Bundled Payments for Care Improvement Advanced | **BPCI Advanced**

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES
CENTER FOR MEDICARE & MEDICAID INNOVATION

CMS Data Portal User Guide

July 2023

Portal Link: https://portal.cms.gov/

The **CMS Data Portal** is an online platform that allows users to access:

- Preliminary and updated Target Prices

- Baseline claims data

- Monthly claims data

- Reconciliation Reports

- Quality Measure Reports
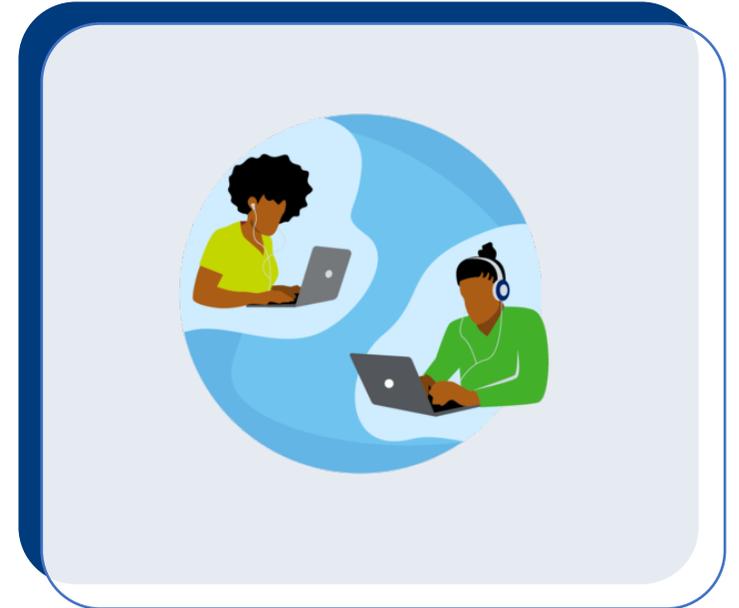
Use this guide if you are a:
- New user who has never navigated the Data Portal
- Former BPCI Advanced Participant who is reapplying to BPCI Advanced in Model Year 7
- Current Participant who is interested in knowing more about the Data Portal

- Users with a CMS Identity Management (IDM) account for the Application Portal and/or Participant Portal should use the same IDM account in the Data Portal.

- If you do not have an IDM account, you must create one. CMS policy requires that the combination of each user's first name, last name and email address be unique in the IDM System.

- If an error occurs during IDM account creation, it could mean that the combination of information entered is already in use. Users should try entering the information again, contact the BPCI Advanced Help Desk for assistance at:
    BPCIAdvanced@cms.hhs.gov, or call **1-888-734-6433, Option 5.**

- Please ensure that your web browser is up to date and is one of the following browsers:
    ◦ Microsoft Edge   ◦ Google Chrome   ◦ Mozilla Firefox   ◦ Apple Safari

- Passwords can only be changed once every 24 hours.

- As a new user, we suggest that you plan for at least 30 minutes, plus approval time, to complete all five sections in this User Guide. At the beginning of each section, we include a time estimate for completion.

Section 1 – Registering for CMS IDM

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 and setting up multifactor authentication.

Time estimate: 4 minutes (7 slides)

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

Have you logged into the BPCI Advanced Participant Portal or Center for Medicare & Medicaid Innovation (CMMI) Connect site in the last 12 months?

Yes

No

[Existing CMS IDM Users](#)

Do you have an active CMS IDM through the BPCI Advanced Application Portal or another CMMI Model?

Yes

No

[Existing CMS IDM Users](#)

[No CMS IDM Account](#)

