



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

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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 **IACS User Guide for CMS Approvers** establishes the procedures for providing instructions to Approvers to manage the requests for new registration, modification to user profile and re-certification for users under the Approver's authority for the following CMS Applications integrated with IACS:

- **Coordination of Benefits (COB)**
- **Center for Strategic Planning – Health System Tracking Project (CSP - HSTP)**
- **Center for Strategic Planning – Medicaid and Children's Health Insurance Program (CHIP) State Information Sharing System (CSP - MCSIS)**
- **Customer Service Representatives (CSR)**
- **Durable Medical Equipment, Prosthetics, Orthotics & Supplies (DMEPOS) Bidding System (DBidS)**
- **Electronic Correspondence Referral System (E CRS)**
- **Gentran Application**
- **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)**
- **Medicare Exclusion Database (MED)**
- **Physician Quality Reporting System and E-Prescribing Incentive Programs (PQRS/eRx)**
- **Provider Statistical and Reimbursement / System Tracking for Audit and Reimbursement (PS&R/ STAR)**

In this guide the term, "Approver(s)", is used generically to refer to any user with the role of Approver, Security Official, Authorized Official, Backup Security Official, Backup Authorized Official, User Group Administrator, Medicare Eligibility Integration Contractor (MEIC) Helpdesk, and External Point of Contact (EPOC) where these roles have approval authority in their respective Organization(s) or for specific Applications. This term is sometimes used to refer to Business Owners who are trusted to approve requests from top of the chain users within the applications.

2.0 Referenced Documents

This **IACS User Guide for CMS Approvers** 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 (http://www.cms.gov/MAPDHelpDesk/07_IACS.asp#TopOfPage) to provide additional information and instructions for IACS users:

- **IACS User Guide for CMS Applications** – provides registration and account maintenance information for CMS Applications users.
- **IACS User Guide for Approvers** – provides account maintenance information for IACS Approvers.
- **IACS User Guide for Helpdesk** – provides account maintenance information for the Helpdesk staff supporting CMS applications integrated with IACS.

3.0 Overview

The sensitivity of CMS data and improved ability to access data combine to create a 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 Approvers** provides information, representative screens, or appropriate references to procedural information that is common for IACS CMS Applications Approvers and includes:

- Processing (approving, denying, or deferring) access requests for new user registration, certifications, or profile modifications for IACS users.
- Using IACS to manage requests and users under individual Approver's authority.

Note: Whenever possible, Approvers will be directed to appropriate IACS User Guides for procedural information that is particular to registrations and profile modifications for specific CMS Applications rather than repeat that information in this User Guide.

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 application 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

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**

OMB: 0938-0989 Effective date
5/06

Figure 2: Terms and Conditions Screen

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** check 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 accesses or perform desired activities.

Formatting Conventions

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 1.

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. Explanatory notes will be indicated with the word **Note**:

Example:

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

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

Example:

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

8. Required input fields are indicated by an asterisk to the right of the field. These fields must be completed.
9. 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 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 in the IACS system. At the top, there is a yellow error box with a red 'X' icon and the text: 'Error Please enter a valid Date of Birth in mm/dd/yyyy, m/dd/yyyy, mm/d/yyyy or m/d/yyyy format.' Below this, the 'User Information' section contains several input fields. The 'Date of Birth' field is highlighted with a red asterisk, indicating an error. The field contains 'Jan 1 1990', which does not match the required format. Other fields include Title, First Name (Sandy), Last Name (Smith), Middle Initial, Professional Credentials, Social Security Number (890-00-7895), E-mail (sandysm@com.org), Office Telephone (778-098-0987), Company Name (Sandy Hospital), Address 1 (2 main street), City (Ellicott City), State/Territory (MO), and Zip Code (21042).

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.

The screenshot shows the 'Access Request' page. At the top, there are input fields for City (Baltimore), State/Territory (MD), and Zip Code (21209). Below this is a table of 'Pending Requests' with columns for Application, Request Number, Role, and Type of Request. The 'Select Action' dropdown is set to 'Modify Demonstrations Profile'. Below the table, the 'Type of User' is 'Demonstrations' and 'EHRD User'. A red message states: 'There are no details to modify as part of the EHRD application.' At the bottom, there are input fields for Social Security Number (123-33-4444), Date of Birth (Jan 1 1990), and E-mail (pjones@bd.org). A 'Cancel' button is visible on the left, and 'Next' and 'Cancel' buttons are at the bottom.

Figure 4: Information Message

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

The screenshot displays the 'New User Registration' page of the IACS system. The page is titled 'New User Registration' and includes a progress bar with four steps: 'New User Registration', 'Authentication Questions', 'Review Request', and 'Acknowledgement'. Below the progress bar, a message states: 'CMS is authorized to validate your personal information using your legal name, Date of Birth and Social Security Number.' The 'User Information' section contains fields for Title, First Name (Sandy), Last Name (Smith), Suffix, Middle Initial, Professional Credentials, Social Security Number (700-09-0982), Date of Birth, E-mail (sandy@com.org), Office Telephone, Company Name, Company Telephone, Address 1, City, State/Territory, and Zip Code. The 'Access Request' section includes a dropdown for User Type (MA/MA-PD/PD/PC) and a Role dropdown. A 'Justification for Action' text area is also present. A 'Message from webpage' dialog box is overlaid on the form, displaying a question mark icon and the text: 'Selecting OK will cancel your request. Are you sure you want to proceed?' with 'OK' and 'Cancel' buttons. The browser's address bar shows 'www.hhs.gov' and the status bar indicates 'Internet | Protected Mode: On'.

