



Centers for Medicare & Medicaid Services

Enhanced Oncology Model (EOM) Participant Portal

Access User Manual

Version 2.0

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Table of Contents

- 1. Getting Started..... 1**
- 1.1 Cautions & Warnings 1
- 1.2 Conventions..... 1
- 1.3 Set-up Considerations 1
- 1.4 User Access Considerations..... 1
- 1.5 Accessing the System..... 1
- 1.5.1 New User Registration (No CMS IDM Account)..... 3
- 1.5.2 New User Registration (With CMS IDM Account) 8
- 1.5.3 Existing User Registration (No CMS IDM Account) 10
- 1.5.4 Existing User Registration (With CMS IDM Account)..... 11
- 1.5.5 Reset your password 11
- 1.5.6 Change Password 12
- 1.5.7 Unlock user CMS IDM Account 13
- 1.5.8 Multi Factor Authentication (MFA) 14
- 1.5.9 Login to the EOM Participant Portal..... 14
- 1.6 System Organization and Navigation..... 16
- 1.7 Exiting the System 17
- Appendix A: Record of Changes 0**
- Appendix B: Acronyms..... 1**
- Appendix C: Approvals..... 2**

List of Figures

- Figure 1: EOM Participant Portal Login Page..... 4
- Figure 2: Existing CMS Identity Management (IDM) Account Verification..... 4
- Figure 3: IDM Registration Page 5
- Figure 4: Successful CMS IDM Registration 5
- Figure 5: Remote Identity Proofing (RIDP) page, Step 1 out of 2..... 6
- Figure 6: Remote Identity Proofing (RIDP) page, Step 2 out of 2..... 7
- Figure 7: Welcome Model Registration Email Template..... 8
- Figure 8: Existing CMS Identity Management (IDM) Account Verification Page 8
- Figure 9: Existing CMS IDM Account Verification Page 9
- Figure 10: Verification Code..... 9

Figure 11: Successful Verification of the CMS IDM Account.....	10
Figure 12: Existing CMS IDM Account Verification	10
Figure 13: Successful CMS IDM Registration Page.....	11
Figure 14: Reset Password Page.....	12
Figure 15: Change Password Link on Portal.....	12
Figure 16: CMS IDM – Change Password Page	13
Figure 17: CMS IDM – Unlock Account Page	13
Figure 18: MFA Set Up.....	14
Figure 19: EOM Participant Portal Login Page.....	15
Figure 20: Email Authentication Page	16
Figure 21: Home Page-Navigation	17
Figure 22: Logout Menu	17

1. Getting Started

This User Manual (UM) provides the information necessary for users to access the Participant Portal for EOM. For questions on gaining access to this site, please contact CMMIForceSupport@cms.hhs.gov or call 1-888-734-6433.

This section contains information on system setup, user access, and system navigation.

1.1 Cautions & Warnings

There is not an auto save function. Save the user's updates before navigating away from the browser window.

1.2 Conventions

- We indicate fields, buttons, and links to act on in bold text.
- We call out specific objects in screenshots with red outlines and arrows.
- We provide alternative text. See 508 Disclaimer for accessibility guidelines.
- We created screenshots in Google Chrome. Depending on the browser, the screens may vary from the examples in this manual.

1.3 Set-up Considerations

Before accessing the EOM Participant Portal, please verify these settings on the user's computer:

Browser Guidelines: Salesforce supports:

- Microsoft® IE version 11. Prior versions are not supported.
- Apple® Safari® versions 5.x, 6.x, and 7.x on Mac Operating System (OS) X.
- The most recent stable versions of Mozilla® Firefox® and Google Chrome™.

Screen Resolution: The Salesforce application screens are designed to be viewed at a minimum screen resolution of 1024 x 768.

Pop-up Blocker: Allow pop-up windows for Salesforce within the browser settings.

1.4 User Access Considerations

Anyone can self-register in the EOM Participant Portal.

1.5 Accessing the System

Currently, you are being directed to log in to the EOM Participant portal. If you already have access to other Centers for Medicare & Medicaid Services (CMS) tools that have been moved to Okta single sign-on (using a CMS Identity Management [IDM] account), you will want to use that account. However, you may need to create a CMS IDM account.

This section provides information on:

- New User Registration (No CMS Identity Management [IDM] Account)

- New User Registration (With CMS IDM Account)
- Existing User Verification (No CMS IDM Account)
- Existing User Verification (With CMS IDM Account)
- Reset IDM password.
- Change password.
- Unlock IDM account.
- Multi-Factor Authentication (MFA)
- Login to the EOM Participant Portal

1.5.1 New User Registration (No CMS IDM Account)

Pre-requisite: Your contact information must be added in the EOM Participant portal record prior to accessing the portal. If you are a first-time user, you must register for the EOM Participant portal and confirm whether you have an existing CMS IDM account. You must follow one of two paths as stated below:

- If you have an existing CMS IDM account: You must provide your existing CMS IDM username and verify your identity.
 - If you do not have an existing CMS IDM account: You must register to the IDM and activate your account. Please note that you must authenticate through Remote Identity Proofing (RIDP) to activate your IDM account.
1. Navigate to <https://app.innovation.cms.gov/EOM>
 2. The **Enhanced Oncology Model Portal (EOM) Login** page displays.