1
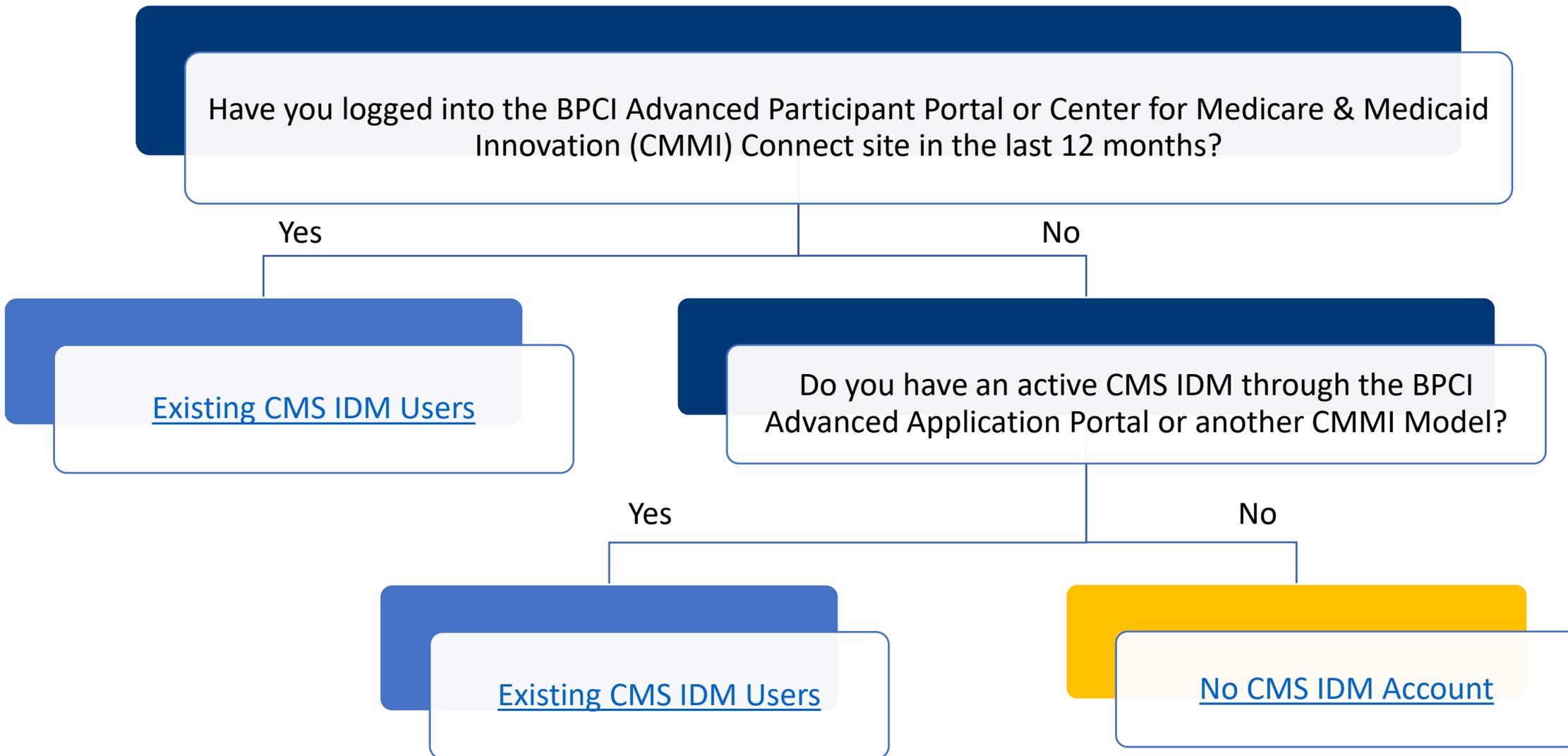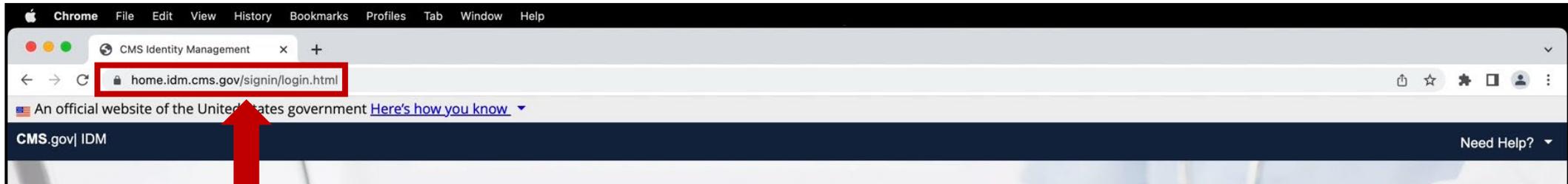
Enter the URL into your browser to access the portal login page to create a new user account:
https://home.idm.cms.gov/signin/login.html
Be sure to enter this **exact link.** Other CMS portals' login pages look similar.

2

ALL USERS must register by clicking the "New User Registration" button in red.

If technical problems arise at any point while using the Data Portal, click "Need Help?", or email the Model's Help Desk at **BPCIAdvanced@cms.hhs.gov**.

7

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

3 All fields are required unless labeled as optional.

4 Click the check box next to "I agree to the terms and conditions."

5 Click "Next" and answer all the required questions on the following pages.

! 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.

Your Registration Request has completed successfully.
Please click the below link to return to your application.

Return

6

Click "Return" and login with your existing CMS IDM credentials.

7

Enter the URL into your browser to access the portal login page:
https://home.idm.cms.gov/signin/login.html
Be sure to enter this exact link. Other CMS portals' login pages look similar.

8

Enter your username and password, check the box "Agree to our Terms & Conditions" and then click "Sign In."