Figure 5: Caution Message

The message 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 stop by selecting the **Cancel** button.

4.0 Using the System – Managing Profiles

This section explains how an Approver reviews and takes action on IACS requests requiring the Approver's attention. The following are the actions that an Approver takes:

- Search Pending Requests for new user registration, modifying existing user profiles and/or annual certification
- Approve/Reject/Defer requests for new user registration and/or modifying existing user profiles
- Manage Users under the Approver's authority
- Approve/Reject/Defer requests for annual certification

4.1 Search Pending Requests for New user creation, Modifying existing user profiles and/or Certification Requests

To use this search function, the Approver must first login to IACS using his IACS User ID and password. The **My Profile** screen will be displayed after successful login as illustrated in Figure 6.

Note: There is no significant difference in the actions taken by the various types of Approvers in IACS. The MA/MA-PD/PDP/CC Application screens will be used to illustrate this search function and other Approver functions throughout this guide.

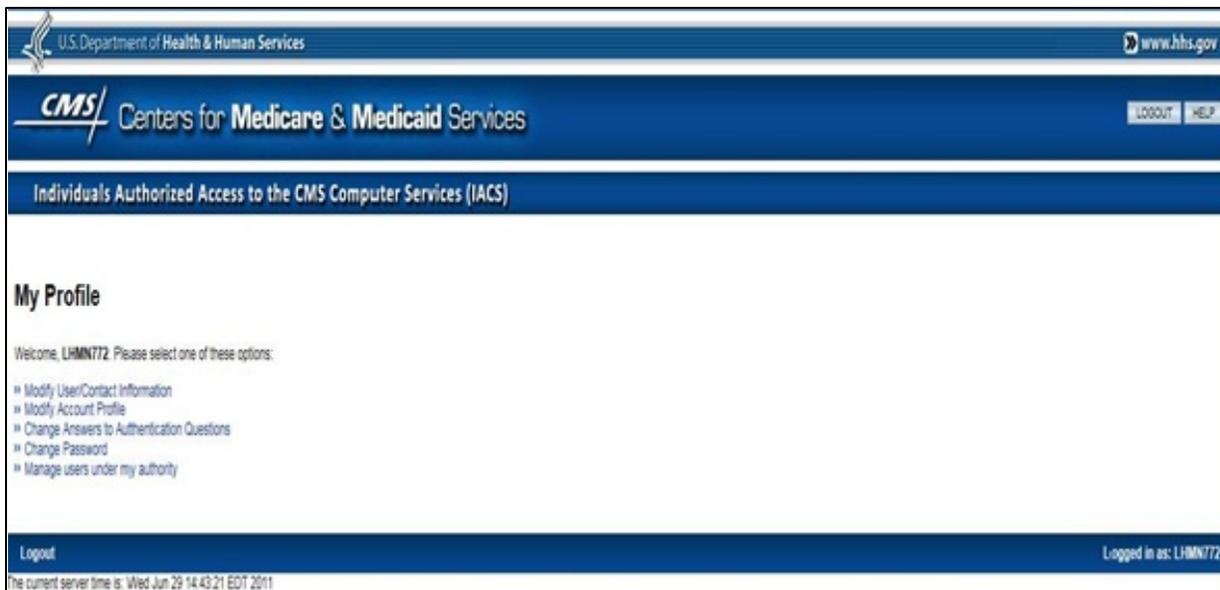


Figure 6: My Profile Screen: CMS Applications

Action: Select the [Pending Approvals](#) hyperlink.

The Approver **Inbox** screen will display as illustrated in Figure 7. An active [Search Requests](#) hyperlink will display above the pending items.

