Transforming Episode Accountability Model (TEAM)

TEAM Portal User Guide

May 2025

- **TEAM Portal Overview**

- **Helpful Tips Before You Begin**

- **Section 1 – Creating a CMS Identity Management Account (IDM)**

- **Section 2 – Registering for the TEAM Portal**

- **Section 3 – Logging into the TEAM Portal**

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- **Need Help?**

- **Appendix**

Portal Link: https://app.innovation.cms.gov/TEAM/IDMLogin

The **TEAM Portal** is an online platform that allows users to:

- Access and review organizational information

- Update and manage points of contact (POCs)

- Manage and submit the required model Agreements & Attestations
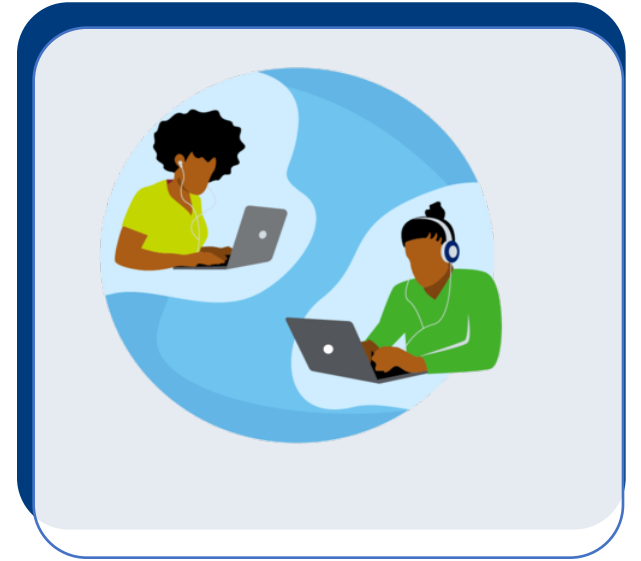
- **Users with a CMS Identity Management (IDM) account created for another CMS Innovation Center Model should use the same CMS IDM account in the TEAM Portal.**

- For security reasons, users are automatically logged out of the portal if there is no activity for more than 30 minutes.

- The site has been optimized for the Google Chrome browser. For the best experience, please download Google Chrome and make it your default browser. All modern browsers (i.e., Microsoft Edge - Chromium, Firefox, Safari) will also work, but certain features may not display well.

- **508 Compliance** - If you use assistive technologies to navigate and access information, please contact the Center for Medicare & Medicaid Innovation (CMS Innovation Center) Salesforce Help Desk at 1-888-734-6433, option 5, or email CMMIForceSupport@cms.hhs.gov.

- Passwords can only be changed **once every 24 hours**.

- The full process of creating a CMS IDM account, creating a TEAM Portal account, and navigating the TEAM Portal is estimated to take approximately 30 minutes. Please note that each section in this User Guide includes a time estimate for completion.

