I. Introduction

This guide is for users who had an Individuals Authorized Access to the CMS Computer Services (IACS) account, but never logged into Enterprise Identity Data Management (EIDM) with a Physician Value – Physician Quality Reporting System (PV-PQRS) role. These users are currently inactive in EIDM and need to contact the QualityNet Help Desk at 866-288-8912 to reactivate their account. This guide provides step-by-step instructions on how users can sign up for an Enterprise Identity Data Management (EIDM) account in order to access the 'Physician Quality and Value Programs' application in the CMS Enterprise Portal after their account is reactivated by the QualityNet Helpdesk.

Note: <u>Do not</u> use this guide (1) if you already have an EIDM account, or (2) if you do not have an EIDM account with a PV-PQRS role. Please visit http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/Obtain-2013-QRUR.html to determine which guide you should use based on your needs.

On July 13, 2015, users with IACS accounts were migrated to the EIDM. Please follow the instructions in this guide in order to sign up for an EIDM account through the CMS Enterprise Portal. Depending on the role you had in IACS, you will be allowed to perform the same tasks in the CMS Enterprise Portal that you were able to perform with your IACS account.

- **Security Official role:** The Security Official role in the EIDM allows the user to perform the following tasks on behalf of a group practice:
 - o Register the group practice to participate in the Physician Quality Reporting System (PQRS) Group Practice Reporting Option (GPRO);
 - Obtain the group practice's Mid-Year and Annual Quality and Resource User Report (QRUR), Supplemental QRUR, and PQRS Feedback Report;
 - Submit a Value Modifier Informal Review Request on behalf of the group practice; and
 - o Approve requests for the 'Group Representative' role in the EIDM.
- **Group Representative role:** The Group Representative role in the EIDM allows the user to perform the following tasks on behalf of a group practice:
 - o Register the group practice to participate in the PQRS GPRO;
 - o Obtain the group practice's Mid-Year and Annual QRUR, Supplemental QRUR, and PQRS Feedback Report; and
 - Submit a Value Modifier Informal Review Request on behalf of the group practice.
- **Individual Practitioner role:** The Individual Practitioner role in the EIDM allows the user to perform the following tasks on behalf of a solo practitioner:
 - o Obtain the solo practitioner's Mid-Year and Annual QRUR, Supplemental QRUR, and PQRS Feedback Report;
 - o Submit a Value Modifier Informal Review Request on behalf of a solo practitioner; and
 - o Approve requests for the 'Individual Practitioner Representative' role in the EIDM.
- **Individual Practitioner Representative role:** The Individual Representative role in the EIDM allows the user to perform the following task on behalf of the solo practitioner:
 - Obtain a solo practitioner's Mid-Year and Annual QRUR, Supplemental QRUR and PQRS Feedback Report; and
 - o Submit a Value Modifier Informal Review Request on behalf of a solo practitioner.

Information about registering to participate in the PQRS GPRO and obtaining QRURs is available at http://www.cms.gov/PhysicianFeedbackProgram.

<u>Step-by-Step Instructions:</u> You have **twenty-five (25) minutes** to complete each screen (unless a different time is noted on the screen). Otherwise, you will lose all of the information you filled in and will need to start the process again.

II. Questions

For questions about setting up an EIDM account, please contact the QualityNet Help Desk at:

• Monday – Friday: 8:00 am – 8:00 pm EST

• Phone: (866) 288-8912 (TTY 1-877-715-6222)

