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# User Guide for Covered Recipients

## O P E N P A Y M E N T S

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C R E A T I N G P U B L I C T R A N S P A R E N C Y  
I N T O I N D U S T R Y - P H Y S I C I A N  
F I N A N C I A L R E L A T I O N S H I P S

July 2024

**Disclaimer:** The Centers for Medicare & Medicaid Services (CMS) is providing this guidance document as informational material on Open Payments. Although every reasonable effort has been made to assure the accuracy of the information, it is the responsibility of the user to ensure adherence to the requirements of the Open Payments implementing regulations, the Medicare, Medicaid, Children's Health Insurance Programs; Transparency Reports and Reporting of Physician Ownership or Investment Interests Final Rule codified at 42 C.F.R. Parts 402 and 403 [CMS-5060-F]. This User Guide is not intended as a supplement or replacement of the Final Rule.

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# INTRODUCTION

## Purpose of the Open Payments User Guide

This Open Payments User Guide includes definitions, descriptions, screenshots, tools, and tips designed to help [physicians](#), [non-physician practitioners \(NPPs\)](#), and [teaching hospitals](#) better understand how to comply with Open Payments (the Sunshine Act).

As the Open Payments system develops, the Open Payments User Guide will be updated at least once annually. The User Guide consists of the following chapters:

- **Introduction to Open Payments**
- **Introduction to Reporting and Data Collection**
- **Physician, NPPs, and Teaching Hospital Registration**
- **Review and Dispute**
- **Additional Information and Resources**

## Revision History

Version	Date Published	Description	Version Updates
1.0	August 2013	Initial Release	Chapters 1, 2, 3, & 4
2.0	June 2014	Update	Chapters 1, 2, 3, 4, & 7
3.0	July 2014	Update	Chapters 5, 8, & 9
3.1	August 2014	Update	Minor corrections and updates
4.0	December 2014	Update	Updates made to Chapter 5
5.0	January 2015	Update	Chapter 10 and updates for registration and data submission
6.0	March 2015	Update	Updates for registration and data submission
7.0	April 2015	Update	Updates for review and dispute
8.0	June 2015	Update	Updated Chapter 10 for PY2014 data publication
9.0	January 2016	Update	Updated throughout to reflect system updates in Jan 2016
10.0	June 2016	Update	Updated publication chapter, added to glossary
11.0	January 2017	Update	Updated to reflect changes to registration and data submission
12.0	June 2017	Update	Updated publication chapter, removed outdated information
13.0	September 2017	Update	Updated to reflect system updates
14.0	January 2018	Update	Updated to reflect system updates
15.0	March 2018	Update	Updated to reflect system updates for Review and Dispute
16.0	January 2019	Update	Updated to reflect system updates
17.0	September 2019	Update	Updated to reflect system updates
18.0	January 2020	Update	Updated to reflect system updates
19.0	January 2021	Update	Updated to reflect system updates
20.0	February 2021	Update	Updated to reflect EIDM to IDM Migration changes
21.0	July 2021	Update	Updated to reflect system updates
22.0	September 2021	Update	Updated to reflect system updates
23.0	January 2022	Update	Updated to reflect system updates
24.0	September 2022	Update	Updated to reflect system updates
25.0	January 2023	Update	Updated to reflect system updates
25.1	April 2023	Update	Updated to reflect new IDM password requirements
26.0	July 2024	Update	Updated to reflect changes from OPS1.0 to OPS2.0



### Chapter 1: Introduction to Open Payments (the Sunshine Act)

This introduction chapter provides general information about the program, an overview of the Open Payments system, and an explanation of how to determine if an entity is required by Open Payments to report certain payments or other transfers of value to physicians, non-physician practitioners (NPP) and teaching hospitals, or certain physician ownership or investment interests.

#### Section 1.1: Program Overview

##### 1.1a: What is the Affordable Care Act Section 6002?

Section 6002 of the Affordable Care Act [P.L. 110-148] amends Title XI of the Social Security Act to add Section 1128G, which mandates the creation of a program for (1) reporting payments and other transfers of value made to [covered recipients](#) and [physician owners or investors](#), by manufacturers of drugs, devices, biologicals, or medical supplies for which payment is available under Medicare, Medicaid, or the Children's Health Insurance Program (CHIP); and (2) reporting ownership or investment interests held by physicians or their immediate family members in [applicable manufacturers](#) and [applicable group purchasing organizations \(GPOs\)](#), as well as reporting payments or other transfers of value made by these applicable manufacturers and applicable GPOs to these physicians.

As of January 2022, the Open Payments System is updated per [section 403.902](#) of the Affordable Care Act to include the NPPs as covered recipients in the Open Payments System. Per the final rule, the updated definition of covered recipient means— (1) Any physician, physician assistant, nurse practitioner, clinical nurse specialist, certified registered nurse anesthetist, anesthesiologist assistant, or certified nurse-midwife who is not a bona fide employee of the applicable manufacturer that is reporting the payment; or (2) A teaching hospital, which is any institution that received a payment under 1886(d)(5)(B), 1886(h), or 1886(s) of the Act during the last calendar year for which such information is available.

This program establishes a system for annually reporting this data to the Centers for Medicare & Medicaid Services (CMS).

##### 1.1b: What is the Purpose of Open Payments (the Sunshine Act)?

Open Payments is a national disclosure program that promotes transparency by publishing data on the financial relationships between the healthcare industry (applicable manufacturers and applicable GPOs; together referred to as reporting entities) and healthcare providers (physicians, NPPs, and teaching hospitals) on a publicly accessible website. This publicly available website is designed to increase access to, and knowledge about, these relationships and provide the public with information to enable them to make informed decisions. The public can search, download, and evaluate the reported data.

Disclosure of the financial relationships between industry and healthcare providers is not intended to signify an inappropriate relationship, and Open Payments does nothing to prohibit such transactions. Collaborations among the medical product industry, physicians, NPPs, and teaching hospitals contribute to the design and delivery of life-saving drugs, devices, biologicals, and medical supplies. However, these

relationships may also influence research, education, and clinical decision-making in ways that compromise clinical integrity and patient care and may potentially lead to increased healthcare costs. While disclosure alone is not sufficient to differentiate between the beneficial financial relationships and those that may create conflicts of interest, transparency will shed light on the nature and extent of the relationships that exist and discourage the development of inappropriate relationships.

### 1.1c: Who Participates in Open Payments (the Sunshine Act)?

Open Payments requires participation from certain manufacturers of drugs, devices, biologicals, or medical supplies covered under Title XVIII of the Social Security Act (Medicare), or a State plan under Title XIX (Medicaid) of XXI of the Social Security Act (CHIP) and certain GPOs. These products are defined as “Covered Products” under Open Payments.

Applicable manufacturers of covered products, and entities under [common ownership](#) with applicable manufacturers who also provide [assistance and support](#), are required to annually report to CMS:

- Payments or other transfers of value, including general and research, made to physicians, NPPs, and teaching hospitals.
- Certain ownership or investment interests held by physicians or their immediate family members.
- Applicable GPOs are required to annually report to CMS:
  - Payments or other transfers of value, including general and research, made to physician owners or investors.
  - Certain ownership or investment interests held by physicians or their immediate family members.

While not required to participate, Open Payments encourages physicians, NPPs, and teaching hospitals to participate by tracking their financial relationships with applicable manufacturers and applicable GPOs and reviewing data reported about them in the Open Payments system to ensure the accuracy of the information.

Open Payments also encourages the public and healthcare consumers to access, review, and use the data to make informed healthcare decisions.

### 1.1d: Key Dates for Open Payments Program Years

For each program year, the following dates are of key importance:

Applicable manufacturers and applicable GPOs are required to **collect data** documenting their financial relationships with certain physicians, NPPs, and teaching hospitals for the period of January 1 to December 31 of each year.

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**Data submission** for a program year begins in February of the following year and runs through the end of March. For example, data submission for Program Year 2022 took place in February and March of 2023.

**The review and dispute period** occurs immediately after the submission period ends and extends for at least 45 days. During this period, physicians, NPPs, and teaching hospitals review and, if necessary, dispute data submitted by reporting entities. Applicable manufacturers and applicable GPOs can then correct the data to resolve any disputes for an additional fifteen-day correction period. Review, dispute, and correction activities can occur until the end of the calendar year that the record was submitted, though the initial publication of the program year data will reflect the state of the record as of the end of the correction period. Disputes initiated after the review and dispute period, or corrections made after the end of the correction period will be reflected in later publications. For details refer to the “Methodology and Data Dictionary Document” available on the Resources page of the Open Payments website, at <https://www.cms.gov/OpenPayments/Resources>.

**Data publication** occurs twice per year, with a June publication and an early year publication.

- **June Publication - Initial Publication**

- The first publication of the eligible records submitted and attested on or before the submission closing date of the latest program year.
- The republication of eligible records from prior program years, including updates to previously published records made since the previous publication.
- The data published is the latest attested version of the payment records at the end of the correction period of the latest program year.

- **Early Year Publication - Refresh Publication**

- Publishes updates to the data made since the Initial Publication.
- The second publication of eligible records submitted and attested on or before the submission closing date of the latest program year.
- Contains updates made to records after the correction period of the latest program year and before the end of the calendar year (or before the modified-without-dispute cutoff date in November for records not under dispute).
- The data published is the latest attested version of the data at the end of the calendar year.

For example, the June 2023, data publication included the initial publication of Program Year 2022 data and republication of prior program years. The early 2023 data publication included the refresh publication of Program Year 2022 data and republication of prior program years.

**Registration** for the Open Payments system, and the ability to dispute data, is available year-round. Information on these activities and time periods is provided throughout this document.

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The table below lists key program dates for a program year, which is the year the reported payments or other transfers of value were made.

**Figure 1: Key Dates for the Open Payments Program Year**

<b>Program Activities</b>	<b>Program Timeline</b>
Data Collection: Reporting entities collects data	January 1 – December 31 of program year
Data Submission: Reporting entities submits and attests to data in the Open Payments system	February – March of the calendar year after the program year
Pre-publication Review Dispute and correction: Physicians, NPPs, and teaching hospitals review the reported data and dispute any data they believe is inaccurate; industry makes corrections to the data (reflected in the initial publication)	Review, Dispute, and Correction period: April – May
Annual Data Publication: Initial program year initial data publication Prior program year data refresh publication	On or by June 30
Physicians, NPPs, and teaching hospitals continue to review and dispute data; industry continues to make corrections to the data (reflected in the data refresh publication)	May 15 – December 31
Data Refresh: Open Payments data refresh	January

### Section 1.2: Determining if an Entity is an Applicable Manufacturer or Applicable GPO

Open Payments requires certain entities that make payments or other transfers of value to physicians, NPPs, or teaching hospitals to report relevant data regarding the payment or other transfers of value to CMS.

To determine if a particular entity is required to report, follow these steps:

- Step 1:** Determine if the entity operates in the United States (including any territory, possession, or commonwealth of the United States). See the reference guide in **Figure 2**.
- Step 2:** Determine if the entity engages in activities of Type 1 or Type 2 applicable manufacturer. See the reference guide in **Figure 2**.
- Step 3:** Determine if the entity's products are covered drugs, devices, biologicals, or medical supplies, or covered products. See the reference guide in **Figure 2**.
- Step 4:** If the entity possesses the characteristics illustrated in **Figure 2**, the entity is **determined to be an applicable manufacturer in Open Payments**.

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If the entity does not meet these characteristics, the entity is not determined to be an applicable manufacturer. Note that the entity still may be an applicable GPO in Open Payments.

Proceed to Step 5 to determine if the entity is an applicable GPO.

**Step 5:** Determine if the entity operates in the United States (includes any territory, possession, or commonwealth of the United States). See the reference guide in **Figure 3**.

**Step 6:** Determine if the entity engages in activities of an applicable GPO. See the reference guide in **Figure 3**.

**Step 7:** Determine if the entity's products are covered drugs, devices, biologicals, or medical supplies, or covered products. See the reference guide in **Figure 3**.

**Step 8:** If the entity possesses the characteristics illustrated in **Figure 3**, **the entity is determined to be an applicable GPO in Open Payments**.

If the entity does not possess the characteristics as illustrated in **Figure 3**, the entity is not determined to be an applicable GPO in Open Payments.

The below figure provides a reference guide for determining if a drug, device, biological, or medical supply manufacturer is an applicable manufacturer in accordance with Open Payments and outlines the characteristics of two types of applicable manufacturers.

**Figure 2: Determining if an Entity Is an Applicable Manufacturer**

Characteristic	Type 1 Manufacturer IF	Type 2 Manufacturer IF
<b>Operate in US?</b>	<ul style="list-style-type: none"> <li>Entity's physical location is within the United States and/or it conducts activities within the United States. This includes any territory, possession, or commonwealth of the United States, either directly or through a legally authorized agent.</li> </ul>	<ul style="list-style-type: none"> <li>Same as Type 1 Manufacturer.</li> </ul>
<b>Activities</b>	<ul style="list-style-type: none"> <li>Engages in the production, preparation, propagation, compounding, or conversion of a covered drug, device, biological, or medical supply.</li> <li>This includes distributors or wholesalers that hold title to a covered drug, device, biological, or medical supply.</li> </ul>	<ul style="list-style-type: none"> <li>Exists under common ownership with a Type 1 applicable manufacturer AND</li> <li>Provides assistance or support to such an entity with respect to the production, preparation, propagation, compounding, conversion, marketing, promotion, sale, or distribution of a covered drug, device, biological, or medical supply.</li> </ul>

Characteristic	Type 1 Manufacturer IF	Type 2 Manufacturer IF
<b>Covered Products</b>	<ul style="list-style-type: none"> <li>Reimbursed by Medicare, Medicaid, or Children’s Health Insurance Program AND</li> <li>If the product is a drug or biological, and it requires a prescription (or doctor’s authorization) to administer OR</li> <li>If the product is a device or medical supply, and it requires premarket approval or premarket notification by the Food and Drug Administration (FDA).</li> </ul>	<ul style="list-style-type: none"> <li>Same as Type 1 Manufacturer.</li> </ul>

**Figure 3** provides a reference guide for determining if a drug, device, biological, or medical supply purchasing entity is an applicable GPO in accordance with Open Payments. **Figure 3** also outlines the characteristics of applicable GPOs.

**Figure 3: Determining if an Entity Is an Applicable GPO**

Characteristic	Group Purchasing Organization IF
<b>Operate in US?</b>	<ul style="list-style-type: none"> <li>Entity’s physical location is within the United States and/or it conducts activities within the United States. This includes any territory, possession, or commonwealth of the United States, either directly or through a legally authorized agent.</li> </ul>
<b>Activities</b>	<ul style="list-style-type: none"> <li>Purchases, arranges for, or negotiates the purchase of a covered drug, device, biological, or medical supply for a group of individuals or entities, but not solely for use by the entity itself.</li> </ul>
<b>Covered products</b>	<ul style="list-style-type: none"> <li>Reimbursed by Medicare, Medicaid, or Children’s Health Insurance Program AND</li> <li>If the product is a drug or biological, it requires a prescription (or doctor’s authorization) to administer OR</li> <li>If the product is a device or medical supply, it requires pre-market approval or pre-market notification by the FDA.</li> </ul>

### Section 1.3: Who Are Entities Reporting On

Applicable manufacturers and applicable GPOs are required to report payments or other transfers of value to covered recipients, and physician owners/investors. Covered recipients in Open Payments include any physician, physician assistant, nurse practitioner, clinical nurse specialist, certified registered nurse anesthetist, anesthesiologist assistant, or certified nurse-midwife who is not a bona fide employee of the applicable manufacturer that is reporting the payment, and teaching hospitals.

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For the purposes of Open Payments, physicians are defined as legally authorized to practice by their state as follows:

- Doctors of medicine or osteopathy practicing medicine or surgery
- Doctors of dental medicine or dental surgery practicing dentistry
- Doctors of podiatric medicine
- Doctors of optometry
- Chiropractors

For the purposes of Open Payments, NPPs are defined as legally authorized to practice by their state as follows:

- Physician assistant
- Nurse practitioner
- Clinical nurse specialist
- Certified registered nurse anesthetist
- Certified nurse-midwife
- Anesthesiologist assistant

A teaching hospital is any institution that received a payment for Medicare direct graduate medical education (GME), inpatient prospective payment system (IPPS) indirect medical education (IME), or psychiatric hospital IME programs under 1886(d) (5) (B), 1886(h), or 1886(s) of the Social Security Act during the last calendar year for which such information is available.

Additionally, applicable manufacturers and applicable GPOs are required to report ownership or investment interests in the entity held by a physician (referred to as a physician owner or investor) or the physician's immediate family members, and report payments or other transfers of value to these physicians holding ownership or investment interests. A physician's immediate family member is the physician's (1) spouse; (2) natural or adoptive parent, child, or sibling; (3) stepparent, stepchild, stepbrother, or stepsister; (4) father, mother, daughter, son, brother, or sister-in-law; (5) grandparent or grandchild; or the (6) spouse of a grandparent or grandchild.

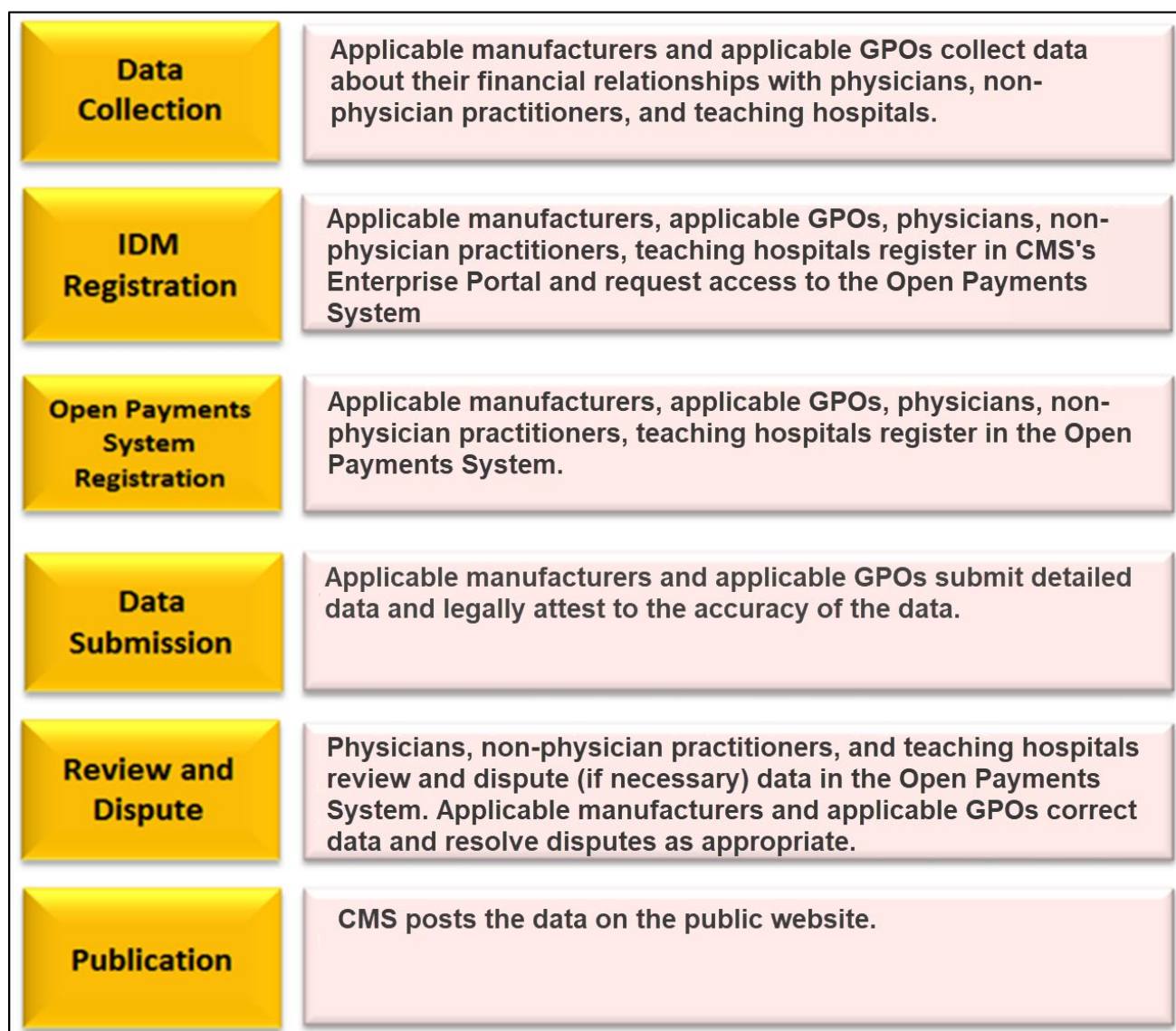
### Section 1.4: Open Payments System Overview

The Open Payments system is the tool developed to support Open Payments. Users will interact with the system to perform several functions based on their role.

Applicable manufacturers, applicable GPOs, physicians, NPPs, and teaching hospitals who participate in the Open Payments program must register in the Open Payments system. **Figure 4** provides a high-level process flow.



**Figure 4: High-Level Process Flow for Open Payments**



### 1.4a: Open Payments System Browser Requirements

The Open Payments system is a web-based application and can be run on one of the listed browsers below:

- Google Chrome (Version 89 or higher),
- Microsoft Edge (Version 89 or higher),
- Safari (Version 13.1.2), and
- Mozilla Firefox (Version 83 or higher) browsers.



### 1.4b: Functionalities within the Open Payments System

Users will perform functions within the Open Payments system based on what is required of them by the program and their specific user roles. Most of the functions required by Open Payments will require interaction with the Open Payments system.

Key functions of Open Payments system users include the following:

- For applicable manufacturers/applicable GPOs: Create a profile in the system, submit data into the system, verify the data, and attest to the accuracy of the data.
- For physicians/NPPs/teaching hospitals: Create a profile, review the data supplied by applicable manufacturers and/or applicable GPOs, and dispute or affirm the data.

This User Guide will cover functions of the system in detail in each chapter.

### 1.4c: Setting Email Filters to Accept Open Payments Emails

The Open Payments system will transmit emails to communicate with users. Take precautions to ensure that these emails are not directed into your junk mail or spam folders. Open Payments notification emails will come from the address [openpaymentsnotifications@cms.hhs.gov](mailto:openpaymentsnotifications@cms.hhs.gov).

### 1.4d: Accessibility Guidance

This section provides some basic guidance for keyboard and JAWS screen reader users. While not all screen reader users use JAWS and not all JAWS users have the same version, this guidance should be applicable to other screen readers and most versions of JAWS.

#### 1.4d (1): "Skip to Main Content" Link

The "Skip to main content" link provides a shortcut to the main content of the page. Using the link allows a keyboard user to reach the core information on the page without having to tab through the global portal banner.

Screen reader users can use the link to jump their screen reader to the start of the portal content and skip the global banner area on each page. Activating the "Skip to main content" link brings the user to the beginning of the Open Payments content area on the page.

#### 1.4d (2): Useful JAWS Keystrokes

The keystrokes given in **Figure 5** find the next occurrence of a particular element on a page. Using the Shift key at the same time will find the previous occurrence. These shortcuts allow a screen reader user to quickly jump their screen reader between the form fields on each page or explore the overall structure of the page by jumping between the different headings on the page that denote the start of different content areas on the page.

**Figure 5: Useful JAWS Keystrokes**

Key	What it finds	Why this is useful
<b>F</b>	Form field	The F key allows users to move from form field to form field. Many pages on the Open Payments website are made of forms. The F key allows JAWS users to determine what fields are on the Open Payments form pages quickly.
<b>H</b>	Heading	The H key allows users to move from heading to heading. Headings define the structure of many pages. Moving between sections of an Open Payments page allows for a quick guide to page structure and a way to access sections easily.

## Section 1.5: Additional Information and Resources

CMS supports Open Payments system users through several different methods. These include webinars, Frequently Asked Questions (FAQs), step-by-step quick reference guides (QRGs), and technical support provided by the Open Payments Help Desk.

### 1.5a: Open Payments Website

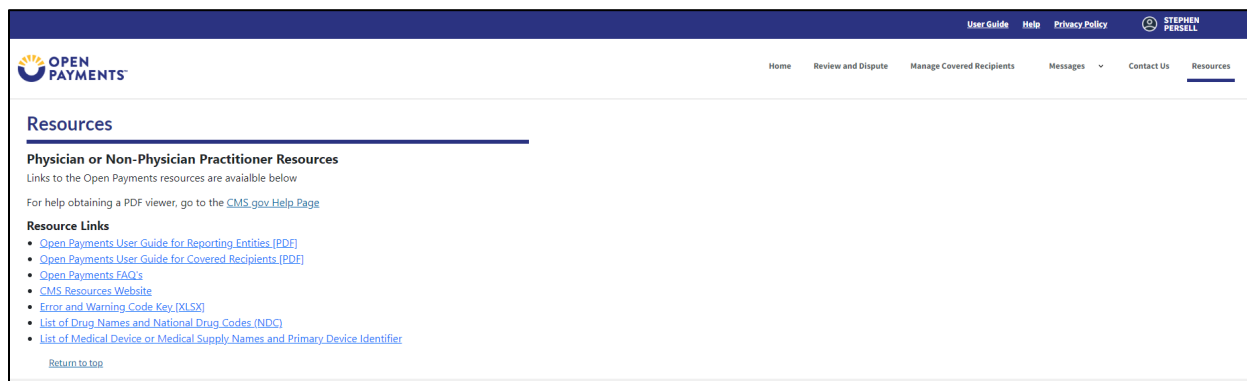
The Open Payments website at <https://www.cms.gov/openpayments> is your primary resource for information about Open Payments. This website contains numerous resources aimed at preparing and informing users about Open Payments regulations as well as the system. Check this website often for updated tools, resources, and important announcements on Open Payments.

### 1.5b: Open Payments Resources

CMS has developed many resources to help applicable manufacturers, applicable GPOs, physicians, NPPs, and teaching hospitals understand and participate in the Open Payments program. These resources cover topics such as registration, data collection and submission, the review and dispute process, and data publication. They can be found on the Resources page of the Open Payments website, at <https://www.cms.gov/OpenPayments/Resources>.

Covered recipients can also access the Open Payments User Guide for Covered Recipients, the Open Payments FAQ's and other useful resources within the Open Payments system on the "Resources" tab.

**Figure 6: Open Payments System Resources Page**



### 1.5c: Open Payments Help Desk

The Open Payments Help Desk serves as the single point of contact for all Open Payments-related inquiries. The Help Desk offers guidance on Open Payments, actions users can take in the system, and technical support. You can submit inquiries to [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) or call 1-855-326-8366. For the TTY line, call 1-844-649-2766. The Help Desk's hours of operation are posted on the Open Payments website.

### 1.5d: Open Payments Mailing List

By registering for the Open Payments mailing list, you will be signed up to receive periodic email notifications regarding program, system, and resource updates. This is a good way to keep informed on any updates, changes, or important messages from CMS. To sign up for the Open Payments mailing list, visit the Open Payments website at <https://www.cms.gov/priorities/key-initiatives/open-payments/contact> and enter your email address at the bottom of the home page.

**Figure 7: Receive Email Updates**

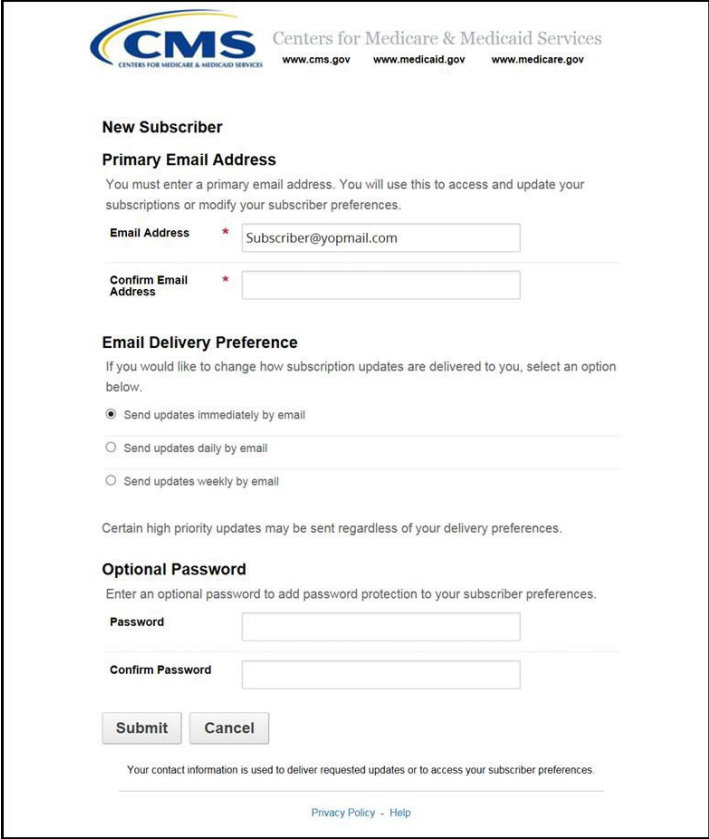
### Get Updates from Open Payments

To sign up for Open Payments updates or to access your subscriber preferences, please enter your contact information below.

\*Email Address

Entering your email address will take you to a page where you can select which mailing list you want to subscribe to.


**Figure 8: CMS New Subscriber Screen**



The screenshot displays the CMS New Subscriber screen. At the top, the CMS logo is on the left, and the text "Centers for Medicare & Medicaid Services" is on the right, with links to www.cms.gov, www.medicaid.gov, and www.medicare.gov below it. The main heading is "New Subscriber". Under "Primary Email Address", a note states: "You must enter a primary email address. You will use this to access and update your subscriptions or modify your subscriber preferences." There are two input fields: "Email Address" (containing "Subscriber@yopmail.com") and "Confirm Email Address". The "Email Delivery Preference" section has a note: "If you would like to change how subscription updates are delivered to you, select an option below." It features three radio buttons: "Send updates immediately by email" (selected), "Send updates daily by email", and "Send updates weekly by email". A note below states: "Certain high priority updates may be sent regardless of your delivery preferences." The "Optional Password" section has a note: "Enter an optional password to add password protection to your subscriber preferences." It includes "Password" and "Confirm Password" input fields. At the bottom are "Submit" and "Cancel" buttons. A footer note reads: "Your contact information is used to deliver requested updates or to access your subscriber preferences." with links to "Privacy Policy" and "Help".

Under the Section “Open Payments,” select “General Updates on Open Payments” and then the “Submit” button at the bottom of the page to join the mailing list. You may also select either the boxes entitled “Physicians and teaching hospitals”, “Non-physician practitioner”, or “Applicable Manufacturers and Group Purchasing Organizations”. Make sure you also select the general updates box to ensure you receive all appropriate email updates.

**Figure 9: Quick Subscribe**



Centers for Medicare & Medicaid Services  
[www.cms.gov](http://www.cms.gov) [www.medicare.gov](http://www.medicare.gov) [www.medicare.gov](http://www.medicare.gov)

**Quick Subscribe for [subscriber@yopmail.com](mailto:subscriber@yopmail.com)**

Centers for Medicare & Medicaid Services (CMS) offers updates on the topics below. Subscribe by checking the boxes; unsubscribe by unchecking the boxes.

Access your [subscriber preferences](#) to update your subscriptions or modify your password or email address without adding subscriptions.

☐

Medicare Tools & Information

☐

Medicare-Medicaid Coordination

☐

Innovations

☐

Regulations & Guidance

☐

Research, Statistics, Data, & Systems

☐

Outreach & Education

☐

Office of Acquisition and Grants Management

☐

CMS Internal Communications

☐

Regional Office Lists

☐

Resources & Tools

☐

WETG Email Updates

☐

Chief Technology Office

☐

Open Payments

☐

General Updates on Open Payments

☒

Physicians and Teaching Hospitals

☐

Applicable Manufacturers and Group Purchasing Organizations

☒

Non-physician practitioner

☐

CMS System Notifications/Outages

☐

IQIES S&C

☐

Provider Compliance

☐

OIS Portal Project

☐

Master Data Management (MDM)

Submit

Cancel

Your contact information is used to deliver requested updates or to access your subscriber preferences.

[Privacy Policy](#) | [Cookie Statement](#) | [Help](#)

# Reporting and Data Collection

## Chapter 2: Introduction to Reporting and Data Collection

This chapter provides information about data collection for entities required to report certain payments and other transfers of value in Open Payments.

Data is reported to the Open Payments system through bulk file uploads using character-separated values (CSV) files and through manual data entry through a graphic user interface (GUI).

A complete listing of metadata elements used for payments data input into the Open Payments system can be found in the “Submission Data Mapping Document.” Due to changes in record formats, there are three versions of the Submission Data Mapping document, one for Program Years “2016-2020”, one for Program Years 2021-2022, one for Program Years “2023 and Onwards”. The three documents are available on the Resources page of the Open Payments website at <https://www.cms.gov/OpenPayments/Resources>. These documents provide specific, detailed descriptions of the information that must be collected by reporting entities to document general, research, physician ownership/investment interest payments.

### Section 2.1: General Payments Reporting and Data Collection

This section on general payments reporting and data collection provides information about data collection for entities required to report certain general payments and other transfers of value in the Open Payments system. Five categories of information related to [general payments](#) made by applicable manufacturers and applicable GPOs to recipient physicians, NPPs, and teaching hospitals are captured during data collection; these categories are shown in the bulleted list below.

**Submission File Information** contains metadata elements collected to properly identify and attribute submitted files.

**Recipient Demographic Information** identifies the recipient of the general payment or other transfers of value.

**Associated Drug, Device, Biological, or Medical Supply Information** identifies the drug, device, biological, or medical supply that is related to the payment or other transfers of value.

**Payment or Other Transfers of Value Information** specifies information regarding the general payment or other transfers of value.

**General Record Information** captures other general information about the payment or other transfers of value.

On the Resources page of the Open Payments website

(<https://www.cms.gov/OpenPayments/Resources>), users can find and download the CSV sample files that show how the data elements listed below will be reported to the Open Payments system.

### Section 2.2: Research Payments Reporting and Data Collection

This section on research payments reporting and data collection provides information about data collection for entities required to report certain research-related payments and other transfers of value in the Open Payments system. Five categories of information related to [research payments](#) made by applicable manufacturers and applicable GPOs to covered recipient physicians, NPPs, and teaching hospitals are captured during data collection; these categories are shown in the bulleted list below.

**Submission File Information** contains metadata elements collected to properly identify and attribute submitted files.

**Recipient Demographic Information** identifies the recipient of the research payments or other transfers of value.

**Associated Drug, Device, Biological or Medical Supply Information** identifies the drug, device, biological, or medical supply that is related to the payment or other transfers of value.

**Payment or Other Transfers of Value Information** specifies information regarding the research payment or other transfers of value.

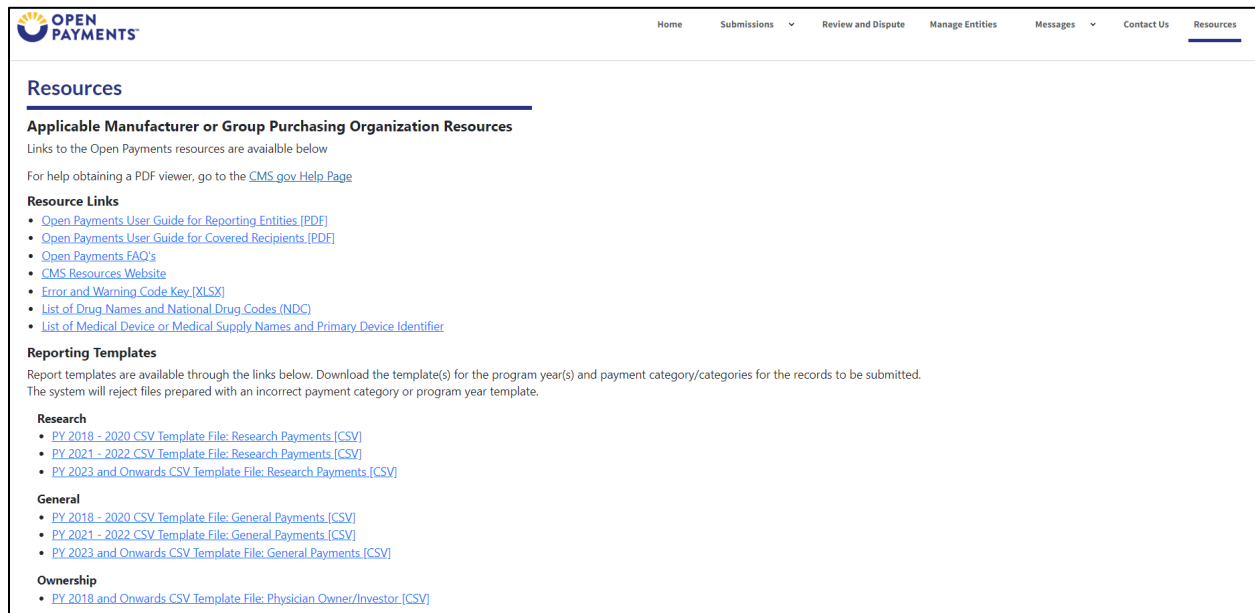
**Research-related Information** captures specific information about payments or other transfers of value for research activities.

On the Resources page of the Open Payments website

(<https://www.cms.gov/OpenPayments/Resources>), users can find the CSV sample files that show how the data elements listed below will be reported to the Open Payments system.

Users who hold a submitter role can access submission templates within the Open Payments system on the “Resources” tab.

**Figure 10: Open Payments System "Resources" Tab for Reporting Entities**



## Section 2.3: Physician Ownership/Investment Interests Reporting and Data Collection

This section on physician ownership/investment interests reporting and data collection provides information about data collection for reporting entities required to report physician ownership or investment interests in the Open Payments system.

Three categories of information related to ownership/investment interests held by physicians in applicable manufacturers and applicable GPOs are captured during data collection; these categories are shown in the bulleted list below.

**Submission File Information** contains metadata elements collected to properly identify and attribute submitted files.

**Physician Demographic Information** identifies the recipient of the ownership or investment interests.

**Ownership or Investment Information** captures information about the ownership or investment.

On the Resources page of the Open Payments website <https://www.cms.gov/OpenPayments/Resources>, users can find the CSV sample files that show how the data elements listed below will be reported to the Open Payments system.



# Registration

## Chapter 3: Physician, NPP, and Teaching Hospital Registration

This chapter provides information for physician, NPP, and teaching hospital (known collectively as “covered recipients”) registration in CMS’s Identity Management system (IDM) and creation of a profile in the Open Payments system. Both activities are required to obtain access to the Open Payments system. All covered recipients who wish to review data reported about them must complete both activities prior to accessing the system.

This chapter is divided into the following sections:

**3.1: Two-Step Registration Process** provides an overview of the registration process. Registration includes user registration in IDM, requesting a role in the Open Payments system, and user registration in the Open Payments system.

**3.2: IDM Registration** provides an overview of the first step in registration, how to register in IDM and request access to the Open Payments system.

**3.3: Open Payments System Users and User Roles for Physicians, NPPs, and Teaching Hospitals** provides walkthroughs of various scenarios for registering a physician, an NPP, or a teaching hospital in the Open Payments system.

**3.4: Open Payments Covered Recipient Users and User Roles** contains information on who is authorized to register in the Open Payments system and the user roles that may be filled by the Open Payments system users.

**3.5: Nominations** contains information on how to nominate other individuals for roles associated with physicians, NPPs, and teaching hospitals.

**3.6: Updating Profile Information in the Open Payments System** contains information on how physicians, NPPs, their authorized representatives, and users affiliated with teaching hospitals can update their profiles in the Open Payments system.

### Section 3.1: Two-Step Registration Process

Covered recipients must register in the Open Payments system to view, review, and/or dispute data submitted about them. Registration for Open Payments is a two-step process. First, users must register in IDM to obtain IDM credentials and request further access to the Open Payments system. Once the user has obtained IDM credentials, he or she will be able to complete the registration process in the Open Payments system.

Physicians, NPPs, and teaching hospitals are not required to participate, but are encouraged to do so to view information reported about them prior to CMS’s publication of the data, as well as ensuring accuracy of the data.

### Section 3.2: Identity Management (IDM) Registration and Open Payments Access

Identity Management (IDM) is an identity management and services system that (1) serves as an identity proofing tool to verify a person’s identity; and (2) provides you with access to various CMS applications. Registering in IDM provides you with log in credentials required for access to the Open Payments system. You will be able to set up your own log in credentials in the form of a user ID and password during the IDM registration process.

To begin the registration process, IDM can be accessed via the Open Payments system at <https://openpayments.system.cms.gov>. A list of IDM FAQs is available on the CMS Portal website at <https://portal.cms.gov/portal/help/digital/faqs?app=portal>. If you already have IDM credentials, you can move ahead to [section 3.3](#), Registering in the Open Payments System.

IDM will lock your user account if no activity is reported in the account for 60 or more days. When you log in after 60-days, the system will display the “Unlock my Account” view. To unlock the account, enter the user ID and correctly answer the challenge question. Then enter a new password in the input fields of “New Password” and “Confirm New Password”. If the account does not reactivate, contact the Open Payments Help Desk at 1-855-326-8366. For the TTY line, call 1-844-649-2766.

IDM will automatically deprovision your account if you have not logged in for two years or more. IDM will send out a series of deprovision warning emails to the email address in your account prior to deprovisioning. Once deprovisioned, the IDM account cannot be reactivated again, and you will be required to set up a new IDM account using steps in Section 3.2b through 3.2d, followed by steps in Section 3.4.

**NOTE FOR INDIVIDUALS WITH FOREIGN ADDRESSES:** Individuals with addresses outside of the United States can enter their foreign address during registration. However, identity proofing may require a manual process for only those users creating a new reporting entity. Contact the Open Payments Help Desk at 1-855-326-8366 for questions regarding this manual proofing process.

#### 3.2a: System Requirements

CMS screens are designed to be viewed at a minimum screen resolution of 1024 x 768. For optimal performance, screen resolution should be set to 1920 x 1080. The following additional considerations optimize access to the Open Payments system:

- Disable pop-up blockers prior to accessing CMS Enterprise Portal.
- Use one of the following browsers with JavaScript enabled:
  - Microsoft Edge
  - Chrome (recommended for optimal performance)

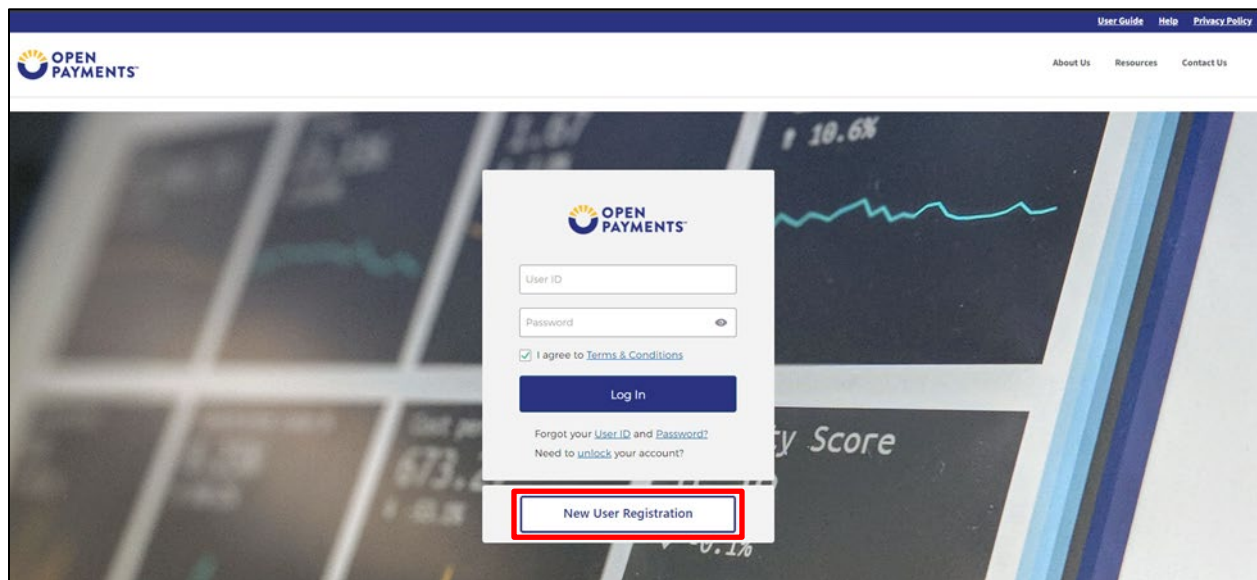
- Firefox
- Safari

### 3.2b: IDM New User Registration

Go to the CMS Enterprise Portal page at <https://openpayments.system.cms.gov>. The system displays the CMS Enterprise Portal public landing page.

**Step 1:** On the Open Payments System website, <https://openpayments.system.cms.gov>, and select **New User Registration** to continue. You will be sent to the CMS IDM portal to complete the process that includes IDM registration and requesting role in the Open Payments system.

**Figure 11: Open Payments System Public Landing Page**



**Step 2:** On the “Select Your Application” page, select “Open Payments” from the drop-down list and then select **Next** to continue.

Figure 12: Select Your Application

**Step #1: Select Your Application ?**

Step 1 of 3 - Select your application from the dropdown. You will then need to agree to the terms & conditions.

Select Your Application

- OneMAC
- OneMAC Micro
- Open Payments**
- PARHM Dashboard
- Payment Recovery Information System (PRIS) - RAC & RADV Appeals
- PCG-FHIR

**Step 3:** Accept the Terms and Conditions of the CMS Portal and then select **Next** to continue.

Figure 13 Select Your Application

**Step #1: Select Your Application ?**

Step 1 of 3 - Select your application from the dropdown. You will then need to agree to the terms & conditions.

Open Payments

**Application Description :** Open Payments is a national disclosure program that promotes a transparent and accountable health care system by making the financial relationships between applicable manufacturers and group purchasing organizations (GPOs) and health care providers available to the public. The Open Payments System (OPS) is used by applicable manufacturers and GPOs to report payments and other transfers of value made to covered recipients, as well as certain information regarding the ownership or investment interests held by physicians or physicians' immediate family members. OPS is also available for covered recipients and provides functionalities related to review and dispute of reported data. Covered recipients may use OPS for activities related to review and dispute. Covered Recipients include physicians, non-physician practitioners and teaching hospitals. For more information and full definitions of covered recipient types visit the Open Payments website at: [www.cms.gov/OpenPayments](http://www.cms.gov/OpenPayments).

**Terms & Conditions**

OMB No.0938-1236 | Expiration Date: 08/31/2025 | [Paperwork Reduction Act](#)

**Consent to Monitoring**

By logging onto this website, you consent to be monitored. Unauthorized attempts to upload information and/or change information on this web site are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sec.1001 and 1030. We encourage you to read the [HHS Rules of Behavior](#).

[Protecting Your Privacy](#)

☒ I agree to the Terms and Conditions

**Next** [Cancel](#)

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Two Terms and Conditions sections of particular importance to read are:

- Consent to monitoring; and
- Collection of Personal Identifiable Information (PII).

*“Consent to monitoring” means that you agree to allow CMS to monitor your activity and actions performed through CMS applications while logged into the CMS Enterprise Portal and accessed through IDM.*

*“PII” is information that someone can use to uniquely identify, contact, or locate a single person, or use with other sources to uniquely identify a single individual. CMS applications collect personal information collected to use for the purpose of verifying your identity only.*

**Step 4:** On the “Register Your Information” page, enter your personal user information. Be sure to enter all information in all required fields. Select **Next** when you have entered all the information. **Selecting “Cancel” causes you to lose all data entered.**

Data fields to be completed are the following:

- Name (First, Middle, Last, Suffix)
- Date of Birth (Month, Date, Year)
- Is Your Address US Based (Yes/No)
- Home Address, City, State, Zip Code
- Personal Email Address
- Confirm Email Address
- Personal Phone Number

Enter your legal name, current home address, primary personal phone number, and personal email address correctly.

Figure 14: Register Your Information Page

## Step #2: Register Your Information

Step 2 of 3 - Please enter your personal and contact information.

All fields are required unless marked (optional).

Enter First Name	Enter Middle Name (optional)	Enter Last Name	Suffix (optional) ▼
Select Birth Month ▼	Select Birth Date ▼	Select Birth Year ▼	

Is Your Home Address U.S. Based?

☒ Yes ☐ No

Enter Home Address Line 1	Enter Home Address 2 (optional)		
Enter City	Select State ▼	Enter ZIP Code	Enter ZIP+4 Code (optional)
Enter Email Address		Confirm Email Address	
Enter Phone Number			

Back

Next

Cancel

**Step 5:** On the “Create User ID, Password & Security Question/Answer” page, create an IDM username and password in accordance with the requirements provided below. This User ID and password will be used to log in to the Open Payments system. You must select a security question and provide a security answer. Select **Next** when finished.

User IDs cannot be changed once your account is created. Passwords never expire, as long as you log in at least every 60 days.

**Selecting Cancel causes you to lose all data entered.**

Figure 15: Create User ID, Password & Security Question/Answer Page

### Step #3: Create User ID, Password & Security Question/Answer

Step 3 of 3 - Please create User ID and Password. Select a Security Question and provide Answer.

All fields are required unless marked (optional).

Security answer to be used in case you forget your password or you need to unlock your account.

[Cancel](#)

- The IDM/Open Payments system User ID:
  - Must be between 6 - 74 characters and contain at least one letter;
  - Can contain alphanumeric characters;
  - Allowed special characters are limited to hyphens (-), underscores (\_), apostrophes ('), and periods (.)
  - The @ symbol is allowed only if the User ID is in a valid email address format ([j.doe@abc.edu](#) or 123@abc.com)
  - Cannot contain eight (8) consecutive numbers;
  - Cannot begin or end with special characters;
  - Cannot contain more than one (1) consecutive special character;
  - User IDs are not case-sensitive.
- Password Requirements:
  - Password must be a minimum of 15 characters;
  - Password must contain: one (1) upper case and one (1) lower case letter, and one (1) number;

- The following special characters may be used: " ! # \$ % & ' ( ) \* + , - . / \ : ; < = > ? @ [ ] ^ \_ ` { | } ~
- Password cannot contain: Parts of User ID, First Name, Last Name, common passwords;
- Password can only be changed once every 24 hours;
- Password must be different from the last six (6) passwords;
- Password must not exceed 60 characters;
- Confirm password:
  - Confirm password;
  - Enter the same password;
- Select your security question:
  - Select a question from the drop-down list of questions;
- Security answer:
  - Can contain alphanumeric characters;
  - Can contain spaces;
  - Must be at least four (4) characters;
  - Cannot contain part of the security question;
  - Your security answer is required for you to reset your password or unlock your account



**Step 6:** On the “New User Registration Summary” page, review the information and make any necessary changes before submitting. Select **Submit User** to submit the information.

**Figure 16: New User Registration Summary Page**

### New User Registration Summary

Please review your information and make any necessary changes before submitting.

Open Payments

**Application Description :** Open Payments is a national disclosure program that promotes a transparent and accountable health care system by making the financial relationships between applicable manufacturers and group purchasing organizations (GPOs) and health care providers available to the public. The Open Payments System (OPS) is used by applicable manufacturers and GPOs to report payments and other transfers of value made to covered recipients, as well as certain information regarding the ownership or investment interests held by physicians or physicians' immediate family members. OPS is also available for covered recipients and provides functionalities related to review and dispute of reported data. Covered recipients may use OPS for activities related to review and dispute. Covered Recipients include physicians, non-physician practitioners and teaching hospitals. For more information and full definitions of covered recipient types visit the Open Payments website at: [www.cms.gov/OpenPayments](http://www.cms.gov/OpenPayments).

First Name Andy	Enter Middle Name (optional)	Last Name Smith	Suffix (optional)
Birth Month October	Birth Date 17	Birth Year 1990	
Home Address Line 1 3502 Stagecoach Lane		Enter Home Address 2 (optional)	
City Bogdon	State Texas	ZIP Code 78234	Enter ZIP+4 Code (optional)
Email Address sbliss@index-analytics.com		Confirm Email Address sbliss@index-analytics.com	
Phone Number 210-602-4955			

All fields are required unless marked (optional).

User ID  
ANDREW

Enter Password  
\*\*\*\*\*

Confirm Password  
\*\*\*\*\*

Security Question  
What is the food you least liked as a child?

Security Answer  
Beets

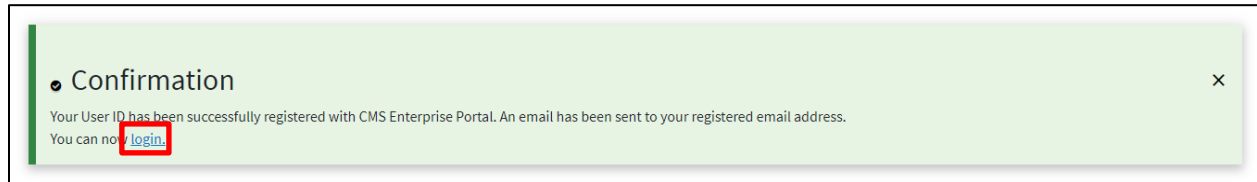
Submit User

[Cancel](#)

## Open Payments User Guide for Covered Recipients – July 2024

**Step 7:** A “Confirmation” page displays acknowledging successful registration in IDM. Select the **Login** link in the green window to go to the portal log in page. The profile configuration can take up to 24 hours but is normally instant. If you are unable to login after 24 hours, call the Open Payments Help Desk at 1-855-326-8366. For the TTY line, call 1-844-649-2766.

