

# Open Payments (the Sunshine Act)

## CMS Registration Overview

# Medicare Learning Network®

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This presentation was prepared as a service to the public and is not intended to grant rights or impose obligations. This presentation may contain references or links to statutes, regulations, or other policy materials. The information provided is only intended to be a general summary. It is not intended to take the place of either the written law or regulations. We encourage readers to review the specific statutes, regulations, and other interpretive materials for a full and accurate statement of their contents.

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## **CPT Disclaimer -- American Medical Association (AMA) Notice**

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# Agenda

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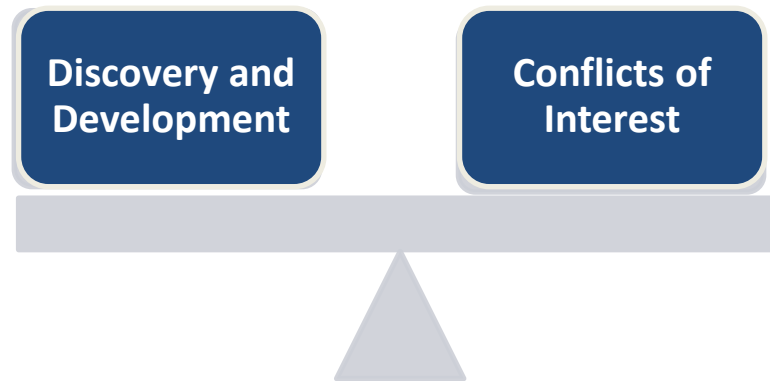
- Open Payments Overview
- Operational Updates and Milestones
- Registration Overview and Instructions
- Resources
- Frequently Asked Questions

# Open Payments Overview

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# Industry - Physician Relationships

- Collaborations between physicians and the medical industry can be beneficial by promoting **discovery and development** of new technologies that improve health and/or lower costs
- But, financial relationships may also influence professional judgment and **conflicts of interest** can potentially arise



# Statute and Regulation

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- Section 6002 of the Patient Protection and Affordable Care Act (Transparency Reports and Reporting of Physician Ownership or Investment Interests)
- Final Rule: Medicare, Medicaid, Children's Health Insurance Programs; Transparency Reports and Reporting of Physician Ownership or Investment Interests
  - Published February 8, 2013



# Program Objectives

Open Payments is a national transparency program requiring **certain manufacturers and group purchasing organizations** to disclose their financial relationships with **physicians and teaching hospitals**

## Objectives

- Make certain financial relationships transparent on a national scale
- Give consumers the information needed to ask questions and make more informed decisions about their healthcare professionals

## CMS' Role

- Remain neutral and present the data on a public website
- Ensure reporting and disclosure are complete, accurate, and clear

# Program Requirements

- Applicable manufacturers of covered products AND entities under common ownership with applicable manufacturers who also provide assistance and support are required to annually report to CMS:
  - Payments or other transfers of value made to **physicians and teaching hospitals**
  - Certain ownership or investment interests held by **physician owners or investors or their immediate family members**
- Applicable group purchasing organizations (GPOs) are required to annually report to CMS:
  - Payments or other transfers of value made to physician owners or investors
  - Certain ownership or investment interests held by physician owners or investors and their immediate family members

# Program Requirements (cont.)

## Who is reported on?

### Covered Recipient Physicians

- Doctors of medicine or
- Doctors of dental medicine or dental surgery
- Doctors of podiatric medicine
- Doctors of optometry
- Chiropractors
- All legally authorized by the state to practice

### Covered Recipient Teaching Hospitals

- The hospitals that CMS has recorded as receiving payment(s) under Medicare direct graduate medical education (GME), indirect medical education (IME) or psychiatric hospitals IME programs
- Each year, Open Payments publishes a list of affected teaching hospitals; the list is available on the Open Payments website at <http://go.cms.gov/openpayments>

### Physician Owners or Investors

- Physicians who are owners or investors of an applicable manufacturer or GPO
- Immediate family members who have ownership or investment interest in an applicable manufacturer or GPO: spouse, natural or adoptive parent, child, or sibling, stepparent, stepchild, stepbrother, or stepsister, father-, mother-, daughter-, son-, brother-, or sister-in-law, grandparent or grandchild, spouse of a grandparent or grandchild

# Covered Recipient Physicians

## Covered Recipient Physicians

- Doctors of medicine or osteopathy practicing medicine or surgery
- Doctors of dental medicine or dental surgery practicing dentistry
- Doctors of podiatric medicine
- Doctors of optometry
- Chiropractors
- All legally authorized by the state to practice

Note, for the purpose of this program:

- Fellows are included in the definition of a covered recipient
- Physicians with no other relationship with CMS (e.g., through reimbursement) are included
- Medical residents are excluded from the definition of physicians

# Covered Recipient Teaching Hospital

## Covered Recipient Teaching Hospitals

- The hospitals that CMS has recorded as receiving a payment(s) under Medicare direct graduate medical education (GME), indirect medical education (IME) or psychiatric hospitals IME programs
  - List posted annually by CMS
- 
- Industry has been instructed for the 2013 program year:
    - To collect and report using an institution's legal business name
    - To report data separately for each legal business name, TIN, and address combination appearing on the list
  - CMS has provided industry with a supplement to the 2013 list is to ensure that applicable manufacturers and applicable GPOs are aware of the various institutions owned or operated by the legal entities, so they can collect the appropriate data; this should respond to various inquiries we have received
  - CMS has posted the 2014 program year list for applicable manufacturers and applicable GPO use

# Physician Owners/Investors and Immediate Family Members

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## Physician Owners or Investors

- Meet the definition of physician, and who are owners or investors of an applicable manufacturer or GPO

## Physician Owners or Investors' Immediate Family Members:

- Spouse
- Natural or adoptive parent, child, or sibling
- Stepparent, stepchild, stepbrother, or stepsister
- Father-, mother-, daughter-, son-, brother-, or sister-in-law
- Grandparent or grandchild
- Spouse of a grandparent or grandchild

# Data Collection

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## General Payments

- Payments or other transfers of value not made in connection with a research agreement

## Research Payments

- Payments or other transfers of value made in connection with a research agreement

## Ownership & Investment Interest

- Ownership or investment interests

# Types of Payments

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- This program captures payments or other transfers of value:
  - Paid directly to physicians and teaching hospitals (known as **direct payments**)
  - Paid indirectly to physicians and teaching hospitals (known as **indirect payments**)
- It also collects information on payments designated by physicians or teaching hospitals to be paid to another party (known as **third party payments**)



# Physician Information Reported by Industry

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- Full legal name (as appears in NPPES)
- Primary and specialty
- Primary business address
- NPI (as appears in NPPES)
- State professional license number(s)
- Email address

# Details Reported by Industry

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- Information about the payment/transfer of value, or ownership/investment interest
- Information about the covered product payment/transfer of value is related to
- Name(s) of the related covered drug, device, biological, or medical supply, if applicable
- Amount, date, form, and nature of payment or other transfer of value, or ownership/investment interest
- Number of payments/transfers of value
- If designated to a third party, the name of individual or entity the physician indicated to receive the payment

# Reasons Associated with a Payment, Transfer of Value, Ownership, or Investment Interest

Why did the physician or teaching hospital receive the payment, transfer of value, or ownership/investment interest? (to be reported by industry)

