - The BAO must be listed on the CMS 855S application as an Authorized Official.
  - The BAO is trusted to approve the access request of End Users.
  - Each organization can have one or more BAOs if approved by the organization's AO.
  - The BAO is not a required role for an organization, however it is highly recommended that each organization establish this role to ensure adequate coverage for approval of End Users and to replace the organization's AO, if the need arises.
- **End User**
  - The End User is an individual entrusted by the organization to input bid data.
  - The End User cannot approve Form A or certify Form B. The approval and certification function is reserved for the Authorized Official, AO, and/or Backup Authorized Official, BAO.
  - Each organization can have one or more End Users if approved by the organization's AO or BAO.

#### **ECRS Application:**

- **ECRS Help Desk**
  - The ECRS Helpdesk will provide helpdesk assistance for the CMS Electronic Correspondence Referral System users.
- **ECRS Approver**
  - The ECRS Approver is trusted with approving new user creation requests, requests for Modify user profile and re-certification for ECRS End Users.
- **ECRS End User**

- ECRS End User is a staff member who is trusted to perform Medicare business for the Application.

#### **Gentran Application:**

- **GEN Help Desk**
  - The GEN Helpdesk will provide helpdesk assistance for the Gentran System users.
- **GEN Approver**
  - The GEN Approver is trusted with approving new user creation requests, requests for Modify user profile and re-certification for GEN End Users.
- **GEN End User**
  - The GEN End User is a staff member who is trusted to perform Medicare business for the Application.

#### **HETS UI Application:**

- **Security Official(SO)**
  - The Security Official represents the organization or facility in IACS. There can be two Security Officials at a facility or organization – the Primary Security Official and a Secondary Security Official.
- **User/Approver**
  - The User/Approver is trusted with approving new user creation requests, requests for Modify user profile and re-certification.
- **User/Provider**
  - The User/Provider under HETS UI is a health care provider that has access to the HETS UI system to verify the eligibility information of the beneficiaries.
- **Medicare Customer Assistance Regarding Eligibility(MCARE) Helpdesk**
  - The MCARE Helpdesk will provide helpdesk assistance for the CMS Medicare Eligibility Integration Contractor (MEIC) and approve HPG Users. If the User Approver does not exist, the request is routed to the MCARE Helpdesk.

**Note:** The name of the MEIC Helpdesk has been changed to the MCARE Helpdesk.

**HPG Application:**

- **HPG User**
  - An HPG User is a staff member who is trusted to use the HPG to perform business on behalf of the organization.

**MA/MA-PD/PDP/CC Application:**

- **MA (Medicare Advantage) Submitter**
  - The MA Submitter will be able to view all application screens and all information for the periods during which the beneficiary was enrolled in the user's plan, including Batch File Status and Report Order screens.
  - This role allows the user to send and receive files on behalf of a plan.
- **PDP (Prescription Drug Plan) Submitter**
  - The PDP Submitter will be able to view only Part D information on all application screens for the periods during which the beneficiary was enrolled in the user's plan, including Batch File Status and Report Order screens.
  - This role allows the user to send and receive files on behalf of a plan.
- **MA Representative**
  - The MA Representative will be able to view all application screens and all information for the periods during which the beneficiary was enrolled in the user's plan, except for the Batch File Status and Report Order screens.
- **PDP Representative**
  - The PDP representative will be able to view only Part D information on all application screens for the periods during which the beneficiary was enrolled in the user's plan, except for Batch File Status and Report Order screens.
- **POSFE (Point-of-Sale Facilitated Enrollment) Contractor**
  - A POSFE (Point-of-Sale Facilitated Enrollment) Contractor is a registered user who cannot enter or select contracts. When the POSFE contractor is approved, the user is automatically assigned the 'R0000' Contract by the system.
- **Approver**
- **IUI (Integrated User Interface) Helpdesk**
  - The IUI Helpdesk will be able to view all application screens and information, except for the Report Order screens.
- **IUI Administrator**
  - The IUI Administrator will be able to view all application screens and information, except for the Report Order screens.
- **MA State/Territory Approver**

- The MA State/Territory Approver will be able to approve Medicare Advantage State and Territory Users that require access to their applications through IACS.
- This person will not have access to the MA Part D applications.
- **MA State/Territory User**
  - The MA State/Territory User will be able to view MA Part D applications through the integrated user interface.
- **NET Submitter**
  - The NET Submitter will be able to send and receive files on behalf of a plan.
- **NET Representative**
  - The NET Representative will be able to view plan information.
- **State Health Insurance Plans (SHIP) Approver**
  - The SHIP Approver will be able to approve SHIP Users that require access to their applications through IACS.
  - This person will not have access to the MA Part D applications.
- **State Pharmacy Assistance Programs (SPAP) Approver**
  - The SPAP Approver will be able to approve SPAP Users that require access to their applications through IACS.
  - This person will not have access to the MA Part D applications.
- **State Health Insurance Plans (SHIP) End User**
  - The SHIP End User will be able to view SHIP Part D applications through the integrated user interface.
- **State Pharmacy Assistance Programs (SPAP) End User**
  - The SPAP End User will be able to view MA Part D applications through the integrated user interface.

#### **MDR Application:**

- **MDR Help Desk**
  - The MDR Helpdesk will provide helpdesk assistance for the Medicare Drug Rebate System users.
- **MDR Approver**
  - The MDR Approver is trusted with approving new user creation requests, requests for Modify user profile and re-certification for MDR End Users.
- **MDR End User**
  - MDR End User is a staff member who is trusted to perform Medicare business for the Application.

**PQRI Application:**

- **PQRI Helpdesk**

- The PQRI Help Desk user is the authorized representative at the QualityNet Help Desk that will provide helpdesk assistance for the PQRI Application Users.
- The PQRI Help Desk will approve Security Officials (SOs), and Individual Practitioners (IPs), as well as Registry End Users and EHR Vendor Users, PQRI Maintainer Users, and PQRI Admin Users.

- **Security Official**

- The Security Official is the authorized representative of his/her Organization and registers the Organization in IACS.
- There can be only one Security Official in an Organization.
- The Security Official is trusted to approve the access requests of Backup Security Officials.
- The Security Official can approve the access requests of End Users
- The Security Official is the only individual who can update the information in the Organization profile in IACS.
- The Security Official can have a 2-Factor Authentication Approver Role.
- The Security Official MUST have a 2-Factor Authentication Approver Role if any user in the Organization would like to request the EHR Submitter (2-Factor Authentication role).

- **Backup Security Official**

- A Backup Security Official performs many of the same functions as a Security Official (see below) in an Organization.
- There can be one or more Backup Security Officials in an Organization.
- The Backup Security Official can approve the access requests of End Users and may assist the Organization's Security Official with other administrative tasks.
- The Backup Security Official can have a 2-Factor Authentication Approver Role.
- The Backup Security Official MUST have a 2-Factor Authentication Approver Role if any user in the Organization would like to request the EHR Submitter (2-Factor Authentication role).

- **End User**
  - An End User is a staff member who is trusted to perform Medicare business for the Organization.
  - An End User is part of an Organization.
- **PQRI Admin**
  - The PQRI Admin user is an authorized representative of CMS who is responsible for performing Administrative functions within the PQRI Application.
- **EHR Submitter (2-Factor Authentication role)**
  - The EHR Submitter is part of a healthcare organization and is authorized to submit personally identifiable information (PII) to CMS applications.
  - The EHR Submitter will be required to use 2-Factor Authentication due to the sensitive nature of the data. Additional information is required for the EHR Submitter's profile to support 2-Factor Authentication.
- **Registry End User**
  - A Registry End User is part of the Registry Organization and can also request access to CMS applications.
  - Registry End Users are required to select an organization from a pre-defined list of Registry Organizations during New Users Registration.
- **EHR Vendor**
  - An EHR Vendor is part of the EHR Organization and can also request access to CMS Applications.
  - EHR Vendors are allowed to select an organization from a pre defined list of EHR Vendor Organizations during New User Registration
- **Individual Practitioner**
  - An Individual Practitioner is a solo practitioner enrolled in Medicare reporting with a single NPI.
- **Individual Practitioner with 2-Factor Authentication**
  - An Individual Practitioner is a solo practitioner enrolled in Medicare reporting with a single NPI. If the Individual Practitioner would like to Submit EHR / PII data, they must select the "Request EHR Submission (2 factor) role" radio button within their Individual Practitioner IACS Profile.
- **PQRI Maintainer**

- The PQRI Maintainer user is the authorized representative of CMS who is responsible for performing Maintenance functions on specific PQRI Application(s).

## 4.2 Basic Registration Steps

The following Section provides instructions for the most common registration steps using the MA/MA-PD/PDP/CC Application, MA Submitter role as an example. Registration steps for the other applications are not significantly different from those provided in this document. Noteworthy differences for other roles will be identified in Section 4.3.

Prior to registering in IACS, the user should have received information on registration details from his Organization or CMS contact. This information may include:

- The role the user will register for in IACS
- The user (if registering as SO for HETS UI) will be asked to supply additional information during registration such as Organization Legal Name, Taxpayer Identification Number, street address, etc.

**Note:** If the user has not received information on registering for IACS, the user needs to check with his Organization prior to registering for IACS to get this information.

To **register in IACS** the user must first access the CMS website.

