

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
Center for Medicare  
7500 Security Boulevard, Mail Stop C1-13-07  
Baltimore, Maryland 21244-1850



**MEDICARE PLAN PAYMENT GROUP**

---

**DATE:** October 21, 2016

**TO:** All Medicare Advantage Organizations, Prescription Drug Plans, Cost Plans, PACE Organizations, and Demonstrations

**FROM:** Cheri Rice /s/  
Director, Medicare Plan Payment Group

**SUBJECT: Designation of Enterprise Identity Management (EIDM) Plan User Approver/External Point of Contact (EPOC) - ACTION**

This letter describes the requirements and process that Medicare Advantage Organizations (MAO)/Prescription Drug Plans (PDP) (aka: a plan) must use to designate staff that will be responsible for granting access to their data in the CMS systems as well as the responsibilities of a MAO/PDP CMS External Point of Contact (EPOC).

Enterprise Identity Management (EIDM) is an Internet-accessible application that will allow a MAO/PDP employee the ability to self-register for access to CMS MAPD systems or become a designated approver for their company's end users. EIDM has replaced the Individuals Authorized Access to CMS Computer Systems (IACS).

CMS recommends that MAOs/PDPs select a responsible official, such as a manager or supervisor of the IT or Security organization, to be the EPOC. After providing the preliminary information described below to CMS, each EPOC self-registers for the appropriate contract numbers using EIDM. Once a request is approved by CMS, the EPOC is able to approve or reject their company's employee and subcontractors' access to CMS systems.

Please note that CMS security policy requires separation of duties between system administrators and users. Because a portion of the EPOC's job is considered a system administrator function, **EPOCs cannot register to access a CMS system.** Therefore, any individual that registers as an EPOC will not be granted access to any CMS system.

## **EPOC Registration Process**

1. The plan must submit a letter to CMS identifying and appointing the EPOC along with a signed EPOC Access Acknowledgement Form.
  - The letter must be on original letterhead.
  - The letter must contain all of the following information for each EPOC:
    - Mailing address
    - Telephone number
    - E-mail address
    - Contract number(s) for which the EPOC will approve users (list ALL contract number under which this EPOC will approve users to work)
  - A responsible officer of the organization must sign the letter.
  - The name, title, mailing address, e-mail address, and telephone number of the company official signing the letter must be included.
  - A scanned copy of the letter should be emailed to [DPOEPOCS@cms.hhs.gov](mailto:DPOEPOCS@cms.hhs.gov)
  - The original signed copy of the letter must be mailed to:  
**The Centers for Medicare & Medicaid Services  
CM/MPPG/DPO  
7500 Security Boulevard, Mail Stop C1-05-17  
Baltimore, MD 21244**

Please note that an organization may submit one letter for all contract numbers and may designate up to two (2) EPOCs for the same (or different) contract numbers for your organization. Any special requests for additional EPOCs will be reviewed on a case-by-case basis. A template for the EPOC Designation Letter and EPOC Access Acknowledgement Form can be found in the Downloads section of the [MAPD Help Desk Web site](#).

2. The EPOC must complete registration in EIDM
  - URL – <https://portal.cms.gov>
  - During the registration process, EPOCs should provide all of the contract numbers for which they will approve end users (they may add additional contracts later).
  - EPOCs must register using an e-mail account address that is specific to their organization (not a publicly available e-mail account such as Yahoo or Hotmail).
3. CMS reviews the EPOC registration.
  - Once an EPOC registration is submitted in EIDM and the designation letter has been received, it proceeds through CMS' review process, which can take 48-72 hours to complete.
  - Once a registration is approved, the EPOC receives an e-mail from EIDM confirming access has been granted.

Any subsequent changes, additions, or deletions to a plan's EPOC designation require the plan to follow the instructions outlined above and provide CMS with a new letter that clearly identifies the changes and/or deletions. The EPOC will then be able to self-register or add contracts to their registration in EIDM. EPOCs that wish to remove contracts from their account may also do this on their own. The MAPD Help Desk also manages the deletion of EPOCs that no longer need

access, however an EPOC should first attempt to remove all contracts from his/her role before contacting the Help Desk.

The MAPD Help Desk can be reached by telephone at 1-800-927-8069, or by sending an e-mail to [MAPDHELP@cms.hhs.gov](mailto:MAPDHELP@cms.hhs.gov).

### **Annual Certification**

A plan's EPOC is required to establish a procedure for maintaining plan user access under their authority. User review should occur twice a year. Part of the user review includes annual certification. EPOCs are required to certify all users under their authority annually. Extensions will not be granted to EPOCs who fall behind on annual recertification as this is considered a security violation. If an EPOC chooses to bulk approve plan users during the certification process, the EPOC is verifying they have thoroughly reviewed the access on each user and access is still required and appropriate. Occasional reviews will be performed to ensure the process is followed properly.

Due to the frequent change in EPOC assignments and annual certification on all users, the EPOC Designation Letter and EPOC Access Acknowledgement Form are required to be sent in on an annual basis. These documents will justify continued access for EPOCs during annual certification.

Additional instructions regarding EPOC and end user registration can be obtained from the EIDM User Guide on the Internet at: <https://portal.cms.gov/wps/portal/unauthportal/faq>, or by calling the MAPD Help Desk.