Section 1 – Creating a CMS IDM Account

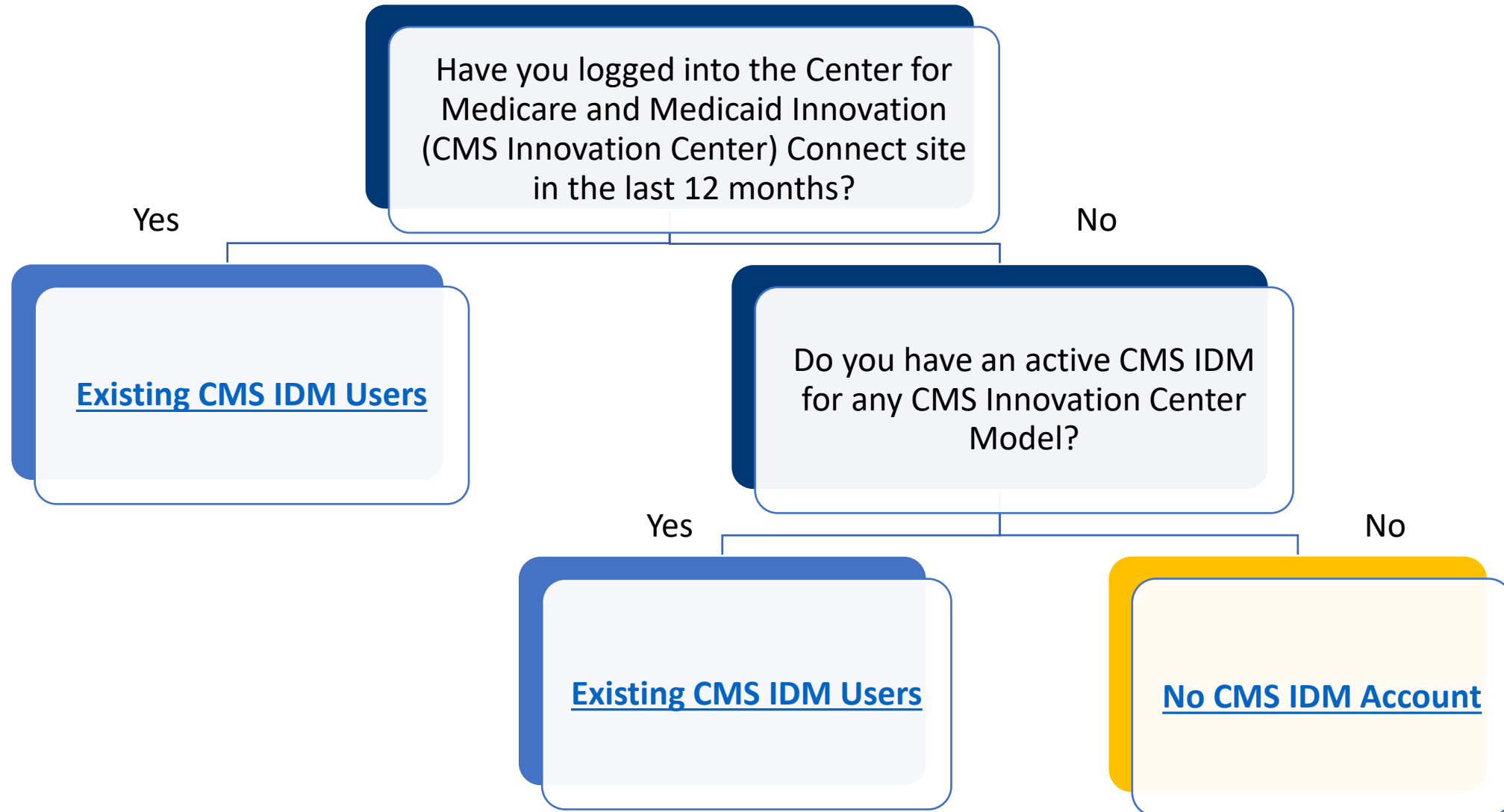*Step 1: CMS IDM Account Confirmation – Includes a flowchart for determining if you have a CMS IDM account*

Step 2: Create a CMS IDM Account – Includes instructions for creating a CMS IDM account

Time estimate: 4 minutes (7 slides)

Use the flowchart to determine if you have a CMS IDM account and click on the hyperlink to navigate to the specific instructions.

Have you logged into the Center for Medicare and Medicaid Innovation (CMS Innovation Center) Connect site in the last 12 months?

Yes

No

Existing CMS IDM Users

Do you have an active CMS IDM for any CMS Innovation Center Model?

Yes

No

Existing CMS IDM Users

No CMS IDM Account

1

Enter this URL into your browser to access the **portal login page** :
https://app.innovation.cms.gov/TEAM/IDMLogin
Be sure to enter this **exact link.** Other CMS portals' login pages look similar but, will not grant you access to the Portal.

2 **ALL USERS** must register by clicking the "New User Registration" button in green.

If **technical problems arise** at any point while using the Portal, email **CMMIForceSupport@cms.hhs.gov** or call 1-888-734-6433, option 5.

!

Please DO NOT refresh the browser/tab during the registration process.

TEAM

CMS.gov

Existing CMS Identity Management (IDM) Account Verification

* Do you have an **existing CMS Identity Management (IDM) account?**   Not sure? Click to verify

○ Yes
○ No
○ I don't know

Cancel   Next >>

Help Links

If you already have access to: https://portal.cms.gov/ (ex. OCM data registry) or https://harp.qualitynet.org/login/login (ex. QPP), please use these credentials to access your account.