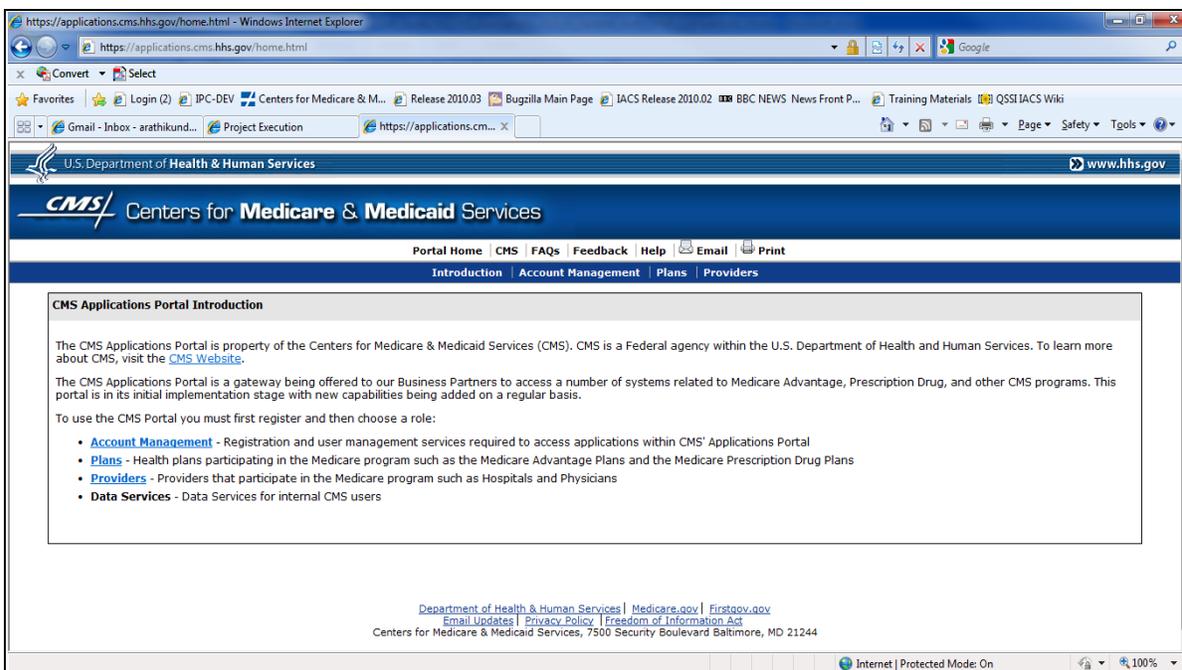
**Action:** Navigate to <https://applications.cms.hhs.gov> .

The **CMS Applications Portal WARNING/REMINDER** screen will display as illustrated in Figure 1.

If the user does not want to proceed any further and wants to exit, he needs to select the **Leave** button.

**Action:** Read the important information on this screen and indicate your agreement by selecting the **Enter CMS Applications Portal** button.

The **CMS Applications Portal Introduction** screen will display as illustrated in Figure 6.



**Figure 6: CMS Applications Portal Introduction Screen**

**Action:** Select the [Account Management](#) hyperlink in either the white space in the center of the screen or the menu bar toward the top of the screen.

The **Account Management** screen will display as illustrated in Figure 7.

Hyperlinks on this screen will allow users to access IACS registration, login functions, and the IACS Community Administration Interface.

The bottom area of the screen provides Help Resources with Helpdesk contact information and E-mail hyperlinks.

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

### 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
- » [Forgot Your User ID?](#)
- » [IACS Community Administration Interface](#) - For assisted user accounts management functions

### Help Resources

- Provider Community users should direct questions or concerns to the External User Services (EUS) Help Desk at 1-866-484-8049, TTY/TDD at 1-866-523-4759 (Monday - Friday 7am-7pm EST) or via email at [EUSupport@cgi.com](mailto:EUSupport@cgi.com)
- Medicare providers participating in the HETS UI pilot should direct questions to the MCARE help desk at 1-866-440-3805 (phone), 1-615-238-0822 (fax) or via email [mcare@cms.hhs.gov](mailto:mcare@cms.hhs.gov)
- Participants in the Post Acute Care Payment Reform Demonstration may direct questions and concerns related to the CARE application and the PAC-PRD demonstration to the RTI helpdesk by emailing [help@pacdemo.rti.org](mailto:help@pacdemo.rti.org) or by calling 1-866-412-1510.
- 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)
- Suppliers for the Competitive Bidding Program should direct questions or concerns to the Competitive Bidding Implementation Contractor at 1-877-577-5331 (Phone) or via e-mail [CBIC\\_admin@palmettogba.com](mailto:CBIC_admin@palmettogba.com)
- Participants in the Quality Improvement Organizations' 9th Scope of Work Care Transitions Theme may direct questions and concerns related to the CARE application and the QIO to the Quality Improvement Organization Support Contractor (QIOSC) helpdesk by calling 1-800-676-0724 or emailing [helpqiocare@cfmc.org](mailto:helpqiocare@cfmc.org)

### Important Messages

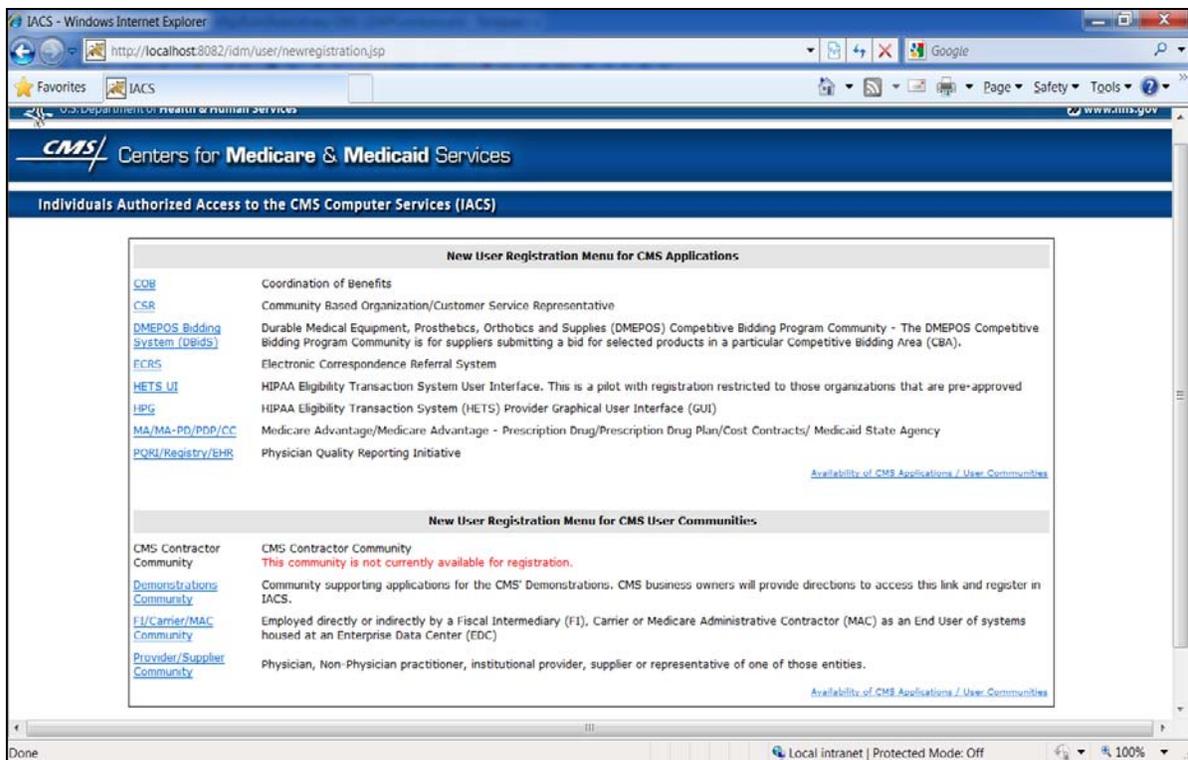
If you are requesting the IACS Security Official (SO) role, please note, that your request will expire if the required IRS documentation is not submitted within 60 days of your request. Allow time for processing and if you know that your request will expire, please contact EUS before the 60 day deadline.

**Do not disclose or lead your User ID AND/OR PASSWORD to someone else.** They are for your use only and serve as your electronic signature. This means that you will be held responsible for the consequences of unauthorized or illegal transactions. Sharing of accounts may lead to termination of system access privileges and/or adverse action up to and including legal prosecution.

**Figure 7: Account Management Screen**

**Action:** Select the [New User Registration](#) hyperlink.

The **New User Registration Menu** screen will display as illustrated in Figure 8.



**Figure 8: New User Registration Menu Screen**

**Note:** When an application or community is not available for registration the link will be “grayed out” and a message will be displayed in red stating that “***The Community (or Application) is currently not available for registration.***”

**Action:** From the **New User Registration Menu** screen, select the **CMS Applications** hyperlink for which you want to register.

The CMS Computer Systems Security Requirements **Terms and Conditions** screen will display.

This screen contains the *Privacy Act Statement* and the *Rules of Behavior* which presents the terms and conditions for accessing CMS computer systems as illustrated in Figure 2.

**Action:** Accept the terms and conditions to be authorized to access CMS systems and applications; and select the **I Accept** button.

The **New User Registration** screen will display as illustrated in Figure 9.

In the **User Information** area of the screen, the user will enter information needed by the system to identify the user and to allow the system to communicate with the user through e-mail. These common fields must be filled in by all CMS Application requesters regardless of the type of access requested.

Required fields are indicated by an asterisk (\*) to the right of the field.

**Centers for Medicare & Medicaid Services**

**Individuals Authorized Access to the CMS Computer Services (IACS)**

### New User Registration

CMS is authorized to validate your personal information using your legal name, Date of Birth and Social Security Number.

#### User Information

Title:   \*  \* Suffix:    Example: MD, RN, LPN, MBA, PhD, etc. (Limit 12 characters)

Social Security Number:  \* Valid SSN Format is XXX-XX-XXXX Date of Birth:  \* Valid Date of Birth format is mm/dd/yyyy

E-mail:  \* Confirm E-mail:  \*

Valid E-mail address format is user@internetprovider.domain. List of allowed domains: com, gov, net, org, us, mil, biz, edu, pro

Office Telephone:  \*  Valid Phone Number Format is XXX-XXX-XXXX

Company Name:  \* Company Telephone:

Address 1:  \* Address 2:

City:  \* State/Territory:  \* Zip Code:  \* -

#### Access Request

User Type:

Role:

Justification for Action:

\* indicates a required field

Next Cancel

OMB: 0938-0989 Effective date

**Figure 9: New User Registration Screen**

**Action:** Complete the required fields in the **User Information** area of the screen. The optional fields may be completed as well.