**Figure 17: Confirmation Page**

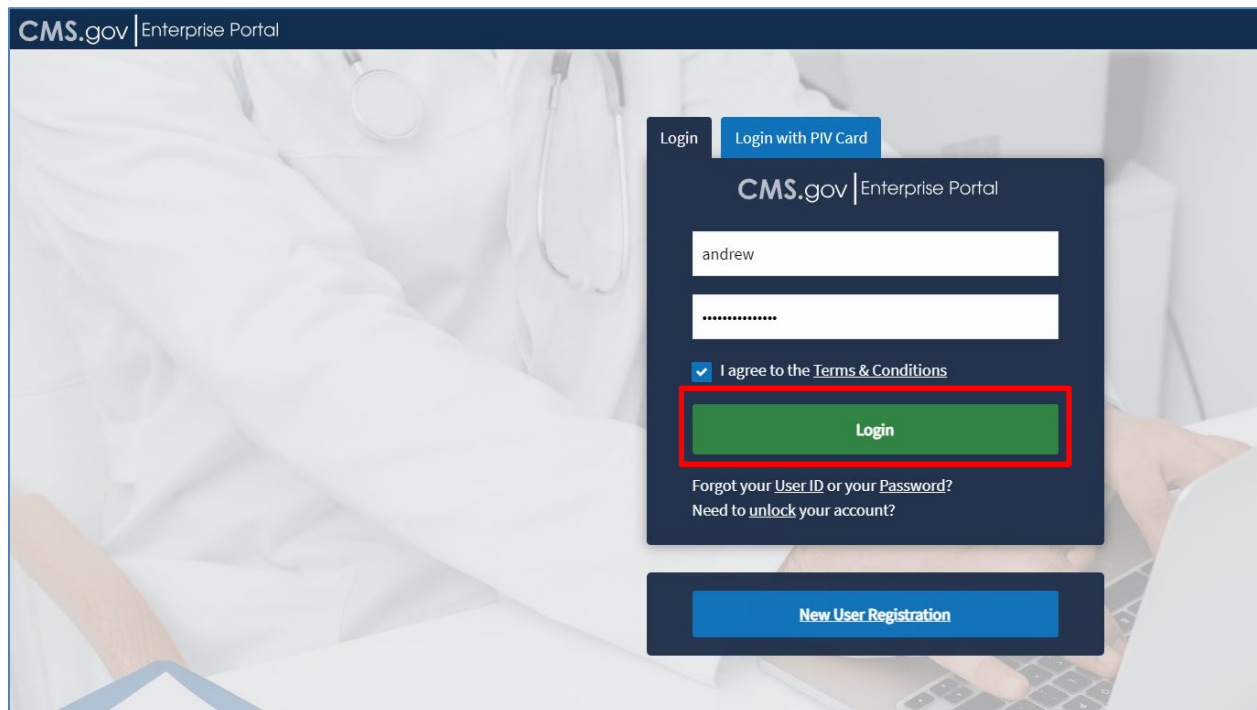


**Step 8:** Request access to the Open Payments system.

### 3.2c: Requesting Access to Open Payments with IDM Credentials

**Step 1:** After selecting **Login** in the last step in section 3.2b, you will return to the CMS Portal website. On the IDM Portal page (portal.cms.gov, in case you closed your browser after the last step), enter your User ID, Password, and agree to “Terms & Conditions” by selecting the checkbox next to “I agree to the Terms & Conditions” link. Select **Login** to log in.

**Figure 18: CMS.gov Enterprise Portal Landing Page**



You will receive a prompt to enter a Multi-Factor Authentication (MFA) device.

The personal email address you entered during registration will become the initial MFA device by default. The email MFA is required and cannot be deleted. You may, however, change the email for the MFA. To proceed, select **Send MFA Code** to receive the code in your email.

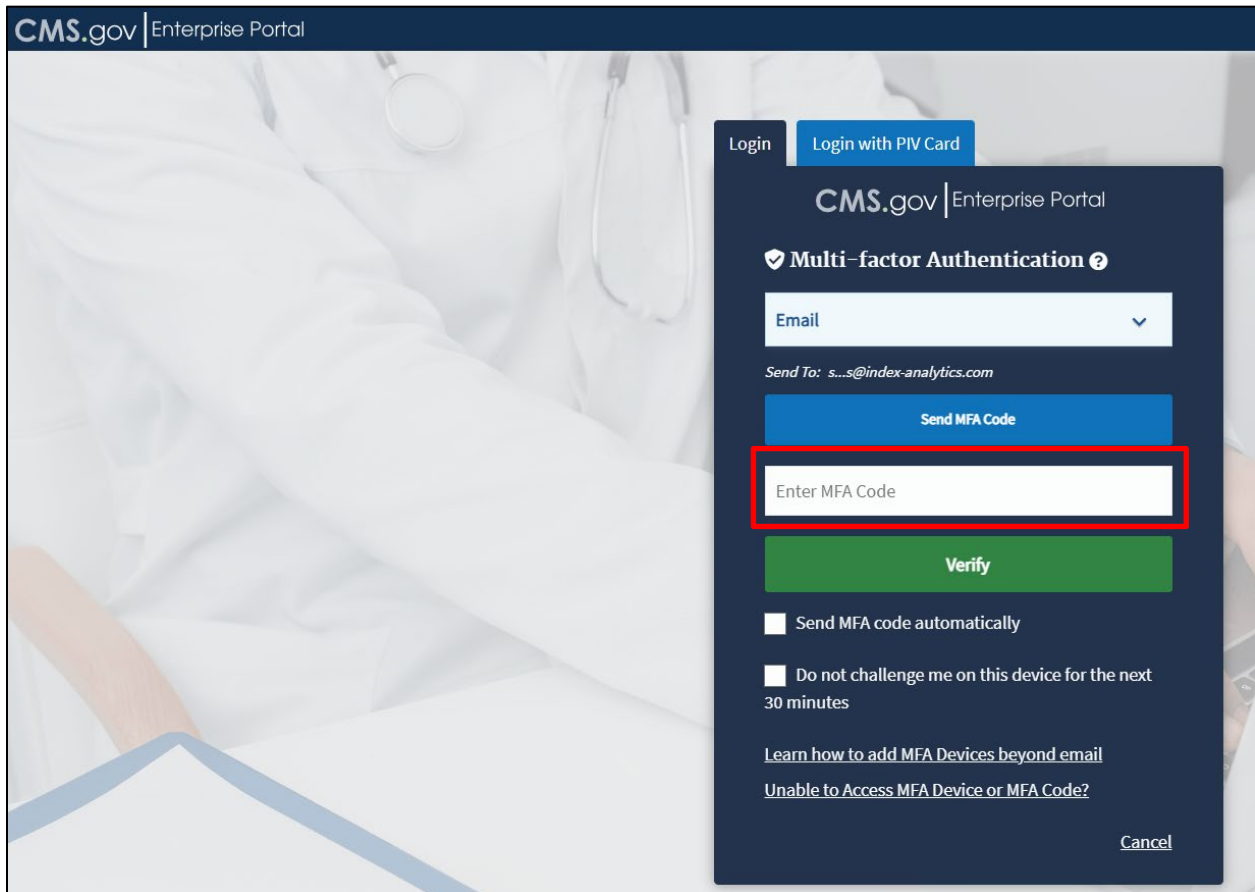
**Figure 19: Displaying Email as the initial MFA device**

The screenshot shows the CMS.gov Enterprise Portal login interface. At the top, there are tabs for 'Login' and 'Login with PIV Card'. Below these, the 'Multi-factor Authentication' section is displayed. It includes a dropdown menu for 'Email' with a downward arrow. Below the dropdown, the email address 'Send To: s...e@index.analytics.com' is shown. A blue button labeled 'Send MFA Code' is highlighted with a red rectangle. Below this button is a text input field labeled 'Enter MFA Code'. A green button labeled 'Verify' is positioned below the input field. At the bottom, there are two checkboxes: 'Send MFA code automatically' and 'Do not challenge me on this device for the next 30 minutes'. Below the checkboxes are two links: 'Learn how to add MFA Devices beyond email' and 'Unable to Access MFA Device or MFA Code?'. A 'Cancel' link is located at the bottom right of the form.

## Open Payments User Guide for Covered Recipients – July 2024

Next, enter the information MFA code you received, and select **Verify**.

**Figure 20: Entering Device MFA Information**

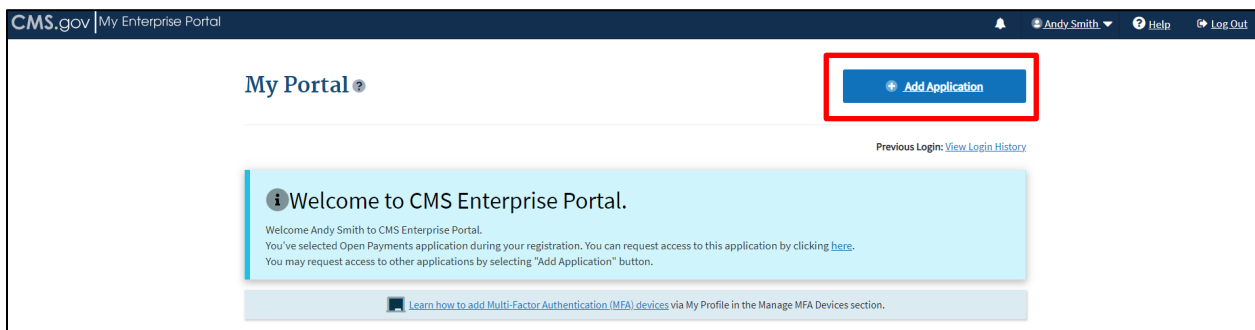


The screenshot displays the CMS.gov Enterprise Portal Multi-factor Authentication (MFA) interface. The background shows a medical professional in a white coat. The MFA overlay is a dark blue box with the following elements:

- Header:** CMS.gov | Enterprise Portal
- Section:** Multi-factor Authentication ?
- Form Fields:**
  - Email (dropdown menu)
  - Send To: s...s@index-analytics.com
  - Send MFA Code (blue button)
  - Enter MFA Code (text input field, highlighted with a red box)
  - Verify (green button)
- Options:**
  - ☐ Send MFA code automatically
  - ☐ Do not challenge me on this device for the next 30 minutes
- Links:**
  - [Learn how to add MFA Devices beyond email](#)
  - [Unable to Access MFA Device or MFA Code?](#)
- Buttons:** Cancel

**Step 2:** You will land on the “My Portal” page. Select **Add Application**.

**Figure 21: “My Portal” Page**



The screenshot displays the CMS.gov My Enterprise Portal "My Portal" page. The page has a dark blue header with the CMS.gov logo and "My Enterprise Portal" text. The main content area is white and features the following elements:

- Header:** CMS.gov | My Enterprise Portal
- Section:** My Portal ?
- Buttons:** Add Application (blue button, highlighted with a red box)
- Text:** Previous Login: [View Login History](#)
- Welcome Message:**
  - Welcome to CMS Enterprise Portal.**
  - Welcome Andy Smith to CMS Enterprise Portal.
  - You've selected Open Payments application during your registration. You can request access to this application by clicking [here](#).
  - You may request access to other applications by selecting "Add Application" button.
- Footer:** [Learn how to add Multi-Factor Authentication \(MFA\) devices](#) via My Profile in the Manage MFA Devices section.

**Step 3:** Select “Open Payments” from the drop-down list and then select **Next**.

You are now asked to select a role. The role you select will determine how you later create your Open Payments system profile.

There are many roles to choose from, however only one of three may be selected by Open Payments reporting entity and covered recipient end users.

**Figure 22: “Request Application Access” Page**

The screenshot shows a web interface with a blue header bar. Below the header, there is a section titled '2 Select a Role'. Inside this section, there is a dropdown menu labeled 'Select a Role'. The dropdown is open, showing a list of roles. A red box highlights the first three roles: 'Reporting Entity Officer or Teaching Hospital Authorized Official', 'Physician, Non-Physician Practitioner, Teaching Hospital Authorized Representative, or Reporting Entity Submitter/Attester/Compliance', and 'Open Payments Foreign User'. To the left of the dropdown, there is a sidebar with a list of roles, including 'CMS Compliance', 'Government Agents File Transfer', 'Research File Transfer', and the highlighted roles. The highlighted roles are also listed in the dropdown menu.

### **Reporting Entity Officer or Teaching Hospital Authorized Official Role:**

You should select this role if you are a US user that would like to register a **NEW** reporting entity (applicable manufacturer or applicable group purchasing organization) or a **teaching hospital** that is not currently registered in the Open Payments system.

***If you would like to request this role, go to [Step 3a: Choosing the Reporting Entity Officer or Teaching Hospital Authorized Official Role: \(below\)](#).***

### **Physician, Non-Physician Practitioner, Teaching Hospital Authorized Representative, or Reporting Entity Submitter/Attester/Compliance Role:**

You should select this role if you fall into one of the following scenarios:

- US and foreign (foreign users are those that do not have a US-based address and/or a US Social Security number) physicians, non-physician practitioners, and users nominated for a role by a covered recipient/registered entity.
- US and foreign (foreign users are those that do not have a US-based address and/or a US Social Security number) that have been nominated to associate with a teaching hospital that already exists in the Open Payments system.
- US and foreign (foreign users are those users that do not have a US-based address and/or a US Social Security number) that have been nominated (or are self-nominating) to a role in the Open Payments system.

*If you would like to request this role, go to Step 3b: Choosing the Physician, Non-Physician Practitioner, Teaching Hospital Authorized Representative, or Reporting Entity Submitter/Attester/Compliance Role: (below).*

### Open Payments Foreign User Role:

You should select this role if you are a foreign user (those users that do not have a US-based address and/or a US Social Security number) that falls into one of the following scenarios:

- You would like to create a NEW teaching hospital profile or have been nominated for a role in a teaching hospital or with a physician or NPP.

After selecting this role, users should wait for an email from the Open Payments Help Desk that will provide additional information.

If you would like to request this role, go to Step 3c: Choosing the Open Payments Foreign User Role: (below).

### Step 3a: Choosing the Reporting Entity Officer or Teaching Hospital Authorized Official Role:

- 1) Select the Reporting Entity Officer or Teaching Hospital Authorized Official Role, and then select **Next**.

Figure 23: Request Application Access

The screenshot displays the 'Request Application Access' interface. At the top, there is a title 'Request Application Access' with a help icon. Below the title, a paragraph explains the step-by-step process for requesting a role in a CMS Enterprise Portal application. A link 'My Access' is provided for reviewing current roles and pending requests. The interface is divided into two main steps: Step 1, 'Select an Application', and Step 2, 'Select a Role'. Step 1 is marked as 'Completed' with a green checkmark and an 'Edit' link. Under Step 1, 'Open Payments' is selected with a green checkmark. Step 2, 'Select a Role', shows a dropdown menu with 'Reporting Entity Officer or Teaching Hospital Authorized Official' selected. Below the dropdown, a 'Role Description' box provides details about the role. A red box highlights the 'Next' button at the bottom right of the interface.

**Request Application Access** ?

☰ The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.

You can review your current roles and pending role requests in [My Access](#).

**1 Select an Application** ✓ Completed [Edit](#)

✓ Open Payments

**2 Select a Role**

Role

Reporting Entity Officer or Teaching Hospital Authorized Official x v

**1 Role Description:** Select this role if you are an officer of an applicable manufacturer or GPO trying to report data, or an authorized official of a Teaching Hospital trying to access data that was reported about the teaching hospital. If you are an officer of an applicable manufacturer or GPO and based outside of United States, you need to request Open Payments foreign user role.

**Next**

- 2) Next, select **Launch** to begin Identity Verification (RIDP).

Figure 24: Identity Verification

## Request Application Access ?

☰ The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.

You can review your current roles and pending role requests in [My Access](#).

1 Select an Application

✓ Completed

✎ Edit

✓ Open Payments

2 Select a Role

✓ Completed

✎ Edit

✓ Reporting Entity Officer or Teaching Hospital Authorized Official

3 Complete Identity Verification

ⓘ Identity Verification

This role requires an additional level of verification. You will be asked to provide additional information to verify your identity. Please select "Launch" to begin the identity verification process. You will return to the next step below when identity verification is complete.

Launch

3) Select **Next** to begin.

Figure 25: Identity Verification

## Step #1: Identity Verification Overview

To complete this role request, it is important to note that Experian, a trusted and reliable agent, needs to collect further details about you.

Please ensure that you have entered your full legal name, current home address, your personal primary phone number, date-of-birth, and your personal e-mail address correctly to ensure a seamless and secure process.

For additional information or assistance, we encourage you to visit the Experian Customer Assistance website: <http://www.experian.com/help>.

Experian identity verification is limited to US addresses and US territories only. If you have a foreign address please call your [Tier 1 Help Desk](#) to verify your identity.

Next

Cancel

Experian will perform a soft credit inquiry to verify your identity. Identity proofing does not affect your credit score. Soft credit inquiries are visible only to the user and only appear on credit reports produced by Experian. Credit inquiries are not visible to lenders. If you order a credit report from Experian, you will see an entry of inquiry by the Centers for Medicare & Medicaid Services with CMS's address and the date of request. If you have questions about Open Payments Experian's verification process, please refer to Experian Customer Assistance at <http://www.experian.com/help/>.

4) After reading the Terms and Conditions, select **Next**.

Figure 26: Terms and Conditions

**Step #2: Accept Terms & Conditions**

OMB No. 0938-1236 | Expiration Date: 08/31/2025 | | [Paperwork Reduction Act](#)

**Protecting Your Privacy**

Protecting your Privacy is a top priority at CMS. We are committed to ensuring the security and confidentiality of the user registering to EIDM. Please read the [CMS Privacy Act Statement](#), which describes how we use the information you provide.

Personal information is described as data that is unique to an individual, such as a name, address, telephone number, Social Security Number, and date of birth (DOB). CMS is very aware of the privacy concerns around PII data. In fact, we share your concerns. We will only collect personal information to verify your identity. Your information will be disclosed to Experian, an external authentication service provider, to help us verify your identity. If collected, we will validate your Social Security Number with Experian only for the purposes of verifying your identity. Experian verifies the information you give us against their records. We may also use your answers to the challenge questions and other PII to later identify you in case you forget or misplace your User ID /Password.

**HHS Rules of Behavior**

We encourage you to read the [HHS Rules of Behavior](#), which provides the appropriate use of all HHS information technology resources for Department users, including Federal employees, contractors, and other system users.

I have read the HHS Rules of Behavior for Privileged User Accounts (addendum to the HHS Rules of Behavior (HHS DoB), document number HHS-OCIO-2013-0003S

☒ I agree to the Terms & Conditions

[Back](#) [Next](#) [Cancel](#)

- 5) When entering your information into the Identity Verification screen, ensure you enter only your personal information.  
**You will only have three attempts to enter information that matches the Experian database.**
- 6) Tips for successfully completing Identity Verification:

**Full Legal Name:**

- You must use your full legal name as listed on your Driver's License or financial account information.
- Your surname must match the surname Experian has for you on file.
- Do not use nicknames.
- If you have a two-part name, enter the second part in the middle name field.

**Social Security Number:**

- Ensure that Social Security Number fields are filled in correctly. Users can review and edit these fields prior to sending the information to Experian.

**Date of Birth:**

- Ensure that the Date of Birth field is entered accurately. Users can review and edit this field prior to sending the information to Experian.

**Current Residential Address:**

- Ensure your personal/residential/home address is used:



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- Where you receive Credit card, utility bill statements.
- Associated with your credit report.
- Do NOT use your business address.
- If you have a recent change in address, try to identity proof with a prior address.
- Do not enter any extraneous symbols in the address field.

### Personal Phone Number

- Enter a personal landline phone number (if you have one).
- A cell phone can be used, but a residential landline is preferred.

- 7) After reviewing the above information enter your information in the spaces provided, and then select **Next**.

Figure 27: Enter Your Information

### Step #3: Enter Your Information

Enter your legal first name and last name, as it may be required for Identity Verification.  
All fields are required unless marked (optional).

Legal First Name Andy	Enter Middle Name (optional)	Legal Last Name Smith	Suffix (optional) ▼
Social Security Number *****	Birth Month February ▼	Birth Date 12 ▼	Birth Year 1992 ▼

Is Your Address US Based?  
☒ Yes ☐ No

Home Address Line 1 6610 Cypress Lake Drive	Enter Home Address Line 2 (optional)		
City Houston	State Texas ▼	ZIP Code 78244	Enter ZIP+4 Code (optional)

☐ Save home address to profile

Personal Phone Number 210-602-4955	Personal Email Address sbliss@index-analytics.com	Confirm Personal Email Address sbliss@index-analytics.com
---------------------------------------	--	--

☒ Check here if you have read and verified the information above is accurate and complete as required by Identity Verification.

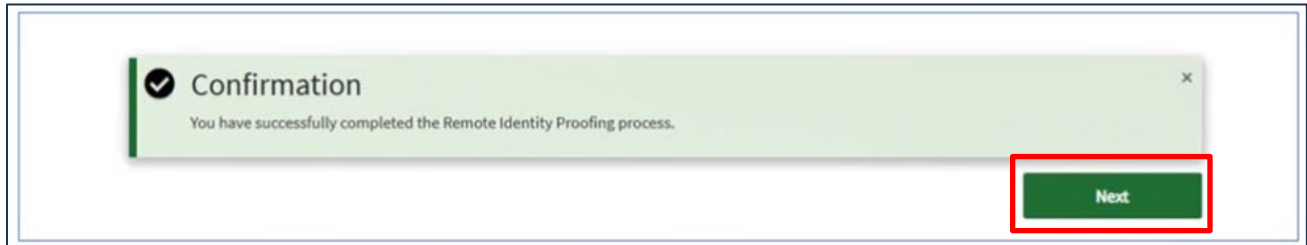
Back

Next

Cancel

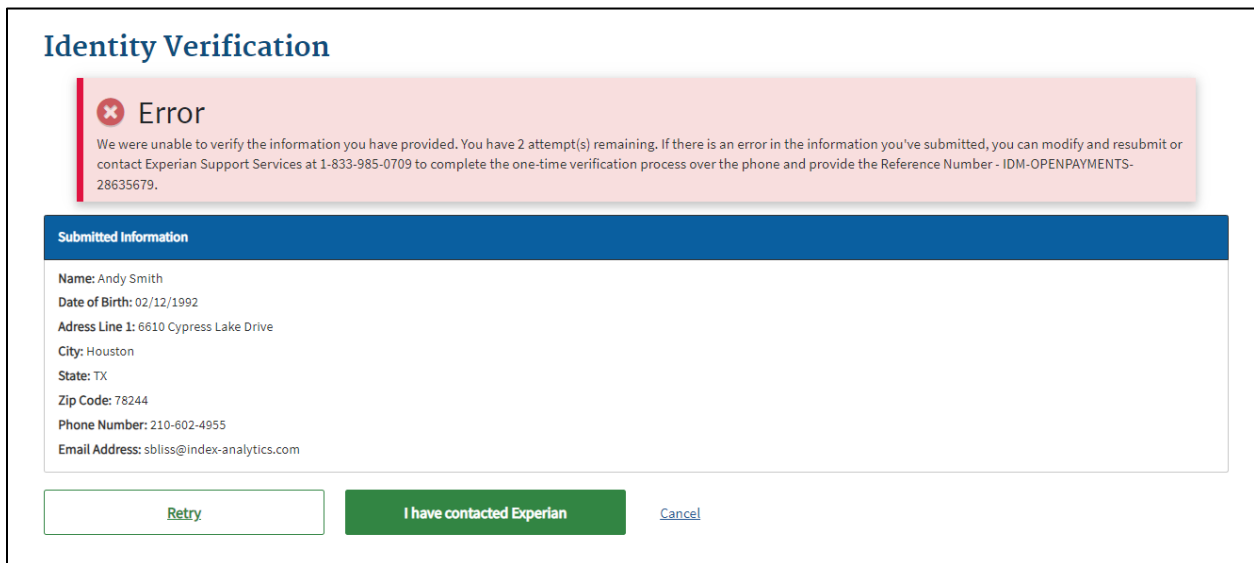
- 8) If RIDP is successful, you will receive the confirmation notice. Select **Next** to continue.

**Figure 28: Confirmation**



- 9) If RIDP is unsuccessful, note the response code, and follow the directions in the Error message. If the Error message refers you to the “Tier 1 Help Desk”, call the Open Payments Help Desk at 1-855-326-8366. For the TTY line, call 1-844-649-2766.

**Figure 29: RIDP Error**

A screenshot of the "Identity Verification" screen. At the top, there is a red error message box with a red 'x' icon and the word "Error". The message text reads: "We were unable to verify the information you have provided. You have 2 attempt(s) remaining. If there is an error in the information you've submitted, you can modify and resubmit or contact Experian Support Services at 1-833-985-0709 to complete the one-time verification process over the phone and provide the Reference Number - IDM-OPENPAYMENTS-28635679." Below the error message is a section titled "Submitted Information" with a blue header. This section contains the following details: Name: Andy Smith, Date of Birth: 02/12/1992, Address Line 1: 6610 Cypress Lake Drive, City: Houston, State: TX, Zip Code: 78244, Phone Number: 210-602-4955, and Email Address: sbliss@index-analytics.com. At the bottom of the screen, there are three buttons: a green "Retry" button, a dark green "I have contacted Experian" button, and a blue "Cancel" link.

- 10) Once you have completed Identity Verification, enter a brief reason for requesting this role, and select **Submit**.

**Figure 30: Request Application Access**

## Request Application Access ?

The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.

You can review your current roles and pending role requests in [My Access](#).

1 Select an Application

Completed

Edit

Open Payments

2 Select a Role

Completed

Edit

Reporting Entity Officer or Teaching Hospital Authorized Official

3 Enter Reason for Request

Enter a Reason for Request

Required field.

Submit

11) You will be shown a confirmation screen. Select **OK**.

**Figure 31: Confirmation**

CMS.gov | My Enterprise Portal

My Apps

Karen Miller

Help

Log Out

## Request Application Access

1 Select an Application

Completed

Edit

Open Payments

2 Select a Role

Completed

Edit

Applicable Ma

3 Enter Reason for Request

Enter a Reason for Request

Submit

Confirmation

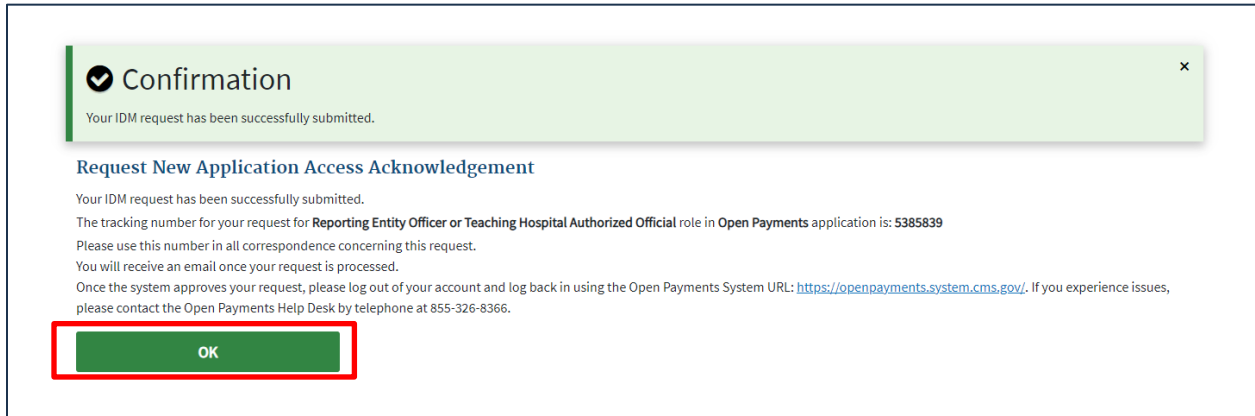
Are you sure you want to proceed?

Cancel

OK

12) Review the information on the screen, then select **OK**.

**Figure 32: Second Confirmation**

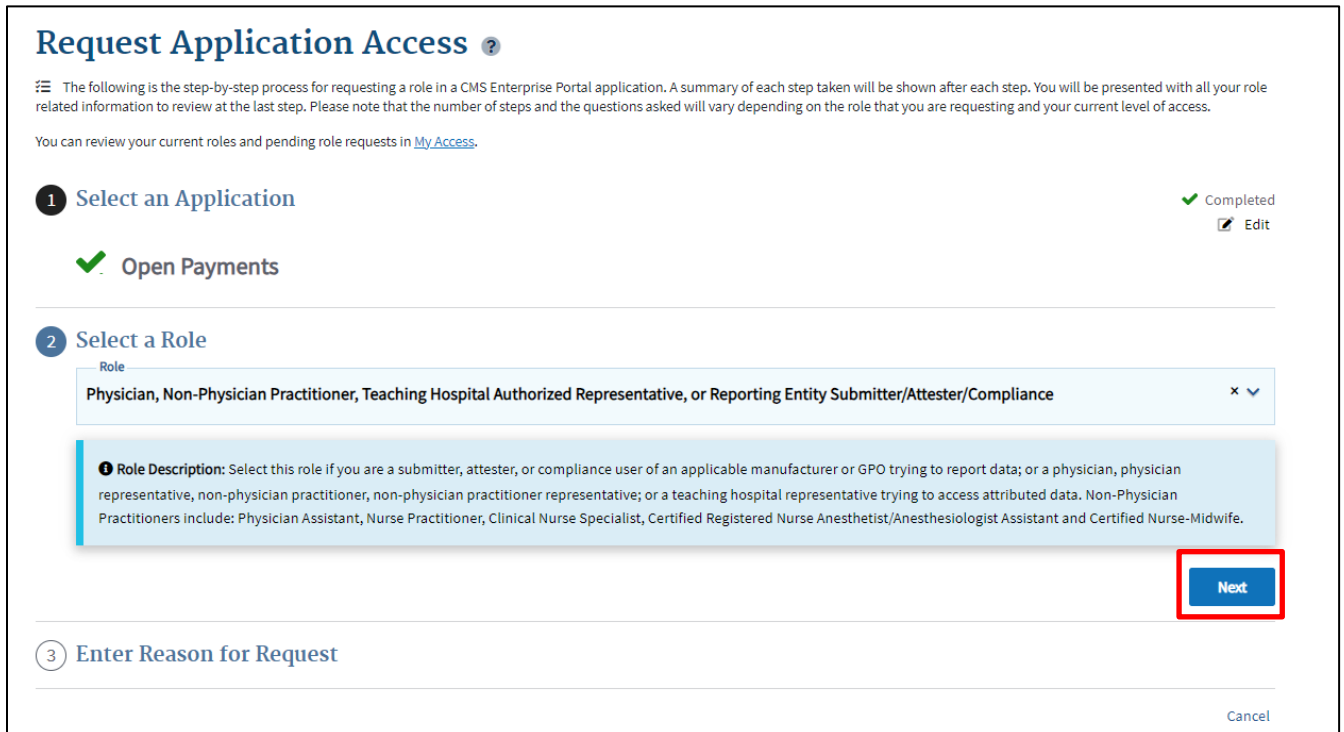


13) After selecting **OK**, log out of the system and log back in to continue to the next steps.

### Step 3b: Choosing the Physician, Non-Physician Practitioner, Teaching Hospital Authorized Representative, or Reporting Entity Submitter/Attester/Compliance Role:

- 1) Select the Physician, Non-Physician Practitioner, Teaching Hospital Authorized Representative, or Reporting Entity Submitter/Attester/Compliance role, and then select **Next**.

**Figure 33: Request Application Access**



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Enter a brief reason for requesting the role and then select **Submit**.

**Figure 34: Reason for Request**

### Request Application Access ?

The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.

You can review your current roles and pending role requests in [My Access](#).

1

Select an Application

✓ Completed

✎ Edit

✓ Open Payments

2

Select a Role

✓ Completed

✎ Edit

✓ Physician, Non-Physician Practitioner, Teaching Hospital Authorized Representative, or Reporting Entity Submitter/Attester/Compliance

3

Enter Reason for Request

Enter a Reason for Request

Required field.

Submit

Cancel

2) You will be shown a confirmation screen. Select **OK**.

Figure 35: Confirmation

The screenshot shows the 'Request Application Access' page with three steps: 1. Select an Application, 2. Select a Role, and 3. Enter Reason for Request. A confirmation dialog box is overlaid on the page, asking 'Are you sure you want to proceed?' with 'Cancel' and 'OK' buttons. The 'OK' button is highlighted with a red rectangle. The background page shows 'Open Payments' as the selected application and 'Physician, Non-Physician Practitioner, Teaching Hospital Authorized Representative, or Reporting Entity Submitter/Attester/Compliance' as the selected role. A 'Submit' button is visible at the bottom right of the page.

3) You will see confirmation that you requested this role. Select **OK**.

You may now log out of the CMS Portal website and proceed to the Open Payments System website at <https://openpayments.system.cms.gov> and create your covered recipient profile.

Figure 36: Second Confirmation

The screenshot shows the 'Request New Application Access Acknowledgement' page. A green confirmation banner at the top states 'Your IDM request has been successfully submitted.' Below this, the page provides the tracking number 5384723 and instructions for next steps, including logging out and logging back in using the Open Payments System URL: <https://openpayments.system.cms.gov/>. A red rectangle highlights the 'OK' button at the bottom of the page.

### Step 3c: Choosing the Open Payments Foreign User Role:

- 1) Select the Open Payments Foreign User Role and then select **Next**.

**Figure 37: Request Application Access**

### Request Application Access ?

☰ The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.

You can review your current roles and pending role requests in [My Access](#).

1 Select an Application

✓ Open Payments

Completed Edit

2 Select a Role

Role

Open Payments Foreign User x v

**Role Description:** Select this role if you are an officer of a reporting entity and your permanent address is outside of the United States and/or you do not have a social security number. Once you request the role, Open Payments Helpdesk will reach out to you.

Next

3 Enter Reason for Request

Cancel

- 2) Enter a brief justification for requesting this role, and then select **Submit**.

**Figure 38: Reason for Request**

## Request Application Access ?

The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.

You can review your current roles and pending role requests in [My Access](#).

1 Select an Application

✓ Open Payments

✓ Completed  
✎ Edit

2 Select a Role

✓ Open Payments Foreign User

✓ Completed  
✎ Edit

3 Enter Reason for Request

Enter a Reason for Request

Required field.

Submit

Cancel

3) You will be shown a confirmation screen. Select **OK**.



Figure 39: Confirmation

The screenshot shows the 'Request Application Access' page with three steps: 1. Select an Application, 2. Select a Role, and 3. Enter Reason for Request. A confirmation dialog box is overlaid on the page, asking 'Are you sure you want to proceed?'. The dialog has 'Cancel' and 'OK' buttons, with the 'OK' button highlighted by a red rectangle. The background page shows the first two steps completed and the third step in progress.

**Request Application Access** ?

The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.

You can review your current roles and pending role requests in [My Access](#).

**1 Select an Application** ✓ Completed Edit

✓ Open Payments

**2 Select a Role** ✓ Completed Edit

✓ Open Payments Foreign

**3 Enter Reason for Request**

Reason for Request

I need the role

**Submit**

Cancel

4) You will see confirmation that you requested this role. You will receive an email from the Open Payments Help Desk in one to two business days providing you with your next steps.

Figure 40: Second Confirmation

The screenshot shows a confirmation message at the top: 'Your IDM request has been successfully submitted.' Below this is the 'Request New Application Access Acknowledgement' section, which provides details about the request, including a tracking number (5373829) and instructions on how to proceed. An 'OK' button is highlighted with a red rectangle at the bottom of the section.

**Confirmation** ✕

Your IDM request has been successfully submitted.

**Request New Application Access Acknowledgement**

Your IDM request has been successfully submitted.

The tracking number for your request for **Open Payments Foreign User** role in **Open Payments** application is: **5373829**

Please use this number in all correspondence concerning this request.

You will receive an email when your request has been processed.

Once your request is approved then you will need to log out and then log back into the Enterprise Portal system to access the application via the tile on the My Portal Landing page. If you are still having trouble, please contact the tier 1 Help Desk associated with your application.

**OK**

### 3.2d: Adding additional Multi-Factor Authentication (MFA) Devices

Multi-Factor Authentication (MFA) provides a second layer of security to your account. You should already have Email registered as your first MFA. Again, Email is a required MFA, and cannot be removed.

IDM suggests having more than one MFA registered to your account as a backup. To add additional MFAs:

**Step 1:** Navigate to [portal.cms.gov](https://portal.cms.gov), select My Profile in the dropdown below your name, and then select **Manage MFA Devices**.

Figure 41: My Profile

The screenshot shows the 'My Profile' page. On the left is a sidebar with the following options: View Profile, Change Profile, Change Business Contact Information, Change Password, Change Security Question and Answer, **Manage MFA Devices** (highlighted with a red box), Login History, and My Help Desk Contact Information. The main area is titled 'View Profile' and contains a form with the following fields:

First Name:	Andy
Middle Name:	
Last Name:	Smith
Date of Birth:	10/17/1990
Email Address:	sbliss@index-analytics.com
Phone Number:	210-602-4955
Home Address Line 1:	3502 Stagecoach Lane
Home Address Line 2:	
City:	Bogdon
State:	TX
ZIP Code:	78234
ZIP+4 Code:	

**Step 2:** Select **Register a Device**.

**Figure 42: Manage MFA Device Register a Device Page**

The screenshot shows the 'My Profile' page with a sidebar on the left and a main content area. The sidebar contains links: View Profile, Change Profile, Change Business Contact Information, Change Password, Change Security Question and Answer, Manage MFA Devices (highlighted), Login History, and My Help Desk Contact Information. The main content area is titled 'Manage Multi-Factor Authentication (MFA) Devices' and contains a table with one row of device information and a green 'Register a device' button below it.

Device Type	Identifier	Status	Actions
Email	sbliss@index-analytics.com	Active	

**Register a device**


**Step 3:** In the dropdown menu, select the new MFA device you wish to register.

**Figure 43: Register MFA Devices**

### My Profile

- View Profile
- Change Profile
- Change Business Contact Information
- Change Password
- Change Security Question and Answer
- Manage MFA Devices**
- Login History
- My Help Desk Contact Information

### Manage Multi-Factor Authentication (MFA) Devices

Device Type	Identifier	Status	Actions
Email	sbliss@index-analytics.com	Active	 Edit

#### Register Multi-Factor Authentication (MFA) Device

Adding a MFA 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 ID and Password.

Select the MFA device type that you want to use to login

Select MFA Device

**Step 4:** Depending on the device you choose to register, you will be asked to provide information about that device. For example, if you choose “Text Message”, you will be asked to provide a phone number.

**Figure 44: Send MFA Code**

View Profile

Change Profile

Change Business Contact Information

Change Password

Change Security Question and Answer

Manage MFA Devices

Login History

My Help Desk Contact Information

### Manage Multi-Factor Authentication (MFA) Devices

Device Type	Identifier	Status	Actions
Email	sbliss@index-analytics.com	Active	<div>Edit</div>

### Register Multi-Factor Authentication (MFA) Device

Adding a MFA 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 ID and Password.

Select the MFA device type that you want to use to login

Text Message (SMS)

Text Message (SMS)

The SMS option will send your MFA Code directly to your mobile device via a 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.

Phone Number  
555-555-5555

Send MFA Code

Cancel

**Step 5:** Enter the code sent to your device and select **Add Device** to successfully add your MFA Device.

**Figure 45: Enter MFA Device Code**

The MFA code has been sent to your MFA device. If you are having trouble, we can resend the MFA code in 30 seconds.

Re-send MFA Code

Enter Code Received

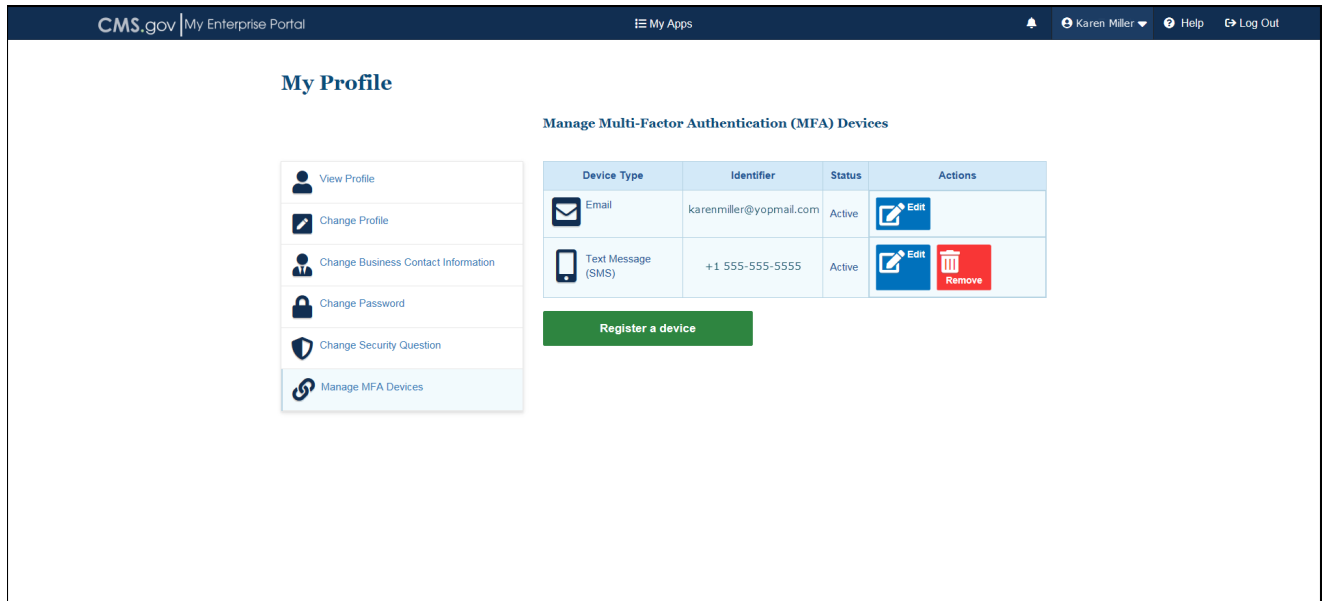
Required field.

Add Device

Cancel

**Step 6:** You have successfully added an MFA device to your IDM account.

**Figure 46: Manage MFA Devices Page**



### Section 3.3: Open Payments System Users and User Roles for Physicians, NPPs, and Teaching Hospitals

A physician and NPP must create a profile for him or herself in the Open Payments system and undergo a vetting process to be fully registered in the Open Payments system. See Section 3.3c for more information on physician vetting and section 3.3f for more information on NPP vetting. The physician and NPP profile process has five steps, as shown in Figure 31 below. Details on these steps are included later in this chapter.

**Figure 47: Physician and NPP Registration Process**



**Figures 48, 49, and 50** detail the fields which are required and optional when creating your physician or NPP user profile. It is important to have this information on hand prior to beginning the registration process.

**Figure 48: Required and Optional Fields for Physician Profiles**

Fields	Required or Optional?
Practice Name	Optional
Practice Business Address	Required
Covered Recipient Type	Required
Physician Primary Type	Required
National Provider Identifier (NPI)**	Optional (If you have an NPI, adding your NPI is required)
Drug Enforcement Administration (DEA) Number**	Optional
Taxonomy Code (at least 1)	Required
License State (at least 1)	Required
License Number (at least 1)	Required

**Figure 49: Required and Optional Fields for NPP Profiles**

Fields	Required or Optional?
Practice Name	Optional
Practice Business Address	Required
Covered Recipient Type	Required
Non-Physician Practitioner Primary Type	Required
National Provider Identifier (NPI)**	If you have an NPI, adding your NPI is required
Drug Enforcement Administration (DEA) Number**	Optional
Taxonomy Code (at least 1)	Required
License State (at least 1)	Required
License Number (at least 1)	Required

\*\*The National Provider Identifier (NPI) must be entered if you have one. If you do not have an NPI, you can still proceed with registration.

Profile information submitted to Open Payments is associated with physician and NPP license numbers and NPI for the purposes of vetting. Therefore, when registering in the Open Payments system, physicians and NPPs must enter at least one of the state license numbers they hold, as well as their NPI number (if they have one).

**Figure 50: Required and Optional Fields for Individual User Profiles**

Fields	Required or Optional
First Name	Required
Middle Name	Optional

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Fields	Required or Optional
Last Name	Required
Suffix	Optional
Job Title (for physicians and NPPs)	Optional
Job Title (for authorized representative)	Required
Business Address	Required
Business Phone Number	Required
Business Email Address	Required

Teaching hospitals are pre-populated into the Open Payments system based on the Open Payments Teaching Hospital List, which is maintained by CMS and updated annually. Teaching hospitals do not need to be vetted after profile creation and are approved automatically in the Open Payments system with a status of “vetted.” CMS makes the current and past Teaching Hospital Lists available on the Resources page of the CMS Open Payments website at <https://www.cms.gov/OpenPayments/Resources>. Teaching hospitals not on the lists will not have payments or other transfers of value reported.

Teaching hospitals must register using the hospital’s “Doing Business As” name rather than its legal name. In the Teaching Hospital List, the “Doing Business As” name is under the heading of “Hospital Name.” The address should be the “NPPES Business Address.” For directions on registering a teaching hospital for a prior program year, see Section 3.3i

Teaching hospital registration has five steps, as shown in **Figure 51** below. Details on these steps are included later in this chapter.

**Figure 51: Teaching Hospital Registration Process**



**Figures 52 and 53** detail which fields are required and which fields are optional when creating teaching hospital and user profiles. It is important to have this information on hand prior to beginning the registration process.

**Figure 52: Required and Optional Fields for Teaching Hospital Profiles**

Fields	Required or Optional?
State Where Teaching Hospital is Located	Required
Teaching Hospital Doing Business As Name	Required



Fields	Required or Optional?
Teaching Hospital Business Address	Required
Taxpayer Identification Number (TIN)	Required

**Figure 53: Required and Optional Fields for Individual User Profiles**

Fields	Required or Optional?
First Name	Required
Middle Name	Optional
Last Name	Required
Suffix	Optional
Job Title	Required
Business Address	Required
Business Phone Number	Required
Business Email Address	Required
City Name	Required
State	Required
Zip Code	Required

The entire registration process takes approximately 30 minutes and must be completed in a single session. You cannot save entries or complete the profile later. You will be able to edit, manage, or update a profile once it is created.

**The system times out after 30 minutes of inactivity and it does not have an auto-save feature. If the system times out, your updates will not be saved.**

Important notes on Open Payments physician, NPP, and teaching hospital registration:

- If your teaching hospital was registered in a previous year, it does not need to be registered again.
- Registration must be completed in one session.
- Physicians and NPPs, if you do not know your 10-digit NPI number, you can find it on the NPI Registry, located at <https://npiregistry.cms.hhs.gov/>.
- If you cannot find your DEA number, contact the DEA Office of Diversion Control. Their website is <https://www.dea diversion.usdoj.gov>.

### **3.3a: Creating an Open Payments Profile as a Physician: First Time System Users**

If you are registering as a physician and are a first-time user in the Open Payments system, follow the steps below.

If you are a physician or NPP who works in a teaching hospital and wish to see data related to you in your capacity as a physician or NPP, select the “Physician or Non-Physician Practitioner” option when registering. If you are a physician or NPP that works in a teaching hospital and wish to represent that teaching hospital as an authorized official or authorized representative, follow the instructions in [Section 3.3g](#) for registering a teaching hospital.

If you select the “Teaching Hospital” option, you will only be able to view payments made to the teaching hospital you are associating yourself with. If you wish to see data related to you as a physician or NPP, create a second profile and select the “Physician or Non-Physician Practitioner” option. You may be registered for both options and can alternate between physician and teaching hospital profiles using the “Switch User” functionality described in Section 3.3j.

**Note:** For this scenario, the user previously registered an account in IDM, and requested the Open Payments role of “Physician, Non-Physician Practitioner, Teaching Hospital Authorized Representative, or Reporting Entity Submitter/Attester/Compliance”, and will be registering a profile as a physician in the Open Payments system.

If you have not yet registered in IDM and requested access to the Open Payments System, please refer to the steps outlined in section 3.2b, above.

**Step 1:** Log in to the Open Payments system at <https://openpayments.system.cms.gov> using your IDM credentials and agree to the Terms and Conditions.

You will need to verify your identity using Multi-Factor Authentication (MFA) after selecting the **Log In** button. The email address you input during IDM registration will be the default MFA device.

Figure 54: Open Payments System Log In Page

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Andrew

\*\*\*\*\*

☒ I agree to [Terms & Conditions](#)

Log In

[Forgot your User ID and Password?](#)  
[Need to unlock your account?](#)

New User Registration

The on-screen text contains important information regarding the registration process. Read the on-screen text and select **Create Profile** when you are ready to begin the registration process.

Figure 55: Open Payments Home Page for First-Time System Users

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Open Payments is a national disclosure program that promotes transparency by publishing information about the financial relationships between applicable manufacturers and applicable group purchasing organizations (GPOs) and healthcare providers (physicians, non-physician practitioner practitioners, and teaching hospitals) on a publicly accessible website.

The Open Payments system requires the annual reporting of these relationships to CMS ([42 CFR Part 403 Subpart I](#)).

**Create Profile**

Our records indicate that you have not yet created a profile in the Open Payments system. Before you can perform any actions in the system, you must first create your profile and complete the registration process.

**Create Profile**

**Your Current Registration Process**

1. Register through IDm 2. Request access to Open Payments 3. Create profile

**Step 2:** The on-screen text contains important information regarding creating your physician profile. Read the on-screen text and select **Start Profile** at the bottom of the page when you are ready to continue.

Figure 56: Create My Profile Page

An official website of the United States government [Here's how you know](#)

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## Create Profile

- 1 Select Profile Type
- 2 Register Entity
- 3 Personal Information
- 4 Review and Submit Profile

### Creating a Profile

To begin creating a profile and registering in the Open Payments system, you must identify your affiliation with an applicable manufacturer, applicable group purchasing organization (GPO), teaching hospital, physician, or non-physician. Users with provider type of Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant are called Non-Physician in the Open Payments system.

For reporting entities, prior to beginning registration, collect the information required for reporting entity registration, then proceed with the registration process.

For reporting teaching hospital, physician, or non-physician registration, prior to beginning registration, collect the information required for covered recipient registration, then proceed with the registration process.

If the applicable manufacturer, applicable GPO, teaching hospital, physician, or non-physician has already been registered in the Open Payment system and you have not affiliated with them in the Open Payments system, you may:

- Ask a user already affiliated with the reporting entity or covered recipient to nominate you for a user role: or
- Create a personal profile and request a role with the reporting entity or covered recipient user. Note that users who wish to associate themselves with physicians or non-physician must be nominated by the physician or non-physician.

### Required Information

Fields for required information are marked with an asterisk \*.

It is important that you have all required information available when you begin because registration must be completed in one session. **A registration session will time out after 30 minutes of inactivity. If that occurs, all information entered during that session will be lost.**

A list of required information is available in the ["Required Information for Registration" quick reference guide \[PDF\]](#). This QRG is also available on the [Resources page of the Open Payments website](#).

### Registering as a Covered Recipient

#### Registering as a Physician or a Teaching Hospital

If you are a physician who works at a teaching hospital and wish to see data related to you in your capacity as a physician, select the "Physician or Non-Physician" option when registering. Registering as a user affiliated with a teaching hospital will allow you to see only data related to that teaching hospital and not your records. You may register as both a physician and a user affiliated with a teaching hospital if needed.

Physicians should register themselves in the Open Payments system and not delegate this task to another individual.

#### Registering as a Non-Physician

If you are registering as a Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant, select the "Physician or Non-Physician" option when registering. If you are a Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant who works at a teaching hospital and wish to see data related to you in your capacity as a non-physician, select the "Physician or Non-Physician Practitioner" option when registering.

When you are ready to begin registration, select **"Start Profile."**

Back Start profile

**Step 3:** Select the profile type **Physician or Non-Physician Practitioner** and select the **Continue** button.

Figure 57: Select Profile Type Page

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## Create Profile

- Select Profile Type**
- Register Entity
- Personal Information
- Review and Submit Profile

### Select a Profile Type

A field with an asterisk (\*) is required.

If you received a nomination ID and/or registration ID in an email notifying you of your nomination for a user role, begin creating your profile by selecting the "I have a Nomination ID and/or a Registration ID" link.

If you did not receive a nomination ID and/or a registration ID in an email, begin creating your profile by indicating whether you are a reporting entity or covered recipient.

**Note:**

If you are a physician who works at a teaching hospital and wish to see data related to you in your capacity as a physician, select the "Physician or Non-Physician Practitioner" option when registering. Registering as a user affiliated with a teaching hospital will allow you to see only data related to that teaching hospital and not your records. You may register as both a physician and a user affiliated with a teaching hospital if needed.

If you have any questions regarding the user type you should register as, please contact the Open Payments Help Desk [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) for guidance.

**\* Required: Select the type of entity or covered recipient you are affiliated with OR the "I have a Nomination ID and/or a Registration ID"**

- ☐ I have a Nomination ID and/or a Registration ID
- ☐ Applicable Manufacturer or applicable Group Purchasing Organization (GPO)
- ☒ Physician or Non-Physician Practitioner
- ☐ Teaching hospital

Cancel Continue

**Step 4:** Enter your personal and business information. All required fields will be marked with an asterisk (\*). You will not be able to proceed with registration until all the required fields have been entered. You may register with foreign address by selecting "Country" field drop down value other than "United States".

The first name and last name fields are prepopulated from your CMS Identity Management System (IDM) profile. You may edit these fields as needed. Changing this information in Open Payments will not change the corresponding information in your IDM profile.

If you are registered with the National Plan & Provider Enumeration System (NPPES) or the Provider Enrollment, Chain and Ownership System (PECOS), the information you enter here must match the information in those systems for successful profile vetting. It is also helpful to ensure that you update your information on those websites as needed.

Once a physician or non-physician profile has been successfully matched using CMS data sources (also known as "vetted"), the fields prepopulated by IDM data will no longer be editable. If you need to modify these fields after they have become non-editable, contact the Open Payments Help Desk [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) for assistance.

When done, select the **Continue** button.

Selecting the "Cancel" button will cause you to lose all data entered.

**Figure 58: Covered Recipient Personal Information Page**

### Basic Information

First Name \*

Andy

Last Name \*

Smith

Middle Name

Suffix (Jr., Sr., etc.)

### Business Information

Practice Name

Andy's Office

Email Address \*

dhgyhj@djsfghkl.com

Country \*

United States

Practice Business Address, Line 1 \*

245 Street

Practice Business Address, Line 2

Practice Business Address, Line 2

City \*

Newtown

State \*

Texas

Zip Code \*

78244

Zip Extension

XXXX

Business Telephone Number \*

210-578-8541

Back

Cancel

Continue

**Step 5:** Enter your covered recipient details. All required fields will be marked with an asterisk (\*).

The National Provider Identifier (NPI) and Drug Enforcement Administration (DEA) Number fields are not marked as required and must be entered if you have them. If you do not have these identifiers, you may proceed with registration.