Please DO NOT refresh the browser / tab during registration process.

3

As a new user attempting to access the Portal, select "No."

4

Click "Next."

If you already have a CMS IDM account, navigate to _Section 2 Registering for the TEAM Portal._

5 Complete all required fields.

TEAM

CMS.gov

IDM Registration

* Create New Username for CMS-IDM ⓘ

> Create New Username for CMS-IDM

* Legal First Name

> Legal First Name

* Legal Last Name

> Legal Last Name

6

Click the check box next to "I'm not a robot."

* Email Address

> Email Address

Username Requirements

- Username must be between 6 and 70 characters
- Username must start and end with an alphanumeric character (e.g. 0-9, A-Z, a-z)
- Username must contain at least one letter (e.g. A-Z, a-z)
- Username must not contain 9 consecutive numbers (e.g. "Password123456789" is NOT allowed)
- Username must not contain consecutive special characters (e.g. "P@--word" is NOT allowed)
- Username only supports the following special characters: @,.-,_
- Username must be in email format if special character @ is used

☐ I'm not a robot
reCAPTCHA
Privacy - Terms

7

<< Back   Return to Login   Next >>

Click "Next."

Please DO NOT refresh the browser / tab during registration process.

❗ CMS restricts the use of YOPmail and personal email addresses (AOL, Yahoo, Gmail, etc.). We require the use of professional or organizational email addresses. The username does NOT have to be your email address.

The system will display a message that indicates the account was successfully created.

TEAM

CMS.gov

Thank you for registering with CMS Identity Management (IDM), your account has been created successfully.

Before accessing the requested Portal, you will need to verify your identity through Remote Identify Proofing (RIDP). This one-time process takes 5 to 10 minutes and requires your address, Date of Birth and Social Security Number. Learn more about RIDP

Return to Login   Continue to Verify Identity

8

Click "Continue to Verify Identity" to verify your identity through Remote Identity Proofing (RIDP).

Please DO NOT refresh the browser / tab during registration process.

Select the following link to learn more about RIDP.

CMS uses the Experian RIDP service to confirm your identity. Please note, the identity verification questions will be specific to you. Sample questions are displayed below.

!

The page will time out after 10 minutes. A timer will show how much time remains to complete the questions.

9 Enter all required information and select "Next."

10 Enter all required information and select "Submit Answers."

11

If you have answered the identity verification questions correctly, a notification will display that you have successfully completed the verification process. You will receive an email to activate your CMS IDM account and be redirected to the portal login page. **Should the RIDP verification process fail,** you will be prompted to contact Experian (1-866-578-5409) for identity proofing via phone.

CMS.gov

Thank you.

You have successfully completed the Remote Identity Proofing process. You will receive an email to activate your CMS-IDM account.

If you have any questions, please contact the CMMI Help Desk at 1-888-734-6433, option 5 or email CMMIForceSupport@cms.hhs.gov.

Return to Login

Please DO NOT refresh the browser / tab during registration process.

