Individuals Authorized Access to the CMS Computer Services

(IACS)

User Guide Main Body

September 2008

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1.0 Introduction

1.1 Purpose

This document establishes the procedures for registering and provisioning end-users and approvers using the Individuals Authorized Access to the CMS Computer Services, IACS, application within the Centers for Medicare & Medicaid Services, CMS.

1.2 Background

One of CMS' strategic goals is to streamline our information technology environment so that existing and new systems can work more effectively by sharing information, and so that CMS can be more responsive to the demands of changing business needs and the promises of emerging technology. CMS plans to make our data more readily accessible to our beneficiaries, partners, and stakeholders in a secure, efficient, and carefully planned manner.

In striving to meet these goals, CMS has established a target enterprise architecture and modernization strategy that is based upon several key design principles:

- An established, secure Internet architecture for the CMS enterprise
- Defined products for the target enterprise architecture
- Defined security classifications and controls for CMS applications
- Defined security services that support the architecture and implement the controls
- Prescriptive application development standards and guidelines for the target environment

Registering and provisioning users for the IACS system is fundamental to the design and implementation of business applications/systems planned for the CMS target enterprise architecture.

1.3 Roles and Responsibilities

The following entities have responsibilities related to the implementation of this user guide:

- **User** – The term **user** is used throughout this document to refer to all IACS users regardless of their role.

- **End user** – An **end user** is a person who requires access to a CMS application to perform assigned work tasks. **End user**s include employees within various CMS organizations as well as their authorized subcontractor **end user**s. A user may only be put into a user role; a user may not be put into an approver role.

- **Approver** – For CMS Applications, an **approver** or External Point of Contact, EPOC, is responsible for approving **end user** access requests to CMS Applications. In the CMS User Communities the role of Approver is exercised by the Authorized Official, Backup Authorized Official, Security Official, Backup Security Official, User Group Administrator and the Application Approver.

Note: Because approvers are the sole points of contact for authorizing their **end users**, it is strongly recommended that this approver be in a position of authority within an organization, e.g., security official, management official or supervisor, compliance officer, etc.

1.4 How to Use this User Guide

This **IACS User Guide Main Body** provides screens and procedures that are common to all IACS users. This includes such things as:

- Accessing the New User Registration screens
- Completing the User Information and Contact information portion of the New User Registration screen
- Accepting or Declining the Privacy Act Statement and Rules of Behavior Terms and Conditions
- Completing the Registration process
- Logging into IACS for the first time
- Changing passwords
- Modifying IACS account profile information
- Password reset when a user has forgotten their password
- User ID recall when a user has forgotten their User ID
- Requesting access to multiple applications integrated with IACS.

Screens and procedures that are particular to specific applications or user communities accessed through IACS are provided in accompanying IACS help documents, **Attachments** and **Quick Reference Guides**. They include such things as:

- Completing the Required Access portion of the New User Registration screen for End Users, Approvers, and other roles, as required
- Modifying registration details after the initial registration has been approved and provisioned.

1.5 Formatting Conventions

Wherever possible, the following formatting conventions have been used in all IACS help documents.

1. When an action is required on the part of the reader, it is indicated by a line beginning with the word **Action:**

   Example:

   Action: Select the ***OK*** button.

2. References to portions of screens displayed, and hyperlinks or buttons to be acted upon are indicated in ***bold italics*** in the **Action** statement.

   Examples:

All available applications are listed in the ***New User Registration Menu for CMS Applications*** portion of the menu screen

Or

Select the ***Account Management*** hyperlink at the top of the screen.

Or

Select the ***Next*** button to continue.

3. Input fields are indicated in *plain italics*.

   Example:

   Enter your last name in the *Last Name* field.

4. Screen names are indicated in **plain bold**.

   Example:

   The **CMS Applications Portal Introduction** screen will display as illustrated in Figure 100.

1.6 IACS Help Documents

This **IACS User Guide Main Body** and accompanying IACS help documents, **Attachments** and **Quick Reference Guides**, include information regarding new and/or modified IACS screens and functionalities up to and including Software Release 4.4.6, September 2008.

Note: All IACS help documents and computer-based training units listed are available in accessible, 508 compliant, versions.

Some highlights are:

- The IACS **Computer-Based Training, CBT,** menu has been expanded and new menu screens added as discussed in Section 6.3. These new menu screens illustrate the CBT units that will soon be made available. All CBT units are developed to walk users through a representative example of the process described and illustrate how to complete IACS tasks such as New User Registration, First Time Login, Modify Account Profile, etc.