- The First and Last Name must be those on file with the Social Security Administration (SSA).
- The Social Security Number (SSN) must be the one on file with the Social Security Administration.
- The Date of Birth (DOB) must be the one on file with the Social Security Administration.
- A unique, work related E-mail address where the user may be contacted is required.
- The E-mail address should be entered a second time for verification. Values should not be cut and pasted from one field to the other.

**Note:** The information must be entered in the fields in the formats specified on the screen.

**Action:** Continue on to the **Access Request** area of the **New User Registration** screen.

The **Access Request** area of the **New User Registration** screen contains fields that are specific to the CMS application that has been selected.

**Note:** The MA/MA-PD/PDP/CC Application will be used to illustrate common registration procedures and techniques that apply to registering for access to CMS Applications. There are some minor differences in the information collected and the way the user will select/input this information for the various Applications.

The **Access Request** area, as illustrated in Figure 10, will display the User Type, Role field, and Justification for Action fields. The Role field contains a drop-down list of Roles as illustrated in Figure 10.

The screenshot shows the 'New User Registration' form for CMS Applications. The form is titled 'New User Registration' and is part of the 'Individuals Authorized Access to the CMS Computer Services (IACS)' section. It contains various input fields for user information, including Title, First Name, Last Name, Social Security Number, Date of Birth, E-mail, Office Telephone, Company Name, Address, City, State/Territory, and Zip Code. A dropdown menu is open for the 'Role' field, showing options such as MA Submitter, PDP Submitter, MA Representative, PDP Representative, POSSE Contractor, NET Submitter, NET Representative, Approver, RUI Helpdesk, RUI Administrator, MA State/Territory Approver, SPAP Approver, SPAP End User, SHIP Approver, and SHIP End User. The 'MA Submitter' role is selected. A 'Justification for Action' text area is also visible.

**Figure 10: New User Registration Screen: Access Request Area, Role Drop-down**

**Action:** In the *Role* field, select your desired Role.

**Note:** The MA/MA-PD/PDP/CC Application, MA Submitter role, will be used to illustrate common registration procedures and techniques that apply to registering for access to CMS Applications.

If the user selects the role of MA Submitter the screen will refresh and *Contract Number* fields will display as illustrated in Figure 11. The user may enter a Contract Number in the fields displaying, which are:

- *Plan Contract Number* field,
- Prescription Drug Event, *PDE Mailbox Number* field, and/or
- Risk Adjustment Processing System, *RAPS Mailbox Number* field.

The user can enter Contract Numbers in any, or all, of the Contract/Mailbox Number fields as they apply to the user's work.

**Figure 11: New User Registration Screen: Access Request Area, MA Submitter**

**Action:** Enter valid contract numbers one at a time in the appropriate fields.

**Action:** Select the **Add** button after each entry to record it.

**Note:** Once a contract number has been added to the registration screen, it cannot be changed or removed. The user needs to ensure that he is requesting a valid contract for him to access on behalf of the company prior to selecting the **Add** button. If the user enters an incorrect contract number, he must cancel the registration request and start a new request.

**Note:** In this example the MA Submitter user can only enter Contracts starting with 'H', 'E', 'S' and '9'.

After each contract number is entered, the screen will refresh and display the entered Contract Numbers in separate, labeled fields under the *Plan Contract Number*, *PDE Mailbox Number*, and *RAPS Mailbox Number* fields. This is illustrated in Figure 12.

Below the entered Contract Number fields is an additional field for the user to enter the RACF ID if he has this ID number. If the user has forgotten the RACF ID he needs to call the Helpdesk to obtain his RACF ID information.

If the user does not have a RACF ID at the time he completes the IACS New User Registration and the user's role requires that he have one, the system will automatically assign him a RACF ID once his request is approved.

The screenshot shows the 'Access Request' form with the following details:

- User Type:** MA/MA-PD/PDP/CC
- Role:** MA Submitter \*
- Instruction:** For the User/Submitter Role, at least one Contract/Mailbox Number must be submitted. \*
- Plan Contract Number:** [ ] Add Ex: Hxxxx or Sxxxx or Exxxx
- PDE Mailbox Number:** [ ] Add Ex: Hxxxx or Sxxxx or Exxxx
- RAPS Mailbox Number:** [ ] Add Ex: Hxxxx or Sxxxx or Exxxx
- Contract(s):** H1050, H1051
- RACF ID:** [ ]
- Justification for Action:** Needed for new role. | [ ] \*
- Buttons:** Next, Cancel
- Footer:** OMB: 0938-0989, Effective date: 5/06

**Figure 12: New User Registration Screen: Access Request Area, Contract Number & RACF ID Field – MA Submitter**

- Action:** Enter your RACF ID, if you have one.
- Action:** Enter a justification statement for your request in the *Justification for Action* field. This field must include the reason you are requesting this action.
- Action:** Select the **Next** button when you are done filling in all the required fields on the **New User Registration** screen.

If the user selects the **Cancel** button, his application request will be cancelled and all the information that was entered will be lost. A screen indicating this will be displayed. The user must select the OK button to confirm the action, exit that screen, and close the browser window. The system will then return the user to the **CMS Applications Portal Introduction** screen.

If the data is validated, the system will display the **Authentication Questions** screen as illustrated in Figure 13.

The user must answer a minimum of two authentication questions in order to complete his registration. These answers will be used to validate the user's identity should he attempt to recover his User ID or password using IACS' self-service **Forgot your User ID?** or **Forgot your password?** features.

**Authentication Questions**

Please answer at least 2 of the following questions, and then select "Next" to proceed with registration.

Question	Answer
What is your grandmother's maiden name?	<input type="text"/>
What was the model of your first car?	<input type="text"/>
What is the middle name of your oldest cousin?	<input type="text"/>
What was the name of your first pet?	<input type="text"/>
What was your childhood phone number?	<input type="text"/>
What was the first name of your first boyfriend?	<input type="text"/>
What was the first name of your first girlfriend?	<input type="text"/>
What is the name of your first elementary school?	<input type="text"/>
What was your childhood street name?	<input type="text"/>
What was the name of your first employer?	<input type="text"/>
What was your grandfather's profession?	<input type="text"/>
What was the name of your first college roommate?	<input type="text"/>
Where was your wedding reception held?	<input type="text"/>

**Figure 13: Authentication Questions Screen**

**Action:** Answer at least two of the Authentication Questions listed.

**Action:** Select the **Next** button when you are done.

The system will display the **Review Registration Details** screen as illustrated in Figure 14. The User Guide information for this screen and Figure 15 needs to be reviewed to see how to complete the **New User Registration** process.

**Individuals Authorized Access to the CMS Computer Services (IACS)**

### Review Registration Details

The following is the information you entered on the New User Registration Form.  
Please review the information below to verify correctness.

- To modify any of the information, click 'Edit'.
- If the information is correct and you wish to proceed, click 'Submit'.

First Name:	cgdvme	MI:	b	Last Name:	Smith
Title:	Mr.	Suffix:	Jr.	Professional Credentials:	hejzvm
Social Security Number:	*****0001				
Date of Birth:	09/23/2010				
E-mail:	fuharf@legvix.com				
Office Telephone:	686-120-0000 X688				
Company Name:	nqwxq	Company Telephone:	686-120-0000 X688		
Address 1:	lildwb	Address 2:	ptlmz		
City:	ntureg	State/Territory:	AZ	Zip Code:	68451-6847
User/Community Type:	MAMA-PD/PDP/CC				
Role:	User/Submitter				
Contract(s):	H1050 H1051				

Authentication Questions	
Question	Answer
What was the name of your first pet?	Molu
What is the name of your first elementary school?	HolyCross

**Figure 14: Review Registration Details Screen**

**Action:** Review the information presented in the **Review Registration Details** screen.

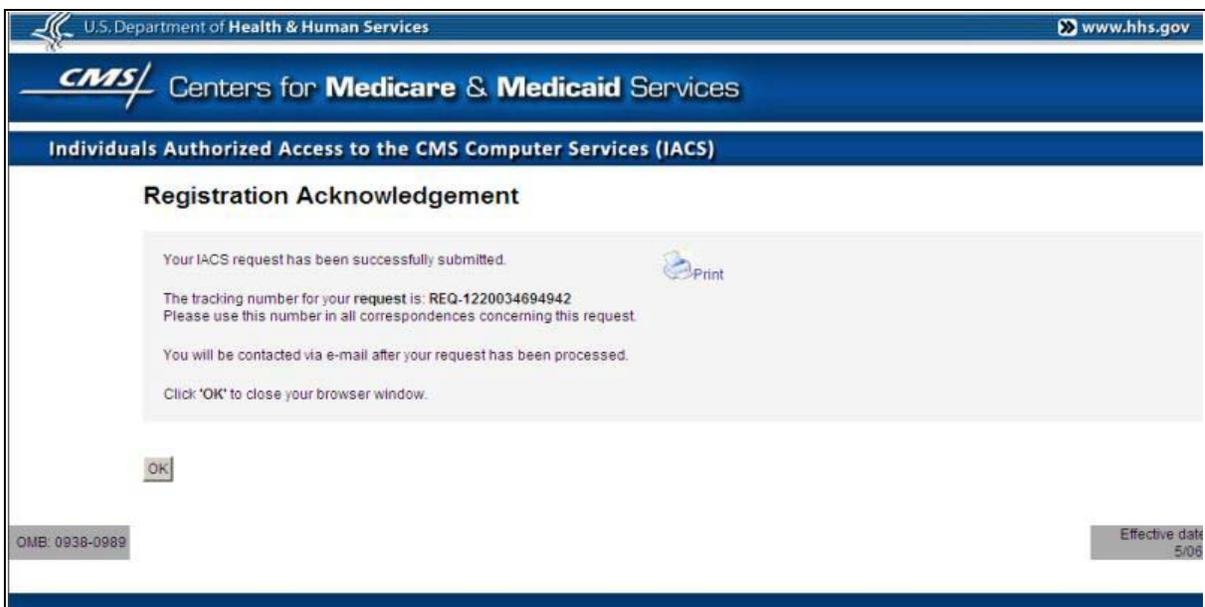
The **Edit** button must be selected if there are any modifications that are to be made to the registration information. The **New User Registration** screens will be redisplayed with all the information populated in the appropriate fields. The user may modify the information that he wants and, when finished, he should select the **Next** button. He will again be presented with the **Review Registration Details** screen.