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Consulting fees</li><li>• Honoraria</li><li>• Gifts</li><li>• Entertainment</li><li>• Food &amp; beverage</li><li>• Travel &amp; lodging</li><li>• Education</li><li>• Research</li><li>• Charitable contribution</li><li>• Space rental or facility fees</li></ul> | <ul style="list-style-type: none"><li>• Royalty or license</li><li>• Current or prospective ownership or investment interest</li><li>• Grant</li><li>• Compensation for services other than consulting</li><li>• Direct compensation for serving as faculty or as a speaker for a medical education program (accredited and non-accredited)</li></ul> |
|---|---|

# Operational Updates and Milestones

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# 2013 Program Year

## Industry will:

Collect information on payments and other transfers of value, as well as ownership or investment interests held by physicians and their family members

## Industry will:

Register and submit 2013 information to CMS  
Feb 18-Mar 31 (aggregate)  
June 1- June 31 (detailed)

## Industry will:

Correct disputed information  
(15 days Aug/Sept TBD)

## CMS Public Website:

2013 Information Posted

August – December 2013

Q1 – Q3 - 2014

Sep 2014

## Physicians & Teaching Hospitals should:

Keep track of payments and transfers of value made to you and be mindful of ownership and investment interests held by both you and your immediate family

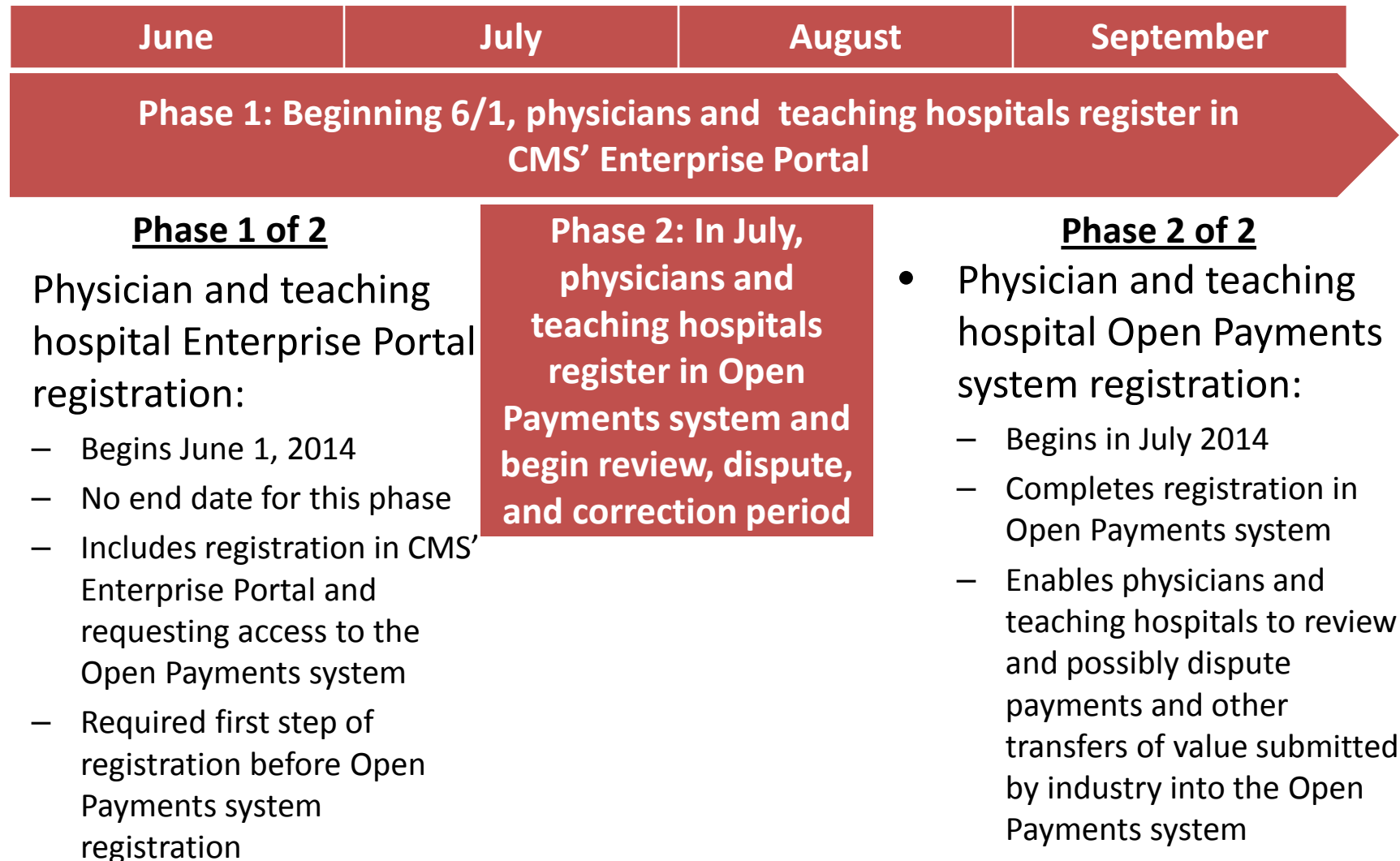
## Physicians & Teaching Hospitals should:

Register with CMS in order to receive notifications and information submitted by the industry  
(June 1)

## Physicians & Teaching Hospitals should:

Register in Open Payments system and review information for accuracy; dispute any inaccurate data with reporting entities  
(45 days July TBD)

# Program Updates



# Review & Dispute Process (Phase 2 for Physicians and Teaching Hospitals)

- Physicians and teaching hospitals registered in the Open Payments system have the ability to review and dispute data submitted about them before public release
  - Registration is voluntary for physicians and teaching hospitals, but must be completed in both CMS' Enterprise Portal and Open Payments system
  - To participate in the review and dispute process, physicians and teaching hospitals must complete both registrations before the end of Phase 2 (TBD)
- Physicians and teaching hospitals can dispute information reported about them or their institutions
- Applicable manufacturers and applicable GPOs can see disputes and correct data before CMS makes it public
- Disputes initiated during this 45 day period that do not get resolved will be in the public data, but shown as under dispute
  - Review and dispute process projected to begin in July, 2014
- CMS will not mediate any dispute

Learn more about the review and dispute process by taking this Medscape continuing education module ["The Physician Payment Transparency Program and Your Practice"](#)

# Registration Overview & Instructions

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# Registration Overview

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- Registration is **required** for physicians and teaching hospitals to review or dispute the following information reported about them by applicable manufacturers and GPOs:
  - Payments made to physicians and teaching hospitals,
  - Other transfers of value made to physicians and teaching hospitals, or
  - Ownership or investment interests held by physicians or their immediate family members
- Registration will be conducted in two phases this first reporting year

# Phase 1 Registration for Physicians and Teaching Hospitals: CMS' Enterprise Portal (EIDM)

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- Begins June 1, 2014
  - Physicians and teaching hospitals register in EIDM
  - Request access to the Open Payments system via EIDM



# Phase 2 Registration for Physicians and Teaching Hospitals: Open Payments System

- In July 2014
  - Physicians and teaching hospitals use EIDM registration credentials to register in the Open Payments system
  - Once physicians and teaching hospitals are registered in the Open Payments system, they are able to participate in the review and dispute process
  - Note that EIDM registration is a required first step before Open Payments system registration



