

**Individuals Authorized Access to the CMS Computer Services
(IACS)**

**IACS Registration Guide for State Staff
Requesting “MMP User” Role
In the Financial Alignment Demonstrations**

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This guide provides instructions for the End Users from States to register for a new Application User role through Individual Authorized Access to the Centers for Medicare & Medicaid (CMS) Computer Services (IACS). Registration is to permit view-only access to CMS MARx system and to view information on the State's Medicare-Medicaid Plans (MMPs).

What is Individual Authorized Access to the CMS Computer Services (IACS)?

CMS has developed the IACS application to control issuance of electronic identities and access to CMS Web-based applications. Through IACS, an End User from State will be able to register for CMS applications to:

- Apply for and receive login credentials in the form of a User Identifier (User ID) and password.
- Apply for and receive approval to access the CMS MARx query and to submit MMP enrollment-related transactions to CMS via the MMP demonstration enrollment vendor, Infocrossing, Inc.

Registration requests are reviewed and approved using a hierarchical system of approvals referred to as the Chain of Trust. Typically, the requests are approved in the following manner:

- End User requests are approved by Approvers
- Approvers are approved by Authorizers
- Authorizers are approved by the Business Owner or their designee. Business Owners typically do not have an IACS User ID. Thus, Authorizers are referred to as Top of the Chain Users, since they are the last users in the chain who must have an IACS User ID.

Once approved, IACS will provide a User ID and a temporary password for the End User. To complete the registration process, the user will log in to IACS and change the temporary password. At this point, the End User must allow 24-48 hours before accessing the approved CMS application(s). When the user logs in to the approved CMS application with the IACS User ID, the user will be able to perform the functions associated with the approved role. A user may need to access multiple CMS applications. If the user has been approved for any application integrated with IACS, the user will use the same IACS User ID and password to access the applications.

IACS also manages the life cycle of User IDs and passwords. IACS ensures passwords expire every 60 days, accounts are disabled for inactivity, and users annually certify their continued need to access CMS applications. Once registered, the user will use IACS to:

- Reset password
- "Forgot Your Password?" self-service recovery
- "Forgot Your User ID?" self-service recovery
- Change password every 60 days
- Add new application or role
- Remove role
- Modify user and professional contact information
- Annual Certification of account

Access the Centers for Medicare & Medicaid Services (CMS) Portal thru <https://applications.cms.hhs.gov/home.html>