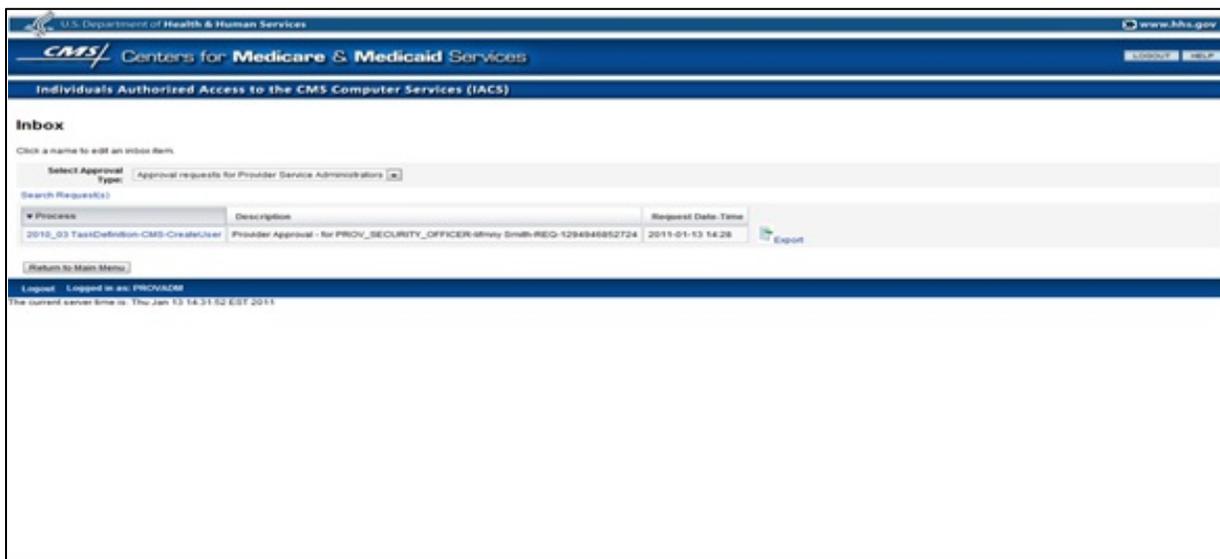
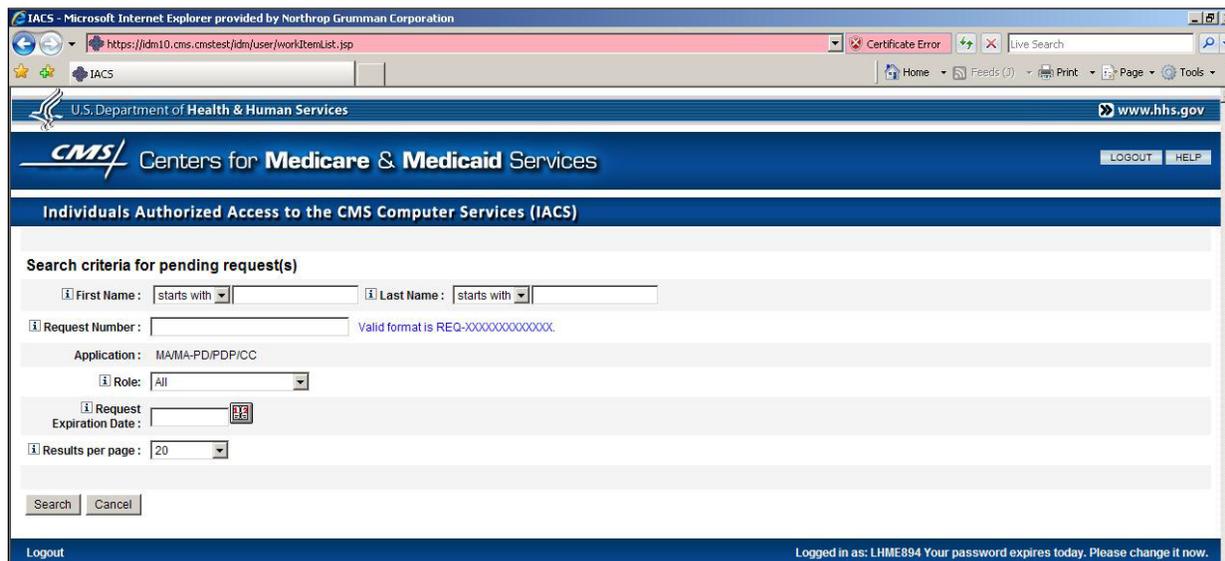


Figure 7: Approver Inbox Screen: Search Request(s) Hyperlink

Action: Select the [Search Requests](#) hyperlink.

The screen will refresh and display the **Search criteria for pending request(s)** screen as illustrated in the example in Figure 8. Search criteria appropriate for the user's application will be displayed for the user's selection.

Note: This function is currently only available for the *MA/MA-PD/PDP/CC, CSP-HSTP, CSP-MCSIS, ECRS, Gentran, MDR, MED, and PS&R/STAR* Applications.



The screenshot shows a web browser window titled "IACS - Microsoft Internet Explorer provided by Northrop Grumman Corporation". The address bar shows the URL "https://idm10.cms.cnstest/idm/user/workItemList.jsp". The page header includes the U.S. Department of Health & Human Services logo and the CMS logo for Centers for Medicare & Medicaid Services. The main heading is "Individuals Authorized Access to the CMS Computer Services (IACS)". The search criteria form includes the following fields and options:

- Search criteria for pending request(s)**
- First Name: starts with [dropdown]
- Last Name: starts with [dropdown]
- Request Number: [text input] (Valid format is REQ-XXXXXXXXXXXX)
- Application: MAMA-PD/PDP/CC
- Role: All [dropdown]
- Request Expiration Date: [calendar icon]
- Results per page: 20 [dropdown]

Buttons for "Search" and "Cancel" are located at the bottom left. The footer shows "Logout" and "Logged in as: LHME894 Your password expires today. Please change it now."

Figure 8: Search Criteria for Pending Request(s) Screen

Action: Select the desired **Search Criteria** by using the available drop-down menu options and entering data where applicable.

Action: Select the **Search** button when you have finished selecting your search criteria.

The screen will refresh and the **Search Results** will display at the bottom of the screen as illustrated in Figure 9.

The screenshot shows the IACS Search Results screen. At the top, there is a header for the U.S. Department of Health & Human Services and the CMS logo. Below the header, there are search criteria for pending request(s). The search criteria include fields for First Name (starts with), Last Name (starts with), Request Number (with a note that the valid format is REQ-XXXXXXXXXXXX), Request Expiration Date, Community (Provider/Supplier), Role (Security Official), and Results per page (20). There are Search and Cancel buttons, and a Sort By dropdown menu set to Request Number Ascending. Below the search criteria, there is a table with one result. The table has columns for Request Number, First Name, Last Name, Request Type, Role, Requested Items, Request Date, and Request Expiration Date. The result row shows Request Number: REQ-129494852724, First Name: LIFMNY, Last Name: SMITH, Request Type: CREATE, Role: ipc-prov-so, Requested Items: Role, Request Date: 01/13/2011 14:28:03, and Request Expiration Date: 01/14/2011 00:28:03. There are Print and Export buttons to the right of the table. At the bottom, there is a Logout button and a status bar indicating the user is logged in as PROVADM.

