

Individuals Authorized Access to CMS Computer Services (IACS)

Approver User Guide

DRAFT

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1.0 Introduction

1.1 Purpose

This document establishes the procedures which approvers or External Point of Contacts (EPOCs) use in approving access requests in the Individuals Authorized Access to CMS Computer Services (IACS) service within the Centers for Medicare & Medicaid Services (CMS).

1.2 Background

One of CMS' strategic goals is to streamline their information technology environment so that existing and new systems can work more effectively by sharing information, and so that CMS can be more responsive to the demands of changing business needs and the promises of emerging technology. CMS plans to make data more readily accessible to beneficiaries, partners, and stakeholders in a secure, efficient, and carefully planned manner.

In striving to meet these goals, CMS has established a target enterprise architecture and modernization strategy that is based upon several key design principles:

- An established, secure Internet architecture for the CMS enterprise
- Defined products for the target enterprise architecture
- Defined security classifications and controls for CMS applications
- Defined security services that support the architecture and implement the controls
- Prescriptive application development standards and guidelines for the target environment

Registering and provisioning users for the IACS service is fundamental to the design and implementation of business applications/systems planned for the CMS target enterprise architecture. The duties performed by an approver are an integral part of this effort.

1.3 Roles and Responsibilities

The following entities have responsibilities related to the implementation of this user guide:

User - A user is a Medicare Advantage/Medicare Advantage – Prescription Drug/Prescription Drug Plan/Cost Contract (MA/MA-PD/PDP/CC) Submitter/Representative, a Community Base Organization/Customer Service Representative (CBO/CSR), or a Coordination of Benefits (COB) Transmitter. A user may only be put into a user role; a user may not be put into an approver role.

Approver - An approver is an EPOC or a call center supervisor. Approvers are responsible for approving end users requesting access to CMS systems, which includes employees within their organization as well as subcontractor end users. They may not also be a user of the system for which they have approval authority. They can, however, be a user on another system. Because approvers are the sole points of contact for authorizing their end users, it is strongly recommended that an approver be in a position of authority within an organization, e.g., management official, compliance officer, etc.

1.4 How to Use this document

When an action is required on the part of the reader, it is indicated by a line beginning with the word "Action:" For example:

Action: Click on ***OK***.

The field or button to be acted upon is indicated in ***bold italics*** in the **Action** statement.

1.5 Version Release Notes

This is the initial version of this document; therefore there are no Version Release Notes.

2.0 CMS Approver

2.1 *Registering as an Approver*

In order to be a CMS approver you must first register as an Approver using the IACS Self-Registration process. Refer to the **IACS User Guide** for the registration procedure and other relevant information as listed below.

- The procedure for accessing the web-based IACS Self-Registration form is provided in Section 2.1.
- Information on filling in the User Information on the Self-Registration form is provided in Section 2.2.
- The procedure for registering as an Approver is provided in Section 2.4.
- The procedure for completing the registration process is given in Section 2.5.
- For first time users, the procedure for logging in and changing your password is given in Sections 2.6.
- The procedure for resetting your password, should you forget it, is provided in Section 3.1.
- The procedure for modifying your approver registration profile is provided in Section 3.2.
- Additional helpful information is provided in Section 5.

2.2 *Approving an Approver's Request*

There are several levels of Approvers associated with each of the CMS User Types. The level of Approver who approves user access requests are know as EPOCs. When a requester selects "Approver" as the User Type on the IACS Self-Registration form, the request does not go to an EPOC but to a higher-level Authorizer.

For the MA/MA-PD/PDP/CC Approver User Type, the request goes to a Health Information Specialist (HIS) level 1 authorizer. If the HIS level 1 authorizer approves the request, it is then sent to the Center for Beneficiary Choices (CBC) level 2 authorizer. Both the level 1 and level 2 authorizers must approve the request for it to be provisioned by IACS. If either one rejects the request, the request is denied by IACS.

For the CBO/CSR and COB Approver User Types, the request goes to a level 1 authorizer only; there is no second level of authorization.