*\*Guidance on how to use EIDM registration credentials to register in the Open Payments system, and how to review and dispute submitted data, is forthcoming*

# Let's Get Started – Phase 1 Registration

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1. Phase 1 Registration in EIDM: Identity Verification Process
2. Phase 1 Registration: EIDM New User Registration
3. Using EIDM Registration Credentials to Request Access to the Open Payments System

# EIDM Identify Verification Overview

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- CMS' Enterprise Identity Management system (EIDM) is how CMS verifies user identities
- Identity verification is the process of providing information (e.g., identity history, credentials, or documents) for the purpose of proving that a person is the same person he or she claims to be
- Individuals requesting electronic access to CMS protected information or systems must first have their identities verified

# EIDM Identify Verification Overview (cont.)

- All users who register for EIDM have their identities verified
- EIDM matches information entered by users to information provided by Experian
- Out of Wallet (OOW) questions are also used to verify identity
- OOW questions ask for private data and contain information pulled from your credit report such as:
  - Mortgage lender name
  - Previous employer name
  - Auto lender name
- OOW questions and answers are shared **only** between the EIDM registrant and the verification service provider, Experian; the information will **not** be stored in EIDM or in the Open Payments system.

# EIDM Identify Verification Overview (cont.)

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- A soft credit inquiry will be made during EIDM registration
- Soft credit inquiries are visible only to the EIDM registrant and **only** appear on credit reports produced by Experian (shown as an inquiry made by CMS). They are not visible to lenders. If you order a credit report from Experian, you will see an entry of inquiry by the Centers for Medicare & Medicaid Services with CMS's address and the date of request.
- Identity proofing does **not** affect credit score
- Contact Experian Proofing Support Services for assistance with failed identity proofing:  
1-866-578-5409

# EIDM New User Registration

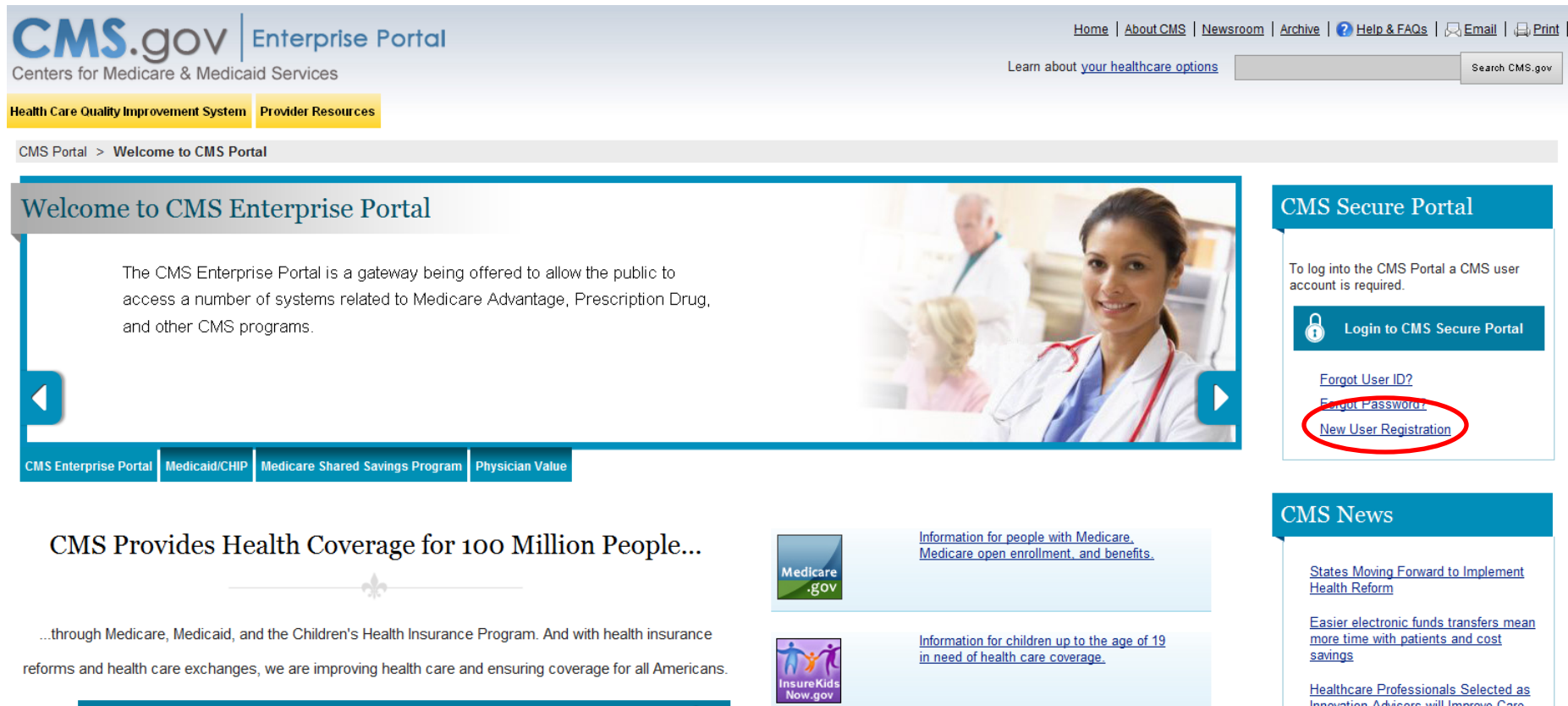
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- EIDM registration is required for access to the Open Payments system
- EIDM registration process is the same for all users
- You may already have an EIDM account if you use the Health Insurance Oversight System (HIOS), the Medicaid and CHIP Program System (MACPro), or other CMS systems



# Step 1: Go to CMS Enterprise Portal and Select “New User Registration”

<https://portal.cms.gov>



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CMS Portal > Welcome to CMS Portal

## Welcome to CMS Enterprise Portal

The CMS Enterprise Portal is a gateway being offered to allow the public to access a number of systems related to Medicare Advantage, Prescription Drug, and other CMS programs.

[CMS Enterprise Portal](#) [Medicaid/CHIP](#) [Medicare Shared Savings Program](#) [Physician Value](#)

### CMS Secure Portal

To log into the CMS Portal a CMS user account is required.

[Login to CMS Secure Portal](#)

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## CMS Provides Health Coverage for 100 Million People...

...through Medicare, Medicaid, and the Children's Health Insurance Program. And with health insurance reforms and health care exchanges, we are improving health care and ensuring coverage for all Americans.

[Medicare.gov](#) [Information for people with Medicare, Medicare open enrollment, and benefits.](#)

[InsureKidsNow.gov](#) [Information for children up to the age of 19 in need of health care coverage.](#)

# Step 2: Accept Terms & Conditions

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CMS Portal > Registration

Screen reader mode Off | Accessibility Settings

## Terms and Conditions

### Consent To Monitoring

By logging onto this website, you consent to be monitored. Unauthorized attempts to upload information and/or change information on this web site are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sec. 1001 and 1030. We encourage you to read the [HHS Rules of Behavior](#) for more details.

### Protecting Your Privacy

Protecting your Privacy is a top priority at CMS. We are committed to ensuring the security and confidentiality of the user registering to EIDM. Please read the [CMS Privacy Act Statement](#) which describes how we use the information you provide.