- The ZIP Code you enter is validated to ensure it is a valid United States ZIP code and that it is within the “State” entered.
- If you have a National Provider Identifier (NPI), enter it exactly as listed in NPPES for the current calendar year.
- Enter at least one of your active state licenses. You may enter up to 50 licenses.

Taxonomy codes not on the taxonomy code list should not be entered. You may refer to the taxonomy code list on the Resources page of the Open Payments website (<https://www.cms.gov/priorities/key->

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[initiatives/open-payments/resources/reporting-entities](#)) As you begin entering information into the Taxonomy Code field, the system will provide a list of codes to help guide your entry. If your taxonomy code is not available, select the code that most closely represents your specialty. Select **Add** after entering each taxonomy code to add it to your profile.

To enter license information, select the state in which the license is held and enter the license number. Select the **Add** button to add the license. The license number field may contain up to 25 characters, including special characters such as hyphens (-). You are required to enter at least one license. If you input data into the field and select the **Continue** button before selecting the **Add** button, the system will provide an error message.

If you have licenses in more than one state, enter in the first state and license number and then select **Add**. Repeat until you have added any additional licenses as you deem necessary.. You can enter up to 52 licenses.

When you are finished, select the **Continue** button.



Figure 59: Covered Recipient Details Page

## Covered Recipient Details

Enter the required covered recipient information below.

You must provide your National Provider Identifier (NPI) if you have one.

### Covered Recipient Identification

Covered Recipient Type \*

Physician

Covered Recipient Primary Type \*

Doctor of Optometry

National Provider Identification (NPI)  
(This is a 10-digit number that is required if you (the covered recipient) have an NPI)

1558507830

Drug Enforcement Administration (DEA) Number:  
This is a 9-character alphanumeric ID

XXXXXXXXXX

### Taxonomy Codes

Covered Recipient Taxonomy Code is a lookup field. Start typing a taxonomy code and the system will display a list of taxonomy codes that begin with the characters you have entered. Select the most accurate code and select the "Add" button. This will save the entered code and allow you to enter another taxonomy code if necessary. Repeat until all your taxonomy codes are entered. You may enter up to six taxonomy codes. Any previously entered taxonomy codes may be deleted by selecting the "Delete" button. At least one taxonomy code must be selected to continue the registration.

Refer to the Taxonomy/Specialty Lookup Document available on the [Resources page of the Open Payments website](#) for the complete list of taxonomy codes that can be entered. Taxonomy codes not on this list cannot be entered into the system. If an exact match cannot be found, choose the taxonomy code that best identifies your current specialty

Taxonomy Code \*

111N00000X

Add

### State Licensing Information

To enter your license information, select the state and enter the license number in the fields below. Select the "Add" button to save the information to the profile. This will allow you to enter another license if necessary. Enter each state and license number separately until all licenses have been added. You must enter at least one license number; you may add a total of 52 license numbers.

License State \*

Texas

License Number \*

78244

Add

Back

Cancel

Continue

**Step 6:** At this point in registration, you may nominate an individual to serve as your authorized representative within the Open Payments system. By default, "Designate an Authorized Representative" will be selected. **A physician cannot be his or her own authorized representative.**

Physicians may only nominate one authorized representative. However, an authorized representative may represent more than one physician or NPP.

To nominate an authorized representative at this time, select **Yes** in the dropdown and enter the required information. You will also be asked to select the access level for the authorized representative. Authorized representative access levels are explained in depth in Section 3.4a. The access levels are also summarized on the page. When you are finished, select the **Continue** button.

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You do not need to designate an authorized representative during initial registration and may do so later. If you choose not to designate an authorized representative during initial registration, select **Not Now** and then select the **Continue** button. Section 3.5a provides instructions on how to nominate an authorized representative after registration is complete.

Figure 60 shows how to NOT nominate an authorized representative.

Figure 61 demonstrates the steps to nominate an authorized representative.

**Figure 60: Decision to NOT Nominate an Authorized Representative**

**Authorized Representative**

All fields are required unless indicated as optional

A covered recipient may designate an authorized representative to take certain actions on their behalf in the Open Payments system. This person can be another covered recipient, an office manager, a practice manager, or any other person the covered recipient wants to designate.

The nominated authorized representative will receive an email stating that they have been nominated for the role. The nominated individual must accept this role in the Open Payments system to become an authorized representative. The nominee will have 10 days to accept or reject the role. The nomination will expire if the nominee does not respond within 10 days. If the nominee rejects the role or does not accept the role within the allotted 10 days, the covered recipient may nominate another person.

**Nominate the Covered Recipient in the Open Payments System**

You can nominate an individual by providing the nominee's information below or later via the covered recipient profile page in the Open Payments system.

Note: Covered recipient authorized representative nominees must register in the CMS Identity Management (IDM) system for login credentials before they can log into Open Payments and take action on the nomination. If the nominee accepts the role, they will then be prompted to create an individual profile in the Open Payments system.

Designate an authorized representative? \*

Not Now

Back

Cancel

Continue

If you wish to nominate an authorized representative, select **Yes** in the dropdown, and complete the fillable fields. When you have finished creating your profile, an email containing the steps to accept the nomination will be sent to the nominee.

Figure 61: Decision to Nominate an Authorized Representative

## Authorized Representative

All fields are required unless indicated as optional

A covered recipient may designate an authorized representative to take certain actions on their behalf in the Open Payments system. This person can be another covered recipient, an office manager, a practice manager, or any other person the covered recipient wants to designate.

The nominated authorized representative will receive an email stating that they have been nominated for the role. The nominated individual must accept this role in the Open Payments system to become an authorized representative. The nominee will have 10 days to accept or reject the role. The nomination will expire if the nominee does not respond within 10 days. If the nominee rejects the role or does not accept the role within the allotted 10 days, the covered recipient may nominate another person.

### Nominate the Covered Recipient in the Open Payments System

You can nominate an individual by providing the nominee's information below or later via the covered recipient profile page in the Open Payments system.

Note: Covered recipient authorized representative nominees must register in the CMS Identity Management (IDM) system for login credentials before they can log into Open Payments and take action on the nomination. If the nominee accepts the role, they will then be prompted to create an individual profile in the Open Payments system.

Designate an authorized representative? \*

Yes

## Authorized Representative

Enter the name, business email, job title, and business telephone number of the nominated authorized representative.

First Name *	Last Name *
<input type="text" value="Bob"/>	<input type="text" value="Jackson"/>
Middle Name	Suffix (Jr., Sr., etc.)
<input type="text"/>	<input type="text"/>

### Authorized Representative's Business Address

Enter the nominated authorized representative's business address information below. Enter the primary business address if the authorized representative has multiple business addresses

Email Address *	Job title *	
<input type="text" value="sbliss@index-analytics.com"/>	<input type="text" value="Office manager"/>	
Country *		
<input type="text" value="United States"/>		
Business Address, Line 1 *		
<input type="text" value="6610 Cypress Lake Drive"/>		
Business Address, Line 2		
<input type="text" value="Business Address, Line 2"/>		
City *	State *	
<input type="text" value="Houston"/>	<input type="text" value="Texas"/>	
Zip Code *	Zip Extension	Business Telephone Number *
<input type="text" value="78244"/>	<input type="text" value="XXXX"/>	<input type="text" value="210-602-4955"/>

### Assign the Covered Recipient Authorized Representative's Access Level

The authorized representative's access level will determine the actions they can take on behalf of the covered recipient in the Open Payments system.

By default, the covered recipient authorized representative can read any information in the covered recipient's profile in the Open Payments system. Select any additional level(s) of access to be granted to the authorized representative below. covered recipient authorized representatives cannot edit their access levels.

#### Access Level

- ☐ Read - (Default access level) Able to see covered recipient profile and records associated with the covered recipient.
- ☐ Modify Profile - Able to edit or enter the covered recipient's profile information (NPI, license, taxonomy code, etc.).
- ☐ Dispute Records - Able to dispute records of payments or other transfers of value associated with the covered recipient that was submitted by reporting entities.

Back

Cancel

Continue

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**Step 7:** Review the information entered. Select the **Back** button at the bottom of the page to go back and edit any information. Once you have reviewed the information and determined it to be correct, select **Submit**.

Figure 62: Review and Submit Profile Page

**Create Profile**

- 1 Select Profile Type
- 2 Personal Information
- 3 Review and Submit Profile

**Review and Submit Profile**

Review the information on this page to ensure it is correct. Select the "Back" button to navigate to the previous pages to correct any information. Select the "Continue" button to submit your profile.

**Personal Information**

Name: Andy Smith  
Business Email Address: sbliiss@index-analytics.com  
Business Telephone Number: 210-602-4955  
Practice Name: Doctor Andy  
Practice Business Address: 6610 Cypress Lake Drive Houston TX 78244 TX, 78244, US

**Covered Recipient Information**

Primary Type: Doctor of Optometry  
National Provider Identifier (NPI): 1558507830  
Drug Enforcement Administration (DEA) Number:  
Taxonomy Codes: 111N00000X  
State Licenses: TX-78244

[Back](#) [Cancel](#) [Submit](#)

The following message will appear on-screen to confirm your profile has been successfully created. If you have chosen to designate an authorized representative, an email notification with a nomination ID will be sent to the nominated individual.

Figure 63: Registration Complete On-Screen Message

**Registration Complete**

**Success:**  
You have successfully submitted profile information for Doctor Andy.

You may now go to [Open Payments Home](#). You will receive an email confirming that a profile was submitted. The email confirmation message will have the covered recipient registration ID.

The covered recipient will undergo vetting. You will receive an email with the results of the vetting soon. The covered recipient will be successfully registered in the Open Payments system if it passes vetting. You can refer to the [Open Payments User Guide \(PDF\)](#) for further information.

For help obtaining a PDF viewer, go to the [CMS.gov Help page](#).

[Continue to Open Payments Home Page](#)

### 3.3b: Creating a profile as a Physician for a User with another Role (Returning System Users)

If you are creating a profile as a physician and you are already affiliated with a reporting entity or teaching hospital in the Open Payments system, follow the steps below.

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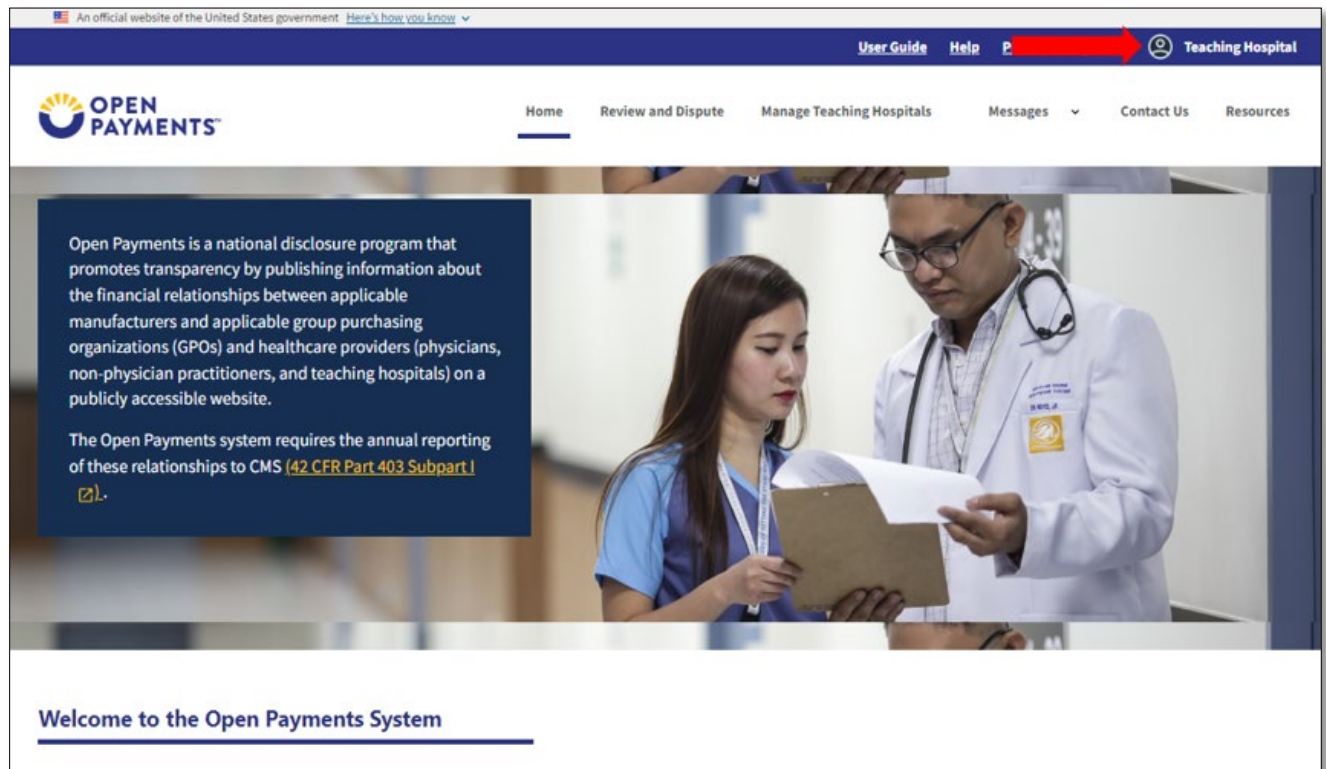
**Step 1:** Log in to the Open Payments system at <https://openpayments.system.cms.gov> using your IDM credentials and agree to the Terms and Conditions.

You will need to verify your identity using Multi-Factor Authentication (MFA) after selecting the **Log In** button. The email address you entered during IDM registration will be the default MFA device.

**Changes made here will not automatically update user's profile information in his/her other CMS accounts.**

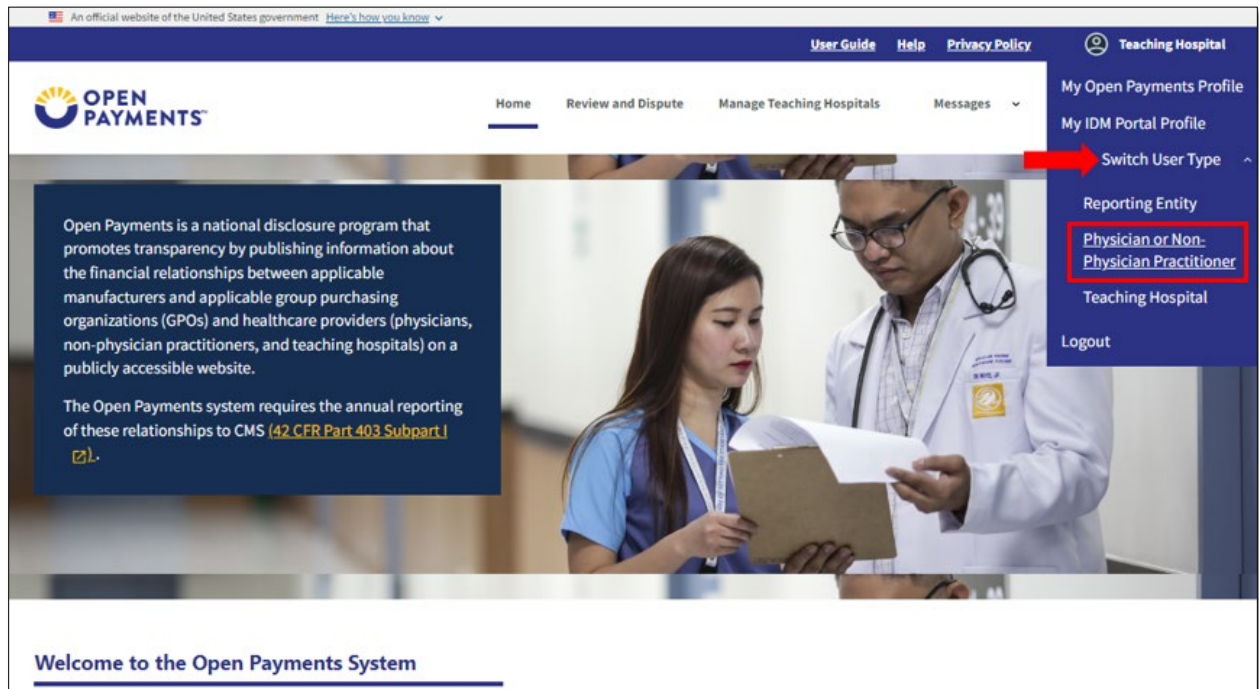
**Step 2:** Select your profile icon in the header menu to open a drop-down menu.

**Figure 64: Open Payments System Landing Page**



**Step 3:** Select the **Switch User Type** option in the drop-down menu and select **Physician or Non-Physician Practitioner** option.

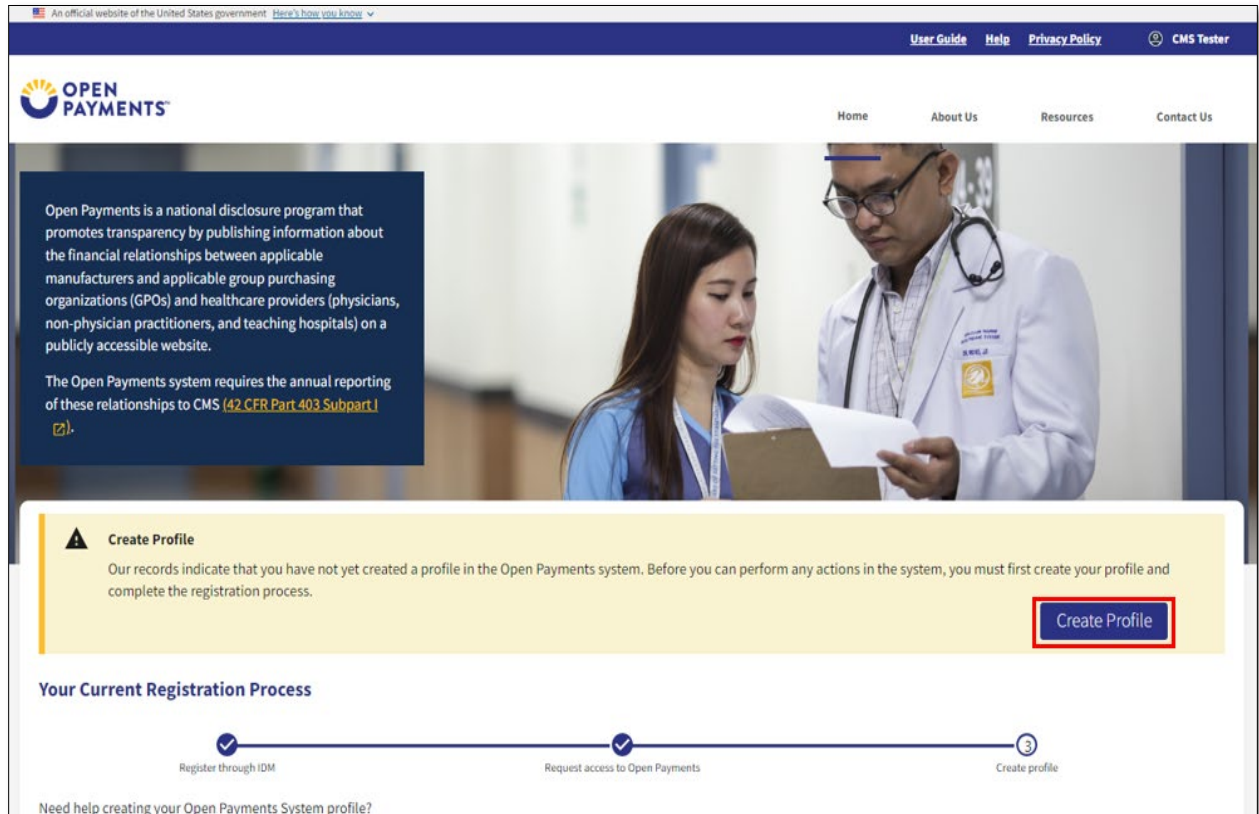
Figure 65: Open Payments System “Switch User Type” Option



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**Step 4:** Select the **Create My Profile** button to create the Physician profile. Follow the steps in Section 3.3a to complete Physician registration.

**Figure 66: Open Payments System Home Page for First-Time System Users**



### 3.3c: Physician and NPP Vetting

Vetting is the process of verifying your identity. This is done to ensure that you are a valid covered recipient and aids in the matching of submitted payments to you. All physicians and NPPs registering in the Open Payments system will be vetted. Vetting occurs once you have submitted your profile to the Open Payments system. **Your profile is not considered complete until the vetting process is successful.**

Once you submit your profile, the automated vetting process begins. The process will attempt to vet you using the information provided in the physician/NPP profile, so it is important for you to provide as much accurate information as possible to aid in the vetting process. Particularly important are your first and last name, NPI (if you have an NPI), state license information, and primary specialty type. The Open Payments system will match your information against multiple data sources. If you have an NPI, you must include it in order to be successfully vetted.



If you “fail” the vetting process, you will have the opportunity to correct the information in your profile and resubmit the profile for vetting. You may update your profile as many times as necessary to successfully complete vetting.

If you do not successfully pass vetting despite all of the information provided in your profile being correct to the best of your knowledge, or if you require assistance with successfully vetting your profile, contact the Open Payments Help Desk at 1-855-326-8366. For the TTY line, call 1-844-649-2766.

The automatic vetting process normally takes less than 24 hours, though it could take longer depending upon the completeness of the information provided and the number of covered recipients undergoing vetting at the same time.

**Once vetting is successful, you will not be able to change the name or NPI referenced in your profile.** If edits to either of these fields is required after successful vetting, contact the Open Payments Help Desk at 1-855-326-8366 for assistance. CMS encourages physicians to register and begin the vetting process as early as possible to allow sufficient time for vetting to be completed.

**If your profile is modified, the profile will undergo vetting again.**

### **3.3d: Creating a profile as an NPP (First Time System Users)**

If you are registering as a NPP and are a first-time user in the Open Payments system, follow the steps below.

**If you are a NPP who works in a teaching hospital and wish to see data related to you in your capacity as an NPP, select the “Physician or Non-physician practitioner” option when registering. If you are a NPP who works in a teaching hospital and wish to represent that teaching hospital as an authorized official or authorized representative, follow the instructions in Section 3.3g for registering a teaching hospital.**

If you select the “Teaching Hospital” option when registering, you will only be able to view payments made to the teaching hospital you are associating yourself with. If you wish to see data related to you as an NPP, register a second time and select the “Physician or Non-Physician Practitioner” option. You may be registered for both options and can alternate between NPP and teaching hospital profiles using the “Switch User” functionality described in [Section 3.3j](#).

**Note: For this scenario, the user previously registered an account in IDM, and requested the Open Payments role of “Physician, Non-Physician Practitioner, Teaching Hospital Authorized Representative, or Reporting Entity Submitter/Attester/Compliance”, and will be registering a profile as a non-physician practitioner (NPP) in the Open Payments system.**

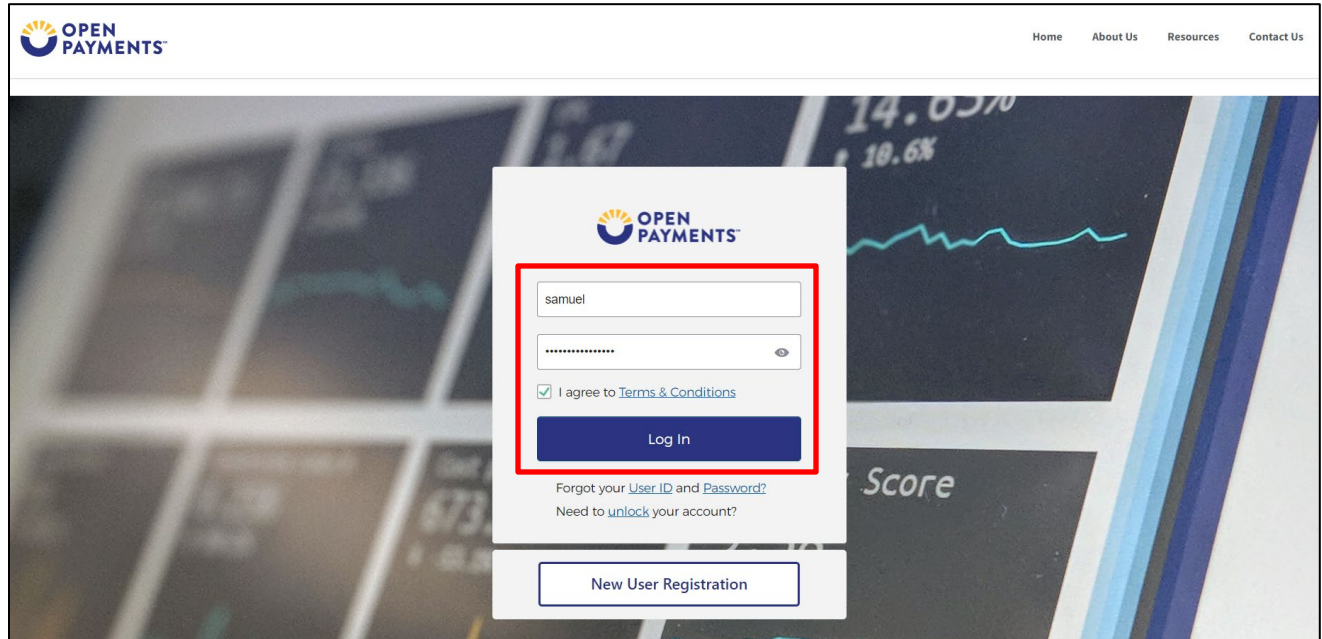
**If you have not yet registered in IDM and requested access to the Open Payments System, please refer to the steps outlined in section 3.2b, above.**

## Open Payments User Guide for Covered Recipients – July 2024

**Step 1:** Log in to the Open Payments system using your IDM credentials and agree to the Terms and Conditions.

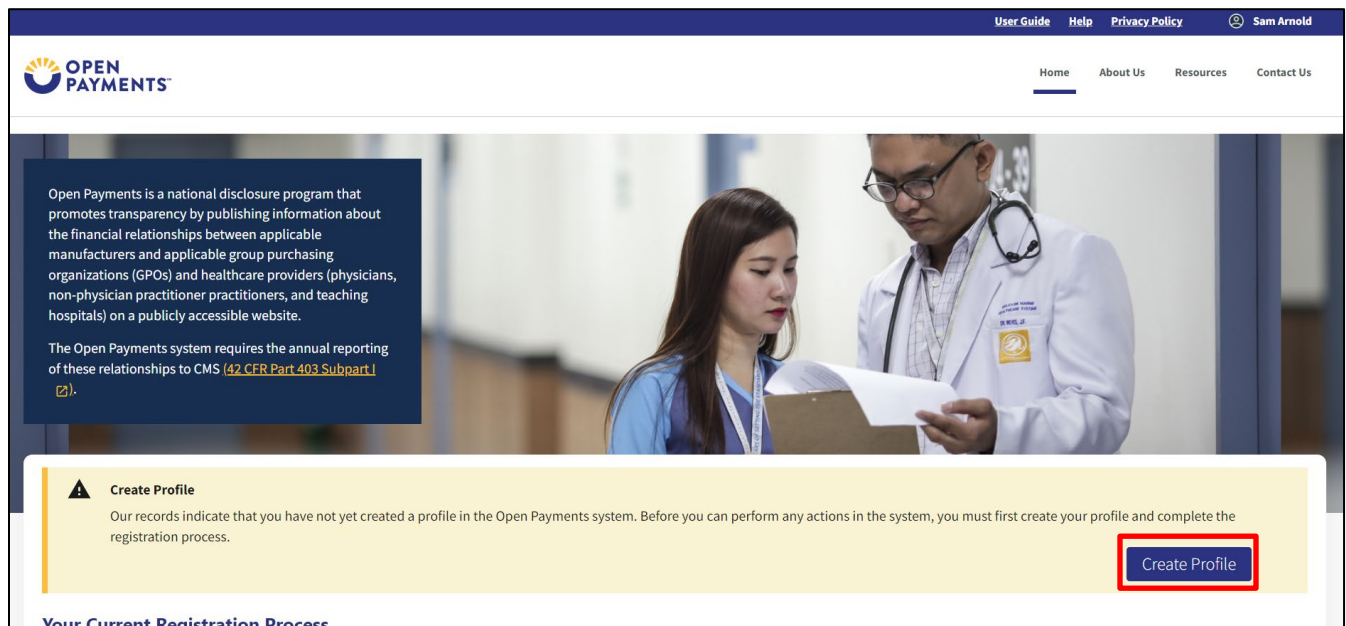
You will need to verify your identity using Multi-Factor Authentication (MFA) after selecting the **Log In** button. The email address you input during IDM registration will be the default MFA device.

Figure 67: Open Payments System Log In Page



Select **Create Profile** to start the registration process.

Figure 68: Open Payments Home Page for First-Time System Users





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**Step 2:** The on-screen text contains important information regarding creating the NPP profile. Read the on-screen text and select **Start Profile** at the bottom of the page when you are ready to continue.

**Figure 69: Create My Profile Page**

## Creating a Profile

To begin creating a profile and registering in the Open Payments system, you must identify your affiliation with an applicable manufacturer, applicable group purchasing organization (GPO), teaching hospital, physician, or non-physician practitioner. Users with provider type of Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant are called Non-Physician Practitioners in the Open Payments system.

For reporting entities, prior to beginning registration, collect the information required for reporting entity registration, then proceed with the registration process.

For reporting teaching hospital, physician, or non-physician practitioner registration, prior to beginning registration, collect the information required for covered recipient registration, then proceed with the registration process.

If the applicable manufacturer, applicable GPO, teaching hospital, physician, or non-physician practitioner has already been registered in the Open Payment system and you have not affiliated with them in the Open Payments system, you may:

- Ask a user already affiliated with the reporting entity or covered recipient to nominate you for a user role; or
- Create a personal profile and request a role with the reporting entity or covered recipient user. Note that users who wish to associate themselves with physicians or non-physician practitioners must be nominated by the physician or non-physician practitioner.

## Required Information

Fields for required information are marked with an asterisk \*.

It is important that you have all required information available when you begin because registration must be completed in one session. **A registration session will time out after 30 minutes of inactivity. If that occurs, all information entered during that session will be lost.**

A list of required information is available in the ["Required Information for Registration" quick reference guide \(PDF\)](#). This QRG is also available on the [Resources page of the Open Payments website](#).

## Registering as a Covered Recipient

### Registering as a Physician or a Teaching Hospital

If you are a physician who works at a teaching hospital and wish to see data related to you in your capacity as a physician, select the "Physician or Non-Physician Practitioner" option when registering. Registering as a user affiliated with a teaching hospital will allow you to see only data related to that teaching hospital and not your records. You may register as both a physician and a user affiliated with a teaching hospital if needed.

Physicians should register themselves in the Open Payments system and not delegate this task to another individual.

### Registering as a Non-Physician Practitioner

If you are registering as a Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant, select the "Physician or Non-Physician Practitioner" option when registering. If you are a Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant who works at a teaching hospital and wish to see data related to you in your capacity as a non-physician practitioner, select the "Physician or Non-Physician Practitioner" option when registering.

**When you are ready to begin registration, select "Start Profile."**

Back

Start profile

**Step 3:** Select the profile type **Physician or Non-physician Practitioner** and then select the **Continue** button.

Figure 70: Select Profile Type Page

The screenshot displays the 'Select a Profile Type' page within the Open Payments application. The top navigation bar includes links for 'User Guide', 'Help', 'Privacy Policy', and a user profile for 'Sam Arnold'. The main header shows 'Home', 'About Us', 'Resources', and 'Contact Us'. The left sidebar, titled 'Create Profile', lists four steps: 1. Select Profile Type (active), 2. Register Entity, 3. Personal Information, and 4. Review and Submit Profile. The main content area is titled 'Select a Profile Type' and includes instructions: 'A field with an asterisk (\*) is required.' and 'If you received a nomination ID and/or registration ID in an email notifying you of your nomination for a user role, begin creating your profile by selecting the "I have a Nomination ID and/or a Registration ID" link.' A note states: 'If you did not receive a nomination ID and/or a registration ID in an email, begin creating your profile by indicating whether you are a reporting entity or covered recipient.' A light blue note box explains that physicians at teaching hospitals should select the 'Physician or Non-Physician Practitioner' option. Below this, a required field section asks the user to select their affiliation, with three radio button options. The 'Physician or Non-Physician Practitioner' option is selected and highlighted with a red box. At the bottom right, 'Cancel' and 'Continue' buttons are visible, with the 'Continue' button also highlighted with a red box.

**Step 4:** Enter your personal and business information. All required fields will be marked with an asterisk (\*). All required fields must be entered to proceed with the profile. You may register with foreign address by selecting "Country" field drop down value other than "United States".

The first name and last name fields are prepopulated from your CMS Identity Management System (IDM) profile. You may edit these fields as needed. However, changing this information in Open Payments will not change the corresponding information in your IDM profile.

If you are registered with the National Plan & Provider Enumeration System (NPPES) or the Provider Enrollment, Chain and Ownership System (PECOS), the information you enter here must match the information in those systems for your registration to be successful.

Once a physician or non-physician profile has been successfully matched using CMS resources (vetted), the fields prepopulated by IDM data will no longer be editable. If you need to modify these fields after they have become non-editable, contact the Open Payments Help Desk [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) for assistance.

When done, select the **Continue** button.

Selecting the “Cancel” button will cause you to lose all data entered.

**Figure 71: Covered Recipient Personal Information Page**

### Personal Details

Provide personal and business information below to create the physician or non-physician practitioner profile.

The first name and last name fields have been prepopulated from your CMS Identity Management System (IDM) profile. You may edit these fields as needed. However, changing this information in Open Payments will not change the corresponding information in your IDM profile.

If you are registered with the National Plan & Provider Enumeration System (NPPES) or the Provider Enrollment, Chain and Ownership System (PECOS), the information you enter here must match the information in those systems for your registration to be successful.

Note that once a physician or non-physician practitioner profile has been successfully matched using CMS resources (vetted), the fields prepopulated by IDM data will no longer be editable. If you need to modify these fields after they have become non-editable, contact the Open Payments Help Desk [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) for assistance.

#### Basic Information

<b>First Name *</b>	<b>Last Name *</b>
<input type="text" value="Sam"/>	<input type="text" value="Wilton"/>
<b>Middle Name</b>	<b>Suffix (Jr., Sr., etc.)</b>
<input type="text"/>	<input type="text"/>

#### Business Information

**Practice Name \***

**Email Address \***

**Country \***

**Practice Business Address, Line 1 \***

**Practice Business Address, Line 2**

<b>City *</b>	<b>State *</b>	
<input type="text" value="Longview"/>	<input type="text" value="Texas"/>	
<b>Zip Code *</b>	<b>Zip Extension</b>	<b>Business Telephone Number *</b>
<input type="text" value="78244"/>	<input type="text" value="XXXX"/>	<input type="text" value="210-602-4955"/>

Back

Cancel

Continue

**Step 5:** Enter your covered recipient details. All required fields are marked with an asterisk (\*).

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The National Provider Identifier (NPI) and Drug Enforcement Administration (DEA) Number fields are not marked as required; however, they must be entered if they have been assigned to you. If you do not have these identifiers, you can still proceed with registration.

Note the following:

- You may select up to 6 primary types in the “Non-Physician Practitioner Primary Type” multi-select field.
- The ZIP Code entered by the NPP is validated to ensure it is a valid United States ZIP Code and that it is within the “State” entered.
- If the NPP has a National Provider Identifier (NPI), enter it exactly as listed in NPPES for the current calendar year.
- Enter at least one active state license.
- For each license or taxonomy code entered, select the **Add** button to save the information to the profile. Without selecting the **Add** button, the information will not be saved. NPPs can register using up to 6 Taxonomy Codes. To update or replace an existing Taxonomy, select the **Edit** or the **Delete** button.

As you begin entering information into the Taxonomy Code field, the system will provide a list of codes to help guide your entry. If your taxonomy code is not available, select the code that most closely represents your specialty. If needed, you may refer to the taxonomy code list on the Resources page of the Open Payments website (<https://www.cms.gov/priorities/key-initiatives/open-payments/resources/reporting-entities>) **Taxonomy codes not on the taxonomy code list should not be entered.** Select **Add** after entering each taxonomy code to add it to your profile.

To enter license information, select the state in which the license is held and enter the license number. Select the **Add** button to add the license. The license number field may contain up to 25 characters, including special characters such as hyphens (-). You are required to enter at least one license. If you input data into the field and select the **Continue** button before selecting the **Add** button, the system will give you an error message. If you have licenses in more than one state, enter in the first state and license number and then select **Add**. Repeat until all of your state licenses have been added. You can enter up to 52 licenses. When you are finished, select the **Continue** button.

**Figure 72: Covered Recipient Details Page**

## Covered Recipient Details

Enter the required covered recipient information below.

You must provide your National Provider Identifier (NPI) if you have one.

### Covered Recipient Identification

**Covered Recipient Type \***

Non-Physician Practitioner

**Covered Recipient Primary Type \***

Nurse Practitioner

**National Provider Identification (NPI)**  
(This is a 10-digit number that is required if you (the covered recipient) have an NPI)

1558507830

**Drug Enforcement Administration (DEA) Number:**  
This is a 9-character alphanumeric ID

XXXXXXXXXX

### Taxonomy Codes

Covered Recipient Taxonomy Code is a lookup field. Start typing a taxonomy code and the system will display a list of taxonomy codes that begin with the characters you have entered. Select the most accurate code and select the "Add" button. This will save the entered code and allow you to enter another taxonomy code if necessary. Repeat until all your taxonomy codes are entered. You may enter up to six taxonomy codes. Any previously entered taxonomy codes may be deleted by selecting the "Delete" button. At least one taxonomy code must be selected to continue the registration.

Refer to the Taxonomy/Specialty Lookup Document available on the [Resources page of the Open Payments website](#) for the complete list of taxonomy codes that can be entered. Taxonomy codes not on this list cannot be entered into the system. If an exact match cannot be found, choose the taxonomy code that best identifies your current specialty

**Taxonomy Code \***

163W00000X

Add

Taxonomy Code:	Actions:
163W00000X	<div>Delete</div>

### State Licensing Information

To enter your license information, select the state and enter the license number in the fields below. Select the "Add" button to save the information to the profile. This will allow you to enter another license if necessary. Enter each state and license number separately until all licenses have been added. You must enter at least one license number; you may add a total of 52 license numbers.

**License State \***

Texas

**License Number \***

34978

Add

License State:	License Number:	Actions:
TX	34978	<div>Delete</div>

Back

Cancel

Continue

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**Step 6:** At this point in registration, you may nominate an individual to serve as your authorized representative within the Open Payments system. By default, “Designate an Authorized Representative” will be selected. **An NPP cannot be his or her own authorized representative.**

Physicians may only nominate one authorized representative. However, an authorized representative may represent more than one physician or NPP.

To designate an authorized representative, enter the required information. You will also be asked to select the access level for the authorized representative. Authorized representative access levels are explained in depth in Section 3.4b. The access levels are also summarized on the page. When you are finished, select the **Continue** button.

You do not need to designate an authorized representative during initial registration and may do so later. If you choose not to designate an authorized representative at this time, select **Not Now** and then select the **Continue** button. For instructions on how to nominate an authorized representative after registration is complete, see Section 3.5a.

Figure 73 shows how to NOT nominate an authorized representative.

Figure 74 demonstrates the steps to nominate an authorized representative.

**Figure 73: Decision to NOT Nominate an Authorized Representative**

The screenshot shows a web form titled "Authorized Representative". Below the title is a note: "All fields are required unless indicated as optional". The main text explains that a covered recipient can designate an authorized representative to take actions on their behalf. It also states that the nominee will receive an email and must accept the role within 10 days. Below this is a section titled "Nominate the Covered Recipient in the Open Payments System" with instructions on how to nominate and a note about the CMS Identity Management (IDM) system. At the bottom, there is a question "Designate an authorized representative? \*" with a dropdown menu. The dropdown is currently set to "Not Now" and is highlighted with a red box. Below the dropdown are three buttons: "Back", "Cancel", and "Continue". The "Continue" button is highlighted with a red box.

**Authorized Representative**

All fields are required unless indicated as optional

A covered recipient may designate an authorized representative to take certain actions on their behalf in the Open Payments system. This person can be another covered recipient, an office manager, a practice manager, or any other person the covered recipient wants to designate.

The nominated authorized representative will receive an email stating that they have been nominated for the role. The nominated individual must accept this role in the Open Payments system to become an authorized representative. The nominee will have 10 days to accept or reject the role. The nomination will expire if the nominee does not respond within 10 days. If the nominee rejects the role or does not accept the role within the allotted 10 days, the covered recipient may nominate another person.

**Nominate the Covered Recipient in the Open Payments System**

You can nominate an individual by providing the nominee's information below or later via the covered recipient profile page in the Open Payments system.

Note: Covered recipient authorized representative nominees must register in the CMS Identity Management (IDM) system for login credentials before they can log into Open Payments and take action on the nomination. If the nominee accepts the role, they will then be prompted to create an individual profile in the Open Payments system.

Designate an authorized representative? \*

Not Now

Back Cancel Continue

If you wish to nominate an authorized representative, select Yes in the dropdown, and complete the fillable fields. When you have finished creating your profile, an email containing the steps to accept the nomination will be sent to the nominee.

**Figure 74: Decision to Nominate an Authorized Representative**

## Authorized Representative

**All fields are required unless indicated as optional**

A covered recipient may designate an authorized representative to take certain actions on their behalf in the Open Payments system. This person can be another covered recipient, an office manager, a practice manager, or any other person the covered recipient wants to designate.

The nominated authorized representative will receive an email stating that they have been nominated for the role. The nominated individual must accept this role in the Open Payments system to become an authorized representative. The nominee will have 10 days to accept or reject the role. The nomination will expire if the nominee does not respond within 10 days. If the nominee rejects the role or does not accept the role within the allotted 10 days, the covered recipient may nominate another person.

### Nominate the Covered Recipient in the Open Payments System

You can nominate an individual by providing the nominee's information below or later via the covered recipient profile page in the Open Payments system.

Note: Covered recipient authorized representative nominees must register in the CMS Identity Management (IDM) system for login credentials before they can log into Open Payments and take action on the nomination. If the nominee accepts the role, they will then be prompted to create an individual profile in the Open Payments system.

Designate an authorized representative? \*

Yes

## Authorized Representative

Enter the name, business email, job title, and business telephone number of the nominated authorized representative.

**First Name \***

Roger

**Last Name \***

Stevens

**Middle Name**

**Suffix (Jr., Sr., etc.)**

### Authorized Representative's Business Address

Enter the nominated authorized representative's business address information below. Enter the primary business address if the authorized representative has multiple business addresses

**Email Address \***

sblliss@index-analytics.com

**Job title \***

**Country \***

United States

**Business Address, Line 1 \***

123 chicken st

**Business Address, Line 2**

Business Address, Line 2

**City \***

Haymarket

**State \***

Texas

**Zip Code \***

78244

**Zip Extension**

XXXX

**Business Telephone Number \***

210-602-4955

### Assign the Covered Recipient Authorized Representative's Access Level

The authorized representative's access level will determine the actions they can take on behalf of the covered recipient in the Open Payments system.

By default, the covered recipient authorized representative can read any information in the covered recipient's profile in the Open Payments system. Select any additional level(s) of access to be granted to the authorized representative below. covered recipient authorized representatives cannot edit their access levels.

#### Access Level

☐ Read - (Default access level) Able to see covered recipient profile and records associated with the covered recipient.
 ☒ Modify Profile - Able to edit or enter the covered recipient's profile information (NPI, license, taxonomy code, etc.).
 ☒ Dispute Records - Able to dispute records of payments or other transfers of value associated with the covered recipient that was submitted by reporting entities.

Back

Cancel

Continue

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**Step 7:** Review the information entered. Select the **Back** button at the bottom of the page to go back and edit any information. Once you have reviewed the information and determined it to be correct, select **Submit**.

Figure 75: Review and Submit Profile Page

The screenshot shows the 'Review and Submit Profile' page. On the left, a progress bar indicates the current step is '3 Review and Submit Profile'. The main content area is titled 'Review and Submit Profile' and includes instructions: 'Review the Information on this page to ensure it is correct. Select the "Back" button to navigate to the previous pages to correct any Information. Select the "Continue" button to submit your profile.' Below this, there are two sections: 'Personal Information' and 'Covered Recipient Information'. The 'Personal Information' section displays: Name: Sam Wilton, Business Email Address: sbliss@index-analytics.com, Business Telephone Number: 210-602-4955, Practice Name: Nurse Sam's Place, and Practice Business Address: 1217 Cast Iron Drive Longview TX 78244 TX, 78244, US. The 'Covered Recipient Information' section displays: Primary Type: Nurse Practitioner, National Provider Identifier (NPI): 1558507830, Drug Enforcement Administration (DEA) Number: 163W00000X, Taxonomy Codes: 163W00000X, and State Licenses: TX-34978. At the bottom, there are 'Back', 'Cancel', and 'Submit' buttons. The 'Submit' button is highlighted with a red box.

The following message will appear on-screen to confirm your profile has been successfully created. If you have chosen to delegate someone to be an authorized representative, an email notification with a nomination ID will be sent to that individual.

Figure 76: Registration Complete On-Screen Message

The screenshot shows a 'Registration Complete' message box. It features a green success banner with a checkmark icon and the text: 'Success: You have successfully submitted profile information for Nurse Sam's Place.' Below the banner, the message states: 'You may now go to [Open Payments Home](#). You will receive an email confirming that a profile was submitted. The email confirmation message will have the covered recipient registration ID. The covered recipient will undergo vetting. You will receive an email with the results of the vetting soon. The covered recipient will be successfully registered in the Open Payments system if it passes vetting. You can refer to the [Open Payments User Guide \[PDF\]](#) for further information. For help obtaining a PDF viewer, go to the [CMS.gov Help page](#).' At the bottom right, there is a blue button labeled 'Continue to Open Payments Home Page'.

### 3.3e: Creating a profile as a NPP for a User with another Role (Returning System Users)

If you are registering as a NPP and you are already affiliated with a reporting entity or teaching hospital in the Open Payments system, follow the steps below.



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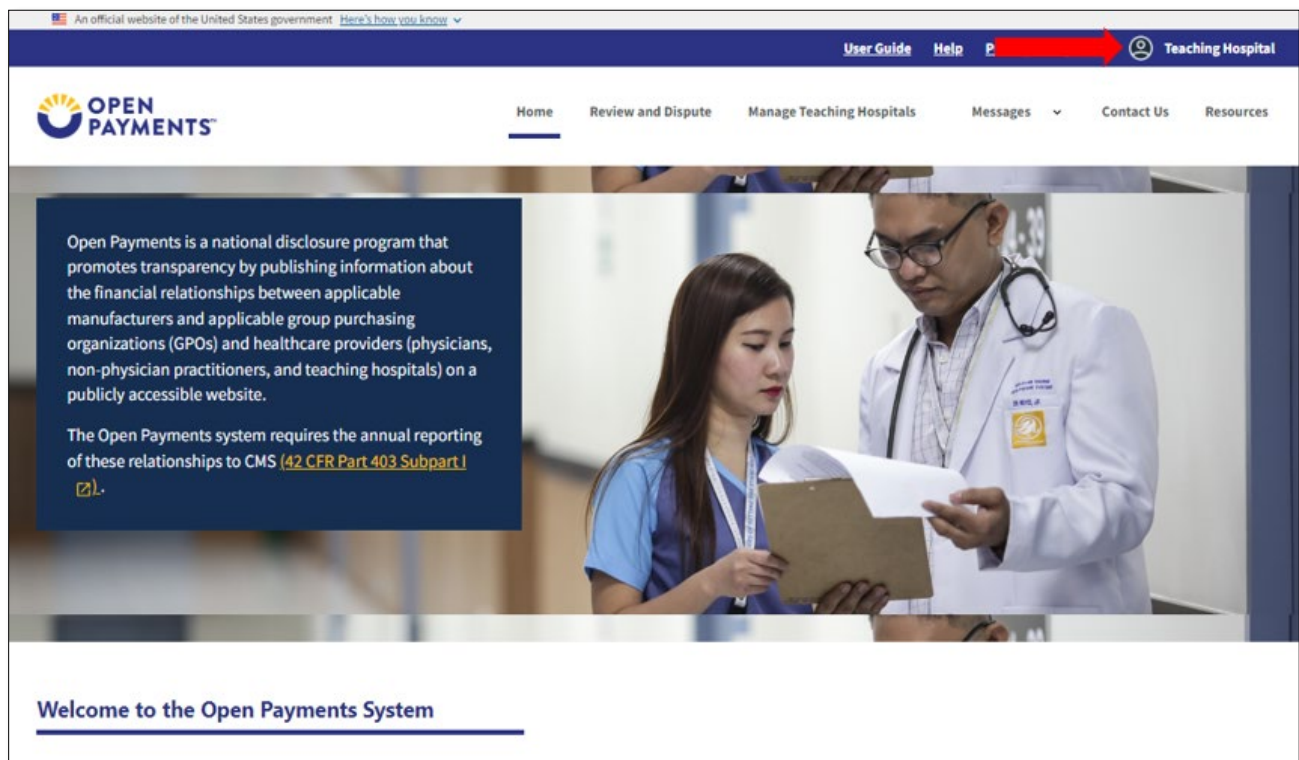
**Step 1:** Log in to the Open Payments system at <https://openpayments.system.cms.gov> using your IDM credentials and agree to the Terms and Conditions.

You will need to verify your identity using Multi-Factor Authentication (MFA) after selecting the **Log In** button. The email address you input during IDM registration will be the default MFA device.

**Changes made here will not automatically update user's profile information in his/her other CMS accounts.**

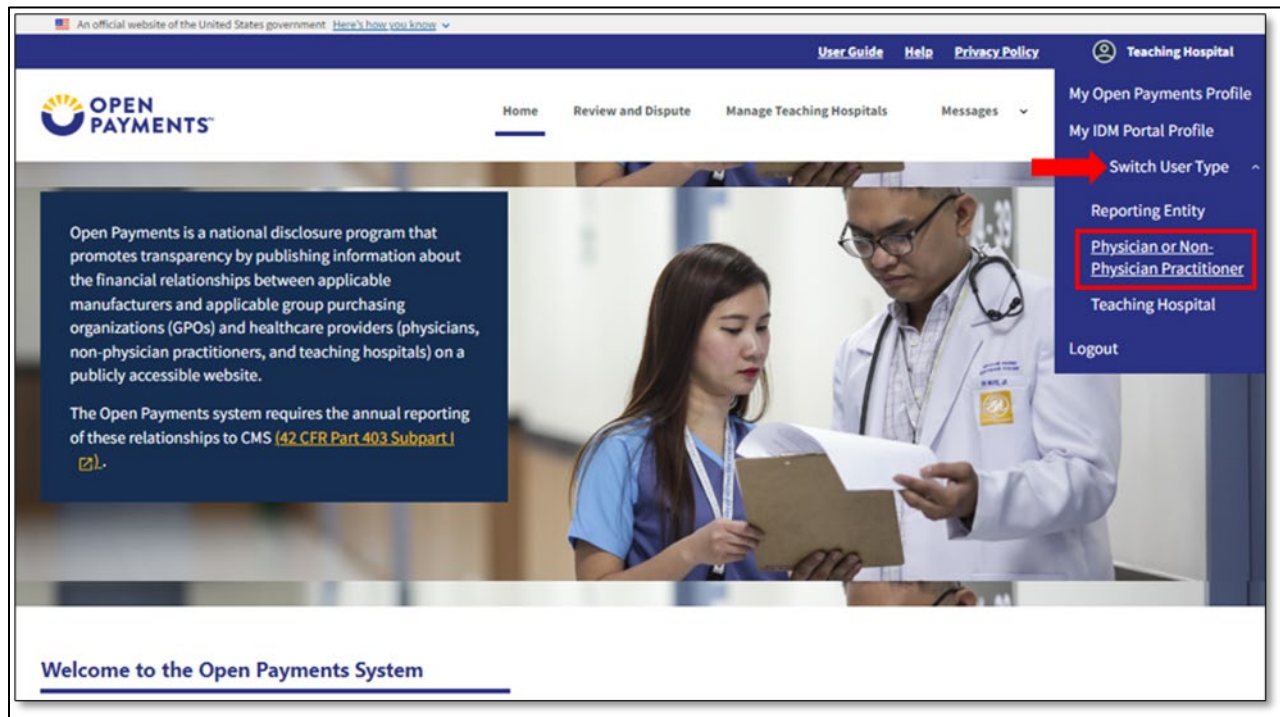
**Step 2:** Select your profile icon in the header menu to open a drop-down menu.