2.3 Approver Categorization

There may be multiple approvers available for the same type of user application request. Approvers are categorized by the User Type for which they have approval authority as well as by either Contract Number or Call Center. If a user enters multiple Contract Numbers or Call Centers in the request application, the system may require different approvers for different numbers/centers or one approver may have approval authority for all the numbers/centers entered. If multiple approvers are involved, all approver responses must be completed before IACS can provision the user. Additionally, if multiple approvers are involved and one approver approves a number/center and another approver rejects a number/center, IACS will only provision the user for those Contract Numbers/Call Centers that were approved. Also, if a Contract Number, Call Center, or Organization Number has more than one Approver associated with it, only one of the Approvers needs to approve/deny the request.

Approvers for the MA/MA-PD/PDP/CC User Types [User/Submitter (including Prescription Drug Event (PDE) and Risk Adjustment Processing System (RAPS) and User/ Representative)] are further delineated by the Contract Number/s for which they have approval authority. Thus an MA/MA-PD/PDP/CC Approver may have approval authority for one Contract Number or several Contract Numbers.

Approvers for the CBO/CSR User Type are further delineated by Call Center. Thus a CBO/CSR Approver may have approval authority for either one Call Center or several Call Centers.

Approvers for the COB User Type (User/Transmitter) have approval authority for all COB Organization Numbers.

2.4 Approver Notification of Pending Requests

When a user completes a CMS access registration application, IACS generates an email to all approvers associated with the User Type (MA/MA-PD/PDP/CC, CBO/CSR, COB), and/or Contract Number, or Call Center selected by the requester. This email informs the appropriate approvers there is a request in their queue awaiting approval. The notification email is shown in Figure 1.

You have requests awaiting your approval in the Individuals Authorized Access to the CMS Computer Systems (IACS).

To review your pending request(s), please do the following:

Go to <https://applications.cms.hhs.gov>

Read the Privacy Statement and select Enter. Follow the links to the main IACS page.

Select **Registered User Login**

Log into IACS using your GUID and password.

Click on the "Pending Approvals" link from the End User Menu.

Approve/Reject your requests.

Thank you,
IACS

Please do not reply to this system-generated email.

Figure 1: Approver Notification Email

If an application has been received and has not been approved or denied within 4 days of receipt, IACS automatically generates a reminder email to all appropriate approvers. This reminder notification email is shown in Figure 2.

This is a reminder that you have a pending request awaiting your approval in the Individuals Authorized Access to the CMS Computer System (IACS).

There has been no action on this request for a minimum of 4 days.

Please go to <https://applications.cms.hhs.gov>

Read the Privacy Statement and select Enter. Follow the links to the main IACS page.

Select **Registered User Login**

Log into IACS using your GUID and password.

Click on the "Pending Approvals" link from the End User Menu.

Approve/Reject your requests.

Thank you,
IACS

Please do not reply to this system-generated email.

Figure 2: Approver Reminder Notification Email

3.0 CMS User Approval Process

3.1 Accessing IACS

The following steps and screens show you how to access the web link that allows you to login to IACS.

Action: Browse to <https://applications.cms.hhs.gov>.

Action: Read the government computer system **WARNING** (See Figure 3), and then agree by clicking **Enter**.



Figure 3: Government Computer system Warning Screen

The CMS Application Portal screen will open as shown in Figure 4.

Action: Click on **Registration** on the left sidebar.