Figure 9: Search Criteria for Pending Request(s) Screen: Search Results

Note: The Approvers of *MA/MA-PD/PDP/CC, CSP-HSTP, CSP-MCSIS, ECRS, Gentran, MDR, MED, and PS&R/STAR* Applications can also search for Pending Certification Requests by selecting the [Pending Certifications](#) hyperlink from the **My Profile** screen and selecting the [Search Requests](#) hyperlink from the Approver Inbox screen as explained above.

4.2 Approve/Reject/Defer requests for new user creation and/or modifying existing user profiles

To take action on pending access requests the user must first login into IACS using his IACS User ID and password. The **My Profile** screen will display after successful login as illustrated in Figure 6.

Action: Select the [Pending Approvals](#) hyperlink.

The user's Approver **Inbox** screen will display as illustrated in Figure 7. The pending approval items will be displayed as hyperlinks in a table.

Action: Select the hyperlink of the [Pending Approval](#) item you want to work on from the *Process* column.

When the Approver has selected a Pending Approval item to work on, it will display in the **Approve / Reject Request** screen as illustrated in Figure 10.

The **User Information** and **Required Access** areas of the screen will display information specific to the user and his access request. At the bottom of the screen, the type of request is identified and the Contract Numbers or Call Centers to be approved for access are displayed.

The contract number R0000 is invalid or terminated. Please enter a valid contract.

User Information

Title: Mr. First Name: diozt Last Name: Smith Suffix: Jr.

Middle Initial: e Professional Credentials: coujadx

Date of Birth: 04/22/2010

E-mail: jlehuby@qdbmm.com

Office Telephone: 715-120-0000X712

Company Name: lvegur Company Telephone: 715-120-0000X712

Address 1: hdotba Address 2: jpipks

City: jxin State/Territory: AZ Zip Code: 71252-7133

Required Access

Type of Request: New User

User Justification: ok

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

Role: User/Submitter

Select the [] button for information on conventions for processing pending user's requests.

Name	Status	Effective Date	Action	Justification	
Contracts :	H0150	Active	03/30/2008	<input type="radio"/> Approve <input type="radio"/> Reject <input checked="" type="radio"/> Defer	
Contracts PDE:	H0151	Active	02/01/1995	<input type="radio"/> Approve <input type="radio"/> Reject <input checked="" type="radio"/> Defer	

Process Cancel

Logout Logged in as: LHME894 Your password expires today. Please change it now.
The current server time is: Fri Apr 23 14:50:19 EDT 2010

Figure 10: Approve / Reject Request Screen: Required Access Area – Grouped Pending Items

Action: Review the requestor's information.

Action: Determine, by individual item (Contract Number or Call Center), the action you will take.

Action: Select the appropriate action radio button for each item.

- If you select **Approve**, the system will assign the default text **Approved** as the justification. You may overwrite this if necessary.
- If you select **Reject**, you must provide a justification reason. The justification you enter will be forwarded to the user in a rejection E-mail notification.
- If you select **Defer**, no justification is required and the request will remain in pending status until it is approved or rejected by an authorized Approver or until it expires.

Note: The Approver has 12 days from the time the request has been sent for his review, to approve/reject the request. After 12 days the request submitted by the user will expire and the user will be required to re-submit his new registration

request or request to modify the user profile. The time out frame for the Approvers differs from one Application Approver to another, Please refer to the **IACS User Guide for CMS Approvers** for time frames for Approvers.

Action: Select the **Process** button at the bottom of the screen when you are done.

When the user selects the **Process** button, the system will verify what action has been taken for the items in the pending request.

If the user approves or rejects all items, IACS will:

1. Return to the **Inbox** screen if the user has additional Pending Approvals awaiting his action, or
2. Return to the **My Profile** screen if the user has no more Pending Approvals awaiting his action.

If the user defers one or more items, IACS will display the message illustrated in Figure 11.

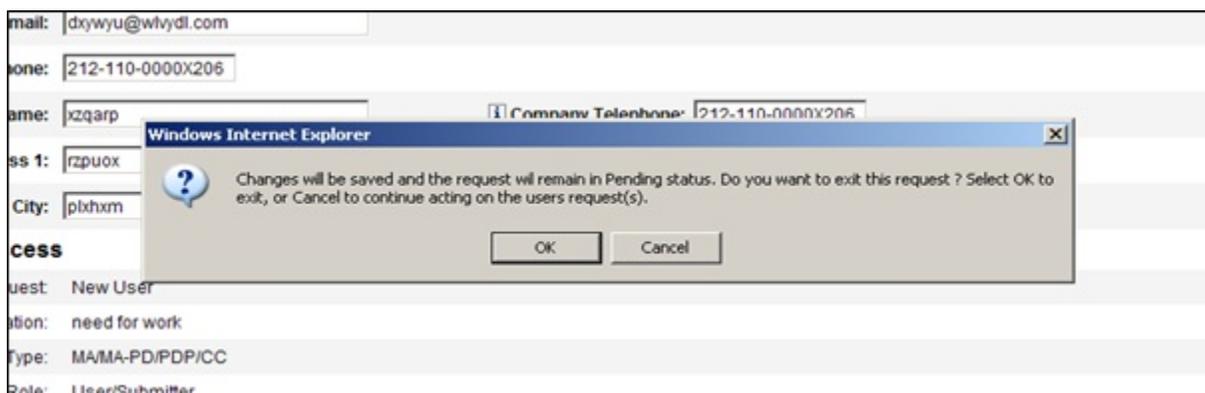


Figure 11: Confirm Action Dialogue box with Deferred Items

Action: When this message appears, read the text in the dialogue box and determine the correct action.