**Figure 77: Open Payments System Landing Page Profile Icon**



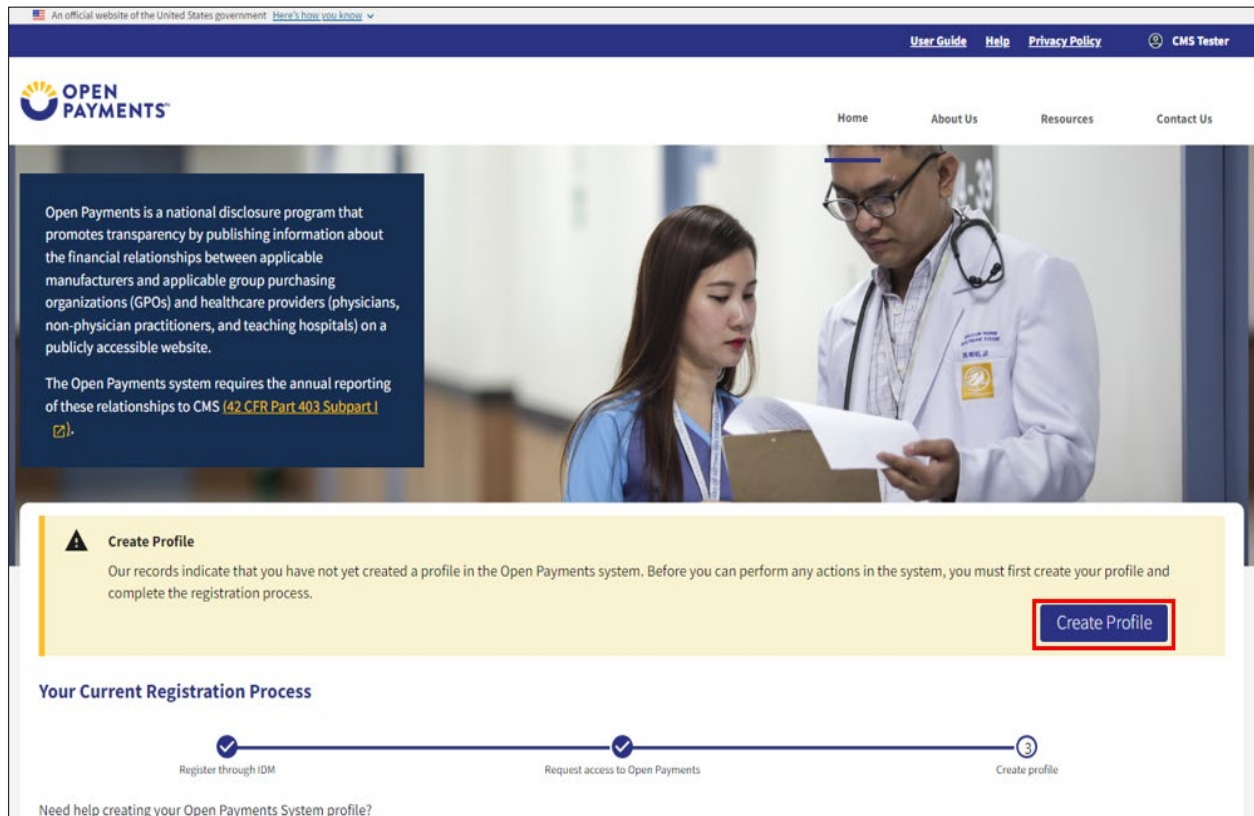
**Step 3:** Select the **Switch User Type** option in the drop-down menu and select **Physician or Non-Physician Practitioner** option.

**Figure 78: Open Payments System “Switch User Type” Option**



**Step 4:** Select the “Create My Profile” button to create the NPP profile. Follow the steps in Section 3.3d to complete NPP registration.

Figure 79: Open Payments System Landing Page for First-Time System Users



### 3.3f: NPP Vetting

Vetting is the process of verifying an NPP's identity. This is done to ensure that you are a valid covered recipient. All NPPs registering in the Open Payments system will be vetted. Vetting occurs once you have submitted your profile to the Open Payments system. **NPP registration is not considered complete until the vetting process is successful.**

The vetting process will typically require little action from you. Once you submit your NPP user profile, the vetting process begins. The process will attempt to vet your profile using the information you provided, so it is important for you to provide as much information as possible to aid in the vetting process. Particularly important are your first and last name, NPI (if you have one), state license information, and your primary type. The Open Payments system will match your provided information against multiple data sources.

Note: If you have an NPI but you did not provide it, you provide it you will not be able to successfully complete vetting.

If vetting fails, you will have the opportunity to correct the information in your profile and resubmit your profile for vetting. You may update their profile as many times as necessary to successfully complete vetting.

If you do not successfully pass vetting despite all the information provided in your profile being correct to the best of his or her knowledge, or you require assistance with successfully vetting your profile, contact the Open Payments Help Desk at 1-855-326-8366. For the TTY line, call 1-844-649-2766.

The automatic vetting process normally takes less than 24 hours, though it could take longer depending upon the completeness of the information provided by the user and the number of NPPs undergoing vetting at the same time.

**Once vetting is successful, you will not be able to change the name or NPI referenced in your profile.** If edits to either of these fields are required after successful vetting, contact the Open Payments Help Desk at 1-855-326-8366 for assistance. CMS encourages NPPs to register and begin the vetting process as early as possible to allow sufficient time for vetting to be completed.

**Note: If a NPP profile is modified, the profile will undergo vetting again.**

### **3.3g: Registering a Teaching Hospital (First Time System User)**

If you are a first-time user registering a teaching hospital in the Open Payments system, follow the steps below. By creating a profile for a teaching hospital, you must take the role of authorized official for the teaching hospital in the Open Payments system. See [Section 3.4c](#) for information on user roles for teaching hospitals.

A physician or NPP who is employed by a teaching hospital should not register him or herself with the option “Teaching Hospital” unless he or she will represent the teaching hospital regarding the data reported by applicable manufacturers and applicable GPOs. Physicians and NPPs who select the “Teaching Hospital” option when registering will only be able to view payments made to the teaching hospital they are affiliated with. If you wish to see data related to you as a physician or NPP, register a second time and select the “Physician or Non-Physician Practitioner” option. Users may be registered for both “Teaching Hospital” and “Physician or Non-Physician Practitioner” User Type options.

**Note: For this scenario, the user previously registered an account in IDM, and requested the Open Payments role of “Reporting Entity Officer or Teaching Hospital Authorized Official Role” and will be registering a profile as a teaching hospital in the Open Payments system.**

**If you have not yet registered in IDM and requested access to the Open Payments System, please refer to the steps outlined in [section 3.2b](#), above.**

**Step 1:** Log in to the Open Payments system at <https://openpayments.system.cms.gov> using your IDM credentials and agree to the Terms and Conditions. You will need to verify your identity using Multi-Factor Authentication (MFA) after selecting the **Log In** button. The email address you input during IDM registration will be the default MFA device.



Figure 80: Open Payments System Log In Page for First-Time System Users Top Page View

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WILLIAM

\*\*\*\*\*

☒ I agree to [Terms & Conditions](#)

Log In

[Forgot your User ID and Password?](#)  
[Need to unlock your account?](#)

New User Registration

Select **Create Profile** to start the registration process.

Figure 81: Create a Profile

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User Guide Help Privacy Policy Bill Zahm

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Open Payments is a national disclosure program that promotes transparency by publishing information about the financial relationships between applicable manufacturers and applicable group purchasing organizations (GPOs) and healthcare providers (physicians, non-physician practitioner practitioners, and teaching hospitals) on a publicly accessible website.

The Open Payments system requires the annual reporting of these relationships to CMS ([42 CFR Part 403 Subpart I](#)).

**Create Profile**

Our records indicate that you have not yet created a profile in the Open Payments system. Before you can perform any actions in the system, you must first create your profile and complete the registration process.

Create Profile

Your Current Registration Process

**Step 2:** The on-screen text contains important information regarding creating the individual profile.

**Figure 82: Create My Profile Page**

### Creating a Profile

To begin creating a profile and registering in the Open Payments system, you must identify your affiliation with an applicable manufacturer, applicable group purchasing organization (GPO), teaching hospital, physician, or non-physician practitioner. Users with provider type of Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant are called Non-Physician Practitioners in the Open Payments system.

For reporting entities, prior to beginning registration, collect the information required for reporting entity registration, then proceed with the registration process.

For reporting teaching hospital, physician, or non-physician practitioner registration, prior to beginning registration, collect the information required for covered recipient registration, then proceed with the registration process.

If the applicable manufacturer, applicable GPO, teaching hospital, physician, or non-physician practitioner has already been registered in the Open Payment system and you have not affiliated with them in the Open Payments system, you may:

- Ask a user already affiliated with the reporting entity or covered recipient to nominate you for a user role; or
- Create a personal profile and request a role with the reporting entity or covered recipient user. Note that users who wish to associate themselves with physicians or non-physician practitioners must be nominated by the physician or non-physician practitioner.

### Required Information

Fields for required information are marked with an asterisk \*.

It is important that you have all required information available when you begin because registration must be completed in one session. **A registration session will time out after 30 minutes of inactivity. If that occurs, all information entered during that session will be lost.**

A list of required information is available in the ["Required Information for Registration" quick reference guide \(PDF\)](#). This QRG is also available on the [Resources page of the Open Payments website](#).

### Registering as a Covered Recipient

#### Registering as a Physician or a Teaching Hospital

If you are a physician who works at a teaching hospital and wish to see data related to you in your capacity as a physician, select the "Physician or Non-Physician Practitioner" option when registering. Registering as a user affiliated with a teaching hospital will allow you to see only data related to that teaching hospital and not your records. You may register as both a physician and a user affiliated with a teaching hospital if needed.

Physicians should register themselves in the Open Payments system and not delegate this task to another individual.

#### Registering as a Non-Physician Practitioner

If you are registering as a Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant, select the "Physician or Non-Physician Practitioner" option when registering. If you are a Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant who works at a teaching hospital and wish to see data related to you in your capacity as a non-physician practitioner, select the "Physician or Non-Physician Practitioner" option when registering.

**When you are ready to begin registration, select "Start Profile."**

BackStart profile

**Step 3:** Select the **Teaching Hospital** profile type, and then select the **Continue** button.

**Figure 83: Select Profile Type Page**

### Select a Profile Type

A field with an asterisk (\*) is required.

If you received a nomination ID and/or registration ID in an email notifying you of your nomination for a user role, begin creating your profile by selecting the "I have a Nomination ID and/or a Registration ID" link.

If you did not receive a nomination ID and/or a registration ID in an email, begin creating your profile by indicating whether you are a reporting entity or covered recipient.

**Note:**

If you are a physician who works at a teaching hospital and wish to see data related to you in your capacity as a physician, select the "Physician or Non-Physician Practitioner" option when registering. Registering as a user affiliated with a teaching hospital will allow you to see only data related to that teaching hospital and not your records. You may register as both a physician and a user affiliated with a teaching hospital if needed.

If you have any questions regarding the user type you should register as, please contact the Open Payments Help Desk [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) for guidance.

**\* Required: Select the type of entity or covered recipient you are affiliated with OR the "I have a Nomination ID and/or a Registration ID"**

☐ I have a Nomination ID and/or a Registration ID

☐ Applicable Manufacturer or applicable Group Purchasing Organization (GPO)

☐ Physician or Non-Physician Practitioner

☒ Teaching hospital

CancelContinue

**Step 4:** Search for the teaching hospital by selecting the appropriate state, teaching hospital legal name, teaching hospital business address, and Taxpayer Identification Number (TIN) from the dropdowns and select **Search**.

If your teaching hospital is not found, select **Register for Prior Program Year** to search for your teaching hospital in a previous program year. If you can find your teaching hospital only in a prior program year, you may select the teaching hospital and proceed with registration. For instructions on registering a teaching hospital for a prior program year, see [Section 3.3i](#).

If your teaching hospital cannot be found in any program year, contact the Open Payments Help Desk at 1-855-326-8366 for assistance.

The name of the hospital selected during registration must be the hospital's "Doing Business As" name. In the CMS Teaching Hospital List, the "Doing Business As" name is under the heading of "Hospital Name."

The hospital address selected must be the address listed in the CMS Teaching Hospital List as the hospital's "NPPES Business Address."

Teaching hospitals are pre-populated into the Open Payments system based on the Open Payments Teaching Hospital List. Teaching hospitals not on this list or prior program year lists will not have payments or other transfers of value reported about them.

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Populate the required fields using the dropdown filters, then select **Search**.

**Figure 84: Teaching Hospital Search Page**

### Teaching Hospital > Search

To register a teaching hospital for the current program year, select the correct information from each of the dropdown fields below and select the "Search" button. If the teaching hospital is not listed in the search results, select the "Register for Prior Program Year" link to register for a prior year.

For assistance, you can refer to the [Teaching Hospital List](#), available on the [Resources page of the Open Payments website](#). The Teaching Hospital List contains identifying information for all teaching hospitals registered with CMS. The list is updated annually and lists for all program years are available.

If you do not find your teaching hospital below or on a Teaching Hospital List, contact the Open Payments Help Desk at [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) for assistance.

Note: If you are a physician who works in a teaching hospital and wish to see data associated with you as a physician, register in Open Payments as a physician. If you are a physician who works at a teaching hospital and wish to represent that teaching hospital, proceed with registering the teaching hospital or requesting a nomination for a role with a teaching hospital. If you wish to do both, you may register both as a physician and a teaching hospital, though this cannot be done in the same registration session.

[Register for Prior Program Year](#)

**State Where Teaching Hospital is Located \***  
New Jersey

**Teaching Hospital Doing Business As Name \***  
Cooper University Hospital

**Taxpayer Identification Number (TIN) \***  
210634462

**Teaching Hospital Business Address \***  
1000 S 10th St Camden NJ 08103

Search

Back

Cancel

Continue



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**Step 5:** Review the information displayed on the page. Select the **Continue** button if the information displayed is the teaching hospital you wish to register. If this is not the correct teaching hospital, select the **Back** button at the bottom of the page to return to the previous page and re-enter the information.

**Figure 85: Teaching Hospital Search Page Search Results**

### Teaching Hospital > Search

To register a teaching hospital for the current program year, select the correct information from each of the dropdown fields below and select the "Search" button. If the teaching hospital is not listed in the search results, select the "Register for Prior Program Year" link to register for a prior year.

For assistance, you can refer to the [Teaching Hospital List](#), available on the [Resources page of the Open Payments website](#). The Teaching Hospital List contains identifying information for all teaching hospitals registered with CMS. The list is updated annually and lists for all program years are available.

If you do not find your teaching hospital below or on a Teaching Hospital List, contact the Open Payments Help Desk at [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) for assistance.

Note: If you are a physician who works in a teaching hospital and wish to see data associated with you as a physician, register in Open Payments as a physician. If you are a physician who works at a teaching hospital and wish to represent that teaching hospital, proceed with registering the teaching hospital or requesting a nomination for a role with a teaching hospital. If you wish to do both, you may register both as a physician and a teaching hospital, though this cannot be done in the same registration session.

[Register for Prior Program Year](#)

State Where Teaching Hospital is Located \*

New Jersey

Teaching Hospital Doing Business As Name \*

Cooper University Hospital

Taxpayer Identification Number (TIN) \*

210634462

Teaching Hospital Business Address \*

1000 S 10th St Camden NJ 08103

Search

#### Teaching Hospital Search Results

This teaching hospital is not yet registered in the Open Payments system:

Cooper University Hospital  
1000 S 10th St  
Camden, NJ 08103  
TIN: 210634462

To begin registering a teaching hospital, select the "Continue" button.

Back

Cancel

Continue

**Step 6:** Review the information displayed on the page. When complete, select the **Continue** button.

Figure 86: Register Teaching Hospital Page

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## Create Profile

- 1 Select Profile Type ✓
- 2 Teaching Hospital ✓
  - Search ✓
  - Register Teaching Hospital
  - Your Role
  - Nominate Roles
- 3 Personal Information
- 4 Review and Submit Profile

### Teaching Hospital > Register Teaching Hospital

Review the teaching hospital information below to ensure this is the teaching hospital you wish to register. To proceed with registering this teaching hospital, select the **"Continue"** button. To change your search criteria and find a different teaching hospital, select the **"Back"** button.

**Cooper University Hospital**

**Business Address:**

1000 S 10th St,  
Camden, Nj 08103

**Taxpayer Identification Number (TIN):**

210634462

[Back](#) [Cancel](#) [Continue](#)

**Step 7:** Review the information generated by the system related to your role. You must select the role of "Authorized Official" for yourself to proceed with registration. Information on teaching hospital user roles is available in Section 3.4c

Your first name, last name, email address, and business phone will be pre-populated with information from your IDM profile. Edit these fields as necessary. All required fields will be marked with an asterisk (\*). You will not be able to proceed with registration until all the required fields have been entered. When complete, select the **Continue** button.

Figure 87: Teaching Hospital Your Role Page

## Teaching Hospital > Your Role

A field with an asterisk (\*) is required.

To register a teaching hospital, you must take the role of authorized official with the teaching hospital.

Enter your personal information below to create your profile and take the role of authorized official.

**The user roles are as follows:** +

**Choose your role: \***

☒ **Authorized Official:** May access/review data and initiate disputes on records on behalf of the teaching hospital. May nominate other individuals for user roles or modify existing user roles. They are also responsible for approving/denying nominations made by others as well as deactivating users.

☐ **Authorized Representative:** May access/review data and initiate disputes on records on behalf of the teaching hospital. May nominate other individuals for user roles with the teaching hospital.

### Your Role Related Information

Enter your personal information below.

<b>First Name *</b>	<b>Last Name *</b>
<input type="text" value="Bill"/>	<input type="text" value="Zahm"/>
<b>Middle Name</b>	<b>Suffix (Jr., Sr., etc.)</b>
<input type="text"/>	<input type="text"/>
<b>Email Address *</b>	<b>Business Telephone Number *</b>
<input type="text" value="sbliss@index-analytics.com"/>	<input type="text" value="555-555-5555"/>

[Back](#)[Continue](#)

**Step 8:** You may choose to nominate additional users to fill the authorized official or authorized representative roles. To do so, select **Add** to nominate any additional individual(s). If you choose not to add nominees at this time, select the **Continue** button without adding any nominee information and proceed to Step 9.

**Figure 88: Teaching Hospital Nominate Roles Page**

## Teaching Hospital > Nominate Roles

A field with an asterisk (\*) is required.

You can nominate individuals for user roles with the teaching hospital below. The two roles are authorized official and authorized representative.

User Roles

Note:

Each nominee will receive an email notifying them of their nomination. The nominee must confirm the role or reject the nomination. If the nominee accepts the role, he or she will be prompted to create an individual profile in the Open Payments system. If the nominee does not accept the role, another person may be nominated.

Nominees must register in Identity Management (IDM) to obtain login credentials prior to accepting or rejecting the role in the Open Payments system.

### Add Nominee

You may nominate individuals below. An individual can be nominated for only one user role with a teaching hospital.

Select the "Add" button to open information fields for a nominee. Enter an individual's information in the fields below and the role for which they are nominated, then select the "Add" button again to save the information and open another set of information fields. A teaching hospital can have up to 10 active users, of whom up to 5 can be authorized officials.

A nominee has 10 calendar days to accept or reject the role. After 10 calendar days, the nomination will be deactivated.

Role	First Name	Last Name	Business Email Address	Business Phone Number	Status	Actions
Authorized Official	Bill	Zahm	sbliss@index-analytics.com	555-555-5555	Approved	(YOU)

Back

Add

Cancel

Continue

**Step 8a:** If you selected **Add**, enter the required information for one individual and select either "Authorized Official" or "Authorized Representative" to nominate the individual for the selected role. Information on teaching hospital user roles is available in Section 3.4c. When you have entered the information, select **Add**. This will add the nominee information to the teaching hospital's profile, as well as open another set of information fields to enter an additional nominee.

Repeat the process until you have entered all the individuals you wish to nominate. A teaching hospital may have up to 10 unique active users, 5 of whom can hold the role of authorized official. When you have added all the individuals you wish to nominate, select **Continue**.

Each nominated individual will receive an email notifying them of their nomination. The nominee must confirm or reject the role within 10 calendar days.

You do not have to nominate additional individuals during initial registration. You can nominate individuals later by updating your teaching hospital profile within the **Manage Teaching Hospitals** tab.

**Figure 89: Teaching Hospital Nominate Roles Page Add Nominee**

Teaching Hospital > Nominate Roles

A field with an asterisk (\*) is required.

You can nominate individuals for user roles with the teaching hospital below. The two roles are authorized official and authorized representative.

User Roles

Info

Each nominee will receive an email notifying them of their nomination. The nominee must confirm the role or reject the nomination. If the nominee accepts the role, he or she will be prompted to create an individual profile in the Open Payments system. If the nominee does not accept the role, another person may be nominated.

Nominees must register in Identity Management (IDM) to obtain login credentials prior to accepting or rejecting the role in the Open Payments system.

Add Nominee

You may nominate individuals below. An individual can be nominated for only one user role with a teaching hospital.

Select the "Add" button to open information fields for a nominee. Enter an individual's information in the fields below and the role for which they are nominated, then select the "Add" button again to save the information and open another set of information fields. A teaching hospital can have up to 10 active users, of whom up to 5 can be authorized officials.

A nominee has 10 calendar days to accept or reject the role. After 10 calendar days, the nomination will be deactivated.

Role	First Name	Last Name	Business Email Address	Business Phone Number	Status	Actions
Authorized Official	Bill	Zahn	zbikos@mdm-analytics.com	555 555 5555	Approved	(YDU)

Nominee Information

First Name \*

Steve

Last Name \*

Jones

Middle Name

Suffix (Jr., Sr., etc.)

Email Address \*

sjones@TH.net

Business Telephone Number \*

214-557-5235

Job title \*

Administrator

Indicate the role this person will have \*

Authorized Official: May access/inquire data and initiate disputes on records on behalf of the teaching hospital. May nominate other individuals for user roles or modify existing user roles. They are also responsible for approving/denying nominations made by others as well as deactivating users.

Authorized Representative: May access/inquire data and initiate disputes on records on behalf of the teaching hospital. May nominate other individuals for user roles with the teaching hospital.

Business Address

Business Address, Line 1 \*

123 LANSFORD AVENUE

Business Address, Line 2

City \*

Westfield

State \*

New Jersey

Zip Code \*

07090

Zip Extension

0000

Cancel

Add

Back

Cancel

Continue

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If you entered any nominees, you would see the nominee information displayed on the page. Confirm the information and when complete select the **Continue** button.

**Figure 90: Teaching Hospital Nominate Roles Page with Added Nominees**

### Teaching Hospital > Nominate Roles

A field with an asterisk (\*) is required.

You can nominate individuals for user roles with the teaching hospital below. The two roles are authorized official and authorized representative.

✓ Confirmation:

Your nominee has been successfully added.

×

User Roles

+

📘 Note:

Each nominee will receive an email notifying them of their nomination. The nominee must confirm the role or reject the nomination. If the nominee accepts the role, he or she will be prompted to create an individual profile in the Open Payments system. If the nominee does not accept the role, another person may be nominated.

Nominees must register in Identity Management (IDM) to obtain login credentials prior to accepting or rejecting the role in the Open Payments system.

×

### Add Nominee

You may nominate individuals below. An individual can be nominated for only one user role with a teaching hospital.

Select the "Add" button to open information fields for a nominee. Enter an individual's information in the fields below and the role for which they are nominated, then select the "Add" button again to save the information and open another set of information fields. A teaching hospital can have up to 10 active users, of whom up to 5 can be authorized officials.

A nominee has 10 calendar days to accept or reject the role. After 10 calendar days, the nomination will be deactivated.

Role	First Name	Last Name	Business Email Address	Business Phone Number	Status	Actions
Authorized Official	Bill	Zahm	bzahm@index-analytics.com	354-258-7425	Approved	(YOU)
Authorized Representative	Steve	Jones	sjones@index-analytics.com	254-785-3025	Nomination Approved	<div>Delete</div> <div>Edit</div>

Add

Back

Cancel

Continue

**Step 9:** Enter your personal and business information. When finished, select the **Continue** button.

**Figure 91: Personal Information Page**

## Personal Information

A field with an asterisk (\*) is required.

Add the requested personal and business information to your user profile. Some fields are pre-populated. Review pre-populated information for accuracy and correct any invalid information.

Note that any changes made here will not automatically update your profile information in your other CMS accounts, such as your Medicare, National Plan & Provider Enumeration System (NPPES) or Identity Management (IDM) accounts.

### Basic Information

<b>First Name *</b>	<b>Last Name *</b>
<input type="text" value="Roger"/>	<input type="text" value="White"/>
<b>Middle Name</b>	<b>Suffix (Jr., Sr., etc.)</b>
<input type="text"/>	<input type="text"/>

### Business Information

<b>Job title *</b>	<b>Email Address *</b>	
<input type="text" value="Supervising Authority"/>	<input type="text" value="bzahm@index-analytics.com"/>	
<b>Business Address, Line 1 *</b>		
<input type="text" value="623 LAFAYETTE AVENUE"/>		
<b>Business Address, Line 2</b>		
<input type="text" value="Business Address, Line 2"/>		
<b>City *</b>	<b>State *</b>	
<input type="text" value="Hawthorne"/>	<input type="text" value="Texas"/>	
<b>Zip Code *</b>	<b>Zip Extension</b>	<b>Business Telephone Number *</b>
<input type="text" value="78244"/>	<input type="text" value="XXXX"/>	<input type="text" value="248-521-0254"/>

Back

Cancel

Continue

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**Step 10:** Review your profile information on the “Review and Submit Profile” page. Select the **Back** button at the bottom of the page to go back and edit any information. Once you have reviewed the information and determined it to be correct, select the **Submit** button.

**Figure 92: Review and Submit Profile Page**

Teaching Hospital > Review and Submit Profile

Review the information on this page to ensure it is correct. Select the “Back” button to navigate to the previous pages to correct any information. Select the “Continue” button to submit your profile.

**Teaching Hospital Information**

Teaching Hospital Name: Cooper University Hospital  
Teaching Hospital Business Address:  
1000 S 10th St  
Camden NJ 08103  
Taxpayer Identification Number (TIN): 210634462  
Your Role: Authorized Official  
First Name: Roger  
Middle Name:  
Last Name: White  
Suffix:  
Business Email Address: bzahm@index-analytics.com  
Business Telephone Number: 248-521-0254  
Job Title: Supervising Authority  
Business Address, Line 1: 623 LAFAYETTE AVENUE  
Business Address, Line 2:  
City Name: Hawthorne  
State: TX  
Zip Code: 78244

**Nominations**

Role:	First Name:	Last Name:	Business Email Address:	Business Phone Number:	Status:
Authorized Official	Roger	White	bzahm@index-analytics.com	248-521-0254	Approved
Authorized Representative	Steve	Jones	sjones@index-analytics.com	254-785-3025	Nomination Approved

[Back](#) [Cancel](#) [Submit](#)

The following message will appear on-screen to confirm your profile has been successfully created. You will have immediate access to the teaching hospital data. If you nominated additional individuals for user roles, an email notification is sent to the nominees that will instruct them on their next steps.

**Figure 93: Success Confirmed On-Screen Message**

Registration Complete

**Success:**  
You have successfully submitted for Cooper University Hospital profile information and created your own profile, Roger White.

You may now go to [Open Payments Home](#).

For help obtaining a PDF viewer, go to the [CMS.gov Help page](#).

[Continue to Open Payments Home Page](#)



### 3.3h: Registering a Teaching Hospital: Returning System Users

If you are a returning user registering an additional teaching hospital in the Open Payments system, follow the steps below.

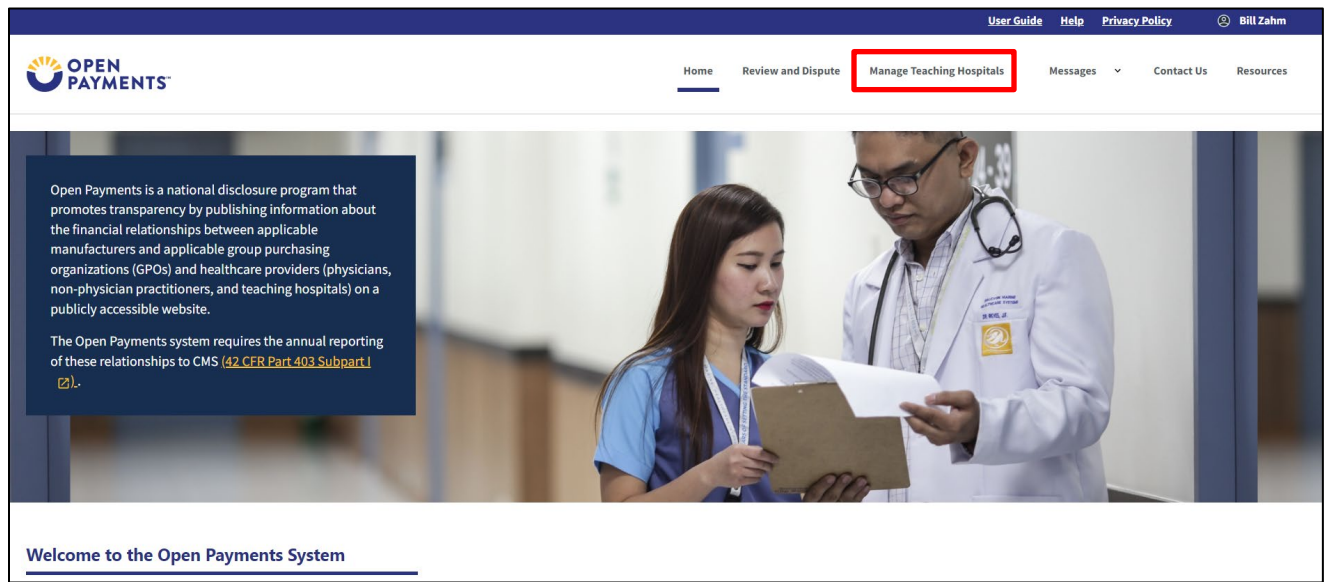
For example: You have already registered a teaching hospital in the Open Payments system, and now you want to register another teaching hospital.

**Step 1:** Log in to the Open Payments system at <https://openpayments.system.cms.gov> using your IDM credentials and agree to the Terms and Conditions.

You will need to verify your identity using Multi-Factor Authentication (MFA) after selecting the **Log In** button. The email address you input during IDM registration will be the default MFA device.

Select the **Manage Teaching Hospitals** tab on the home page.

**Figure 94: Open Payments Home Page for Returning System Users**



**Step 2:** From the “Manage Teaching Hospitals” page, select, **Register New Teaching Hospital**.

Figure 95: Manage Teaching Hospitals Page

The screenshot shows the 'Manage Teaching Hospitals' page. At the top is a navigation bar with links: User Guide, Help, Privacy Policy, Bill, and Zahn. Below this is a sub-navigation bar with links: Home, Review and Dispute, Manage Teaching Hospitals (which is highlighted), Messages, Contact Us, and Resources. The main heading is 'Manage Teaching Hospitals'. Below the heading is a paragraph: 'Below are the teaching hospitals with which you are affiliated. To view details and manage user roles, select a teaching hospital from the list below. You may register a new teaching hospital by selecting the "Register New Teaching Hospital" button.' Below this paragraph is a table with the following columns: 'Doing Business As (DBA) Name', 'TIN', 'Address', and 'Status'. The table contains one row with the following data: 'Doing Business As (DBA) Name' is [REDACTED], 'TIN' is '21-0634462', 'Address' is '1000 S 10th St Camden, NJ 08103', and 'Status' is 'Registered'. Below the table is a button labeled 'Register New Teaching Hospital' which is highlighted with a red rectangle. At the bottom left of the page is a link 'Return to top'.

Doing Business As (DBA) Name	TIN	Address	Status
[REDACTED]	21-0634462	1000 S 10th St Camden, NJ 08103	Registered

[Return to top](#)

[Register New Teaching Hospital](#)

**Step 3:** The remaining steps in this scenario are identical to registering your first teaching hospital. Please see Step 4 in [Section 3.3g](#), above.

Figure 96: Teaching Hospital Nominate Roles Page

The screenshot shows a success message on the 'Teaching Hospital Nominate Roles' page. The message is in a green box and reads: 'Success: You have successfully submitted profile information for [REDACTED]'. Below the message is a link 'You may now go to [Open Payments Home](#).' and another link 'For help obtaining a PDF viewer, go to the [CMS.gov Help page](#).' At the bottom right of the page is a button labeled 'Continue to Open Payments Home Page'.

**Success:**  
You have successfully submitted profile information for [REDACTED]

You may now go to [Open Payments Home](#).

For help obtaining a PDF viewer, go to the [CMS.gov Help page](#).

[Continue to Open Payments Home Page](#)

### 3.3i Registering a Teaching Hospital: Prior Program Year

If you wish to register a teaching hospital in Open Payments that does **not** appear on the current program year's CMS Teaching Hospital List, but **does** appear in previous Teaching Hospital Lists, you can register the hospital for a prior program year. Doing so will allow you to view records associated with that teaching hospital from a prior program year.

**If your teaching hospital is already registered in the Open Payments system, you do not need to re-register the teaching hospital for the prior program year.**

**The Teaching Hospital List is updated on an annual basis. If your teaching hospital does not appear in any CMS Teaching Hospital Lists, it will not have any records associated with it in the Open Payments system and cannot be registered.**

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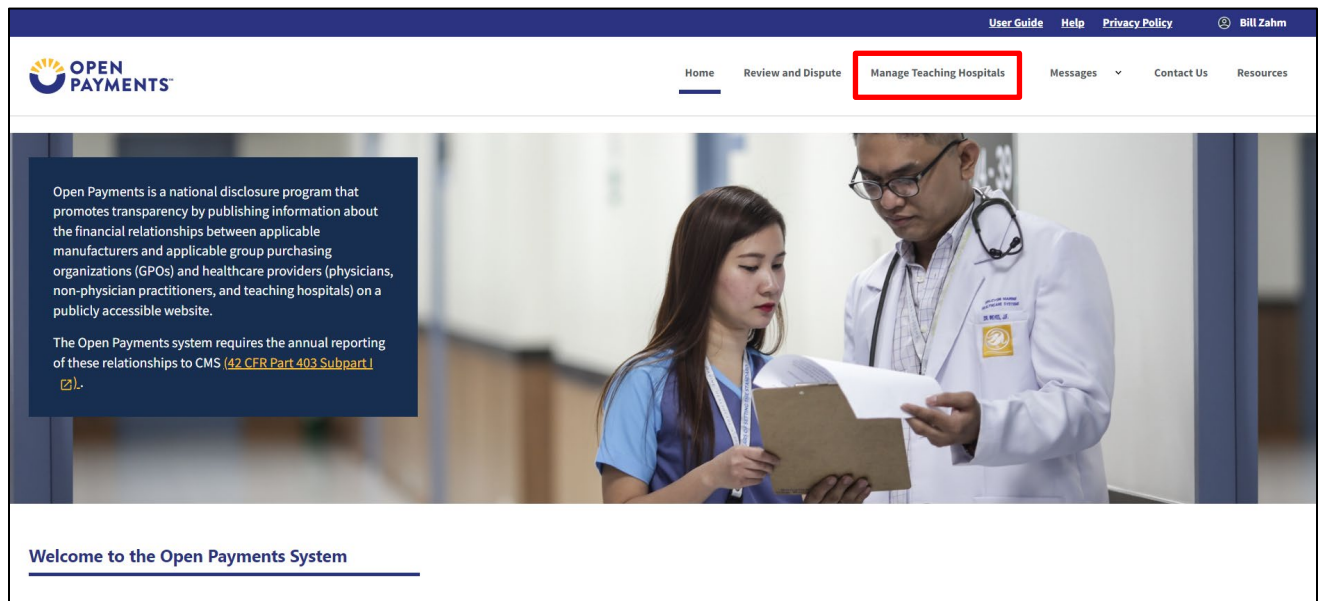
To register your teaching hospital for a prior program year, follow these steps:

**Step 1:** Log in to the Open Payments system at <https://openpayments.system.cms.gov> using your IDM credentials and agree to the Terms and Conditions.

You will need to verify your identity using Multi-Factor Authentication (MFA) after selecting the **Log In** button. The email address you input during IDM registration will be the default MFA device.

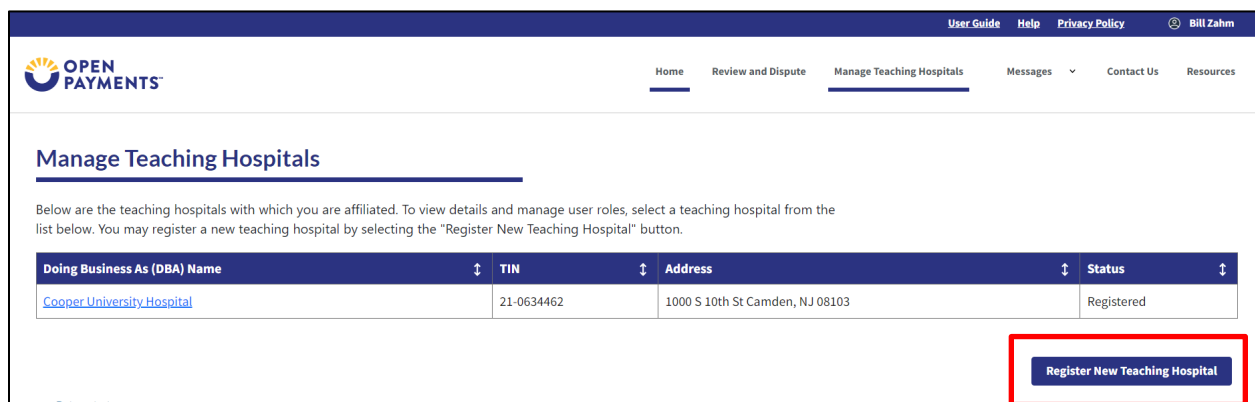
Select the **Manage Teaching Hospitals** tab on the Home page.

Figure 97: Open Payments System Home Page for Returning System Users



**Step 2:** On the “Manage Teaching Hospitals” page, select **Register New Teaching Hospital**.

Figure 98: Manage Teaching Hospitals Page



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**Step 3:** On the “Teaching Hospital> Search” page, select the link “Register for Prior Program Year.”

**Figure 99: Teaching Hospital Search Page**

### Teaching Hospital > Search

To register a teaching hospital for the current program year, select the correct information from each of the dropdown fields below and select the “Search” button. If the teaching hospital is not listed in the search results, select the “Register for Prior Program Year” link to register for a prior year.

For assistance, you can refer to the [Teaching Hospital List](#), available on the [Resources page of the Open Payments website](#). The Teaching Hospital List contains identifying information for all teaching hospitals registered with CMS. The list is updated annually and lists for all program years are available.

If you do not find your teaching hospital below or on a Teaching Hospital List, contact the Open Payments Help Desk at [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) for assistance.

Note: If you are a physician who works in a teaching hospital and wish to see data associated with you as a physician, register in Open Payments as a physician. If you are a physician who works at a teaching hospital and wish to represent that teaching hospital, proceed with registering the teaching hospital or requesting a nomination for a role with a teaching hospital. If you wish to do both, you may register both as a physician and a teaching hospital, though this cannot be done in the same registration session.

[Register for Prior Program Year](#)

**State Where Teaching Hospital is Located \***  
-- Select --

**Teaching Hospital Doing Business As Name \***  
-- Select --

**Taxpayer Identification Number (TIN) \***  
-- Select --

**Teaching Hospital Business Address \***  
-- Select --

Search

BackCancelContinue

**Step 4:** In this scenario, you are registering a teaching hospital from a prior year. The only thing different from registering a teaching hospital for the first time is the addition of the first entry field, asking for the prior reporting year. Please continue with this completing the fields, then proceed to Step 4, section 3.3g, above, to continue this process.

**Figure 100: Teaching Hospital Search Page: Prior Program Year**

### Teaching Hospital > Search

To register a teaching hospital for the current program year, select the correct information from each of the dropdown fields below and select the "Search" button. If the teaching hospital is not listed in the search results, select the "Register for Prior Program Year" link to register for a prior year.

For assistance, you can refer to the [Teaching Hospital List](#), available on the [Resources page of the Open Payments website](#). The Teaching Hospital List contains identifying information for all teaching hospitals registered with CMS. The list is updated annually and lists for all program years are available.

If you do not find your teaching hospital below or on a Teaching Hospital List, contact the Open Payments Help Desk at [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) for assistance.

Note: If you are a physician who works in a teaching hospital and wish to see data associated with you as a physician, register in Open Payments as a physician. If you are a physician who works at a teaching hospital and wish to represent that teaching hospital, proceed with registering the teaching hospital or requesting a nomination for a role with a teaching hospital. If you wish to do both, you may register both as a physician and a teaching hospital, though this cannot be done in the same registration session.

**Prior Program Year \***  
2021

**State Where Teaching Hospital is Located \***  
Florida

**Teaching Hospital Doing Business As Name \***  
Jackson Memorial

**Taxpayer Identification Number (TIN) \***  
591713947

**Teaching Hospital Business Address \***  
18910 S Dixie Hwy Cutler Bay FL 33157

Search

BackCancelContinue

### 3.3j: Using the Switch User Functionality

The Open Payments system allows you to hold multiple user roles based on your affiliations with multiple entities. You can switch among the Reporting entity, physician or NPP, and teaching hospital user types through a "Switch User Type" functionality. Once you have successfully registered within the Open Payments system under any user type (reporting entity, physician, or teaching hospital), the "Switch User Type" functionality will become available. The pages in the Open Payments system will look similar for each user type, though the actions available will change depending on the user type you are operating under at that time.

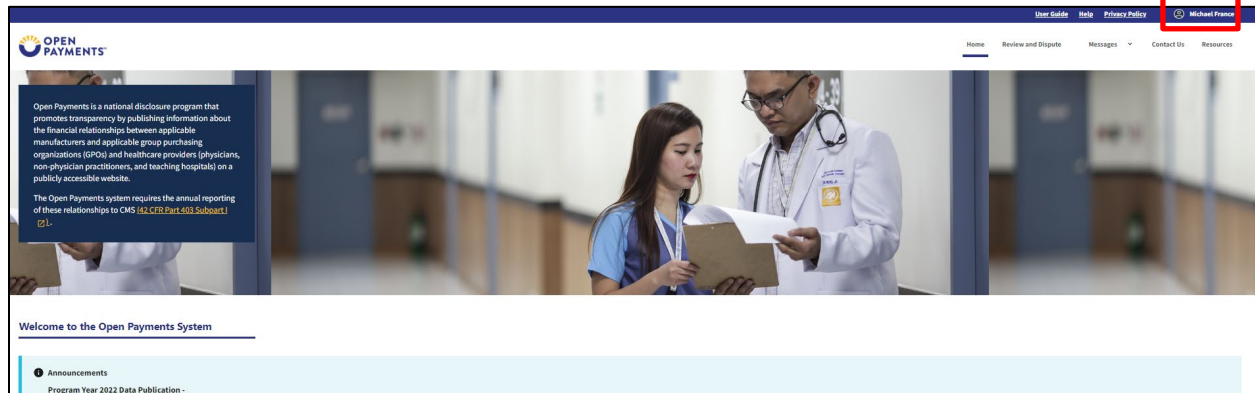
All users have access to the "Switch User Type" functionality. Users who have only a single user type can use the functionality to request roles for and/or register as another user type.

Follow these steps to switch between user types or request a role as another user type in the Open Payments system:

## Open Payments User Guide for Covered Recipients – July 2024

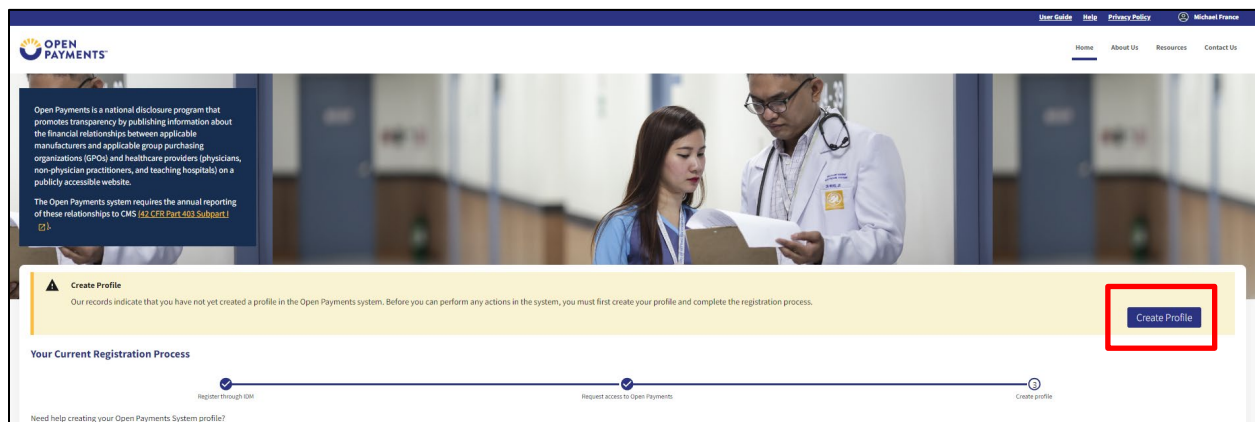
**Step 1:** At the very top of the page, select your name. In the dropdown, select the Switch User Type link, and then select the user type you would like to register a profile for.

**Figure 101: Open Payments Landing Page for Returning Reporting Entity User**



**Step 2:** In this example, the NPP user wants to create a profile for a reporting entity. If you are not currently assigned a role for the selected user type, you will be prompted to create a profile. Select the “Create My Profile” button to begin that process.

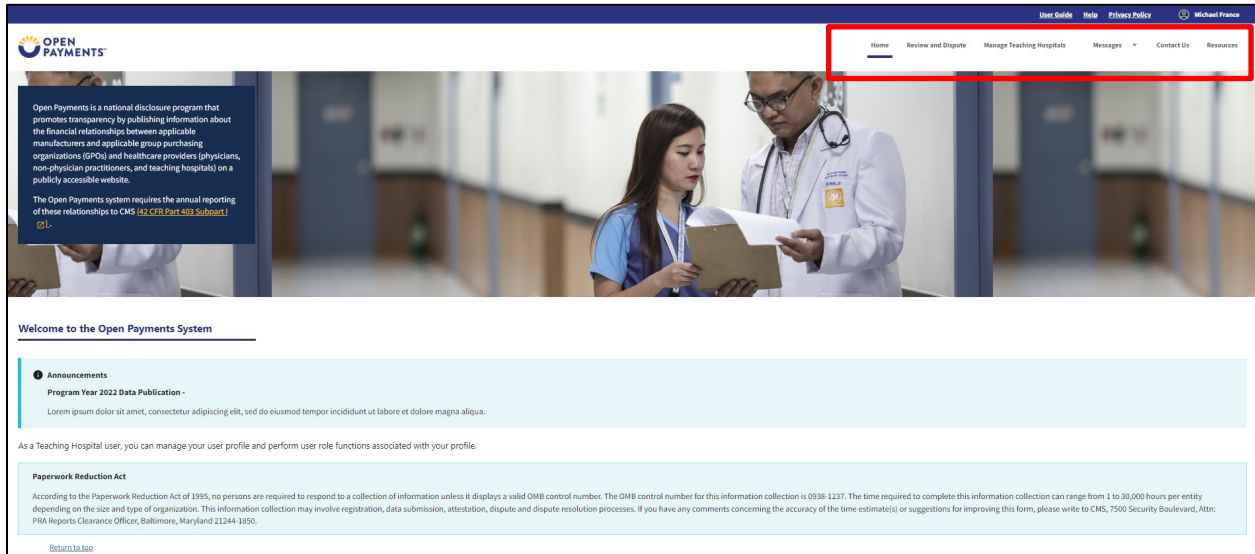
**Figure 102: Open Payments Landing Page for First-Time User**



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**Step 3a:** As another example, the NPP user already has a role in a teaching hospital. By switching the user type to “Teaching Hospital”, the user can now work within that profile.

**Figure 103: Open Payments Landing Page for Returning User**



The profile type will be displayed at the top of the page.

You may switch between user types at any time. To perform system actions such as registration and nominations, data submission, and review and dispute for the user type that is displayed, refer to the corresponding section of Open Payments User Guide for Reporting Entities or Open Payments User Guide for Covered Recipients.

### Section 3.4: Open Payments Covered Recipient Users and User Roles

There are two user roles available for individuals associated with physicians, NPPs or teaching hospitals: authorized officials or authorized representatives.

#### 3.4a: Physician and NPP User Roles

A physician may designate **one authorized representative** within the Open Payments system to take certain actions on behalf of the physician. This person can be another physician, an office manager, a practice manager, or another person the physician would like to designate to interface with the Open Payments system on his or her behalf. A physician cannot be his or her own authorized representative.

The physician will designate the level of access for their authorized representative; more than one access level can be granted. The different levels of access that can be granted to the authorized representative are:

1. **Read:** Default access level. Able to see covered recipient profile and records information.
2. **Modify Profile:** Able to edit or enter the covered recipient's My Profile information (NPI, license, specialties, etc.).



3. **Dispute Records:** Able to dispute reported payments, other transfers of value, or physician ownership and investment interests.

**Figure 104: Physician User Roles and User Role Functions**

User Role	Function
<b>Physician</b>	<ul style="list-style-type: none"> <li>Registers him- or herself in the Open Payments system</li> <li>Nominates an authorized representative</li> <li>Has full access to review and dispute records</li> <li>Views and download system generated email messages</li> </ul>
<b>Authorized Representative</b>	<ul style="list-style-type: none"> <li>Physician can grant one or more of the following access levels:                             <ul style="list-style-type: none"> <li><u>Read-only</u>: (default) Able to see covered recipient profile and records information</li> <li><u>Modify Profile</u>: Able to edit or enter a covered recipient’s “My Profile” information (NPI, license, specialties, etc.)</li> <li><u>Dispute Records</u>: Able to dispute records related to the covered recipient submitted by reporting entities</li> </ul> </li> <li>Access levels are separate; having “dispute records” access does not automatically include “modify profile” access, or vice versa</li> <li>Views and download system generated email messages</li> </ul>

### 3.4b: Teaching Hospital User Roles

Teaching hospitals can have up to 10 unique users holding the role of either an authorized official or authorized representative. There can be a maximum of five authorized officials per teaching hospital. For teaching hospitals, authorized officials are responsible for approving all user role nominations and modifying user roles. The teaching hospital authorized representatives will be granted certain permissions to access/review data, initiate a dispute on behalf of the teaching hospital, and make/approve nominations by an authorized official. The authorized representatives can be a physician, NPP, an office manager, a practice manager, or any person the teaching hospital would like to designate. There can be a maximum of five authorized official(s) per teaching hospital. The user roles applicable for teaching hospitals are given in the figure below.



**Figure 105: Teaching Hospital User Roles and User Role Functions**

User Role	Function
<b>Authorized Official</b>	<ul style="list-style-type: none"><li>• Registers with the teaching hospital in the Open Payments system</li><li>• Nominates other users and modifies existing user roles</li><li>• Approves or modifies nominations made by others and requests for user roles made by others, including self-nominations</li><li>• Removes user roles from other users</li><li>• Reviews and disputes records associated with the teaching hospital</li><li>• Views and download system generated email messages</li></ul>
<b>Authorized Representative</b>	<ul style="list-style-type: none"><li>• Reviews and disputes records associated with the teaching hospital</li><li>• Nominates other individuals for user roles with teaching hospital (nominations must be confirmed by an authorized official)</li><li>• Views and download system generated email messages</li></ul>

To nominate an individual for any role, the following information must be input into the Open Payments system about that individual:

- First name
- Last name
- Business phone
- Business address
- Email address

### Section 3.5: Nominations

The nomination process allows you to assign specific roles to individuals to act on behalf of a physician, NPP, or a teaching hospital. Physicians and NPPs can nominate an individual to serve as an authorized representative, and users affiliated with teaching hospitals can nominate individuals to serve as authorized representatives or authorized officials. Also, individuals can nominate themselves for a user role with a teaching hospital.

An authorized official from the teaching hospital must approve all nominations before users can begin performing actions in the system. Note: If you nominate yourself for a role with a teaching hospital that is already registered but lacks an active authorized official, please call the Open Payments Help Desk.

Individuals may not self-nominate to serve on behalf of physicians and NPPs. The physician or NPP must directly nominate the individual to serve as the authorized representative.

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Nominations can be made during registration or afterwards. The system will generate an email notification to the nominee informing them that they are nominated for a role in the Open Payments system. The email notifying teaching hospital authorized officials and authorized representatives will contain a registration ID and a nomination ID. The registration ID is specific to the teaching hospital; the nomination ID is specific to the individual nominee.

The email notifying physician and NPP authorized representatives of their nomination will contain only a nomination ID.

Users notified of their nomination for a role in a reporting entity must use the registration ID and/or nomination ID received in the nomination email to complete their profile in the Open Payments system to receive access to the functions for that specific role.

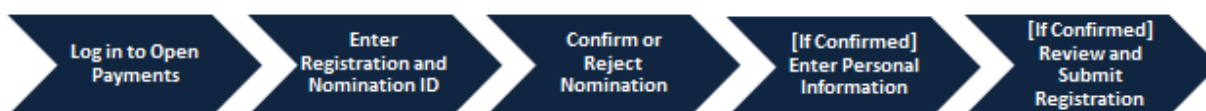
The nominee must confirm or reject the role within 10 calendar days. They can do so by registering in IDM to obtain credentials and request access to the Open Payments system. Nominees can then log in to the Open Payments system to confirm or reject the role. The Open Payments system will render the nomination expired if the nomination has not been accepted or rejected within 10 calendar days. This information is included in the email notification.

If the nomination is accepted, the individual will be able to complete a user profile, gain access to the system, and perform the duties of their role. If they reject the nomination, the individual will not be able to perform the actions on that entity's behalf and the authorized official will receive an email notification of the nomination rejection.

**Note: Nominees will need to have IDM credentials to access the Open Payments system and accept or reject their nominations.**

If there is no action taken by the nominee, a final reminder notification will be sent on the 9<sup>th</sup> calendar day, reminding the nominee that they have yet to accept or reject the nomination. If the nomination is still not accepted or rejected by the end of the 10<sup>th</sup> calendar day, an expired nomination notification will be sent to the nominee. **Figure 108** shows the five steps in the nomination acceptance process.

**Figure 106: Accepting Nominations Process**



Users can also be deactivated from a teaching hospital by a teaching hospital authorized official. Deactivation removes an individual's association with a teaching hospital in the Open Payments system, including removing the individual's access to that teaching hospital's information and records. It does not remove the individual from the Open Payments system.

In the "My Open Payments Profile" page of the Open Payments system, user roles are listed with a status. An explanation of those statuses is in the table below.

