What is IACS?

A set of common security services to be deployed throughout CMS IT systems to control both the issuance of electronic identities and access to CMS applications. IACS employs state-of-the-art technology to support:

- Delegated Administration
- Self-Registration
- Self-Management (of user data)
- Approval workflows to manage access requests
- Single Sign-on

Why is it necessary?

A web presence provides significant value to the hosting organization and the organization's consumers. However, the enormous number of web users presents problems for organizations which must provide security for web-enabled functionality. The staff required to administer user ids, passwords, and accesses for the millions of plan providers and beneficiaries would be too costly to implement. CMS needs a user management approach which can scale up to meet this significant demand.

CMS, like many large organizations with a public consumer base, is implementing a delegated administration approach to managing user identities. Delegated administration pushes the burden of managing users to the organizations.

How does it work?

A user who needs access to CMS applications or services will 'Self-Register' via IACS. The user is responsible for entering all required personal, professional and official 'role' information via online forms. The request is managed via approval workflows defined for the type of access request.

Approval is granted by the local administrator at the user's place of work, and (in some cases) a CMS approver. Upon approval, the user is granted a 'role'. That role will provide access to the full suite of applications which support that role. The user's access is restricted to only those data resources the role requires. Access to increasingly higher levels of data will be controlled by multiple levels of authorization and multiple factors of authentication.

Is there a user guide available for download?

You may download the user guide from the User Guide section.

Why was I rejected? What do I do now?

There are several reasons for a rejection. Your contract number may not have a registered EPOC, you may not have a valid contract number associated with your organization, or a number of other issues may apply. Please contact the MMA Helpdesk*. The MMA Helpdesk will either answer your question themselves, or will put you in contact with someone who can answer your question.

I never got an email from IACS.

Contact the MMA Helpdesk* to check the status of your request.

My request was approved, but I cannot login.

Contact the MMA Helpdesk* to check the status of your account and can facilitate the reset of your password, if needed.
I forgot my password.

Contact the MMA Helpdesk* to have your password reset.

Once registered, how long does a request take to get approved?

Approvals for EPOCs can take up to 4 business days. If you have not received a response to your EPOC registration in 4 days, contact the MMA Helpdesk*.

Which application user IDs are managed by IACS?

MARx, MBD and Gentran are managed by IACS.

Are the passwords for my RACF ID and my IACS ID kept in sync?

When changing your password through IACS, both your RACF password and your IACS password will be changed. When changing your password through EUA, only the RACF password will be changed.

I need to send data/approve users for multiple contract numbers. How do I enter that information?

When registering in the IACS system, you have the opportunity to enter all of the contracts you are responsible for. You must enter them in one at a time and click the "add" button before you submit the web form. Even if you are only responsible for one contract, you must enter that contract number and then click the "add" button. If you need to add additional contracts after submitting you initial request, contact the MMA Helpdesk*.

How do I know what type of user to register as (i.e., Approver, Transmitter, Representative, CSR)?

The guidelines for the type of user you should select are as follows:

- EPOC – Someone who will be approving requests for user access to CMS Computer Services. There will be a person at each Plan/Organization who will approve the users that will access CMS Computer Services on their behalf. This person will not have access to any CMS Computer Services.
- Transmitter – Someone who will be sending and receiving files to and from CMS. This person will also have access to the User Interfaces associated with the applications for which they have access.
- Representative – Someone who will access CMS Computer Services, but will not be transferring files.
- CSR – This type is reserved for Help Desk users that will be accessing CMS Computer Services and will not be transferring files.

I still have questions, or my question wasn't answered here. What do I do?
Contact the MMA Helpdesk*.

* The MMA Helpdesk can be reached at 1-800-927-8069 or mmahelp@cms.hhs.gov**. The MMA Helpdesk is available Monday through Friday, 6 a.m. – 9 p.m. EST. For problems with your registration, please have your email address, GUID, any error messages, and the last six digits of your SSN ready. We apologize for the inconvenience, but this will allow for the quickest possible resolution.**