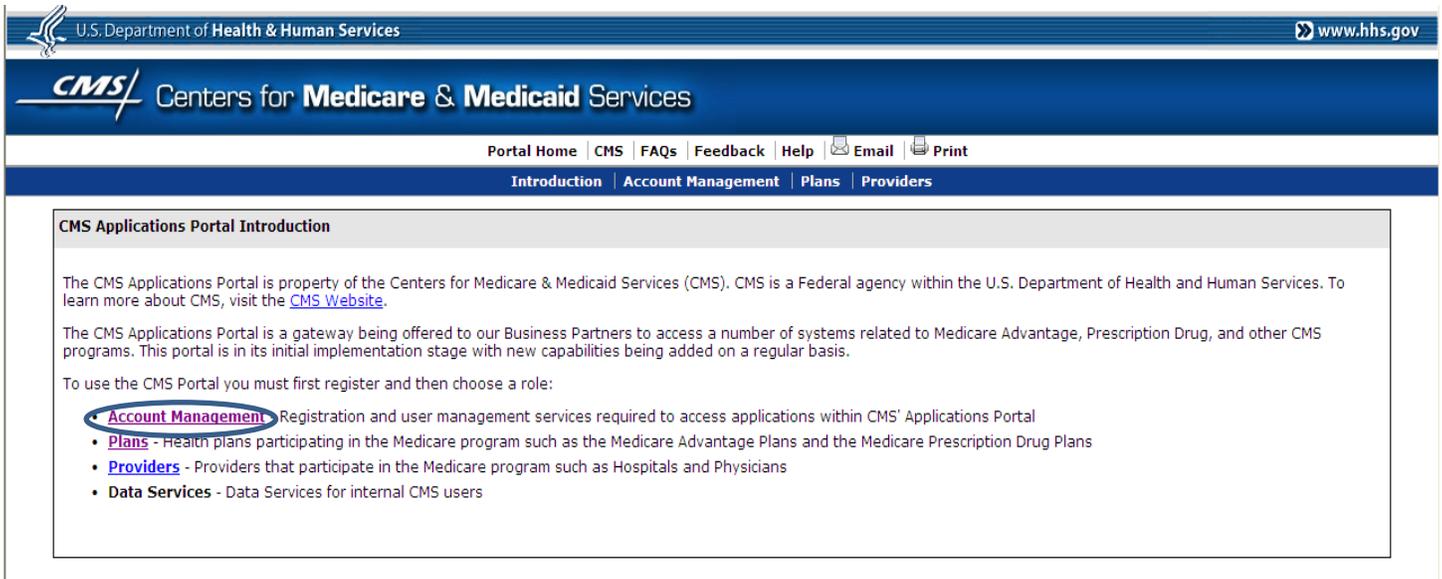


Figure 1: CMS Applications Portal Introduction Screen

- Select **ACCOUNT MANAGEMENT**

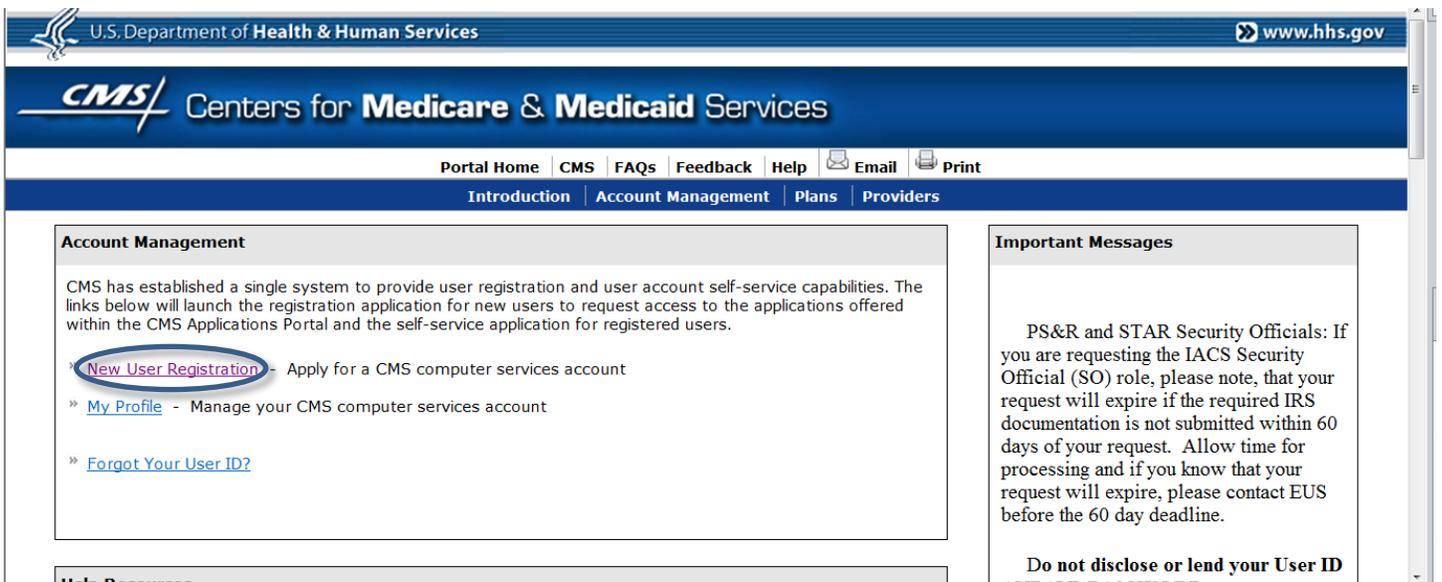


Figure 2 : Account Management Screen