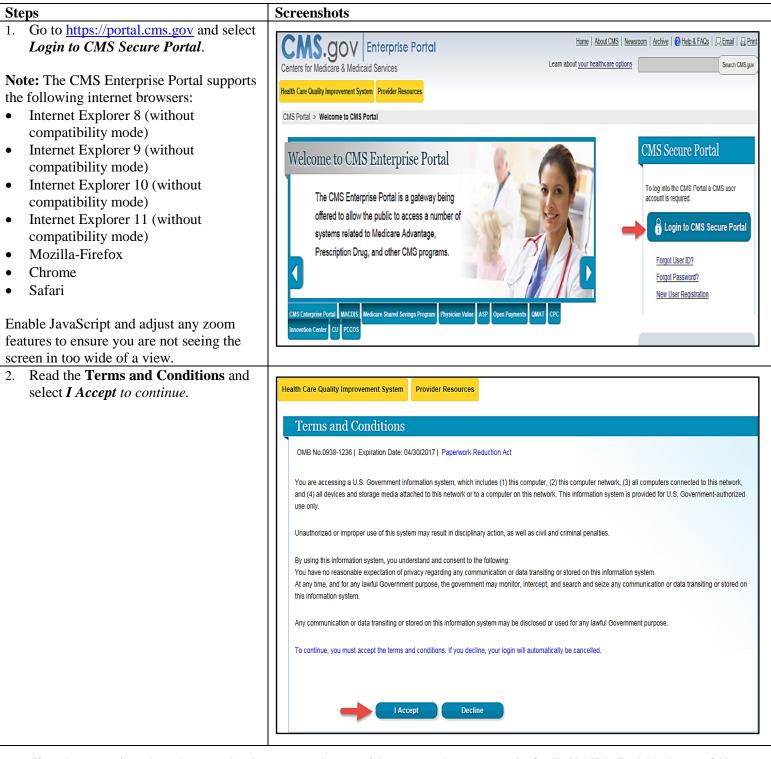
• Email: qnetsupport@hcqis.org

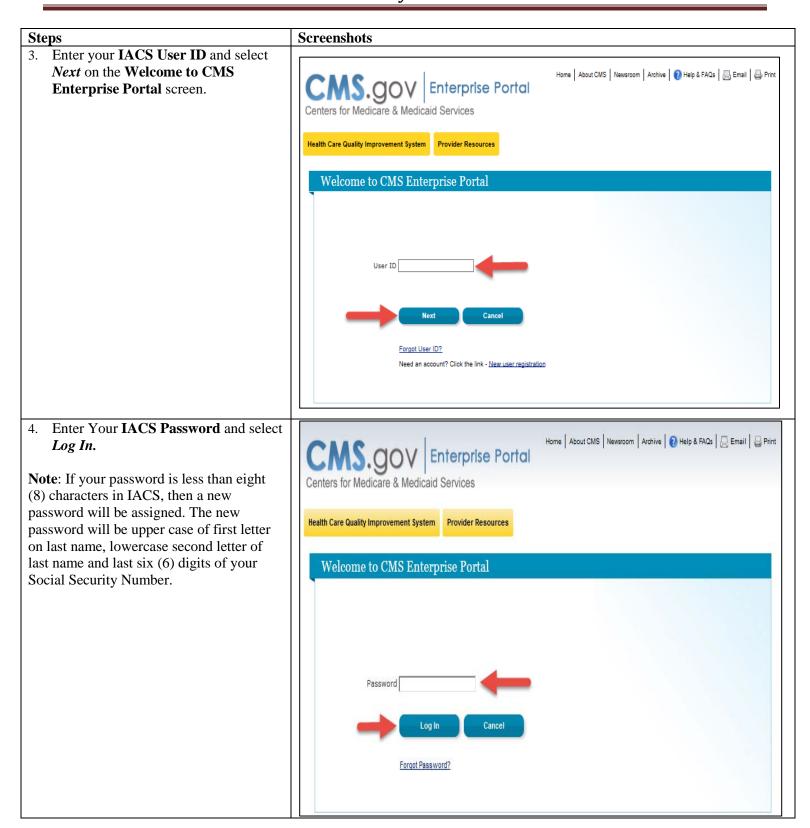
For additional information on how to complete the EIDM account setup for the users migrating from the IACS to access the 'Physician Quality and Value Programs' application using the EIDM, please visit http://www.cms.gov/Medicare/Medicare-Fee-For-Service-Payment/PhysicianFeedbackProgram/Obtain-2013-QRUR.html.

