Quick Reference Guide
Common MAPD Help Desk Issues

Acronym	Definition
CMS	Centers for Medicare & Medicaid Services
IDM	Identity Management
ELMO	Eligibility and Enrollment Medicare Online
EPOC	External Point of Contact
EUA	Enterprise User Administration
MA	Medicare Advantage
MAPD	Medicare Advantage Prescription Drug
MARx	MARx – Medicare Advantage & Prescription Drug System
MCO	Managed Care Organization
MFA	Multi-Factor Authentication
PC	Personal Computer
PDP	Prescription Drug Plan
RACF	Resource Access Control Facility
RIDP	Remote Identity Proofing
UI	User Interface

Contact the MAPD Help Desk with any questions or concerns.
https://www.cms.gov/MAPD-Helpdesk | 1-800-927-8069 | MAPDHelp@cms.hhs.gov

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Initial Setup	
Issue	**Solution**
I might have an account already from a previous employer. Should I go ahead and create a new account?	No. If you believe you have an account already, try logging in or using the self-help options to get your login credentials. If you cannot access the account due to an email address issue or invalid credentials, call the Help Desk and they will help you get access to your account. If you create another account, you will run into issues a few steps down the road.
What application do I select from the drop-down menu when registering for a new account?	The Help Desk can provide the roles and descriptions but cannot make the decision on which role to choose. Roles are specific to the requirements of your job. We suggest asking a trainer, supervisor, or someone within your organization.
I am receiving an error message when trying to register for a new account.	This can be caused by an internal/VPN issue where your company is blocking the site. Try to register using a different browser, a personal device, or try clearing your data for all time in your browser.
What email address should I use for my account?	You should use your company provided email address for your account. If you use a personal email address, your access will not be approved.
Do I have to put my personal information in to register for this account since this is for work?	Yes, this is a secure website that makes sure you will be the only one accessing your account. You will need to put your personal information and address where it is asked.
I am getting an error that my Social Security Number already exists in the system. What do I do now?	You will need to call the Help Desk for them to assist you in getting access to your existing account and update your information to your current information.
I was supposed to use my company ID for my user ID. Can I change my user ID?	No, we are not able to change user IDs. We also recommend you use a user ID that you would normally use. This account will follow you if you change companies.
Which MFA device type should I register?	We recommend email or text message for initial setup. Once you are logged into your account you can register more devices in your profile. We recommend you have at least two devices registered so in case one is not working you will still be able to access your account.

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I am not receiving my MFA code via email.	Make sure to double check your junk email folder. If it is not coming to your inbox or junk email, call the Help Desk.
I have a pending request for a role, but you guys have not approved me. When will you approve me?	Contact your EPOC. This is someone within your organization who receives the request and approves your request. To expedite your approval, you may wish to reach out to this person. Common roles approved by an EPOC: MA Representative, MA Submitter, PDP Representative, PDP Submitter, MCO Representative, MCO UI Update.
Is there a public list of possible roles for MARx?	Currently, we do not have a public list of roles. The Help Desk can provide the roles and descriptions but cannot make the decision on which role to choose. Roles are specific to the requirements of your job. We suggest asking a trainer, supervisor, or someone within your organization.
What is my contract number and reason for the request?	Contracts and reasons for requests are specific to the requirements of your job. We suggest asking a trainer, supervisor, or someone within your organization.
I just got an email stating I have access to MARx. When trying to login to MARx, why do I get the following message: "The following error has occurred during the login process. Close or exit the current window and go to the Portal Window and click on the MARx-UI application again. Your User ID does not exist in MARx."	It can take up to 48 hours for your account to be completely configured to your role. Thus, this message should disappear after 48 hours, and you will be able to log in. If the message does not disappear, please give the Help Desk a call.
I have waited over 48 hours after I received the email stating that I have access to MARx, and I am still getting an error message.	This usually occurs when business contact information has not been entered for the user. Please login to portal.cms.gov with your username and password. From your name at the top right of the page, select "My Profile" and to the left choose "Change Business Contact Information." Enter all information here for your organization. Please note both phone numbers are required fields, but you may enter the same number twice.
Do you have a user guide or tip sheet to assist with my initial access to MARx?	We do have one available at the link below. It is labeled "MARx Role Request Guide" at the bottom of the page under "Downloads." https://www.cms.gov/data-research/cms-information-technology/access-cms-data-application/plan-connectivity-preparation