### Collection Of Personal Identifiable Information (PII)

"Personal" information is described as data that is unique to an individual, such as a name, address, telephone number, social security number and date of birth (DOB).

CMS is very aware of the privacy concerns around PII data. In fact, we share your concerns. We will only collect personal data to uniquely identify the user registering with the system. We may also use your answers to the challenge questions and other PII to later identify you in case you forget or misplace your User ID /Password.

I have read the HHS Rules of Behavior (HHS RoB), version 2010-0002.001S, dated August 26 2010 and understand and agree to comply with its provisions. I understand that violations of the HHS RoB or information security policies and standards may lead to disciplinary action, up to and including termination of employment; removal or debarment from work on Federal contracts or projects; and/or revocation of access to Federal information, information systems, and/or facilities; and may also include criminal penalties and/or imprisonment. I understand that exceptions to the HHS RoB must be authorized in advance in writing by the OPDIV Chief Information Officer or his/her designee. I also understand that violation of laws, such as the Privacy Act of 1974, copyright law, and 18 USC 2071, which the HHS RoB draw upon, can result in monetary fines and/or criminal charges that may result in imprisonment.

I agree to the terms and conditions ☒

CancelNext



# Step 2: Accept Terms & Conditions (cont.)

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- Two sections are particularly important to read:
  1. Consent to monitoring
  2. Collection of Personal Identifiable Information or PII
- **Consent to monitoring** means that you agree to allow CMS to monitor you while you are on systems accessed through EIDM
- **PII** is information that can be used to uniquely identify, contact, or locate a single person or can be used with other sources to uniquely identify a single individual; PII is collected to aid in the identity verification process
- Identity verification is required for all users requesting access to any CMS applications
- Personal information collected will be used for the purposes of verifying your identity **only**
- Once you have read the terms and conditions, check the box labeled “I agree to the terms and conditions” before selecting “Next” to continue

# Step 3: Enter Personal Information

The screenshot shows the CMS.gov Enterprise Portal registration form. The page title is "CMS.gov | Enterprise Portal" with the subtitle "Centers for Medicare & Medicaid Services". The breadcrumb trail is "CMS Portal > Registration". The form is titled "Your Information" and contains several sections with required fields marked with an asterisk (\*):

- First Name:** \* First Name: Jane
- Middle Name:** Middle Name: (empty)
- Last Name:** \* Last Name: Taylor
- Suffix:** Suffix: (empty)
- E-mail Address:** \* E-mail Address: officer@yopmail.com
- Confirm E-mail Address:** \* Confirm E-mail Address: officer@yopmail.com
- Social Security Number:** \* Social Security Number: (empty)
- Date of Birth:** \* Date of Birth: 01 / 01 / 1970
- Home Address Line 1:** \* Home Address Line 1: 8998 Main Street
- Home Address Line 2:** Home Address Line 2: (empty)
- City:** \* City: Fairfax
- State:** \* State: Virginia
- Zip Code:** \* Zip Code: 22033
- Zip Code Extension:** Zip Code Extension: (empty)
- Country:** Country: USA
- Primary Phone Number:** \* Primary Phone Number: 555 / 555 / 5555

At the bottom of the form, there are two buttons: "Cancel" and "Next". The "Next" button is circled in red, indicating it is the next step in the process.

Required fields are marked with an asterisk.

Completing all fields, even those that are not required, will speed-up identity verification.

# Step 4: Select User ID, Password, and Challenge Questions

CMS.govEnterprise Portal

Centers for Medicare & Medicaid Services

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CMS Portal > Registration

Screen reader mode Off | Accessibility Settings

Choose User ID and Password

Create User

Choose User ID and Password

### Choose User ID And Password

User ID

outuser21

Password

••••••••

Confirm Password

••••••••

### Select your Challenge Questions and Answers:

Your challenge questions and answers will be required for password and account management functions.

Question:1

What is your favorite radio station?

Question:2

What is the name of the manager at your first job?

Question:3

What is your favorite cuisine?

Answer:1

FM

Answer:2

Mary

Answer:3

Italian

Cancel

Next

MLN Connects™

37

# User ID and Password Criteria

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- User ID
  - Must be a minimum of 6 and a maximum of 74 characters
  - Special characters permitted: dashes (-), underscores (\_), apostrophes ('), periods (.), and at signs (@)
- Password
  - Must be a minimum of 8 and a maximum of 20 characters
  - Must contain at least 1 number, 1 uppercase letter, and 1 lowercase letter
  - Cannot contain your user ID and must differ from your previous 6 passwords
  - Must be changed every 60 days
  - EIDM will prompt for password change when the 60 day deadline approaches

# Step 5: Registration Complete

The screenshot shows the CMS.gov Enterprise Portal registration completion screen. At the top, the CMS.gov logo and 'Enterprise Portal' text are visible, along with navigation links for Home, About CMS, and Newsroom. Below the header, there are links for 'Health Care Quality Improvement System' and 'Provider Resources'. The main content area shows a progress bar with three steps: 'Your Information', 'Choose User ID and Password', and 'Complete Registration' (which is highlighted). Below the progress bar, a message box titled 'Registration Complete' states: 'You have now successfully completed your registration to CMS Enterprise Identity Management (EIDM). You will receive an E-mail acknowledging your successful registration to EIDM and the E-mail will include your User ID. Please wait 5 minutes before logging in. Selecting the 'OK' button will direct you to the CMS Portal Landing page.' At the bottom of the message box, there is a blue 'OK' button, which is circled in red in the original image.

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Centers for Medicare & Medicaid Services

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CMS Portal > Registration

Screen reader mode Off | Accessibility Settings

Your Information Choose User ID and Password **Complete Registration**

**Registration Complete**

You have now successfully completed your registration to CMS Enterprise Identity Management (EIDM). You will receive an E-mail acknowledging your successful registration to EIDM and the E-mail will include your User ID.



Please wait 5 minutes before logging in. Selecting the 'OK' button will direct you to the CMS Portal Landing page.

**OK**

Click on “OK” to exit and return to the CMS Enterprise Portal home page.

After clicking on OK, you will receive a confirmation email message that contains your user ID and a link to the CMS Enterprise Portal.

# Confirmation Email

From:  donotreply@cms.gov  
To:  Doyle, Jennifer J (CGI Federal)  
Cc:  
Subject: Enterprise Identity Management System (EIDM) Account Registration

Sent: Mon 5/5/2014 2:13 PM

Dear Jane Taylor

Thank you for registering. The User ID that you have chosen is OUTUSER21. You can log in to the CMS Portal using the following link with your User ID and Password.

Please keep this E-mail for your records.

<https://portalval.cms.gov>

Thank you,  
CMS Enterprise Identity Management System

Please do not reply to this system generated E-mail.



# Unsuccessful EIDM Registration

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- Individuals with addresses outside of the United States may not register successfully in EIDM
- They should contact the Open Payments Help Desk for assistance with EIDM registration
- Any additional EIDM issues should be directed to the Open Payments Help Desk at [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) or 1-855-326-8366, Monday through Friday, from 7:30 a.m. to 6:30 p.m. (CT), excluding Federal holidays

# Requesting Access to the Open Payments System

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- Request for this access can occur only after EIDM registration is successful
- Request for this access is made through the CMS Enterprise Portal (EIDM)
- In Phase 2 registration, this request in EIDM will allow the individual access to the Open Payments system

# Step 1: On CMS Enterprise Portal, select “Login to CMS Secure Portal”

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Centers for Medicare & Medicaid Services

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## Welcome to CMS Enterprise Portal


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...through Medicare, Medicaid, and the Children's Health Insurance Program. And with health insurance reforms and health care exchanges, we are improving health care and ensuring coverage for all Americans.