**Figure 107: User Role Statuses for Physicians, NPPs, and Teaching Hospitals**

User Role Status	Meaning
Nominated	The individual has been nominated for a user role with the teaching hospital or physician or NPP
Declined	The individual declined the nomination for the user role
Accepted	The individual accepted the nomination for the user role
Requested (teaching hospital only)	An individual has self-nominated for a user role with a teaching hospital
Approved (teaching hospital only)	The individual's self-nomination for the user role has been approved by an authorized official with the teaching hospital
Vetted (physician and NPP only)	The physician or NPP has successfully completed the vetting process
Pending Vetting (physician and NPP only)	The physician or NPP has not yet undergone the vetting process
Vetting In Progress (physician and NPP only)	The physician or NPP is undergoing the vetting process
Failed Vetting (physician and NPP only)	The physician or NPP has not yet undergone the vetting process

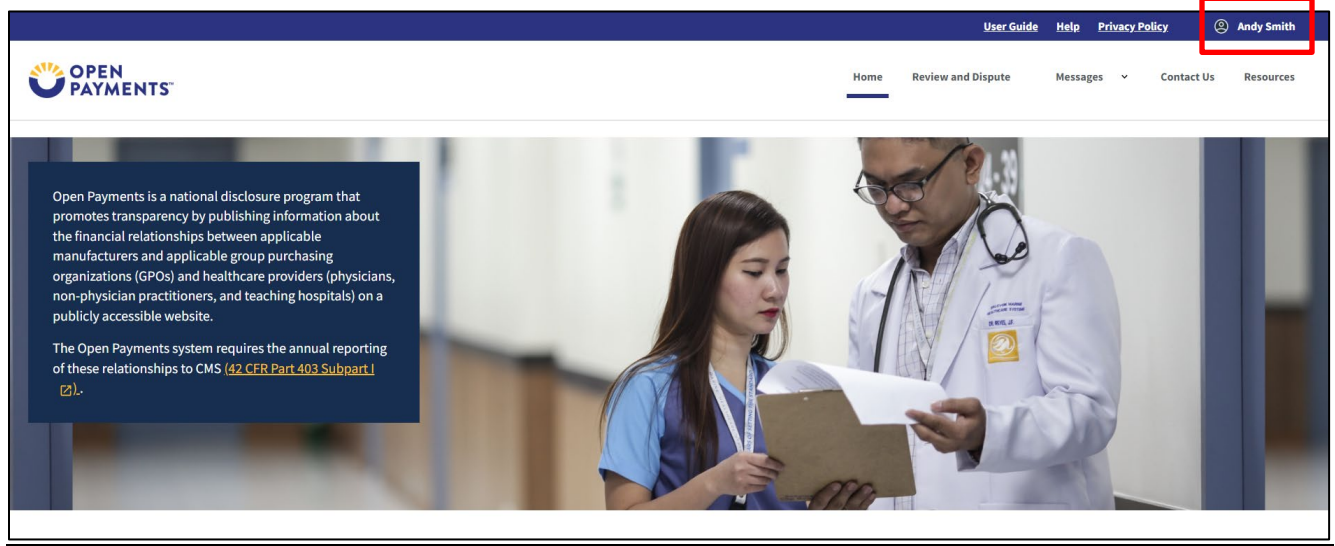
### **3.5a: Nominating an Authorized Representative for Physicians or NPPs (Returning System Users)**

If you are a physician or NPP that did not delegate an authorized representative during initial registration, follow the steps below to nominate an individual for that role.

**Step 1:** Log in to the CMS Enterprise Portal at <https://openpayments.system.cms.gov> using your IDM credentials, navigate to the Open Payments home page, and select the “My Open Payments Profile” link under your name in the upper-right corner of the home page.

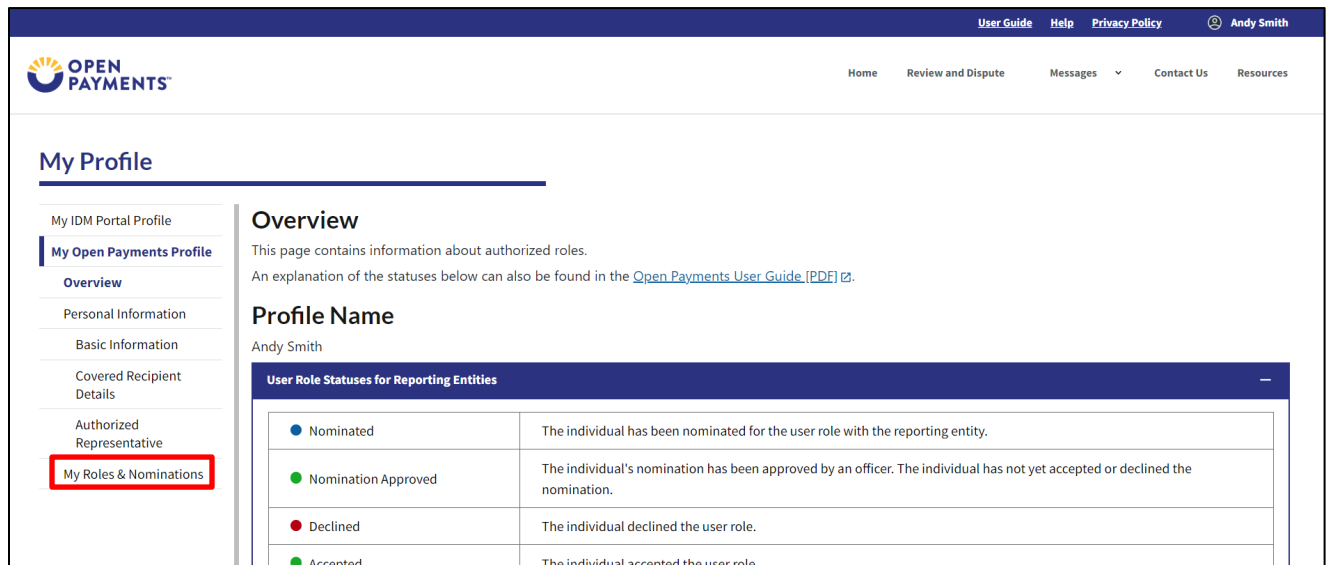
# Open Payments User Guide for Covered Recipients – July 2024

Figure 108: Open Payments Landing Page for Returning User



**Step 2:** From the “My Profile” page, select the **Authorized Representative** link on the left side of the page. tab.

Figure 109: My Profile Page



**Step 3:** On the bottom of the Authorized Representative Details page, select **Update Authorized Representative Details** button.

**Figure 110: My Profile Details Page**

Business Address, Line 2

Business Address, Line 2

City Name \*

State \*

-- Select --

Zip Code \*

Zip Extension

Business Telephone Number \*

XXXXX XXXX XXXX-XXX-XXXX

**Assign the Covered Recipient Authorized Representative's Access Level**

The authorized representative's access level will determine the actions they can take on behalf of the covered recipient in the Open Payments system.

By default, the covered recipient authorized representative can read any information in the covered recipient's profile in the Open Payments system. Select any additional level(s) of access to be granted to the authorized representative below. covered recipient authorized representatives cannot edit their access levels.

**Access Level**

- ☐ Read - (Default access level) Able to see covered recipient profile and records associated with the covered recipient.
- ☐ Modify Profile - Able to edit or enter the covered recipient's profile information (NPI, license, taxonomy code, etc.).
- ☐ Dispute Records - Able to dispute records of payments or other transfers of value associated with the covered recipient that was submitted by reporting entities.

**Update Authorized Representative Details**

**Step 4:** On the Authorized Representative Details page, if you have not delegated an authorized representative, there will be nothing entered in the fields. To delegate an authorized representative, complete the fields shown.

You may only delegate one authorized representative. If this page shows an authorized representative, and you want to change it to someone else, you may do so at this time by deleting and re-entering the appropriate fields.

The default level of access is "Read." If you would like the authorized representative to have more access while representing you in the Open Payments system, select "Modify Profile" or "Dispute Records." Access levels are discussed in Section 3.4. When complete, select **Update Authorized Representative Details**.

**Figure 111: My Profile Details Tab Editing**

**Authorized Representative Details**

Your Authorized Representative Details are provided below. To modify your profile information, select the "Update Authorized Representative Details" button.

**First Name \***

**Middle Name**

**Authorized Representative's Business Address**

Enter the nominated authorized representative's business address information below. Enter the primary business address if the authorized representative has multiple business addresses.

**Email Address \***

email@email.com

**Job Title \***

**Country \***

-- Select --

**Business Address, Line 1 \***

Business Address, Line 1

**Business Address, Line 2**

Business Address, Line 2

**City \***

**State \***

-- Select --

**Zip Code \***

XXXXX

**Zip Extension**

XXXX

**Business Telephone Number \***

XXX-XXX-XXXX

**Assign the Covered Recipient Authorized Representative's Access Level**

The authorized representative's access level will determine the actions they can take on behalf of the covered recipient in the Open Payments system.

By default, the covered recipient authorized representative can read any information in the covered recipient's profile in the Open Payments system. Select any additional level(s) of access to be granted to the authorized representative below. covered recipient authorized representatives cannot edit their access levels.

**Access Level**

- ☐ Read - (Default access level) Able to see covered recipient profile and records associated with the covered recipient.
- ☐ Modify Profile - Able to edit or enter the covered recipient's profile information (NPI, license, taxonomy code, etc.).
- ☐ Dispute Records - Able to dispute records of payments or other transfers of value associated with the covered recipient that was submitted by reporting entities.

Update Authorized Representative Details

**Step 5:** The nominee will receive an email notification that they have been nominated for a role in the Open Payments system. The email will contain a nomination ID and specific instructions. Users notified of their nomination for a role must use the nomination ID received in the nomination email to complete their profile in the Open Payments system and receive access to the functions for that specific role. The nominee will have 10 calendar days to accept or reject the nomination.

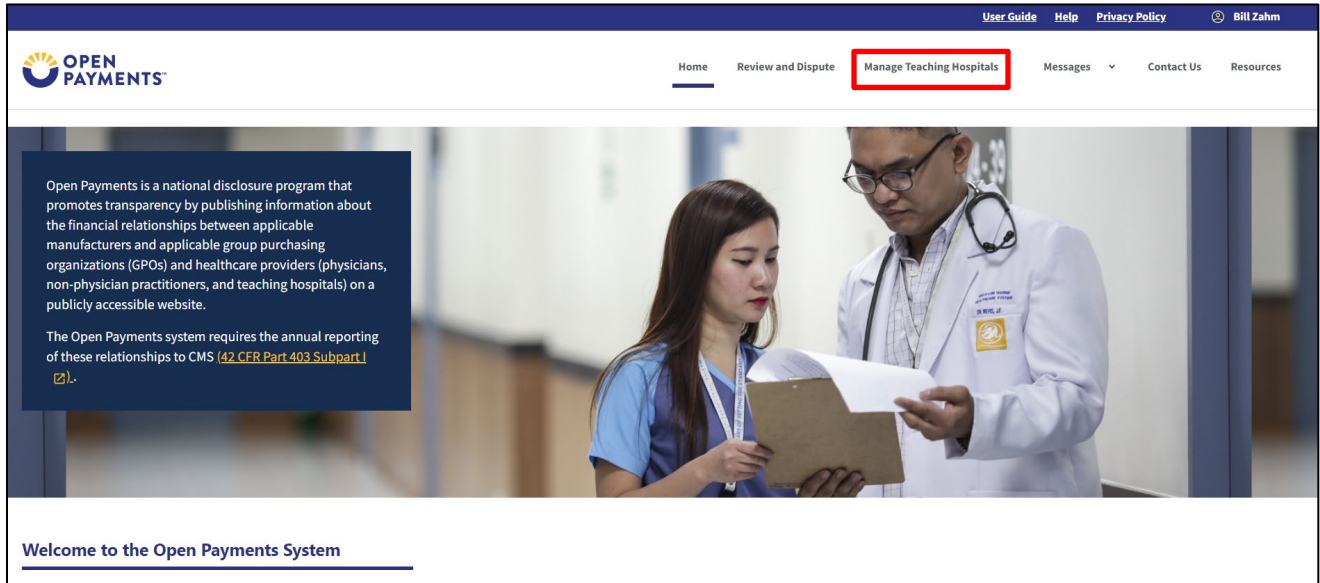
### 3.5b: Nominating Additional Roles for a Teaching Hospital: Returning System Users

If you are an authorized official for a teaching hospital that did not nominate individuals for user roles during initial registration, follow the steps below. The authorized representative can be a physician, NPP, an office manager, a practice manager, or any person the teaching hospital would like to designate.

**Step 1:** Log in to the Open Payments system at <https://openpayments.system.cms.gov> using your IDM credentials and select the **Manage Teaching Hospitals** tab.

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Figure 112: Open Payments Landing Page for Returning User



**Step 2:** Select the teaching hospital for which you wish to nominate a new role.

Figure 113: Manage Teaching Hospitals Page

The screenshot shows the 'Manage Teaching Hospitals' page. At the top, there is a navigation bar with links for 'User Guide', 'Help', 'Privacy Policy', and a user profile 'Bill Zahm'. Below this is a secondary navigation bar with 'Home', 'Review and Dispute', 'Manage Teaching Hospitals' (which is underlined), 'Messages', 'Contact Us', and 'Resources'. The main heading is 'Manage Teaching Hospitals'. Below the heading, a paragraph states: 'Below are the teaching hospitals with which you are affiliated. To view details and manage user roles, select a teaching hospital from the list below. You may register a new teaching hospital by selecting the "Register New Teaching Hospital" button.' A table lists the affiliated hospitals. The first row is highlighted with a red box around the 'Doing Business As (DBA) Name' column, which contains a blacked-out name. The other columns in this row are: 'TIN' (21-0634462), 'Address' (1000 S 10th St Camden, NJ 08103), and 'Status' (Registered). At the bottom right, there is a button labeled 'Register New Teaching Hospital'.

Doing Business As (DBA) Name	TIN	Address	Status
[Redacted]	21-0634462	1000 S 10th St Camden, NJ 08103	Registered

Register New Teaching Hospital

**Step 3:** Select **Manage Roles**.

Figure 114: Teaching Hospital Information Page

The screenshot shows the 'Teaching Hospital Information' page. The navigation bar is identical to Figure 113. The secondary navigation bar is also identical. The main heading is 'Teaching Hospital Details'. Below the heading, a paragraph states: 'Below are the details for the teaching hospital you selected, listed by program year.' Below this, it says 'Taxpayer Identification Number (TIN): 21-0634462'. A table lists the details for the selected hospital, Cooper University Hospital, across various program years. The 'Legal Name' column is blacked out. On the left side of the page, there is a sidebar with two links: 'Teaching Hospital Details' and 'Manage Roles'. The 'Manage Roles' link is highlighted with a red box.

Program Year	TIN	DBA Name	Legal Name	Cost Report Address	NPPES Address
2023	21-0634462	Cooper University Hospital	[Redacted]	One Cooper Plaza Camden NJ 08103	1000 S 10th St Camden NJ 08103
2022	21-0634462	Cooper University Hospital	[Redacted]	One Cooper Plaza Camden NJ 8103	1000 S 10th St Camden NJ 8103
2021	21-0634462	Cooper University Hospital	[Redacted]	One Cooper Plaza Camden NJ 8103	1000 S 10th St Camden NJ 8103
2020	21-0634462	Cooper University Hospital	[Redacted]	One Cooper Plaza Camden NJ 8103	1000 S 10th St Camden NJ 8103
2019	21-0634462	Cooper University Hospital	[Redacted]	One Cooper Plaza Camden NJ 8103	1000 S 10th St Camden NJ 8103
2018	21-0634462	Cooper University Hospital	[Redacted]	One Cooper Plaza Camden NJ 8103	1000 S 10th St Camden NJ 8103
2017	21-0634462	Cooper University Hospital	[Redacted]	One Cooper Plaza Camden NJ 8103	1000 S 10th St Camden NJ 8103



**Step 4:** Select the **Nominate an Additional Role** button.

**Figure 115: Manage Teaching Hospital Manage Roles Tab**

The screenshot shows the 'Manage Roles' interface. On the left, there's a sidebar with 'Teaching Hospital Details' and 'Manage Roles'. The main area has a heading 'Manage Roles' and instructions: 'Select the "Nominate an Additional Role" button to nominate a new individual to fill a role for your teaching hospital.', 'Select the "Modify" button to change the role of an existing user with your teaching hospital.', and 'Select the "Deactivate User" button to remove an active user completely from your teaching hospital.' Below this is a note box stating: 'Note: An authorized official may modify or deactivate another authorized official but cannot deactivate themselves for the teaching hospital.' A red box highlights the 'Nominate an Additional Role' button. Below the button is a table titled 'Teaching Hospital User Role Types' with columns: Name, Role, Status, and Actions. The table contains two rows: 'Roger White' (Authorized Official, Approved) and 'Steve Jones' (Authorized Representative, Nomination Approved). Both rows have a 'Modify' button in the Actions column.

Name	Role	Status	Actions
Roger White	Authorized Official	Approved	Modify
Steve Jones	Authorized Representative	Nomination Approved	Modify

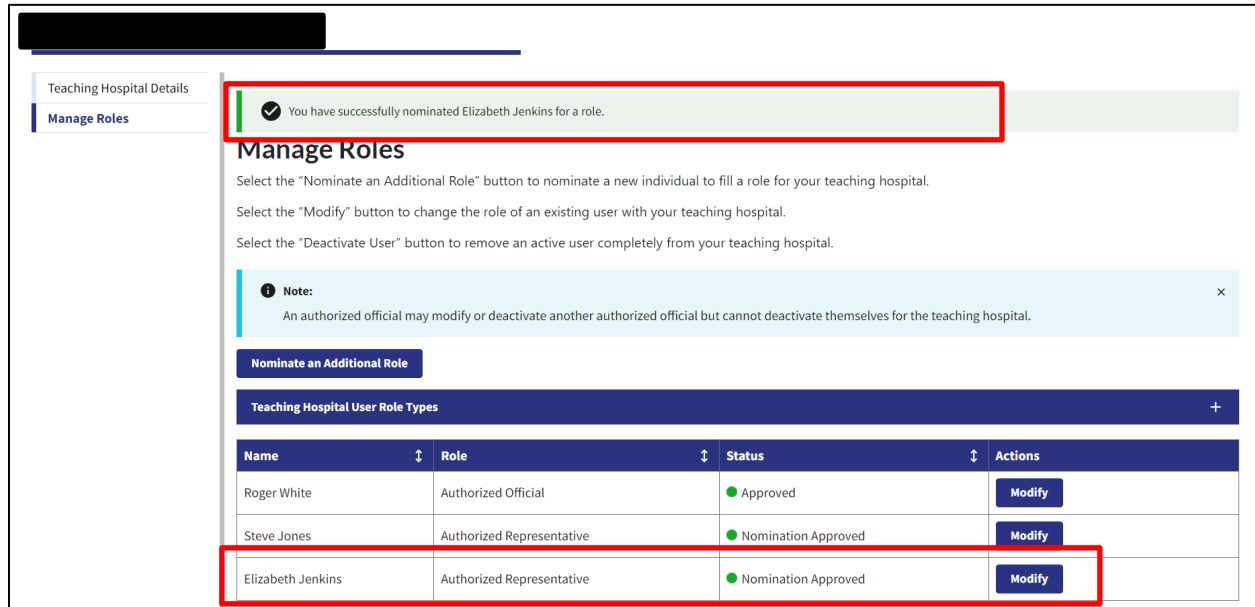
**Step 5:** Enter the required fields and select the desired role for the nomination, such as authorized official. All required fields are marked with an asterisk. When finished, select the **Send Nomination** button.

**Figure 116: Teaching Hospital Manage Roles Tab Nominate Roles**

The screenshot shows the 'Nominate or Modify a Role Page'. It starts with a heading 'Nominate or Modify a Role Page' and a note: 'A field with an asterisk (\*) is required.' Below this is a sub-heading 'User Information' with fields for 'First Name \*' (Elizabeth), 'Middle Name', 'Last Name \*' (Jenkins), and 'Suffix (Jr., Sr., etc.)'. Below these is a section 'Indicate the role this person will have: \*' with two radio buttons: 'Authorized Official' and 'Authorized Representative'. The 'Authorized Representative' option is selected. Below this is a section 'Business Contact Information' with fields for 'Job title \*' (Administrator), 'Business Address, Line 1 \*' (123 chicken st), 'Business Address, Line 2' (Business Address, Line 2), 'City \*' (Haymarket), 'State \*' (Texas), 'Zip Code \*' (78244), 'Zip Extension' (XXXX), 'Email Address \*' (ejenkins@cuh.com), and 'Business Telephone Number \*' (214-257-4578). At the bottom right, there are two buttons: 'Cancel' and 'Send Nomination', with the latter highlighted by a red box.

After you send the nomination, you will be brought back to the **Manage Roles** page, and you will see that the new nomination and the status of the nomination are now listed on the page.

**Figure 117: Teaching Hospital Manage Roles Tab Confirmation**



The nominee will receive an email notification that they have been nominated for a role in the Open Payments system.

The email notifying the nominee will contain a registration ID and a nomination ID. Users notified of their nomination for a role must use the registration ID and nomination ID received in the nomination email to complete their profile in the Open Payments system and receive access to the functions for that specific role.

**The nominee will have 10 calendar days to accept or reject the nomination.**

### 3.5c: Accepting or Rejecting a Nomination: Authorized Representative – First-Time Users

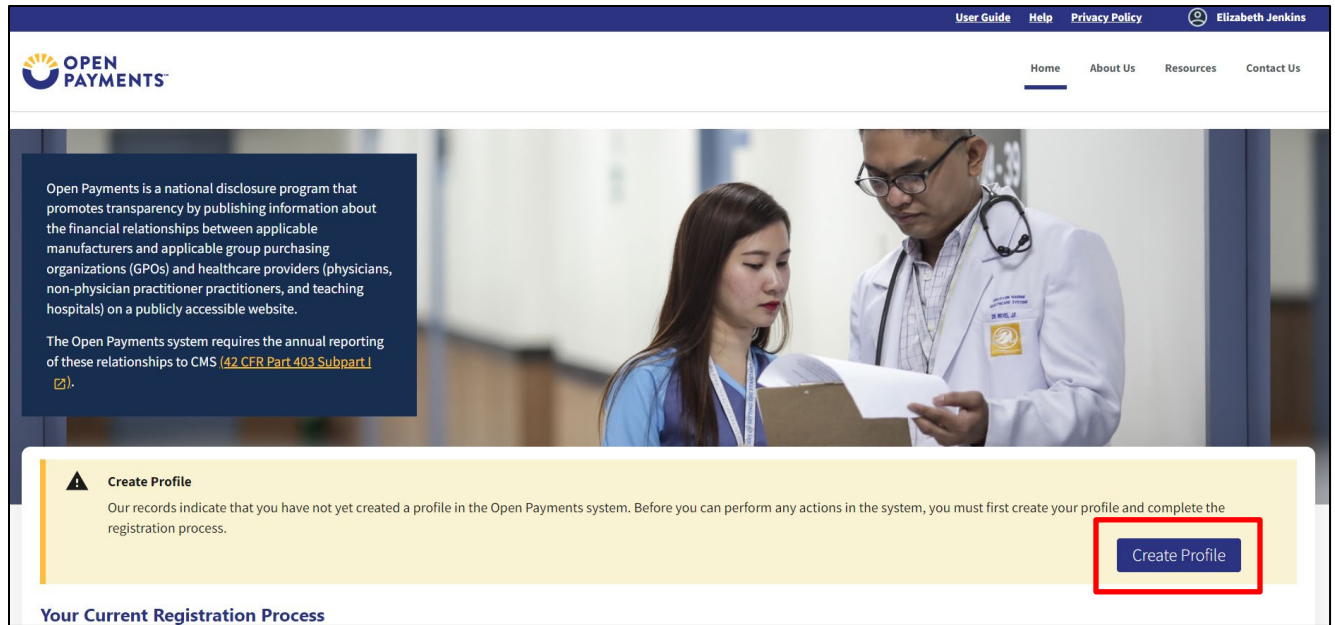
If you have been nominated for a physician and/or NPP authorized representative role, you will receive a notification email containing instructions and important information needed to accept your nomination. You will have 10 calendar days to accept or reject the nomination. If you have not taken action on your nomination within 10 days, the nomination will expire. Follow the steps below to accept the nomination.

**Step 1:** You will need to create an IDM account, and then request access to the Open Payments system. Follow the instructions in section 3.1 of this guide. When requesting a role in IDM, select **"Physician, Non-Physician Practitioner, Teaching Hospital Authorized Representative, or Reporting Entity Submitter/Attester/Compliance"**.

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Then, log in to the Open payments system at <https://openpayments.system.cms.gov> using your IDM credentials. The on-screen text contains important information regarding the registration process. Read the on-screen text and select **Create Profile** when you are ready to begin the registration process.

**Figure 118: Open Payments Landing Page for First-Time System Users**



**Step 2:** The on-screen text contains important information regarding creating the physician, NPP, and individual profiles. Read the on-screen text and select **Start Profile** at the bottom of the page when you are ready to continue.

Figure 119: Create My Profile Page

User GuideHomePrivacy PolicyElizabeth Jenkins

HomeAbout UsResourcesContact Us

## Creating a Profile

To begin creating a profile and registering in the Open Payments system, you must identify your affiliation with an applicable manufacturer, applicable group purchasing organization (GPO), teaching hospital, physician, or non-physician practitioner. Users with provider type of Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant are called Non-Physician Practitioners in the Open Payments system.

For reporting entities, prior to beginning registration, collect the information required for reporting entity registration, then proceed with the registration process.

For reporting teaching hospital, physician, or non-physician practitioner registration, prior to beginning registration, collect the information required for covered recipient registration, then proceed with the registration process.

If the applicable manufacturer, applicable GPO, teaching hospital, physician, or non-physician practitioner has already been registered in the Open Payment system and you have not affiliated with them in the Open Payments system, you may:

- Ask a user already affiliated with the reporting entity or covered recipient to nominate you for a user role; or
- Create a personal profile and request a role with the reporting entity or covered recipient user. Note that users who wish to associate themselves with physicians or non-physician practitioners must be nominated by the physician or non-physician practitioner.

## Required Information

Fields for required information are marked with an asterisk \*.

It is important that you have all required information available when you begin because registration must be completed in one session. **A registration session will time out after 30 minutes of inactivity. If that occurs, all information entered during that session will be lost.**

A list of required information is available in the ["Required Information for Registration" quick reference guide \(PDF\)](#). This QRG is also available on the [Resources page of the Open Payments website](#).

## Registering as a Covered Recipient

### Registering as a Physician or a Teaching Hospital

If you are a physician who works at a teaching hospital and wish to see data related to you in your capacity as a physician, select the "Physician or Non-Physician Practitioner" option when registering. Registering as a user affiliated with a teaching hospital will allow you to see only data related to that teaching hospital and not your records. You may register as both a physician and a user affiliated with a teaching hospital if needed.

Physicians should register themselves in the Open Payments system and not delegate this task to another individual.

### Registering as a Non-Physician Practitioner

If you are registering as a Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant, select the "Physician or Non-Physician Practitioner" option when registering. If you are a Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant who works at a teaching hospital and wish to see data related to you in your capacity as a non-physician practitioner, select the "Physician or Non-Physician Practitioner" option when registering.

When you are ready to begin registration, select "Start Profile."

BackStart profile

**Step 3:** Although you are affiliating with a physician or NPP, do not select **Physician or Non-Physician Practitioner** on the “Select Profile Type” page. Instead, select the **I have a Nomination ID and/or a Registration ID** link.

**Figure 120: Select Profile Type Page**

### Select a Profile Type

A field with an asterisk (\*) is required.

If you received a nomination ID and/or registration ID in an email notifying you of your nomination for a user role, begin creating your profile by selecting the “I have a Nomination ID and/or a Registration ID” link.

If you did not receive a nomination ID and/or a registration ID in an email, begin creating your profile by indicating whether you are a reporting entity or covered recipient.

**Note:**

If you are a physician who works at a teaching hospital and wish to see data related to you in your capacity as a physician, select the “Physician or Non-Physician Practitioner” option when registering. Registering as a user affiliated with a teaching hospital will allow you to see only data related to that teaching hospital and not your records. You may register as both a physician and a user affiliated with a teaching hospital if needed.

If you have any questions regarding the user type you should register as, please contact the Open Payments Help Desk [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) for guidance.

**\* Required: Select the type of entity or covered recipient you are affiliated with OR the “I have a Nomination ID and/or a Registration ID”**

☒ I have a Nomination ID and/or a Registration ID

☐ Applicable Manufacturer or applicable Group Purchasing Organization (GPO)

☐ Physician or Non-Physician Practitioner

☐ Teaching hospital

CancelContinue

**Step 4:** Select the User Type **Physician or Non-Physician Practitioner** from the dropdown. Enter the nomination ID included in the nomination notification email you received and then select the **Show Nomination** button.

**Figure 121: Search for Nomination Page**

**Search for Nomination**

A field with an asterisk (\*) is required.  
From the dropdown list below, select your User Type.

**Information:** Nominees for Physician or Non-Physician Practitioner authorized representatives receive only Nomination ID numbers.

Enter your Nomination ID and Registration ID included in the nomination email you have received.  
Select the "Show Nomination" button to see the information associated with your nomination.

**User Type \***

Physician or Non-Physician Practitioner

**Nomination ID \***  
The ID is a 12-digit number.

100000001373

**Show Nomination**

**Cancel**

**Step 5:** Review the nomination information displayed. If the information is correct, select the **Continue** button. If the information is incorrect, select the **Cancel** button and contact the nominator directly.

**Figure 122: Search for Nomination Page with Nomination Shown**

## Search for Nomination

A field with an asterisk (\*) is required.

From the dropdown list below, select your User Type.

**i** Nominees for Physician or Non-Physician Practitioner authorized representatives receive only Nomination ID numbers.

Enter your Nomination ID and Registration ID included in the nomination email you have received.

Select the "Show Nomination" button to see the information associated with your nomination.

**User Type \***

Physician or Non-Physician Practitioner

**Nomination ID \***

The ID is a 12-digit number.

100000001373

Show Nomination

### Nomination Search Results:

Below is the information associated with the nomination.

Select "Cancel" to return to the previous page if the information displayed is incorrect.

**Elizabeth Jenkins was nominated as Non-Physician Authorized Rep.**

**User Type:** Non-Physician Practitioner

**Non-Physician Practitioner's Name:** Sam Wilton

Cancel

Continue

**Step 6:** Review the physician or NPP information displayed on the page. You will not be able to edit the information. Ensure that this is the physician or NPP for which you want to accept the user role nomination. If it is not the correct physician or NPP, either select the **Back** button at the bottom of the page to return to the previous page to correct the information you have entered or select the **Cancel** button to end the acceptance process.

**Figure 123: Confirm Covered Recipient Information Page**

### Confirm Covered Recipient Information

**\*All fields are required unless indicated as optional\***

Below is the information for your selected Covered Recipient. Review and confirm the Covered Recipient identified below is correct. Select "Continue" to begin creating your user profile.

Information:

#### Personal Information

**First Name:** Sam                      **Middle Name:**

**Last Name:** Wilton                      **Suffix (Jr., Sr., etc.):**

**Business Email Address:** sbliss@index-analytics.com

**Business Telephone:** 210-602-4955

#### Business Information

**Business Address, Line 1:** 1217 Cast Iron Drive                      **Business Address, Line 2:**

**City:** Longview                      **State:** TX                      **Zip Code:** 78244                      **Country:** US

Covered Recipient Information:

**Covered Recipient Primary Type:** Nurse Practitioner

**National Provider Identifier (NPI):** 1558507830

**Drug Enforcement Administration (DEA) Number:**

**Taxonomy Code(s):** 163W00000X

**State Licensing Information:** TX - 34978

Back

Cancel

Continue

**Step 7:** Review the nomination information on the page. Select “Yes, I accept the role of Authorized Representative” if you wish to accept the role or “No, I do not accept” if you do not wish to accept the role. If you accept the role and select **Continue**, you will continue the nomination confirmation process.

If you reject the role for which you have been nominated, select the **Continue** button after selecting “No, I do not accept” for the role. The system will ask you if you are sure you want to reject this role. If you confirm your choice to reject the role, you will exit the system and the nominator will receive an email that you rejected the nomination. The nominator will then be allowed to nominate another individual for the role.



**Figure 124: Confirm Nomination Page**

## Confirm Nomination

All fields are required unless indicated as optional

Confirm the user role by accepting or rejecting the nomination. Select the appropriate option below. Then select the "Continue" button to proceed.

Nominations

Sam Wilton

1217 Cast Iron Drive  
Longview TX 78244

**Covered Recipient Primary Type:** Nurse Practitioner

**National Provider Identifier (NPI):** 1558507830

**Business Telephone:** 210-602-4955

**Confirm Nomination?**  
☐ Yes, I accept the role of Authorized Representative.  
☐ No, I do not accept

**Access Level:**  
☐ Read - (Default access level) Able to see covered recipient profile and records associated with the covered recipient.  
☒ Modify Profile - Able to edit or enter the covered recipient's profile information (NPI, license, taxonomy code, etc.).  
☒ Dispute Records - Able to dispute records of payments or other transfers of value associated with the covered recipient that was submitted by reporting entities.

Back

Cancel

Continue

**Step 8:** Enter your personal information and select the **Continue** button.

**Figure 125: Authorized Representative Page**

## Authorized Representative

**\*All fields are required unless indicated as optional\***

Add the requested personal and business information to your user profile. Some fields are pre-populated. Review pre-populated information for accuracy and correct any invalid information.

**Note** Note that any changes made here will not automatically update your profile information in your other CMS accounts, such as your Medicare, National Plan & Provider Enumeration System (NPES) or Identity Management (IDM) accounts.

### Basic Information

<b>First Name *</b>	<b>Last Name *</b>	<b>Middle Name (optional)</b>	<b>Suffix (Jr., Sr., etc.) (optional)</b>
<input type="text" value="Elizabeth"/>	<input type="text" value="Jenkins"/>	<input type="text"/>	<input type="text"/>

### Business Address

**Job Title \***

<b>Business Email Address *</b>	<b>Business Telephone Number *</b>
<input type="text" value="ejenkins@Sam.com"/>	<input type="text" value="210-584-7841"/>

**Business Address, Line 1 \***

**Business Address Line 2 (optional)**

<b>Country *</b>	<b>City *</b>	<b>State *</b>
<input type="text" value="United States"/>	<input type="text" value="San Antonio"/>	<input type="text" value="Texas"/>

<b>Zip Code *</b>	<b>Zip Extension</b>
<input type="text" value="78244"/>	<input type="text" value="XXXX"/>

**Step 9:** Now you will be asked to review the information you have entered. To correct any errors, select the **Back** button at the bottom of the page to return to previous pages and make your corrections. If the information is correct, select the **Submit** button.

Figure 126: Review and Submit Profile Page

## Review and Submit Profile

**\*All fields are required unless indicated as optional\***

Review the information entered in the previous sections.

Select the "back" button to navigate to the previous page(s) and correct any incorrect information, Select then "Continue" button to submit your user profile.

Authorized Representative Information

### Personal Information

**First Name:** Elizabeth  
**Middle Name:**  
**Last Name:** Jenkins  
**Suffix (Jr., Sr., etc.):**  
**Job Title:** Administrator  
**Business Email Address:** ejenkins@Sam.com  
**Business Telephone:** 210-584-7841

### Business Information

**Business Address, Line 1:** 123 Chicken Street  
**Business Address, Line 2:**  
**City:** San Antonio  
**State:** TX  
**Zip Code:** 78244  
**Country:** US

Back

Cancel

Continue

The following message will appear on-screen to confirm your nomination has been successfully accepted.

Figure 127: Success Confirmed Page

## Nomination Accepted

✓

### Success:

You have successfully accepted your nomination.

You may return to [Open Payments Home](#).

For help obtaining a PDF viewer, go to the [CMS.gov Help page](#).

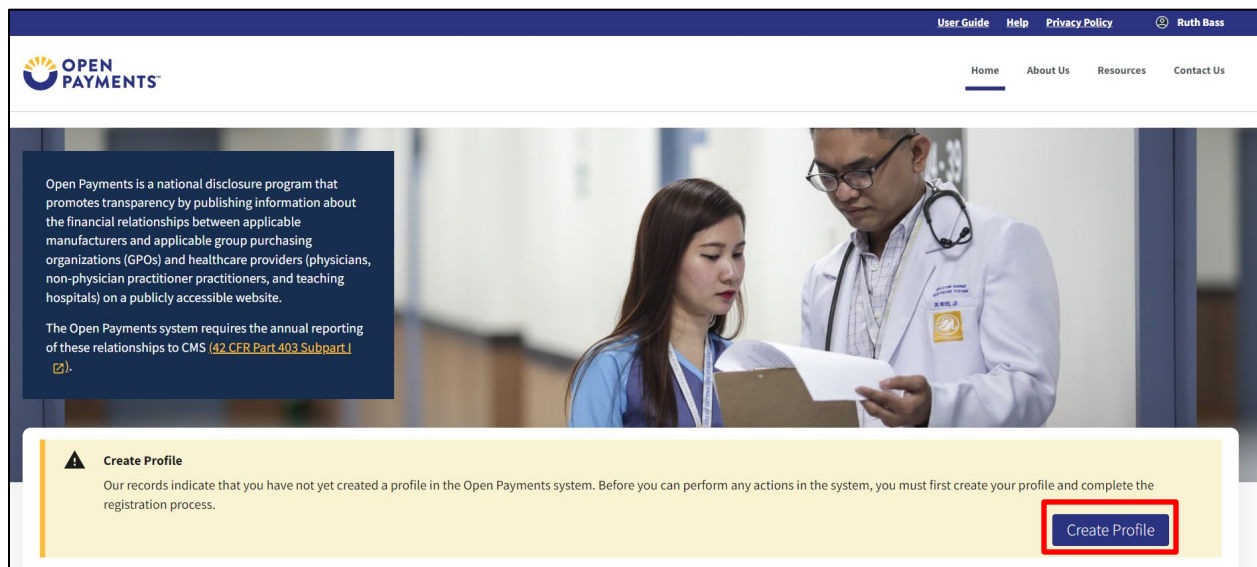
Continue to Open Payments Home Page

### 3.5d: Accepting or Rejecting a Nomination: Physician or NPP First Time System Users

If you have been nominated for a physician or NPP user role, you will receive a notification email. Take note of the information in the email, including the nomination ID, then follow the steps below to accept the nomination.

**Step 1:** If you are a first-time system user, you will need to create an IDM account, and request access to the Open Payments system. To do this, see [Section 3.1](#) of this document. Once you have done that, log in to the Open payments system at <https://openpayments.system.cms.gov> using your IDM credentials. The on-screen text contains important information regarding the registration process. Read the on-screen text and select **Create Profile** when you are ready to begin the registration process.

Figure 128: Open Payments Landing Page for First-Time System Users



**Step 2:** The on-screen text contains important information regarding creating the physician, NPP, and individual profiles. Read the on-screen text and select **Start Profile** at the bottom of the page when you are ready to continue.

**Figure 129: Create Profile Page**

## Create Profile

### Creating a Profile

To begin creating a profile and registering in the Open Payments system, you must identify your affiliation with an applicable manufacturer, applicable group purchasing organization (GPO), teaching hospital, physician, or non-physician practitioner. Users with provider type of Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant are called Non-Physician Practitioners in the Open Payments system.

For reporting entities, prior to beginning registration, collect the information required for reporting entity registration, then proceed with the registration process.

For reporting teaching hospital, physician, or non-physician practitioner registration, prior to beginning registration, collect the information required for covered recipient registration, then proceed with the registration process.

If the applicable manufacturer, applicable GPO, teaching hospital, physician, or non-physician practitioner has already been registered in the Open Payment system and you have not affiliated with them in the Open Payments system, you may:

- Ask a user already affiliated with the reporting entity or covered recipient to nominate you for a user role; or
- Create a personal profile and request a role with the reporting entity or covered recipient user. Note that users who wish to associate themselves with physicians or non-physician practitioners must be nominated by the physician or non-physician practitioner.

### Required Information

Fields for required information are marked with an asterisk \*.

It is important that you have all required information available when you begin because registration must be completed in one session. **A registration session will time out after 30 minutes of inactivity. If that occurs, all information entered during that session will be lost.**

A list of required information is available in the ["Required Information for Registration" quick reference guide \(PDF\)](#). This QRG is also available on the [Resources page of the Open Payments website](#).

### Registering as a Covered Recipient

#### Registering as a Physician or a Teaching Hospital

If you are a physician who works at a teaching hospital and wish to see data related to you in your capacity as a physician, select the "Physician or Non-Physician Practitioner" option when registering. Registering as a user affiliated with a teaching hospital will allow you to see only data related to that teaching hospital and not your records. You may register as both a physician and a user affiliated with a teaching hospital if needed.

Physicians should register themselves in the Open Payments system and not delegate this task to another individual.

#### Registering as a Non-Physician Practitioner

If you are registering as a Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant, select the "Physician or Non-Physician Practitioner" option when registering. If you are a Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant who works at a teaching hospital and wish to see data related to you in your capacity as a non-physician practitioner, select the "Physician or Non-Physician Practitioner" option when registering.

When you are ready to begin registration, select "Start Profile."

BackStart profile

**Step 3:** On the “Select a Profile Type” page though you are affiliating with a physician or an NPP, do not select **Physician or Non-Physician Practitioner**. Instead, select the link **I have a Nomination ID and/or a Registration ID**, then, select **Continue**.

**Figure 130: Select Profile Type Page**

### Select a Profile Type

A field with an asterisk (\*) is required.

If you received a nomination ID and/or registration ID in an email notifying you of your nomination for a user role, begin creating your profile by selecting the “I have a Nomination ID and/or a Registration ID” link.

If you did not receive a nomination ID and/or a registration ID in an email, begin creating your profile by indicating whether you are a reporting entity or covered recipient.

**Note:**

If you are a physician who works at a teaching hospital and wish to see data related to you in your capacity as a physician, select the “Physician or Non-Physician Practitioner” option when registering. Registering as a user affiliated with a teaching hospital will allow you to see only data related to that teaching hospital and not your records. You may register as both a physician and a user affiliated with a teaching hospital if needed.

If you have any questions regarding the user type you should register as, please contact the Open Payments Help Desk [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) for guidance.

**\* Required: Select the type of entity or covered recipient you are affiliated with OR the “I have a Nomination ID and/or a Registration ID”**

☒ I have a Nomination ID and/or a Registration ID

☐ Applicable Manufacturer or applicable Group Purchasing Organization (GPO)

☐ Physician or Non-Physician Practitioner

☐ Teaching hospital

CancelContinue

**Step 4:** Select the user type “Physician or Non-Physician Practitioner” from the drop-down menu. Enter the nomination ID that you received in the nomination notification email and then select **Show Nomination**.

**Figure 131: Search for Nomination Screen**

## Search for Nomination

A field with an asterisk (\*) is required.

From the dropdown list below, select your User Type.

**i** Nominees for Physician or Non-Physician Practitioner authorized representatives receive only Nomination ID numbers.

Enter your Nomination ID and Registration ID included in the nomination email you have received.

Select the "Show Nomination" button to see the information associated with your nomination.

**User Type \***

Physician or Non-Physician Practitioner

**Nomination ID \***

The ID is a 12-digit number.

752201894114

Show Nomination

Cancel

**Step 5:** Review the nomination information displayed. If the information is correct, select **Continue**. If the information is incorrect, select the **Cancel** button and contact the Open Payments Help Desk at [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov).

**Figure 132: Nomination Search Results Page**

**i** Nominees for Physician or Non-Physician Practitioner authorized representatives receive only Nomination ID numbers.

Enter your Nomination ID and Registration ID included in the nomination email you have received.  
Select the "Show Nomination" button to see the information associated with your nomination.

**User Type \***

Physician or Non-Physician Practitioner

**Nomination ID \***  
The ID is a 12-digit number.

752201894114

**Show Nomination**

**Nomination Search Results:**

Below is the information associated with the nomination.  
Select "Cancel" to return to the previous page if the information displayed is incorrect.

**Daniel Mertz was nominated as Physician Authorized Rep.**

**User Type:** Physician

**Physician Name:** Andy Smith

**Cancel** **Continue**

**Step 6:** Review the covered recipient information to confirm it is correct. If it is, select **Continue** to proceed. If it is not, contact the provider than nominated you.



**Figure 133: Confirm Covered Recipient Information**

### Confirm Covered Recipient Information

Below is the information for your selected Covered Recipient. Review and confirm the Covered Recipient identified below is correct. Select "Continue" to begin creating your user profile.

#### Information:

##### Personal Information

**First Name:** Andy                      **Middle Name:**

**Last Name:** Smith                      **Suffix (Jr., Sr., etc.):**

**Business Email Address:** sbliss@index-analytics.com

**Business Telephone:** 148-572-6842

##### Business Information

**Business Address, Line 1:** 345 Main

**Business Address, Line 2:**

**City:** Central

**State:** TX

**Zip Code:** 78244

**Country:** US

#### Covered Recipient Information:

**Covered Recipient Primary Type:** Medical Doctor

**National Provider Identifier (NPI):** 1558507830

**Drug Enforcement Administration (DEA) Number:**

**Taxonomy Code(s):** 111N00000X

**State Licensing Information:** IL - 45324

Back

Cancel

Continue

**Step 7:** Select “Yes, I accept the role of” if you wish to accept the role or “No, I do not accept” if you do not wish to accept the role. If you accept the role and select **Continue**, you will continue the nomination confirmation process.

If you reject the role for which you have been nominated, select the **Continue** button after selecting “No, I do not accept” for the role. The system will ask you if you are sure you want to reject this role. If you confirm your choice to reject the role, you will exit the system and the nominator will receive an email that you rejected the nomination. The nominator will then be allowed to nominate another individual for the role.

### Confirm Nomination

A field with an asterisk (\*) is required.

Confirm the user role by accepting or rejecting the nomination. Select the appropriate option below. Then select the "Continue" button to proceed.

#### Nominations

##### Andy Smith

345 Main  
Central TX 78244

**Covered Recipient Primary Type:** Medical Doctor

**National Provider Identifier (NPI):** 1558507830

**Business Telephone:** 148-572-6842

##### Confirm Nomination:

- ☒ Yes, I accept the role of Authorized Representative.  
☐ No, I do not accept

##### Access Level:

- ☒ Read - (Default access level) Able to see covered recipient profile and records associated with the covered recipient.  
☒ Modify Profile - Able to edit or enter the covered recipient's profile information (NPI, license, taxonomy code, etc.).  
☒ Dispute Records - Able to dispute records of payments or other transfers of value associated with the covered recipient that was submitted by the reporting entities.

Back

Cancel

Continue

**Step 8:** Review your personal information. If the information displayed is correct, select the **Continue** button. If the information displayed is incorrect, update the necessary fields. When finished, select the **Continue** button.

**Figure 134: Authorized Representative Basic Information**

### Basic Information

<b>First Name *</b>	<b>Last Name *</b>	<b>Middle Name (optional)</b>	<b>Suffix (Jr., Sr., etc.) (optional)</b>
<input type="text" value="Daniel"/>	<input type="text" value="Mertz"/>	<input type="text"/>	<input type="text"/>

### Business Address

**Job Title \***

<b>Business Email Address *</b>	<b>Business Telephone Number *</b>
<input type="text" value="fdgjh@fsdkgjsdfk.com"/>	<input type="text" value="210-965-0214"/>

**Business Address, Line 1 \***

**Business Address Line 2 (optional)**

<b>Country *</b>	<b>City *</b>	<b>State *</b>
<input type="text" value="United States"/>	<input type="text" value="Central"/>	<input type="text" value="Texas"/>

<b>Zip Code *</b>	<b>Zip Extension</b>
<input type="text" value="78244"/>	<input type="text" value="XXXX"/>

**Step 9:** Review the information you have entered. To correct any errors, select the **Back** button at the bottom of the page to return to previous pages and make your corrections. If the information is correct, select the **Continue** button.

Figure 135: Review and Submit Profile Page

## Review and Submit Profile

Review the information entered in the previous sections.

Select the "back" button to navigate to the previous page(s) and correct any incorrect information, Select then "Continue" button to submit your user profile.

Authorized Representative Information

### Personal Information

**First Name:** Daniel  
**Middle Name:**  
**Last Name:** Mertz  
**Suffix (Jr., Sr., etc.):**  
**Job Title:** Administrator  
**Business Email Address:** fdgjhgf@fsdkgjsdfk.com  
**Business Telephone:** 210-965-0214

### Business Information

**Business Address, Line 1:** 543 North  
**Business Address, Line 2:**  
**City:** Central  
**State:** TX  
**Zip Code:** 78244  
**Country:** US

Back

Cancel

Continue

The following message will appear on-screen to confirm your nomination has been successfully accepted.

Figure 136: Nomination Accepted Page

## Nomination Accepted

✓ Success:

You have successfully accepted your nomination.

You may return to [Open Payments Home](#).

For help obtaining a PDF viewer, go to the [CMS.gov Help page](#).

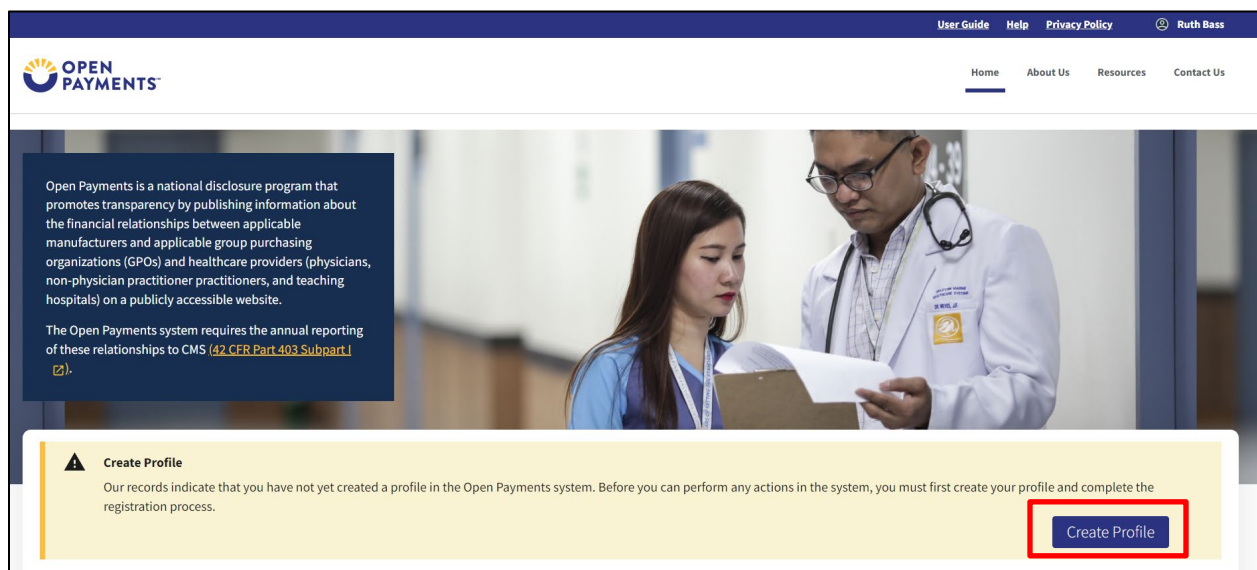
Continue to Open Payments Home Page

### 3.5e: Accepting or Rejecting a Nomination (Teaching Hospital – First Time System Users)

If you have been nominated for a teaching hospital user role, you will receive a notification email. Take note of the information in the email, including registration ID and nomination ID, then follow the steps below to accept the nomination.

**Step 1:** If you are a first-time system user, you will need to create an IDM account, and request access to the Open Payments system. To do this, see [Section 3.1](#) of this document. Once you have done that, log in to the Open payments system at <https://openpayments.system.cms.gov> using your IDM credentials. The on-screen text contains important information regarding the registration process. Read the on-screen text and select **Create Profile** when you are ready to begin the registration process.

**Figure 137: Open Payments Landing Page for First-Time System Users**



**Step 2:** The on-screen text contains important information regarding creating the physician, NPP, and individual profiles. Read the on-screen text and select **Start Profile** at the bottom of the page when you are ready to continue.

Figure 138: Create Profile Page

## Create Profile

### Creating a Profile

To begin creating a profile and registering in the Open Payments system, you must identify your affiliation with an applicable manufacturer, applicable group purchasing organization (GPO), teaching hospital, physician, or non-physician practitioner. Users with provider type of Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant are called Non-Physician Practitioners in the Open Payments system.

For reporting entities, prior to beginning registration, collect the information required for reporting entity registration, then proceed with the registration process.

For reporting teaching hospital, physician, or non-physician practitioner registration, prior to beginning registration, collect the information required for covered recipient registration, then proceed with the registration process.

If the applicable manufacturer, applicable GPO, teaching hospital, physician, or non-physician practitioner has already been registered in the Open Payment system and you have not affiliated with them in the Open Payments system, you may:

- Ask a user already affiliated with the reporting entity or covered recipient to nominate you for a user role; or
- Create a personal profile and request a role with the reporting entity or covered recipient user. Note that users who wish to associate themselves with physicians or non-physician practitioners must be nominated by the physician or non-physician practitioner.

### Required Information

Fields for required information are marked with an asterisk \*.

It is important that you have all required information available when you begin because registration must be completed in one session. **A registration session will time out after 30 minutes of inactivity. If that occurs, all information entered during that session will be lost.**

A list of required information is available in the ["Required Information for Registration" quick reference guide \(PDF\)](#). This QRG is also available on the [Resources page of the Open Payments website](#).

### Registering as a Covered Recipient

#### Registering as a Physician or a Teaching Hospital

If you are a physician who works at a teaching hospital and wish to see data related to you in your capacity as a physician, select the "Physician or Non-Physician Practitioner" option when registering. Registering as a user affiliated with a teaching hospital will allow you to see only data related to that teaching hospital and not your records. You may register as both a physician and a user affiliated with a teaching hospital if needed.

Physicians should register themselves in the Open Payments system and not delegate this task to another individual.

#### Registering as a Non-Physician Practitioner

If you are registering as a Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant, select the "Physician or Non-Physician Practitioner" option when registering. If you are a Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant who works at a teaching hospital and wish to see data related to you in your capacity as a non-physician practitioner, select the "Physician or Non-Physician Practitioner" option when registering.

When you are ready to begin registration, select "Start Profile."

BackStart profile

**Step 3:** On the "Select a Profile Type" page though you are affiliating with a teaching hospital, do not select Teaching Hospital. Instead, select the link I have a Nomination ID and/or a Registration ID, then, select Continue.

**Figure 139: Select Profile Type Page**

### Select a Profile Type

A field with an asterisk (\*) is required.

If you received a nomination ID and/or registration ID in an email notifying you of your nomination for a user role, begin creating your profile by selecting the "I have a Nomination ID and/or a Registration ID" link.