Once you receive the email, navigate to *Section 3 Logging into the TEAM Portal*

Section 2 – Registering for the TEAM Portal

Time estimate: 5 minutes (6 slides)
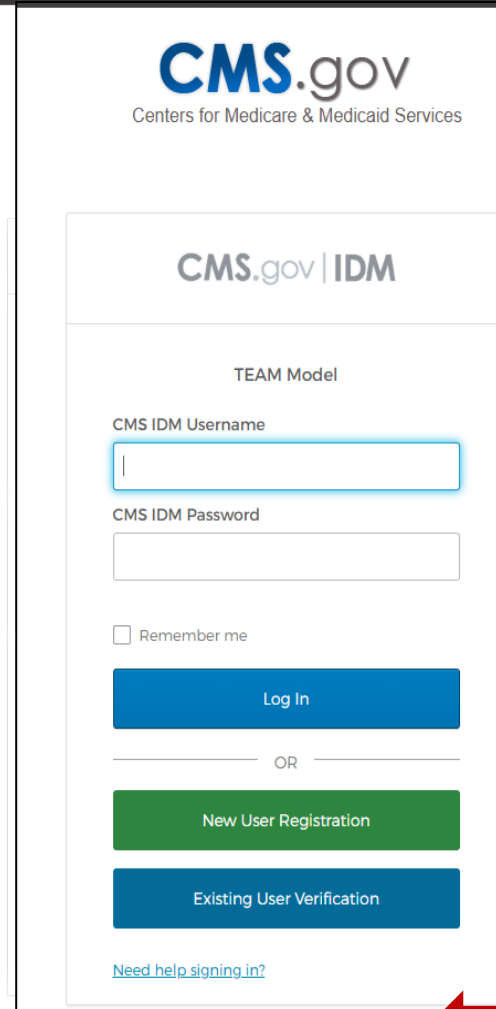
1 Enter this URL into your browser to access the **portal login page**: **https://app.innovation.cms.gov/TEAM/IDMLogin** Be sure to enter this **exact link.** Other CMS portals' login pages look similar but will not grant you access to the Portal.

2 **ALL USERS** must register by clicking the "New User Registration" button in green.

If **technical problems arise** at any point while using the Portal, click "Need help signing in?," email **CMMIForceSupport@cms.hhs.gov** or call 1-888-734-6433, option 5

CMS IDM Login

https://app.innovation.cms.gov/TEAM/IDMLogin

InPrivate

CMS.gov
Centers for Medicare & Medicaid Services

CMS.gov | IDM

TEAM Model

CMS IDM Username

CMS IDM Password

☐ Remember me

Log In

OR

New User Registration

Existing User Verification

Need help signing in?

HELP DESK

Technical Issues
Please contact CMMIForceSupport@cms.hhs.gov or call 1-888-734-6433, option 5.

! Please DO NOT refresh the browser / tab during registration process.

CMS.gov

Existing CMS Identity Management (IDM) Account Verification

* Do you have an existing CMS Identity Management (IDM) account? Not sure? Click to verify

Select "Yes." **3**

◉ Yes
◯ No
◯ I don't know

4

Click "Next."

Cancel   Next >>

Pl...owser / tab during registration process.

Help Links

If you already have access to: https://portal.cms.gov/ (ex. OCM data registry) or
https://harp.qualitynet.org/login/login (ex. QPP), please use these credentials to access
your account.

If you do not have CMS IDM access, select "No" and navigate to *Section 1 registering for CMS IDM*

CMS.gov

Existing CMS IDM Account Verification

The one-time verification code will be sent to your email address linked to CMS-IDM account to verify identity.

5

* Enter your CMS IDM Username ⓘ

TestTEAM_2026

Enter your CMS IDM username.

<< Back   Return to Login   Next >>

6

Click "Next."

Please DO NOT refresh the brows... ...ocess.

CMS.gov

There is an existing user associated with this email with an active CMS IDM account. Please login with CMS IDM credentials.

Existing CMS IDM Account Verification

One-time verification code has been sent to CMS IDM email address. It is valid for current session.

* Enter your CMS IDM Username ⓘ

TestTEAM_2026

❗ If this error appears, *section 3 login* to proceed to Section 3 of this user guide – Logging into the TEAM Portal.

❗ If this error appears, you have not been added as a POC for TEAM and you must reach out to your organization's primary POC to be added. If you do not know who your organization's primary POC is, email **CMMI_TEAM@cms.hhs.gov.**

CMS.gov

There is no contact associated with the email address entered, TestTEAM2026@malinator.com. Please email the TEAM inbox at TEAM@cms.hhs.gov to set up your account.

Existing CMS IDM Account Verification

One-time verification code has been sent to CMS IDM email address. It is valid for current session.

* Enter your CMS IDM Username ⓘ

TestTEAM_2026

* Do you have prior access to any Model / Connect Community?

◯ Yes
◉ No

<< Back   Return to Login   Next >>

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CMS.gov

Existing CMS IDM Account Verification

One-time verification code has been sent to CMS IDM email address. It is valid for current session.