- Select **NEW USER REGISTRATION**

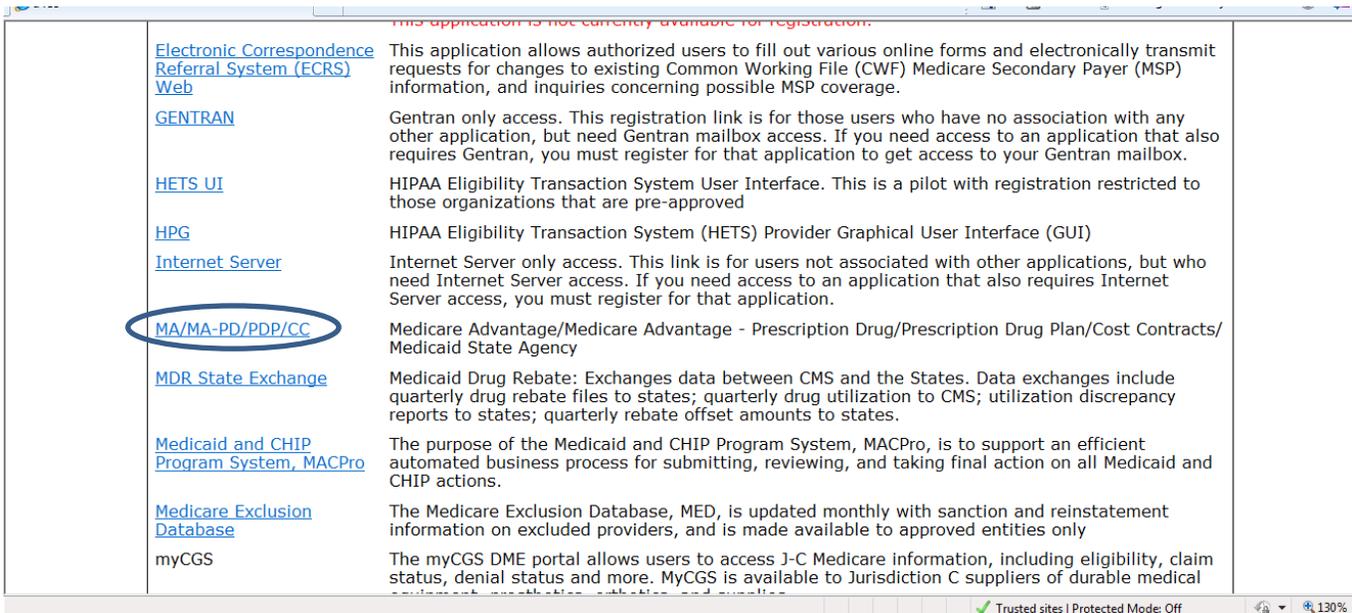


Figure 3: New User Registration Menu Screen

- Select **MA/MA-PD/PDP/CC** option under NEW USER REGISTRATION MENU for CMS APPLICATIONS