CMS.gov
Centers for Medicare & Medicaid Services

Enhancing Oncology Model

CMS IDM Username

CMS IDM Password

Remember me

Log In

OR

New User Registration

Existing User Verification

[Need help signing in?](#)

Figure 1: EOM Participant Portal Login Page

3. Select **New User Registration**.
4. The Existing CMS Identity Management (IDM) Account Verification page displays.

CMS.gov

Existing CMS Identity Management (IDM) Account Verification

*Do you have an existing CMS Identity Management (IDM) account?

Yes

No

Cancel Next >>

Figure 2: Existing CMS Identity Management (IDM) Account Verification

5. As a new user attempting to access the EOM Participant portal, select **No** and continue to the next page by selecting the **Next>>** button.

6. The IDM Registration page displays.

Figure 3: IDM Registration Page

7. Enter all required field(s) and select **Next>>**.
8. The success message displays for registering for CMS IDM. You will need to verify your identity through RIDP. This one-time process takes 5-10 minutes and requires your address, Date of Birth, and Social Security Number. Select the following link to learn more about RIDP: <https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/HETSHelp/Downloads/HETSHPGRIDPMFAFAQ.pdf>

Figure 4: Successful CMS IDM Registration

9. After successful registration with the CMS IDM site, select **Continue to Verify Identity** to authenticate your identity. Please note that RIDP authentication is a two-step process.

Remote Identify Proofing (RIDP) [Tips for Success](#)

Step 1 out of 2

* Legal First Name: John Middle Name: Legal Last Name: Doe

Email: John.Doe@mailinator.com * Date of Birth: MM/DD/YYYY

* Street Address Line 1: Street Address Line 2:

* City: * State: Select State * Zip Code: Zip Code Extn:

* Phone (XXXXXXXXXX): * Social Security Number (XXXXXXXXXX):

<< Back Return to Login Next >>

Figure 5: Remote Identity Proofing (RIDP) page, Step 1 out of 2

8. Enter all the required information. Please note that the RIDP is the process of validating sufficient information that uniquely identifies you (e.g., credit history, personal demographic information, and other indicators). If you are requesting electronic access to protected CMS information or systems, you must be identity proofed to gain access. CMS uses the Experian identity verification system to remotely perform identity proofing. You will be asked to provide a set of core credentials which include:
 - a. Full Legal Name
 - b. Social Security Number (may be optional)
 - c. Date of Birth
 - d. Current Residential Address
 - e. Personal Telephone Number

CMS.gov

Remote Identity Proofing (RIDP)

Step 2 out of 2

00:05:31

*You may have opened a mortgage loan in or around February 2016. 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'.

- LOAN AMERICA
- CBO/FIRST COMMONWEALTH
- CROSSLAND MORTGAGE
- ROCK FINANCIAL CORP
- NONE OF THE ABOVE/DOES NOT APPLY

*You may have opened an auto loan in or around September 2017. Please select the lender for this account. If you do not have such an auto loan, select 'NONE OF THE ABOVE/DOES NOT APPLY'.

- WESTAR FINANCIAL
- SEAFIRST BANK
- FIRST COMMONWEALTH BAN
- US BANK
- NONE OF THE ABOVE/DOES NOT APPLY

*Please select the term of your auto loan (in months) from the following choices. If your auto loan or auto lease term is not one of the choices please select 'NONE OF THE ABOVE'.

- 24
- 36
- 48
- 60
- NONE OF THE ABOVE/DOES NOT APPLY

*You may have opened a (BANK OF AMERICA) credit card. Please select the year in which your account was opened.

- 2011
- 2013
- 2015
- 2017
- NONE OF THE ABOVE/DOES NOT APPLY

*Which of the following institutions do you have a bank account with? If there is not a matched bank name, please select 'NONE OF THE ABOVE'.

- FIRST NATIONAL TRUST SAVINGS
- CHARTER OAKS FCU
- NEWPORT FCU
- TEXAS BANK
- NONE OF THE ABOVE/DOES NOT APPLY

<< Back to Step 1 Submit Answers

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

Figure 6: Remote Identity Proofing (RIDP) page, Step 2 out of 2

10. After successful authentication of RIDP, users will receive two emails.
 - a. Activate CMS IDM account email.
 - b. Welcome Model Community email