All users who sign in for the first time after creating an account will be prompted to register at least one Multifactor Authentication (MFA) device. Users will be prompted to authenticate with an MFA device that is registered to their account each time they sign into the IDM System.
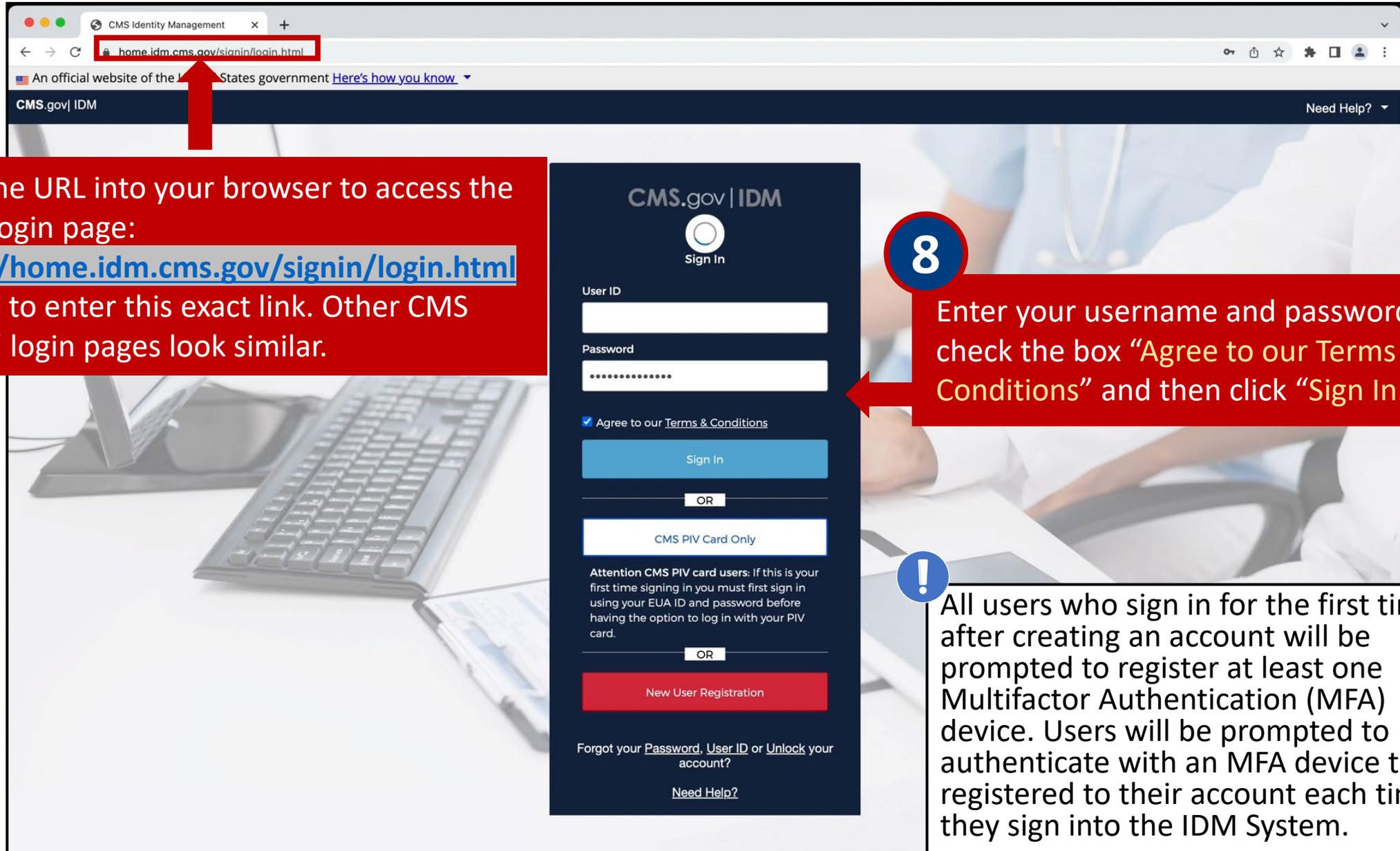
MFA is a process that requires the user to provide two or more verification factors, such as text message or email, to be able to login to the Application Portal. This is a CMS IT Security Protocol.
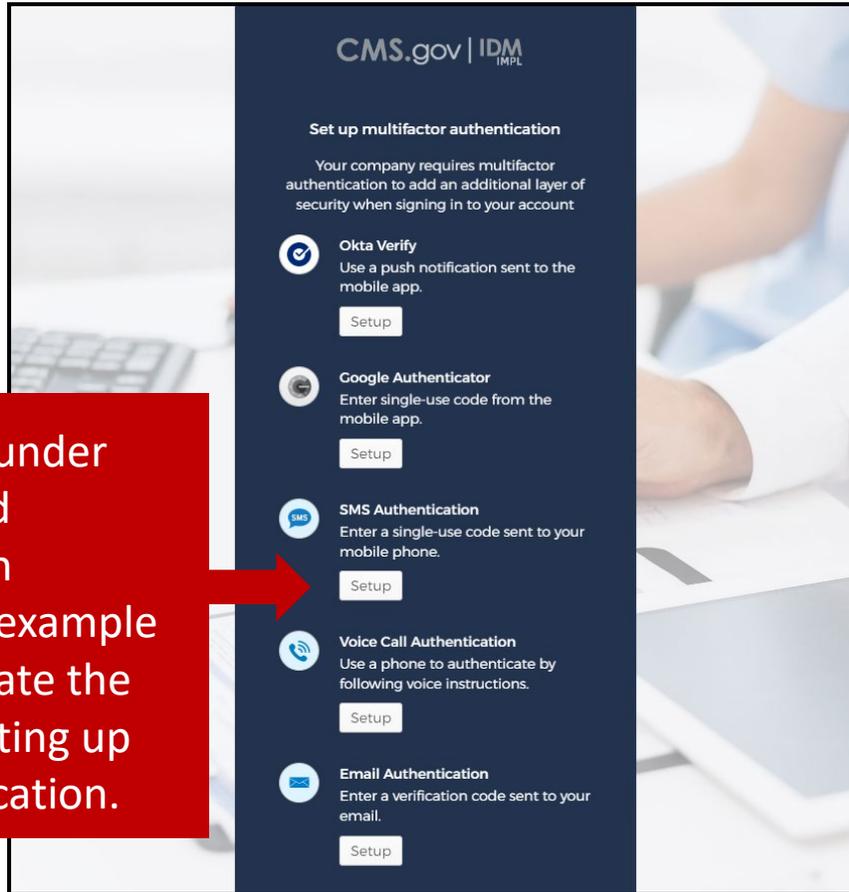
9 Click "Setup" under your preferred authentication method. This example will demonstrate the process of setting up SMS authentication.
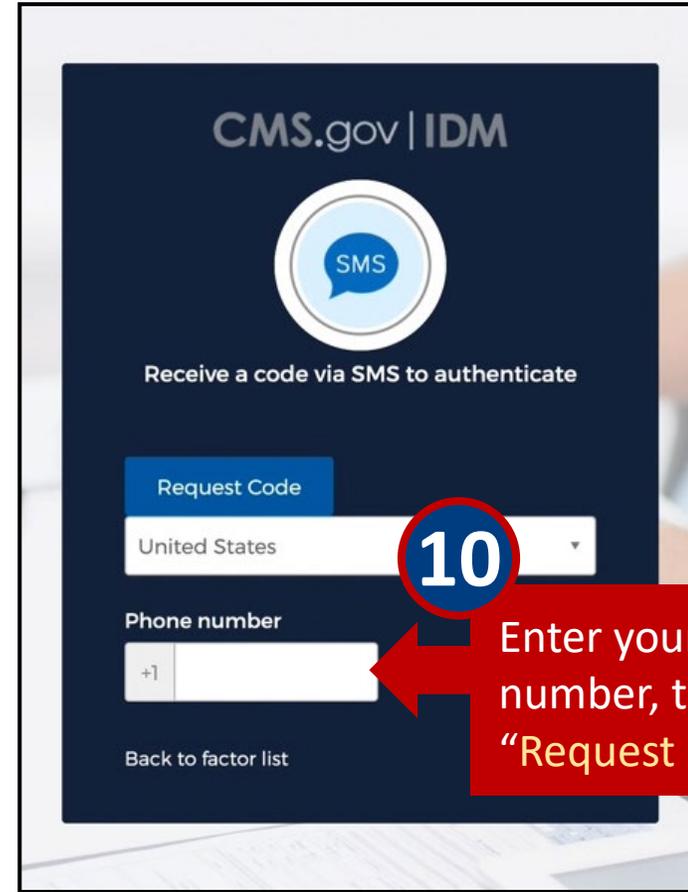
10 Enter your cell phone number, then click "Request Code."