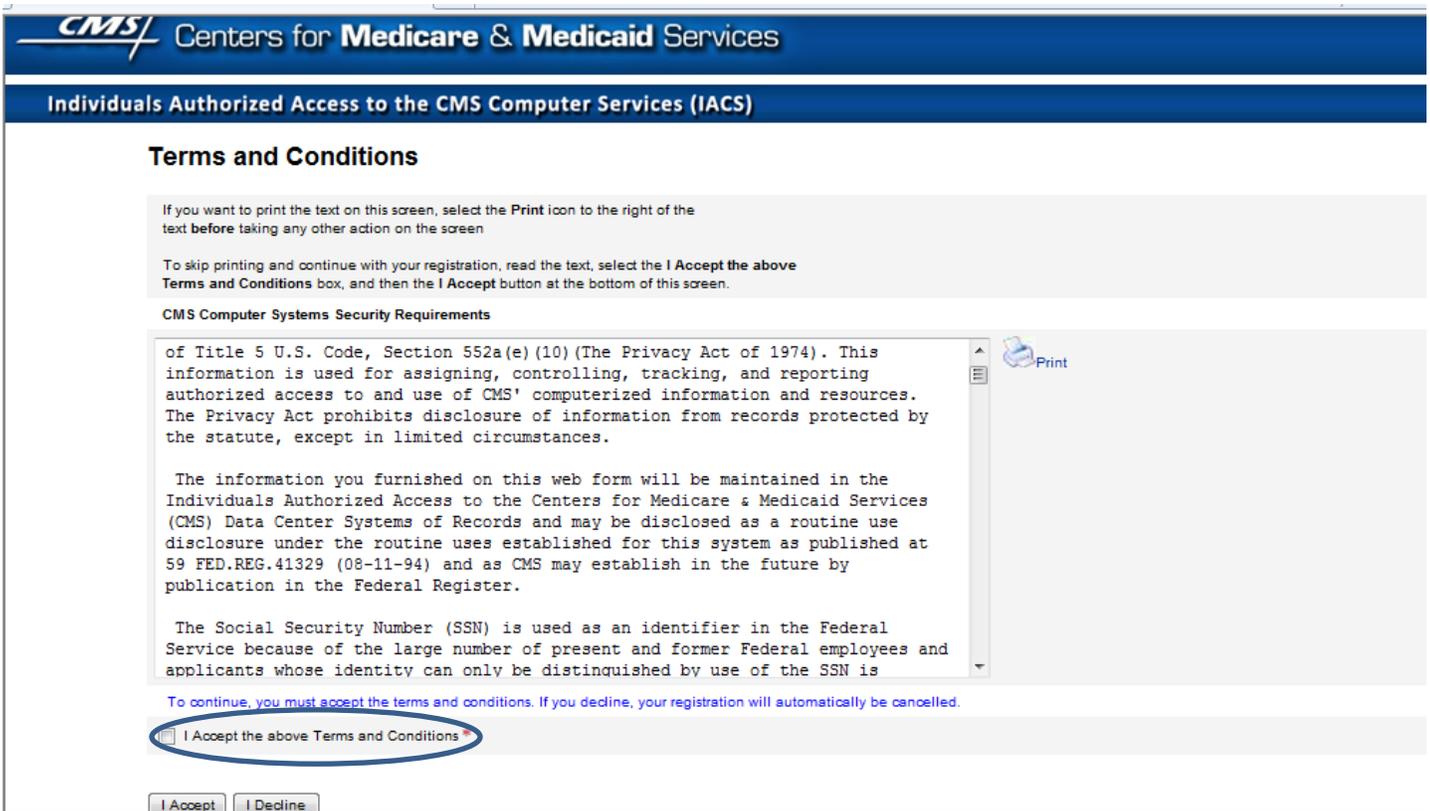


Figure 4: Terms and Conditions Screen

- Read and accept the Terms and Conditions
- Click the box **“I Accept the above Terms and Conditions”**
- Select **“I Accept”** to continue registration process

New User Registration

CMS is authorized to validate your personal information using your legal name, Date of Birth and Social Security Number.

User Information

Title: * **i** First Name: * **i** Last Name: * Suffix:

i Middle Initial: **i** Professional Credentials: Example: MD, RN, LPN, MBA, PhD, etc. (Limit 12 characters)

Social Security Number: * Valid SSN Format is XXX-XX-XXXX Date of Birth: * Valid Date of Birth format is mm/dd/yyyy

i E-mail: * **i** Confirm E-mail: *

Valid E-mail address format is user@internetprovider.domain. List of allowed domains: com, gov, net, org, us, mil, biz, edu, vi, pr, md, coop

Figure 5: New User Registration Screen

- Complete the required fields in the **User Information** area of the screen. The optional fields may be completed as well.
- The First and Last Name must be those on file with the Social Security Administration (SSA).
- A unique, work related E-mail address where the user may be contacted is required.
Note: E-mail address must be an organizational email domain; it cannot be a Gmail, Yahoo, Hotmail, or any publically available email domain.
- The E-mail address should be entered a second time for verification. Values should not be cut and pasted from one field to the other.
Note: The information must be entered in the format specified.
- Select the **Next** button when all the required fields have been completed. When the **Next** button is selected, the system validates the entered data.
- The SSN is validated to verify that it does not already exist for another IACS account.
- The E-mail address is validated to verify that it does not already exist for another IACS account.

E-mail Address Verification

New User Registration

Email Verification

Contact Information

Authentication Questions

Review Request

Acknowledgement

An e-mail has been sent to you at mfreeman@gmail.com with the 8-digit verification code.
Please enter the code in the box below from the e-mail and select 'Next' within 30 minutes. Failure to do so will result in cancellation of your Registration Request.