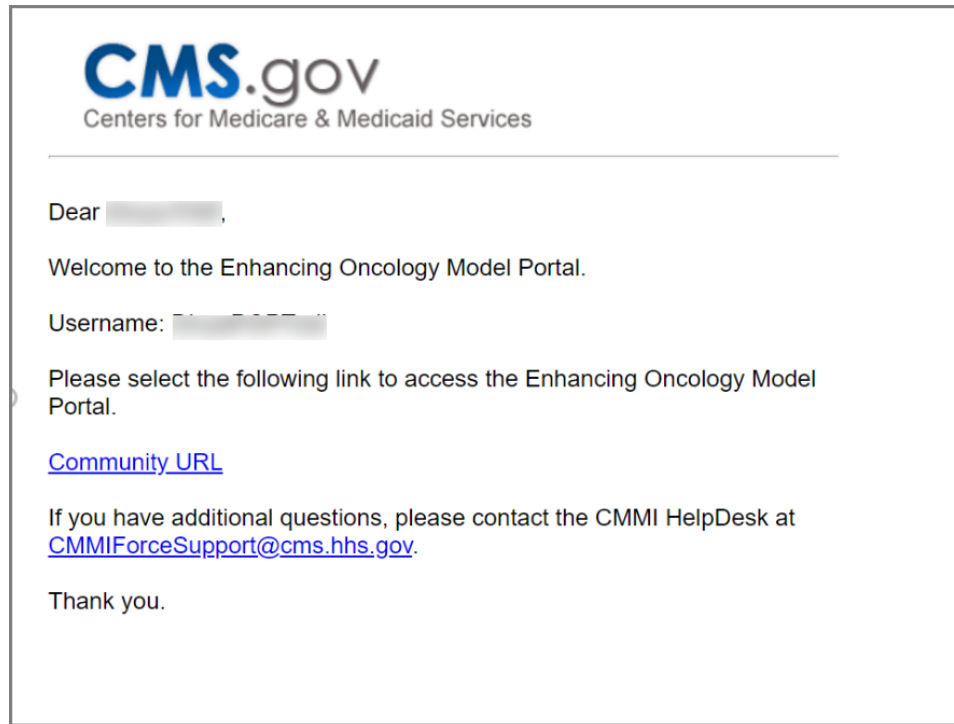


Figure 7: Welcome Model Registration Email Template

11. After activation of the user's CMS IDM account, you will be prompted to create a password.

1.5.2 New User Registration (With CMS IDM Account)

When you have a CMS IDM account and do not have access to the EOM Participant, follow the steps below to gain access.

1. Select **New User Registration** from the EOM Participant Login page.
2. The **Existing CMS Identity Management (IDM) Account Verification** page displays.

CMS.gov

Existing CMS Identity Management (IDM) Account Verification

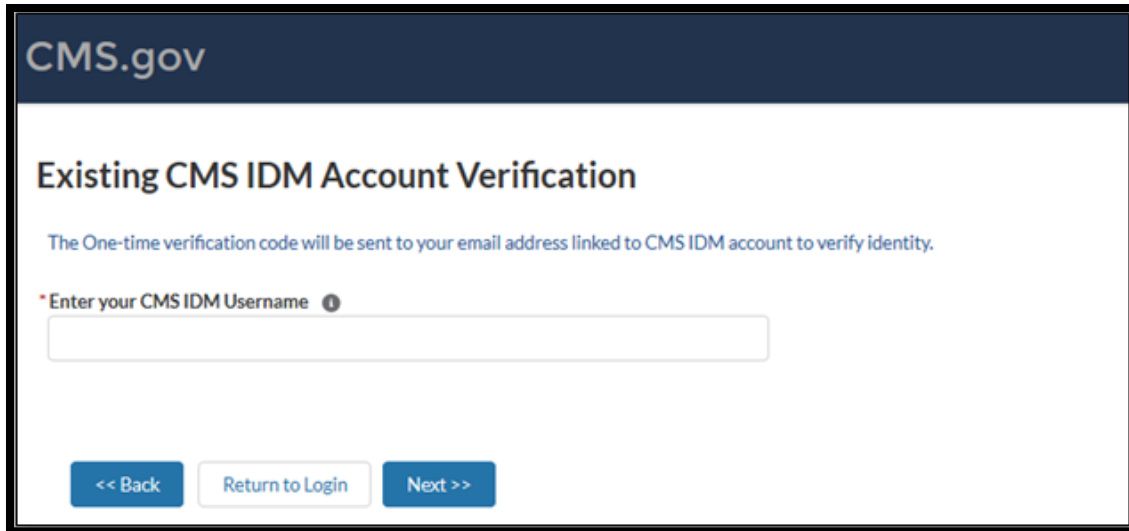
*Do you have an existing CMS Identity Management (IDM) account?

Yes

No

Figure 8: Existing CMS Identity Management (IDM) Account Verification Page

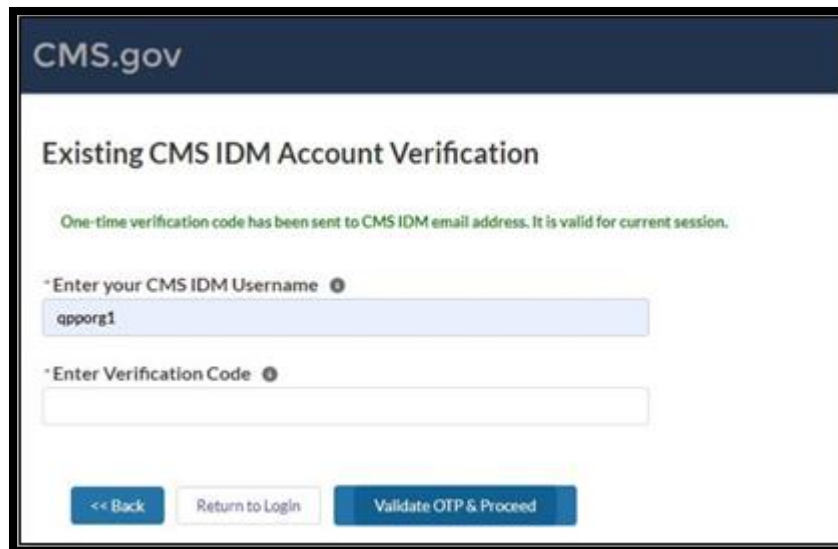
3. As an existing CMS IDM account user attempting to access the EOM Participant portal, select **Yes** and continue to the next page by selecting the **Next>>** button.
4. The **Existing CMS IDM Account Verification** page displays.