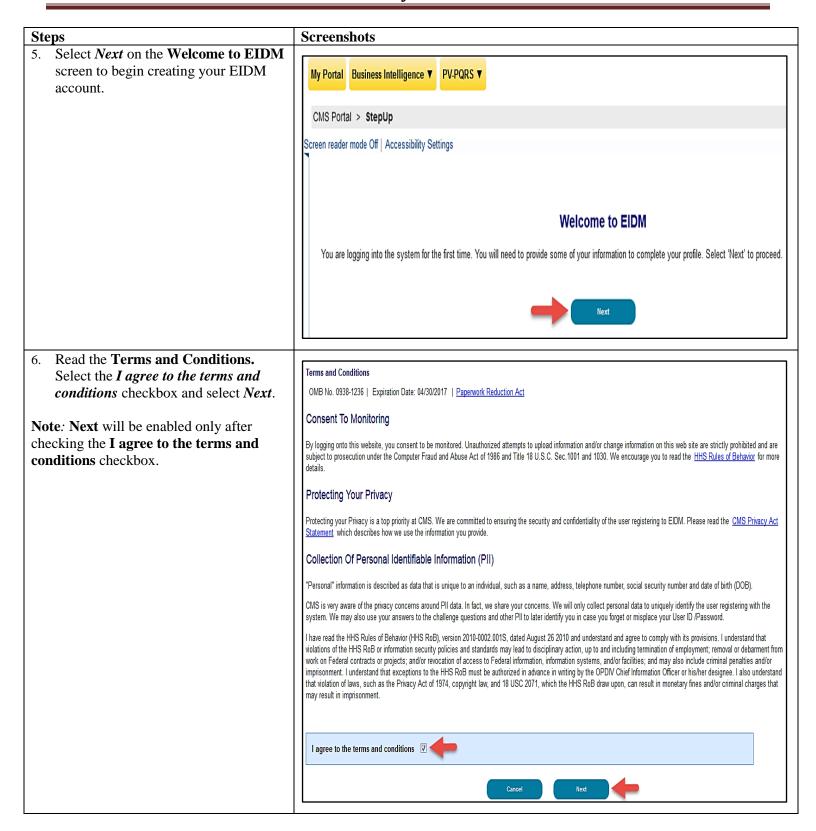
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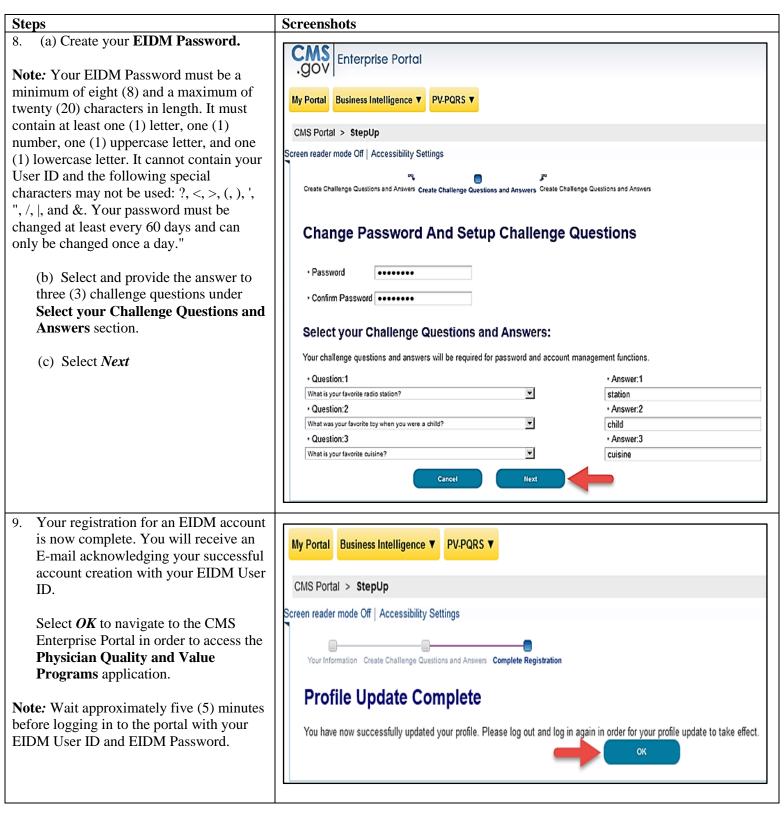
IV. <u>Setting-up an EIDM Account for Migrated IACS User – Please follow each step listed below unless otherwise noted.</u>