- New user registration has been facilitated with the addition of the **New User Registration Menu** screen for CMS User Communities and Applications. When a new user selects the New User Registration hyperlink on the **Account Management** screen, this new menu screen will allow the user to select their desired user community or application prior to entering the IACS **New User Registration** screen.

- The **Account Management** screen contains a hyperlink to the ***Forgot My User ID?*** functionality.

- A **User Guide for Approvers** has been added for all levels of IACS approvers.

Attachments have been added to the IACS help documentation to provide additional information and instructions for IACS users.

- **Attachment A – MA/MA-PD/PDP/CC** – Medicare Advantage/Medicare Advantage-Prescription Drug/Prescription Drug Plan/Cost Contracts – has been added for additional information on all roles and modifications to IACS account profiles.

- **Attachment B – CBO/CSR** – Community Based Organization/Customer Service Representative – has been added for additional information on all roles and modifications to IACS account profiles.

- **Attachment C – COB** – Coordination of Benefits – has been added for additional information on all roles and modifications to IACS account profiles.

- **Attachment D – HETS UI** – HIPAA Eligibility Transaction System User Interface – has been added for additional information on all roles and modifications to IACS profiles.

- **Attachment E – DMEPOS Community** – Durable Medical Equipment, Prosthetics, Orthotics & Supplies (DMEPOS) Competitive Bidding System (DBidS) Community and Application – has been added for all roles of this community and modifications to their IACS account profiles.

- **Attachment F – Provider/Supplier – Individual Practitioner** – has been added for Individual Practitioners.

- **Attachment G – Provider/Supplier** and **FI/Carrier/MAC Communities** – has been added for all roles of these communities and modifications to their IACS account profiles.

Existing Quick Reference Guides have been updated and new Quick Reference Guides have been added to the IACS help documentation. A current listing of the available Quick Reference Guides follows below:

For all CMS Applications and User Communities:

- **IACS Approver – MA/MA-PD/PDP/CC and COB/CSR Accounts**

- **IACS Approver – COB, HETS UI and Community User Accounts**

For Provider/Supplier and FI Carrier/MAC User Communities:

- **IACS New User Registration – Security Official**

- **IACS New User Registration – Backup Security Official**

- **IACS New User Registration – User Group Administrator**

- **IACS New User Registration – End User**

- **IACS New User Registration – Individual Practitioner**
- **IACS Request Access to a CMS Application – for Individual Practitioners, Organization Users, and Surrogate Users**

For the DMEPOS Community – Durable Medical Equipment, Prosthetics, Orthotics & Supplies (DMEPOS) Competitive Bidding System (DBidS) Community and Application CMS User Community:

- **IACS New User Registration – DMEPOS Authorized Official**
- **IACS New User Registration – DMEPOS Backup Authorized Official**
- **IACS New User Registration – DMEPOS End User**

1.7 IACS Screen Information

Every effort has been made to keep the screen shots in this document up to date; however, there may be minor differences between on-screen text and what is shown in the figures in this User Guide Attachment. These differences should not affect your ability to request desired accesses or perform desired activities.

2.0 IACS Registration

The following subsections provide step by step instructions on how to apply for access to CMS applications using the IACS New User Registration procedures.

2.1 Accessing IACS New User Registration

The following steps and screens show you how to begin your new user registration in IACS.

Action: Browse to https://applications.cms.hhs.gov on the CMS website.

The **CMS Applications Portal WARNING/REMINDER** screen will display as illustrated in Figure 1.

