

CMS Important Announcement from the MAPD Help Desk - Action Required



MAPD Help Desk: UPDATE - Enterprise Identity Management (EIDM) Migration to the CMS Identity Management (IDM) is Scheduled for Go-live on February 22, 2021

*****BE PREPARED FOR THE FOLLOWING CHANGES WHEN LOGGING IN ON/AFTER FEBRUARY 22nd*****

This notification is for users of the following applications: Medicare Advantage Prescription Drug system (MARx), Electronic Retroactive Processing Transmission (eRPT), Eligibility Medicare Online (ELMO), and Coordination of Benefits (COB).

The Enterprise Identity Management (EIDM) system is moving to a new system called CMS Identity Management (IDM) on February 22, 2021. The migration will occur over the weekend of February 19th - February 21st, and the EIDM system will be replaced with the new IDM system starting **Monday, February 22nd**. You will still use portal.cms.gov to log in to the new IDM system. As long as you retain your roles between now and February 19th, your account will automatically migrate to IDM.

Some of the changes that will affect you and how to log into the system for the first time after migration are outlined below.

IDM Migration Preparation:

To prepare for migration, please sign in to your EIDM account to confirm that your access is up-to-date and that the email address on your profile is correct. Please take action on any pending requests you may need to approve/reject as pending role requests will NOT migrate over.

Note: You do not need to do anything for your account to migrate over; you only need to ensure that your profile and access are up to date.

What Will Migrate to IDM	What will NOT Migrate to IDM
User ID	Multi-Factor Authentication (MFA) devices
Password	Pending Role Requests
Email Address	Users with no roles in EIDM
Personal information (i.e., Street Address, Work Address, and SSN)	
Approved roles and attributes (i.e., contract number or state) within the application	
LOA status – if you have already passed Remote Identity Proofing, you will not need to do it again	
One Security Question and Answer (SQA) <i>selected at random from your current set of questions</i>	

Note: IDM does not allow the modification of names, user IDs, or Personally Identifiable Information (PII) except in limited exceptions.

First Login Post Migration:

Beginning Monday, February 22, 2021, users will continue to navigate to portal.cms.gov and will enter the user ID and password previously utilized with EIDM. After successfully logging in, you will be prompted to enter a Multi-Factor Authentication (MFA) code which will be delivered to the email associated with your profile, as this is the default MFA option. Once you have successfully logged in, you will be able to register additional MFA devices, change Security Questions/Answers, update your profile, and access your application tile(s) (i.e., MARx, ELMO, etc.).

Changes to Multi-Factor Authentication (MFA)

Users will need to re-register their MFA devices after migration. IDM only allows one (1) MFA device per factor, (i.e., you can only list one cell phone number for Short Message Service - SMS). Only after you successfully log in will you be able to add other MFA devices.

Available MFA Options

Email (default option to account on file)
SMS Text

IVR
Google Authenticator Browser Extension (new smart phone application)
Okta Verify (new smart phone application)

Note: The IDM system will no longer support Symantec VIP Access or the use of one-time security codes.

Note: The Help Desk cannot generate a one-time MFA code for users. Organizations that require a one-time MFA code will have to make necessary adjustments to prepare for this change.

Once you sign in using email for the initial MFA code, then you can access your My Profile screen to register or re-register devices.

Visit the [MAPD Help Desk Website](#) to find useful information about the MAPD Program, including FAQs, System Announcements, User Guide, and Plan Connectivity Instructions.

Please call or email the MAPD Help Desk with any questions or concerns.

Website: <http://go.cms.gov/mapdhelpdesk> **1-800-927-8069** **Email:** MAPDHelp@cms.hhs.gov

MAPD Help Desk hours of operation are Monday-Friday, 8:00 a.m. to 6:00 p.m. ET.

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