The screenshot shows the 'Existing CMS IDM Account Verification' page on CMS.gov. The page has a dark blue header with the CMS.gov logo. Below the header, the title 'Existing CMS IDM Account Verification' is displayed. A message states: 'The One-time verification code will be sent to your email address linked to CMS IDM account to verify identity.' Below this, there is a label '* Enter your CMS IDM Username' with an information icon. A text input field is provided for the username. At the bottom, there are three buttons: '<< Back' (blue), 'Return to Login' (white with blue border), and 'Next >>' (blue).

Figure 9: Existing CMS IDM Account Verification Page

5. Enter your CMS IDM Username and select **Next>>**.
6. You will be prompted to enter a one-time verification code. The verification code will be sent to the email linked to your CMS IDM account.
7. Enter the verification code sent to your email and select the **Validate OTP & Proceed** button.



The screenshot shows the 'Existing CMS IDM Account Verification' page on CMS.gov. The page has a dark blue header with the CMS.gov logo. Below the header, the title 'Existing CMS IDM Account Verification' is displayed. A message states: 'One-time verification code has been sent to CMS IDM email address. It is valid for current session.' Below this, there are two labels: '* Enter your CMS IDM Username' and '* Enter Verification Code', each with an information icon. The first text input field contains the username 'qpporg1'. The second text input field is empty. At the bottom, there are three buttons: '<< Back' (blue), 'Return to Login' (white with blue border), and 'Validate OTP & Proceed' (blue).

Figure 10: Verification Code

- The EOM permissions will be added to your account, and now you can log in using your CMS IDM credentials. You will receive a welcome email from the EOM Participant portal.

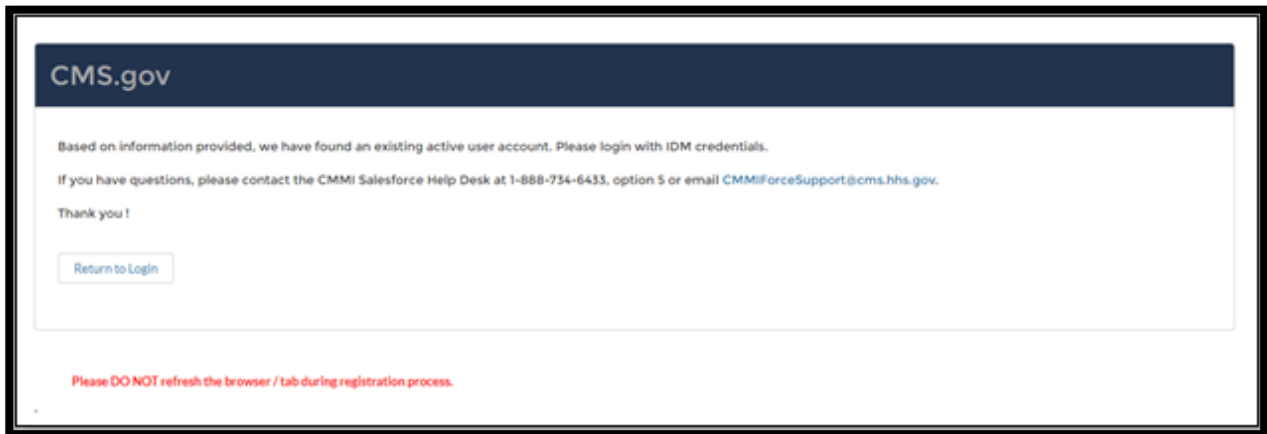


Figure 11: Successful Verification of the CMS IDM Account

- You can now return to the login page and use your CMS IDM credentials to access the EOM Participant portal.

1.5.3 Existing User Registration (No CMS IDM Account)

When you are an existing EOM Participant portal user and do not have a CMS IDM account, please follow the below steps to log in to the EOM Participant portal:

- Select the **Existing User Verification** button from the EOM Participant portal login page.
- Select **No** on the **Existing CMS Identity Management (IDM) Account Verification** page.
- The **Existing CMS IDM Account Verification** page appears.