If you did not receive a nomination ID and/or a registration ID in an email, begin creating your profile by indicating whether you are a reporting entity or covered recipient.

**Note:**

If you are a physician who works at a teaching hospital and wish to see data related to you in your capacity as a physician, select the "Physician or Non-Physician Practitioner" option when registering. Registering as a user affiliated with a teaching hospital will allow you to see only data related to that teaching hospital and not your records. You may register as both a physician and a user affiliated with a teaching hospital if needed.

If you have any questions regarding the user type you should register as, please contact the Open Payments Help Desk [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) for guidance.

**\* Required: Select the type of entity or covered recipient you are affiliated with OR the "I have a Nomination ID and/or a Registration ID"**

☒ I have a Nomination ID and/or a Registration ID

☐ Applicable Manufacturer or applicable Group Purchasing Organization (GPO)

☐ Physician or Non-Physician Practitioner

☐ Teaching hospital

CancelContinue

**Step 4:** Select the user type "Teaching Hospital" from the drop-down menu. Enter the registration ID and nomination ID that you received in the nomination notification email and then select **Show Nomination**.

**Figure 140: Search for Nomination Page**

## Search for Nomination

A field with an asterisk (\*) is required.

From the dropdown list below, select your User Type.

**i** Nominees for Physician or Non-Physician Practitioner authorized representatives receive only Nomination ID numbers.

Enter your Nomination ID and Registration ID included in the nomination email you have received.

Select the "Show Nomination" button to see the information associated with your nomination.

**User Type \***

Teaching Hospital

**Registration ID \***

The ID is a 12-digit number.

100009000484

**Nomination ID \***

The ID is a 12-digit number.

100000001376

Show Nomination

Cancel

**Step 5:** Review the nomination information displayed. If the information is correct, select **Continue**. If the information is incorrect, select the **Cancel** button and contact the Open Payments Help Desk at [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov).

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**Figure 141: Search for Nomination Select Page**

## Search for Nomination

A field with an asterisk (\*) is required.

From the dropdown list below, select your User Type.

**i** Nominees for Physician or Non-Physician Practitioner authorized representatives receive only Nomination ID numbers.

Enter your Nomination ID and Registration ID included in the nomination email you have received.

Select the "Show Nomination" button to see the information associated with your nomination.

**User Type \***

Teaching Hospital

**Registration ID \***  
The ID is a 12-digit number.

100009000484

**Nomination ID \***  
The ID is a 12-digit number.

100000001376

Show Nomination

### Nomination Search Results:

Below is the information associated with the nomination.

Select "Continue" if the information displayed on the screen is correct.

Select "Cancel" to return to the previous page if the information displayed is incorrect.

**Ruth Bass was nominated as Authorized Representative.**

**User Type:** Teaching Hospital

**Teaching Hospital Doing Business As Name:** Cooper University Hospital

Cancel Continue

**Step 6:** Select "Yes, I accept the role of" if you wish to accept the role or "No, I do not accept" if you do not wish to accept the role. If you accept the role and select **Continue**, you will continue the nomination confirmation process.

If you reject the role for which you have been nominated, select the **Continue** button after selecting "No, I do not accept" for the role. The system will ask you if you are sure you want to reject this role. If you confirm your choice to reject the role, you will exit the system and the nominator will receive an email that you rejected the nomination. The nominator will then be allowed to nominate another individual for the role.

**Figure 142: Confirm Nomination Page**

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User Guide Help Privacy Policy Ruth Bass

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## Create Profile

- 1 Select Profile Type ✓
- 2 Teaching Hospital: Search ✓  
Search Nomination ✓
- 3 **Confirm Nomination**
- 4 Review and Submit Profile

### Confirm Nomination

A field with an asterisk (\*) is required.

Review the teaching hospital information below to ensure this is the teaching hospital you wish to affiliate with.

1000 S 10th St  
Camden, NJ 08103  
TIN: 210634462

**Confirm Nomination: \***

☒ Yes  
I accept the role of Authorized Representative: May access/review data and initiate disputes on records on behalf of the teaching hospital. May nominate other individuals for user roles with the teaching hospital.

☐ No  
I do not accept.

Back Cancel **Continue**

**Step 7:** Review your personal information. If the information displayed is correct, select the **Continue** button. If the information displayed is incorrect, update the necessary fields. When finished, select the **Continue** button.

Figure 143: Personal Information Page

## Personal Information

A field with an asterisk (\*) is required.

Add the requested personal and business information to your user profile. Some fields are pre-populated. Review pre-populated information for accuracy and correct any invalid information.

**Note** Note that any changes made here will not automatically update your profile information in your other CMS accounts, such as your Medicare, National Plan & Provider Enumeration System (NPPES) or Identity Management (IDM) accounts.

### Basic Information

<b>First Name *</b>	<b>Last Name *</b>
<input type="text" value="James"/>	<input type="text" value="White"/>
<b>Middle Name</b>	<b>Suffix (Jr., Sr., etc.)</b>
<input type="text"/>	<input type="text"/>

### Business Information

<b>Job title *</b>	<b>Email Address *</b>
<input type="text" value="Administrator"/>	<input type="text" value="[REDACTED]"/>
<b>Business Address, Line 1 *</b>	
<input type="text" value="428 Hayne St"/>	
<b>Business Address, Line 2</b>	
<input type="text" value="Business Address, Line 2"/>	
<b>City *</b>	<b>State *</b>
<input type="text" value="Walkin"/>	<input type="text" value="Arizona"/>
<b>Postal Code *</b>	<b>Business Telephone Number *</b>
<input type="text" value="85001"/>	<input type="text" value="2102789999"/>

## Open Payments User Guide for Covered Recipients – July 2024

**Step 8:** Review the information you have entered. To correct any errors, select the **Back** button at the bottom of the page to return to previous pages and make your corrections. If the information is correct, select the **Submit** button.

**Figure 144: Review and Submit Profile Page**

### Teaching Hospital > Review and Submit Profile

Review the information entered in the previous sections. Select the "Back" button to navigate to the previous page(s) and correct any incorrect information. Select the "Submit" button to submit your profile.

#### Teaching Hospital Information

Teaching Hospital Name: [REDACTED]  
Teaching Hospital Business Address:  
1000 S 10th St  
Camden NJ 08103  
Taxpayer Identification Number (TIN): 210634462  
Your Role: Authorized Representative  
First Name: James  
Middle Name:  
Last Name: White  
Suffix:  
Business Email Address: [REDACTED]  
Business Telephone Number: 2102789999  
Job Title: Administrator  
Business Address, Line 1: 428 Hayne St  
Business Address, Line 2:  
City Name: Walkin  
State: AZ  
Zip Code:

#### Nominations

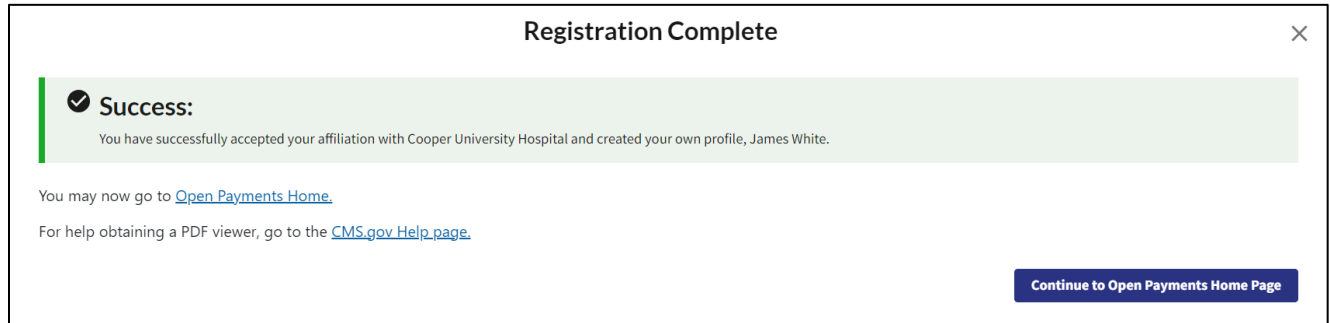
Role:	First Name:	Last Name:	Business Email Address:	Business Phone Number:	Status:
Authorized Representative	James	White	[REDACTED]	2102789999	Nomination Approved

[Back](#)[Cancel](#)[Submit](#)

## Open Payments User Guide for Covered Recipients – July 2024

The following message will appear on-screen to confirm your nomination has been successfully accepted.

**Figure 145: Success Confirmed Page**

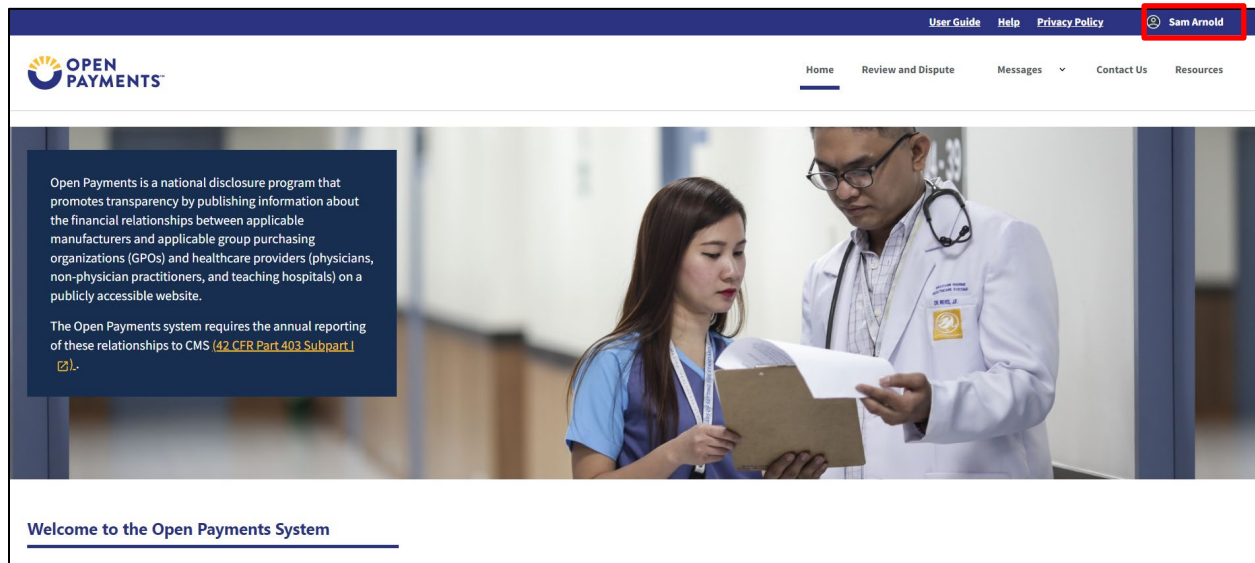


### 3.5f: Accepting or Rejecting a Nomination (Teaching Hospital – Returning System Users)

If you have been nominated for a teaching hospital user role you will receive a notification email. Take note of the information in the email, including registration ID and nomination ID, then follow the steps below to accept the nomination.

**Step 1:** Log in to the Open Payments system at <https://openpayments.system.cms.gov> using your IDM credentials and select the **My Open Payments Profile** link.

**Figure 146: Open Payments Landing Page for Returning Teaching Hospital Users**



**Step 2:** Select **My Roles and Nominations**.

**Figure 147: My Profile Page**

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The screenshot shows the 'My Profile' page with a sidebar on the left containing links: 'My IDM Portal Profile', 'My Open Payments Profile' (selected), 'Overview', 'Personal Information', 'Basic Information', 'Covered Recipient Details', 'Authorized Representative', and 'My Roles & Nominations' (highlighted with a red box). The main content area has an 'Overview' section with a description of authorized roles and a link to the 'Open Payments User Guide [PDF]'. Below this is the 'Profile Name' section showing 'Sam Arnold'. A table titled 'User Role Statuses for Reporting Entities' lists four statuses: Nominated, Nomination Approved, Declined, and Accepted, each with a brief description.

User Role Statuses for Reporting Entities	
Nominated	The individual has been nominated for the user role with the reporting entity.
Nomination Approved	The individual's nomination has been approved by an officer. The individual has not yet accepted or declined the nomination.
Declined	The individual declined the user role.
Accepted	The individual accepted the user role.

**Step 3:** Select **Accept or Reject Nominations**.

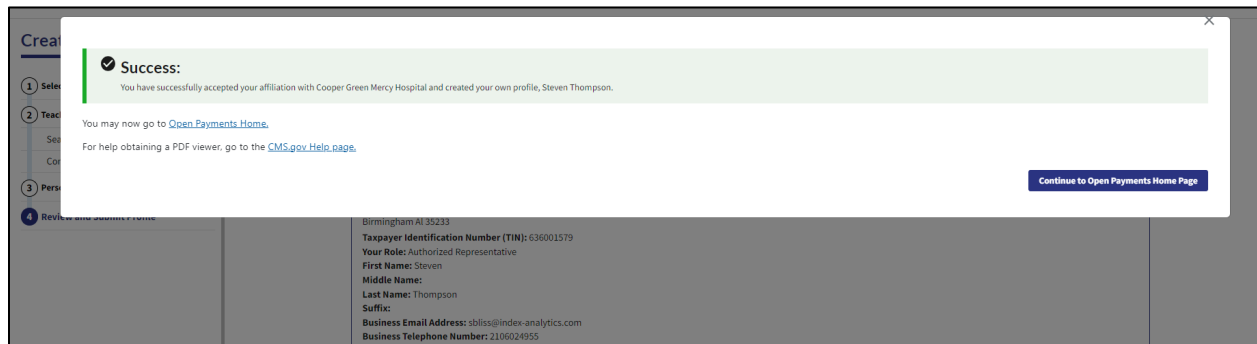
Figure 148: My Profile Page My Roles and Nominations

The screenshot shows the 'My Profile' page with the 'My Roles & Nominations' section selected in the sidebar. The main content area has a heading 'My Roles & Nominations' followed by a description of user roles and a link to the 'Open Payments User Guide [PDF]'. Below this is a button labeled 'Accept or Reject Nominations' (highlighted with a red box). Underneath is the 'My Roles' section, which contains a table with columns: 'Role', 'Practice Name', and 'Vetting Status'.

Role	Practice Name	Vetting Status
Non-Physician Practitioner	Nurse Sam's Place	Failed Vetting

**Step 4:** Select your user type from the drop-down and enter the registration ID and nomination ID in the appropriate fields. When complete, select **Show Nomination**. The rest of the role accepting process is the same as Step 4, [Section 3.5e](#).

Figure 149: Success

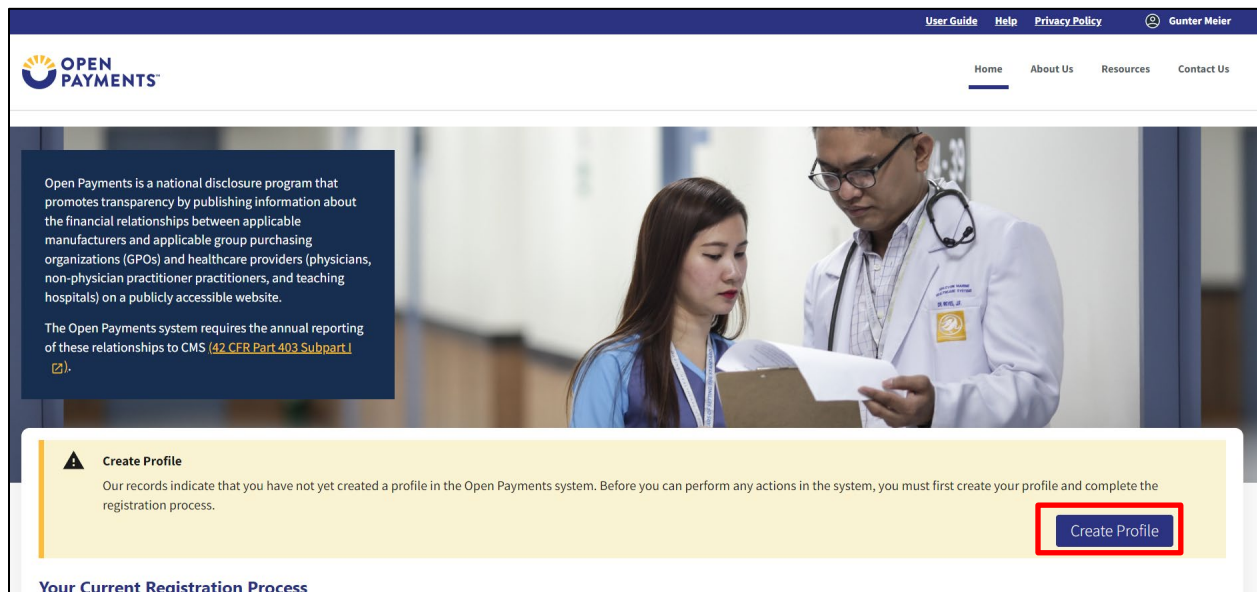


### 3.5g: Self-Nomination: Requesting a Role: Teaching Hospital - First Time System Users

If you are a first-time user and would like to self-nominate for a teaching hospital role as an authorized official or authorized representative, follow the steps below.

**Step 1:** First, you must create an account in IDM, and request access to the Open Payments system (See [Section 3.1](#), above). After you create an IDM account and request access to Open Payments, log in to the Open Payments system at <https://openpayments.system.cms.gov> using your IDM credentials. The on-screen text contains important information regarding the registration process. Read the on-screen text and select **Create Profile** when you are ready to begin the registration process.

Figure 150: Open Payments Landing Page for First-Time Teaching Hospital User



**Step 2:** Read the on-screen text and select **Start Profile** at the bottom of the page when you are ready to continue.

**Figure 151: Create Profile Page**

## Creating a Profile

To begin creating a profile and registering in the Open Payments system, you must identify your affiliation with an applicable manufacturer, applicable group purchasing organization (GPO), teaching hospital, physician, or non-physician practitioner. Users with provider type of Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant are called Non-Physician Practitioners in the Open Payments system.

For reporting entities, prior to beginning registration, collect the information required for reporting entity registration, then proceed with the registration process.

For reporting teaching hospital, physician, or non-physician practitioner registration, prior to beginning registration, collect the information required for covered recipient registration, then proceed with the registration process.

If the applicable manufacturer, applicable GPO, teaching hospital, physician, or non-physician practitioner has already been registered in the Open Payment system and you have not affiliated with them in the Open Payments system, you may:

- Ask a user already affiliated with the reporting entity or covered recipient to nominate you for a user role; or
- Create a personal profile and request a role with the reporting entity or covered recipient user. Note that users who wish to associate themselves with physicians or non-physician practitioners must be nominated by the physician or non-physician practitioner.

## Required Information

Fields for required information are marked with an asterisk \*.

It is important that you have all required information available when you begin because registration must be completed in one session. **A registration session will time out after 30 minutes of inactivity. If that occurs, all information entered during that session will be lost.**

A list of required information is available in the [“Required Information for Registration” quick reference guide \[PDF\]](#) . This QRG is also available on the [Resources page of the Open Payments website](#).

## Registering as a Covered Recipient

### Registering as a Physician or a Teaching Hospital

If you are a physician who works at a teaching hospital and wish to see data related to you in your capacity as a physician, select the “Physician or Non-Physician Practitioner” option when registering. Registering as a user affiliated with a teaching hospital will allow you to see only data related to that teaching hospital and not your records. You may register as both a physician and a user affiliated with a teaching hospital if needed.

Physicians should register themselves in the Open Payments system and not delegate this task to another individual.

### Registering as a Non-Physician Practitioner

If you are registering as a Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant, select the “Physician or Non-Physician Practitioner” option when registering. If you are a Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant who works at a teaching hospital and wish to see data related to you in your capacity as a non-physician practitioner, select the “Physician or Non-Physician Practitioner” option when registering.

**When you are ready to begin registration, select “Start Profile.”**

Back

Start profile

**Step 3:** Select the profile type **Teaching Hospital**. When finished, select the **Continue** button.



Figure 152: Select Profile Type Page

### Select a Profile Type

A field with an asterisk (\*) is required.

If you received a nomination ID and/or registration ID in an email notifying you of your nomination for a user role, begin creating your profile by selecting the "I have a Nomination ID and/or a Registration ID" link.

If you did not receive a nomination ID and/or a registration ID in an email, begin creating your profile by indicating whether you are a reporting entity or covered recipient.

Note:

If you are a physician who works at a teaching hospital and wish to see data related to you in your capacity as a physician, select the "Physician or Non-Physician Practitioner" option when registering. Registering as a user affiliated with a teaching hospital will allow you to see only data related to that teaching hospital and not your records. You may register as both a physician and a user affiliated with a teaching hospital if needed.

If you have any questions regarding the user type you should register as, please contact the Open Payments Help Desk [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) for guidance.

\* Required: Select the type of entity or covered recipient you are affiliated with OR the "I have a Nomination ID and/or a Registration ID"

☐ I have a Nomination ID and/or a Registration ID

☐ Applicable Manufacturer or applicable Group Purchasing Organization (GPO)

☐ Physician or Non-Physician Practitioner

☒ Teaching hospital

Cancel

Continue

**Step 4:** Search the database for the correct teaching hospital. Select the teaching hospital's state, name, business address, and Taxpayer Identification Number (TIN) from the dropdowns. When finished, select the **Search** button.

**Figure 153: Teaching Hospital Search Page**

### Teaching Hospital > Search

To register a teaching hospital for the current program year, select the correct information from each of the dropdown fields below and select the "Search" button. If the teaching hospital is not listed in the search results, select the "Register for Prior Program Year" link to register for a prior year.

For assistance, you can refer to the [Teaching Hospital List](#), available on the [Resources page of the Open Payments website](#). The Teaching Hospital List contains identifying information for all teaching hospitals registered with CMS. The list is updated annually and lists for all program years are available.

If you do not find your teaching hospital below or on a Teaching Hospital List, contact the Open Payments Help Desk at [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) for assistance.

Note: If you are a physician who works in a teaching hospital and wish to see data associated with you as a physician, register in Open Payments as a physician. If you are a physician who works at a teaching hospital and wish to represent that teaching hospital, proceed with registering the teaching hospital or requesting a nomination for a role with a teaching hospital. If you wish to do both, you may register both as a physician and a teaching hospital, though this cannot be done in the same registration session.

[Register for Prior Program Year](#)

State Where Teaching Hospital is Located \*

New Jersey

Teaching Hospital Doing Business As Name \*

Taxpayer Identification Number (TIN) \*

210634462

Teaching Hospital Business Address \*

1000 S 10th St Camden NJ 08103

Search

Back

Cancel

Continue

**Step 5:** Review the returned information displayed on the page. Select the **Continue** button if the information displayed is correct. If the information is not correct, select the **Back** button at the bottom of the page to return to the previous page and edit the search information you entered.

**Figure 154: Teaching Hospital Search Page Search Results**

### Teaching Hospital > Search

To register a teaching hospital for the current program year, select the correct information from each of the dropdown fields below and select the "Search" button. If the teaching hospital is not listed in the search results, select the "Register for Prior Program Year" link to register for a prior year.

For assistance, you can refer to the [Teaching Hospital List](#), available on the [Resources page of the Open Payments website](#). The Teaching Hospital List contains identifying information for all teaching hospitals registered with CMS. The list is updated annually and lists for all program years are available.

If you do not find your teaching hospital below or on a Teaching Hospital List, contact the Open Payments Help Desk at [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) for assistance.

Note: If you are a physician who works in a teaching hospital and wish to see data associated with you as a physician, register in Open Payments as a physician. If you are a physician who works at a teaching hospital and wish to represent that teaching hospital, proceed with registering the teaching hospital or requesting a nomination for a role with a teaching hospital. If you wish to do both, you may register both as a physician and a teaching hospital, though this cannot be done in the same registration session.

[Register for Prior Program Year](#)

State Where Teaching Hospital is Located \*

New Jersey

Teaching Hospital Doing Business As Name \*

Taxpayer Identification Number (TIN) \*

210634462

Teaching Hospital Business Address \*

1000 S 10th St Camden NJ 08103

Search

### Teaching Hospital Search Results

This teaching hospital is already registered in the Open Payments System:

1000 S 10th St  
Camden, NJ 08103  
TIN: 210634462

If this is the correct teaching hospital, select the "Continue" button to continue with the process. If this is not the teaching hospital you wish to affiliate yourself with, change the search criteria above to search for another teaching hospital.

Back

Cancel

Continue

**Step 6:** Review the information displayed on the page. If the information is correct, select the **Continue** button. If the information is not correct, select the **Back** button at the bottom of the page to select a different teaching hospital.

**Figure 155: Register Teaching Hospital Page**

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## Create Profile

1 Select Profile Type

2 Teaching Hospital

3 Personal Information

4 Review and Submit Profile

### Teaching Hospital > Register Teaching Hospital

Review the teaching hospital information below to ensure this is the teaching hospital you wish to affiliate with.

Business Address:

1000 S 10th St,  
Camden, NJ 08103

Taxpayer Identification Number (TIN):

210634462

Back

Cancel

Continue

**Step 7:** Select the role you wish to nominate yourself for in the teaching hospital. Note that as you are not registering with the teaching hospital, you may select either role. After you have chosen your role, enter in the role-related information in the data fields. Required fields are marked with an asterisk. Once you have entered all the information, select the **Continue** button.

**Figure 156: Teaching Hospital Your Role Page**

### Teaching Hospital > Your Role

A field with an asterisk (\*) is required.

Select the role for which you want to nominate yourself with the teaching hospital.

**The user roles are as follows:** +

**Choose your role: \***

☐ **Authorized Official:** May access/review data and initiate disputes on records on behalf of the teaching hospital. May nominate other individuals for user roles or modify existing user roles. They are also responsible for approving/denying nominations made by others as well as deactivating users.

☒ **Authorized Representative:** May access/review data and initiate disputes on records on behalf of the teaching hospital. May nominate other individuals for user roles with the teaching hospital.

### Your Role Related Information

Enter your personal information below.

<b>First Name *</b>	<b>Last Name *</b>
<input type="text" value="Gunter"/>	<input type="text" value="Meier"/>
<b>Middle Name</b>	<b>Suffix (Jr., Sr., etc.)</b>
<input type="text"/>	<input type="text"/>
<b>Email Address *</b>	<b>Business Telephone Number *</b>
<input type="text" value="gmeier@tkb.com"/>	<input type="text" value="215-478-5901"/>

Back

Continue

**Step 8:** Review your information displayed on the page. Enter your job title and business address. When finished, select the **Continue** button.

**Figure 157: Personal Information Page**

### Personal Information

A field with an asterisk (\*) is required.

Add the requested personal and business information to your user profile. Some fields are pre-populated. Review pre-populated information for accuracy and correct any invalid information.

Note that any changes made here will not automatically update your profile information in your other CMS accounts, such as your Medicare, National Plan & Provider Enumeration System (NPPEs) or Identity Management (IDM) accounts.

#### Basic Information

<b>First Name *</b>	<b>Last Name *</b>
<input type="text" value="Gunter"/>	<input type="text" value="Meier"/>
<b>Middle Name</b>	<b>Suffix (Jr., Sr., etc.)</b>
<input type="text"/>	<input type="text"/>

#### Business Information

<b>Job title *</b>	<b>Email Address *</b>	
<input type="text" value="Administrator"/>	<input type="text" value="gmeier@tkb.com"/>	
<b>Business Address, Line 1 *</b>		
<input type="text" value="623 LAFAYETTE AVENUE"/>		
<b>Business Address, Line 2</b>		
<input type="text" value="Business Address, Line 2"/>		
<b>City *</b>	<b>State *</b>	
<input type="text" value="Hawthorne"/>	<input type="text" value="New Jersey"/>	
<b>Zip Code *</b>	<b>Zip Extension</b>	<b>Business Telephone Number *</b>
<input type="text" value="07506"/>	<input type="text" value="XXXX"/>	<input type="text" value="147-526-8745"/>

Back

Cancel

Continue

**Step 9:** Review your profile information on the “Review and Submit Profile” page. Select the **Back** button at the bottom of the page to go back and edit any information. Once you have reviewed the information and determined it to be correct, select the **Submit** button.

**Figure 158: Review and Submit Profile Page**

Teaching Hospital > Review and Submit Profile

Review the Information on this page to ensure it is correct. Select the “Back” button to navigate to the previous pages to correct any Information. Select the “Continue” button to submit your profile.

**Teaching Hospital Information**

Teaching Hospital Name: [REDACTED]  
Teaching Hospital Business Address:  
1000 S 10th St  
Camden NJ 08103  
Taxpayer Identification Number (TIN): 210634462  
Your Role: Authorized Representative  
First Name: Gunter  
Middle Name:  
Last Name: Meier  
Suffix:  
Business Email Address: gmeier@tkb.com  
Business Telephone Number: 147-526-8745  
Job Title: Administrator  
Business Address, Line 1: 623 LAFAYETTE AVENUE  
Business Address, Line 2:  
City Name: Hawthorne  
State: NJ  
Zip Code: 07506

**Nominations**

Role:	First Name:	Last Name:	Business Email Address:	Business Phone Number:	Status:
Authorized Representative	Gunter	Meier	gmeier@tkb.com	147-526-8745	Requested

[Back](#) [Cancel](#) [Submit](#)

Microsoft Teams classic

The following message will appear on-screen to confirm your profile has been successfully created. You will receive an email when your nomination is approved. Also, the authorized officials for the teaching hospital will receive emails notifying them of your request for a user role.

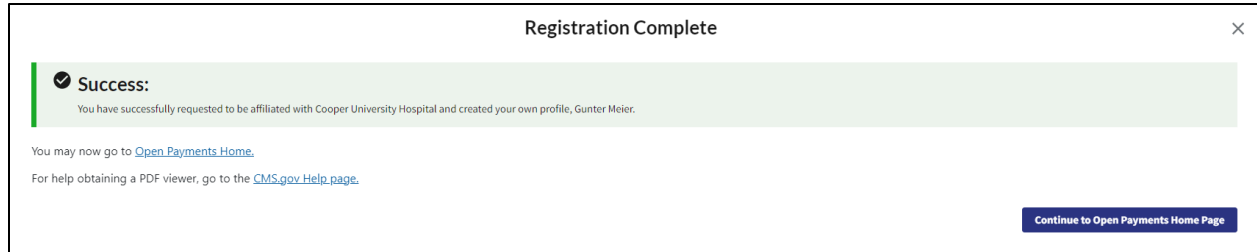
Once an authorized official approves your request, you will receive another email, and then you may start any teaching hospital activities.

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If you are nominating yourself for a role with a teaching hospital that has already been registered but which lacks an active authorized official to approve your self-nomination, please contact the Open Payments Help Desk at 1-855-326-8366.

**Figure 159: Success Confirmation Page**



### 3.5h: Self-Nomination: Requesting a Role: Teaching Hospital - Returning System Users

If you would like to self-nominate for a teaching hospital role as an authorized official or authorized representative, and already have a profile in the Open Payments system, follow the steps below.

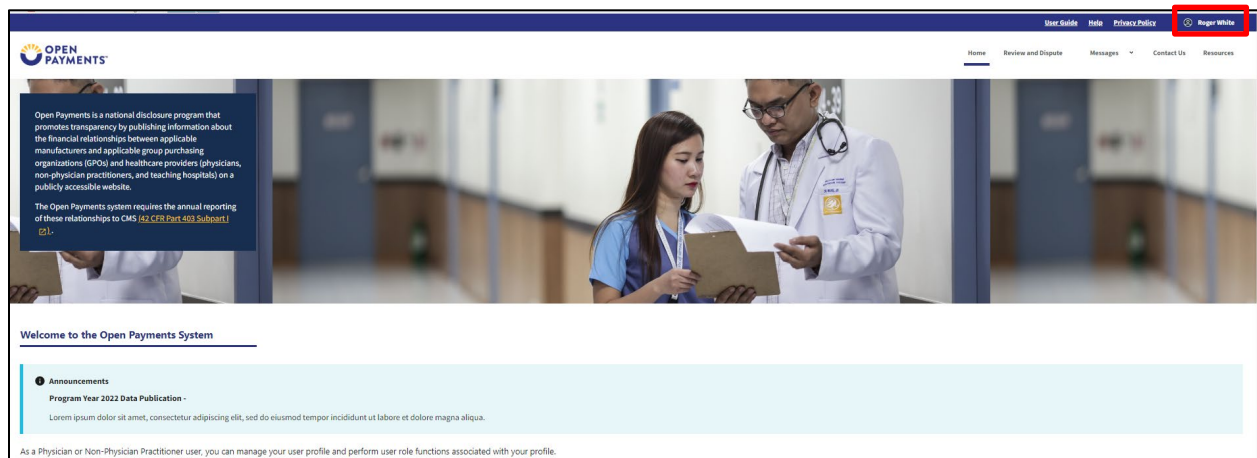
**Step 1:** Log in to the CMS Enterprise Portal at <https://openpayments.system.cms.gov> using your IDM credentials.

Select the “Switch User Type” link under your name at the top of the screen.

Then, select the Teaching Hospital link from the dropdown.

Select **Create Profile** from the new page.

**Figure 160: Open Payments Landing Page for Returning User**



**Step 2:** The on-screen text contains important information regarding creating the physician or NPP individual profiles. Read the on-screen text and **Start Profile** at the bottom of the page when you are ready to continue.



**Figure 161: Create My Profile Page**

## Creating a Profile

To begin creating a profile and registering in the Open Payments system, you must identify your affiliation with an applicable manufacturer, applicable group purchasing organization (GPO), teaching hospital, physician, or non-physician practitioner. Users with provider type of Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant are called Non-Physician Practitioners in the Open Payments system.

For reporting entities, prior to beginning registration, collect the information required for reporting entity registration, then proceed with the registration process.

For reporting teaching hospital, physician, or non-physician practitioner registration, prior to beginning registration, collect the information required for covered recipient registration, then proceed with the registration process.

If the applicable manufacturer, applicable GPO, teaching hospital, physician, or non-physician practitioner has already been registered in the Open Payment system and you have not affiliated with them in the Open Payments system, you may:

- Ask a user already affiliated with the reporting entity or covered recipient to nominate you for a user role; or
- Create a personal profile and request a role with the reporting entity or covered recipient user. Note that users who wish to associate themselves with physicians or non-physician practitioners must be nominated by the physician or non-physician practitioner.

## Required Information

Fields for required information are marked with an asterisk \*.

It is important that you have all required information available when you begin because registration must be completed in one session. **A registration session will time out after 30 minutes of inactivity. If that occurs, all information entered during that session will be lost.**

A list of required information is available in the ["Required Information for Registration" quick reference guide \[PDF\]](#). This QRG is also available on the [Resources page of the Open Payments website](#).

## Registering as a Covered Recipient

### Registering as a Physician or a Teaching Hospital

If you are a physician who works at a teaching hospital and wish to see data related to you in your capacity as a physician, select the "Physician or Non-Physician Practitioner" option when registering. Registering as a user affiliated with a teaching hospital will allow you to see only data related to that teaching hospital and not your records. You may register as both a physician and a user affiliated with a teaching hospital if needed.

Physicians should register themselves in the Open Payments system and not delegate this task to another individual.

### Registering as a Non-Physician Practitioner

If you are registering as a Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant, select the "Physician or Non-Physician Practitioner" option when registering. If you are a Physician Assistant, Nurse Practitioner, Clinical Nurse Specialist, Certified Registered Nurse Anesthetist, Certified Nurse-Midwife, or Anesthesiologist Assistant who works at a teaching hospital and wish to see data related to you in your capacity as a non-physician practitioner, select the "Physician or Non-Physician Practitioner" option when registering.

**When you are ready to begin registration, select "Start Profile."**

BackStart profile

**Step 3:** Select the user type "Teaching Hospital", and then select **Continue**.

**Figure 162: Select Profile Type**

### Select a Profile Type

A field with an asterisk (\*) is required.

If you received a nomination ID and/or registration ID in an email notifying you of your nomination for a user role, begin creating your profile by selecting the "I have a Nomination ID and/or a Registration ID" link.

If you did not receive a nomination ID and/or a registration ID in an email, begin creating your profile by indicating whether you are a reporting entity or covered recipient.

**Note:**

If you are a physician who works at a teaching hospital and wish to see data related to you in your capacity as a physician, select the "Physician or Non-Physician Practitioner" option when registering. Registering as a user affiliated with a teaching hospital will allow you to see only data related to that teaching hospital and not your records. You may register as both a physician and a user affiliated with a teaching hospital if needed.

If you have any questions regarding the user type you should register as, please contact the Open Payments Help Desk [openpayments@cms.hhs.gov](mailto:openpayments@cms.hhs.gov) for guidance.

**\* Required: Select the type of entity or covered recipient you are affiliated with OR the "I have a Nomination ID and/or a Registration ID"**

☐ I have a Nomination ID and/or a Registration ID

☒ Teaching hospital

Cancel

Continue

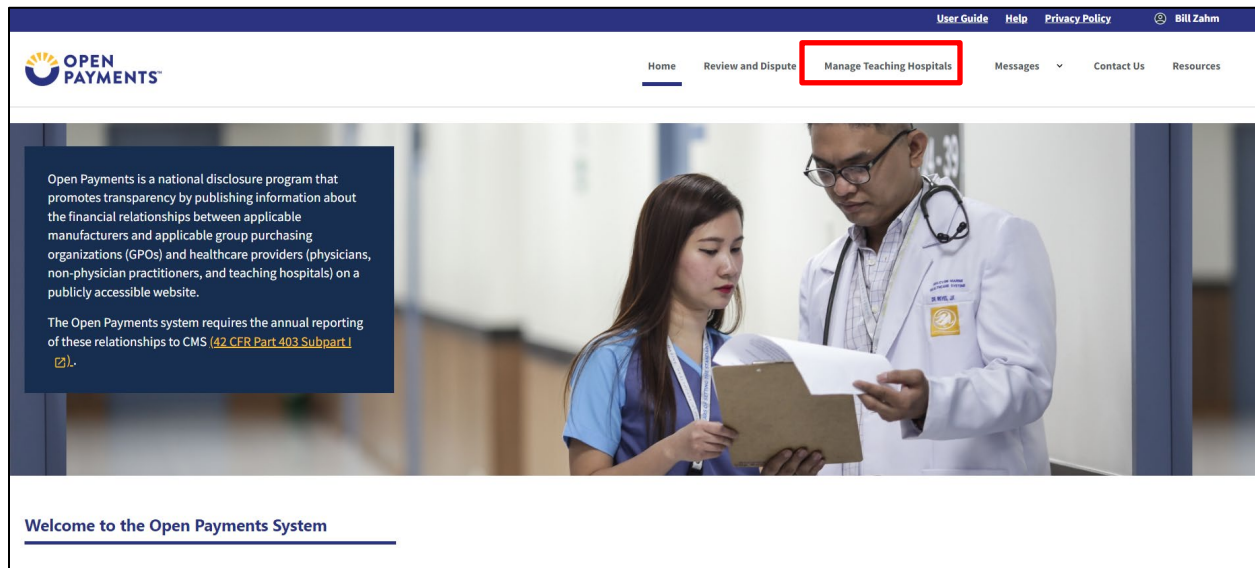
**Step 4:** The rest of this workflow is the same as Step 4, 3.5e.

### 3.5i: Approving or Modifying a Nomination: Authorized Official Returning Users Only

If you are an authorized official for a teaching hospital and would like to approve or modify a nomination, follow the steps below.

**Step 1:** Log in to the Open Payments system at <https://openpayments.system.cms.gov> using your IDM credentials and Select **Manage Teaching Hospitals**.

Figure 163: Open Payments Landing Page for Returning User



## Open Payments User Guide for Covered Recipients – July 2024

**Step 2:** On the “Manage Teaching Hospitals” page, select the teaching hospital for which you want to confirm a nomination.

Figure 164: Manage Teaching Hospitals Page

**Manage Teaching Hospitals**

Below are the teaching hospitals with which you are affiliated. To view details and manage user roles, select a teaching hospital from the list below. You may register a new teaching hospital by selecting the “Register New Teaching Hospital” button.

Role Business As (DBA) Name	TIN	Address	Status
[Redacted]	21-0634462	1000 S 10th St Camden, NJ 08103	Registered

[Return to top](#)

[Register New Teaching Hospital](#)

**Step 3:** Select the **Manage Roles** link on the left side of the screen..

Figure 165: Teaching Hospital Information Page

**Teaching Hospital Details**

Below are the details for the teaching hospital you selected, listed by program year.

Taxpayer Identification Number (TIN): 21-0634462

Program Year	TIN	DBA Name	Legal Name	Cost Report Address	NPPES Address
2023	21-0634462	[Redacted]	[Redacted]	One Cooper Plaza Camden NJ 08103	1000 S 10th St Camden NJ 08103
2022	21-0634462	[Redacted]	[Redacted]	One Cooper Plaza Camden NJ 8103	1000 S 10th St Camden NJ 8103
2021	21-0634462	[Redacted]	[Redacted]	One Cooper Plaza Camden NJ 8103	1000 S 10th St Camden NJ 8103
2020	21-0634462	[Redacted]	[Redacted]	One Cooper Plaza Camden NJ 8103	1000 S 10th St Camden NJ 8103
2019	21-0634462	[Redacted]	[Redacted]	One Cooper Plaza Camden NJ 8103	1000 S 10th St Camden NJ 8103
2018	21-0634462	[Redacted]	[Redacted]	One Cooper Plaza Camden NJ 8103	1000 S 10th St Camden NJ 8103
2017	21-0634462	[Redacted]	[Redacted]	One Cooper Plaza Camden NJ 8103	1000 S 10th St Camden NJ 8103

## Open Payments User Guide for Covered Recipients – July 2024

**Step 4:** To approve a nomination, select the **Approve** button next to a nominee’s name. The nominee will receive an email notification informing them of the acceptance of their nomination.

**Figure 166: Teaching Hospital Manage Roles Tab**

### Manage Roles

Select the “Nominate an Additional Role” button to nominate a new individual to fill a role for your teaching hospital.

Select the “Modify” button to change the role of an existing user with your teaching hospital.

Select the “Deactivate User” button to remove an active user completely from your teaching hospital.


**Note:**  
An authorized official may modify or deactivate another authorized official but cannot deactivate themselves for the teaching hospital.

Nominate an Additional Role

Teaching Hospital User Role Types

Name	Role	Status	Actions
Roger White	Authorized Official	Approved	Modify
Gunter Meier	Authorized Representative	Requested	Approve Modify Cancel Request
Steve Jones	Authorized Representative	Nomination Approved	Modify
Andy Smith	Authorized Representative	Nomination Approved	Modify
Elizabeth Jenkins	Authorized Representative	Nomination Approved	Modify
Sam Arnold	Authorized Official	Nomination Approved	Modify

**Figure 167: Teaching Hospital Manage Roles Tab Confirmation**


 You have successfully approved Gunter Meier's role.

## Manage Roles

Select the "Nominate an Additional Role" button to nominate a new individual to fill a role for your teaching hospital.

Select the "Modify" button to change the role of an existing user with your teaching hospital.

Select the "Deactivate User" button to remove an active user completely from your teaching hospital.

 **Note:** An authorized official may modify or deactivate another authorized official but cannot deactivate themselves for the teaching hospital.

Nominate an Additional Role

Teaching Hospital User Role Types +

Name	Role	Status	Actions
Roger White	Authorized Official	● Approved	<button>Modify</button>
Gunter Meier	Authorized Representative	● Approved	<button>Modify</button> <button>Deactivate User</button>
Steve Jones	Authorized Representative	● Nomination Approved	<button>Modify</button>
Andy Smith	Authorized Representative	● Nomination Approved	<button>Modify</button>
Elizabeth Jenkins	Authorized Representative	● Nomination Approved	<button>Modify</button>
Sam Arnold	Authorized Official	● Nomination Approved	<button>Modify</button>

**Step 4a:** To modify a nomination, select the **Modify** button next to a nominee's name. This will allow you to change the individual's information and/or role. When modifications are complete, select **Save Role**.

In this scenario, the user is holding the authorized representative role. The authorized official wants to change his role to an authorized official.

**Figure 168: Teaching Hospital Manage Roles Tab Modify Roles**

## Manage Roles

Select the "Nominate an Additional Role" button to nominate a new individual to fill a role for your teaching hospital.

Select the "Modify" button to change the role of an existing user with your teaching hospital.

Select the "Deactivate User" button to remove an active user completely from your teaching hospital.

**Note:**

An authorized official may modify or deactivate another authorized official but cannot deactivate themselves for the teaching hospital.

[Nominate an Additional Role](#)

Teaching Hospital User Role Types			
Name	Role	Status	Actions
Roger White	Authorized Official	Approved	<a href="#">Modify</a>
Gunter Meier	Authorized Representative	Approved	<a href="#">Modify</a> <a href="#">Deactivate User</a>
Steve Jones	Authorized Representative	Nomination Approved	<a href="#">Modify</a>
Andy Smith	Authorized Representative	Nomination Approved	<a href="#">Modify</a>
Elizabeth Jenkins	Authorized Representative	Nomination Approved	<a href="#">Modify</a>
Sam Arnold	Authorized Official	Nomination Approved	<a href="#">Modify</a>

Note that you cannot remove all user roles from a nominee.

**Figure 169: Modify Role Page**

**Gunter Meier**

Indicate the role this person will have:

☒ **Authorized Official:** May access/review data and initiate disputes on records on behalf of the teaching hospital. May nominate other individuals for user roles or modify existing user roles. They are also responsible for approving/denying nominations made by others as well as deactivating users.

☐ **Authorized Representative:** May access/review data and initiate disputes on records on behalf of the teaching hospital. May nominate other individuals for user roles with the teaching hospital.

[Cancel](#)
[Save Role](#)

[Nominate an Additional Role](#)

Teaching Hospital User Role Types

**Step 5:** You will now see an updated list of nominations and roles on the Manage Roles page.

**Figure 170: Teaching Hospital Manage Roles Tab Confirmation**

✓ You have successfully modified Gunter Meier's role information.

### Manage Roles

Select the "Nominate an Additional Role" button to nominate a new individual to fill a role for your teaching hospital.

Select the "Modify" button to change the role of an existing user with your teaching hospital.

Select the "Deactivate User" button to remove an active user completely from your teaching hospital.

**Note:**

An authorized official may modify or deactivate another authorized official but cannot deactivate themselves for the teaching hospital.

Nominate an Additional Role

Teaching Hospital User Role Types

Name	Role	Status	Actions
Roger White	Authorized Official	Approved	Modify
Gunter Meier	Authorized Official	Approved	Modify Deactivate User
Steve Jones	Authorized Representative	Nomination Approved	Modify
Andy Smith	Authorized Representative	Nomination Approved	Modify
Elizabeth Jenkins	Authorized Representative	Nomination Approved	Modify
Sam Arnold	Authorized Official	Nomination Approved	Modify

### 3.5j: Deactivating a User

A user holding the role of a teaching hospital authorized official can deactivate other individuals' user roles with that teaching hospital, including other authorized officials. Deactivation removes an individual's association with a teaching hospital in the Open Payments system, including removing the individual's access to that teaching hospital's information and records. It does not remove the individual from the Open Payments system.

You cannot deactivate yourself. If you wish to be deactivated, contact the Open Payments Help Desk.

Only active users can be deactivated; individuals who have not yet accepted or rejected a user role nomination cannot be deactivated, nor can individuals who have self-nominated for a user role, but their nomination has not yet been approved or denied.

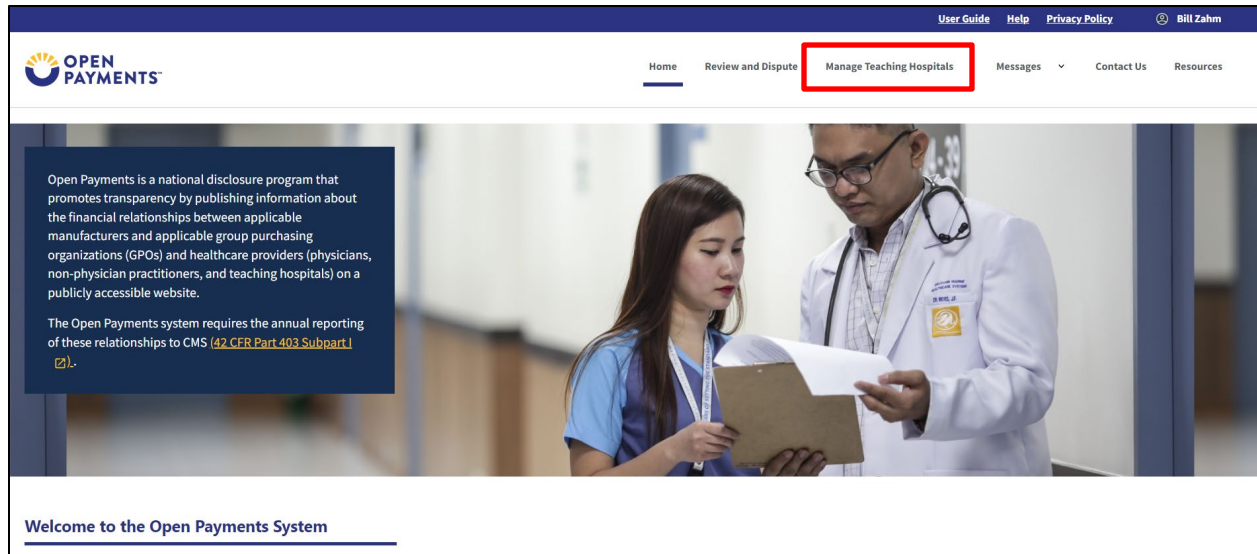
To deactivate an individual's user role, follow these steps.



# Open Payments User Guide for Covered Recipients – July 2024

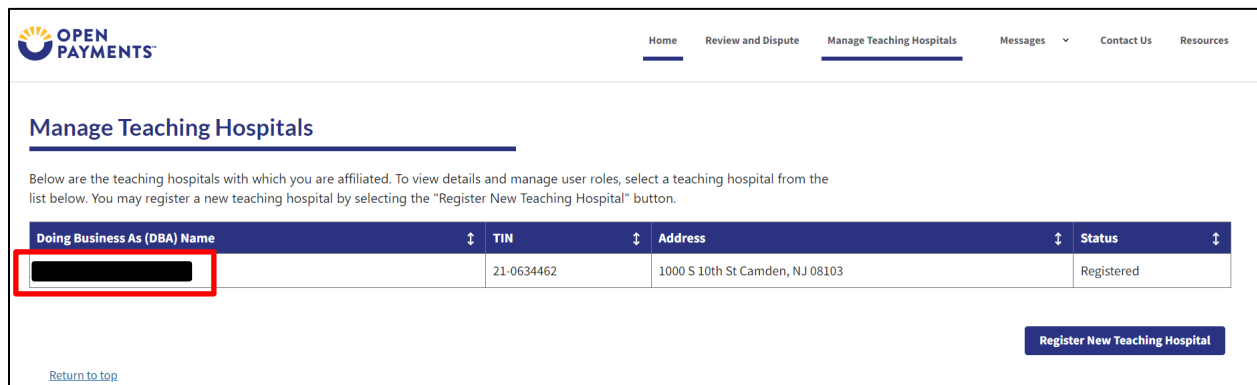
**Step 1:** Log in to the CMS Enterprise Portal at <https://openpayments.system.cms.gov> using your IDM credentials, navigate to the Manage Teaching Hospitals link from the menu bar on the at the top of the page.

**Figure 171: Open Payments Landing Page for Returning User**



**Step 2:** You will see a list of all teaching hospitals you are associated with. Select the hyperlink for the teaching hospital for which you will be deactivating a user.

**Figure 172: Manage Teaching Hospitals Page**



**Step 3:** Select the **Manage Roles** link on the left side of the page.

**Figure 173: Teaching Hospital Information Page**

**Teaching Hospital Details**

Below are the details for the teaching hospital you selected, listed by program year.

**Taxpayer Identification Number (TIN): 21-0634462**

Program Year	TIN	DBA Name	Legal Name	Cost Report Address	NPES Address
2023	21-0634462			One Cooper Plaza Camden NJ 08103	1000 S 10th St Camden NJ 08103
2022	21-0634462			One Cooper Plaza Camden NJ 8103	1000 S 10th St Camden NJ 8103
2021	21-0634462			One Cooper Plaza Camden NJ 8103	1000 S 10th St Camden NJ 8103
2020	21-0634462			One Cooper Plaza Camden NJ 8103	1000 S 10th St Camden NJ 8103
2019	21-0634462			One Cooper Plaza Camden NJ 8103	1000 S 10th St Camden NJ 8103
2018	21-0634462			One Cooper Plaza Camden NJ 8103	1000 S 10th St Camden NJ 8103
2017	21-0634462			One Cooper Plaza Camden NJ 8103	1000 S 10th St Camden NJ 8103
2016	21-0634462			One Cooper Plaza Camden NJ 8103	1 Cooper Plz Camden NJ 8103

**Step 4:** Select the **Deactivate User** button associated with name of the individual's name.

**Figure 174: Teaching Hospital Manage Roles Tab Deactivate User**

## Manage Roles

Select the "Nominate an Additional Role" button to nominate a new individual to fill a role for your teaching hospital.

Select the "Modify" button to change the role of an existing user with your teaching hospital.

Select the "Deactivate User" button to remove an active user completely from your teaching hospital.

**Note:**

An authorized official may modify or deactivate another authorized official but cannot deactivate themselves for the teaching hospital.

Nominate an Additional Role

Teaching Hospital User Role Types

Name	Role	Status	Actions
Roger White	Authorized Official	Approved	Modify
Gunter Meier	Authorized Official	Approved	<div> Modify Deactivate User </div>
Steve Jones	Authorized Representative	Nomination Approved	Modify
Andy Smith	Authorized Representative	Nomination Approved	Modify
Elizabeth Jenkins	Authorized Representative	Nomination Approved	Modify
Sam Arnold	Authorized Official	Nomination Approved	Modify

**Step 5:** The Open Payments system will ask you to confirm the deactivation. Select the **Continue** button to confirm deactivation or the **Cancel** button to return to the Manage Roles page with no action taken. If you confirm deactivation, the Open Payments system will send emails to you and the individual being deactivated that confirms the individual's user role deactivation.