Only one authentication factor is required beyond your password; it does not have to be SMS authentication, which will send you a code via text message.

After the MFA device is set up, the "Set up multifactor authentication" window is displayed. A check mark indicator appears beside the device that was added.
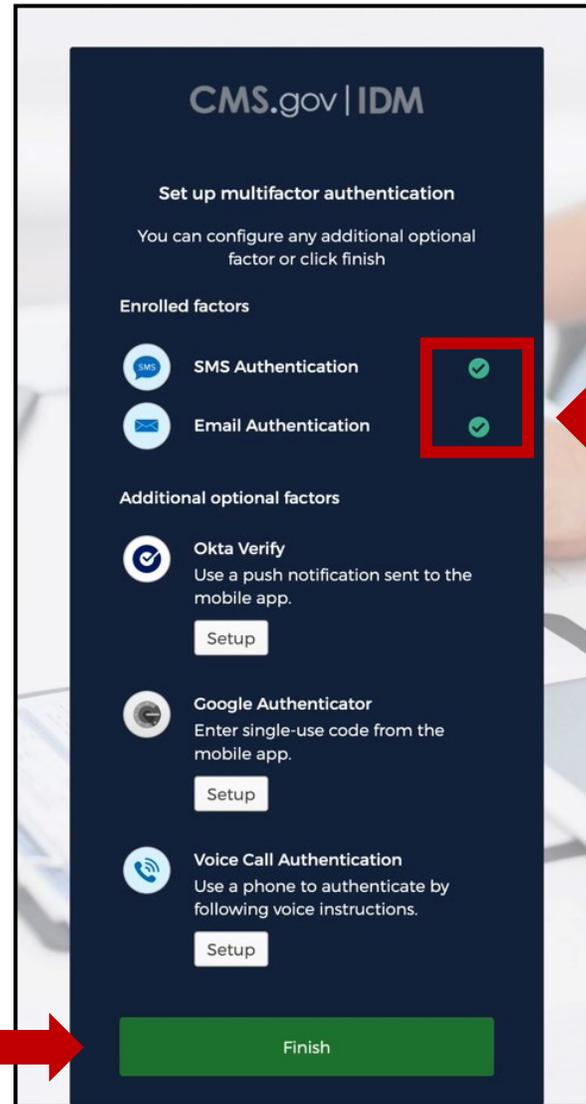
After successfully setting up an authentication factor, it will appear under "Enrolled factors" with a green checkmark.

Only one authentication factor is required; adding more is optional.

11 Click "Finish."

Repeat these steps to add additional MFA options.

12

Section 2 – Requesting Access to the Innovation Center Web Application

Time estimate: 5 minutes (10 slides)

1 Enter the URL into your browser to access the CMS Enterprise Portal Login: **https://portal.cms.gov/portal/**. Be sure to enter this exact link.

2 Enter your CMS IDM credentials Username and Password, then click "Login."

BPCI Advanced Data Portal is an application within the CMS Enterprise Portal.

Login   Login with PIV Card

CMS.gov | Enterprise Portal

3

Multi-factor Authentication

Text Message (SMS)

Choose your authentication method (text message, phone call, email, etc.).

Send To: xxx-xxx-6883

5

4

Send MFA Code

Enter the security code you received.

Enter MFA Code

Click "Send MFA code" and check your authentication method (text message, voice call, email, etc.) to see your security code.

Verify

6 Click "Verify."

☐ Send MFA code automatically

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

Learn how to add MFA Devices beyond email

Unable to Access MFA Device or MFA Code?

Cancel

If there are issues logging in, ***click here*** to navigate to the Appendix.

The CMS Enterprise Portal contains many applications, including the IC-Innovation Center application, which houses the BPCI Advanced Data Portal. After successful login, you will be welcomed to the CMS Enterprise Portal.

My Portal

⊕ Add Application

Previous L[...]: View Login History

7

Click "Add Application."

ⓘWelcome to CMS Enterprise Portal.

Welcome Anais Sattler to CMS Enterprise Portal.
You can request access to an application by selecting "Add Application" button.
You can review your current roles and pending requests by going to the My Access page.

💻 Learn how to add Multi-Factor Authentication (MFA) devices via My Profile in the Manage MFA Devices section.

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

9

Type in "Innovation Center" into the search box and select IC-Innovation Center.

Select an Application   × ⌄

innovation center

IC-Innovation Center

8

Click "Select an Application."

16

① **Select an Application**

Application

IC-Innovation Center   × ∨

ⓘ Application Description: Innovation Center web application provides a single point of entry to all authenticated Innovation Center users for t[...]vation Center applications. All registered users must request Access to Innovation Center application and appropriate role to access an application.

> Help Desk Information

10 Once "IC-Innovation Center" is selected, click "Next."

Next

② **Select a Role**

Select a Role

Innovation Center Business Owner

Innovation Center Helpdesk Administrator

③ Innovation Center Helpdesk User

Innovation Center Report User

11

Innovation Center Privileged User ← Select "Innovation Center Privileged User."