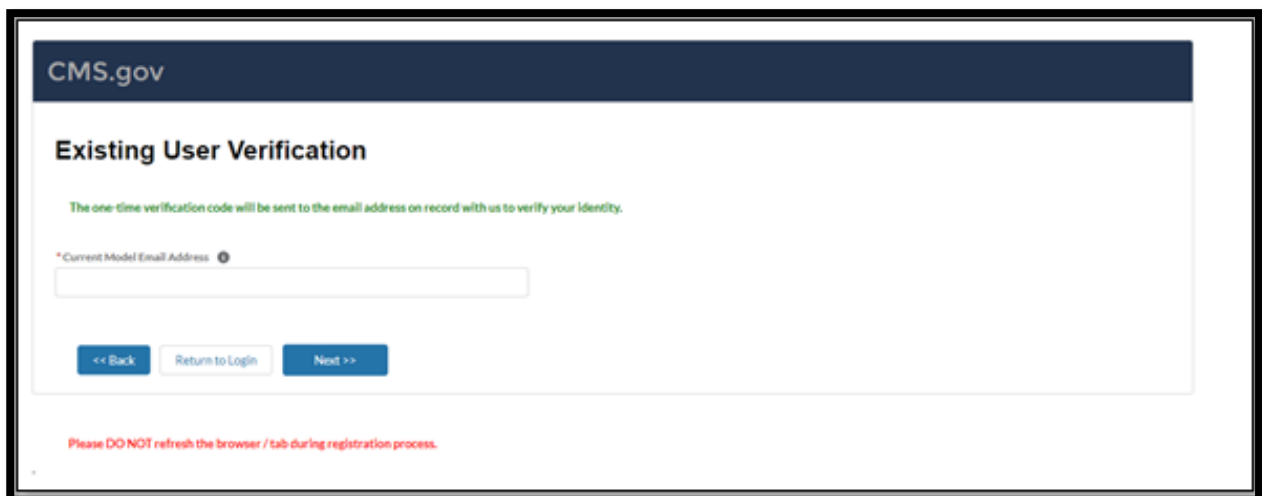


Figure 12: Existing CMS IDM Account Verification

- Enter your email address associated with the EOM Participant portal.
- You will be prompted to enter a one-time verification code. Please note that the verification code will be sent to the email address you provided.

6. The successful registration to CMS IDM page displays. You will receive two emails:
 - a. CMS IDM account activation email
 - b. Welcome to the EOM Participant portal email (see Figure 7)

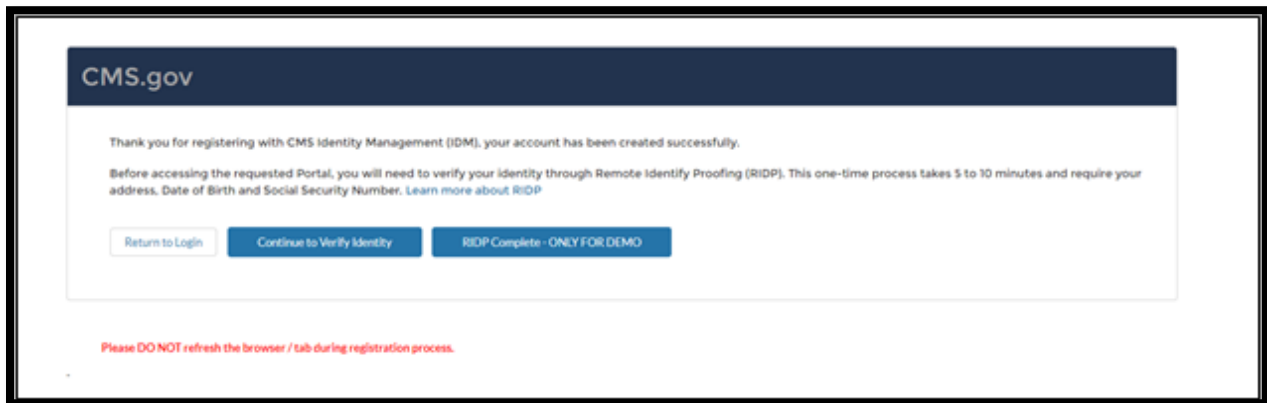


Figure 13: Successful CMS IDM Registration Page

7. After activating your CMS IDM account, you are required to authenticate through RIDP. Please select the **Continue to Verify Identity** button and follow the RIDP verification.
8. After successfully authenticating through RIDP, you will be prompted to create a password.
9. You can now log in to the EOM Participant portal.

1.5.4 Existing User Registration (With CMS IDM Account)

When you have a CMS IDM account and have permission to use the EOM Participant portal, please follow the below steps to authenticate your identity for the first time:

1. Select **Existing User Verification** from the EOM Participant Portal Login page.
2. Select **Yes** on the **Existing CMS Identity Management (IDM) Account Verification** page.
3. The **Existing CMS IDM Account Verification** page appears next.
4. Enter your current CMS IDM account and your current model email address, then select **Next**.
5. You will be prompted to enter a one-time verification code.
Note: When you have different email addresses linked to CMS IDM and the EOM Participant portal, you will be prompted to provide two verification codes.
6. After verification, you will be prompted to return to the login page. You can now log in to the EOM Participant portal.

1.5.5 Reset your password

If you have forgotten your password, you can reset your password by following the below steps:

1. Select the **Forgot password?** option.
2. The Reset Password page displays.

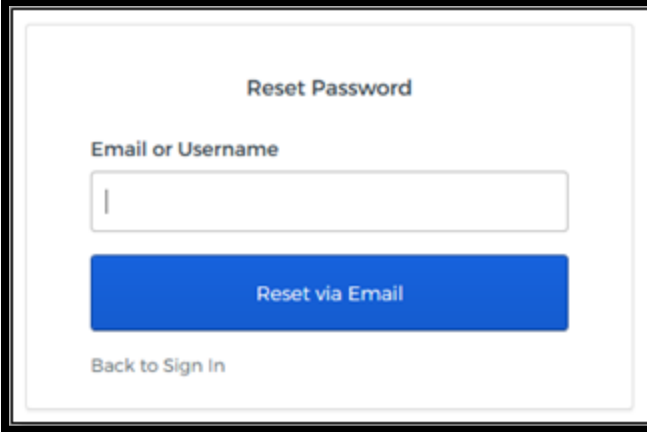


Figure 14: Reset Password Page

3. Enter the Email or Username linked to your profile.
4. You will receive an email to reset your password. Follow the steps provided in the email to reset your password.

