

Instructions for Requesting a New CMS User ID:

HPMS State User

Prior to starting this process, please add the following email addresses to your email address book and/or “safe senders list” to ensure delivery: EUA@cms.hhs.gov, ESS@cms.hhs.gov

1. Enter the **EUA Front-End Interface (EFI) URL** <https://eua.cms.gov/efi> making sure you are not in compatibility mode and are using Google Chrome v69+, or newer, or Microsoft Edge v89+ or newer.
2. Click the “Register” button.
3. Enter your personal details in the respective boxes. Create your own “username” and “password”. **Note** – Both the user name and password are case sensitive. The password must be eight to twenty-four characters long, at least one uppercase letter, contain at least one special character (i.e.!, @, % etc.), and contain at least one number. If you already have a 4 character CMS user ID, do NOT complete another request. Contact an HPMS team member and request the additional access needed. **The email address you use in EFI must be the same email address you will use in HPMS under your User ID profile.**
4. Click on the “Sign Up” tab and log out.
5. Check your email for an automated email from EUA to activate your account.
6. Click the “Activate EFI Account” link in the email you receive from eua@cms.hhs.gov.
7. Enter the “username” and “password” that you created when you registered and then click on the “Login” tab.
8. At the “Warning” screen click on the “Agree” Tab to continue.
9. Click on word “Access” and “view access” from the drop down menu, it will take you to the screen to enter User Details.
10. Under “User Category” select “Business Partner” see screenshot after step 12 for reference.
11. Under “type” select “State Agency”
12. It is *crucial* that you select the appropriate HPMS designated **HPMS state user**. Not selecting the correct HPMS designated State Agency will result in a significant delay. Under “State Agency”:
 - If you are a State SHIP user, select “State Govt – HPMS SHIP”
 - If you are a State PACE user, select “State Govt – HPMS – PACE”
 - If you are a State Regulator user, select “State Govt – HPMS – State Regulator”
 - If you are a State MMP user, select “State Govt – HPMS – Financial Alignment Demo”
 - If you are a State Ombudsman user, select “State Govt – HPMS – Ombudsman”
 - If you are a State SPAP-ADAP user, select “State Govt – HPMS SPAP-ADAP”
 - If you are a State D-SNP Only Contract user, select “State Govt – HPMS D-SNP ONLY”

The screenshot shows the 'EFI EUA Front-End Interface' with a navigation bar containing 'Home', 'Access', 'Manage', and 'Reports'. Below the navigation bar is a 'Select' dropdown. The main section is titled 'User Details' and contains two dropdown menus: 'Category' (set to 'Business Partner') and 'Type' (set to 'State Agency'). Below these is a 'Request Justification' text area. A dropdown menu for 'State Agency' is open, displaying a list of options. The option 'STATE GOVT - HPMS SPAP-ADAP' is highlighted in blue. Other options include 'STATE GOVT - GA - Medicaid', 'STATE GOVT - GU - Medicaid', 'STATE GOVT - HI - Medicaid', 'STATE GOVT - HI - Survey and Cert', 'STATE GOVT - HICS', 'STATE GOVT - HPMS - Financial Alignment Demo', 'STATE GOVT - HPMS - Ombudsman', 'STATE GOVT - HPMS - State Regulator', 'STATE GOVT - HPMS D-SNP ONLY', 'STATE GOVT - HPMS SHIP', 'STATE GOVT - HPMS- PACE', and 'STATE GOVT - IA - Medicaid'.

13. In the “Request Justification” box type what type of user you are, and what access you need in the system.

14. Select “Personal Details” and enter the required information in the boxes. Note – enter your Social Security number with the dashes included (xxx-xx-xxxx).
15. Select “Contact Details” and enter the required information in the boxes.
16. Select “Additional Details” and enter the following information. For “CMS Region/Facility” select the CMS Region/Facility where your office/state is located. Do **not** select any “Central Office” or “NA” as a location.

Region	Location (State)
1	Boston (CT, ME, MA, NH, RI, VT)
2	New York (NJ, NY, PR, VI)
3	Philadelphia (DE, DC, MD, PA, VA, WV)
4	Atlanta (AL, NC, SC, FL, GA, KY, MS, TN)
5	Chicago (IL, IN, MI, MN, OH, WI)
6	Dallas (AR, LA, NM, OK, TX)
7	Kansas City (IA, KS, MO, NE)
8	Denver (CO, MT, ND, SD, UT, WY)
9	San Francisco (AZ, CA, GU, HI, NV)
10	Seattle (AK, ID, OR, WA)

17. Select “Save” or “Submit”. If you choose to “save” your request, you can log back into EFI and modify the request details at a later time. Once you select “Submit”, you will receive notice on the screen that the submission was successful and an automated confirmation email from the system.

If you have questions or would like more detailed instructions please send an email to Kristy.Holtje@cms.hhs.gov.

You will receive several system generated emails throughout the approval and connection process.