Action: Select the **OK** button to confirm your action.

Action: Select the **Cancel** button to return to the access requests.

When the user selects the **OK** button IACS will:

1. Return to the **Inbox** screen if the user has additional Pending Approvals awaiting his action, or
2. Return to the **My Profile** screen if the user has no more Pending Approvals awaiting his action.

Note: If the user and another Approver in the organization have approval authority for the same two applications roles, then both the Approvers will receive two separate requests for review.

4.3 Managing Users under the Approver's Authority

In IACS, Approvers can manage the users under their approval authority by viewing and/or removing selected user values from the users' IACS profile(s). Only user values like *Organization Number, Contract Number, State, Call Center, Submitter ID, etc.*, can be removed.

Note: Approvers will only be able to remove certain types of access. For example, an Approver for the MA/MA-PD Application will be able to disassociate a user for one or more contracts, but an Approver will not be able to associate new contracts to a user under his authority.

The Manage Users under my Authority function is available to all CMS Application Approvers as follows:

- **CSP - HSTP**
 - HSTP Help Desk can view all users in the CSP-HSTP Application.
 - HSTP Approvers can view HSTP End Users.
- **CSP - MCSIS**
 - MCSIS Helpdesk can view all users in the CSP-MCSIS Application.
 - MCSIS Approvers can view MCSIS End Users.
- **COB**
 - COB Approver can remove Organizations.
 - COB Authorizer can remove Organizations.
- **CSR**
 - CSR Approver can remove Call Centers.
 - CSR Authorizer can remove Call Centers.
- **DMEPOS**
 - Authorized Officials can view Backup Authorized Officials and End Users.
 - Authorizer1 can view IT Administrators and IT Helpdesk Users.
 - Authorizer2 can view CBIC Helpdesk Users.
- **ECRS**
 - ECRS HelpDesk can view all users in the ECRS Application Users.
 - ECRS Approvers can view ECRS End Users.
- **Gentran**
 - Gentran Helpdesk can view all users in the Gentran Application.
 - Gentran Approvers can view Gentran End Users.
- **HETS UI**
 - HETS UI Approvers can view all users in the HETS UI Application.

- **HPG**
 - HPG MEIC Help Desk Users can remove Submitter IDs.
- **MA/MA-PD/PDP/CC**
 - Approver/EPOC can remove Contract Numbers.
 - MA State/Territory Approvers can remove a State/Territory.
 - State Health Insurance Plans (SHIP) and State Pharmacy Assistance Programs (SPAP) Approvers can remove a State/Territory.
 - Authorizers can remove Contract Numbers.
 - State Authorizers can remove State/Territory.
- **MDR**
 - MDR Helpdesk can view all users in the MDR Application.
 - MDR Approvers can view MDR End Users.
- **MED**
 - MED Help Desk can view all users in the MED Application.
 - MED Approvers can view MED End Users.
- **PQRS/eRX**
 - PQRI Help Desk users can view all users in PQRS/eRx Application.
 - Security Officials can view Backup Security Officials, End Users, EHR Submitters, PQRI Admin, PQRS Submitter, and PQRS Representative.
 - Backup Security Officials can view End Users, EHR Submitters, PQRI Admin, PQRS Submitter, and PQRS Representative.
- **PS&R/STAR**
 - PS&R/STAR Helpdesk can view all the users in the PS&R/STAR Application.
 - PS&R/STAR Security Official can view PS&R/STAR Backup Security Officials, PS&R Users, PS&R Admins and STAR Users 1- 8 who belong to the FI/Carrier/MAC Organizations.
 - PS&R/STAR Backup Security Official can view PS&R Users, PS&R Admins and STAR Users 1- 8 who belong to the FI/Carrier/MAC Organizations.
 - PS&R Security Official can view PS&R Backup Security Official, PS&R Admin and PS&R Users who belong to the Provider Organizations.
 - PS&R Backup Security Official can view PS&R Admin and PS&R Users who belong to the Provider Organizations.

To manage users under the Approver's approval authorization, the Approver must first login to IACS using his IACS User ID and password. The **My Profile** screen will display after successful login as illustrated in Figure 6.

The MA/MA-PD/PDP/CC Application screens will be used to illustrate managing users.

Action: Select the [Manage users under my authority](#) hyperlink.

The **Manage users under my authority** screen will display as illustrated in Figure 12. Search criteria appropriate to the Approver's approval authority in the Application will be displayed for the Approver's selection.

The screenshot shows the 'Manage users under my authority' screen. The title 'Manage users under my authority' is circled in red. Below the title, the 'Search Criteria' section includes the following fields:

- User Id(s):** A text input field with a note: 'Multiple User Id(s) should be comma separated'.
- First Name:** A dropdown menu with 'starts with' selected.
- Last Name:** A dropdown menu with 'starts with' selected.
- Application:** A dropdown menu with 'MA/MA-PD/PDP/CC' selected.
- Role:** A dropdown menu with 'Approver' selected.
- Contract(s):** A list of contract numbers (90050, 90052, 90053, 90054, 90055, 90056, 90057, 90058) with a note: 'The maximum number of contracts that can be selected is 1000'.
- Contract(s) selected to search:** An empty list.
- Results per page:** A dropdown menu with '20' selected.