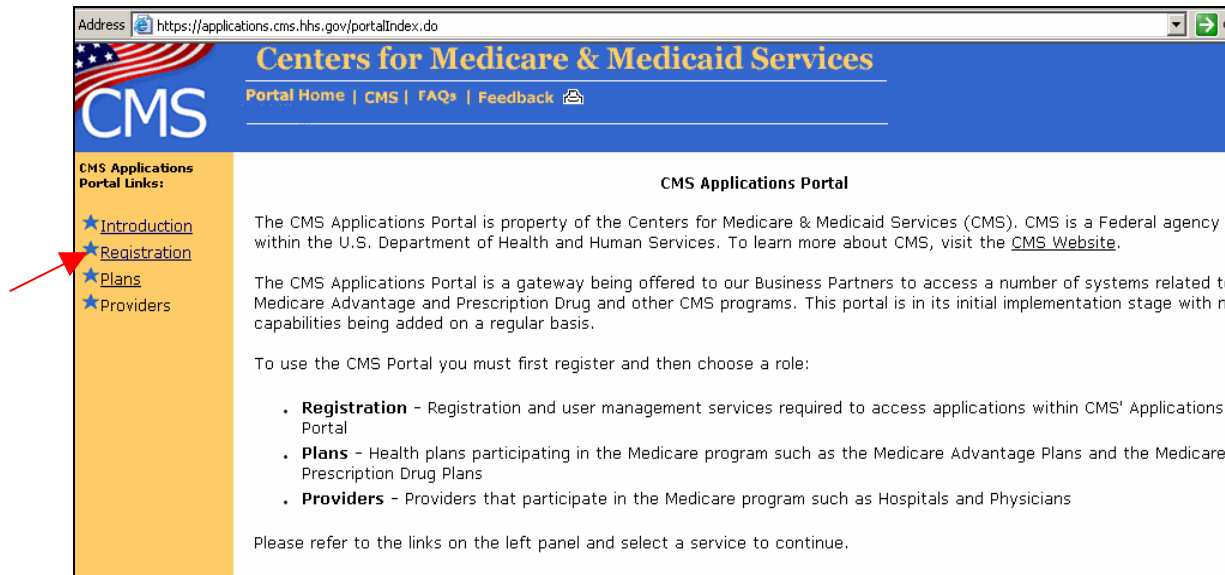


Figure 4: CMS Application Portal Screen

The screen will update to show the screen presented in Figure 5.

Action: Click on **Register to access CMS applications**.

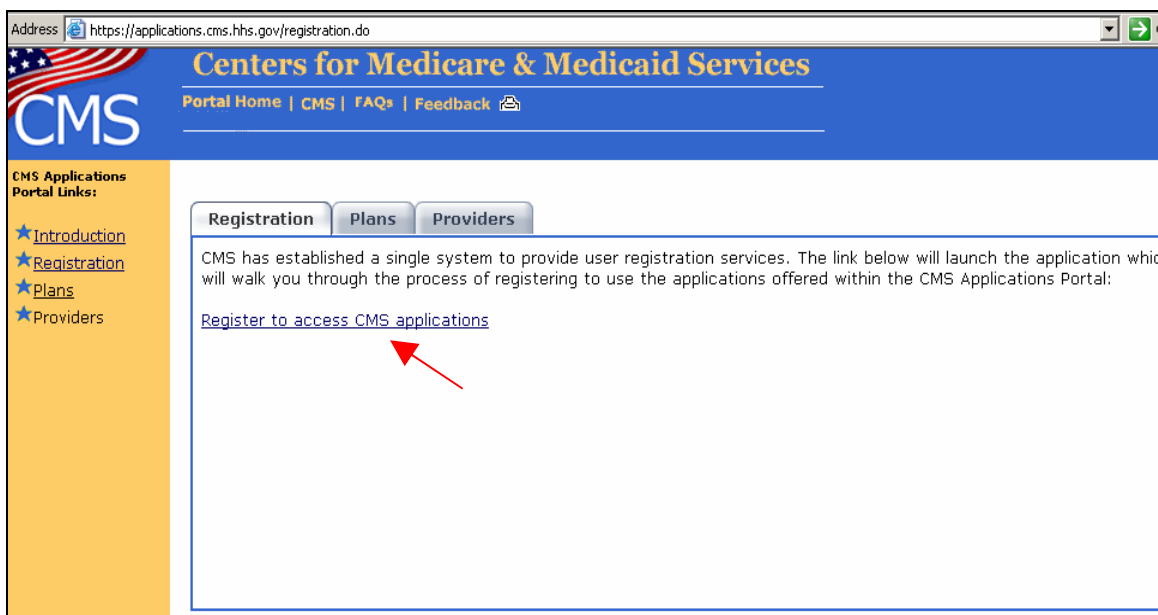


Figure 5: Registration Access Selection Screen

The IACS Request Access screen will be displayed as shown in Figure 6.