If he selects the **Cancel** button, the application request is cancelled and all the information he entered will be lost. A screen indicating this will be displayed. He must select the **OK** button to exit that screen. The system will then return him to the **CMS Applications Portal Introduction** screen.

**Action:** Select the **Submit** button when you are satisfied that your registration information is correct. A **Registration Acknowledgement** screen will display as illustrated in the example in Figure 15.

The **Registration Acknowledgement** screen indicates that the registration request has been successfully submitted and provides a tracking number for the request. This tracking number should be recorded and used if the user has questions about the status of his request.

**Note:** The user can print the information contained on the **Registration Acknowledgement** screen by selecting the **Print** icon.



**Figure 15: Registration Acknowledgement Screen**

**Action** Select the **OK** button.

The **Registration Acknowledgement** screen will close and the system will return to the **Account Management** screen.

**Note:** The registration will not be completed unless the **OK** button is selected.

After the user completes the IACS New User Registration, he will be sent an E-mail confirming that IACS has received his request and providing him with a Request Number. The user should use that request number if he needs to contact the Helpdesk regarding his request.

If the E-mail notification has not been received within 24 hours after the user registers, he will need to contact his Helpdesk. See Section 9.2 for Helpdesk contact information.

The user's Approver or EPOC will be notified of his pending request via e-mail.

Once the Approver or EPOC has approved the request and the account has been created, two separate E-mail messages will automatically be sent to the user.

1. The first (Subject: FYI: User Creation Completed – Account ID Enclosed) will contain the IACS User ID.
2. The second (Subject: FYI: User Creation Completed – Password Enclosed) will contain the format of the initial password and instructions to change the initial password. The user will be required to change his initial password the first time he logs in.

If the user's request for registration is denied, the user will receive an E-mail informing him that his request has been denied. The E-mail will also provide the justification for the denial.

If the Approver or EPOC has not processed the registration request within 12 or 24 calendar days (depending on the role) of submission, the request will be cancelled automatically and the user will receive an E-mail notification to this effect. The user will then have to go to the **New User Registration** screen, re-enter the information, and resubmit the registration request.

### **4.3 Exceptions to Basic Registration Steps**

#### **4.3.1 Exceptions to COB Application Registration**

- The User registering for COB Application will have to Enter Organization # and Select Organization Identifier from a drop down list.
- RACF ID is not required.

**Note:** A User who registers as an approver for COB will have the approval authority for all users of all organizations under COB.

#### **4.3.2 Exceptions to CSR Application Registration**

- The user registering as a CSR will select a Call Center from a list of existing call centers.
- RACF ID is not required.

#### **4.3.3 Exceptions to DMEPOS Registration**

- All users registering into the **DMEPOS Community** have to provide the Provider Transaction Access Number (PTAN).
- A User who is registering as an Authorized Official should enter the Organization Name.
- A User who is registering as an Authorized Official or can be associated with more than one PTAN.

**Note:** A User Group Administrator role does not exist for DMEPOS.

#### **4.3.4 Exceptions to ECRS Registration**

- All users registering into ECRS Application will have no special attributes to provide during new user registration.

#### **4.3.5 Exceptions to GEN Registration**

- All users registering into Gentran Application will have no special attributes to provide during new user registration.

#### 4.3.6 Exceptions to HETS UI Application Registration

- The User registering as a Primary Security Official, Secondary Security Official, Approver and End User must enter NPI and Select Provider Type.
- The User registering as a Primary Security Official or Secondary Security Official will have to complete the EDI Registration Form to create an Organization.

**Note:** At least one Contractor Name and Associated Billing NPI are required.

#### 4.3.7 Exceptions to HPG Application Registration

- The User registering as a HPG User will have to enter the Submitter ID.

**Note:** Submitter ID starting with 'P' will not have access to the Gentran Mailbox.

#### 4.3.8 Exceptions to MA/MA-PD/PDP/CC Application Registration

##### **MAMA Submitter and MAMA Representative:**

- A user registering as an MAMA Submitter can only enter Contracts starting with 'H', 'E', 'S' and '9'.

##### **PDP Submitter and PDP Representative:**

- A User registering as a PDP Submitter can only enter contracts starting with 'S', 'E' and '9'.
- The user will have access to a Gentran Mailbox.

##### **NET Submitter and NET Representative:**

- A User registering as a NET Submitter cannot add a PDE / RAPs Mailbox.
- The user can only enter contracts starting with 'X'.
- The user will have access to a Gentran Mailbox.

##### **POSFE Contractor:**

- A User registering as a POSFE Contractor cannot enter contracts. The contract is defaulted to 'R0000'.

##### **MA State Territory Approver and User:**

- A User registering as a MA State Territory Approver / User will have to select a State from a list of all states.

##### **SHIP Approver and User:**

- A User registering as a SHIP Approver / User will have to select a State from a list of all states.

##### **SPAP Approver and User:**

- A User registering as a SPAP Approver / User will have to select a State from a list of all states

**Note:** A User registering as an IUI Administrator or IUI Helpdesk will have no special attributes to provide during new user registration.

#### 4.3.9 Exceptions to MDR Registration

- All users registering into MDR Application will have no special attributes to provide during new user registration.

#### 4.3.10 Exceptions to PQRI Registration

##### **Security Official:**

- A user registering as a Security Official will have the option to select the 2-Factor Authentication Approver Role.
- The user will be required to create a new organization.

##### **Backup Security Official:**

- A user registering as a Backup Security Official will have the option to select the 2-Factor Authentication Approver Role.
- The user will be required to search and associate to an existing PQRI Organization during the self registration process.

##### **End User:**

- A user registering as an End User will be required to search and associate to an existing PQRI Organization during the self registration process.

##### **EHR Submitter:**

- A user registering as an EHR Submitter will have the 2-Factor Authentication Role by default.
- The user will not be able to proceed with the registration if there is no corresponding Approver with 2-Factor Authentication Approver Role in that Organization selected by the user.
- The user will be able to choose the Preferred 2<sup>nd</sup> factor pass code notification method by selecting either the E-mail, SMS/Mobile or Interactive Voice Response Number (IVR) from the drop down labeled as "Preferred 2<sup>nd</sup> Factor Passcode Notification Method".
- The user will be required to enter the Mobile Phone Number.
- The user will be required to input the Interactive Voice Response Number if the IVR Number was selected as the Preferred 2<sup>nd</sup> factor pass code notification method.
- The user will be required to search and associate to an existing PQRI Organization during the self registration process.

##### **Registry End User:**

- A user registering as a Registry End User will be able to select an organization from a pre-defined list of Registry organizations.

##### **EHR Vendor:**

- A user registering as an EHR Vendor will be able to select an organization from a pre-defined list of EHR Vendor organizations.

##### **Individual Practitioner:**

- A user registering as an Individual Practitioner will have the option to select the 2-Factor Authentication Role.

## 5.0 Login

When the user logs into IACS, he needs to take the following actions:

**Action** Navigate to <https://applications.cms.hhs.gov> .

**Action:** Read the contents of the **CMS Applications Portal WARNING/REMINDER** screen, and agree by selecting the **Enter CMS Applications Portal** button. Refer to Figure 1 for an illustration of this screen.

The **CMS Applications Portal Introduction** screen will display as illustrated in Figure 6.

**Action:** Select the [Account Management](#) hyperlink in the menu bar toward the top of the screen.

The screen will refresh and display the **Account Management** screen as illustrated in Figure 7.

**Action:** Select the [My Profile](#) hyperlink in the **Account Management** screen.

The **Terms and Conditions** screen will display as illustrated in Figure 2.

All the **Terms and Conditions** on the screen should be read. This includes the Privacy Act Statement and the Rules of Behavior. The user can select the **Print** icon to the right of the text if he wants to print this information.

To accept the user must select the **I Accept the above Terms and Conditions** box followed by the **I Accept** button.

If the user selects the **I Decline** button, a small window will appear with a message asking him to confirm his decision to decline. If the user confirms this, his IACS session will be cancelled and a screen indicating this will be displayed.

After accepting the **Terms and Conditions**, the **Login to IACS** screen will be displayed as illustrated in Figure 16.