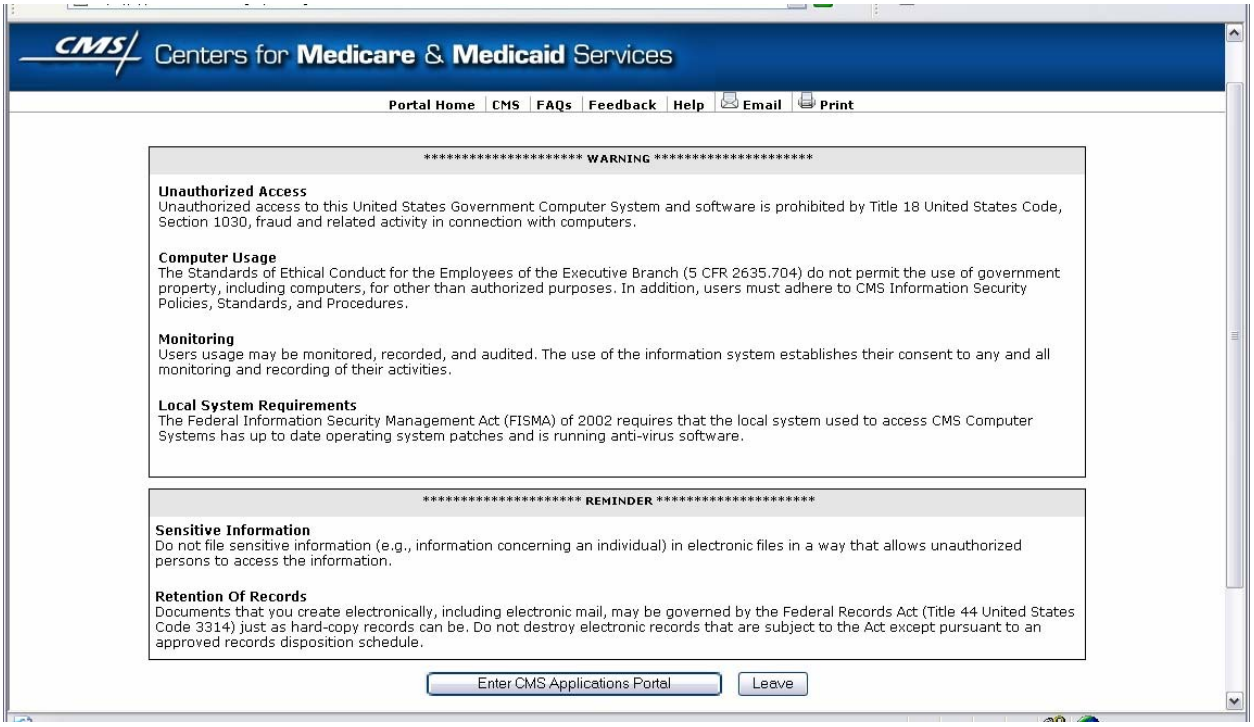

Figure 1: CMS Applications Portal WARNING/REMINDER Screen

Action: Read the important information on this screen and indicate your agreement by selecting the ***Enter CMS Applications Portal*** button.

- If you do not want to proceed any further and you want to exit, select the ***Leave*** button.

The **CMS Applications Portal Introduction** screen will display as illustrated in Figure 2.