Innovation Center Portal Operational Intelligence User

❗ ALL users should request Innovation Center Privileged User role at this step. Further differentiation between Data Points of Contact (POCs) and Standard User roles will occur when users request access to the BPCI Advanced application.

17

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

✔ IC-Innovation Center

2 **Select a Role**   ✔ Completed
                                                                     ☑ Edit

✔ Innovation Center Privileged User

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.

12 Click "Launch." ➡ Launch

Step #1: Identity Verification Overview

To protect your privacy, you will need to complete Identity Verification successfully, before requesting access to the selected role. Below are a few items to keep in mind.

1. Ensure that you have entered your legal name, current home address, phone number, date of birth and email address correctly. We will only collect personal information to verify your identity with Experian, an external Identity Verification provider.
2. Identity Verification involves Experian using information from your credit report to help confirm your identity. As a result, you may see an entry called a "soft inquiry" on your Experian credit report. Soft inquiries do not affect your credit score and you do not incur any charges related to them.
3. You may need to have access to your personal and credit report information, as the Experian application will pose questions to you, based on data in their files. For additional information, please see the Experian Consumer Assistance website - http://www.experian.com/help/

If you elect to proceed now, you will be prompted with a Terms and Conditions statement that explains how your Personal Identifiable Information (PII) is used to confirm your identity. To continue this process, select 'Next'.

Next   Cancel

13 Click "Next."

Step #2: Accept Terms & Conditions

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 RoB), document number HHS-OCIO-2013-0003S and dated July 24, 2013), and understand and agree to comply with its provisions. I understand that violations of the HHS Rules of Behavior for Privileged User Accounts or information security policies and standards may lead to disciplinary action and that these actions may include termination of employment; removal or disbarment from work on federal contracts or projects; revocation of access to federal information, information systems, and/or facilities; criminal penalties; and/or imprisonment. I understand that exceptions to the HHS Rules of Behavior for Privileged User Accounts must be authorized in advance in writing by the OpDiv Chief Information Officer or his/her designee. I also understand that violation of certain laws, such as the Privacy Act of 1974, copyright law, and 18 USC 2071, which the HHS Rules of Behavior for Privileged User Accounts draw upon, can result in monetary fines and/or criminal charges that may result in imprisonment.

Identity Verification

I understand that the identity proofing services being requested are regulated by the Fair Credit R[...]d that my explicit consent is required to use these services. I understand that any special procedures established by CMS for identity proofing [...]quested by CMS to Experian will be used solely to confirm the applicant's identity to avoid fraudulent transaction[...]

☑ I agree to the Terms & Conditions

Back   Next   Cancel

15 Click "Next."

14 After reviewing the Terms & Conditions, check "Agree to the Terms & Conditions."

19

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

All fields are required unless labeled as optional.

red for Identity Verification.

(optional)   Last Name

Social Security Number   Birth Month   Birth Date

Is Your Address US Based?

◉ Yes ○ No

Home Address Line 1   Enter Home Addre

City   State   ZIP Code
Pennsylvania

Phone Number

Email Address   Confirm Email Address

Changing your email address will remove any email MFA that you currently have. You can register a new email MFA in "Manage MFA Devices".

☑ Check here if you have read and verified the information above is accurate and complete as required by Id

| Back | Next | Cancel |

Step #4: Verify Your Identity

1. You may have opened a (P S E C U) credit card. Please select the year in which your account was opened.

○ 2012
○ 2014
○ 2016
○ 2018
○ NONE OF THE ABOVE/DOES NOT APPLY

2. You may have opened a mortgage loan in or around November 2021. Please select the lender to whom you currently make your mortgage payments. If you do not have a mortgage, select "NONE OF THE ABOVE/DOES NOT APPLY".

○ ALLY FINANCIAL
○ PRUDENTIAL HOME MORTGAGE
○ CITIGROUP INC
○ STANDARD BANK
○ NONE OF THE ABOVE/DOES NOT APPLY

3. Please select the county for the address you provided.

○ LYCOMING
○ TIOGA
○ BUTLER
○ NORTHAMPTON
○ NONE OF THE ABOVE/DOES NOT APPLY

! If you do not complete the RIDP steps, you will need to start the registration process anew the next time. If the Identity Proofing process fails, contact Experian (1-866-578-5409).

20

If you have answered the identity verification questions correctly, a notification will display that you have successfully completed the verification process. You will then be redirected back to the Data Portal.

Step #4: Verify Your Identity

✔ **Confirmation** ×

You have successfully completed the identity verification process.

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

   ✔ IC-Innovation Center

2 Select a Role   ✔ Completed
                                                                  ✎ Edit

   ✔ Innovation Center Privileged User

3 Complete Identity Verification   ✔ Completed

   ✔ Completed Identity Verification

16

4 Enter Reason for Request

   Enter a Reason for Request

Type "Applicant and/or Participant in the BPCI Advanced Model requesting access to the Data Portal," as your reason for request.

17

Click "Submit."   Submit

IC Privileged User access, as requested in Step 11 of this section, is automatically approved if the Identity Verification is successfully completed.

22

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 Innovation Center Privileged User role in IC-Innovation Center application is: 4417810
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

18 Click "OK."

❗ Once completed, a notification will display indicating that you have successfully completed the application request process.

❗ After clicking "OK"– you will be automatically directed to your CMS Enterprise Portal.

My Access

☰ My Roles   🕐 My Pending Requests   ✓ My Annual Certifications   🕘 My Request History

The following is a list of your existing applications and associated roles. You can add roles to these applications below or request access to a different application by selecting "Add Application".

🔍 Global Filter

Application ▲	Role ⇕	Actions
IC-Innovation Center ⓘ	Innovation Center Privileged User ⓘ	Select Action ▾

Showing 1 of 1 record.