* Enter your CMS IDM Username ⓘ

TestTEAM_2026

* Enter Verification Code ⓘ

000000   00:09:50
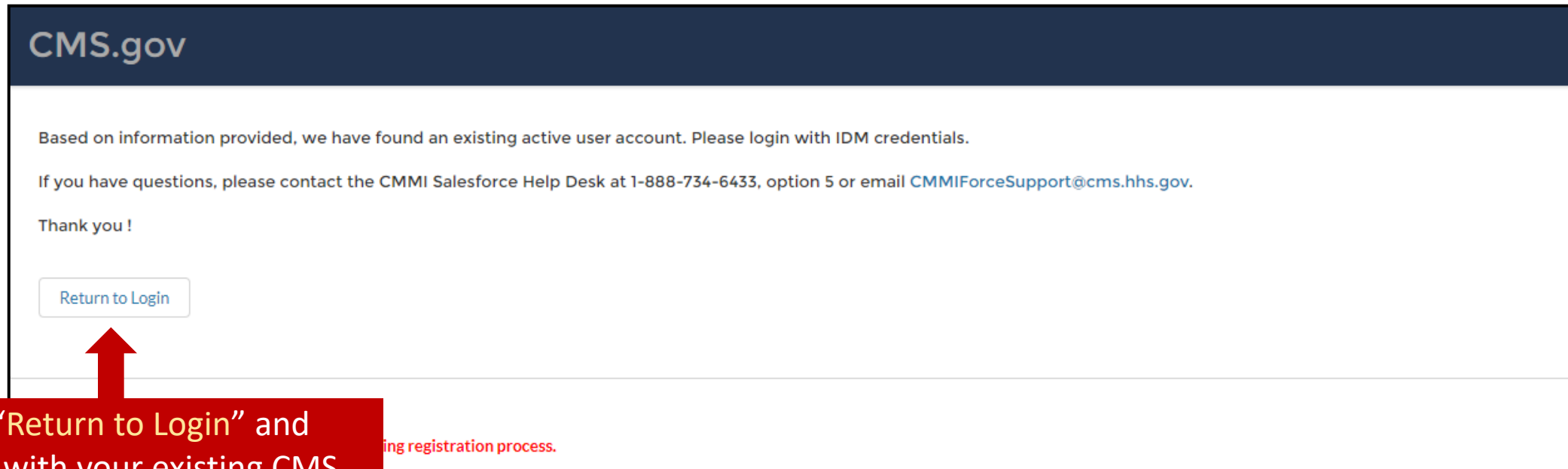
<< Back   Return to Login   Validate OTP & Proceed

7 Enter the verification code sent to the email address associated with your CMS IDM account. The code is valid for 10 minutes.

8 Click "Validate OTP & Proceed."

18

If you have completed registration, you will see this page and can log into the TEAM Portal.

CMS.gov

Based on information provided, we have found an existing active user account. Please login with IDM credentials.

If you have questions, please contact the CMMI Salesforce Help Desk at 1-888-734-6433, option 5 or email CMMIForceSupport@cms.hhs.gov.

Thank you !

Return to Login

ing registration process.

9

Click "Return to Login" and log in with your existing CMS IDM credentials.

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Section 3 – Logging into the TEAM Portal

Time estimate: 2 minutes (3 slides)

1 Enter this URL into your browser to access the Portal Login: **https://app.innovation.cms.gov/TEAM/IDMLogin**

2 Enter your CMS IDM Username and Password, then click "Log In."

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CMS.gov
Centers for Medicare & Medicaid Services

3

Click the drop-down arrow to select your authentication method (text message, phone call, email, etc.).

Email Authentication

Enter Code

Send email

4

Click "Send" and check your authentication method to see your security code.

Do not challenge me on this device for the next 30 minutes

5

Enter the security code and click "Verify."

Verify

Sign Out

HELP DESK

Technical Issues
Please contact CMMIForceSupport@cms.hhs.gov or call 1-888-734-6433, option 5.

After logging in, you will be directed to the TEAM Portal.