Screenshots Steps In the **Your Information** section, the following fields will be pre-populated Your Information with the corresponding information from your IACS account: First Name Enter your legal first name and last name, as it may be required for Identity Verification. Middle Name o Last Name · First Name: o E-mail Address John o Confirm E-mail Address · Last Name: Suffix: o Social Security Number Doe V o Date of Birth Review all pre-populated information Enter your E-mail address, as it will be used for account related communications. and enter the following required * E-mail Address: information: John.Doe@abc.com o Home Address Line 1 o City Re-enter your E-mail address. o State · Confirm E-mail Address: John.Doe@abc.com o Zip Code o Primary Phone Number Enter your full 9 digit social security number, as it may be required for Identity Verification. After all required fields are completed, Social Security Number: select Next. ••• **Note:** You will be required to add the address information associated with your Enter your date of birth in MM/DD/YYYY format, as it may be required for Identity Verification. account. All other information cannot be Date of Birth: 01 01 edited on this screen. However, once your EIDM account has been established, you will be able to update the email address ● U.S. Home Address ○ Foreign address associated with your account by navigating Enter your current or most recent home address, as it may be required for Identity Verification. to the **Your Profile** screen and completing * Home Address Line 1: the appropriate steps. Home Address Line 2: State: Zip Code: Zip Code Extension: Country: USA Enter your primary phone number, as it may be required for Identity Verification. * Primary Phone Number:



Steps Screenshots

Multi-Factor Authentication (MFA)

Follow steps 10 to 18 to register for MFA. MFA is an approach to security authentication which requires users to provide more than one form of verification in order to prove their identity. MFA registration is required only once when you are requesting a user role, but will be verified every time you log into the CMS Enterprise Portal. Additional information on how the MFA process works can be found at http://www.cms.gov/Medicare/Medicare-Fee-for-Service-

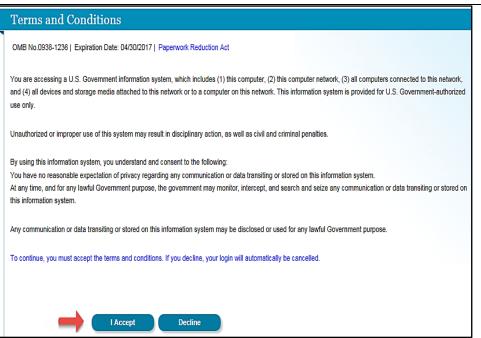
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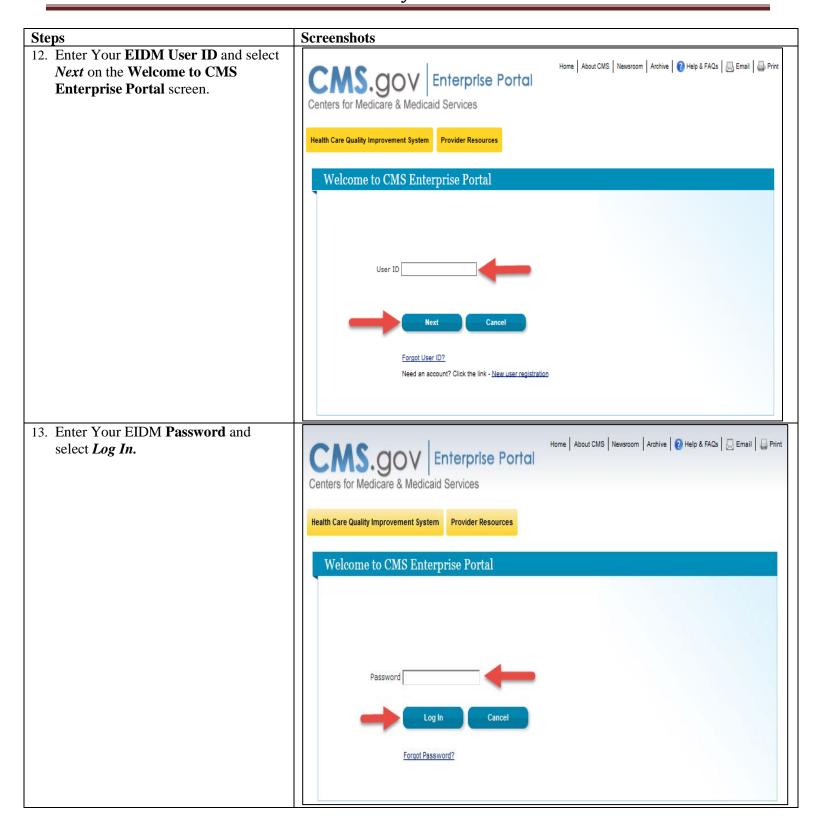
10. Select *Login to CMS Secure Portal* on the CMS Enterprise Portal.