Action: Click on **Registered User Login**

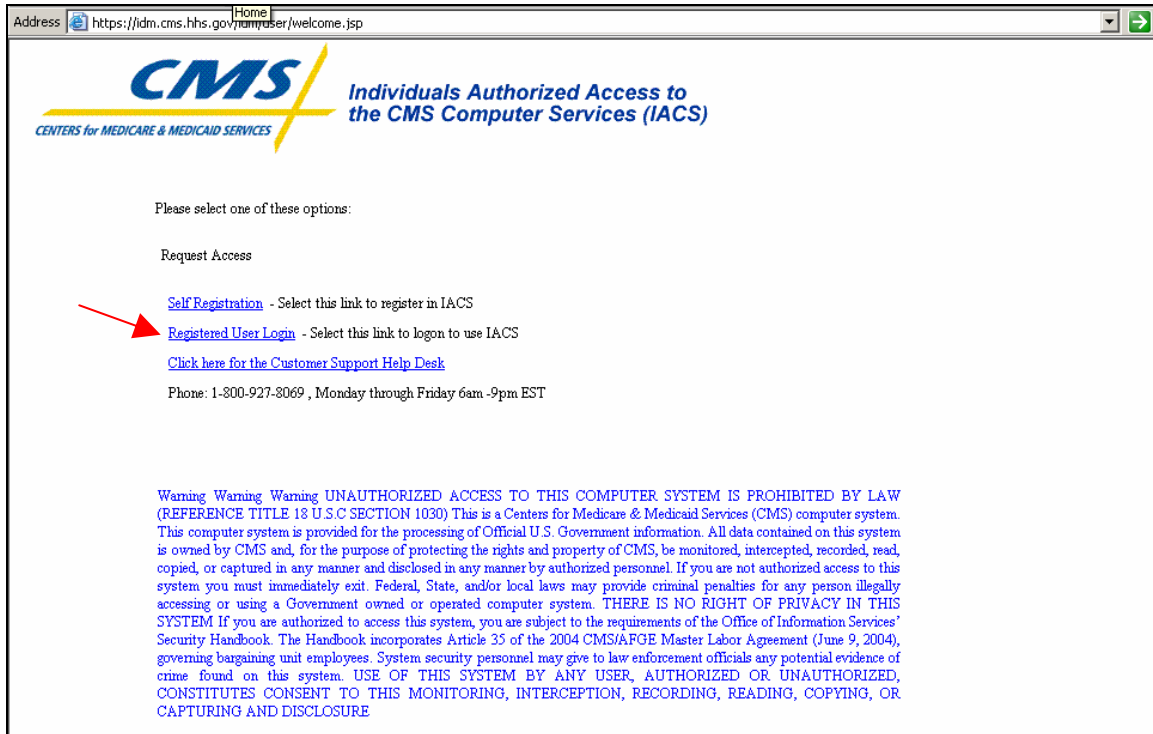


Figure 6: Registered User Login Screen

The “Log in to IACS” screen will open as shown in Figure 7.

Address <https://idm.cms.hhs.gov/idm/user/login.jsp>

CMS
CENTERS for MEDICARE & MEDICAID SERVICES

**Individuals Authorized Access to
the CMS Computer Services (IACS)**

Log In to IACS

Enter your user ID and password, and then click **Login**. If you can't remember your password, click **Forgot Your Password?**

User ID

Password

Figure 7: Log in to IACS Screen

Action: Enter your **User ID**

Action: Enter your **Password** and click **Login**.

The **Main Menu** screen will be displayed as shown in Figure 8.

3.2 Processing Pending Approvals on IACS

The following steps and screens show you how to Approve, Reject, or Defer a Pending Approval request.

Action: In the Main Menu screen, click on the *Pending Approvals* option. (**NOTE:** This is the same menu screen you use if you want to change your password or modify your registration.)