Section 4 – Navigating the TEAM Portal

This section will support you in uploading and downloading documents on the following sections of the TEAM Portal:

- *Home Page*
- *Profile*
- *Contacts*
- *Agreements & Attestations*

Time estimate: 10 minutes (7 slides)

Please be sure to save your work before navigating away from each page, as any unsaved work will be lost. The application times out after 30 minutes of inactivity.

CMS.gov **Welcome to the TEAM**

Welcome to the Transforming Episode Accountability Model (TEAM)

The Transforming Episode Accountability Model (TEAM) is a mandatory alternative payment model that will be tested from January 1, 2026 – December 31, 2030. TEAM will test an episode-based payment approach in which acute care hospitals participating in the model, identified as TEAM participants, will receive a target price that aims to cover all costs associated with the episode of care, including the cost of the hospital inpatient stay or outpatient procedure and items and services in the 30-day period following hospital discharge, such as skilled nursing facility stays or provider follow-up visits. Through the target price, CMS will hold TEAM participants accountable for spending and quality performance, which can motivate health care providers to better coordinate care and improve the quality of care. TEAM may benefit people with Traditional Medicare who receive one of the included surgical procedures by potentially improving care transitions, encouraging provider investment in health care infrastructure and redesigned care processes, and incentivizing higher value care across the inpatient and post-acute care settings for the episode.

NOTE: Please be sure to save your work before navigating away from each page as any unsaved work will be lost. Additionally, the application times-out after 30 minutes of inactivity.

Upcoming Deadlines

Helpful Links

Portal User Manual
TEAM Website
Medicare Website

Help Desk Information

Technical Assistance
- Email: CMMIForceSupport@cms.hhs.gov
- Phone: 1-888-734-6433, option 5

Questions about TEAM
- Email: CMMI_TEAM@cms.hhs.gov

TEAM Participants

TEAM Participants Search

Enter Search Text...

Action	TEAM ID	Organization Name	Participant Status
Manage	TEAM-00006	Johnson and Sons	Active

The Profile Information includes the following two (2) tabs:
- TEAM Organization Information
- Contacts Information

Profile information was populated by CMS and is not editable. To request changes, please contact the model team at **CMMI_TEAM@cms.hhs.gov**.

Each TEAM participant will have an assigned Primary Point of Contact (POC) identified. **There must always be at least one Primary POC assigned for each TEAM participant. Multiple Secondary POCs are allowed.**

Primary POCs can perform the following actions:

Edit – allows you to edit an existing Contact's details.

View – allows you to view all the contact's details in a read-only view.

Delete – allows you to delete an existing contact.

Profile Information

Agreements & Attestations

Click "Add Contact" to open new window to enter details of new POC.

Organization Information | Contact Information

TEAM Contacts Information

Add Contact

Action	Contact Type	Email	Full Name	Title	Phone Number
Edit View Delete	Secondary;Data Requestor			Test	
Edit View Delete	Primary;Secondary			Manager	
Edit View Delete	Primary				

Showing 1 to 3 of 3 entries

« ‹ 1 › »

When adding a POC, a **"Contact Type" must be designated.**

An individual may have multiple designations in the "Contact Type":
- Primary
- Secondary
- Authorized Signatory
- Data Custodian
- Data Requestor
- Other

Note: Non-Primary POCs cannot edit/delete other contacts.

Contact Details

* Indicates required field

*Email Address

*First Name   Middle Name (Optional)   *Last Name

*Title

Business Phone Number (Optional)

*Contact Type
- ☐ Primary
- ☐ Secondary
- ☐ Authorized Signatory
- ☐ Data Custodian
- ☐ Data Requestor
- ☐ Other

Two Data Custodians must be designated, before the submission of the DRA and DSA.

Save   Save & New   Cancel

The Agreement & Attestation tile will display the Data Request and Attestation (DRA) & Data Sharing Agreement (DSA) tabs to all POCs, but **only Authorized Signatory contacts will have the ability to view and complete the submission** process by clicking on "Complete & Sign".

All TEAM participants must submit a Data Request and Attestation (DRA) form and a Data Sharing Agreement (DSA) form to CMS, prior to receiving claims data and target prices. Submission of an updated DRA and DSA will be required annually.

The POC identified as the Authorized Signatory will click on "Complete & Sign" to complete the submission process by responding to the questions and adding their electronic signature to each document.