1.5.6 Change Password

If you want to change the password, select the **Change Password** link provided on the EOM Participant Portal pages.

1. Select **Change Password**.

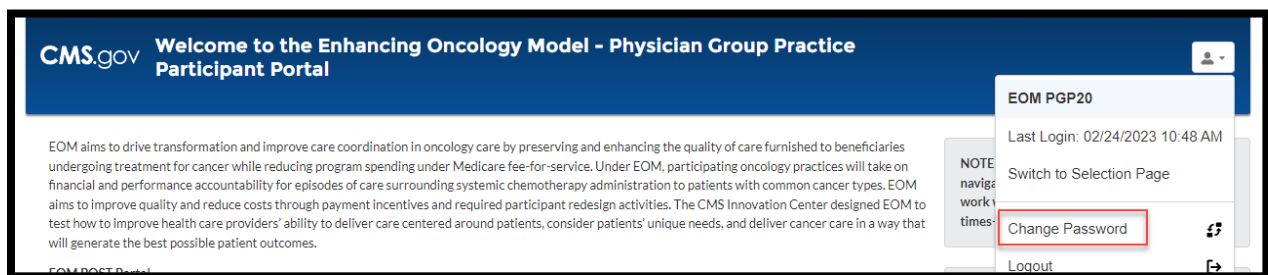
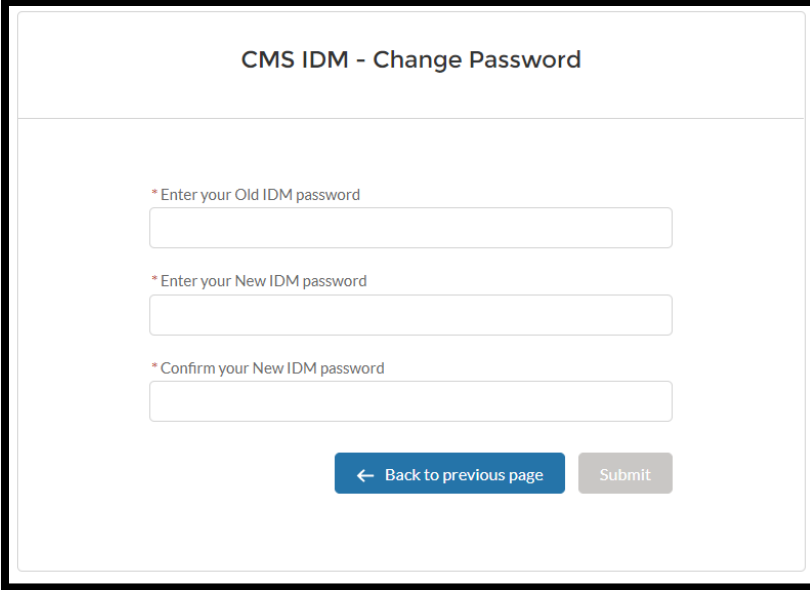


Figure 15: Change Password Link on Portal

2. The CMS IDM – Change Password page displays.



CMS IDM - Change Password

*Enter your Old IDM password

*Enter your New IDM password

*Confirm your New IDM password

← Back to previous page Submit

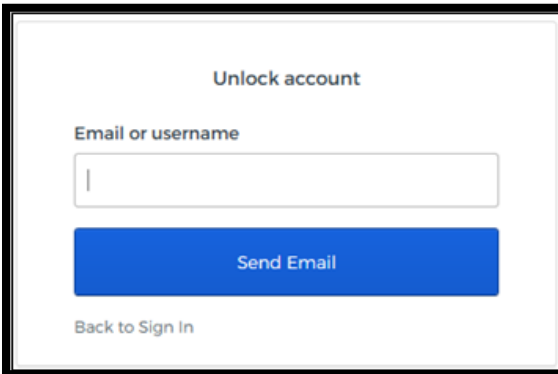
Figure 16: CMS IDM – Change Password Page

3. Enter your old IDM password and new IDM password and confirm your new IDM password.
4. Select the **Submit** button.
5. You can now log in using your new password.

1.5.7 Unlock user CMS IDM Account

When you have two or more invalid attempts to log in to the EOM Participant Portal, the account will be temporarily locked. To unlock your account, you should select **Need help signing in?** option on the login page.

1. Select **Need help signing in?** and then select the **Unlock account?** link.
2. The Unlock account page displays.



Unlock account

Email or username

Send Email

Back to Sign In

Figure 17: CMS IDM – Unlock Account Page

3. You will be prompted to enter your email or username.

1.5.8 Multi Factor Authentication (MFA)

After successfully login to the CMS IDM, you are navigated to the IDM Landing page. You can set up MFA to send verification code(s) based on your selections.