At the bottom of the search criteria section, there are 'Search' and 'Cancel' buttons. The footer of the page includes 'Logout', 'Effective d', 'Logged in as: A', and 'The current server time is: Tue Jun 21 17:20:58 EDT 2011'.

Figure 12: Manage users under my authority Screen – Search Criteria

Action: Select the desired **Search Criteria** by entering the required data in the *User ID* field or selecting search criteria from the available drop-down menu options.

Action: Select the **Search** button when you have finished selecting your search criteria.

The screen will refresh and the Search Results will display in a table under the **Search Criteria** area as illustrated in Figure 13.

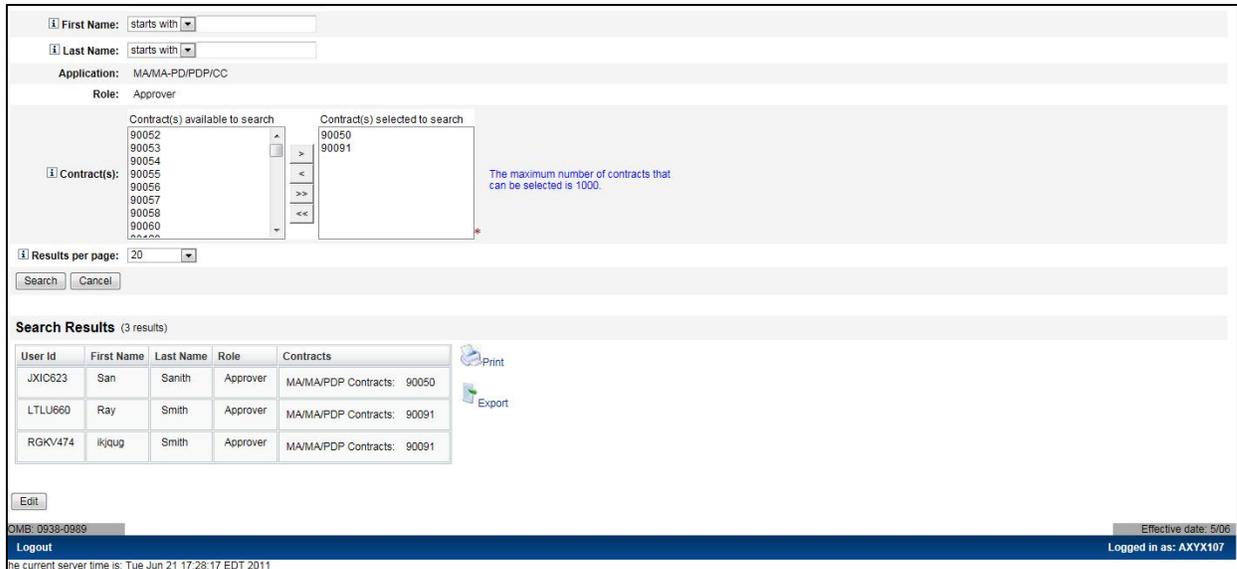


Figure 13: Manage users under my authority Screen – Search Results Area

Action: Depending on the number of results, you may need to scroll through the screens of **Search Results** table until you find the user(s) you want.

- If the Approver wants to print the search results, he should select the Print icon to the right of the Search Results table.
- If the Approver wants to export the search results into an Excel file format, he should select the Export icon to the right of the Search Results table.

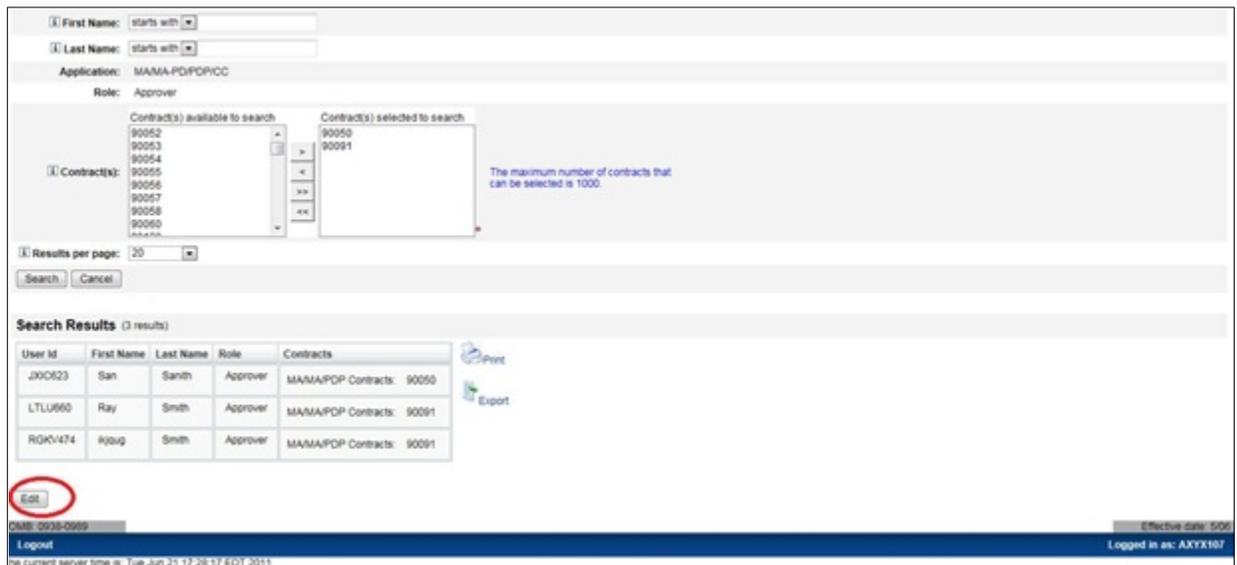


Figure 14: Manage users under my authority Screen Search Results Area – Edit Button Selection

Action: If you want to edit the search results select the **Edit** button at the bottom of the screen as illustrated in Figure 14.