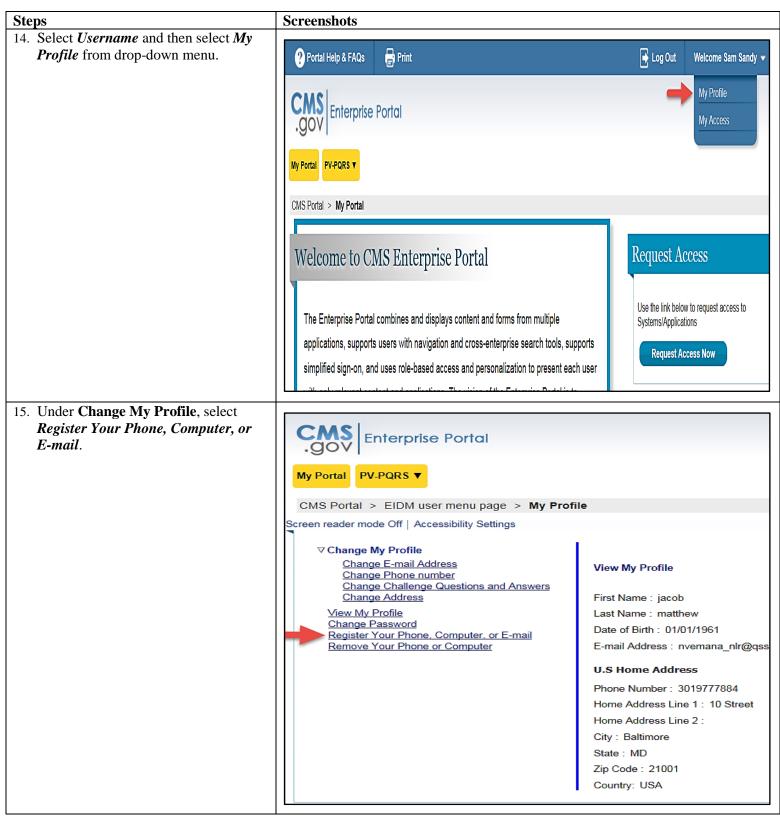
Note: Multi-Factor Authentication (MFA) is a new approach to security authentication which will help improve CMS' ability to reduce fraud and ensure system security. It requires users to provide more than one form of verification in order to prove their identity in order to access certain information provided via the 'Physician Quality and Value Programs' application.



11. Read the **Terms and Conditions** and select *I Accept* to continue.







If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST

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16. Read the Register Your Phone, Computer, or E-mail notification and then select an option from the MFA Device Type drop-down menu.

