

HPMS State MMP New User Instructions for requesting a CMS User ID

Prior to starting this process, please add the following email addresses to your email address book and/or “safe senders list” to ensure delivery – EUA@cms.hhs.gov, ESS@cms.hhs.gov

1. Enter the **EUA Front-End Interface (EFI) URL** <https://eua.cms.gov/efi> making sure you are not in compatibility mode and are using IE 9+ or Firefox 35+. Please **do not** use Google Chrome at this time.
2. Click the “Register” button.
3. Enter your personal details in the respective boxes. Create your own “username” and “password”. **Note** – Both the user name and password are case sensitive. The password must be eight to twenty-four characters long, at least one uppercase letter, contain at least one special character (i.e.!, @, % etc.), and contain at least one number. If you already have a 4 character CMS user ID, do NOT complete another request. Contact an HPMS team member and request the additional access needed. **The email address you use in EFI must be the same email address you will use in HPMS under your User ID profile.** Click on the “Sign Up” tab and log out.
4. Check your email for an automated email from EUA to activate your account.
5. Click the “Activate EFI Account” link in the email you receive from eua@cms.hhs.gov.
6. Enter the “username” and “password” that you created when you registered and then click on the “Login” tab.
7. At the “Warning” screen click on the “Agree” Tab to continue.
8. Click on word “Access” and “view access” from the drop down menu, it will take you to the screen to enter User Details.
9. Under “Category” select “Business Partner” See screenshot reference after step 11.
10. Under “type” select “State Agency”
11. Under State Agency:
 - If you are a MMP State user select “State Govt – HPMS – Financial Alignment Demo”
 - If you are an Ombudsman State user select “State Govt – HPMS – Ombudsman”

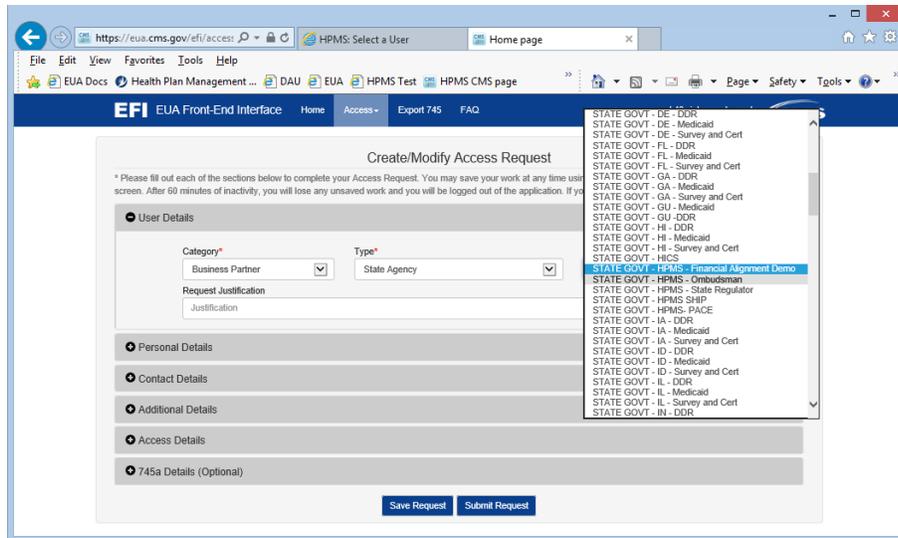


Figure 1 Screenshot of EFI show the category, type and State agency drop down menu

12. In the “Request Justification” box type what type of user you are and provide the following justifications:
 - If you are a MMP State user type “State user who needs to access HPMS for the Medicare Medicaid Plan program”
 - If you are an Ombudsman State user type “State ombudsman user who needs access to the Complaints Tracking Module in HPMS for the Capitated Financial Alignment demonstration”
13. Select “Personal Details” and enter the required information in the boxes. Note – enter your Social Security number with the dashes included (xxx-xx-xxxx).
14. Select “Contact Details” and enter the required information in the boxes.
15. Select “Additional Details” and enter the following information. For “CMS Region/Facility” select the CMS Region/Facility where your office/state is located (see list below if you do not know which region you are in). Do **not** select any “Central Office” or “N/A” as your location.

Region	Location (State)
1	Boston (CT, ME, MA, NH, RI, VT)
2	New York (NJ, NY, PR, VI)
3	Philadelphia (DE, DC, MD, PA, VA, WV)
4	Atlanta (AL, NC, SC, FL, GA, KY, MS, TN)
5	Chicago (IL, IN, MI, MN, OH, WI)
6	Dallas (AR, LA, NM, OK, TX)
7	Kansas City (IA, KS, MO, NE)
8	Denver (CO, MT, ND, SD, UT, WY)
9	San Francisco (AZ, CA, GU, HI, NV)
10	Seattle (AK, ID, OR, WA)

16. Select “Save” or “Submit”. If you choose to “Save” your request, you can log back into EFI and modify the request details at a later time. Once you select “Submit”, you will receive notice on

the screen that the submission was successful and an automated confirmation email from the system.

If you have questions or would like more detailed instructions please send an email to Kristy.Holtje@cms.hhs.gov.

You will receive several system generated emails throughout the approval and connection process.

Note: Annual re-certification and computer based training is required. Users must complete their recertification by logging into the System Access Certification system <https://eua.cms.gov/eurekify/portal/login>, and the CBT by going to <https://www.cms.gov/cbt/login/>.