- **Before starting the DRA or DSA, please be sure there are two active Data Custodians** listed in the Contacts section. A Primary POC has the ability to add the Data Custodians in the Contact Information tab of the Profile Information.

- **For the DRA** ➔ After clicking on "Complete & Sign", the status of the form is updated to Completed.

- **For the DSA** ➔ After clicking on "Complete & Sign", the status of the document is updated to Pending CMS Signature.
    - Upon CMS countersigning the DSA, the status of the DSA is updated to Completed.

Voluntary Participation Election Letter –
Only TEAM participants who were eligible to voluntarily opt into TEAM will have a document in this section.

	Profile Information	Agreements & Attestations

Voluntary Participation Election Letter | Data Request Agreement | Data Sharing Agreement

Data Request Agreement Documents

Ensure you have two Data Custodians added on the Contact Information tab. You cannot complete this form without these required contacts.

File Name	Document Type	Agreement Status	Completed On	Action
Data Sharing Agreement - 2025	DRA	Pending Participant Signature		
Data Request Agreement - 2025	DRA	Completed	02/24/2025 11:38 AM	View

Showing 1 to 2 of 2 entries

« ‹ 1 › »

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- If you have trouble with the Registration process, contact the Salesforce Help Desk at CMMIForceSupport@cms.hhs.gov or call 1-888-734-6433, option 5.

- If the IDM Identification process fails, contact **Experian** (1-866-578-5409).

- **The site has been optimized for the Google Chrome browser**. For the best experience, please download Google Chrome and make it your default browser.
  - All modern browsers (i.e., Microsoft Edge - Chromium, Firefox, Safari) will also work, but certain features may not display well.

- If you have questions about the TEAM Portal or the model, contact the TEAM Help Desk at **CMMI_TEAM@cms.hhs.gov**.

Appendix

- *Unlocking Your Account*
- *Resetting Your Account*

If you have two or more invalid attempts to log in, your account will be temporarily locked.

CMS.gov
Centers for Medicare & Medicaid Services

1 Enter your email or username.

Unlock account

Email or username

Send Email

Back to Sign In

2 Click "Send Email."

Account Unlock Requested

CMS.gov
Centers for Medicare & Medicaid Services

CMS Identity Management System (IDM)

Dear TestTEAM_2026

An account unlock request was made for your CMS IDM account. If you did not make this request, please contact y[...]tem administrator immediately.

Click the link below to unlock your account for usern[...] TestTEAM_2026

Unlock Account

This link expires in 4 hours.

3 You will receive an email titled "**Account Unlock Requested**." Click "Unlock Account" in the email.

If you experience difficulties accessing your account, please contact your CMS application help desk. To find your application help desk go to your CMS IDM Partner Page, and click the **Help Desk Support** link.

You will receive confirmation that your account has been successfully unlocked.

4

Answer the security question with the answer you provided during registration.

CMS.gov | IDM IMPI

Answer Unlock Account Challenge

What is the food you least liked as a child?

••••••••

☐ Show

Unlock Account

Back to Sign In

5

Click "Unlock Account."

CMS.gov | IDM IMPL

Account successfully unlocked!

You can log in using your existing username and password.

Back to Sign In

6

Click "Back to Sign In."

1 Click "Password" to reset your password.

2 Enter your email or username.

3 Click one of the reset options.

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Forgot Password

CMS.gov
Centers for Medicare & Medicaid Services

CMS Identity Management System (IDM)

Dear **TestTEAM_2026**

A password reset request was made for your CMS IDM account. If you did not make this request, please contact your CMS application help desk immediately.

Click the link below to reset the password for your username,

TestTEAM_2026

Reset Password

This link expires in 4 hours.

! The reset password link expires four hours after it is sent. If the link expires, you will have to repeat this process to get a new link.

CMS.gov | **IDM**

Answer Forgotten Password Challenge

Where did you go for your favorite vacation?