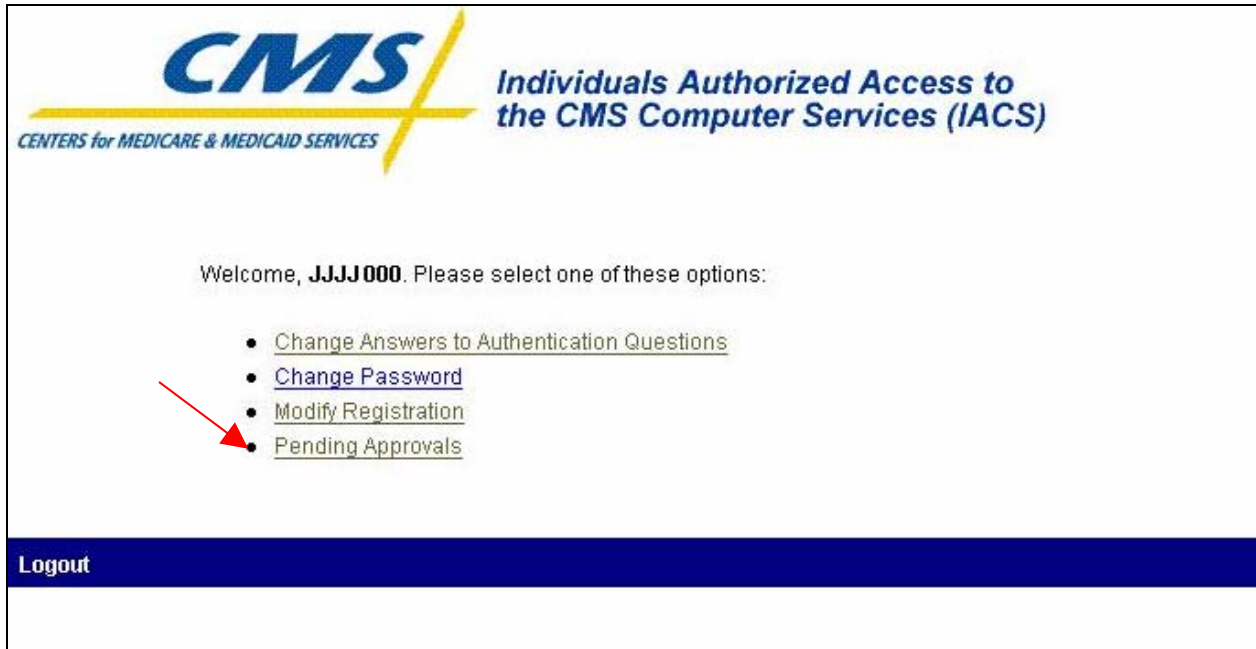


Figure 8: IACS Main Menu Screen

The Main Menu screen will close and an **Inbox** screen will be displayed as shown in Figure 9.

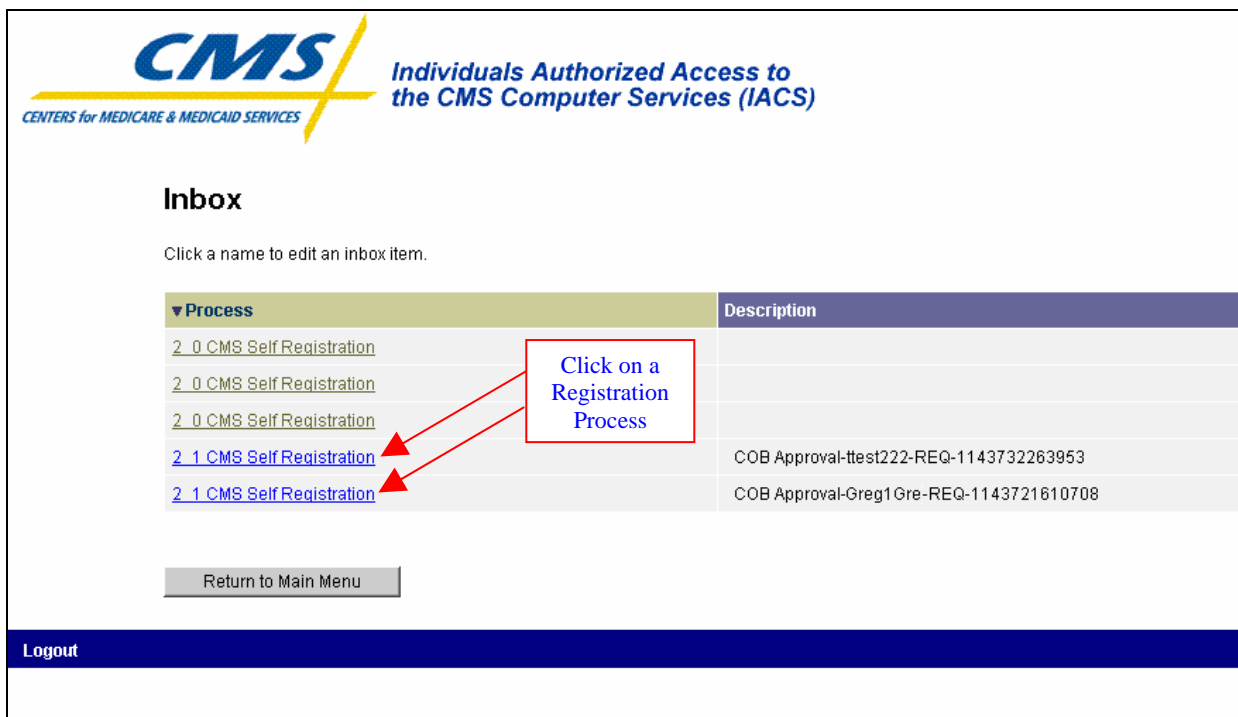


Figure 9: IACS Approver Inbox Screen

Action: Click on the **CMS Self Registration** process you want to work.