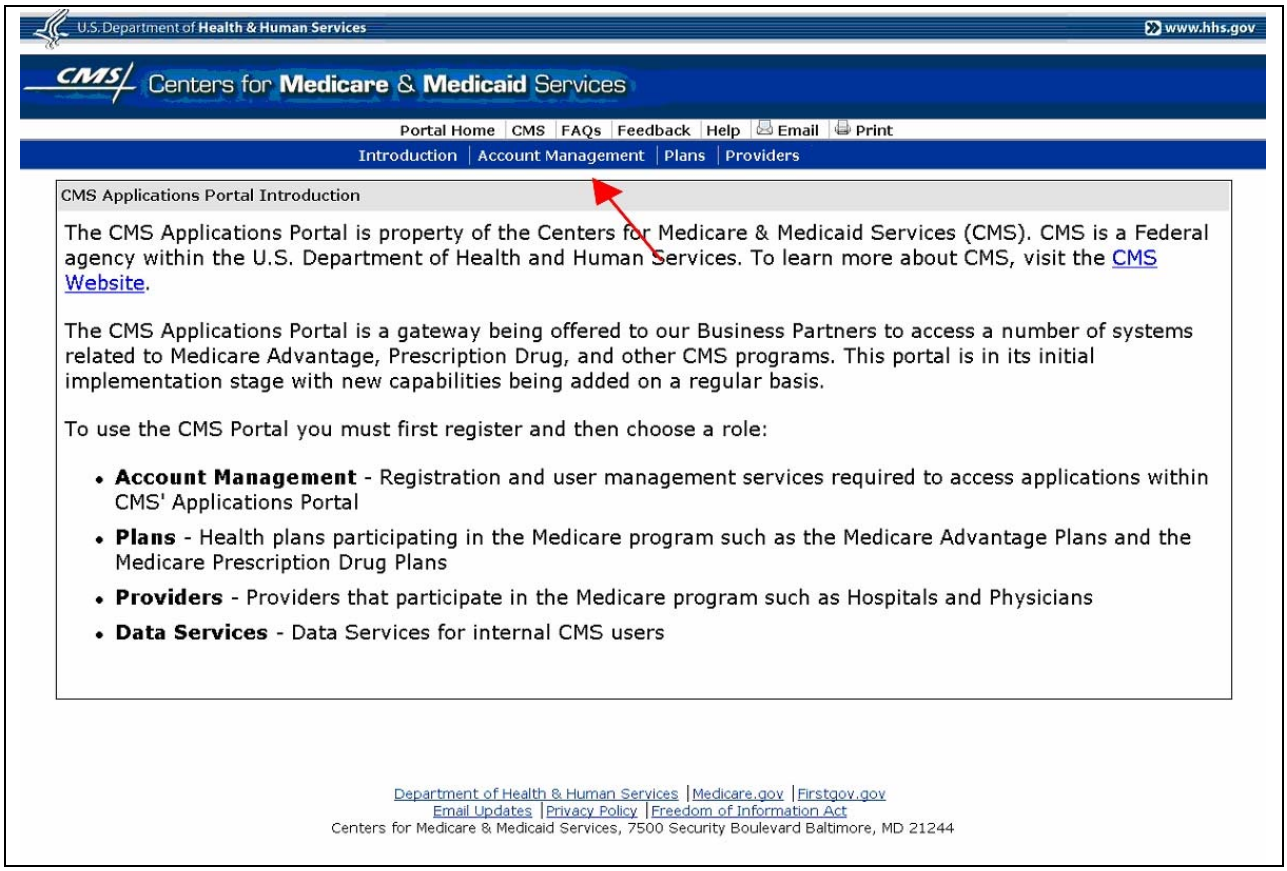

Figure 2: CMS Applications Portal Introduction Screen

Action: Select the ***Account Management*** hyperlink in the menu bar toward the top of the screen.

The **Account Management** screen will display as illustrated in Figure 3.

Hyperlinks on this screen will allow users to access IACS registration, login functions, and the IACS Community Administration Interface.

Note: The bottom portion of the screen labeled ***Help Resources*** provides Help Desk contact information.