**Figure 175: Teaching Hospital Manage Roles Tab- Confirmation Page**

## Deactivate User

**Reminder:**

All teaching hospitals must have at least one active authorized official in the Open Payment System.

Selecting this option will deactivate Gunter Meier from your teaching hospital. They will no longer be able to perform actions on behalf of your teaching hospital.

Select "Continue" to deactivate this user, or select "Cancel" to return to the previous page.

Cancel

Continue

## Section 3.6: Updating Profile Information in the Open Payments System

Physician, NPP, and teaching hospital profiles can be kept current by updating them as information changes. The steps for profile updates are given below.

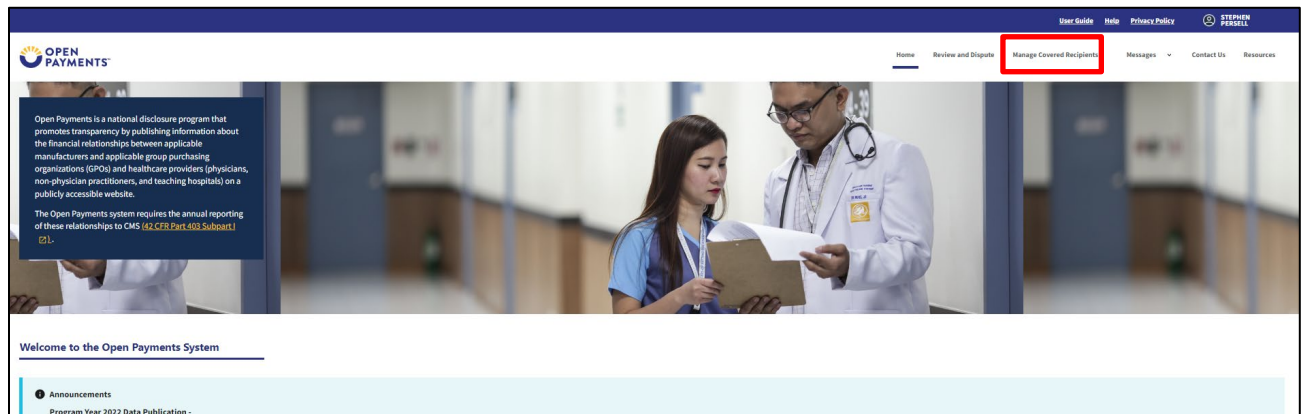
# Open Payments User Guide for Covered Recipients – July 2024

## 3.6a: Updating a Covered Recipient Profile as an Authorized Representative

As an authorized representative who holds the level of access of “Modify Profile” to edit their covered recipient’s profile, follow these steps.

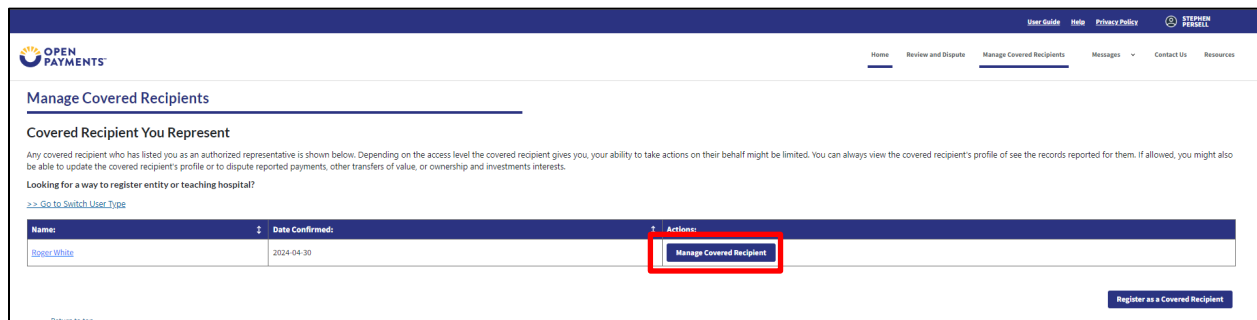
**Step 1:** Log in to the Open Payments System at <https://openpayments.system.cms.gov> using your IDM credentials, and select the **Manage Covered Recipients** tab.

Figure 176: Open Payments Landing Page



**Step 2:** Find the covered recipient for which you wish to make updates on the “Manage Covered Recipients” page and select **Manage Covered Recipient**.

Figure 177: Manage Covered Recipients Page



**Step 3:** First, you can edit the covered recipient’s basic information. To do so:

Select **Update Basic Information**.

Update the information needed.

Select **Save**.

Next, you can update the covered recipient’s details by selecting that link on the left side of the screen.

**Figure 178: Covered Recipient Details**

The screenshot displays the 'Manage Covered Recipients' interface. On the left, a sidebar lists 'Covered Recipient Information' with 'Basic Information' highlighted. The main content area is titled 'Basic Information' and includes a note: 'Your Covered Recipient's profile information is provided below. To modify their profile information, select the "Update Basic Information" button.' The form contains the following fields:

- First Name \***: Roger
- Middle Name**: (empty)
- Last Name \***: White
- Suffix (Jr., Sr., etc.)**: (empty)
- Your Business Contact Information**
  - Email Address \***: sbills@indiv-analytics.com
  - Practice Name \***: (empty)
  - Country \***: Select (dropdown menu)
  - Practice Business Address, Line 1 \***: 623 LAFAYETTE AVENUE
  - Practice Business Address, Line 2**: Practice Business Address, Line 2
  - City Name \***: Hawthorne
  - State \***: New Jersey (dropdown menu)
  - Zip Code \***: 07506
  - Zip Extension**: XXXX
  - Business Telephone Number \***: 210-602-4955

An 'Update Basic Information' button is located at the bottom right of the form.

**Step 4:** To edit the covered recipient details:

Select **Update Covered Recipient**.

Update the information needed.

Select **Save**.

Figure 179: Update Covered Recipient

The screenshot displays the 'Manage Covered Recipients' interface. On the left is a sidebar with 'Covered Recipient Information' and 'Covered Recipient Details'. The main area is titled 'Covered Recipient Details' and contains a form for updating a recipient's profile. The form includes fields for 'Covered Recipient Type' (a dropdown menu), 'Physician Primary Type' (a dropdown menu), 'National Provider Identification (NPI)' (a text field), 'Drug Enforcement Administration (DEA) Number' (a text field), 'Taxonomy Codes' (a text field with a 'Taxonomy Code' button), and 'State Licensing Information' (a section with 'License State' and 'License Number' dropdowns, and a 'License State' / 'License Number' table). An 'Update Covered Recipient' button is located at the bottom right of the form.

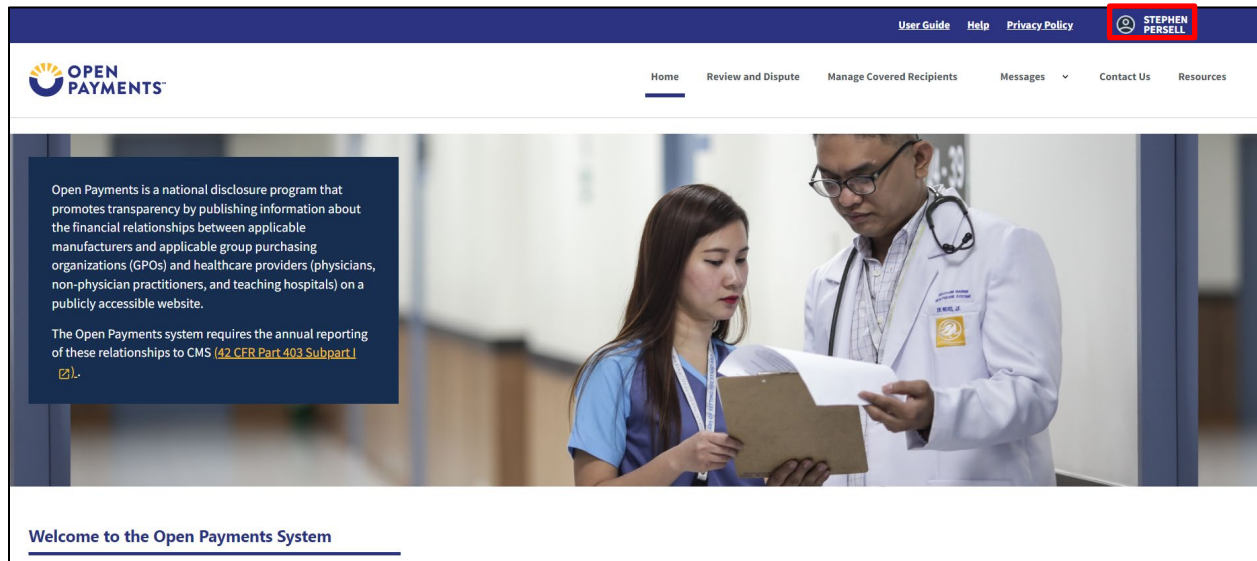
Any updates made to the covered recipient profile may require that the covered recipient be re-vetted. Once the updated information has been re-vetted, both the covered recipient and authorized representative will be able to perform the necessary actions in the Open Payments system. See [Section 3.3c](#) for information on physician and NPP vetting.

### 3.6b: Updating Covered Recipient or Covered Recipient Authorized Representative Personal Profile

As a user of the Open Payments system, you can update your personal profile information. You will be able to update your name, business email address, business telephone number, job title, and business address. Steps for updating your profile are explained below.

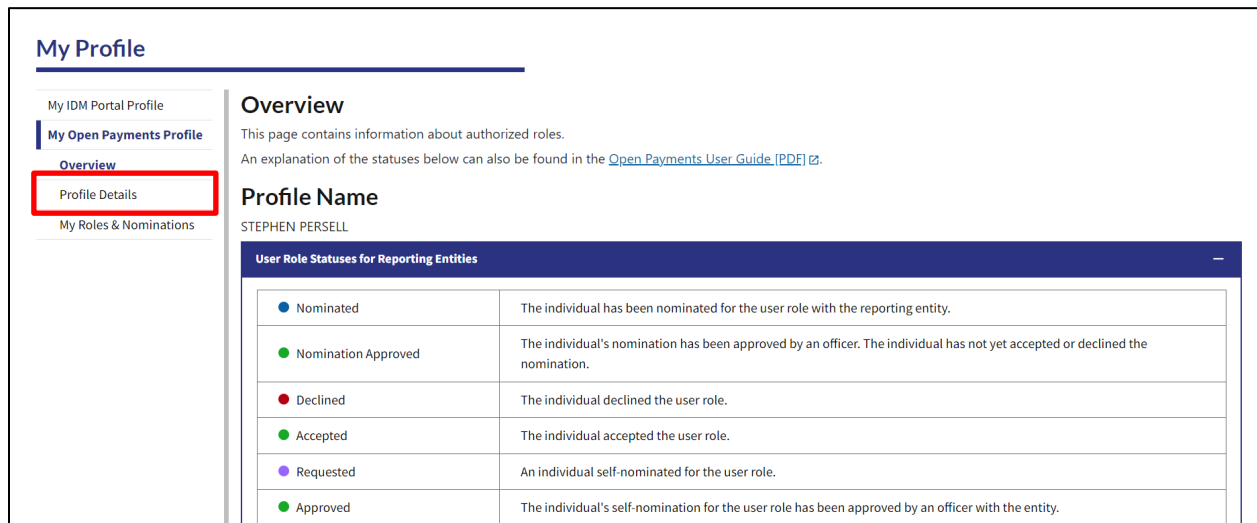
**Step 1:** Log in to the Open Payments system at <https://openpayments.system.cms.gov> using your IDM credentials and select the **My Open Payments Profile** by selecting your name in the upper-right corner of the page.

**Figure 180: Open Payments Landing Page for Returning Physician and NPP Users**



**Step 2:** Select the Profile Details link. You will be able to view your existing profile information.

**Figure 181: My Profile Page**



**Step 3:** Select **Update Profile** to begin making edits and/or updates. When changes are complete, select **Save**. In this scenario, this user added information in the “Business Address, Line 2” field.

**Figure 182: My Profile Details Page**

### Basic Information

<b>First Name *</b>	<b>Middle Name</b>	<b>Last Name *</b>	<b>Suffix (Jr., Sr., etc.)</b>
<input type="text" value="Stephen"/>	<input type="text"/>	<input type="text" value="Persell"/>	<input type="text"/>

### Your Business Contact Information

<b>Email Address *</b>	<b>Job title *</b>
<input type="text" value="sdpersell@xyz.com"/>	<input type="text" value="Boss"/>

**Country \***

<b>Business Address, Line 1 *</b>	<b>Business Address, Line 2</b>
<input type="text" value="123 chicken st"/>	<input type="text" value="Business Address, Line 2"/>

<b>City *</b>	<b>State *</b>	<b>Zip Code *</b>	<b>Zip Extension</b>	<b>Business Telephone Number *</b>
<input type="text" value="Haymarket"/>	<input type="text" value="Texas"/>	<input type="text" value="78244"/>	<input type="text" value="XXXX"/>	<input type="text" value="475-253-2035"/>


**Update Profile**

**Step 4:** Update fields as necessary. When changes are complete, select **Save Updates**.

The updated information will now appear on the “My Profile Details” page.



Figure 183: My Profile Details Tab

**Confirmation:**

You have successfully updated your profile.

×

### Basic Information

**First Name \***

Stephen

**Middle Name**

**Last Name \***

Persell

**Suffix (Jr., Sr., etc.)**

### Your Business Contact Information

**Email Address \***

sdpersell@xyz.com

**Job title \***

Boss

**Country \***

United States

**Business Address, Line 1 \***

123 chicken st

**Business Address, Line 2**

Suite 206

**City \***

Haymarket

**State \***

Texas

**Zip Code \***

78244

**Zip Extension**

XXXX

**Business Telephone Number \***

475-253-2035

Update Profile

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# Review and Dispute

## Chapter 4: Review and Dispute for Physicians, NPPs, Teaching Hospitals, and Principal Investigators

This chapter provides information on the review, dispute, and correction process for physicians, NPPs, teaching hospitals (known as “covered recipients”), and principal investigators in the Open Payments system.

This chapter is divided into the following sections:

- **Review and Dispute Process Overview:** provides a general overview on the covered recipient review and dispute process within the Open Payments system.
- **Reviewing Records:** how covered recipients, and principal investigators can review data submitted about them.
- **Affirming Records:** how covered recipients, and principal investigators can affirm data submitted about them is correct.
- **Disputing Records:** how covered recipients, and principal investigators can initiate disputes against data submitted about them.
- **Withdrawing Disputes:** how covered recipients, and principal investigators can withdraw their initiated disputes.

This chapter covers the review and dispute functions for covered recipients, and principal investigators.

### Section 4.1: Review and Dispute Process Overview

Covered recipients and principal investigators may review reported data within the Open Payments system that was submitted about them during the most recent calendar year’s data submission period. For a covered recipient to review their data within the Open Payments System, they must complete the Open Payments registration (see Chapter 3 for registration details).

This includes records submitted for the previous program year and any records submitted late from prior program years. Covered recipient registration and review of the data is voluntary, but strongly encouraged as this ensures the accuracy of the Open Payments data.

As a covered recipient or principal investigator, you may perform one of the two actions below.

- Affirm record is accurate: If you agree a record is accurate, you can **affirm** the record. Affirmation is not a required action. Records that have not been affirmed will still be included in the next data publication.
- Dispute a record: If you believe a record is inaccurate or incomplete in any way, you can **initiate a dispute** against the record. Records that are disputed, but not resolved, will still be included in the next data publication.

You may dispute any part of a record in which you are identified as the covered recipient.

Physicians and NPPs identified in a record as a Principal Investigator (PI) rather than covered recipient may only dispute their association with the record and their personal identifying information given in that record. They should not dispute any other information in the record, such as payment amount, nature of payment, etc.

Covered recipients should work directly with the reporting entity to resolve a dispute. **CMS does not mediate or facilitate disputes between physicians, NPPs, teaching hospitals, principal investigators, and reporting entities.**

The outcome of the resolution will be recorded in the Open Payments system. Dispute resolutions can lead to changes to the submitted data, or the dispute may be resolved without changes to the data. In addition, a dispute may be withdrawn by the individual who initiated it.

Email notifications are sent to alert applicable manufacturers, applicable GPOs, physicians, NPPs, teaching hospitals, and principal investigators of review and dispute activities in the Open Payments system.

Records that are flagged for a delay in publication by the reporting entity are eligible for review and dispute by physicians, NPPs, teaching hospitals, and principal investigators.

Refer to the “Methodology and Data Dictionary Document” available on the Resources page of the Open Payments website, at <https://www.cms.gov/OpenPayments/Resources> for details on how dispute and resolution changes and timing affect data publication. In the publication, the data will be associated with the program year of the data, not the year of its publication.

### 4.1a: Review, Dispute, and Correction Period

Each program year has a scheduled pre-publication review, dispute, and correction period. The period is 60 days long and divided into two activities.

April 1<sup>st</sup> through May 15<sup>th</sup> is the 45-day covered recipients’ pre-publication review and dispute period. During this time, you may review, affirm or if necessary, dispute data, and work with the reporting entity to resolve the disputed record(s) submitted during the submission period.

Immediately following the 45-day period is a 15-day correction period, May 16<sup>th</sup> through May 30<sup>th</sup>, for reporting entities to continue to make corrections to records and resolve any active disputes.

Although there is a distinct pre-publication review, dispute, and correction period, these activities can be performed within the Open Payments system through December 31.

Disputes initiated within the pre-publication 45-day review, dispute, and correction period, and resolved by the end of the additional 15-day correction period, will be published and identified as non-disputed in the initial public posting of data.

If the dispute is not resolved by the end of the correction period, the record will be published and identified as being under dispute. Disputes initiated or resolved after the full 60-day review, dispute, and correction period will not be reflected in the initial publication of data. Those disputes and any related data changes will be published in the next publication of data, which may be a refresh publication of the program year data or the publication of the next program year's data.

If a dispute is not resolved before the end of the calendar year, all parties should continue to seek a resolution until the dispute is resolved. In some cases, this dispute resolution may need to occur outside of the Open Payments system. **CMS does not mediate or facilitate disputes between physicians, NPPs, teaching hospitals, principal investigators, and reporting entities.**

### 4.1b: Dispute Resolution: Changed Record

When a dispute resolution results in changes to a record, reporting entities must re-submit and re-attest the record with the revisions to the Open Payments system. You will be able to view the original record disputed under the “Deleted and In Progress Records” tab with status of “In Progress”, and the user(s) that have disputes in “Initiated” or “Acknowledged” status will be notified via email that the record is being updated by the entity. Once the changes to a record have been attested, the record will be available under the “Available for Review and Dispute” tab again.

If a record is deleted in response to a dispute, any user(s) that have disputes in “Initiated” or “Acknowledged” status will be notified via email that the record has been deleted by the entity when the record is re-attested. The records that have been deleted will display under the “Deleted and In Progress Records” tab with a “Deleted” status. The newly identified physician, NPP, teaching hospital, or principal investigator will see the record during the next calendar year's review and dispute period under the “Available for Review and Dispute” tab.

Note: You should provide a current and direct email address in your Open Payments profile as the Open Payments system will send an email notification to the individual(s) who initiated the dispute(s) if a reporting entity edits or deletes a disputed record. If the dispute initiator is a covered recipient's authorized representative, email notifications will be sent to both the authorized representative and the physician and/or NPP.

### 4.1c: Review and Dispute Statuses

Records that have been disputed will have one of the following review and dispute statuses:

- **Initiated:** Indicates that a covered recipient initiated a dispute against a record submitted by an applicable manufacturer or applicable GPO.

- **Acknowledged:** Indicates that an applicable manufacturer or applicable GPO has received and acknowledged an initiated dispute.
- **Resolved No Change:** Indicates that the applicable manufacturer or applicable GPO and the physician, NPP, teaching hospital, or principal investigator resolved the dispute in accordance with the guidance in the Final Rule, and no changes were made to the disputed record.
- **Resolved:** Indicates that disputed data was updated and then re-submitted and re-attested to by the applicable manufacturer or applicable GPO.
- **Withdrawn:** Indicates that the dispute on a record is no longer needed by a covered recipient and that it has been withdrawn.

Records submitted during the submission period may be unavailable for review and dispute for one of the following reasons:

- The record was deleted. A deleted record can only be viewed under the “Deleted and In Progress Records” tab and cannot be disputed. For deleted records, only the record information will display. Disputes associated with the record will not be available once the record has been deleted.
- A record undergoing editing by its reporting entity can only be viewed under the “Deleted and In Progress Records” tab and cannot be disputed. Records undergoing editing will display all the dispute statuses and dispute details (where available).

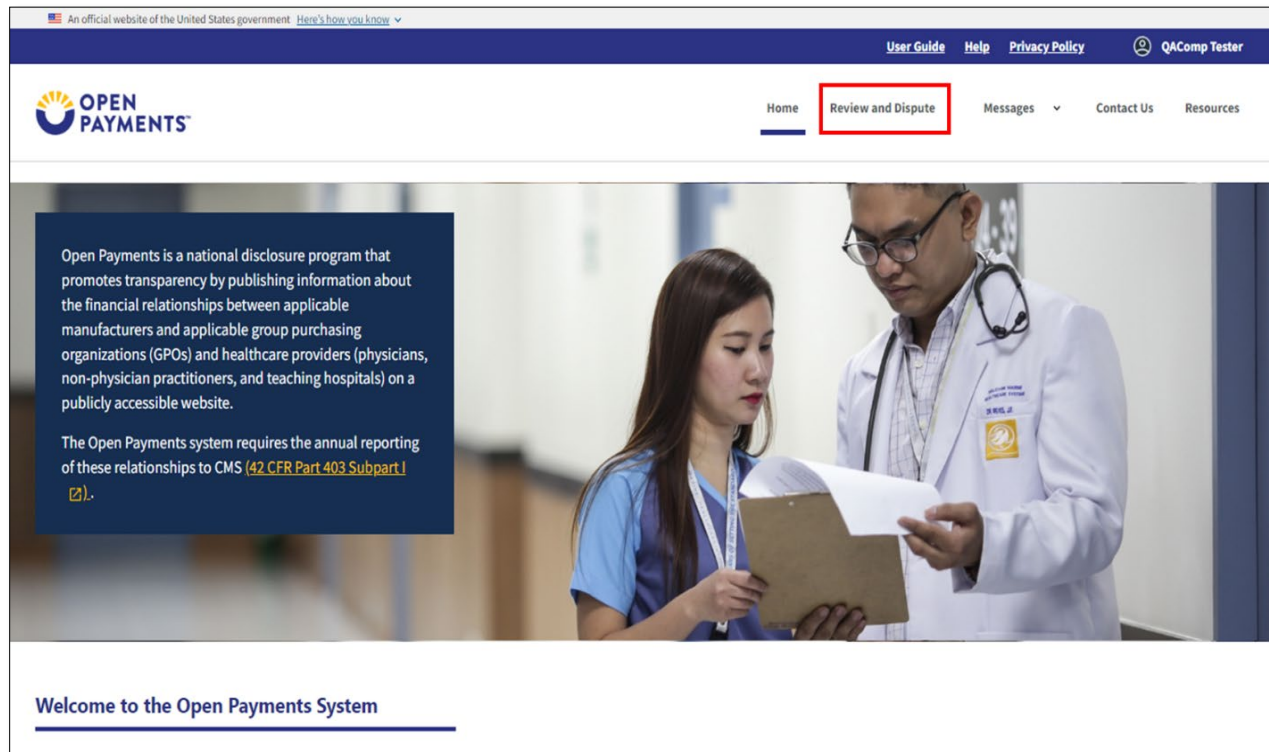
### Section 4.2: Reviewing Records

Physicians, NPPs, teaching hospitals, and principal investigators that have registered with the Open Payments system may review all payments, other transfers of value, and physician ownership or investment interests submitted about them by an applicable manufacturer or applicable GPO.

A step-by-step walkthrough for reviewing records follows.

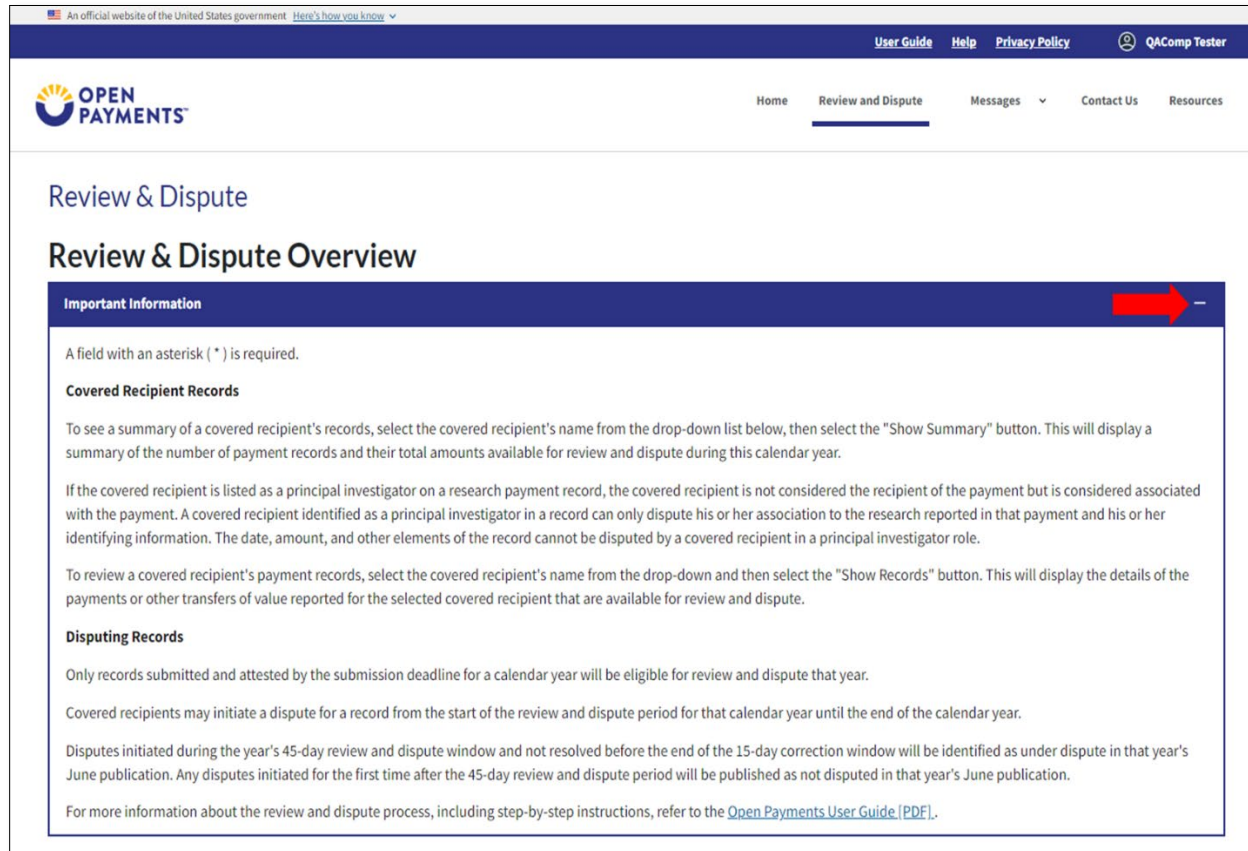
**Step 1:** Log in to the Open Payments system at <https://openpayments.system.cms.gov> using your IDM credentials and select the **Review and Dispute** tab on the menu bar.

Figure 184: Open Payments Home Page: Review and Dispute Tab



**Step 2:** On the “Review and Dispute Overview” page, please review the instructions in the expanded “Important Information” section.

**Figure 185: Review and Dispute Overview Page: Important Information**



**Step 3:** In the “Select A Covered Recipient” drop down menu, select the covered recipient whose records are to be reviewed. Select the **Show Summary** button to bring up the Summary of Payment Records for the covered recipient chosen.

If the name of the Covered Recipient is not populating in the “Select A Covered Recipient” drop down menu, he or she is in a “Failed Vetting” status and will need to correct identifying information inputted in their Open Payments profile to successfully vet.

The Summary of Payment Records displays the total number of records available for review and dispute and the total dollar amount for those records. The totals are grouped by program year and payment category.

For physicians and NPPs, the research payment category totals are split to differentiate between the records in which the physician and/or the NPP is identified as the covered recipient and the records in which the physician and/or the NPP is identified a principal investigator.

## Open Payments User Guide for Covered Recipients – July 2024

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Note that teaching hospital and NPP summaries do not include an Ownership/Investment section, as that payment category is not applicable to them.



**Figure 186: Review and Dispute Overview Page: Review Summary Button**

[Home](#)
[Review and Dispute](#)
[Messages](#)
[Contact Us](#)
[Resources](#)

[User Guide](#)
[Help](#)
[Privacy Policy](#)
[QAComp Tester](#)

## Review & Dispute

### Review & Dispute Overview

Important Information

A field with an asterisk ( \* ) is required.

**Covered Recipient Records**

To see a summary of a covered recipient's records, select the covered recipient's name from the drop-down list below, then select the "Show Summary" button. This will display a summary of the number of payment records and their total amounts available for review and dispute during this calendar year.

If the covered recipient is listed as a principal investigator on a research payment record, the covered recipient is not considered the recipient of the payment but is considered associated with the payment. A covered recipient identified as a principal investigator in a record can only dispute his or her association to the research reported in that payment and his or her identifying information. The date, amount, and other elements of the record cannot be disputed by a covered recipient in a principal investigator role.

To review a covered recipient's payment records, select the covered recipient's name from the drop-down and then select the "Show Records" button. This will display the details of the payments or other transfers of value reported for the selected covered recipient that are available for review and dispute.

**Disputing Records**

Only records submitted and attested by the submission deadline for a calendar year will be eligible for review and dispute that year.

Covered recipients may initiate a dispute for a record from the start of the review and dispute period for that calendar year until the end of the calendar year.

Disputes initiated during the year's 45-day review and dispute window and not resolved before the end of the 15-day correction window will be identified as under dispute in that year's June publication. Any disputes initiated for the first time after the 45-day review and dispute period will be published as not disputed in that year's June publication.

For more information about the review and dispute process, including step-by-step instructions, refer to the [Open Payments User Guide \[PDF\]](#).

Select a Covered Recipient \*

Doctor Patient

Show Summary

Show Records

#### Summary of Payment Records

**General Payments**

Program Year	Number of Records	Total Amount
2023	2	\$1,100.00
2022	0	\$0.00
2021	0	\$0.00
2020	0	\$0.00
2019	0	\$0.00
2018	0	\$0.00
2017	0	\$0.00

**Ownership or Investment Payments**

Program Year	Number of Records	Amount Investment	Value of Interest
2023	0	\$0.00	\$0.00
2022	0	\$0.00	\$0.00
2021	0	\$0.00	\$0.00
2020	0	\$0.00	\$0.00
2019	0	\$0.00	\$0.00
2018	0	\$0.00	\$0.00
2017	0	\$0.00	\$0.00

**Research Payments**

Program Year	Covered Recipient		Principal Investigator	
	Number of Records	Total Amount	Number of Records	Total Amount
2023	0	\$0.00	0	\$0.00
2022	0	\$0.00	0	\$0.00
2021	0	\$0.00	0	\$0.00
2020	0	\$0.00	0	\$0.00
2019	0	\$0.00	0	\$0.00
2018	0	\$0.00	0	\$0.00
2017	0	\$0.00	0	\$0.00

# Open Payments User Guide for Covered Recipients – July 2024

**Step 4:** Select the **Show Records** button to navigate to the “Review and Dispute” page for the covered recipient.

**Figure 187: Review and Dispute Overview Page: Review Records Button**

**Review & Dispute Overview**

**Important Information**

A field with an asterisk ( \* ) is required.

**Covered Recipient Records**

To see a summary of a covered recipient's records, select the covered recipient's name from the drop-down list below, then select the "Show Summary" button. This will display a summary of the number of payment records and their total amounts available for review and dispute during this calendar year.

If the covered recipient is listed as a principal investigator on a research payment record, the covered recipient is not considered the recipient of the payment but is considered associated with the payment. A covered recipient identified as a principal investigator in a record can only dispute his or her association to the research reported in that payment and his or her identifying information. The date, amount, and other elements of the record cannot be disputed by a covered recipient in a principal investigator role.

To review a covered recipient's payment records, select the covered recipient's name from the drop-down and then select the "Show Records" button. This will display the details of the payments or other transfers of value reported for the selected covered recipient that are available for review and dispute.

**Disputing Records**

Only records submitted and attested by the submission deadline for a calendar year will be eligible for review and dispute that year.

Covered recipients may initiate a dispute for a record from the start of the review and dispute period for that calendar year until the end of the calendar year.

Disputes initiated during the year's 45-day review and dispute window and not resolved before the end of the 15-day correction window will be identified as under dispute in that year's June publication. Any disputes initiated for the first time after the 45-day review and dispute period will be published as not disputed in that year's June publication.

For more information about the review and dispute process, including step-by-step instructions, refer to the [Open Payments User Guide \[PDF\]](#).

Select a Covered Recipient \*

Doctor Patient

Show Summary Show Records

**Summary of Payment Records**

**General Payments**

Program Year	Number of Records	Total Amount
2023	2	\$1,100.00
2022	0	\$0.00
2021	0	\$0.00
2020	0	\$0.00
2019	0	\$0.00
2018	0	\$0.00
2017	0	\$0.00

**Ownership or Investment Payments**

Program Year	Number of Records	Amount Investment	Value of Interest
2023	0	\$0.00	\$0.00
2022	0	\$0.00	\$0.00
2021	0	\$0.00	\$0.00
2020	0	\$0.00	\$0.00
2019	0	\$0.00	\$0.00
2018	0	\$0.00	\$0.00
2017	0	\$0.00	\$0.00

**Research Payments**

Program Year	Covered Recipient		Principal Investigator	
	Number of Records	Total Amount	Number of Records	Total Amount
2023	0	\$0.00	0	\$0.00
2022	0	\$0.00	0	\$0.00
2021	0	\$0.00	0	\$0.00
2020	0	\$0.00	0	\$0.00
2019	0	\$0.00	0	\$0.00
2018	0	\$0.00	0	\$0.00
2017	0	\$0.00	0	\$0.00



# Open Payments User Guide for Covered Recipients – July 2024

**Step 5a:** There are two buttons that may contain information related to the disputes attributed to the covered recipient:

- **Available for Review and Dispute:** This button displays all records in a data table that are currently available for review and dispute. All records in this table are in “Attested” status.

**Figure 189: Review and Dispute Page: Available for Review and Dispute Button**

**Review & Dispute**

**Review & Dispute - Doctor Patient**

Below is the list of all payments records in which the non-physician practitioner or physician is a covered recipient or principal investigator that are eligible for review and dispute this calendar year. [Show Summary](#)

**Important Information**

If the covered recipient is listed as a principal investigator on a research payment record, the covered recipient is not considered the recipient of the payment but is considered associated with the payment. To search for records that identify the covered recipient as a principal investigator, select the "Yes" check box under "Listed as PI Only" and select the "Search" button.

All payment records available for review and dispute will be displayed under the "Available for Review and Dispute" tab, which is selected by default. Records that are in the process of being modified or have been deleted by the reporting entity can be found under the "Deleted and In Progress Records" tab. Records shown in the "Deleted and In Progress Records" tab are for informational purposes only and no review or dispute actions can be taken on them. Once the edits to a record are complete, the records will be returned to the "Available for Review and Dispute" tab for review.

Filtering fields are available to customize the view of the records.

**The user may export the search results** by selecting the "Download Zip File" link on the "Available for Review and Dispute" tab. The downloadable file will be a CSV file compressed into a ZIP file. The file will contain records based on the search criteria and will contain all data fields displayed in the list below as well as other data elements related to the record.

To view all fields on an individual record, select the "Record ID" link.

**To affirm the accuracy of a record**, select the "Affirm Record" button for the record that needs to be affirmed. This optional step is a confirmation that the information about the payment, other transfer of value, or ownership or investment interest is accurate.

**To dispute a payment, other transfer of value, or ownership or investment interest**, select the "Dispute Record" button of the record that needs to be disputed. Enter an explanation for the reason(s) the dispute is being initiated and contact information so the reporting entity can contact you directly with any questions. If the record has previously been disputed, the Dispute Details modal header will show "Disputed" and include the count of disputes associated to the record in parenthesis.

Note: If the non-physician practitioner or physician listed as principal investigator on the record (Listed as PI Only = "Yes"), only the covered recipient's identification as principal investigator for the record and identifying information may be displayed.

[Available for Review & Dispute](#) [Deleted & In Progress Records](#)

**Showing Results for** [Download Zip File](#)

Program Year: 2023

Select a single record below to dispute payment. Select one or multiple records to affirm payments.  
To withdraw a dispute, click on view link under Dispute Details column.

[Affirm Record\(s\)](#) [Dispute Record](#)

Record ID	Dispute ID	Entity Making Payment	Total Payment Amount/Dollar Amount Invested	Date of Payment	Payment Category	Listed as PI Only	Program Year	Record Status	Affirmed	Dispute Details
<a href="#">5935675</a>		Special Drugs	\$100.00	02/10/2023	General Payments	N/A	2023	Attested	No	
<a href="#">5935667</a>		Special Drugs	\$1,000.00	02/10/2023	General Payments	N/A	2023	Attested	No	

Showing [All](#) of 2 entries [Previous](#) [Next](#)



## Open Payments User Guide for Covered Recipients – July 2024

- **Deleted and In Progress Records:** This button displays all records that were available for review and dispute in the current calendar year but were deleted or are in the process of being edited by the reporting entity and are not available for review. Review and dispute actions will not be allowed for these records as they can only be viewed.

**Figure 190: Review and Dispute Page: Deleted and in Progress Records Button**

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## Review & Dispute

### Review & Dispute - Doctor Patient

Below is the list of all payments records in which the non-physician practitioner or physician is a covered recipient or principal investigator that are eligible for review and dispute this calendar year. [Show Summary](#)

**Important Information**

If the covered recipient is listed as a principal investigator on a research payment record, the covered recipient is not considered the recipient of the payment but is considered associated with the payment. To search for records that identify the covered recipient as a principal investigator, select the "Yes" check box under "Listed as PI Only" and select the "Search" button.

All payment records available for review and dispute will be displayed under the "Available for Review and Dispute" tab, which is selected by default. Records that are in the process of being modified or have been deleted by the reporting entity can be found under the "Deleted and In Progress Records" tab. Records shown in the "Deleted and In Progress Records" tab are for informational purposes only and no review or dispute actions can be taken on them. Once the edits to a record are complete, the records will be returned to the "Available for Review and Dispute" tab for review.

Filtering fields are available to customize the view of the records.

**The user may export the search results** by selecting the "Download Zip File" link on the "Available for Review and Dispute" tab. The downloadable file will be a CSV file compressed into a ZIP file. The file will contain records based on the search criteria and will contain all data fields displayed in the list below as well as other data elements related to the record.

To view all fields on an individual record, select the "Record ID" link.

**To affirm the accuracy of a record**, select the "Affirm Record" button for the record that needs to be affirmed. This optional step is a confirmation that the information about the payment, other transfer of value, or ownership or investment interest is accurate.

**To dispute a payment, other transfer or value, or ownership or investment interest**, select the "Dispute Record" button of the record that needs to be disputed. Enter an explanation for the reason(s) the dispute is being initiated and contact information so the reporting entity can contact you directly with any questions. If the record has previously been disputed, the Dispute Details modal header will show "Disputed" and include the count of disputes associated to the record in parenthesis.

Note: If the non-physician practitioner or physician listed as principal investigator on the record (Listed as PI Only = "Yes"), only the covered recipient's identification as principal investigator for the record and identifying information may be displayed.

Available for Review & Dispute

Deleted & In Progress Records

Showing Results for

Program Year: 2023

Record ID	Dispute ID	Entity Making Payment	Total Payment Amount/Dollar Amount Invested	Date of Payment	Payment Category	Program Year	Record Status	Affirmed	Dispute Details
<a href="#">5935667</a>		Special Drugs	\$1,000.00	02/10/2023	General Payments	2023	Attested	No	

Showing 

All

 of 1 entries

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## Open Payments User Guide for Covered Recipients – July 2024

**Step 6:** Records on the “Review and Dispute” page are displayed in a table format. To see all a record’s information, select the hyperlinked number under the “Record ID” column. This will open the “Record ID” page for that record, which contains the record’s details, general information, and reporting entity Review and Dispute contact information. The Record Details page also displays any “Active Disputes,” if available.

**Figure 191: Review and Dispute Page: Record ID Pages**

The screenshot displays the 'Review & Dispute' section of the Open Payments website. The page title is 'Review & Dispute - Doctor Patient'. Below the title, there is a section for 'Important Information' and a table of records. A red box highlights the record with ID 5935667. To the right, a modal window titled 'Record ID: 5935667' provides detailed information about this record, including contact information for the reporting entity and record details.

**Important Information**

If the covered recipient is listed as a principal investigator on a research payment record, the covered recipient is not considered the recipient of the payment but is considered associated with the payment. To search for records that identify the covered recipient as a principal investigator, select the "Yes" check box under "Listed as PI Only" and select the "Search" button.

All payment records available for review and dispute will be displayed under the "Available for Review and Dispute" tab, which is selected by default. Records that are in the process of being modified or have been deleted by the reporting entity can be found under the "Deleted and In Progress Records" tab. Records shown in the "Deleted and In Progress Records" tab are for informational purposes only and no review or dispute actions can be taken on them. Once the edits to a record are complete, the records will be returned to the "Available for Review and Dispute" tab for review.

Filtering fields are available to customize the view of the records.

**The user may export the search results** by selecting the "Download Zip File" link on the "Available for Review and Dispute" tab. The downloadable file will be a CSV file compressed into a ZIP file. The file will contain records based on the search criteria and will contain all data fields displayed in the list below as well as other data elements related to the record.

To view all fields on an individual record, select the "Record ID" link.

**To affirm the accuracy of a record**, select the "Affirm Record" button for the record that needs to be affirmed. This optional step is a confirmation that the information about the payment, other transfer of value, or ownership or investment interest is accurate.

**To dispute a payment, other transfer of value, or ownership or investment interest**, select the "Dispute Record" button of the record that needs to be disputed. Enter an explanation for the reason(s) the dispute is being initiated and contact information so the reporting entity can contact you directly with any questions. If the record has previously been disputed, the Dispute Details modal header will show "Disputed" and include the count of disputes associated to the record in parenthesis.

Note: If the non-physician practitioner or physician listed as principal investigator on the record (Listed as PI Only = "Yes"), only the covered recipient's identification as principal investigator for the record and identifying information will be displayed. All other details may be disclosed.

**Available for Review & Dispute** Deleted & In Progress Records

Showing Results for

Program Year: 2023

Select a single record below to dispute payment. Select one or multiple records to affirm payments.  
To withdraw a dispute, click on view link under Dispute Details column.

Record ID	Dispute ID	Entity Making Payment	Total Payment Amount/Dollar Amount Invested	Date of Payment	Payment Category
5935667		Special Drugs	\$1,000.00	02/10/2023	General

Showing All of 1 entries

**Record ID: 5935667**

**Reporting Entity Contact Information**

If you have any questions about this record, you may use the contact information provided below to directly contact the reporting entity.

**Review & Dispute Primary Contact**

Name	AMQPO Submitter
Title at the Entity	CEO
Business Telephone Number & Extension	555-555-5555
Business Email Address	RDdept@amqpo.org

**Review & Dispute Backup Contact**

The entity did not enter a review & dispute backup contact.

**Record Details**

Program Year	2023
Reporting Entity	Special Drugs
Payment Category	General Payments
Consolidated Reporting	No
Submission Date	05/09/2024
Record Status	Attested
Last Modified Date	05/14/2024

# Open Payments User Guide for Covered Recipients – July 2024

**Step 7:** Select the “View” link in the “Dispute Details” column to view all initiated dispute(s) associated with the record. Each dispute is displayed in the Dispute Details window and listed in descending order of Dispute ID. The record header also displays the total number of disputes for the record.

**Figure 192: Review and Dispute Page: Dispute Details View Hyperlink**

The screenshot displays the 'Review & Dispute' page for a 'Doctor Patient'. The page includes a navigation bar with links for Home, Review and Dispute, Messages, Contact Us, and Resources. The main content area is titled 'Review & Dispute - Doctor Patient' and contains a 'Show Summary' button. Below this is an 'Important Information' section with instructions on how to use the system, including how to search for records, filter results, and export data. The 'Showing Results for' section shows 'Program Year: 2023'. A table of payment records is displayed, with columns for Record ID, Dispute ID, Entity Making Payment, Total Payment Amount, Date of Payment, Payment Category, Listed as PI Only, Program Year, Record Status, Affirmed, and Dispute Details. A red arrow points to the 'View' link in the Dispute Details column for the first record.

Record ID	Dispute ID	Entity Making Payment	Total Payment Amount/Dollar Amount Invested	Date of Payment	Payment Category	Listed as PI Only	Program Year	Record Status	Affirmed	Dispute Details
5935667	230	Special Drugs	\$1,000.00	02/10/2023	General Payments	N/A	2023	Attested	No	<a href="#">View</a>

**Figure 193: Review and Dispute Page: Dispute Details View Window**

**Dispute Details**

Record ID: 5935667 Disputed(1)

Entity Making Payment: Special Drugs	Dollar Amount Invested:
Payment Category: General Payments	Value of Interest:
Program Year: 2023	Principal Investigators Associated: Yes
Affirmed: Yes	Listed as PI Only: Yes
Total Payment Amount: \$1,000.00	Delay in Publication of Research Payment Indicator: Yes
Date of Payment: 02/10/2023	

**Dispute History**

**Dispute ID: 230 (Initiated)**

**Dispute Details and Contact Information:**

justification verbiage

Initiated on 05/15/2024 by Yamini Virkud

**Withdraw Dispute**

**Close**

## Section 4.3: Affirming Records

Records that have been reviewed and determined to be accurate can be affirmed by the physician, NPP, teaching hospital, or principal investigator in the Open Payments system. Affirmation is not a required action. Records that have not been affirmed will still be included in the data publication. You may initiate disputes on records that have been previously affirmed if you determine that the record contains an error.

To affirm a record, follow the steps below.

**Step 1:** On the “Review and Dispute” page, use the filtering tools to help find the records to be affirmed, by selecting the **No** checkbox for the “Affirmed?” filter, and then select the **Search** button. All records available for affirmation will be under the **Available for Review and Dispute** tab.



# Open Payments User Guide for Covered Recipients – July 2024

Figure 194: Review and Dispute Page: Search Filter for Affirmed Records

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## Review & Dispute

### Review & Dispute - Doctor Patient

Below is the list of all payments records in which the non-physician practitioner or physician is a covered recipient or principal investigator that are eligible for review and dispute this calendar year. [Show Summary](#)

#### Important Information

If the covered recipient is listed as a principal investigator on a research payment record, the covered recipient is not considered the recipient of the payment but is considered associated with the payment. To search for records that identify the covered recipient as a principal investigator, select the "Yes" check box under "Listed as PI Only" and select the "Search" button.

All payment records available for review and dispute will be displayed under the "Available for Review and Dispute" tab, which is selected by default. Records that are in the process of being modified or have been deleted by the reporting entity can be found under the "Deleted and In Progress Records" tab. Records shown in the "Deleted and In Progress Records" tab are for informational purposes only and no review or dispute actions can be taken on them. Once the edits to a record are complete, the records will be returned to the "Available for Review and Dispute" tab for review.

Filtering fields are available to customize the view of the records.

**The user may export the search results** by selecting the "Download Zip File" link on the "Available for Review and Dispute" tab. The downloadable file will be a CSV file compressed into a ZIP file. The file will contain records based on the search criteria and will contain all data fields displayed in the list below as well as other data elements related to the record.

To view all fields on an individual record, select the "Record ID" link.

**To affirm the accuracy of a record**, select the "Affirm Record" button for the record that needs to be affirmed. This optional step is a confirmation that the information about the payment, other transfer of value, or ownership or investment interest is accurate.

**To dispute a payment, other transfer or value, or ownership or investment interest**, select the "Dispute Record" button of the record that needs to be disputed. Enter an explanation for the reason(s) the dispute is being initiated and contact information so the reporting entity can contact you directly with any questions. If the record has previously been disputed, the Dispute Details modal header will show "Disputed" and include the count of disputes associated to the record in parenthesis.

Note: If the non-physician practitioner or physician listed as principal investigator on the record (Listed as PI Only = "Yes"), only the covered recipient's identification as principal investigator for the record and identifying information, such as name, NPI (if applicable), and license details, may be disputed.

**To withdraw a dispute**, select the "Withdraw Dispute" button in the dispute that needs to be withdrawn. The dispute must be in the status of "Initiated" or "Acknowledged" to be withdrawn. To return to the previous page, select the "Show Summary" button.

For more information about the review and dispute process, including step-by-step instructions, refer to the [Open Payments User Guide \(PDF\)](#).

### Covered Recipient Records

Program Year

2023

Entity Making Payment

-- Select --

Dispute Status

-- Select --

Record ID

Dispute ID

Payment Category

☐ General Payments

☐ Research Payments

☐ Ownership or Investment Interest

Listed as PI Only?

☐ Yes

☐ No

Affirmed?

☐ Yes

☒ No

Clear All

Search

☒ Available for Review & Dispute Deleted & In Progress Records

Showing Results for

[Download Zip File](#)

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## Open Payments User Guide for Covered Recipients – July 2024

**Step 2:** Select the checkbox next to the record you want to affirm, and then select the **Affirm Record(s)** button to open the “Affirm Records” window.

**Figure 195: Review and Dispute Page: Affirm Record(s) Button**

The screenshot shows the 'Review & Dispute' page for a 'Doctor Patient'. The page includes a navigation bar with links like 'Home', 'Review and Dispute', 'Messages', 'Contact Us', and 'Resources'. Below the navigation bar, there's a section titled 'Review & Dispute - Doctor Patient' with a 'Show Summary' button. The main content area contains 'Important Information' and a table of payment records. A red box highlights the first record's checkbox, and a red arrow points from the 'Affirm Record(s)' button to it.

**Important Information**

If the covered recipient is listed as a principal investigator on a research payment record, the covered recipient is not considered the recipient of the payment but is considered associated with the payment. To search for records that identify the covered recipient as a principal investigator, select the "Yes" check box under "Listed as PI Only" and select the "Search" button.

All payment records available for review and dispute will be displayed under the "Available for Review and Dispute" tab, which is selected by default. Records that are in the process of being modified or have been deleted by the reporting entity can be found under the "Deleted and In Progress Records" tab. Records shown in the "Deleted and In Progress Records" tab are for informational purposes only and no review or dispute actions can be taken on them. Once the edits to a record are complete, the records will be returned to the "Available for Review and Dispute" tab for review.

Filtering fields are available to customize the view of the records.

**The user may export the search results** by selecting the "Download Zip File" link on the "Available for Review and Dispute" tab. The downloadable file will be a CSV file compressed into a ZIP file. The file will contain records based on the search criteria and will contain all data fields displayed in the list below as well as other data elements related to the record.

To view all fields on an individual record, select the "Record ID" link.

**To affirm the accuracy of a record**, select the "Affirm Record" button for the record that needs to be affirmed. This optional step is a confirmation that the information about the payment, other transfer of value, or ownership or investment interest is accurate.

**To dispute a payment, other transfer of value, or ownership or investment interest**, select the "Dispute Record" button of the record that needs to be disputed. Enter an explanation for the reason(s) the dispute is being initiated and contact information so the reporting entity can contact you directly with any questions. If the record has previously been disputed, the Dispute Details modal header will show "Disputed" and include the count of disputes associated to the record in parenthesis.

Note: If the non-physician practitioner or physician listed as principal investigator on the record (Listed as PI Only = "Yes"), only the covered recipient's identification as principal investigator for the record and identifying information may be displayed. Dispute details may be disclosed.

**Showing Results for** [Download Zip File](#)

Program Year: 2023  
Affirmed: No

Select a single record below to dispute payment. Select one or multiple records to affirm payments.  
To withdraw a dispute, click on view link under Dispute Details column.

**Affirm Record(s)** **Dispute Record**

<input checked="" type="checkbox"/>	Record ID	Dispute ID	Entity Making Payment	Total Payment Amount/Dollar Amount Invested	Date of Payment	Payment Category	Listed as PI Only	Program Year	Record Status	Affirmed	Dispute Details
<input checked="" type="checkbox"/>	5835667	230	Special Drugs	\$1,000.00	02/10/2023	General Payments	N/A	2023	Attested	No	<a href="#">View</a>

Showing  of 1 entries [Previous](#) **1** [Next](#)

**Step 3:** Review the information displayed on the “Affirm Records” window and select the **Affirm** button to affirm the record.

**Figure 196: Affirm Records Window: Affirm Button**

**Affirm Records** [X]

Select the "Affirm Record" button to confirm that the record(s) below are accurate and valid. If any records that were already Affirmed or have any active disputes (including disputes initiated by Principal Investigators) were selected on the records page, then those records will not display in the table below and will not be affirmed. For more information about the review and dispute process, refer to the [Open Payments User Guide \[PDF\]](#).

You are affirming the following record(s):

Record ID	Entity Making Payment	Date of Payment	Payment Amount	Record Status
5935667	Special Drugs	02/10/2023	\$1,000.00	Attested

[Cancel] [Affirm]

payment. Select one or multiple records to affirm payments.

**Step 4:** A confirmation message is displayed that the record has been successfully affirmed. Select the **OK** button to exit out the window and return to the "Review and Dispute page" to perform any additional actions on other records, if applicable.

Once a record has been affirmed, the "Affirm Record" button will be grayed out.

**Figure 197: Affirm Record Confirmation Message**

**Affirm Records** [X]

✓ You have successfully affirmed Record ID 5935667

Select the "Affirm Record" button to confirm that the record(s) below are accurate and valid. If any records that were already Affirmed or have any active disputes (including disputes initiated by Principal Investigators) were selected on the records page, then those records will not display in the table below and will not be affirmed. For more information about the review and dispute process, refer to the [Open Payments User Guide \[PDF\]](#).