The search results table will be converted into an editable format as illustrated in Figure 15.

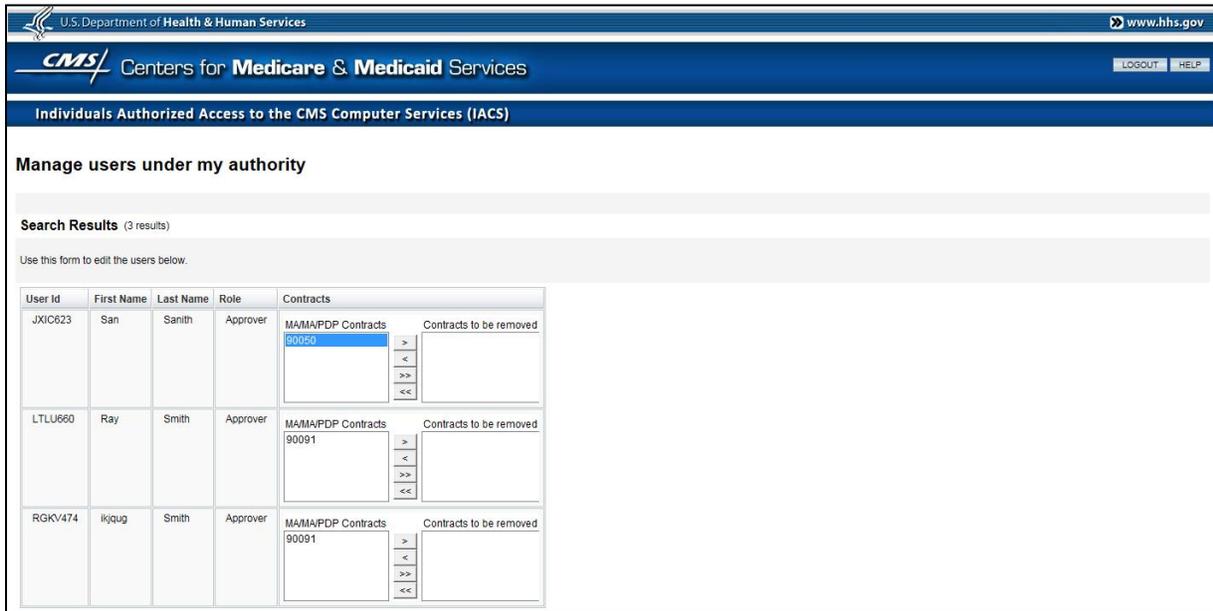


Figure 15: Manage users under my authority Screen: Search Results Area – Editable Search Results

Action: Edit the search results as desired.

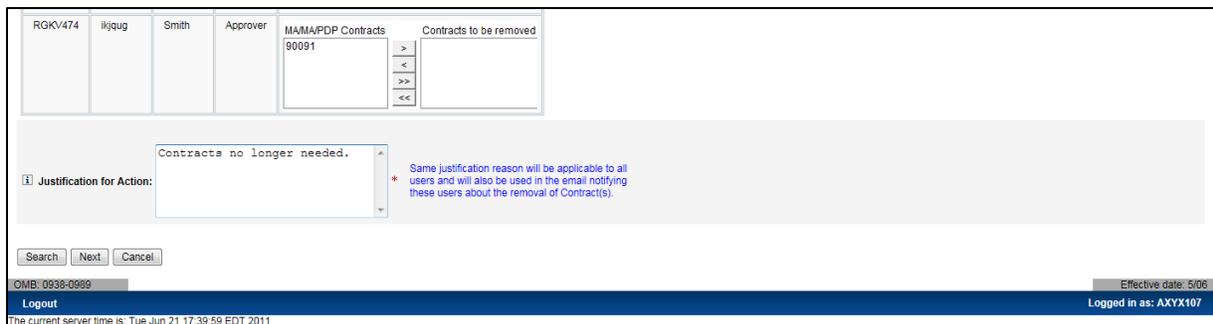


Figure 16: Manage users under my authority Screen: Search Results Area – Single Justification for Action

Action: Enter a single justification for your edits in the **Justification for Action** field as illustrated in Figure 16.

Action: Select the **Next** button when you are done. The screen will refresh and the **Review Details** screen will be displayed as illustrated in Figure 17.

- If the Approver wants to discard these search results and conduct a new search, he should select the **Search** button and the system will return him to the **Manage users under my authority** screen, search criteria as illustrated in Figure 12.
- If the Approver wants to cancel his edits, he should select the **Cancel** button and the system will discard his edits and return him to the **My Profile** screen as illustrated in Figure 6.

User Id	First Name	Last Name	Role	Current Contracts	Contracts to be removed
JXIC623	San	Santh	Approver	MAMA/PDP Contracts: 90050 PDE Contracts: RAPS Contracts:	MAMA/PDP Contracts: 90050

Justification for Action: Contracts no longer needed.