⏮ ◀ **1** ▶ ⏭   10 ▾

Section 3 – Requesting Access to the BPCI Advanced Application

Time estimate: 10 minutes, plus approval time (8 slides)
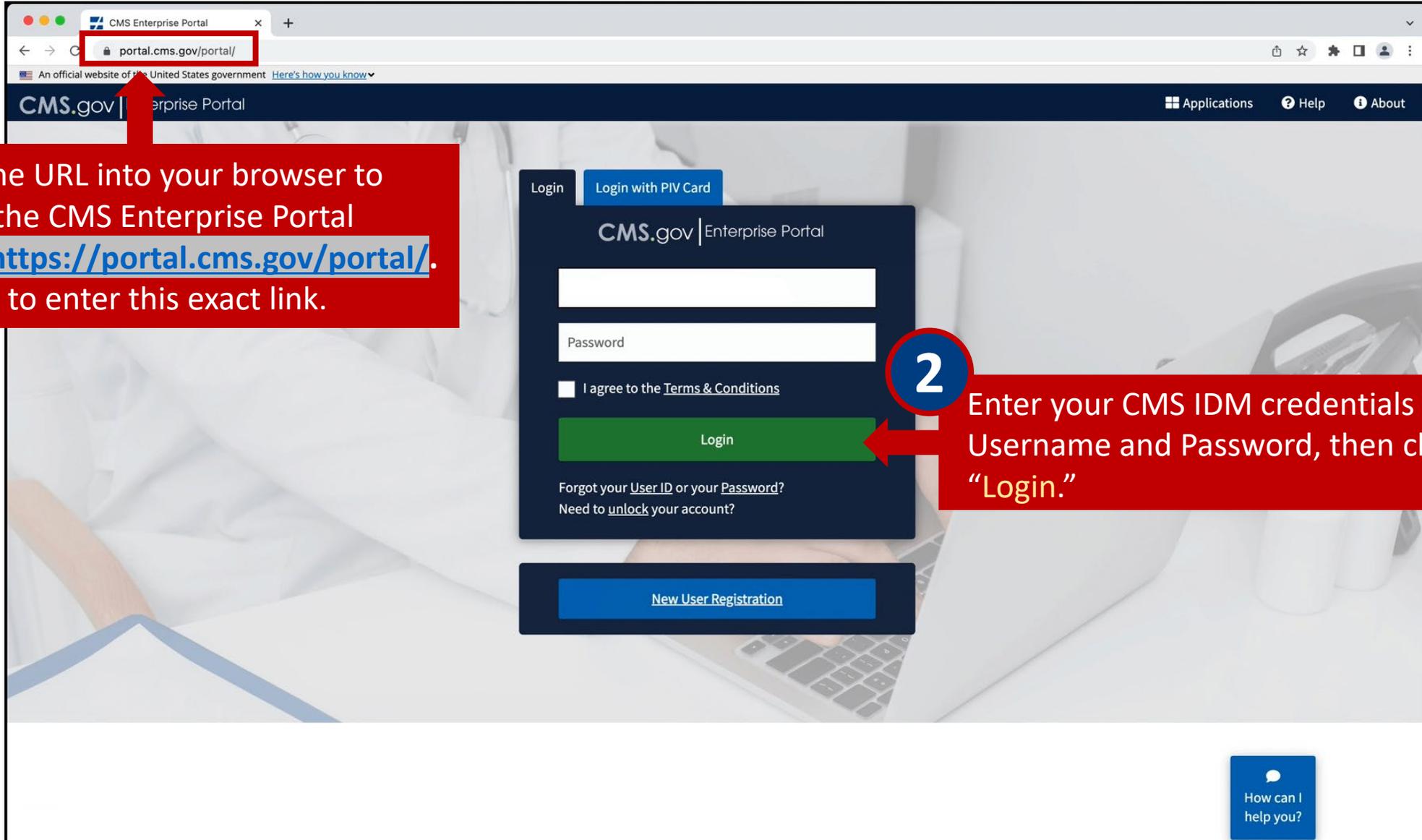
1 Enter the URL into your browser to access the CMS Enterprise Portal Login: **https://portal.cms.gov/portal/**. Be sure to enter this exact link.

2 Enter your CMS IDM credentials Username and Password, then click "Login."

3 Choose your authentication method (text message, phone call, email, etc.).

4 Click "Send MFA code" and check your authentication method (text message, phone call, email, etc.) to see your security code.

5 Enter the security code you received.

6 Click "Verify."

If there are issues logging in, *__click here__* to navigate to the Appendix.

My Portal

⊕ Add Application

Previous Login: View Login History

7 Click "Innovation Center" widget to open the drop-down menu.

Innovation Center

8 Select "Application Console" from the drop-down menu.

Innovation Center

Application Console

User Verification

9 Click "Request Access."

10 Click "Request New Access."

CMMI

Home   **Request Access**   Confirm Access

Request Access | CMS Innovation Center

+ Request New Access

Currently, there are no role requests displayed here.

11 Select "BPCI Advanced" from the drop-down menu.

After selecting application name, please continue to the next slide with additional instructions on how to fill in the remaining fields based on your role and level of access.

Your access to the Data Portal varies depending on whether you were designated as a BPCI Advanced Data Primary Point of Contact (POC) on the Data Request and Attestation (DRA) form or if requested in an updated DRA. Users requesting access as a BPCI Standard User will need their access approved by a BPCI Data Primary POC, since they were not listed in the DRA.

12

CMMI

Home   **Request Access**   Confirm Access

Request Access | CMS Innovation Center

All fields are required unless specified as optional.

Application Name   BPCI Advanced

Role
✓ Please Select User Role
Application Administrator
BPCI Business Owner
BPCI Business Owner Representative
BPCI Data Primary Point of Contact
BPCI Helpdesk
BPCI Payment Contractor
BPCI Standard User

Justification

Select "BPCI Data Primary Point of Contact" from the drop-down menu if you were designated as a BPCI Advanced Data POC on the DRA form.