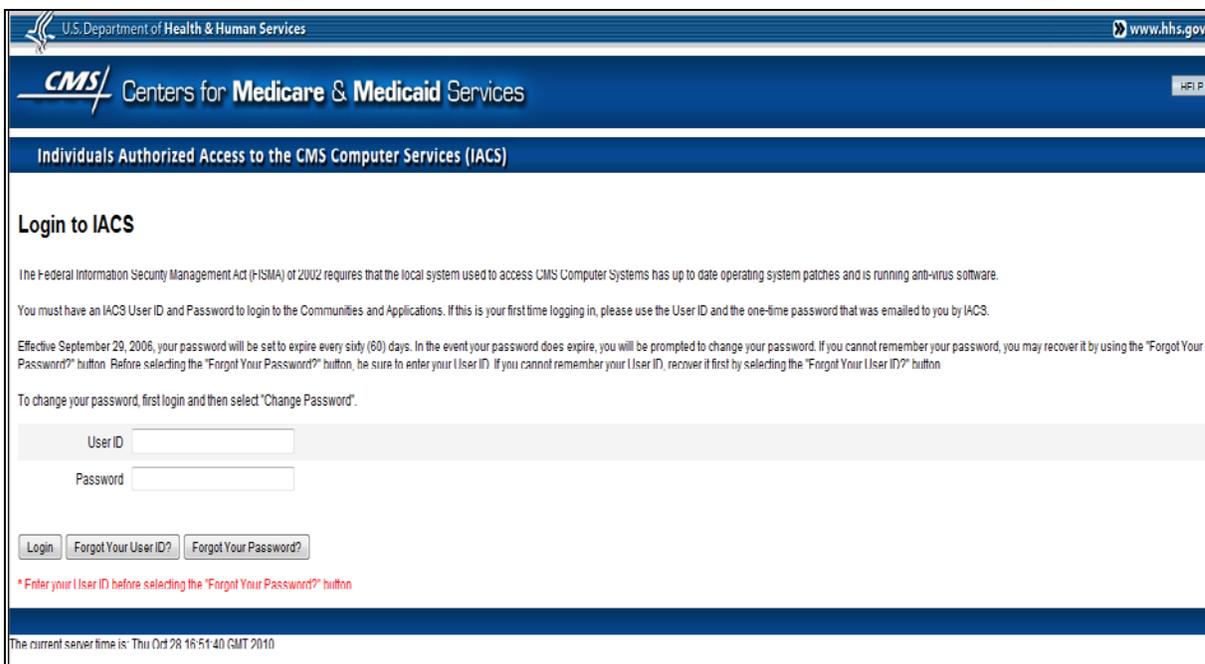


Figure 16: Login to IACS Screen

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

**Action:** Enter your *Password*.

**Action:** Select the *Login* button.

The system will display the **My Profile** screen as illustrated in Figure 17.

**Note:** If this is the first time that the user is logging into IACS he will be prompted to change his temporary, one time password. After the user has successfully changed his temporary password the system will display the **My Profile** screen.

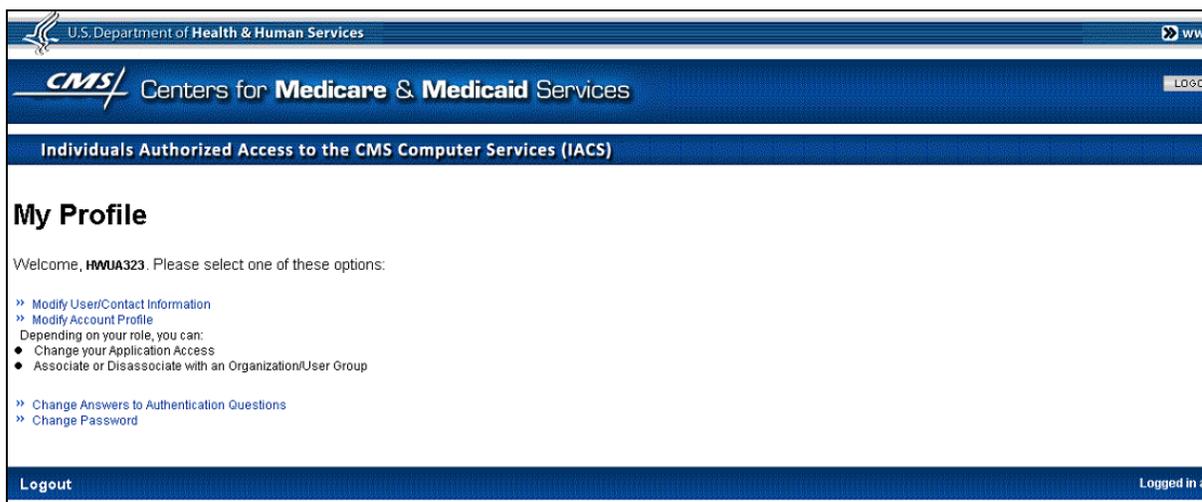


Figure 17: My Profile Screen: MA/MA-PD/PDP/CC Application Users

**Action:** Select the hyperlink for the function you want or logout.

## 6.0 Managing User IDs & Passwords

The IACS password must conform to the following CMS Password Policy:

- The password must be 8 characters long.
- Passwords cannot begin with a number.
- The password must contain at least two letters and one number (no special characters).
- Letters must be mixed case. The password must have at least one upper case and one lower case letter.
- The password must not contain the User ID.
- The password must not contain 4 consecutive characters of any of the previous 6 passwords.
- The password must be different from the previous 6 passwords.

In addition:

- The password must not contain any of the following reserved words or number combinations: 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

### 6.1 Password Expiration

The user's password must be changed at least once every 60 days. When the user logs in after the password expiration, IACS will prompt the user to change his password by displaying the **Change Password** screen. Once the user changes the password successfully, the **My Profile** screen will be displayed.

**Note:** Should the user login to any of the applications that he has access to with the expired password; IACS will redirect him to the CMS Portal Page allowing him to change his password.

### 6.2 Disabled Accounts

CMS requires inactive accounts to be disabled. The account will be considered inactive if the user has not logged in for 180 days. The user's account will be disabled and he will be unable to access any applications.

The user needs to follow the steps below to re-enable the user's account:

1. Navigate to <https://applications.cms.hhs.gov>
2. Select the [Account Management](#) hyperlink in either the white space in the center of the screen or the menu bar toward the top of the screen.
3. Select the [My Profile](#) hyperlink in the **Account Management** screen.
4. Accept the Terms and Conditions.
5. Login using the User ID and Password.
6. When prompted, answer the Security Questions and Authentication Questions.
7. Change the Password.

If the user is not prompted to answer the Security Questions and Authentication Questions then he must contact his Helpdesk.

### **6.3 E-mail Notifications**

The following E-mail notifications are sent to all IACS users notifying them to change their passwords prior to the 60 day password expiration policy:

- E-mail sent two weeks prior to 60 day password expiration
- E-mail sent one week prior to password expiration
- E-mail sent one day prior to password expiration

The following E-mail notifications are sent to IACS users notifying them that their accounts will be disabled due to 180 days of account inactivity:

- E-mail sent two weeks prior to disabling user account.
- E-mail sent one week prior to disabling user account.
- E-mail sent one day prior to disabling user account.
- E-mail sent on 180th day since last successful login, notifying the user that their account has been disabled due to inactivity.

### **6.4 Self Service Features**

Self Service features can be used to retrieve the User ID and Password.

#### **6.4.1 Retrieving User ID**

The user needs to follow the steps below to retrieve his User ID from the Login Screen:

1. From the Login page select the **Forgot Your User ID?** button.
2. When prompted, enter the First Name, Last Name, Date of Birth, SSN and E-mail.

**Note:** For Login instructions Section 5.0 should be reviewed.

Alternatively, the user can also use the Account Management screen to retrieve the user ID as follows:

1. Navigate to <https://applications.cms.hhs.gov>
2. Select the [Account Management](#) hyperlink in the menu bar toward the top of the screen.
3. Select the [Forgot your User ID?](#) hyperlink.
4. When prompted, enter the First Name, Last Name, Date of Birth, SSN and E-mail.

#### 6.4.2 Retrieving Password

The user needs to follow the steps below to retrieve his Password from the Login Screen:

1. From the Login page select the ***Forgot Your Password?*** button.
2. When prompted, answer the Security Questions and Authentication Questions, and
3. Change the Password.

Alternatively, the user can also use the Account Management screen to retrieve the Password, as follows:

1. Navigate to <https://applications.cms.hhs.gov>.
2. Select the [Account Management](#) hyperlink in the menu bar toward the top of the screen.
3. Select the [My Profile](#) hyperlink in the **Account Management** screen.
4. Accept the Terms and Conditions.
5. Select the [Forgot your Password?](#) hyperlink.
6. When prompted, answer the Security Questions and Authentication Questions, and
7. Change the Password.

## 7.0 Annual Certification

Users registered through IACS for CMS Applications are required to certify annually their continued need for access to CMS systems. After November 15, 2010 IACS will begin enforcing the Annual Certification requirement for all Communities and Applications supported by IACS.

The certification due date corresponds to the anniversary of User's IACS User ID creation date. The certification process is initiated with an E-mail notification to the user providing him with details that can be used for completing the certification.

### 7.1 E-mail Notifications

#### E-mail Notifications - Users

Users will receive an advisory E-mail 45 days prior to their Annual Certification due date. The user will continue to receive e-mails once a week from the initial 45 day E-mail until 15 days prior to his Certification Date. Then, beginning 15 days before his Certification Date, the user will receive an E-mail every day informing him of how many days he has remaining to complete the Certification Request. The user will have until midnight on his Certification Date to submit the Certification Request.

If the user does not submit the Certification Request prior to midnight on the Certification Date, his IACS account will be archived. An E-mail will be sent advising the user his account has been archived. Should he attempt to login to IACS after being archived a message will appear that the account cannot be found.

**Note:** Once the user's account has been archived he will be required to go through New User Registration to establish a new account.

#### E-mail Notifications – Approvers

An Approver will receive an E-mail informing him that a user under his authority has submitted a request for certification and that the request is waiting for his review and approval or rejection. This E-mail will be sent to the approver as soon as the user (under the Approver's authority) has submitted the request for re-certification.

The approver will receive a reminder E-mail 5 days after the submission of request for re-certification and then every day thereafter until the day the certification request is approved / rejected by the Approver or until the certification request expires. Approvers will always have at least 30 days to approve or reject a certification request.