Verification Code: * [Re-send verification code](#)

Note: Personal or corporate e-mail and spam filters may block the e-mail containing your verification code.
You may request your verification code to be re-sent by selecting the re-send verification code link to the right of the Verification Code field.

You may request your verification code for a maximum of three times, after which the re-send link will be disabled.

Do not cut and paste the e-mail verification code from the e-mail onto this screen.
You must enter the code exactly as displayed, without any extra spaces or characters.

If you get an error message saying the code is not valid, please try re-typing the code again exactly as it appears in your e-mail.

Figure 6: E-mail Address Verification

The user will be sent an E-mail that confirms IACS has received the user's request and provides him/her with a verification code. The user must enter the Verification Code on the **E-mail Address Verification** screen.

Action: Leave the **E-mail Address Verification** screen open.

Note: The user will have 30 minutes to complete this step of the registration process. If the user does not complete this step in 30 minutes or if the user closes the **E-mail Address Verification** screen, his request will be cancelled and all information that he had entered will be lost.

New User Registration

New User Registration | **Contact Information** | **Email Verification** | **Authentication Questions** | **Review Request** | **Acknowledgement**

CMS is authorized to validate your personal information using your legal name, Date of Birth and Social Security Number.

User Information

Title: Mr. First Name: Jerome * Last Name: Jackson * Suffix: Jr.

Middle Initial: S Professional Credentials: PhD Example: MD, RN, LPN, MBA, PhD, etc. (Limit 12 characters)

Social Security Number: 572-50-0001 * Valid SSN Format is XXX-XX-XXXX Date of Birth: 12/18/1972 * Valid Date of Birth format is mm/dd/yyyy

E-mail: jjackson@idm.com * Confirm E-mail: jjackson@idm.com *
Valid E-mail address format is user@internetprovider.domain. List of allowed domains: com, gov, net, org, us, mil, biz, edu, pro

Professional Contact Information

Office Telephone: 572-573-5731 * Ext: 573 Valid Phone Number Format is XXX-XXX-XXXX

Company Name: Orange Health * Company Telephone: 573-573-5731 Ext: 573

Address 1: 101 Main Street * Address 2: Suite 102

City: Baltimore * State/Territory: MD * Zip Code: 57314 * - 5733

Access Request

User Type: MA/MA-PD/PDP/CC

Role: **MMP User** * **Select MMP User**

For the selected Role, at least one Contract/Mailbox Number must be submitted. *

Plan Contract Number: Add Ex: Hxxxx

Contract(s): H0550

RACF ID:

Justification for Action:
Request initiated on 12/18/2012 04:58:19 PM *

Figure 7: New User Registration Screen: Professional Contact Information, Access Request Area, and Role Drop-down

This screen has additional sections that need to be completed. The top area of the **New User Registration** screen labeled **User Information**, as illustrated in Figure 7, will be pre-populated with the user information completed prior to the E-mail address verification.

Select the *Role* field to display the list of roles. Select **MMP user**.

Note: This role applies to State employees to access CMS Systems via Infocrossing to submit data files (e.g. TC 61, 51, 82, or 83 for MMP demonstration) or to access MARx to perform individual beneficiary queries. This role must be approved or rejected by the MMP External Point of Contact (EPOC) at their discretion.

Below the entered Contract Number fields is an additional field for the user to enter the RACF ID if he has this ID number. If the user has forgotten the RACF ID, he needs to call the Help Desk to obtain his RACF ID information.

If the user does not have a RACF ID at the time he completes the IACS New User Registration and the user's role requires a RACF ID, the system will automatically assign him a RACF ID once his request is approved.

Authentication Questions

Please answer at least 2 of the following questions, and then select "Next" to proceed with registration.

Question	Answer
What is your grandmother's maiden name?	Sue
What was the model of your first car?	Taurus
What is the middle name of your oldest cousin?	
What was the name of your first pet?	
What was your childhood phone number?	
What was the first name of your first boyfriend?	
What was the first name of your first girlfriend?	
What is the name of your first elementary school?	
What was your childhood street name?	
What was the name of your first employer?	
What was your grandfather's profession?	
What was the name of your first college roommate?	
Where was your wedding reception held?	

Figure 8: Authentication Questions Screen

- Answer at least two of the Authentication Questions listed.
- Select the **Next** button when you are done.

