How to Request a MARx Role within the Enterprise Portal

Introduction
Congratulations! You have been identified as a Medicare Advantage Prescription Drug System (MARx) user for your organization. This is exciting news, and we welcome you to the MARx family. This process has a few steps, so we have developed this guide to assist you. Follow the steps below to request a MARx role. In the Overview section below, each step has links to detailed information and screenshots of the process.

Overview
2. If you have an existing account, log in with your Identity Management (IDM) user ID, password, and Multi-factor Authentication (MFA) security code. If you do not have an account, complete ‘New User Registration.’
3. Select either Request your Role or Add a New Contract to Your Existing Role.
4. Submit your request and wait for the email notification of your approval.
5. Your account will need to be fully provisioned with the new role and access. This process can take 24-48 hours. Until fully provisioned, you will receive an Error Message when you try to access your account or a newly added role.

Request Your Role
2. Enter your user ID, password, and agree to the ‘Terms & Conditions.’
3. Obtain an MFA code using your preferred method.
4. Enter the code and select ‘Verify,’ or if using Okta Verify, select ‘Send Push’, and accept the notification on your application.
5. Select ‘Add Application.’
6. On the ‘Request Application Access’ screen, select an application using the drop-down menu. For the access to MARx, choose the ‘MA/MA-PD/PDP/CC’ application, then select ‘Next.’

![Request Application Access](image)

7. Select your role from the drop-down menu. A role is usually provided to the user by their company; the MAPD Help Desk cannot advise which role to select. If your employer needs assistance determining which role to request, please have them contact the MAPD Help Desk. Our number is 800-927-8069 and we are open Monday through Friday, 8:00 AM - 6:00 PM ET.

**Note:** New Plans establishing connectivity for the first time will need to have an External Point of Contact (EPOC) and Medicare Advantage (MA) Submitter in place to begin and test connectivity. The MA Representative role is optional but is required for analysis and support of business processes.

![Select a Role](image)
8. Complete the Identity Verification process by selecting ‘Launch.’

**Note:** If you have other roles or have previously completed this step for another application, you do not need to complete this step.

9. When the ‘Identity Verification Overview’ screen pops up, select ‘Next.’
10. Agree to the ‘Terms & Conditions’ and select ‘Next.’

![Step #2: Accept Terms & Conditions](image)

11. Enter your personal information. Verify the information populated on the screen and click the checkbox to indicate you have read the information and it is accurate.

**Note:** If you have any difficulty completing the verification process, return to this screen and try the process again.

![Check here if you have read and verified the information above is accurate and complete as required by Identity Verification.](image)

12. The next screen will tell you if you were verified against the Experian Verification Support Service’s database. If you are unable to be verified, please follow the steps in the red Error message box.
that appears. If you cannot be verified after contacting Experian, please contact the MAPD Help Desk at 1-800-927-8069, Monday – Friday, from 8:00 AM – 6:00 PM ET.

13. When the verification process is complete, you will be routed back to the ‘Request Application Access’ screen for Business Contact Information. Enter your information and select ‘Next.’

14. The next screen prompts you to enter your Plan contract number. The Plan contract number is a letter followed by four (4) numbers, such as H1234. If you have more than one contract to enter, add the additional contract by entering a comma followed by a space and then the next contract number (i.e. H1234, S1234). Select ‘Next.’
15. Enter your ‘Reason for Request’ and select ‘Submit.’

16. You will be asked if you wish to proceed. Select ‘OK.’

17. The ‘Request New Application Access Acknowledgement’ screen will display a tracking number.

   Note: Save this request ID for your records. An email will be sent acknowledging the request, with a tracking number and email for each contract requested. Select ‘OK.’
Add a New Contract to Your Existing Role

2. Enter your user ID, password, and agree to the ‘Terms & Conditions.’
3. Obtain an MFA code using your preferred method.
4. Enter code and select ‘Verify;’ or if using Okta Verify, select ‘Send Push’, and accept the notification on your application.
5. At the top of the page, you will see your name. From the drop-down menu under your name, select ‘My Access.’

6. The ‘My Access’ page displays your current roles and access. Choose ‘Select Action’ and ‘Modify Role Details.’

7. The ‘Role Details’ screen will display. Select ‘Modify.’
8. In the ‘Plan Contract Number’ box, enter your Plan Contract Number(s). The Plan Contract Number is a letter followed by four (4) numbers, such as H1234. If you have more than one (1) contract to enter, add the additional contract(s) by entering a comma followed by a space and the next contract number (e.g. H1234, S1234).

**WARNING:** Do not remove any contracts from your existing list. If you remove these contracts, you will remove your access to those contracts.

9. Enter your ‘Reason for Change’ and select ‘Submit.’
10. The ‘Request Modify Role Details Acknowledgment’ screen populates with a tracking number.

**Note:** Save this request ID for your records. An email will be sent acknowledging the request and you will have a tracking number and email for each contract requested. Select ‘Ok.’

![Image of Request Modify Role Details Acknowledgment screen]

**Email Notification of Role Approval**

From: donotreply@cms.gov donotreply@cms.gov
Sent: 
To: 
Subject: [EXTERNAL] CMS Enterprise Portal – Role Request Approval

Your IDM request ###### has been approved.

The following is the Justification for Action that was entered: Approve Medicare Eligibility

You requested:
Application: MA/MA-PD/PDP/CC
Role: XXXXXXXXX
Attribute Value: H###

If you have questions or need assistance, please use the following information to contact the Application Help Desk:

MAPD Help Desk
mapdhelp@cms.hhs.gov
1-800-927-8069

Thank you,
CMS Identity Management System

Please do not reply to this system generated email.
Error Message

Until their role provisioning is fully completed, users will receive the following error message when launching the MARx UI application. Provisioning may take 24-48 hours following approval by CMS.

![Error Message](image)