Another type of E-mail that an Approver may receive is one that notifies him that a user under his authority hasn't submitted certification yet. An Approver is any user who has dependent users underneath him. For example, it can be an SO, EPOC, AO, their backups, a Help Desk or in some cases a Business Owner. When a user has taken no action to submit certification, an E-mail will be sent to the Approver advising them that the annual certification of a user directly under their authority is due. This E-mail will be sent to the Approvers 14 days, 7 days and one day before the certification due date unless the user

submits certification. This E-mail is not sent to users who do not have any dependent users under their authority.

## 7.2 Certifying

The **My Profile** screen will have a [Certify Account Profile](#) hyperlink as shown in Figure 18. When the user selects this hyperlink, he will be presented with the Terms and Conditions. After accepting the Terms and Conditions, the user will be presented with a screen showing his current access privileges.

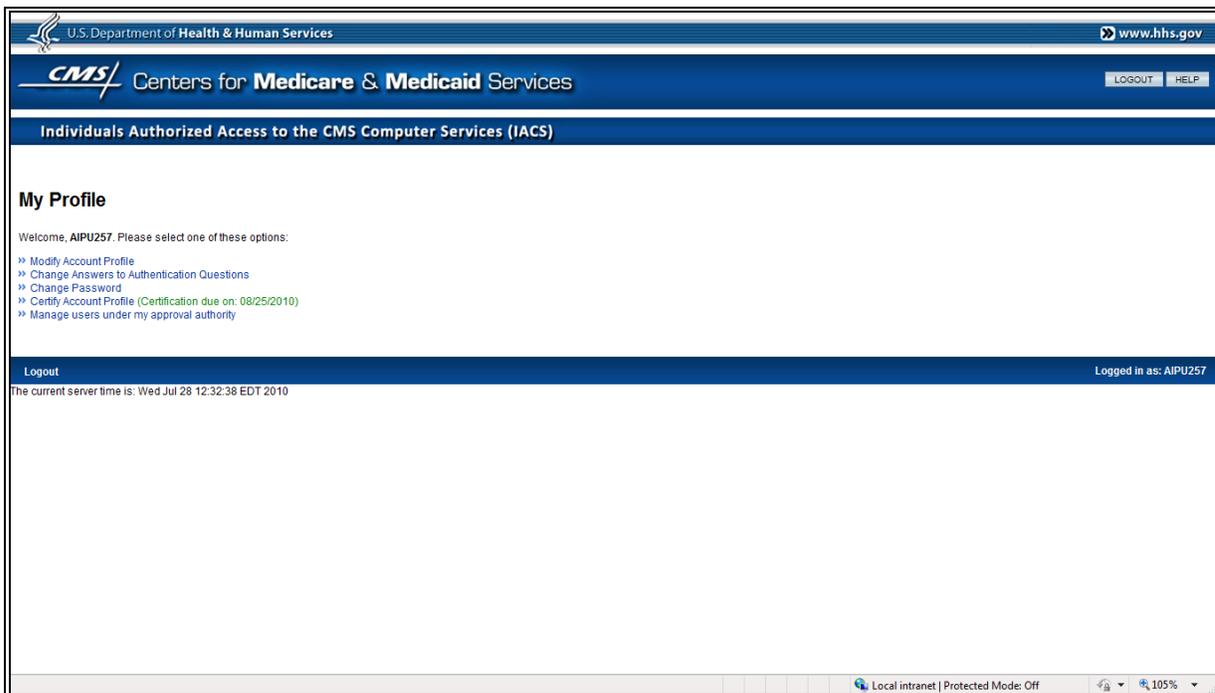


Figure 18: My Profile Screen: Certify Account Profile Hyperlink

When the user selects the [Certify Account Profile](#) hyperlink, the **Annual Certification – Step1: Review Account Profile Information** screen will display showing the user profile as illustrated in Figure 19.

The screenshot shows the 'Annual Certification' interface. At the top, there are three steps: 'Step 1: Review Account Profile Information' (highlighted), 'Step 2: Submit Certification Request', and 'Step 3: Request Acknowledgement'. Below this is the 'User Information' section with fields for User ID, Title, First Name, Last Name, Suffix, Middle Initial, Professional Credentials, Date of Birth, E-mail, Office Telephone, Company Name, Company Telephone, Address 1, Address 2, City, State/Territory, and Zip Code. A 'View My Access Profile' section shows the user's role as 'EHRD User' and possible actions like 'As an EHRD User' and 'Modify professional contact information'. A 'Justification for action' field is also present. At the bottom left are 'Next' and 'Cancel' buttons. A 'Guidance' window from Windows Internet Explorer is overlaid on the right, with the text 'User should review their profile information for the resources listed' and a 'Close' button.

**Figure 19: Annual Certification: Review Account Profile Screen**

**Action:** Select the **Next** button to certify.

**Note:** When the user selects the **Next** button, the system will display the **Annual Certification - Step 2: Submit Certification Request** screen.

**Action:** Select the **Submit** button on the **Annual Certification - Step 2: Submit Certification Request** screen to submit the request for re-certification.

**Note:** When the user selects the **Submit** button the system will display the **Annual Certification - Step 3: Certification Request Acknowledgement** screen.

The **Annual Certification - Step 3: Certification Request Acknowledgement** screen indicates that the certification request has been successfully submitted and provides a request number to use for tracking the certification request.

When the user selects the **OK** button on the **Annual Certification – Step 3: Certification Request Acknowledgement** screen, the screen will close and the system will return to the **My Profile** screen. The user will be sent an E-mail confirming that IACS has received his certification request.

When the user submits the Certification Request, it is routed to the appropriate Approver(s) or EPOC(s), or all of them if his request requires multiple approvers. The user's Approver(s) will have a minimum of 30 days to approve his request for Annual Certification. During that time, the user's Approver will receive reminder e-mails as describe above. If the user's Annual Certification date is reached (or a minimum of 30 days after submission, whichever is later), and the Approver has taken no action, that will be treated the same as a rejected request.

### 7.3 Archiving Accounts

Archiving is the process of removing a user's account information from the IACS system. A user's IACS account will be archived for failing Annual Certification. If the user attempts to login to IACS after his account has been archived, a message will appear on screen that his account cannot be found. If the user is not re-certified for any role or system resource by their Annual Certification due date, then the user's account will be archived.

**Note:** The user's account will only be archived if there are no approved resources assigned to the account. For a user with multiple resources, if even one resource is approved, rejected resources will be removed from the user's profile, but the user's account will not be archived.

**Note:** Once the user's account has been archived he will be required to go through New User Registration to establish a new account.

## 8.0 Using the System – Managing Profiles

The following section provides the most common steps to modify a user's profile. These actions are available only for an existing user. As part of managing a user profile the user can perform the following actions:

- **Modify** User and Professional Contact details pertaining to the user's IACS **Access Profile**.
- **View** details pertaining to the user's IACS **Access Profile**.
- **Request Access/Remove Access** to CMS applications integrated with IACS within and outside his User Community.
- **Request Access/Remove Access** to **other** CMS User Communities integrated with IACS.
- **Modify User's profile** to associate, disassociate with other Organizations, User Groups and Applications within a User Community.

**Note:**

- The User may only request and have one role for a CMS application
- The User cannot be an approver and a user for the same application

### 8.1 *Modify the User and Professional Contact Information*

To modify the IACS account profile the user must first login to IACS using his IACS User ID and password. The My Profile screen will display after successful login.

IACS provides the user with the option to modify the **User Information** and/or **Professional Contact Information** he provided during his IACS registration or updated at a later time. If the user changes the telephone number or moves to a different address, he can update that information by selecting this hyperlink. These modifications are basic Modify Profile changes.

When the user selects the [Modify User/Contact Information](#) hyperlink, the **Modify User/Contact Information** screen will display as illustrated in Figure 20

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

**Individuals Authorized Access to the CMS Computer Services (IACS)**

**Modify User/Contact Information**

**User Information**

User ID: PDFE811

Title: Mr. First Name: Pat \* Last Name: Smith \* Suffix: Jr.

Middle Initial: t Professional Credentials: PhD

Date of Birth: 01/01/1970 \* Valid Date of Birth format is mm/dd/yyyy

E-mail: ps@agip.com \*

Valid E-mail address format is user@internetprovider.domain. Examples of domain: com, net, gov, etc.

**Professional Contact Information**

Office Telephone: 410-111-1111 \* Ext: Valid Telephone Number Format is XXX-XXX-XXXX

Company Name: AGIP Company Telephone: Ext:

Country: United States \*

Address 1: 1 Windy Circle \* Address 2:

City: Baltimore \* State/Territory: MD \* Zip Code: 21209 \* -

\* indicates a required field

Next Cancel

OMB: 0938-0989 Effective date: 5/0

Logout Logged in as: PDFE811

The current server time is: Tue Jul 07 11:21:01 EDT 2009

**Figure 20: Modify User/Contact Information Screen**

**Action:** Modify the *User and/or Professional Contact Information* as needed.

**Note:** If the user makes changes to his E-mail address, the screen will refresh when he leaves the *E-mail* field after making the changes and a *Confirm E-mail Address* field will appear in which the user must confirm his new E-mail address.

**Action:** Select the **Next** button after making changes and proceed to the end of this Section for information on how to complete the changes.

When the user selects the **Next** button, the system will display the **Modify Request Confirmation** screen as illustrated in Figure 21.

U.S. Department of Health & Human Services

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

Individuals Authorized Access to the CMS Computer Services (IACS)

### Modify Request Confirmation

You made changes to your profile.