The system will display the **Review Registration Details** screen as illustrated in Figure 10.

Review Registration Details

New User Registration | **Email Verification** | **Contact Information** | **Authentication Questions** | **Review Request** | **Acknowledgement**

The following is the information you entered on the New User Registration Form.
Please review the information below to verify correctness.

- To modify any of the information, click 'Edit'.
- If the information is correct and you wish to proceed, click 'Submit'.

First Name:	Morgan	MI:		Last Name:	Freeman
Title:		Suffix:		Professional Credentials:	
Social Security Number:	*****7856				
Date of Birth:	01/01/1980				
E-mail:	mfreeman@ghmail.com				
Office Telephone:	410-123-1234				
Company Name:	Freeman group			Company Telephone:	
Address 1:	1 main st			Address 2:	
City:	baltimore	State/Territory:	MD	Zip Code:	21044
User Type:	MA/MA-PD/PDP/CC				
Role:	User/Submitter, MCO Representative UI Update				
Contract(s):	H1111 H1050				
Report Access Type:	Access to Non-Financial Report				

Authentication Questions

Question	Answer
What is your grandmother's maiden name?	Sue
What was the model of your first car?	Taurus

Figure 9: Review Registration Details Screen

- Review the information presented in the **Review Registration Details** screen.

If you need to make any modifications to the registration information, use the **Edit** button. The **New User Registration** screens will be redisplayed with all information populated in the appropriate fields. The user may modify the information except for the previously entered E-mail address; and, when finished, he/she should select the **Next** button. He/she will again be presented with the **Review Registration Details** screen.

Note: The user will not be allowed to modify the *E-mail and Confirm E-mail* fields by selecting the **Edit** button from the **Review Registration Details** screen.

- Select the **Submit** button when you are satisfied that your registration information is correct. The **Registration Acknowledgement** screen will display as illustrated in the example in Figure 10.

The **Registration Acknowledgement** screen indicates that the registration request has been successfully submitted and the request tracking number has been assigned. This tracking number should be recorded and used when the user has questions about the status of his request.

Note: The user can print the information contained on the **Registration Acknowledgement** screen by selecting the **Print** icon.

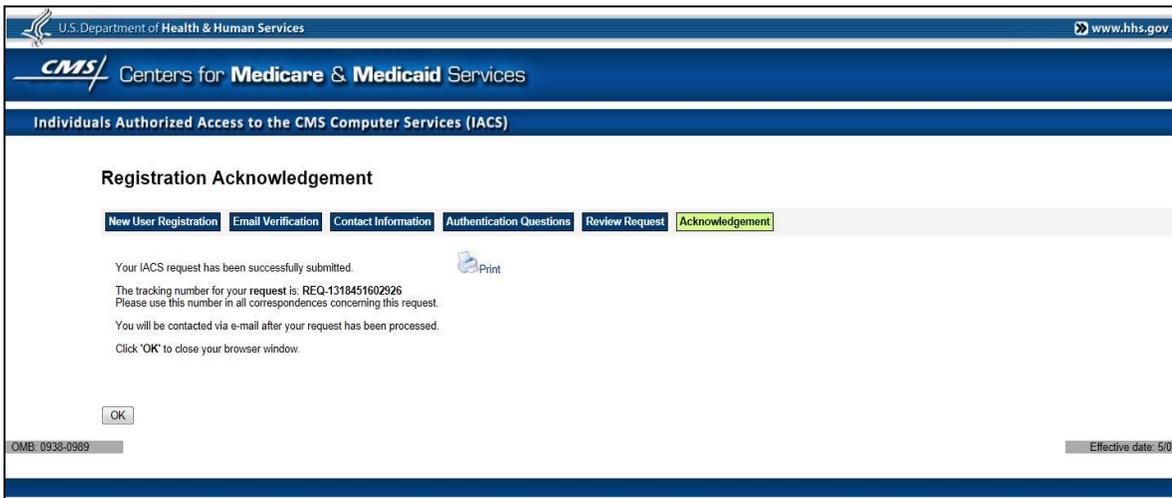


Figure 11: Registration Acknowledgement Screen

- Select the **OK** button.

Note: The registration will not be completed unless the **OK** button is selected.