1. Scroll down to the Multi-Factor Authentication section on your Profile to view the available options.

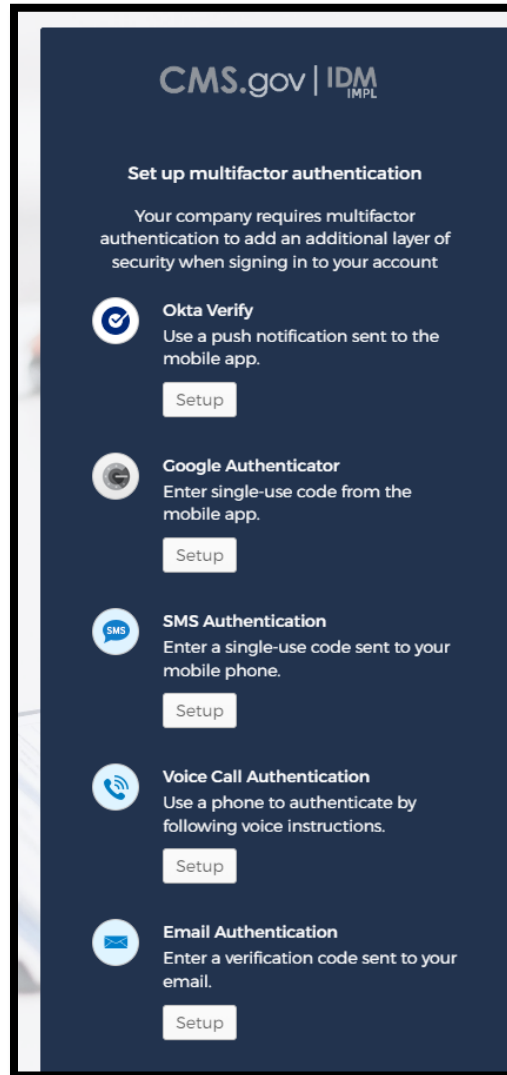


Figure 18: MFA Set Up

2. Choose the desired MFA Factor(s) and select **Set up**.

1.5.9 Login to the EOM Participant Portal

After successful registration, you are ready to log in to the EOM Participant Portal.

1. The **Enhanced Oncology Model Portal (EOM) Login** page displays.

CMS.gov
Centers for Medicare & Medicaid Services

Enhancing Oncology Model

CMS IDM Username

CMS IDM Password

Remember me

Log In

OR

New User Registration

Existing User Verification

[Need help signing in?](#)

Figure 19: EOM Participant Portal Login Page

1. Enter your CMS IDM Username
2. Enter your CMS IDM Password
3. Select the **Log In** button.
4. The Email Authentication page displays.

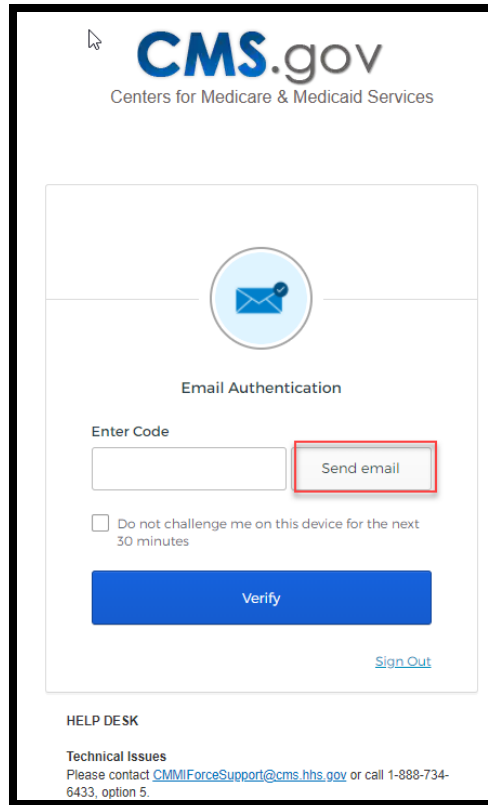


Figure 20: Email Authentication Page

5. Select the **Send email** button. You will receive an email to the email account you used when registered for access to EOM Participant Portal.
6. Retrieve the email and enter the one-time verification code.
7. Select **Verify**.
8. You will be logged in to the Portal.

1.6 System Organization and Navigation

The EOM Participant portal Home Page contains the following:

- A. Welcome text.
- B. Helpful Links
- C. Upcoming Deadlines
- D. Technical Issues
- E. Participants Table