NOTE: The process names that are grayed out are processes that have been cancelled but the system hasn't yet removed them from your process queue. They are not processes that can be worked. If they haven't been removed from your queue after 24 hours, notify the system administrator.

The IACS **Application for Access to CMS Computer Systems** screen will open and the **User Information** fields will be filled in with information the requester entered during the registration process. In the **Required Access** portion of the registration screen, information specific to the requester's User Type, Role, and Contract Number/s, Call Center, or Organization Number/s is displayed as well as the requester's justification for the request. **Error! Reference source not found.** shows an example of this screen.

After you have read the requester's information, you can make a determination as to what action you will take on this request. Be sure to double-check the information the user has entered, before making your decision. You can Approve, Reject, or Defer the request.

Application for Access to CMS Computer Systems Approval

User Information	
First Name:	Tom
Last Name:	test222
Middle Initial:	
Email Address:	tTest222@ngc.com
Office Telephone:	410-000-0000
Company/Organization/Department Name:	Netheh
Company Telephone Number(if different):	
Mail Stop:	
Address 1:	410 N Aerth
Address 2:	
City:	New Mirth
State:	NC
Zip Code:	55555
Required Access	
Type of Request:	New User
Type of User:	COB
Role:	Transmitter
Organization Identifier:	COBA
Organization Number:	5555
Justification:	Organization Use
Approval/Rejection Justification:	<input type="text"/>

* indicates a required field

Figure 10: IACS Requester Application Display for Approver

Approve

If you decide to **Approve** the request, you must enter a justification for the approval.

Action: Enter an approval justification in the *Justification* field.

Action: Click on the **Approve** button at the bottom of the screen.

The **Requester Application Display** screen will close and the **IACS Approver Inbox Screen** (Figure 9) will reopen and the process you just approved will not be displayed.

Reject

If you decide to **Reject** the request, you must enter a justification for the rejection.

Action: Enter a reject justification in the *Justification* field. This text will be included in an email to the Requester.

Action: Click on the **Reject** button at the bottom of the screen.

The **Requester Application Display** screen will close and the **IACS Approver Inbox Screen** (Figure 9) will reopen but the process you just rejected will not be displayed.

Defer

You can also Defer action on a request until a later time. For instance if you need to check additional information from another source, you might want to defer action until you have all the information you need to make an informed decision.

Action: Click on the **Defer** button at the bottom of the screen.

The **Requester Application Display** screen will close and the **IACS Approver Inbox Screen** (Figure 9) will reopen. The process you just deferred will remain in your inbox.

Once you are back in the **IACS Approver Inbox Screen** (Figure 9), you can do one of the following:

- Select another **CMS Self Registration** process to work
- Click on the **Return to Main Menu** button to return to the **IACS Main Menu Screen** (Figure 8) and go to another function
- Logout of the IACS Registered User activity.

After you have approved a user's request, IACS will complete the provisioning process and send two emails to the user. The first email contains the GUID for the user and the second email contains a one-time, temporary password the user may use to log in and change his/her password. See the **IACS User Guide**, Section 2.5.

If you reject a request, IACS sends an email to the user notifying the requester of the rejection. The justification you enter for the rejection will be included in the denial email therefore; your justification statement should be clear about your reason for rejecting the access request.

4.0 Acronyms

This section defines acronyms used in this document.

Acronym	Definition
CBC	Center for Beneficiary Choices
CBO	Community Based Organization
CC	Cost Contract
CMS	the Centers for Medicare & Medicaid Services
COB	Coordination of Benefits
CSR	Customer Service Representative
EPOC	External Point of Contact
GUID	Global User Identifier
HIS	Health Information Specialist
IACS	Individuals Authorized Access to CMS Computer Systems
ID	Identification
MA	Medicare Advantage
MA-PD	Medicare Advantage – Prescription Drug
NG	Northrop Grumman
PDE	Prescription Drug Event
PDP	Prescription Drug Plan
RAPS	Risk Adjustment Processing System