The **Registration Acknowledgement** screen will close and the system will return to the **Account Management** screen.

Registration Completion

After the user completes the IACS New User Registration, the user will be sent an E-mail confirming IACS has received the user's request with the request tracking number. The user should use the tracking number when referencing the request.

Note: If the E-mail notification has not been received within 24 hours after registration, the user should contact the MAPD Help Desk @ 1-800-927-8069 (Monday to Friday 6am – 9pm EST) or via email at mapdhelp@cms.hhs.gov.

The user's Approver (EPOC) will be notified of the pending request via E-mail.

Once the EPOC has approved the request and the account has been created, two separate E-mail messages are sent automatically to the user.

1. The first E-mail (Subject: FYI: User Creation Completed – Account ID Enclosed) will contain the IACS User ID.
2. The second E-mail (Subject: FYI: User Creation Completed – Password Enclosed) will contain the format of the initial password and instructions to change the initial password. The user will be required to change the initial password on the first login.

If the user's request for registration is denied, the user will be sent an E-mail that the request was denied with the justification for denial.

For registration assistance, please contact the MAPD Help Desk at 1-800-927-8069 (Monday to Friday 6am – 9pm EST) or via email at mapdhelp@cms.hhs.gov.

Frequently Asked Questions

1. *My password was reset by the Help Desk; however, I am still unable to log in. What password should I use?*

Once your password is reset, you will receive an E-mail with a one-time password. This one-time password is reset to the first two letters of the user's last name (with the first letter capitalized and the second letter in lowercase) followed by the last six digits of the user's Social Security Number. Use your IACS User ID and the password received in the E-mail to log in. After a successful login, you will be prompted to change the password in accordance with the password policy.

2. *I need to change my name and/or date of birth. I am unable to modify this information using the [Modify User/Contact Information](#) hyperlink. How can I modify my personal information?*

Legitimate changes to the First Name, Last Name, and/or Date of Birth will require a Service Request. You should contact your application Help Desk, who in turn, will submit the Service Request directed to the IACS Administrator to modify your personal information.

3. *When I submit a request for Annual Certification, the message on the screen states that there are no roles assigned to my IACS account. What do I need to do?*

Your Annual Certification request cannot be processed because your IACS account requires a role. To retain your IACS account, you will need to request a role and be approved for that role before your certification due date. If you choose to take no action before your certification due date, your IACS account will be archived.

4. *I am a registered EPOC for the MA/MA-PD/PDP/CC Application. The request that I planned on approving is no longer in my Inbox. Why am I unable to see the pending request?*

When an existing MA/MA-PD/PDP/CC Application user requests an additional MA *Representative* role or a report access type modification, the request needs to be approved by all the approvers of the corresponding contracts in the user's profile.

If one of the contracts was rejected by one of the corresponding approvers, then all the contracts associated with the request will be considered rejected. Therefore, the request will be removed from your Inbox. You will receive an E-mail notification that one of the EPOCs has rejected the request and no further action is required. This request has not modified the user's profile. The user will retain his existing roles and contracts.

5. *When I try to register, I get an error message saying the SSN is already in use. What should I do?*

This message means that the SSN entered has an IACS account. First, validate that the SSN is typed correctly. If the SSN is correct, you may have an account. To verify this, use the **Forgot Your User ID?** feature on the **Login to IACS** screen or CMS web page.

1. Go to <https://applications.cms.hhs.gov>.
2. Navigate to the [Account Management](#) hyperlink.
3. Select the [Forgot Your User ID](#) hyperlink.
4. Enter *First Name, Last Name, Date of Birth, SSN, and E-mail*. After the information is validated, an E-mail will be sent to you with your User ID.

If you are unable to retrieve your User ID, please contact your Help Desk for assistance.

6. *I am unable to complete the E-mail verification step. I have not received the E-mail with the Verification Code. What should I do?*

Here are possible solutions to your problem.

- Is the E-mail correct? Verify the E-mail address displayed on the **E-mail Address Verification** screen. If the E-mail is not correct, cancel your request and start over again.

- If the E-mail you provided is correct, please check your Junk/Spam folder.
- If the E-mail address that you entered is correct and you do not see the E-mail in the junk folder, please contact your E-mail Administrator for resolution.