Note:

If selecting phone/Tablet/PC/Laptop as *MFA Device Type*, you will first need to ensure you have the appropriate VIP Access software downloaded to your device. The VIP Access software can be downloaded via the Symantec Site (link is provided on your screen). Refer to the link on the screen to make selection. If the VIP Access software is not installed on your device, you will be unable to complete the Multi-Factor Authentication process

Screenshots

Register Your Phone, Computer, or E-mail

Adding a Security Code to your login also known as Multi-Factor Authentication (MFA) can make your login more secure by providing an extra layer of protection to your user name and password.

You can associate the Security Code to your profile by registering your phone, computer or E-mail. Select the links below to find out more information about the options.

∇ Phone/Tablet/PC/Laptop

To use the Validation and ID Protection (VIP) access software on your phone, you must download the VIP Access software to your phone, if you do not already have it. Select the following link -https://m.vip.symantec.com/home.v

To use VIP access software on your computer, you must download the VIP Access software, if you do not already have it. Select the following link -https://idprotect.vip.symantec.com/desktop/download.v

▼ Text Message Short Message Service (SMS)

The SMS option will send your Security Code directly to your mobile device via text message. This option requires you to provide a ten (10) digits U.S. phone number for a mobile device that is capable of receiving text messages. Carrier service charges may apply for this option.

∇ Interactive Voice Response (IVR)

The IVR option will communicate your Security Code through a voice message that will be sent directly to your phone. The option requires you to provide a valid ten (10) digits U.S. phone number and (Optional) extension that will be used during login to obtain the Security Code. The extension may begin with any one of the following: asterisks'": period': comma': pound # followed by numeric 0 to 9. For example: 4885554444. 1112.

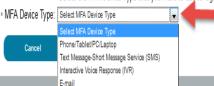
To access the application you must enter the provided Security Code on the login page. Carrier service charges may apply for this option.

⊽ E-mai

The E-mail address on your profile will be used when registering for Multi-Factor Authentication (MFA) using E-mail option. When logging into a secure application, your Security Code that is required at the login page will be e-mailed to the e-mail address on the profile.

Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log back in to try again.

Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below.