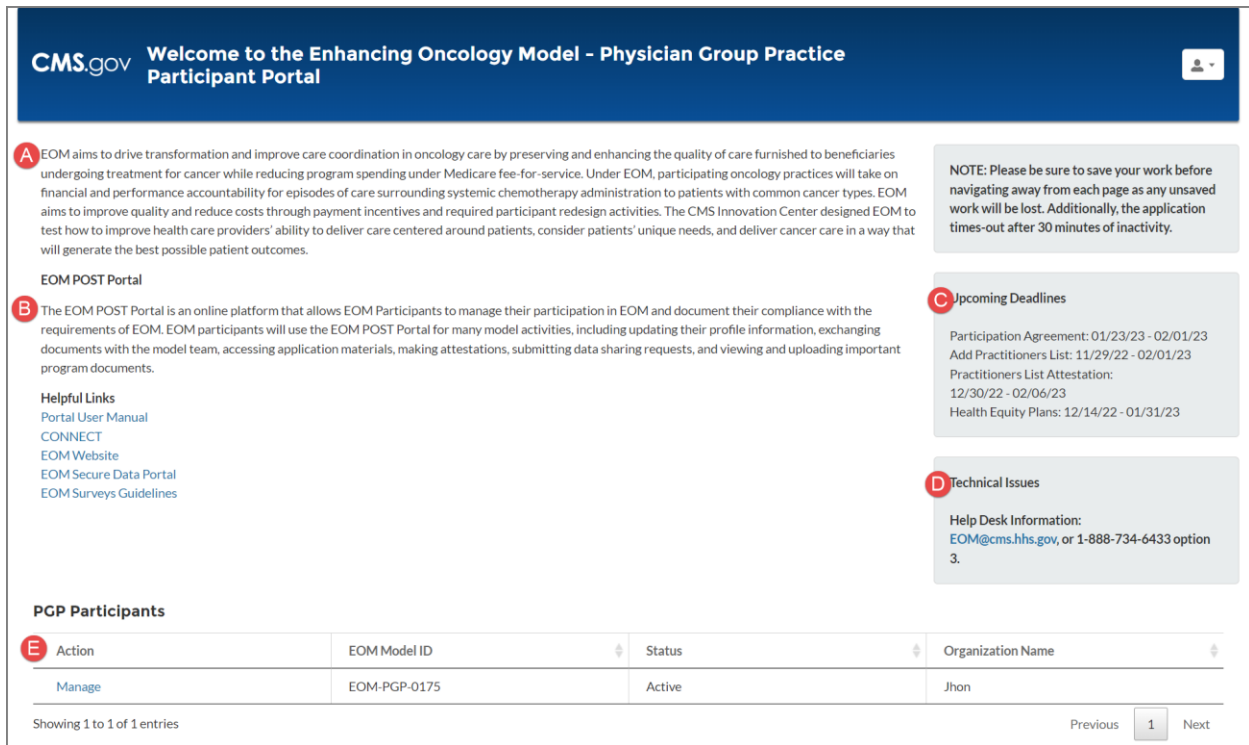


Figure 21: Home Page-Navigation

1.7 Exiting the System

The Welcome <username> menu displays on every page and provides the option to log out of the portal at any point. To logout, follow these steps:

1. Open the Welcome <username> drop-down menu.
2. Select **Logout**.

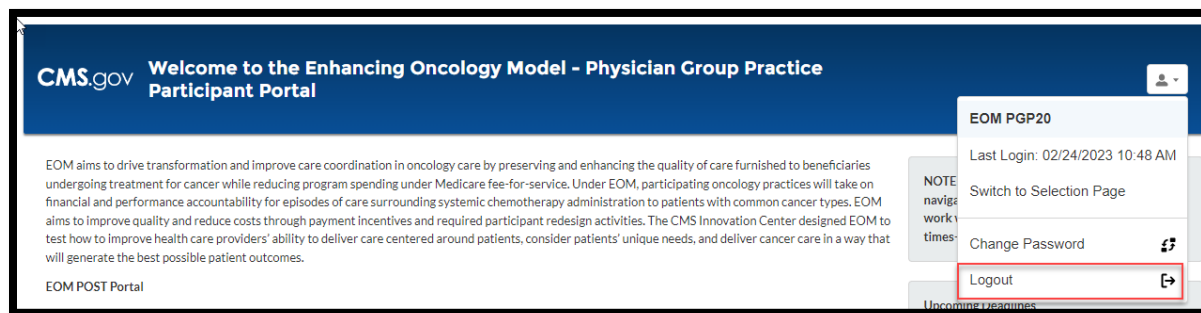


Figure 22: Logout Menu

Appendix A: Record of Changes

Table 1: Record of Changes

Version Number	Date	Author/Owner	Description of Change
0.1	05/04/2022	Jessica Strothers	Initial Version
0.2	05/04/2022	Victoria Pettitt	Peer reviewed
0.3	05/17/2022	Kimberly Simmons	QA review, initial
0.4	05/24/2022	Tori Pettitt	Updated document with client and QA updates.
0.5	05/26/2022	Jasmine Wilson	Peer reviewed
1.0	06/02/2022	Kimberly Simmons	QA review, final
1.1	02/24/2023	Bhumika Pancholi	Updates for EOM POST OR initiative
1.2	03/03/2023	Kimberly Simmons	QA review, initial
2.0	03/06/2023	Kimberly Simmons	QA review, final

Appendix B: Acronyms

Table 2: Acronyms

Acronym	Literal Translation
CMMI	Center for Medicare & Medicaid Innovation
CMS	Centers for Medicare & Medicaid Services
EOM	Enhancing Oncology Model
IDM	Identity Management
IE	Internet Explorer
MFA	Multi-Factor Authentication
OS	Operating System
RIDP	Remote Identity Proofing
UM	User Manual

Appendix C: Approvals

The undersigned acknowledge that they have reviewed the User Manual and agree with the information presented within this document. Changes to this User Manual will be coordinated with, and approved by, the undersigned, or their designated representatives.

Table 3: Approvals

Document Approved By	Date Approved
..... Name: <Name>, <Job Title> - <Company> Date
..... Name: <Name>, <Job Title> - <Company> Date
..... Name: <Name>, <Job Title> - <Company> Date
..... Name: <Name>, <Job Title> - <Company> Date