Buttons: Submit, Edit, Cancel

Footer: CMS: 0930-0999, Logout, Effective date: 5/06, Logged in as: AXYX107

Figure 17: Review Details Screen

- Action:** Select the **Submit** button when you have reviewed your edits and are ready to finalize them. The screen will refresh and return you to the **My Profile** screen as illustrated in Figure 6.
- If the Approver wants to make changes to his edits, he should select the **Edit** button and the system will return him to the editable Search Results screen as illustrated in Figure 15.
 - If the Approver wants to cancel his edits, he should select the **Cancel** button and the system will discard his edits and return him to the **My Profile** screen as illustrated in Figure 6.

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

5.0 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 instructions for completing the certification.

5.1 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 that 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 the 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 Helpdesk 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 him 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 1 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.

5.2 Certifying

Users will be able to certify their continued need for access to CMS system by selecting the [Certify Account Profile](#) hyperlink on his My Profile screen. For more information about the steps involved in certifying, refer to **IACS User Guide for CMS User Applications**.

5.3 Approve/Reject/Defer Requests for Annual Certification

The Approver will be able to approve, reject or defer a pending request for IACS annual certification.

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 described above.

The certification request from top of the chain users will be sent to the corresponding Business Owners who will open a Service Request (SR) with an IACS Administrator advising their approval/rejection decision on top of the chain users' certification request.

To take action on pending Certification Requests the Approver must first login to IACS using his IACS User ID and password. After successful login the **My Profile** screen will be displayed as illustrated in Figure 6.

Action: Select the [Pending Certifications](#) hyperlink.

The Approver **Inbox** screen will display. The Approver's pending certification items will be displayed as hyperlinks in a table as illustrated in Figure 18.

The screenshot shows the IACS web interface. At the top, there is a header for the U.S. Department of Health & Human Services and the CMS logo. Below that, the text 'Centers for Medicare & Medicaid Services' is displayed. The main content area is titled 'Individuals Authorized Access to the CMS Computer Services (IACS)'. Underneath, there is an 'Inbox' section with a search bar and a table of requests. The table has three columns: 'Process', 'Description', and 'Request Date-Time'. A single row is visible with the following data: '2011_01 TaskDefinition-CMS-CertifyUser', 'Certify-ManuallyProvis ored Approval-air-s-mec-moguds pelliams-REQ-1296488315835', and '2011-01-31 10:43'. There is an 'Export' button to the right of the table. At the bottom of the page, there is a 'Logout' button and a status bar indicating the user is logged in as 'AEBW567' and the current server time is 'Mon Jan 31 11:46:42 EST 2011'.

Process	Description	Request Date-Time
2011_01 TaskDefinition-CMS-CertifyUser	Certify-ManuallyProvis ored Approval-air-s-mec-moguds pelliams-REQ-1296488315835	2011-01-31 10:43

Figure 18: Inbox listing Pending Certification

Action: Select the hyperlink of the [Pending Certification](#) item you want to work on, as listed in the *Process* column.

The **Approve / Reject Request** will display as shown below in Figure 19.

Figure 19: Approve / Reject Request Screen: Certification Request

Action: *Review* the requestor's information.

Action: Select Action (Approve/Reject or Defer) and enter *Justification* Reason

Action: Select the *Process* button at the bottom of the screen when you are done.

Note: 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, it will be treated as a rejected request.

5.4 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 his 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.

6.0 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.
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.
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.

Term	Definition
Top of the Chain of Trust User	IACS uses a hierarchical system of approval for registration requests, profile modification requests, and annual certification requests referred to as the Chain of Trust. End User requests are approved by Approvers. Approvers are approved by Authorizers. Authorizers are approved by the Business Owner or their designee. Business Owners typically do not have an IACS User ID. Thus, Authorizers are referred to as Top of the Chain Users, since they are the last users in the chain who must have an IACS User ID.

7.0 Acronyms

This section defines acronyms used or referenced in this Appendix.

Acronym	Definition
AO	Authorized Official
CBIC	Competitive Bid Implementation Contractor
CC	Cost Contracts
CHIP	Children's Health Insurance Program
CMS	The Centers for Medicare & Medicaid Services
COB	Coordination of Benefits
CSP	Center for Strategic Planning
CSR	Customer Service Representative
DMEPOS	Durable Medical Equipment, Prosthetics, Orthotics & Supplies
DBids	Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) Bidding System
DOB	Date of Birth
ECRS	Electronic Correspondence Referral System
EPOC	External Point of Contact, Organizational IACS Approver
HETS UI	HIPAA Eligibility Transaction System User Interface
HIPAA	Health Insurance Portability and Accountability Act
HSTP	Health System Tracking Project
HPG	HIPAA Eligibility Transaction System Provider Graphical User Interface

Acronym	Definition
IACS	Individuals Authorized Access to the CMS Computer Services
ID	Identification
MA	Medicare Advantage
MAC	Medicare Administrative Contract
MA-PD	Medicare Advantage – Prescription Drug
MCSIS	Medicaid and Children’s Health Insurance Program (CHIP) State Information Sharing System
MCARE	Medicare Customer Assistance Regarding Eligibility
MEIC	Medicare Eligibility Integration Contractor
MDR	Medicare Drug Rebate
MED	Medicare Exclusion Database
NIST	National Institute of Standards and Technology
PQRI	Physician Quality Reporting Initiative
PQRS/eRX	Physician Quality Reporting System and E-Prescribing Incentive Programs
PS&R/STAR	Provider Statistical and Reimbursement / System Tracking for Audit and Reimbursement
PDP	Prescription Drug Plan
SHIP	State Health Insurance Plans
SO	Security Official
SPAP	State Pharmacy Assistance Programs
SR	Service Request