You are affirming the following record(s):

Record ID	Entity Making Payment	Date of Payment	Payment Amount	Record Status
5935667	Special Drugs	02/10/2023	\$1,000.00	Attested

[Close] [OK]

## Section 4.4: Disputing Records

Records can only be disputed individually. To initiate a dispute on a record, follow the steps below.

**Step 1:** On the “Review and Dispute” page, use the filtering tool to help find the records to be disputed, (i.e., search by Program Year, Entity Making Payment, Payment Category) then select the **Search** button. All records available for dispute will be under the **Available for Review and Dispute** tab.

**Figure 198: Review and Dispute Page: Record Filtering Tool**

**Review & Dispute**

**Review & Dispute - Doctor Patient**

Below is the list of all payments records in which the non-physician practitioner or physician is a covered recipient or principal investigator that are eligible for review and dispute this calendar year. [Show Summary](#)

**Important Information**

If the covered recipient is listed as a principal investigator on a research payment record, the covered recipient is not considered the recipient of the payment but is considered associated with the payment. To search for records that identify the covered recipient as a principal investigator, select the “Yes” check box under “Listed as PI Only” and select the “Search” button.

All payment records available for review and dispute will be displayed under the “Available for Review and Dispute” tab, which is selected by default. Records that are in the process of being modified or have been deleted by the reporting entity can be found under the “Deleted and In Progress Records” tab. Records shown in the “Deleted and In Progress Records” tab are for informational purposes only and no review or dispute actions can be taken on them. Once the edits to a record are complete, the records will be returned to the “Available for Review and Dispute” tab for review.

Filtering fields are available to customize the view of the records.

**The user may export the search results** by selecting the “Download Zip File” link on the “Available for Review and Dispute” tab. The downloadable file will be a CSV file compressed into a ZIP file. The file will contain records based on the search criteria and will contain all data fields displayed in the list below as well as other data elements related to the record.

To view all fields on an individual record, select the “Record ID” link.

**To affirm the accuracy of a record**, select the “Affirm Record” button for the record that needs to be affirmed. This optional step is a confirmation that the information about the payment, other transfer of value, or ownership or investment interest is accurate.

**To dispute a payment, other transfer of value, or ownership or investment interest**, select the “Dispute Record” button of the record that needs to be disputed. Enter an explanation for the reason(s) the dispute is being initiated and contact information so the reporting entity can contact you directly with any questions. If the record has previously been disputed, the Dispute Details modal header will show “Disputed” and include the count of disputes associated to the record in parenthesis.

Note: If the non-physician practitioner or physician listed as principal investigator on the record (Listed as PI Only = “Yes”), only the covered recipient’s identification as principal investigator for the record and identifying information, such as name, NPI (if applicable), and license details, may be disputed.

**To withdraw a dispute**, select the “Withdraw Dispute” button in the dispute that needs to be withdrawn. The dispute must be in the status of “Initiated” or “Acknowledged” to be withdrawn. To return to the previous page, select the “Show Summary” button.

For more information about the review and dispute process, including step-by-step instructions, refer to the [Open Payments User Guide \(PDF\)](#).

**Covered Recipient Records**

Program Year: 2023 Entity Making Payment: -- Select -- Dispute Status: -- Select --

Record ID: Dispute ID:

Listed as PI Only? ☐ Yes ☐ No

Payment Category: ☐ General Payments ☐ Research Payments ☐ Ownership or Investment Interest

Affirmed? ☐ Yes ☐ No

[Clear All](#) [Search](#)

[Available for Review & Dispute](#) [Deleted & In Progress Records](#)

**Showing Results for** [Download Zip File](#)

Program Year: 2023

Select a single record below to dispute payment. Select one or multiple records to affirm payments. To withdraw a dispute, click on view link under Dispute Details column.

[Affirm Record\(s\)](#) [Dispute Record](#)

<input checked="" type="checkbox"/>	Record ID	Dispute ID	Entity Making Payment	Total Payment Amount/Dollar Amount Invested	Date of Payment	Payment Category	Listed as PI Only	Program Year	Affirmed	Dispute Status	Dispute Details
<input checked="" type="checkbox"/>	<a href="#">5935667</a>	230	Special Drugs	\$1,000.00	02/10/2023	General Payments	N/A	2023	Yes	Withdrawn	<a href="#">View</a>


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## Open Payments User Guide for Covered Recipients – July 2024

**Step 2:** Check the box next to the Record ID and select the **Dispute Record** button to dispute the record.

**Figure 199: Review and Dispute Page: Dispute Record Button**



**Review & Dispute**

### Review & Dispute - Doctor Patient

Below is the list of all payments records in which the non-physician practitioner or physician is a covered recipient or principal investigator that are eligible for review and dispute this calendar year. [Show Summary](#)

**Important information**

If the covered recipient is listed as a principal investigator on a research payment record, the covered recipient is not considered the recipient of the payment but is considered associated with the payment. To search for records that identify the covered recipient as a principal investigator, select the "Yes" check box under "Listed as PI Only" and select the "Search" button.

All payment records available for review and dispute will be displayed under the "Available for Review and Dispute" tab, which is selected by default. Records that are in the process of being modified or have been deleted by the reporting entity can be found under the "Deleted and In Progress Records" tab. Records shown in the "Deleted and In Progress Records" tab are for informational purposes only and no review or dispute actions can be taken on them. Once the edits to a record are complete, the records will be returned to the "Available for Review and Dispute" tab for review.

Filtering fields are available to customize the view of the records.

**The user may export the search results** by selecting the "Download Zip File" link on the "Available for Review and Dispute" tab. The downloadable file will be a CSV file compressed into a ZIP file. The file will contain records based on the search criteria and will contain all data fields displayed in the list below as well as other data elements related to the record.

To view all fields on an individual record, select the "Record ID" link.

**To affirm the accuracy of a record**, select the "Affirm Record" button for the record that needs to be affirmed. This optional step is a confirmation that the information about the payment, other transfer of value, or ownership or investment interest is accurate.

**To dispute a payment, other transfer of value, or ownership or investment interest**, select the "Dispute Record" button of the record that needs to be disputed. Enter an explanation for the reason(s) the dispute is being initiated and contact information so the reporting entity can contact you directly with any questions. If the record has previously been disputed, the Dispute Details modal header will show "Disputed" and include the count of disputes associated to the record in parenthesis.

Note: If the non-physician practitioner or physician listed as principal investigator on the record (Listed as PI Only = "Yes"), only the covered recipient's identification as principal investigator for the record and identifying information about the payment details may be disclosed.

[Download Zip File](#)

**Showing Results for** [Download Zip File](#)

Program Year: 2023

Select a single record below to dispute payment. Select one or multiple records to affirm payments.  
To withdraw a dispute, click on view link under Dispute Details column.

[Affirm Record\(s\)](#) [Dispute Record](#)

<input checked="" type="checkbox"/>	Record ID	Dispute ID	Entity Making Payment	Total Payment Amount/Dollar Amount Invested	Date of Payment	Payment Category	Listed as PI Only	Program Year	Affirmed	Dispute Status	Dispute Details
<input checked="" type="checkbox"/>	<a href="#">5935667</a>	230	Special Drugs	\$1,000.00	02/10/2023	General Payments	N/A	2023	Yes	Withdrawn	<a href="#">View</a>

Showing [All](#) of 1 entries [Previous](#) [Next](#)

When the user selects the **Dispute Record** button to initiate a dispute on a record that already has an active dispute (Dispute Status is "Initiated" or "Acknowledged"), the system will display a pop-up window identifying that a dispute has already been initiated against the record with the following messages based on the scenarios explained below:

- The covered recipient (not principal investigator), covered recipient's Authorized Representative (AR), or Teaching Hospital's Authorized Representative (AR)/Authorized Official (AO) has ACTIVE (Dispute Status is "Initiated" or "Acknowledged") disputes against the record. The Record ID

header displays “Disputed (# of disputes)” and the following pop-up message is issued when the user selects the “Dispute Record” button:

The selected payment record has a dispute that is currently in progress.

Select Yes to continue with your dispute request.

Select No to cancel your dispute request.

- The covered recipient is a principal investigator or AR for a covered recipient listed as principal investigator and has NO ACTIVE disputes against the record. The Record ID header only displays the Record ID, and the following pop-up message is issued when the user selects the **Dispute Record** button:

The selected payment record has the covered recipient listed as a principal investigator. A principal investigator is not considered a recipient of a payment but rather is considered associated with the payment.

As a result, the dispute can be initiated for the covered recipient’s association with the selected research payment(s) but not the date, amount, or other values it contains.

Select Yes to continue with your dispute request.

Select No to cancel your dispute request.

- The covered recipient is a principal investigator or AR for a covered recipient listed as a principal investigator and has disputes in status other than “Initiated” or “Acknowledged” against that record. The Record ID header displays “Disputed (# of disputes)” and the following pop-up message is issued when the user selects the **Dispute Record** button:

The selected payment record has the covered recipient listed as a principal investigator. A principal investigator is not considered a recipient of a payment but rather is considered associated with the payment.

As a result, the dispute can be initiated for the covered recipient’s association with the selected research payment(s) but not the date, amount, or other values it contains.

Select Yes to continue with your dispute request.

Select No to cancel your dispute request.

- The covered recipient is a principal investigator or AR for a covered recipient listed as a principal investigator and has ACTIVE (“Initiated” or “Acknowledged”) disputes against the record. The Record ID header displays “Disputed (# of disputes)” and the following pop-up message is issued when the user selects the **Dispute Record** button:

The selected payment record has a dispute that is currently in progress. Note that the covered recipient is listed as a principal investigator in this record. As a result, the dispute can be initiated for the covered recipient’s association with the selected research payment(s) but not the date, amount, or other values it contains.

Select **Yes** to continue with your dispute request.

Select **No** to cancel your dispute request.

**Step 3:** Review the information on the “Dispute Record” window. Enter a detailed reason for why the dispute has been initiated and select the **Send Dispute** button.

**Note it is recommended that the “Dispute Details and Contact Information” text includes direct contact information, such as an email address and/or phone number, within the text box, to facilitate the resolution of the dispute in a timely manner.**

The Open Payments system will send an email to the reporting entity to notify them that a dispute has been initiated. The email will include the contents of the “Dispute Details and Contact Information” text box.

**Figure 200: Dispute Record Window: Send Dispute Button**

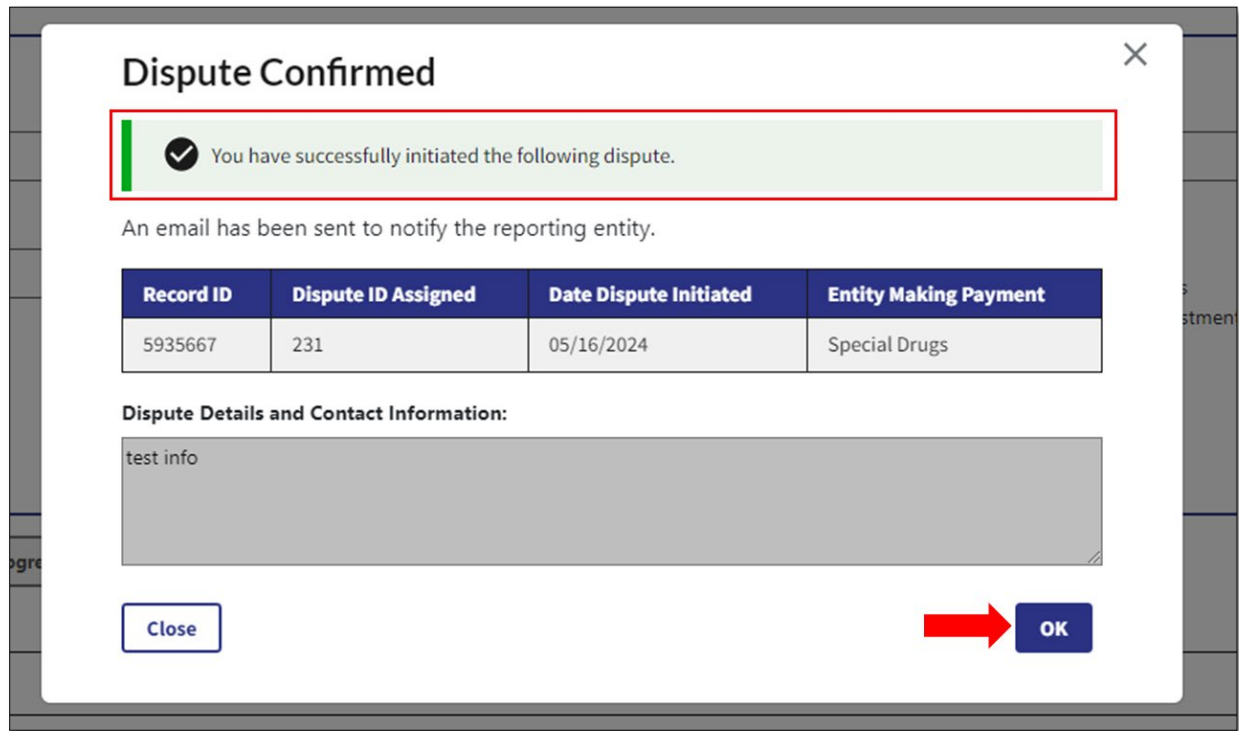
The screenshot shows a web application window titled "Dispute Record" with a close button (X) in the top right corner. Below the title, it says "Doctor Patient". A note states: "A field with an asterisk (\*) is required." The main text area contains instructions: "Explain the reason(s) for disputing the record in the text box below. Include your contact information so the reporting entity can contact you regarding the dispute resolution. Select the 'Send Dispute' button when finished. If you are listed as a principal investigator, you may only dispute your association with the payment or any inaccurate identifying information." Below this, it says "You are disputing the following record:" followed by a table.

Record ID	Entity Making Payment	Date of Payment	Total Payment Amount/Dollar Amount Invested
5935667	Special Drugs	02/10/2023	\$1,000.00

Below the table, it says: "\* Dispute Details and Contact Information: 4000 characters maximum. Characters entered over this limit will not be saved." This is followed by a large text input box. At the bottom left is a "Cancel" button. At the bottom right is a "Send Dispute" button, which is highlighted with a red arrow pointing to it.

**Step 4:** The “Dispute Confirmed” window displays a confirmation message that the dispute has been successfully initiated for that record. Select the **Ok** button to exit out the window and return to the “Review and Dispute” page to perform any additional actions on other records, if applicable.

Figure 201: Dispute Confirmed Window



The covered recipient who initiated the dispute will receive an email notification from the Open Payments system if the reporting entity takes any action on the record. Also, the covered recipient can see any records that are undergoing editing by the entity under the **Deleted and In Progress Records** tab. Records under the **Deleted and In Progress Records** tab will be in either “In Progress” or “Deleted” statuses. The records “In Progress” will display under the **Available for Review and Dispute** tab once the entity has re-attested to them.

## Section 4.5: Withdrawing Disputes

Only records with a dispute status of “Initiated” and/ or “Acknowledged” can be withdrawn. To withdraw a dispute on a record, follow these steps.

**Step 1:** On the “Review and Dispute” page, use the filtering tool to help find the records to be withdrawn (i.e., search for Dispute Status, Dispute ID, etc.), then select the **Search** button. All records available for withdrawing will be under the **Available for Review and Dispute** tab.



**Figure 202: Review and Dispute Page: Record Filtering Tool**

[Home](#)
[Review and Dispute](#)
[Messages](#)
[Contact Us](#)
[Resources](#)

[User Guide](#)
[Help](#)
[Privacy Policy](#)
[QAComp Tester](#)

## Review & Dispute

### Review & Dispute - Doctor Patient

Below is the list of all payments records in which the non-physician practitioner or physician is a covered recipient or principal investigator that are eligible for review and dispute this calendar year. [Show Summary](#)

**Important information**

If the covered recipient is listed as a principal investigator on a research payment record, the covered recipient is not considered the recipient of the payment but is considered associated with the payment. To search for records that identify the covered recipient as a principal investigator, select the "Yes" check box under "Listed as PI Only" and select the "Search" button.

All payment records available for review and dispute will be displayed under the "Available for Review and Dispute" tab, which is selected by default. Records that are in the process of being modified or have been deleted by the reporting entity can be found under the "Deleted and In Progress Records" tab. Records shown in the "Deleted and In Progress Records" tab are for informational purposes only and no review or dispute actions can be taken on them. Once the edits to a record are complete, the records will be returned to the "Available for Review and Dispute" tab for review.

Filtering fields are available to customize the view of the records.

**The user may export the search results** by selecting the "Download Zip File" link on the "Available for Review and Dispute" tab. The downloadable file will be a CSV file compressed into a ZIP file. The file will contain records based on the search criteria and will contain all data fields displayed in the list below as well as other data elements related to the record.

To view all fields on an individual record, select the "Record ID" link.

**To affirm the accuracy of a record**, select the "Affirm Record" button for the record that needs to be affirmed. This optional step is a confirmation that the information about the payment, other transfer of value, or ownership or investment interest is accurate.

**To dispute a payment, other transfer of value, or ownership or investment interest**, select the "Dispute Record" button of the record that needs to be disputed. Enter an explanation for the reason(s) the dispute is being initiated and contact information so the reporting entity can contact you directly with any questions. If the record has previously been disputed, the Dispute Details modal header will show "Disputed" and include the count of disputes associated to the record in parenthesis.

Note: If the non-physician practitioner or physician listed as principal investigator on the record (Listed as PI Only = "Yes"), only the covered recipient's identification as principal investigator for the record and identifying information, such as name, NPI (if applicable), and license details, may be disputed.

**To withdraw a dispute**, select the "Withdraw Dispute" button in the dispute that needs to be withdrawn. The dispute must be in the status of "Initiated" or "Acknowledged" to be withdrawn. To return to the previous page, select the "Show Summary" button.

For more information about the review and dispute process, including step-by-step instructions, refer to the [Open Payments User Guide \(PDF\)](#).

### Covered Recipient Records

Program Year  
2023

Entity Making Payment  
-- Select --

Dispute Status  
Initiated

Record ID

Dispute ID

Listed as PI Only?  
☐ Yes  
☐ No

Payment Category  
☐ General Payments  
☐ Research Payments  
☐ Ownership or Investment Interest

Affirmed?  
☐ Yes  
☐ No

[Clear All](#)
[Search](#)

☒ Available for Review & Dispute
 ☐ Deleted & In Progress Records

Showing Results for  
 Program Year: 2023  
 Review & Dispute Status: Initiated

[Download Zip File](#)

☒ Available for Review & Dispute
 ☐ Deleted & In Progress Records

Showing Results for  
 Program Year: 2023  
 Review & Dispute Status: Initiated

[Download Zip File](#)

Select a single record below to dispute payment. Select one or multiple records to affirm payments.  
 To withdraw a dispute, click on view link under Dispute Details column.

[Affirm Record\(s\)](#)
[Dispute Record](#)

	Record ID	Dispute ID	Entity Making Payment	Total Payment Amount/Dollar Amount Invested	Date of Payment	Payment Category	Listed as PI Only	Program Year	Affirmed	Dispute Status	Dispute Details
<input type="checkbox"/>	<a href="#">5935667</a>	231	Special Drugs	\$1,000.00	02/10/2023	General Payments	N/A	2023	No	Initiated	<a href="#">View</a>

Showing [All](#) of 1 entries

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[1](#)
[Next >](#)

**Step 2:** Select the "View" link in the "Dispute Details" column to view dispute details for the record with the initiated dispute.

**Figure 203: Review and Dispute Page: Dispute Details Column “View” Link**

**Review & Dispute**

## Review & Dispute - Doctor Patient

Below is the list of all payments records in which the non-physician practitioner or physician is a covered recipient or principal investigator that are eligible for review and dispute this calendar year. [Show Summary](#)

**Important Information**

If the covered recipient is listed as a principal investigator on a research payment record, the covered recipient is not considered the recipient of the payment but is considered associated with the payment. To search for records that identify the covered recipient as a principal investigator, select the "Yes" check box under "Listed as PI Only" and select the "Search" button.

All payment records available for review and dispute will be displayed under the "Available for Review and Dispute" tab, which is selected by default. Records that are in the process of being modified or have been deleted by the reporting entity can be found under the "Deleted and In Progress Records" tab. Records shown in the "Deleted and In Progress Records" tab are for informational purposes only and no review or dispute actions can be taken on them. Once the edits to a record are complete, the records will be returned to the "Available for Review and Dispute" tab for review.

Filtering fields are available to customize the view of the records.

**The user may export the search results** by selecting the "Download Zip File" link on the "Available for Review and Dispute" tab. The downloadable file will be a CSV file compressed into a ZIP file. The file will contain records based on the search criteria and will contain all data fields displayed in the list below as well as other data elements related to the record.

To view all fields on an individual record, select the "Record ID" link.

**To affirm the accuracy of a record**, select the "Affirm Record" button for the record that needs to be affirmed. This optional step is a confirmation that the information about the payment, other transfer of value, or ownership or investment interest is accurate.

**To dispute a payment, other transfer of value, or ownership or investment interest**, select the "Dispute Record" button of the record that needs to be disputed. Enter an explanation for the reason(s) the dispute is being initiated and contact information so the reporting entity can contact you directly with any questions. If the record has previously been disputed, the Dispute Details modal header will show "Disputed" and include the count of disputes associated to the record in parenthesis.

Note: If the non-physician practitioner or physician listed as principal investigator on the record (Listed as PI Only = "Yes"), only the covered recipient's identification as principal investigator for the record and identifying information may be displayed. Other details may be disclosed.

☒ Available for Review & Dispute ☐ Deleted & In Progress Records

Showing Results for [Download Zip File](#)

Program Year: 2023

**Instructions:** Select a single record below to dispute payment. Select one or multiple records to affirm payments. To withdraw a dispute, click on view link under Dispute Details column.

[Affirm Record\(s\)](#) [Dispute Record](#)

	Record ID	Dispute ID	Entity Making Payment	Total Payment Amount/Dollar Amount Invested	Date of Payment	Payment Category	Listed as PI Only	Program Year	Record Status	Affirmed	Dispute Details
<input type="checkbox"/>	<a href="#">5935667</a>	230	Special Drugs	\$1,000.00	02/10/2023	General Payments	N/A	2023	Attested	No	<a href="#">View</a>

Showing  of 1 entries [Previous](#) **1** [Next](#)

**Step 3:** Select the “Withdraw Dispute” button in the Dispute Details window.

Figure 204: Dispute Details Window: Withdraw Dispute Button

The screenshot shows a 'Dispute Details' window with a close button (X) in the top right corner. The window is divided into two main sections. The top section, titled 'Record ID: 5935667' and 'Disputed(1)', contains a table of dispute information. The bottom section, titled 'Dispute History', shows a list of disputes with the first one, 'Dispute ID: 230 (Initiated)', highlighted in a red box. Below this, the 'Dispute Details and Contact Information' section includes a text area with the placeholder 'justification verbiage' and a note 'Initiated on 05/15/2024 by Yamini Virkud'. A red arrow points to a blue 'Withdraw Dispute' button. A 'Close' button is located at the bottom right of the window.

Record ID: 5935667		Disputed(1)
Entity Making Payment: Special Drugs	Dollar Amount Invested:	
Payment Category: General Payments	Value of Interest:	
Program Year: 2023	Principal Investigators Associated: Yes	
Affirmed: Yes	Listed as PI Only: Yes	
Total Payment Amount: \$1,000.00	Delay in Publication of Research Payment Indicator: Yes	
Date of Payment: 02/10/2023		

**Dispute History**

- Dispute ID: 230 (Initiated)**

**Dispute Details and Contact Information:**

justification verbiage

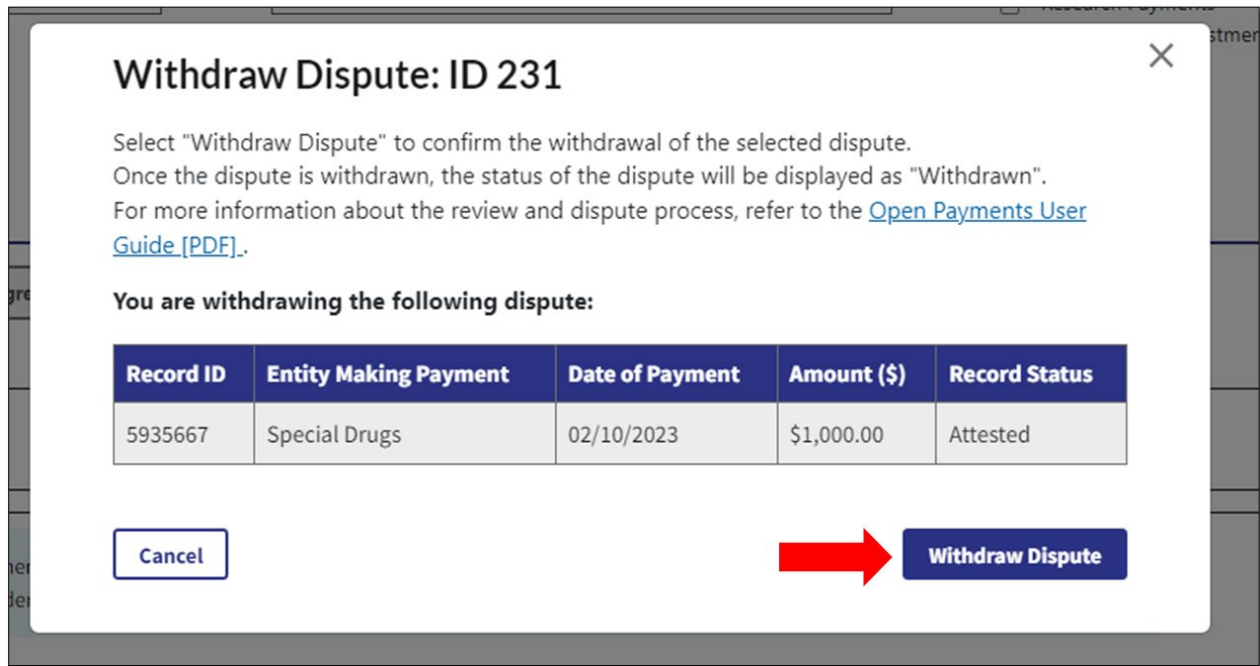
Initiated on 05/15/2024 by Yamini Virkud

**Withdraw Dispute**

Close

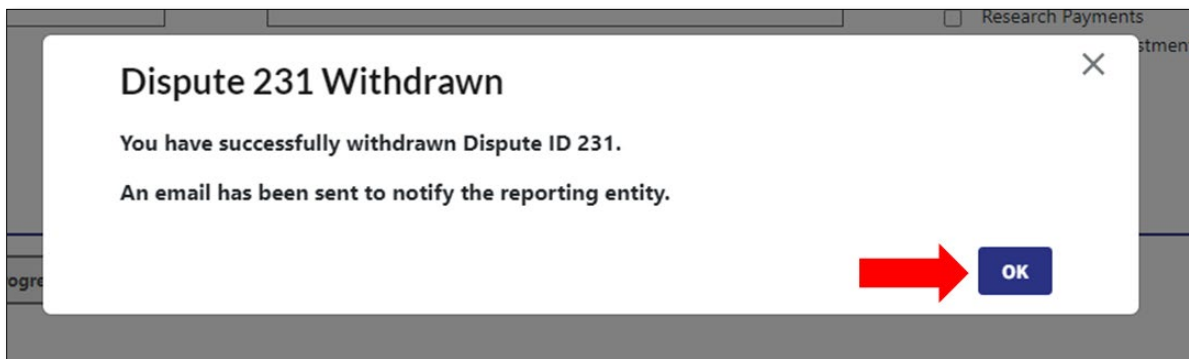
**Step 4:** Review the information on the “Withdraw Dispute ID” window and select the **Withdraw Dispute** button.

Figure 205: Withdraw Dispute ID: Withdraw Dispute Button



**Step 5:** A confirmation message is displayed that the dispute has been successfully withdrawn. Select **Ok** button to exit out of the window and return to the "Review and Dispute page" to perform any additional actions on other records, if applicable. An email notification will be sent to the reporting entity informing them the initiated dispute was withdrawn.

Figure 206: Dispute Withdrawn Confirmation Window



### Section 4.6: Exporting Data

Users can download records associated with them by selecting the "Download Zip File" link on the "Review and Dispute" page.

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Records are exported into a pipe (“|”) delimited CSV format, compressed into a ZIP file. It will contain all data fields displayed in the table and other data elements related to the dispute, including the status of each record’s dispute(s), if applicable.

Downloaded data files cannot exceed the acceptable limit of 20,000 records. If your record volume exceeds the record limit, apply filtering criteria to create smaller subsets of records and download them in multiple files.

Figure 207: Review and Dispute Page: Download Zip File Link

**Review & Dispute**

### Review & Dispute - Doctor Patient

Below is the list of all payments records in which the non-physician practitioner or physician is a covered recipient or principal investigator that are eligible for review and dispute this calendar year. [Show Summary](#)

**Important Information**

If the covered recipient is listed as a principal investigator on a research payment record, the covered recipient is not considered the recipient of the payment but is considered associated with the payment. To search for records that identify the covered recipient as a principal investigator, select the "Yes" check box under "Listed as PI Only" and select the "Search" button.

All payment records available for review and dispute will be displayed under the "Available for Review and Dispute" tab, which is selected by default. Records that are in the process of being modified or have been deleted by the reporting entity can be found under the "Deleted and In Progress Records" tab. Records shown in the "Deleted and In Progress Records" tab are for informational purposes only and no review or dispute actions can be taken on them. Once the edits to a record are complete, the records will be returned to the "Available for Review and Dispute" tab for review.

Filtering fields are available to customize the view of the records.

**The user may export the search results** by selecting the "Download Zip File" link on the "Available for Review and Dispute" tab. The downloadable file will be a CSV file compressed into a ZIP file. The file will contain records based on the search criteria and will contain all data fields displayed in the list below as well as other data elements related to the record.

To view all fields on an individual record, select the "Record ID" link.

**To affirm the accuracy of a record**, select the "Affirm Record" button for the record that needs to be affirmed. This optional step is a confirmation that the information about the payment, other transfer of value, or ownership or investment interest is accurate.

**To dispute a payment, other transfer or value, or ownership or investment interest**, select the "Dispute Record" button of the record that needs to be disputed. Enter an explanation for the reason(s) the dispute is being initiated and contact information so the reporting entity can contact you directly with any questions. If the record has previously been disputed, the Dispute Details modal header will show "Disputed" and include the count of disputes associated to the record in parenthesis.

Note: If the non-physician practitioner or physician listed as principal investigator on the record (Listed as PI Only = "Yes"), only the covered recipient's identification as principal investigator for the record and identifying details, as who disclosed.

[Available for Review & Dispute](#) [Deleted & In Progress Records](#)

Showing Results for [Download Zip File](#)

Program Year: 2023

Select a single record below to dispute payment. Select one or multiple records to affirm payments.  
To withdraw a dispute, click on view link under Dispute Details column.

[Affirm Record\(s\)](#) [Dispute Record](#)

Record ID	Dispute ID	Entity Making Payment	Total Payment Amount/Dollar Amount Invested	Date of Payment	Payment Category	Listed as PI Only	Program Year	Affirmed	Dispute Status	Dispute Details
<input type="checkbox"/> <a href="#">5935667</a>	230	Special Drugs	\$1,000.00	02/10/2023	General Payments	N/A	2023	No	Withdrawn	<a href="#">View</a>
<input type="checkbox"/> <a href="#">5935667</a>	231	Special Drugs	\$1,000.00	02/10/2023	General Payments	N/A	2023	No	Withdrawn	<a href="#">View</a>

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### Chapter 5: System Messages

This chapter on System Messages provides detailed information on how to search for system generated email messages received by the covered recipient physician or teaching hospital in the past 12 months.

#### Section 5.1: System Messages

As a Covered Recipient user, you can view system generated messages sent to you within the past 12 months.

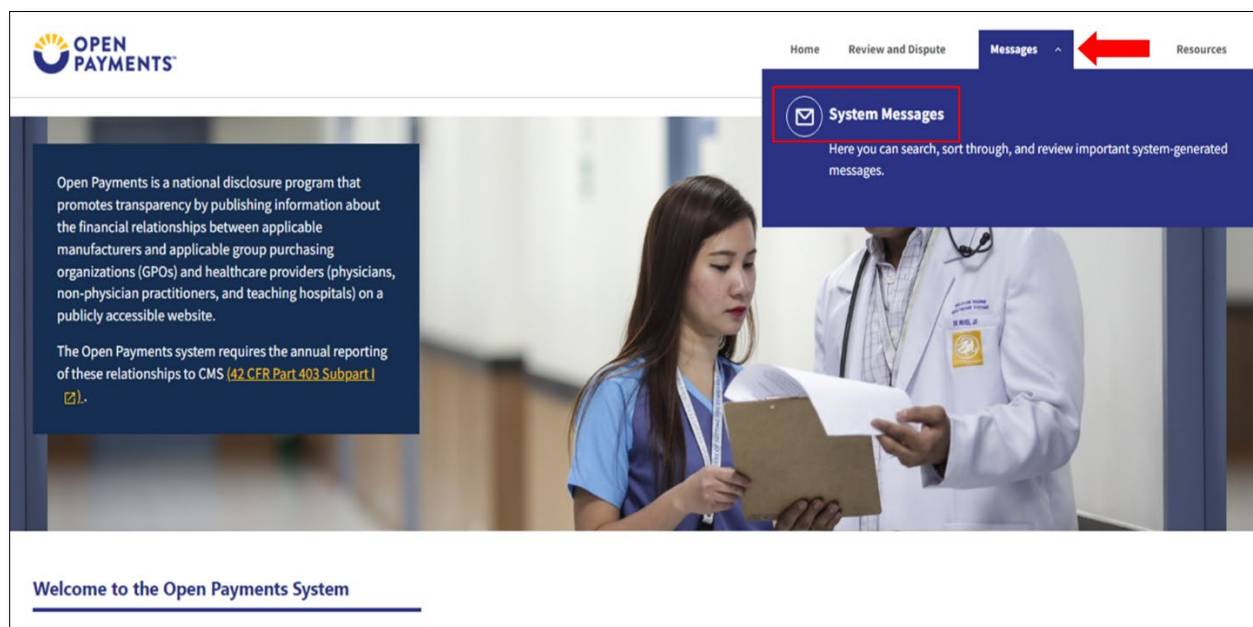
A system generated email is an email generated in response to any action performed in the Open Payments system. For example, during the registration process, once a covered recipient registers on the CMS Open Payments system, an email is sent out to the covered recipient confirming registration. This is a system generated email that can be viewed on the “Messages” tab.

The “Messages” tab is accessible from the Open Payments System home page. Once you are redirected to the “System Messages” page, you can view the following searchable fields: (1) Teaching Hospital, Physician, or NPP Name, (2) Record ID, (3) Payment Category, and (4) Message Category. All these fields are optional to refine your search.

##### 5.1a: Instructions for searching messages

**Step 1:** Log in to the Open Payments system at <https://openpayments.system.cms.gov> using your IDM credentials and select the **Messages** tab on the tool bar and then select **System Messages**.

Figure 208: Open Payments Messages Tab: System Messages Option



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**Step 2:** On the “Messages” page, you can search results based on the following search criteria:

- Teaching Hospital or Physician or NPP Name
- Record ID (only applicable for Message Category of “Review and Dispute”)

**Figure 209: Messages Page: System Messages Search Criteria**

The screenshot shows the 'Messages' page in the Open Payments system. At the top, there is a navigation bar with links for Home, Review and Dispute, Messages (selected), Contact Us, and Resources. The main heading is 'Messages'. Below this, a section titled 'System' contains instructions: 'The table below provides information on the system generated email messages received by the covered recipient. Search and filtering tools above the table can customize the view of the messages displayed. For more information on the actions you can take on this page, refer to the [Open Payments User Guide for Covered Recipients \(PDF\)](#).' Below the instructions, there is a search interface. It includes a dropdown menu labeled '-- Select --' with a red arrow pointing to it. The dropdown menu is open, showing two options: 'Record ID' and 'Covered Recipient Name'. To the right of the dropdown is a text input field and a 'Search' button. Below the search interface, there is a 'Filter' button and a 'No Filters Applied' link. At the bottom, a table displays message data. The table has five columns: 'Message Category', 'Message Subject', 'Recipient Role(s)', 'Payment Category', and 'Date/Time Received'. The first row of data shows 'Registration' as the category, 'Open Payments System Successful Vetting Notification' as the subject, 'Covered Recipient' as the role, and '05/22/2024 | 08:50 PM' as the date and time.

Message Category	Message Subject	Recipient Role(s)	Payment Category	Date/Time Received
Registration	<a href="#">Open Payments System Successful Vetting Notification</a>	Covered Recipient		05/22/2024   08:50 PM

**Step 3a:** Select the **Search** button to initiate the search. After selecting the **Search** button, a data table with the list of messages will display. This list of messages is sorted from newest to oldest.

**Figure 210: Search Button for System Messages**

The screenshot shows the 'Messages' section of the Open Payments user interface. At the top, there's a navigation bar with links: Home, Review and Dispute, Messages (selected), Contact Us, and Resources. Below the navigation bar, the 'Messages' section is titled. It contains a 'System' header and a table of system-generated email messages. Above the table, there's a search bar with a dropdown menu for 'Covered Recipient Name' and a 'Search' button. A red arrow points to the 'Search' button. Below the search bar, there's a table with columns: Message Category, Message Subject, Recipient Role(s), Payment Category, and Date/Time Received. The table contains three rows of messages, all with the subject 'Open Payments System Vetting In Process Notification' and the recipient role 'Covered Recipient'. The dates are 05/22/2024 at 08:50 PM and 08:48 PM.

**System**

The table below provides information on the system generated email messages received by the covered recipient.

Search and filtering tools above the table can customize the view of the messages displayed.

For more information on the actions you can take on this page, refer to the [Open Payments User Guide for Covered Recipients \[PDF\]](#).

**Covered Recipient Name** [dropdown] Covered Recipient **Search**

Covered Recipient Name: [x]

[No Filters Applied](#) **Filter** +

Message Category	Message Subject	Recipient Role(s)	Payment Category	Date/Time Received
Registration	<a href="#">Open Payments System Successful Vetting Notification</a>	Covered Recipient		05/22/2024   08:50 PM
Registration	<a href="#">Open Payments System Vetting In Process Notification</a>	Covered Recipient		05/22/2024   08:50 PM
Registration	<a href="#">Open Payments System Vetting In Process Notification</a>	Covered Recipient		05/22/2024   08:48 PM

**Step 3b:** Select the **Filter** button to help refine your search results based on the following criteria:

- Message Category
- Payment Category (only applicable for Message Category of Review and Dispute)



**Figure 211: System Messages Search Results Filter Button**

The screenshot shows the 'Messages' section of the Open Payments user interface. At the top, there's a navigation bar with links for Home, Review and Dispute, Messages, Contact Us, and Resources. Below this, the 'Messages' header is displayed. A 'System' section provides information about the system-generated email messages and includes a search bar for 'Covered Recipient Name'. Below the search bar, a table of messages is shown. The table has columns for Message Category, Message Subject, Recipient Role(s), and Payment Category. A filter button labeled 'Filter +' is located to the right of the table, and a red arrow points to it. A filter dropdown menu is also visible, showing options for Message Category and Payment Category.

Message Category	Message Subject	Recipient Role(s)	Payment Category
Registration	<a href="#">Open Payments System Successful Vetting Notification</a>	Covered Recipient	
Registration	<a href="#">Open Payments System Vetting In Process Notification</a>	Covered Recipient	
Registration	<a href="#">Open Payments System Vetting In Process Notification</a>	Covered Recipient	
Registration	<a href="#">Open Payments System Vetting In Process Notification</a>	Covered Recipient	
Nomination	<a href="#">Open Payments System - Authorized Representative Selected Nomination</a>	Covered Recipient	

**Step 4:** Select the message subject hyperlink under the “Message Subject” column for the message you wish view.

**Figure 212: Message Subject Hyperlink**

## Messages

**System**

The table below provides information on the system generated email messages received by the covered recipient.

Search and filtering tools above the table can customize the view of the messages displayed.

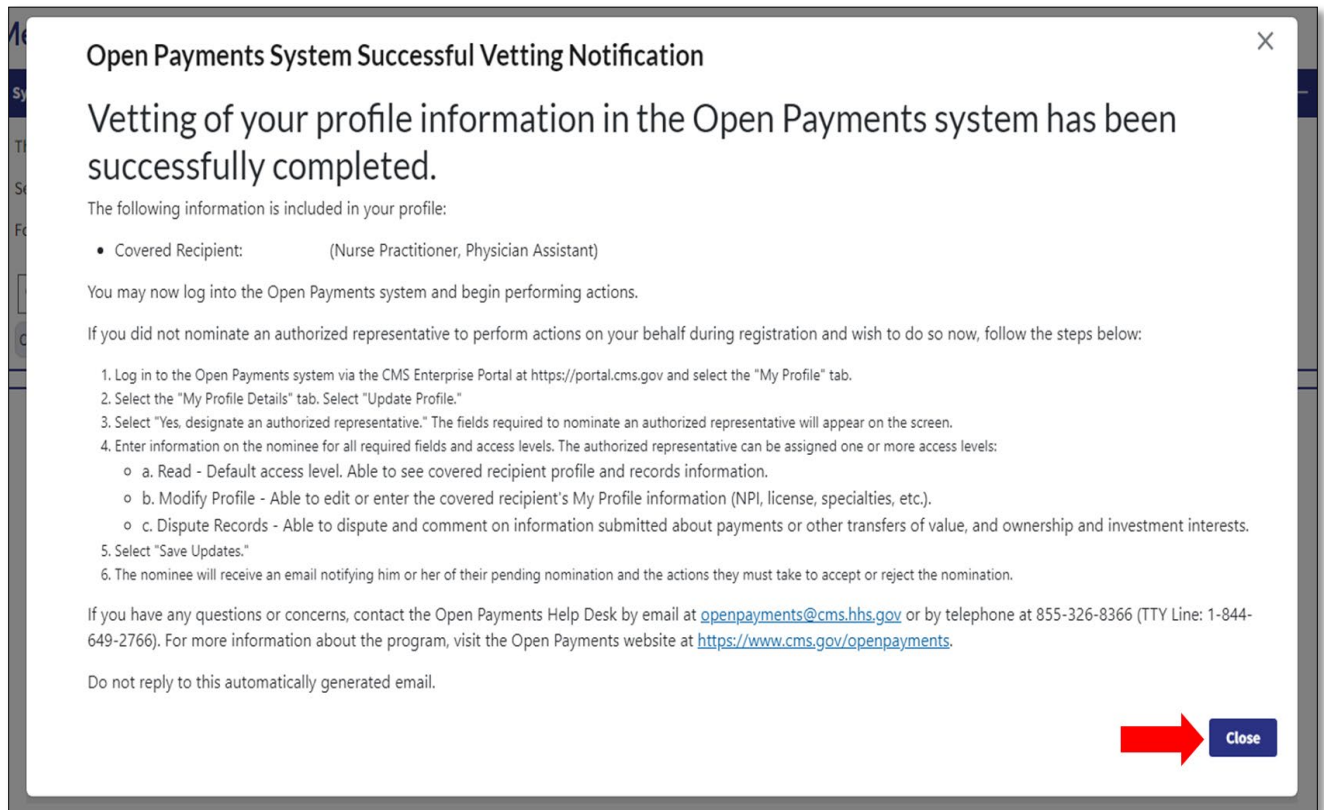
For more information on the actions you can take on this page, refer to the [Open Payments User Guide for Covered Recipients \[PDF\]](#).

No Filters Applied

Message Category	Message Subject	Recipient Role(s)	Payment Category	Date/Time Received
Registration	<a href="#">Open Payments System Successful Vetting Notification</a>	Covered Recipient		05/22/2024   08:50 PM
Registration	<a href="#">Open Payments System Vetting In Process Notification</a>	Covered Recipient		05/22/2024   08:50 PM
Registration	<a href="#">Open Payments System Vetting In Process Notification</a>	Covered Recipient		05/22/2024   08:48 PM
Registration	<a href="#">Open Payments System Vetting In Process Notification</a>	Covered Recipient		05/22/2024   08:47 PM
Nomination	<a href="#">Open Payments System - Authorized Representative Rejected Nomination</a>	Covered Recipient		05/21/2024   11:40 AM
Nomination	<a href="#">Open Payments System Action Required -Authorized Representative Nomination</a>	Authorized Representative		05/21/2024   11:37 AM
User/Nomination Deactivation	<a href="#">Open Payments System Nomination Deactivation</a>	Authorized Representative		05/21/2024   11:36 AM

**Step 5:** View the full message displayed in the pop-up window and select the **Close** button when done.

**Figure 213: Full Message Window: Close Button**



### Appendix A: Glossary of Terms for Open Payments

**Note:** The text of the Open Payments Final Rule (42 C.F.R. § 403.902) is available at <https://www.cms.gov/OpenPayments/Downloads/Affordable-Care-Act-Section-6002-Final-Rule.pdf>.

#### **Applicable Manufacturer:**

Applicable manufacturers are entities that operate in the United States and (1) are engaged in the production, preparation, propagation, compounding, or conversion of a covered drug, device, biological, or medical supply, but not if such covered drug, device, biological, or medical supply is solely for use by or within the entity itself or by the entity's own patients (this definition does not include distributors or wholesalers (including, but not limited to, re-packagers, re-labelers, and kit assemblers) that do not hold title to any covered drug, device, biological, or medical supply); or (2) are entities under common ownership with an entity described in part (1) of this definition, which provides assistance or support to such entities concerning the production, preparation, propagation, compounding, conversion, marketing, promotion, sale, or distribution of a covered drug, device, biological, or medical supply. (See 42 C.F.R. § 403.902)

#### **Applicable Group Purchasing Organization (GPO):**

Applicable group purchasing organizations (GPOs) are entities that operate in the United States and purchase, arrange for, or negotiate the purchase of covered drugs, devices, biologicals, or medical supplies for a group of individuals or entities, but not solely for use by the entity itself. (See 42 C.F.R. § 403.902)

#### **Assistance or Support:**

Assistance or support means to provide a service or services needed to produce, prepare, propagate, compound, convert, market, promote, sell, or distribute a covered drug, device, biological, or medical supply. (See 42 C.F.R. § 403.902)

#### **Biologicals:**

For the purpose of Open Payments, biologicals are defined as in Section 1927(k)(2)(B) of the Social Security Act, which includes a cross-reference to licensure under Section 351 of the Public Health Service Act ("PHS Act").

#### **Common Ownership:**

Common ownership is when the same individual, individuals, entity, or entities directly or indirectly own five percent or more of two entities. This includes, but is not limited to, parent corporations, direct and indirect subsidiaries, and brother or sister corporations. (See 42 C.F.R. § 403.902)

### **Consolidated Report:**

A consolidated report is a report filed by an applicable manufacturer, which includes payments or other transfers of value to covered recipients, physician owners or investment interests for the applicable manufacturer filing and applicable manufacturers under common ownership. (See 42 C.F.R. § 403.908(d))

### **Covered Recipients:**

Covered recipients are any physicians (see [Physicians](#) for an extensive explanation of how Open Payments defines this group) who are not employees of the applicable manufacturer that is reporting the payment; or NPPs (see *NPPs* for an extensive explanation of how Open Payments defines this group) who are not employees of the applicable manufacturer that is reporting the payment; or teaching hospitals that receive payment for Medicare direct graduate medical education (GME), inpatient prospective payment system (IPPS) indirect medical education (IME), or psychiatric hospital IME programs during the last calendar year for which such information is available. (See 42 C.F.R. § 403.902)

### **General Payments:**

Payments or other transfers of value not made in connection with a research agreement or research protocol as required in Open Payments.

### **Non-Covered Recipient Entity:**

Non-covered recipient entities are entities that do not meet the Open Payments definition of a covered recipient (see 42 C.F.R. § 403.902). Non-covered recipient entities may include non-teaching hospitals or clinics. A payment or other transfer of value to a non-covered recipient entity is reportable if it is a research payment with at least one associated covered recipient principal investigator.

### **Non-Covered Recipient Individual:**

Non-covered recipient individuals are individuals who do not meet the Open Payments definition of a covered recipient (see 42 C.F.R. § 403.902). Non-covered recipient individuals may include non-physician employees of a teaching hospital or physician-owned practice. A payment or other transfer of value to a non-covered recipient individual is reportable if it is a research payment with at least one associated covered recipient principal investigator.

### **Non-Physician Practitioners:**

The Open Payments program expanded the definition of covered recipients to include the following NPPs:

- Physician Assistant (PA): an individual who performs such services as such individual is legally authorized to perform (in the State in which the individual performs such

services) in accordance with State law (or the State regulatory mechanism provided by State law), and who meets such training, education, and experience requirements (or any combination thereof) as the Secretary may prescribe in regulations.

- Nurse Practitioner (NP): an individual who performs such services as such individual is legally authorized to perform (in the State in which the individual performs such services) in accordance with State law (or the State regulatory mechanism provided by State law), and who meets such training, education, and experience requirements (or any combination thereof) as the Secretary may prescribe in regulations.
- Clinical Nurse Specialist (CNS): an individual who is a registered nurse and is licensed to practice nursing in the State in which the clinical nurse specialist services are performed; and holds a master's degree in a defined clinical area of nursing from an accredited educational institution.
- Certified Registered Nurse Anesthetist (CRNA)/Anesthesiologist Assistant (AA): a certified registered nurse anesthetist licensed by the State who meets such education, training, and other requirements relating to anesthesia services and related care as the Secretary may prescribe. In prescribing such requirements the Secretary may use the same requirements as those established by a national organization for the certification of nurse anesthetists.
- Certified Nurse-Midwife (CNM): a registered nurse who has successfully completed a program of study and clinical experience meeting guidelines prescribed by the Secretary, or has been certified by an organization recognized by the Secretary

### **Open Payments:**

Open Payments is a national transparency program which requires:

- Applicable manufacturers of covered drugs, devices, biologicals, or medical supplies to report information about payments or other transfers of value to physicians, NPPs, and teaching hospitals to CMS every year.
- Applicable manufacturers and applicable group purchasing organizations (GPOs) to report information about ownership and investment interests held by physicians or their immediate family members to CMS every year.
- Applicable GPOs to report information about payments or other transfers of value made to physicians owners and investment interests to CMS every year.

### **Physicians:**

For the purposes of Open Payments, physicians are defined as doctors of medicine or osteopathy practicing medicine or surgery, doctors of dental medicine or dental surgery

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practicing dentistry, doctors of podiatric medicine, doctors of optometry, or chiropractors, all legally authorized to practice by their state.

### Physician Owners or Investors:

Physicians who have an ownership or investment interests in an applicable manufacturer or applicable group purchasing organization. Applicable manufacturers and applicable group purchasing organizations are required to report ownership or investment interests held by a physician or a physician's immediate family member in an applicable manufacturer or applicable group purchasing organization.

### Research Payments:

Payments or other transfers of value made in connection with a research agreement or research protocol as required in Open Payments.

### Special Characters:

Characters that are neither letters nor numbers. Special characters include punctuation, spaces, and other non-alphanumeric symbols.

Special characters are required in registration fields where appropriate. For example, the "@" symbol and the period are required in email address fields, while dashes are required in telephone number fields.

**Data elements of submitted records** may contain only the special characters allowed per the "Submission Data Mapping Document," which is found on the Resources page of the Open Payments website at <https://www.cms.gov/OpenPayments/Resources>. Note that there are multiple versions of the Submission Data Mapping Document based on program year. Consult the Submission Data Mapping Document for the program year of your records.

**Free text fields** allow all special characters on a standard U.S. keyboard, excepting ALT+NUMPAD ASCII Key characters. Below are the special characters allowed in free text fields.

**Figure 214: Special Characters Allowed in Free-Text Fields**

Special Character	Description
+	Plus sign
&	Ampersand
'	Apostrophe
*	Asterisk
@	At sign
\	Backslash
^	Caret
:	Colon
,	Comma

Special Character	Description
\$	Dollar sign
Space	Space character
=	Equal
!	Exclamation mark
/	Forward slash
`	Grave accent
>	Greater than
–	Minus sign/hyphen
(	Left parenthesis
{	Left curly brackets
[	Left square brackets
<	Less than
%	Percent
.	Period
#	Pound
?	Question mark
"	Quotation marks
)	Right parenthesis
}	Right curly brackets
]	Right square brackets
;	Semi-colon
	Pipe
~	Tilde
+	Plus sign

**Characters used in foreign languages** that are not used in English must be converted to English characters to be acceptable to the Open Payments system. Refer to the conversion table below.

**Figure 215: Conversions for Foreign Language Characters**

Foreign Character	Convert to English Character
À	A
Á	A
Â	A
Ã	A
Ä	A
Å	A
È	E
É	E
Ê	E
Ë	E



Foreign Character	Convert to English Character
ì	I
í	I
î	I
ï	I
ò	O
ó	O
ô	O
õ	O
ö	O
ø	O
ù	U
ú	U
û	U
ü	U

### Teaching Hospital:

Teaching hospitals are hospitals that receive payment for Medicare direct graduate medical education (GME), IPPS indirect medical education (IME), or psychiatric hospital IME programs during the last calendar year for which such information is available. (See 42 C.F.R. § 403.902). The full list of affected teaching hospitals can be found on the Resources page of the Open Payments website at <https://www.cms.gov/OpenPayments/Resources>.

### Disclosure

- **Disclaimer:** The contents of this document do not have the force and effect of law and are not meant to bind the public in any way unless specifically incorporated into a contract. This document is intended only to provide clarity to the public regarding existing requirements under the law.
- **Activities/persons addressed by this document:** Guidance for physicians, NPPs, and teaching hospitals on Open Payments, including how to register, and review, and dispute attributed data.
- **Date of document issuance:** July 2024
- **Replacement / Revision Status:** Revision to previous versions
- **Agency Identifier:** CPI DASG/CPI DTP/DASG/CPI 3818
- **Summary of Document:** A one-stop-shop resource to help physicians, NPPs, and teaching hospitals understand in detail how the Open Payments system works.
- **Citation to statutory provision/regulation applicable to this document:**
  - **Statute citation:** Social Security Act SEC. 1128G. [42 U.S.C. 1320a-7h]
  - **Rule citation:** 42 C.F.R. §403.900-14