Select "BPCI Standard User" from the drop-down menu if you were **not** designated as a BPCI Advanced Data POC on the DRA form.

! BPCI Data Primary POCs can request access for up to 20 BPIDs in a single request.

Home   **Request Access**   Confirm Access

Request Access | CMS Innovation Center

All fields are required unless specified as optional.

Application Name	BPCI Advanced
Role	BPCI Data Primary Point of Contact
BPID	0001 - Test Participant 1 - 0001

13 Enter your BPID.

14 Click *"Add."*

Selected Value(s)   Select one or more BPID(s) by entering or choosing a value above, then clicking the **+ Add** Add button. Only following value(s) will be submitted.

20 Value(s) remaining. Please note that individual requests will be generated if you select multiple values/sets.

Justification   Enter justification

500 Character(s) remaining

31

After clicking Confirm, a message will state that you have successfully submitted the request and identified the role requested. The system-generated request ID will also display in the message window.

17 Click "OK."

15 Type in "Requesting access to BPCI Advanced."

16 Click "Confirm" to complete the request.

32

Section 4 – Accessing the BPCI Advanced Data Portal

Time estimate: 2 minutes (4 slides)

❗ Enter the URL **https://portal.cms.gov/** into your browser to access the CMS Enterprise Portal.

1 Enter your username and password. Then, click "Login."

2 Choose your authentication method (text message, phone call, email, etc.).

3 Click "Send MFA code" and check your authentication method (text message, voice call, email, etc.) to see your security code.

4 Enter the security code you received.

5 Click "Verify."

! After logging in, you will be directed to the CMS Enterprise Portal.

My Portal

⊕ Add Application

Previous Login: View Login History

📅 Annual Role Certifications

🤝 Approvals

👨‍⚕️ Business Intelligence

👨‍⚕️ Innovation Center

Innovation Center

Application Console

6 Select "Innovation Center."

7 Click "Application Console."

36

! Depending on the Participant, the Application Console may display multiple applications.

CMS.gov | My Enterprise Portal   ☰ My Apps

Innovation Center | Application Console

Applications   Request Access   My Requests   Approve Requests   Email Notifications

Applications | CMS Innovation Center

BPCI_Adv
BPCI Advanced

Help at
BPCIAdvanced@cms.hhs.gov

8 Click "BPCI_Adv."

37

Section 5 – Navigating the BPCI Advanced Data Portal

Time estimate: 8 minutes (6 slides)

After selecting BPCI Advanced from the Applications Console, you will be directed to the BPCI Advanced Data Portal. This example demonstrates the process for identifying files you may download.

1

Click "Download Files."

BPCI Advanced   **Download Files**   Upload Files   Resources

Download Files

Select Your BPID (Optional)

Please Enter Your BPID

| 0001- BPCI Medical Center - 0013 | ✕ |

1000- BPCI Medical Center - 1000

1019- BPCI Medical Center - 1019

A001- BPCI Medical Center - A001

2

Enter and select your BPID.

Select Date Range (Optional)

Applicants who applied to begin participation in Model Year 7, including former Participants or Episode Initiators, will have a BPID that starts with "A" followed by seven digits. Active Model Participants who joined prior to Model Year 7 will have an eight-digit BPID.

Start Date
| MM/DD/YYYY | 📅 |

End Date
| MM/DD/YYYY | 📅 |

↺ Clear Dates

3

Click "List Reports."

List Reports

This example demonstrates the process of downloading the preliminary Target Prices files.

| CMS.gov | My Enterprise Portal | ☰ My Apps | 🔔 | 👤 Nineteen AppAdmi...▼ | ❓ Help | ➡ Log Out |

0001	Historical Raw Claims Data	11.790 KB	05/16/2023 11:59AM	Successful	⬇
0001	Calculation Error Notice and Reconsideration Review Response	11.790 KB	05/16/2023 11:59AM	Successful	⬇
0001	Secondary Repayment Source File	11.790 KB	05/16/2023 11:59AM	Successful	⬇
0001	Target Prices - Final Update	11.790 KB	05/16/2023 11:59AM	Successful	⬇ ✔ Complete
0001	Preliminary Target Prices	11.790 KB	05/16/2023 11:59AM		⬇ ✔ Complete
0001	Baseline Summary Data	11.790 KB	05/16/2023 9:28AM		✔ Complete

4

To download files, click the green download symbol.

40

This example demonstrates the process of uploading supporting documents to a specific BPID. BPCI Advanced allows Participants to submit a Calculation Error Notice (CEN) if they suspect errors in their Reconciliation. As part of the CEN process, Participants may be asked to submit supporting documents for a Reconsideration Review.

BPCI Advanced   Download Files   **Upload Files**   Resources

Upload Files

5 Click "Upload Files."

Health Insurance Portability and Accountability Act (HIPAA) is obligated to protect Personally Identifiable Information (PII) and P by government authorized users only. Unauthorized or improper use of this system is prohibited and may result in disciplinary a

You may select one file at a time.

Select File Information

BPID

[dropdown]

File Type

[SELECT]

7 Select a file type from the drop-down menu.

6 Enter and select your BPID.

41

Select File Information

BPID
0001

File Type
Supporting Document 7

Select Your File and Add Comments

8 Click "Select File" to choose a file from your device.

📄 Select File

9 Once the file is selected, click "Upload" to submit document to be uploaded.

File Name	File Size	File Upload Information		
TestoneFile.csv	5.0 KB		⬆ Upload	🗑 Remove

❗ Once upload is complete, a successful upload notification will display.

Select Your File and Add Comments

✔ Your file: TestoneFile.csv has been successfully uploaded. ✖

The Resources Page will contain manuals and guides related to BPCI Advanced reports and data.