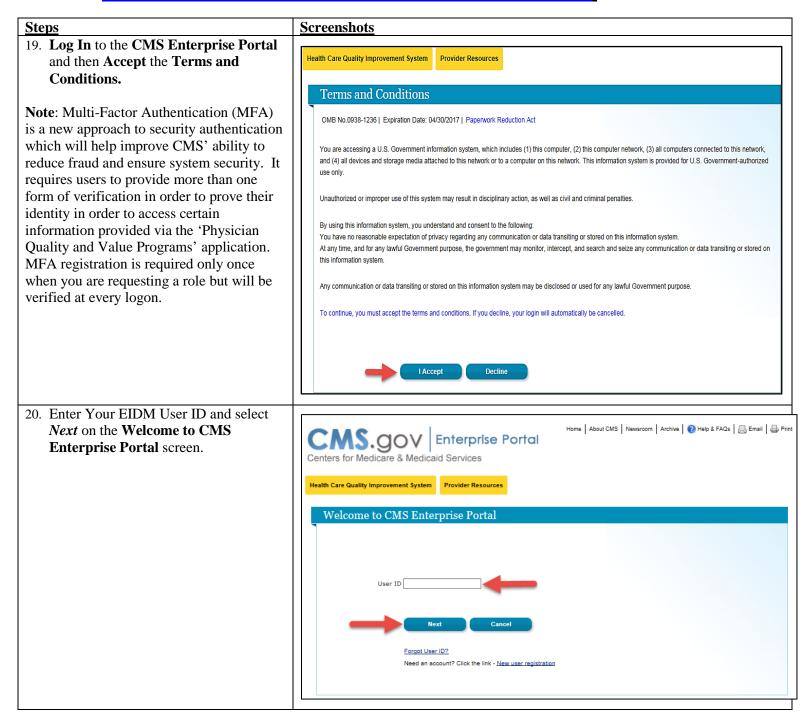
Steps Screenshots 17. (a) If selecting Register Your Phone, Computer, or E-mail Phone/Tablet/PC/Laptop as MFA **Device Type**, enter the alphanumeric code that displays under the field label Adding a Security Code to your login also known as Multi-Factor Authentication (MFA) can make your login more secure by providing an extra layer of protection to Credential ID on your device. Enter your user name and password. the **MFA Device Description** which is You can associate the Security Code to your profile by registering your phone, computer or E-mail. Select the links below to find out more information about the a nick-name that can help you identify your device. OR ∇ Phone/Tablet/PC/Laptop To use the Validation and ID Protection (VIP) access software on your phone, you must download the VIP Access software to your phone, if you do not already (b) If selecting *E-mail* –as MFA have it. Select the following link -https://m.vip.symantec.com/home.v **Device Type**, the E-mail address on To use VIP access software on your computer, you must download the VIP Access software, if you do not already have it. Select the following link your profile will automatically be used -https://idprotect.vip.symantec.com/desktop/download.v for the E-mail option to obtain the **▽ Text Message Short Message Service (SMS)** security code. Enter the **MFA Device** The SMS option will send your Security Code directly to your mobile device via text message. This option requires you to provide a ten (10) digits U.S. phone Description. number for a mobile device that is capable of receiving text messages. Carrier service charges may apply for this option. OR **V** Interactive Voice Response (IVR) (c) If selecting *Text Message – Short* The IVR option will communicate your Security Code through a voice message that will be sent directly to your phone. The option requires you to provide a valid Message service (SMS) as MFA ten (10) digits U.S. phone number and (Optional) extension that will be used during login to obtain the Security Code. The extension may begin with any one of the following: asterisks**; period '.'; comma ','; pound '#' followed by numeric 0 to 9. For example: 4885554444, 1112. **Device Type**, enter the *Phone Number* To access the application you must enter the provided Security Code on the login page. Carrier service charges may apply for this option. that will be used to obtain the security code and the MFA Device The E-mail address on your profile will be used when registering for Multi-Factor Authentication (MFA) using E-mail option. When logging into a secure Description. application, your Security Code that is required at the login page will be e-mailed to the e-mail address on the profile. Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log (d) If selecting *Voice Message* – back in to try again. Interactive Voice Response (IVR) as MFA Device Type, enter the *Phone* Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below. *Number* and **Extension** that will be * MFA Device Type: Phone/Tablet/PC/Laptop used to obtain the security code. Enter Enter the alphanumeric code that displays under the label Credential ID on your device. the MFA Device Description. * Credential ID: Select *Next* to continue. * MFA Device Description:

18. Your registration for the Multi-Factor Authentication is now complete. Select *OK* to proceed to the My Profile landing screen.

Note: You will receive an E-mail notification for successfully registering the **MFA** credential type.



V. Completing the Multi-Factor Authentication (MFA) – Multi-Factor Authentication will need to be completed each time you log into the CMS Enterprise Portal. Additional information on how the MFA process works can be found at http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/Obtain-2013-QRUR.html.



Steps

- 21. **Multi-Factor Authentication (MFA)** will need to be completed each time you log into the CMS Enterprise Portal.
- a) Enter Your EIDM Password.
- b) Select the **MFA Device Type** from the drop-down menu.

Note: You previously registered to complete the MFA process when setting-up your Physician Quality and Value Programs account. Please ensure that you select the same MFA Device Type you selected when registering for the MFA process during your initial account set-up. You will not be able to complete the MFA process if your selection from the MFA Device Type does not match your initial selection when setting-up your account.

c) Select *Send* to retrieve the **Security** Code

Note: The *Send* option will appear only when the following MFA Device Type is selected:

- Text Message-Short Message Service (SMS)
- Interactive Voice Response (IVR)
- Email
- d) Enter the **Security code** and select **Log In**.

Screenshots