To submit your request please click **Submit** button.  
If you want to edit your changes please click **Edit** Button.  
If you want to cancel the changes, which you made please click **Cancel** button

OMB: 0938-0989

**Figure 21: Modify Request Confirmation Screen**

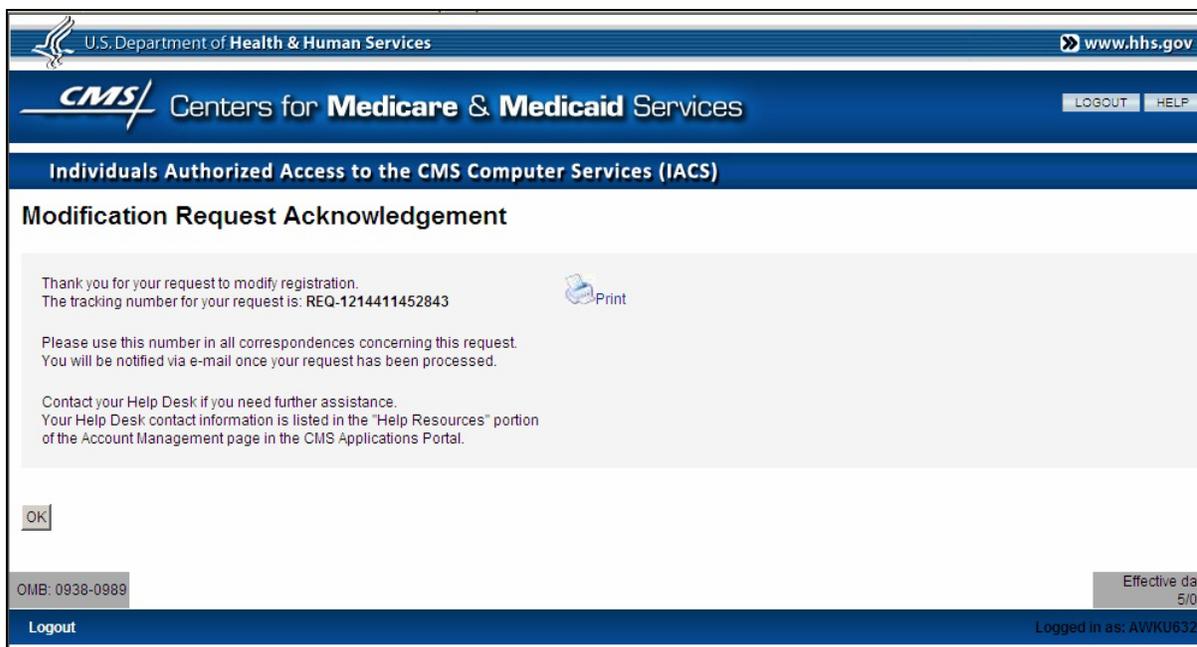
**Action:** Select the **Submit** button to submit the modification request.

**Note:** The modifications will not be completed unless the **Submit** button is selected.

The **Edit** button should be selected to return and edit the changes.

If the user selects the **Cancel** button, his request will be cancelled and any modification that was entered will be lost. A screen indicating this will be displayed. The user must select the **OK** button to confirm the action, exit that screen and close the browser window.

When the user selects the **Submit** button, a **Modification Request Acknowledgement** screen will display as illustrated in Figure 22. He must select the **OK** button to complete the account profile modification.



**Figure 22: Modification Request Acknowledgement Screen**

The **Modification Request Acknowledgement** screen indicates that the request has been successfully submitted and provides a tracking number for the request. This tracking number should be recorded and used if there are any questions about the status of the request.

The information contained on the screen can be printed by selecting the **Print** icon.

**Action:** Select the **OK** button to complete the Modify Account Profile process.

The **Modification Request Acknowledgement** screen will close and the system will return to the **My Profile** screen. This screen indicates that the change request has been successfully submitted.

The user will be sent an E-mail confirming that IACS has received his request and providing him with a Request Number. He should use that request number to contact the Helpdesk regarding the request. The user should also have the request number from the **Modification Request Acknowledgement** screen available for the Helpdesk.

If an E-mail notification is not received within 24 hours after the user modifies his profile, he will need to contact the Helpdesk. For information regarding Helpdesks, Section 9.2 should be reviewed.

## 8.2 View User's Access Profile

When the [Modify Account Profile](#) hyperlink is selected, the **Modify Account Profile** screen will display and show the information in the user's account profile that is specific to his role and user community.

At the top of the screen, the **User Information** and **Professional Contact Information** are displayed.

In the **Access Request** area of this screen the approved access information will be displayed in the **View My Access Profile** table as illustrated in Figure 23. If the user has a role in more than one application or community, each application or community will be displayed in a separate row in the table.

The *Select Action* field provides a drop-down list from which the user can select the desired action. These actions are illustrated in the example in Figure 23.

**Access Request**

**Select Action :** View My Access Profile

- Modify MAMA-PD/PDP/CC Profile
- Add Application
- Add Community
- View My Access Profile

View My Access Profile :	Profile Summary	Possible Actions
MAMA-PD/PDP/CC : User/Submitter	<b>Contract(s):</b> Plan H0151	As a Submitter: <input type="radio"/> Add/Remove Plan/PDE/RAPS contracts

**Figure 23: Modify Account Profile Screen: Access Request Area – Select Action Drop-down**

### 8.3 Adding CMS Applications

If the user selects the action, **Add Application**, the screen will refresh and he will be presented with a screen where the **Access Request** portion is similar to the one shown in Figure 24. The applications he will be able to add are those applications integrated with IACS.

The following rules need to be followed when requesting access to roles in other applications:

- For non-community based Applications, the user may only request and have one role for a CMS application
- The user cannot be an approver and a user for the same application

The *Select Application* field contains a drop-down list of the CMS applications integrated with IACS as illustrated in Figure 24.

**Professional Contact Information**

Office Telephone: 427-120-0000 \* Ext: 424 Valid Telephone Number Format is XXX-XXX-XXXX

Company Name: dcnvfd \* Company Telephone: 427-120-0000 Ext: 424

Country: United States

Address 1: bwwcoo \* Address 2: hcxhqq

City: eloux \* State/Territory: AZ \* Zip Code: 42635 \* - 4253

**Access Request**

Select Action: Add Application

Select Application: Select Application \* Availability of CMS Applications / User Communities

Justification for Action:

- Select Application
- COB
- CSR
- DMEPOS
- ECRS
- HETS UI
- HPG
- MA/MA-PD/PDP/ICC
- PQRI

\* indicates a required field

Next Cancel

OMB: 0938-0889 Effective date: 5/06

Logout Logged in as: LCSF539

**Figure 24: Modify Account Profile Screen: Access Request Area – Select Application Drop-down**

**Action:** Select the desired **Application** from the drop-down list.

#### 8.4 Adding Community

If the user selects **Add Community**, the screen will refresh and he will be presented with a screen where the **Access Request** area is similar to the one shown in Figure 25.

The *Select Community* field provides a drop-down list containing the other CMS communities integrated with IACS as illustrated in Figure 25.

The community names shown on the drop-down list may vary depending on the number of CMS communities integrated with IACS and the current access profile.

The screenshot displays the 'Access Request' form. At the top, there is a 'Select Action:' dropdown menu with 'Add Community' selected. Below it is the 'Select Community:' dropdown menu, which is open, showing a list of options: 'Select Community', 'CMS Contractor', 'Demonstrations', 'F/WCarrier/MAC', and 'Provider/Supplier'. A red asterisk is next to the 'Select Community' dropdown, and a note '\* Availability of CMS Applications / User Communities' is displayed. Below the dropdown is a text field for 'Justification for Action:'. At the bottom left, there are 'Next' and 'Cancel' buttons. At the bottom right, there is a note '\* indicates a required field'. The footer contains 'OMB: 0938-0989' and 'Effective date: 5/06'.

Figure 25: Modify Account Profile Screen: Select Community Drop-down List

- Action:** Select the desired **Community** from the *Select Community* field drop-down list.
- Action:** Enter a brief justification statement for the action in the *Justification for Access* field.
- Action:** Select the **Next** button when the user has completed the modification.

When the user selects the **Next** button, the system will display the **Role Selection** screen for the User Community that was selected. A role must be selected to proceed.

### 8.5 Modify User's Profile

If the user selects the action, **Modify Profile**, the screen will refresh and he will be presented with a screen in which the **Access Request** area is similar to the one shown in Figure 26.

**Access Request**

Select Action:

User Type: MA/MA-PD/PDP/CC

Role: User/Submitter

Plan Contract Number:

PDE Mailbox Number:

RAPS Mailbox Number:

**Modify Plan Contracts:**

Existing Contracts and Selected Contract	Contracts to Remove
H0150 H0151 S5775	
> < >> <<	

**Modify PDE Mailboxes:**

Existing Contracts and Selected Contract	Contracts to Remove
H0151 S5775	
> < >> <<	

**Modify RAPS:**

Existing Contracts and Selected Contract	Contracts to Remove
H0150 H0151 S5775	
> <	

**Figure 26: Modify Account Profile Screen, Access Request Area – MA/MA-PD/PDP/CC User/Submitter**

If the user wants to add a Contract Number to his current list of contract numbers, then he needs to do the following:

**Action:** Enter the contract number in the appropriate *Plan Contract Number*, *PDE Mailbox*, or *RAPS Mailbox* field.

**Action:** Select the applicable **Add** button.

If the user wants to add another contract number, he needs to repeat the above actions.

If the user wants to remove a Contract Number from his current list of contract numbers, he needs to do the following:

**Action:** In the *Modify Plan Contracts/Mailboxes* fields, within the *Existing Contracts and Selected Contracts* boxes, select the contract number that needs to be removed.

**Action:** Select the box with the right facing arrow.

The system will move the selected contract number to the *Contracts to Remove* box to the right. The user can move the contract number back to the *Existing Contracts and Selected Contracts* box by selecting the box with the left facing arrow.

If the user wants to move all contract numbers in the *Existing Contracts and Selected Contracts* box to the *Contracts to Remove* box, he needs to select the box with the double right facing arrow.

The user can move all the contract numbers back to the *Existing Contracts* and *Selected Contracts* boxes by selecting the box with the double left facing arrow.

After making the modifications, the user should do the following:

**Action:** Enter a justification statement for the request in the *Justification for Action* field. This field must include the reason the user is requesting this action.