The notification dropdown will alert users to any important communications or notices.

- If you have trouble with the Registration process, contact the BPCI Advanced Help Desk at **BPCIAdvanced@cms.hhs.gov**

- If you fail the Identity Proofing process when requesting IC-Innovation Center application access, contact Experian (**1-866-578-5409**)

- If you have questions about BPCI Advanced, contact the Model Team at **BPCIAdvanced@cms.hhs.gov**

Appendix

- *Overview of BPCI Advanced Portals*
- *Selecting the Correct User Role for the BPCI Advanced Application*
- *Resetting Your Password*

Overview of BPCI Advanced Portals

BPCI Advanced Portals	Portal Use

CMS Enterprise/Data Portal	• Online platform used by CMS to deliver:
	  o Preliminary and updated Target Prices
	  o Baseline claims data
	  o Monthly claims data
	  o Reconciliation Reports
	  o Quality Measure data
	o Please note, the Data Portal is hosted within the CMS Enterprise Portal and IC-Innovation Center Application (see graphic below)

BPCI Advanced Participant Portal	• Online platform used by BPCI Advanced Participants to:
	  o Access organizational
	  o Add/Delete Participant POCs
	  o Download templates and submission of deliverables
	  o Access Participation Agreement, Amendments and DRA
	  o Verify Clinical Episode selection
	  o Document Library: Model communications and reference materials

CMS.gov | Enterprise Portal

Innovation Center

BPCI_Adv
Bundled Payments for Care
Improvement (BPCI)

CMS Enterprise Portal → IC-Innovation Center Application → BPCI Advanced Application (Data Portal)

Use the flowchart below to determine which role to request within the BPCI Advanced Data Portal. Please note that BPCI Advanced Standard Users will need their access approved by a BPCI Data Primary POC. BPCI Advanced Standard Users' approval time is dependent on the Data Primary POC's approval timing.

Were you designated as one of the two Data POCs on your organization's latest DRA form?

Yes

No

BPCI Data Primary POC

BPCI Standard User
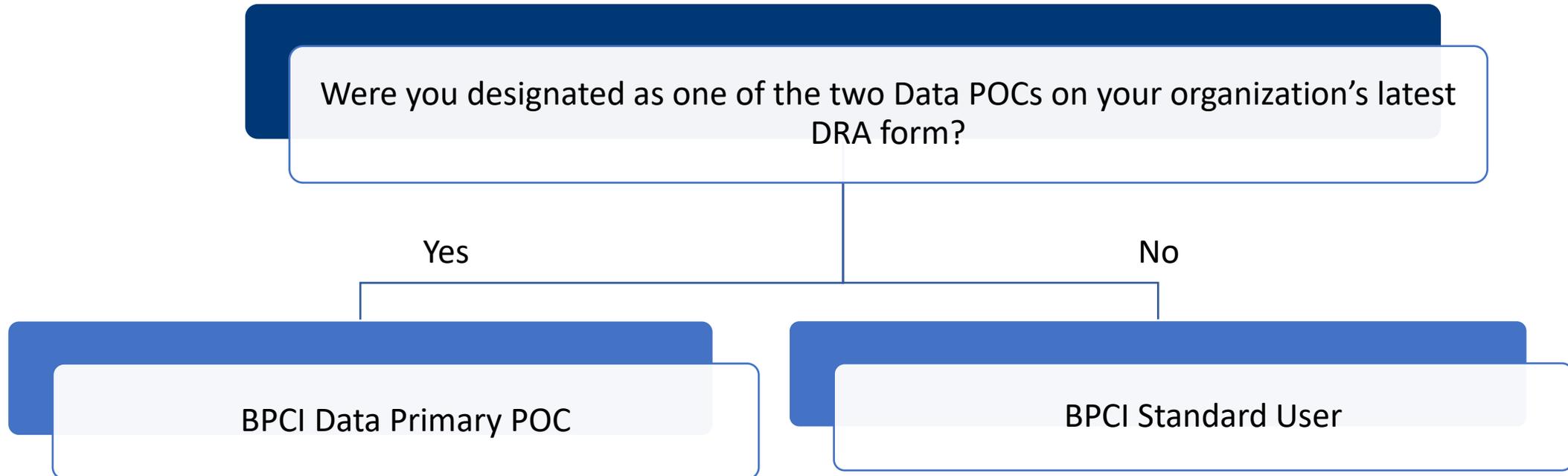
Participants may update their Data Primary POCs and data selections at any time by uploading a new version of their DRA in the Participant Portal. MY7 Applicants will be required to submit a Participant DRA after CMS selects them as Participants for MY7.

1 Click "Password" to reset your password.

2 Enter your email or username.

3 Click an option to reset your password. This example will demonstrate resetting the password via email.

48

Forgot Password

CMS.gov
Centers for Medicare & Medicaid Services

CMS Identity Management System (IDM)

Dear test BPCIAdv,

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, testBPCIAdv:

Reset Password
This link expires in 4 hours.

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.

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.

You will receive an email titled "Forgot Password." Click the green "Reset Password" button in the email.

49

CMS.gov | IDM

Answer Forgotten Password Challenge

Where did you go for your favorite vacation?

Answer

☐ Show

Reset Password

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

5 Click "Reset Password."

6 Enter a new password. Keep in mind password requirements.

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

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The Confirm Password field is required.

Reset Password

7 Click "Reset Password."

! Password must be at least 15 characters long and 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 must be different from the last 6 passwords used.

CMS.gov | **IDM**

SMS

SMS Authentication

(+1 XXX-XXX-____)

8 Click "Request Code."

Request Code

Enter Code

9 Enter the code you received.

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

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

Verify

10 Click "Verify."

Back to sign in

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You will then be directed to the CMS.gov IDM homepage.