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RIDP

Issue	Solution
I am unable to pass RIDP. I have put N/A on the second address line, is this a required field? Do I need to put something on this line?	The only thing that should be in address line 2 is an apartment number for your address. Apartment numbers should not be put in line 1. If you do not have an apartment number, leave line 2 blank.
I have a freeze on my credit, will this affect me passing the online verification?	Yes, you can try to pass online but you may have to complete the manual verification due to having your credit frozen.
I called Experian and they were able to pass me over the phone, what do I do now?	Go through the process of requesting your role. At the top of the page where you are asked to enter your personal information, there should be a light blue box which contains the words, 'Please select checkbox if you have contacted the Experian Verification Support Services.' Check this box and attempt the RIDP again with the information you provided to Experian.
I emailed my manual verification form in, when will I receive a response/be verified?	You will receive a new ticket number via email once the form has been received. This can take 24 business hours after you send the email. If it has been 24 business hours, you can call the Help Desk and ask if your email has been received. Once you get the new ticket number, they will begin reviewing your form and get you verified. This process has no specific timeframe as they work them in the order received and depends on how many forms have been submitted.
I was approved for manual verification of my identity. I received the email with approval. What do I do next?	You will need to go through the process of requesting your role again. This time you should not be asked the verification questions and will be able to add contract numbers, a reason for your request, and submit.
I made a mistake in entering my personal information to obtain an account. What do I do now?	If an error is made when creating an account in personal information or email address, etc., it can be corrected in the RIDP process, if approved. Simply enter the correct information and once your information has been verified it will be changed permanently on your account.
I am unable to pass RIDP. Is this because I moved recently and/or changed my name?	Experian pulls credit information to verify your identity. To pass identity proofing, your address needs to match what they have on record. This can be several years old. Please try again with an old address/last name.

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Account Issues

Issue	Solution
I have locked my account. How can I unlock it?	Select "Need to unlock your account?" and follow the prompts to answer your security question. If you have the correct security question, your account will be unlocked. If you do not know your security question, you will need to call the Help Desk.
I was asked to provide a screenshot to assist with my issue. How do I take a screenshot?	On a PC, search for 'Snipping Tool' or select the windows key + shift + s. Then draw a box around the area you wish to capture. Then select file and save. When the Help Desk requests a screenshot, we always want it to include the URL, the error message, and the date and time in the bottom right-hand corner of your computer.
I was asked to clear my cache and cookies, but I am not sure how.	Select Shift + Ctrl + Delete. This will bring up the menu to clear your cache and cookies. Browsers may vary on what the menu items are. Select "all time" for your time range and choose all checkboxes except passwords and then select "Clear Data." Close your browser and then re-open the browser. Type the website you wish to go to and do not use a favorite or saved site.
I am getting an error when trying to get into the portal or my application.	If you are experiencing any error, you should first attempt to clear your cache and cookies and restart your browser. If you are still experiencing issues, you can call the Help Desk to troubleshoot further.
I cannot get any password to be accepted. I keep getting messages that my password cannot contain a dictionary word.	Suggestions for a strong password such as putting the number and/or special character in the middle, using a favorite phrase, first letters of your favorite TV show/series followed by a year (i.e., Game of Thrones = GOT), spelling a word backwards.
I have a RACF ID/EUA/CMS ID/4 Character ID who do I contact to have my password reset?	Please contact CMS IT Help Desk at 1-410-786-2580, 1-800-562-1963 or email CMS_IT_Service_Desk@cms.hhs.gov.
I have reset my password for Gentran, using the self-service portal, but the new password is not working.	Please call the Help Desk for a password reset. For some reason the password reset for Gentran only seems to work if the reset is sent by the Help Desk.
I am a state user and I need my GIS password reset. Who do I contact?	State users will need to contact the Help Desk so that we can create a ticket to have the password reset.

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I need to access another program within IDM that is not MARx or ELMO, what help desk do I call?	Many applications reside in the Enterprise Portal, each application may have a specific help desk to assist users.
I have an account for MARx and have been using it for a while, but now I'm being asked to add additional contracts. How do I add these additional contracts?	1. Sign into portal.cms.gov. 2. Click on your name in the top right corner, then click "My Access." 3. To the right of MARx, click "Select Action." 4. Click "View/Modify Role Details." 5. Under "Role Details" select "Modify." This screen will give you the ability to add the additional contracts. You don't want to remove any contracts unless you no longer need access to them.
I got an email stating that I need to update my password. How do I do this?	If you need to reset your password and are still able to log into your account, you just need to log into your IDM account, click on your name in the top right-hand corner, click "My Profile" and the password can be reset there.
Why was my role removed/rejected?	We do not remove, reject, or approve roles. This is done by your organization's EPOC. You should have received an email with a justification on why the role was removed/rejected.
I was trying to make changes to my account, but I do not remember my challenge question answer.	If you need to reset the security questions and you can log into your IDM account, click on your name in the top right-hand corner, click on "My Profile" and the security questions can be reset there.
I wrote down my challenge question answer but when I enter it, I keep getting an error message that my answers are incorrect.	Challenge question answers are case and character sensitive. So, if you capitalized the answer when you entered the answer, you will need to capitalize this time. Also, punctuation matters. For example, a shoe size could be 8.5 or a date might be without the dashes such as 12042019.

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