**Action:** Select the **Next** button after entering the justification statement.

The system will display the **Modify Request Confirmation** screen as illustrated in Figure 21. The User Guide information for this screen and Figure 22 should be reviewed to see how to complete this **Modify Account Profile** process.

### 8.5.1 Exceptions to Modify User Profile

#### Exceptions to Modify User Profile for MA/MA-PD/PDP/CC Application

- MA State Territory Users, SHIP Users and SPAP Users will not be able to remove the states that they have on their profile. They have to contact their approver to remove the states from their profile.

#### Exceptions to Modify User Profile for HETS UI Application

- A user registering as a Security Official cannot modify the Billing Provider NPI and Provider Type for his Organization.

#### Exceptions to Modify User Profile for PQRI Application

- A user registering as an EHR Submitter will be able to modify his current selection of Preferred 2<sup>nd</sup> factor pass code notification method using the drop down labeled as "Preferred 2<sup>nd</sup> Factor Passcode Notification Method".
- A user registering as a Security Official or a Backup Security Official will be able to modify his current selection of 2-Factor Authentication Approver Role.
- A user registering as an Individual Practitioner will have the option to modify his current selection of 2-Factor Authentication Role.
- All PQRI users will be able to request for a new role under the PQRI application for an Organization that is different from their current Organization.
- All PQRI users will be able to disassociate from their current role using the option "Disassociate from this Organization" or "Disassociate from this role".

## 9.0 Troubleshooting & Support

### 9.1 Error Messages

IACS provides a variety of on-screen error messages. These messages are self-explanatory and guide the user in how to remedy the error.

The following Sections illustrate one type of error message and instructions to the user. The examples are of the error messages and instructions that will appear for validation failures.

#### 9.1.1 Validation Failure

If the User Information data fails validation, the **New User Registration** screen will refresh and display an error message above the *User Information* section as illustrated in Figure 27.

The screenshot shows the 'New User Registration' screen for the CMS Centers for Medicare & Medicaid Services. The page title is 'Individuals Authorized Access to the CMS Computer Services (IACS)'. The main heading is 'New User Registration'. A red error message at the top states: 'Please enter a valid Social Security Number. Valid format is XXX-XX-XXXX.' Below this, a button labeled 'Enter Random Test-data' is visible. The 'User Information' section contains several fields: Title (Mr.), First Name (luggjls), Last Name (Smith), Suffix (Jr.), Middle Initial (o), Professional Credentials (revscb), Social Security Number (erew), Date of Birth (10/27/2010), E-mail (odewju@ohwrmmy.com), Confirm E-mail (odewju@ohwrmmy.com), Office Telephone (578-120-0000), Ext (583), Company Name (ldpyyt), Company Telephone (578-120-0000), Ext (583), Address 1 (khlaxo), Address 2 (mrgzet), City (htavrv), State/Territory (AZ), and Zip Code (58279 - 5827). The 'Access Request' section shows User Type (MAMA-PD-PDP-CC) and Role (MA Submitter). A footer note states: 'For the UserSubmitter Role, at least one ContractMailbox Number must be submitted.'

**Figure 27: New User Registration Screen: Validation Failure Message**

**Action:** Review the User Information you have entered for correctness.

**Action:** Make any needed changes to your User Information.

**Action:** Select the **Next** button when you are done.

When the user selects the **Next** button the system will attempt to validate the user entered data again. If a problem is encountered again, the appropriate error messages will appear on the screen as shown in the example above.

If the information entered is successfully validated, the **E-mail Address Verification** screen will display.

## 9.2 Support

There are multiple Helpdesks supporting IACS registrants where users can go to for help with login or other questions.

**Note:** For most recent list of Helpdesks and their contact information, refer to the **Help Resources** area of the **Account Management** screen on the CMS website.

The Helpdesk associated with **CARE** is the RTI Helpdesk. The phone number is 1-866-412-1510. They can be contacted at [help@pacdemo.rti.org](mailto:help@pacdemo.rti.org).

The Helpdesk associated with the **DMEPOS Application** is the Competitive Bid Implementation Contractor (CBIC) Helpdesk. The phone number is 1-877-577-5331. They can be contacted at [CBIC.admin@palmettogba.com](mailto:CBIC.admin@palmettogba.com).

The Helpdesk associated with the **PQRI Application** is the Quality Net Helpdesk. The phone number is 1-866-288-8912. They can be contacted at [gnetsupport@sdps.org](mailto:gnetsupport@sdps.org).

The Helpdesk associated with **HETS UI** is the MCARE Helpdesk. The phone number is 1-866-440-3805. The Fax number is 1-615-238-0822. They can be contacted at [mcare@cms.hhs.gov](mailto:mcare@cms.hhs.gov).

The Helpdesk associated with **Medicare Advantage/Prescription Drug Plans** is the MAPD Helpdesk. The phone number is 1-800-927-8069. They can be contacted at [mapdhelpdesk@cms.hhs.gov](mailto:mapdhelpdesk@cms.hhs.gov).

The Helpdesk associated with the **Provider/Supplier** Community is the External User Services (EUS) Helpdesk. The phone number is 1-866-484-8049. The TTY/TDD number is 1-866-523-4759. Their E-mail address is [EUSSupport@cqi.com](mailto:EUSSupport@cqi.com). Their hours of operation are Monday-Friday 7am to 7pm Eastern Standard Time, EST.

The Helpdesk associated with the **Quality Improvement Organizations' (QIO) 9th Scope of Work Care Transitions Theme** is the Quality Improvement Organization Support Contractor (QIOSC) Helpdesk. The phone number is 1-800-676-0724. They can be contacted at [helpqiocare@cfmc.org](mailto:helpqiocare@cfmc.org).

For Gentran login issues, IACS Administrators can be contacted at [iacs\\_admin@cms.hhs.gov](mailto:iacs_admin@cms.hhs.gov).

## 10.0 Glossary

The following definitions are provided for terms used or implied in this User Guide as well as relevant cross references to additional terms that are used in those definitions.

Term	Definition
CMS	The Centers for Medicare & Medicaid Services – the Health and Human Services agency responsible for Medicare and parts of Medicaid.
COB	Coordination of Benefits – a program that determines which plan or insurance policy will pay first if two health plans or insurance policies cover the same benefits. COB coordinates the payment process to prevent mistaken payment of Medicare benefits.
DMEPOS	Durable Medical Equipment, Prosthetics, Orthotics & Supplies
EDI	Electronic Data Interchange – refers to the exchange of routine business transactions from one computer to another in a standard format, using standard communications protocols.
HHS	The Department of Health and Human Services – a government agency that administers many of the “social” programs at the federal level dealing with the health and welfare of the citizens of the United States. HHS is the “parent” of CMS.
HIPAA	Health Insurance Portability And Accountability Act Of 1996 – a Federal law that allows persons to qualify immediately for comparable health insurance coverage when they change their employment relationships. Title II, Subtitle F, of HIPAA gives HHS the authority to mandate the use of standards for the electronic exchange of health care data; to specify what medical and administrative code sets should be used within those standards; to require the use of national identification systems for health care patients, providers, payers (or plans), and employers (or sponsors); and to specify the types of measures required to protect the security and privacy of personally identifiable health care information. Also known as the Kennedy-Kassebaum Bill, the Kassebaum-Kennedy Bill, K2, or Public Law 104-191.
Medicaid	A joint federal and state program that helps with medical costs for some people with low incomes and limited resources. Medicaid programs vary from state to state, but most health care costs are covered for those who qualify for both Medicare and Medicaid.
Medicare	A federal health insurance program enacted in 1965 that is financed by a combination of payroll taxes, premium payments, and general Federal revenues. This program provides health insurance to people age 65 and over, those who have permanent kidney failure requiring dialysis or transplant, and certain individuals under 65 with disabilities.

Term	Definition
NPI	<p>National Provider Identifier (NPI) – a unique identification number for use in standard health care transactions. The NPI is issued to health care providers and covered entities that transmit standard HIPAA electronic transactions (e.g. electronic claims and claim status inquiries).</p> <p>The NPI fulfills a requirement of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and was required to be used by health plans and health care clearinghouses in HIPAA standard electronic transactions by May 23, 2007. The NPI contingency period allowed health care providers and covered entities until May 23, 2008 to become fully compliant with the NPI rule.</p>
SSA	Social Security Administration – the government agency that administers the social security program.
SSN	Social Security Number – a unique identification number assigned to individuals by the SSA.

## 11.0 Acronyms

This section defines acronyms used or referenced in this document.

Acronym	Definition
AO	Authorized Official
BAO	Backup Authorized Official
CC	Cost Contract
CMS	The Centers for Medicare & Medicaid Services
COB	Coordination of Benefits
CSR	Customer Service Representative
DOB	Date of Birth
DMEPOS	Durable Medical Equipment, Prosthetics, Orthotics & Supplies
EPOC	External Point of Contact, Organizational IACS Approver
ECRS	Electronic Correspondence Referral System (ECRS)
EST	Eastern Standard Time
EUS	External User Services

Acronym	Definition
GEN	Gentran Application
HETS UI	HIPAA Eligibility Transaction System User Interface
HIPAA	Health Insurance Portability and Accountability Act
HPG	HIPAA Eligibility Transaction System Provider Graphical User Interface
IACS	Individuals Authorized Access to the CMS Computer Services
ID	Identification
MA	Medicare Advantage
MA-PD	Medicare Advantage – Prescription Drug
MDR	Medicare Drug Rebate
NPI	National Provider Identifier
PDP	Prescription Drug Plan
PII	Personally Identifiable Information
PTAN	Provider Transaction Access Number
PQRI	Physician Quality Reporting Initiative
RACF	Resource Access Control Facility
RAPS	Risk Adjustment Processing System
SO	Security Official
SSA	Social Security Administration
SSN	Social Security Number
SHIP	State Health Insurance Plans
SPAP	State Pharmacy Assistance Programs