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# Step 2: Accept Terms & Conditions

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## Terms and Conditions

You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.

Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:  
You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system.  
At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.

Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

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

# Step 3: Enter EIDM User ID and Password

**CMS.gov** | Enterprise Portal  
Centers for Medicare & Medicaid Services


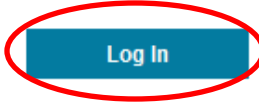
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## Welcome to CMS Enterprise Portal

User ID

Password

[Log In](#) [Cancel](#)

[Forgot Password?](#)  
[Forgot User ID?](#)  
Need an account? Click the link - [New user registration](#)

# Step 4: Select “Request Access Now” under “Request Application Access”

After a successful CMS Enterprise Portal login, you will be taken to the CMS Portal home page (shown below).

[Portal Help & FAQs](#) [Print](#) [Log Out](#) Welcome Jennifer Doyle

**CMS.gov** Enterprise Portal

**My Portal**

CMS Portal > My Portal

## Welcome to CMS Enterprise Portal

The Enterprise Portal combines and displays content and forms from multiple applications, supports users with navigation and cross-enterprise search tools, supports simplified sign-on, and uses role-based access and personalization to present each user with only relevant content and applications. The vision of the Enterprise Portal is to provide "one-stop shopping" capabilities to improve customer experience and satisfaction.

### Provisioning

There are several ways to get access to applications in the CMS Enterprise Portal

1. [EIDM](#) - To get access to applications that are supported by EIDM click [here](#).
2. [EUA](#) - To get access to applications that are supported by EUA click [here](#). Please click the [EUA link](#) for more details.
3. [IACS](#) - To get access to applications that are supported by IACS click [here](#).

## Request Application Access

Use the link below to request access to more applications.

[Request Access Now](#)

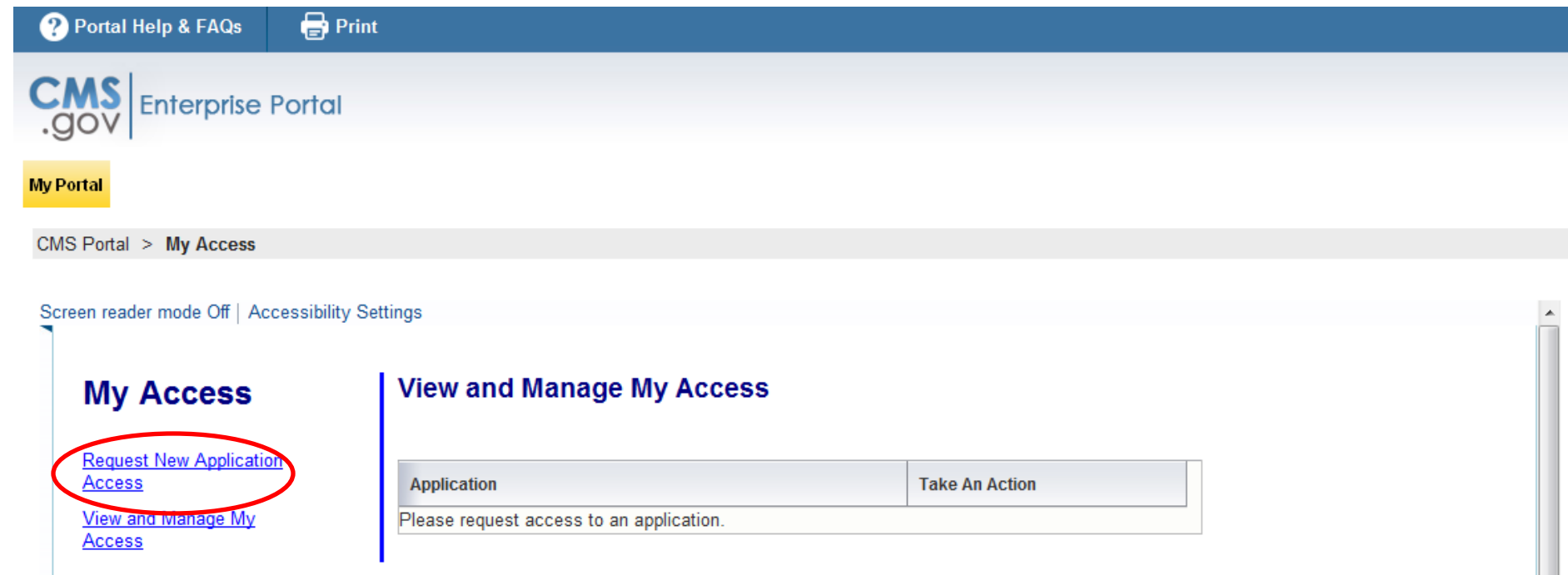
## Contact Help Desk

**FFE / HIOS / Agents & Brokers Help Desk** - Contact the Exchange Operations Support Center [XOSC] at [CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov) or 1-855-CMS-1515

**Physician Value / PQRS Help Desk** - Contact the PV/PQRS Information Center at 1-888-734-6433.

**ACO Help Desk** - Contact the ACO Information Center at 1-888-734-6433 (select option 2) if you have any questions about using the ACO Portlet features. TTY users should call 1-888-734-6563.

# Step 5: Select “Request New Application Access”



The screenshot shows the CMS.gov Enterprise Portal interface. At the top, there is a blue header bar with a help icon and 'Portal Help & FAQs' on the left, and a printer icon and 'Print' on the right. Below this is the CMS.gov logo and 'Enterprise Portal' text. A yellow 'My Portal' button is on the left. A breadcrumb trail shows 'CMS Portal > My Access'. Below the breadcrumb, there are links for 'Screen reader mode Off' and 'Accessibility Settings'. The main content area is divided into two columns. The left column is titled 'My Access' and contains two links: 'Request New Application Access' (which is circled in red) and 'View and Manage My Access'. The right column is titled 'View and Manage My Access' and contains a table with two columns: 'Application' and 'Take An Action'. The 'Application' column has a message: 'Please request access to an application.'

Portal Help & FAQs Print

CMS.gov Enterprise Portal

My Portal

CMS Portal > My Access

Screen reader mode Off | Accessibility Settings

**My Access**

- [Request New Application Access](#)
- [View and Manage My Access](#)

**View and Manage My Access**

Application	Take An Action
Please request access to an application.	

If you have access to other CMS applications, you will see those applications listed in the “View and Manage My Access” table.

# Step 6: Select Application and Role

Portal Help & FAQs Print

**CMS.gov** Enterprise Portal

My Portal

CMS Portal > My Access

Screen reader mode Off | Accessibility Settings

### My Access

[Request New Application Access](#)

[View and Manage My Access](#)

### Request New Application Access

Select an application and then a role to request access.