Answer

☐ Show

Reset Password

Back to sign in

5 Answer the security question with the answer you provided during registration.

6 Click "Reset Password."

4 You will receive an email titled "**Forgot Password**." Click "Reset Password" in the email.

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Enter the code promptly. **The IDM session will time out after five minutes of inactivity.**

CMS.gov | IDM Self Service

Reset Password

New Password

••••••••••••••••• 👁

Your password must be at least 15 characters long; contain at least 1 uppercase, 1 lowercase, and 1 number. Special characters are optional. Passwords cannot contain parts of the User ID, first name and last name. Password can only be changed once every 24 hours. Password must be different from last 6 passwords used.

Confirm Password

👁

The Confirm Password field is required.

Reset Password

Back to Sign In

7 Enter and confirm a new password.

8 Click "Reset Password."

CMS.gov | IDM

SMS

SMS Authentication

(+1 XXX-XXX-   )

Enter Code

Request Code |

☐ Do not challenge me on this device for the next 30 minutes
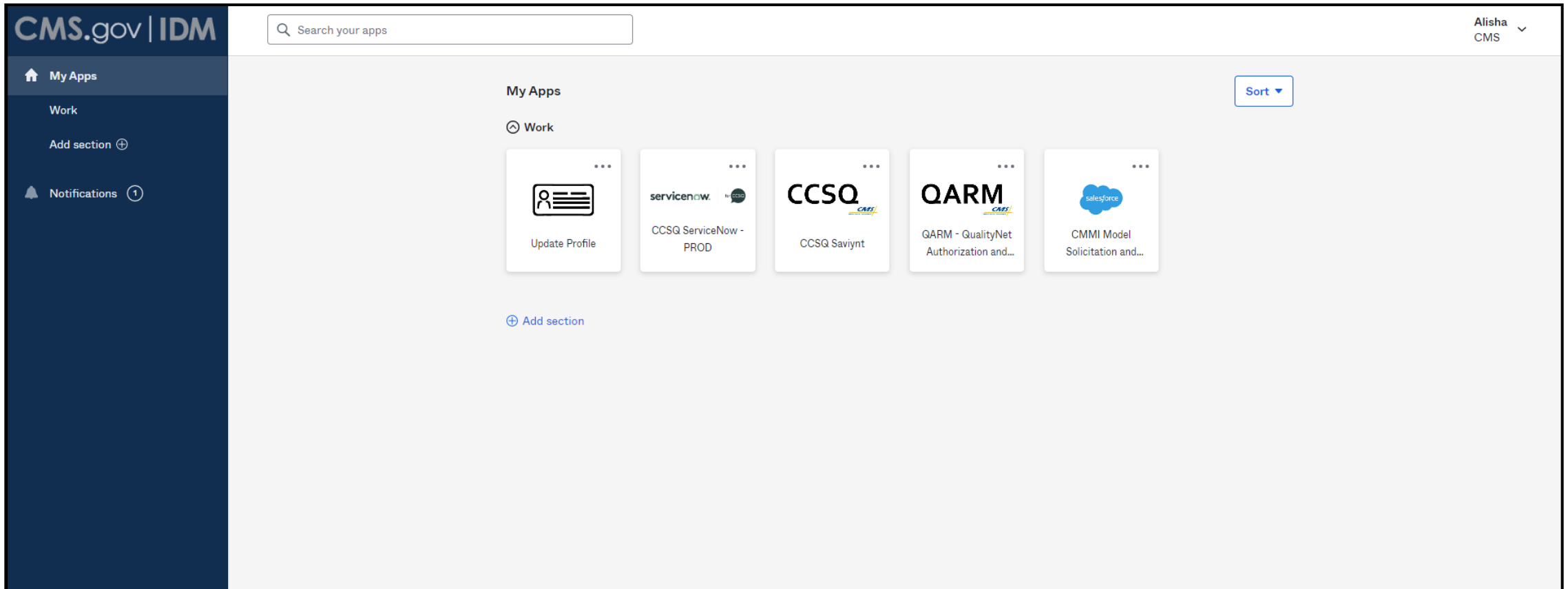
Verify

Back to sign in

9 Click "Request Code."

10 Enter the code you received.

11 Click "Verify."

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You will then be directed to the CMS IDM homepage.

For instructions on how to navigate the Portal, navigate to *Section 4 Navigating the Participant*.