- Application Description: OPENPAYMENTS - Open Payments /

? - Role: Applicable Manufacturer, GPO, Physi

Cancel Submit

- Application Description: “Open Payments”
- Role: “Applicable Manufacturer, GPO, Physician, or Teaching Hospital”



# Step 7: Review Identity Verification Information

Portal Help & FAQs

Print

CMS.gov

Enterprise Portal

My Portal

CMS Portal > My Access

Screen reader mode Off | Accessibility Settings

My Access

[Request New Application Access](#)

[View and Manage My Access](#)

Identity Verification


You have selected a role that requires a higher level of security. You will need to complete Identity Verification successfully, before requesting access to the selected role. Below are a few items to keep in mind.

- Ensure that you have entered your legal name, current home address, primary phone number and email address correctly. We will only collect personal information to verify your identity with Experian, an external identity verification provider.
- Identity Verification involves Experian using information from your credit report to help confirm your identity. As a result, you may see an entry called a "soft inquiry" on your Experian credit report. Soft inquiries do not affect your credit score and you do not incur any charges related to them.
- Confirm that you have your personal and financial information available, as the Experian application will pose questions to you, based on data in their files. You may want to obtain a copy of your credit report, before proceeding with the role request by selecting this link and following the directions provided - <http://www.experian.com>. For additional information, please see the Experian Consumer Assistance link - <http://www.experian.com/help>

If you elect to proceed now, you will be prompted with a Terms and Conditions statement that explains how your Personal Identifiable Information (PII) is used to confirm your identity. Do you want to continue?

Cancel

Next

MLN Connects™

49

# Step 8: Accept Terms & Conditions

[? Portal Help & FAQs](#) [Print](#)

**CMS**.gov Enterprise Portal

My Portal

CMS Portal > My Access

Screen reader mode Off | Accessibility Settings

## My Access

[Request New Application Access](#)

[View and Manage My Access](#)

## Terms and Conditions

### Protecting Your Privacy

Protecting your Privacy is a top priority at CMS. We are committed to ensuring the security and confidentiality of the user registering to EIDM. Please read the [CMS Privacy Act Statement](#), which describes how we use the information you provide.

Personal information is described as data that is unique to an individual, such as a name, address, telephone number, social security number, and date of birth (DOB). CMS is very aware of the privacy concerns around PII data. In fact, we share your concerns. We will only collect personal information to verify your identity. Your information will be disclosed to Experian, an external authentication service provider, to help us verify your identity. If collected, we will validate your Social Security number with Experian only for the purposes of verifying your identity. Experian verifies the information you give us against their records. We may also use your answers to the challenge questions and other PII to later identify you in case you forget or misplace your User ID /Password.

### HHS Rules Of Behavior

We encourage you to read the [HHS Rules of Behavior](#), which provides the appropriate use of all HHS information technology resources for Department users, including Federal employees, contractors, and other system users.

I have read the HHS Rules of Behavior (HHS RoB), version 2010-0002.001S, dated August 26 2010 and understand and agree to comply with its provisions. I understand that violations of the HHS RoB or information security policies and standards may lead to disciplinary action, up to and including termination of employment; removal or debarment from work on Federal contracts or projects; and/or revocation of access to Federal information, information systems, and/or facilities; and may also include criminal penalties and/or imprisonment. I understand that exceptions to the HHS RoB must be authorized in advance in writing by the OPDIV Chief Information Officer or his/her designee. I also understand that violation of laws, such as the Privacy Act of 1974, copyright law, and 18 USC 2071, which the HHS RoB draw upon, can result in monetary fines and/or criminal charges that may result in imprisonment.

### Identity Verification

I understand that the identity proofing services being requested are regulated by the Fair Credit Reporting Act and that my explicit consent is required to use these services. I understand that any special procedures established by CMS for identity proofing using Experian have been met and the services requested by CMS to Experian will be used solely to confirm the applicant's identity to avoid fraudulent transactions in the applicant's name.

I agree to the terms and conditions ☒

CancelNext

# Step 9: Confirm Your Information

The screenshot displays the 'My Access' section of the CMS.gov Enterprise Portal. The page header includes 'Portal Help & FAQs' and a 'Print' button. The main navigation bar shows 'CMS.gov Enterprise Portal'. Below this, a breadcrumb trail indicates 'CMS Portal > My Access'. A link for 'Screen reader mode Off | Accessibility Settings' is visible. The left sidebar contains the 'My Access' heading and two links: 'Request New Application Access' and 'View and Manage My Access'. The main content area is titled 'Your Information' and contains several form fields for user verification. The fields are: 'First Name' (with a pre-populated value), 'Middle Name', 'Last Name', 'Suffix' (a dropdown menu), 'E-mail Address' (with a pre-populated value), 'Confirm E-mail Address', 'Social Security Number' (with a pre-populated value), and 'Date of Birth'.

Portal Help & FAQs Print

CMS.gov Enterprise Portal

CMS Portal > My Access

Screen reader mode Off | Accessibility Settings

**My Access**

[Request New Application Access](#)

[View and Manage My Access](#)

**Your Information**

Enter your legal first name and last name, as it may be required for identity verification.

First Name:  Middle Name:

Last Name:  Suffix:

Enter your email address, as it will be used for account related communications.

E-mail Address:

Re-enter your email address.

Confirm E-mail Address:

Enter your full 9 digit social security number, as it may be required for identity verification.

Social Security Number:

Enter your date of birth, as it may be required for identity verification.

Date of Birth:

Some fields will be pre-populated with information from your EIDM profile.

Confirm its accuracy; edit fields to correct errors.

# Step 9: Confirm Your Information (cont.)

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Enter your current or most recent home address, as it may be required for identity verification.

• Home Address Line 1:

Home Address Line 2:

• City:

• State:

• Zip Code:

Zip Code Extension:

Country: USA

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Enter your primary phone number, as it may be required for identity verification.

• Primary Phone Number:

---

Cancel

Next

## Step 10: Verify Identity

Portal Help & FAQs

Print

CMS.gov

Enterprise Portal

My Portal

CMS Portal > My Access

Screen reader mode Off | Accessibility Settings

My Access

[Request New Application Access](#)  
[View and Manage My Access](#)

Your Information

Verify Your Identity

Verify Identity

Please select the county for the address you provided.

☐

☐

☐

☐

☐

NONE OF THE ABOVE

According to our records, you previously lived on Maple Ave . Please choose the city from the following list where this street is located.

☐

☐

☐

☐

☐

NONE OF THE ABOVE

Which of the following is a current or previous employer? If there is not a matched employer name, please select 'NONE OF THE ABOVE'.

☐

☐

☐

☐

☐

NONE OF THE ABOVE

Which of the following is a previous phone number of yours? If there is not a matched phone number, please select 'NONE OF THE ABOVE'.

☐

☐

☐

☐

☐

NONE OF THE ABOVE

Cancel


Next

As previously explained, identity proofing questions are pulled from the “soft-credit” inquiry done during EIDM registration.

“Out-of-Wallet”  
(OOW) questions are  
based upon  
information in your  
credit report.

# Step 11: Verifying Identity Successful

[Portal Help & FAQs](#) [Print](#)

 Enterprise Portal

My Portal

CMS Portal > My Access

Screen reader mode Off | Accessibility Settings

## My Access

[Request New Application Access](#)

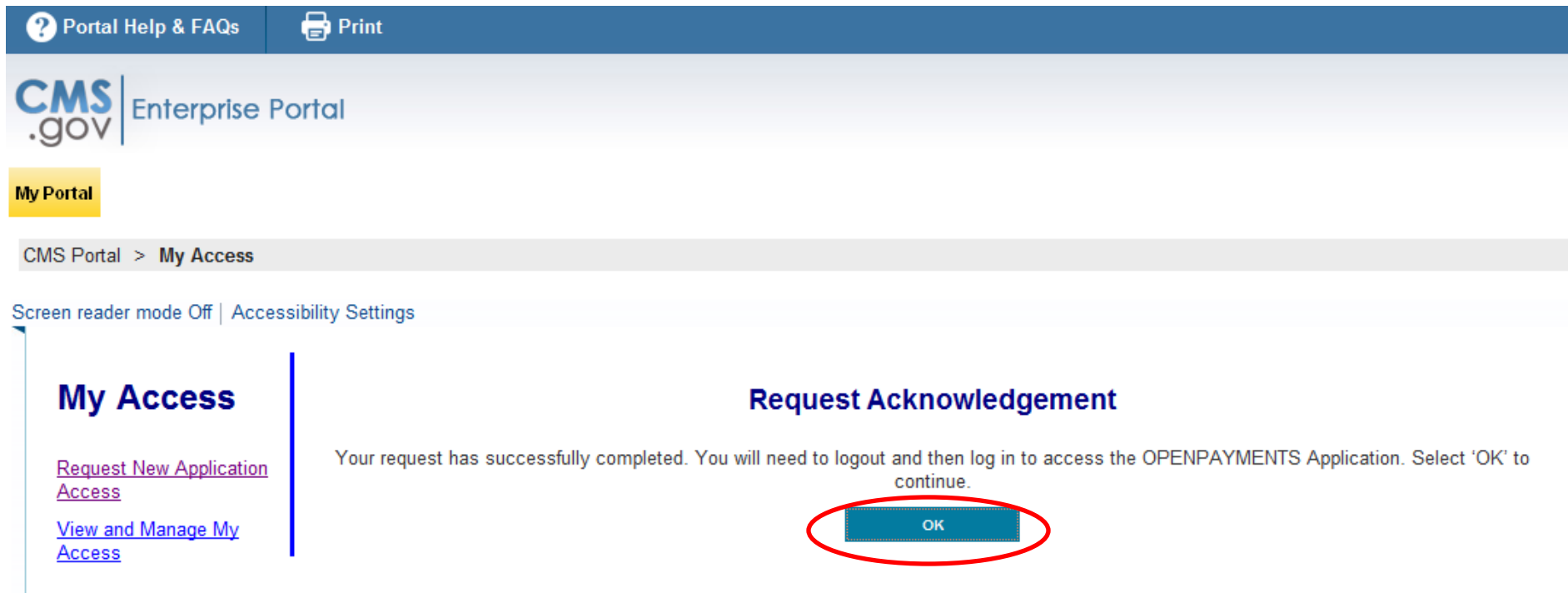
[View and Manage My Access](#)

## Complete Step Up

You have successfully completed the Remote Identity Proofing process.

[Next](#)

# Step 12: Requesting Application Access Successful



The screenshot shows the CMS.gov Enterprise Portal interface. At the top, there is a blue navigation bar with links for "Portal Help & FAQs" and "Print". Below this, the CMS.gov logo and "Enterprise Portal" text are visible. A yellow "My Portal" button is on the left. A breadcrumb trail shows "CMS Portal > My Access". Below the breadcrumb, there are links for "Screen reader mode Off" and "Accessibility Settings". The main content area is titled "My Access" and contains two links: "Request New Application Access" and "View and Manage My Access". To the right, under the heading "Request Acknowledgement", a message states: "Your request has successfully completed. You will need to logout and then log in to access the OPENPAYMENTS Application. Select 'OK' to continue." A blue button labeled "OK" is highlighted with a red circle.

Portal Help & FAQs Print

**CMS.gov** Enterprise Portal

My Portal

CMS Portal > My Access

Screen reader mode Off | Accessibility Settings

## My Access

[Request New Application Access](#)

[View and Manage My Access](#)

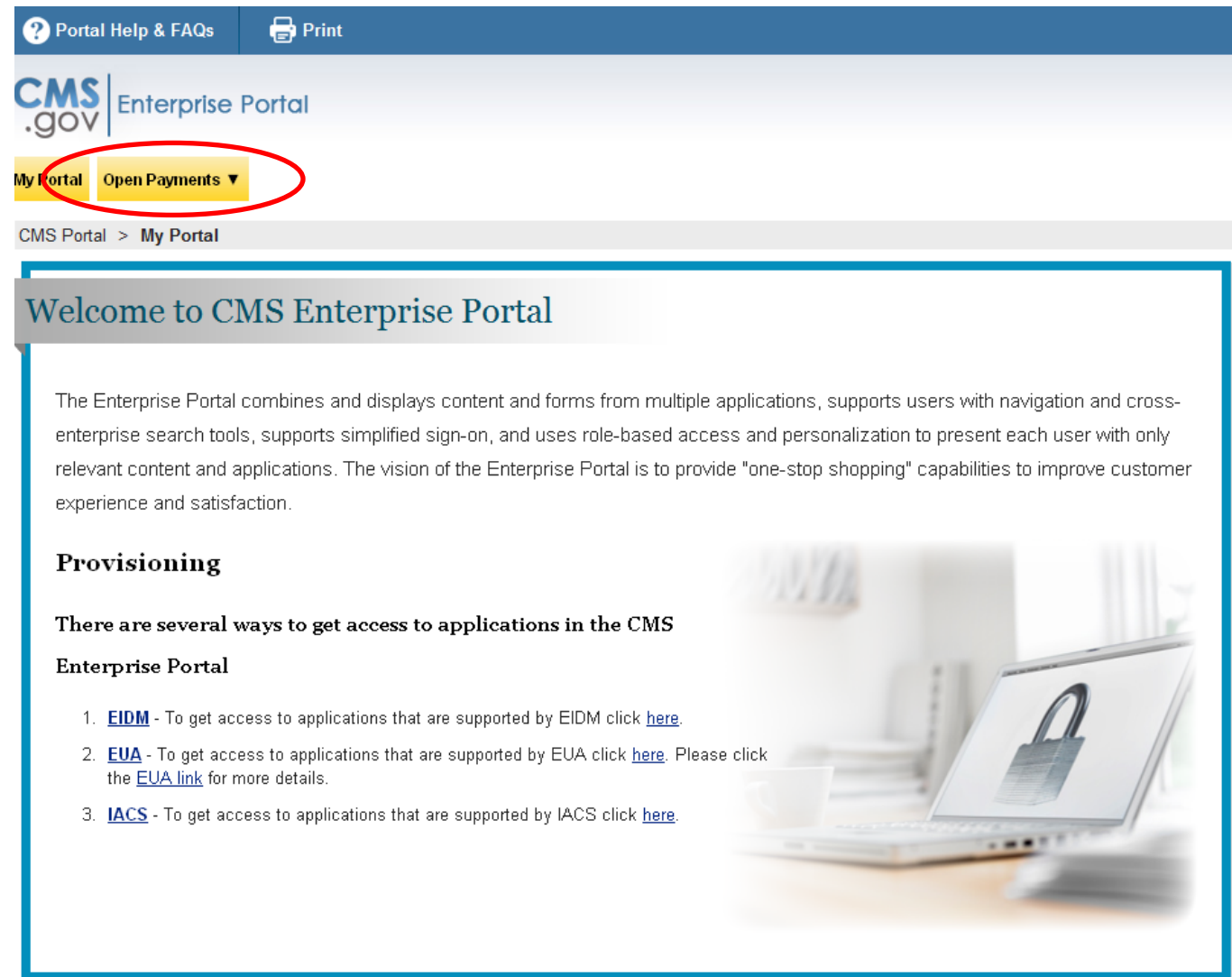
## Request Acknowledgement

Your request has successfully completed. You will need to logout and then log in to access the OPENPAYMENTS Application. Select 'OK' to continue.

OK

- Access may take a few minutes to process
- Log out of EIDM and log back in to view if it was successful

# Open Payments Access Successful



The screenshot displays the CMS Enterprise Portal interface. At the top, there is a blue navigation bar with a "Portal Help & FAQs" link and a "Print" icon. Below this, the "CMS.gov Enterprise Portal" logo is visible. A yellow menu bar contains "My Portal" and "Open Payments" (highlighted with a red circle). The main content area is titled "Welcome to CMS Enterprise Portal" and includes a paragraph about the portal's purpose. Below this, a section titled "Provisioning" explains how to get access to applications. A list of three links (EIDM, EUA, IACS) provides further details. A background image of a laptop with a padlock icon is also present.

Portal Help & FAQs Print

CMS.gov Enterprise Portal

My Portal Open Payments ▼

CMS Portal > My Portal

## Welcome to CMS Enterprise Portal

The Enterprise Portal combines and displays content and forms from multiple applications, supports users with navigation and cross-enterprise search tools, supports simplified sign-on, and uses role-based access and personalization to present each user with only relevant content and applications. The vision of the Enterprise Portal is to provide "one-stop shopping" capabilities to improve customer experience and satisfaction.

### Provisioning

There are several ways to get access to applications in the CMS Enterprise Portal

1. [EIDM](#) - To get access to applications that are supported by EIDM click [here](#).
2. [EUA](#) - To get access to applications that are supported by EUA click [here](#). Please click the [EUA link](#) for more details.
3. [IACS](#) - To get access to applications that are supported by IACS click [here](#).

Log back into the CMS Enterprise Portal to see the Open Payments tab in the menu bar at the top of the screen.

It may take a few minutes for the Open Payments tab to appear.



# Resources

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# What You Can Do Now

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- Complete Phase 1 by:
  - Registering for your EIDM user ID and password
  - Requesting access to the Open Payments system via EIDM
- Continue to organize or gather records on any payments or transfers of value received from applicable manufacturers and applicable GPOs between August 1, 2013 and December 31, 2013 – this material will be referenced during the review and dispute process.
- Work with applicable manufacturers and applicable GPOs to ensure that information submitted about you is accurate
- Register on CMS listserv to receive e-mail updates about the Open Payments program – go to <http://go.cms.gov/openpayments> and enter email address on the main page, in the "Email Updates" box
- Review resources on the CMS Open Payments website:  
<http://go.cms.gov/openpayments>

# Resources Available

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- CMS is planning a series of tutorial materials to explain the following topics – all will be available on the Open Payments website:
  - AVAILABLE NOW: How to complete registration in CMS' Enterprise Portal, explained through step-by-step screenshots
  - COMING SOON: How to complete registration in the Open Payments system, explained through step-by-step screenshots
  - COMING SOON: How to complete the review and dispute process, explained through step-by-step screenshots

<http://go.cms.gov/openpayments>

# Mobile Applications

- Two **FREE** mobile applications to aid physicians and industry in tracking data collected for Open Payments
  - *Open Payments Mobile for Physicians*
  - *Open Payments Mobile for Industry*
- The applications are available on mobile platforms Apple (iOS) and Android
- They can be used as a personal information collection and storage tool only



# Benefits of Using the App

- Provides a tool to track payments and other transfers of value in real-time
- Serves as a reference tool during data review or information disputes
- Allows physician to provide accurate profile information to industry
- Minimizes the risk of data mismatches later when submitted by industry
- Allows physicians to share event and payment or transfer of value, plus profile information, with industry



# Exchanging Information is Easy

Physician App



Send Profile Information



Send Profile Information



Send TOV Information



Industry App



# Frequently Asked Questions

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# Frequently Asked Question

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- QUESTION: I have successfully registered in CMS' Enterprise Portal (via EIDM) but I can't register in the Open Payments system. Why is that?
- ANSWER: ***Remember, you will not be able to access the Open Payments system before Phase 2 begins in July*** – so if you attempt to access Open Payments through the Enterprise Portal, the radio buttons and functions that you will see on the “Welcome to Open Payments” main screen will not be operational until the system opens for Phase 2 in July.



# Frequently Asked Question

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- QUESTION: Can physicians delegate system access to other users?
- ANSWER: Yes, after physicians have registered themselves through the CMS Enterprise Portal and in the Open Payments system, they can delegate an authorized representative who can review and dispute data on their behalf. The representative will also have to go through the CMS Enterprise Portal (EIDM) and Open Payments registration process, and they would need to also accept their nomination as an authorized representative.

# Frequently Asked Question

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- QUESTION: Will physicians be able to limit the access of their authorized representative?
- ANSWER: Yes. Physicians will have the ability to select one of three access levels for their authorized representative:
  - 1) View only, which will enable the authorized representative to only view the data that was submitted about the physician;
  - 2) Review and dispute, which will enable the authorized representative to dispute records that were reported relating to that physician, and
  - 3) Modify profile, which enables the authorized representative to modify information in a physician's profile, such as update their business address or phone number

# Frequently Asked Question

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- QUESTION: Will the authorized representative of the physician and teaching hospital have access to the physician's private personal data that is used for identification?
- ANSWER: Authorized representatives will be able to view a physician's first and last name, business address, business telephone and email, NPI, and state license numbers. Authorized representatives **will not have access** to physician user IDs or passwords and **will not** be able to modify or reset them.

# Frequently Asked Question

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- QUESTION: How many users from a teaching hospital can register to review the pre-published data?
- ANSWER: A teaching hospital may have up to 10 users registered; however, one of the 10 users, but no more than 5, must be an authorized representative. The teaching hospital may also delete one authorized representative and replace him/her with another individual.

# Frequently Asked Question

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- QUESTION: How many users may a physician delegate to review the pre-published data?
- ANSWER: A physician may have 1 authorized representative at a time. The physician may also delete one authorized representative and replace him/her with another individual.

# Frequently Asked Question

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- QUESTION: Does the Open Payments system allow the user to register multiple physicians at the same time. For example, physicians in the same group practice?
- ANSWER: No, each physician must register separately and individually.

# Questions

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- For more information contact the Help Desk at [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) or visit us at <http://go.cms.gov/openpayments>

Thank you!

# Question & Answer Session

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# Evaluate Your Experience

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- Please help us continue to improve the MLN Connects™ National Provider Call Program by providing your feedback about today's call.
- To complete the evaluation, visit <http://npc.blhtech.com/> and select the title for today's call.

# Thank You

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- For more information about the MLN Connects™ National Provider Call Program, please visit <http://cms.gov/Outreach-and-Education/Outreach/NPC/index.html>
- For more information about the Medicare Learning Network® (MLN), please visit <http://cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNGenInfo/index.html>