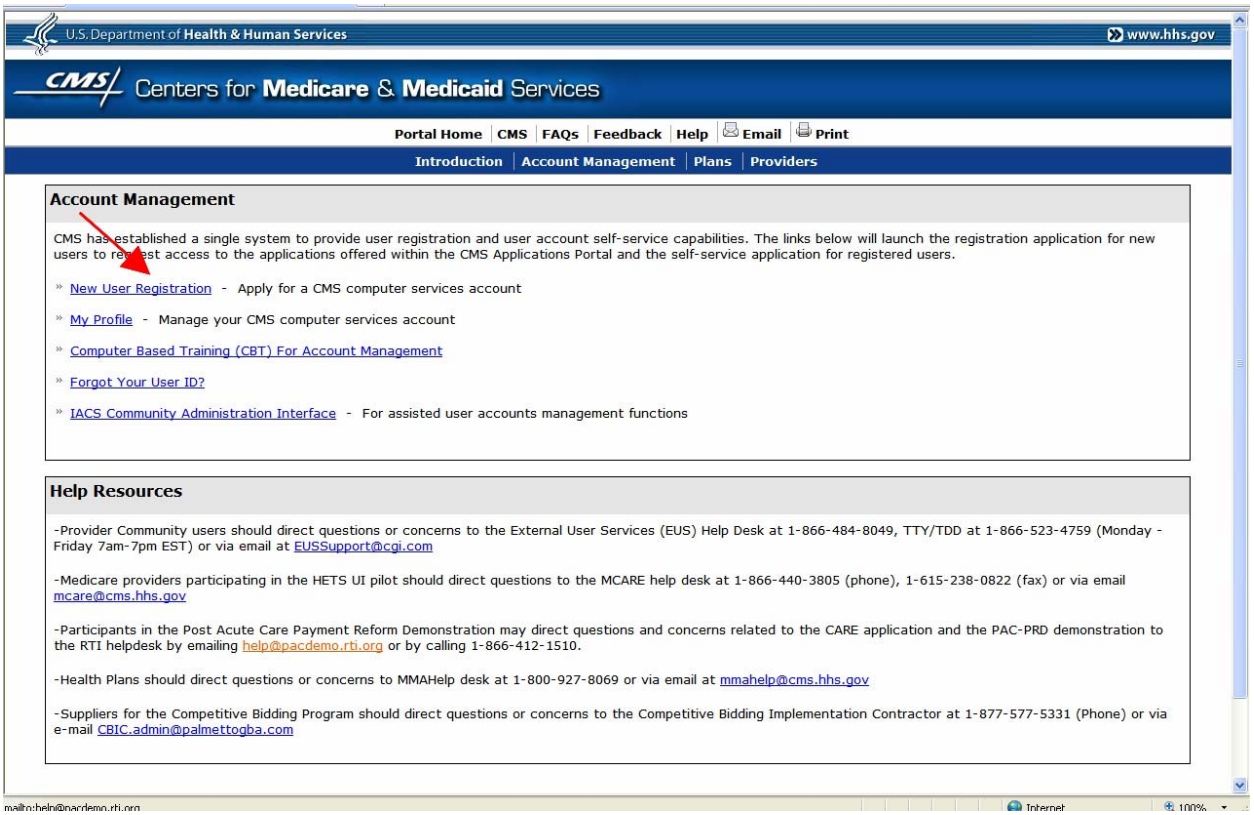

Figure 3: Account Management Screen

Action: Select the ***New User Registration*** hyperlink.

The **New User Registration Menu** screen will display as illustrated in Figure 4.

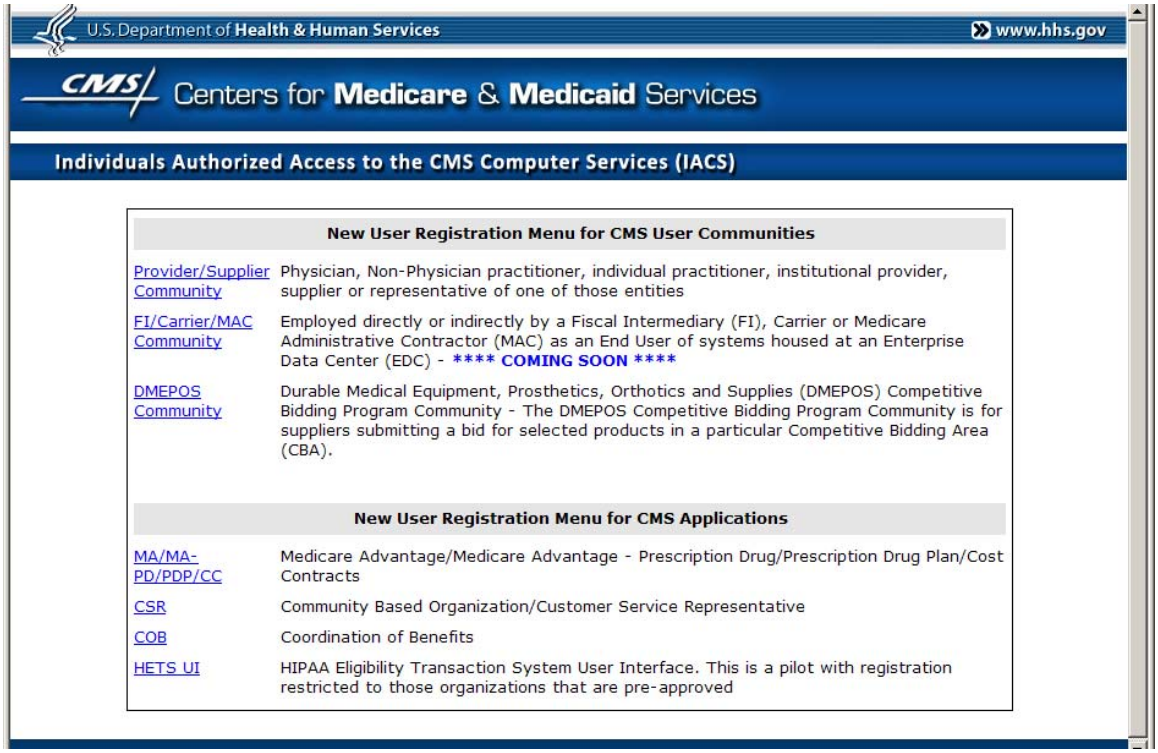

Figure 4: New User Registration Menu Screen

Action: In the **New User Registration Menu** screen illustrated in Figure 4, select the ***CMS User Communities*** or ***CMS Applications*** hyperlink for which you want to register. A **Terms and Conditions** – Privacy Act Statement screen will display as illustrated in Figure 5.

Note: Instructions on completing the registration process for ***CMS User Communities***, and requesting access to community-based CMS applications, are provided in separate help document Attachments and Quick Reference Guides. As new CMS Applications and CMS User Communities are added, relevant Attachments and Quick Reference Guides detailing registration and account maintenance will be added to the existing IACS help documents.

Note: Instructions on completing the registration process for applications listed in the ***CMS Applications*** portion of the screen are provided in this document, in the sections that follow.

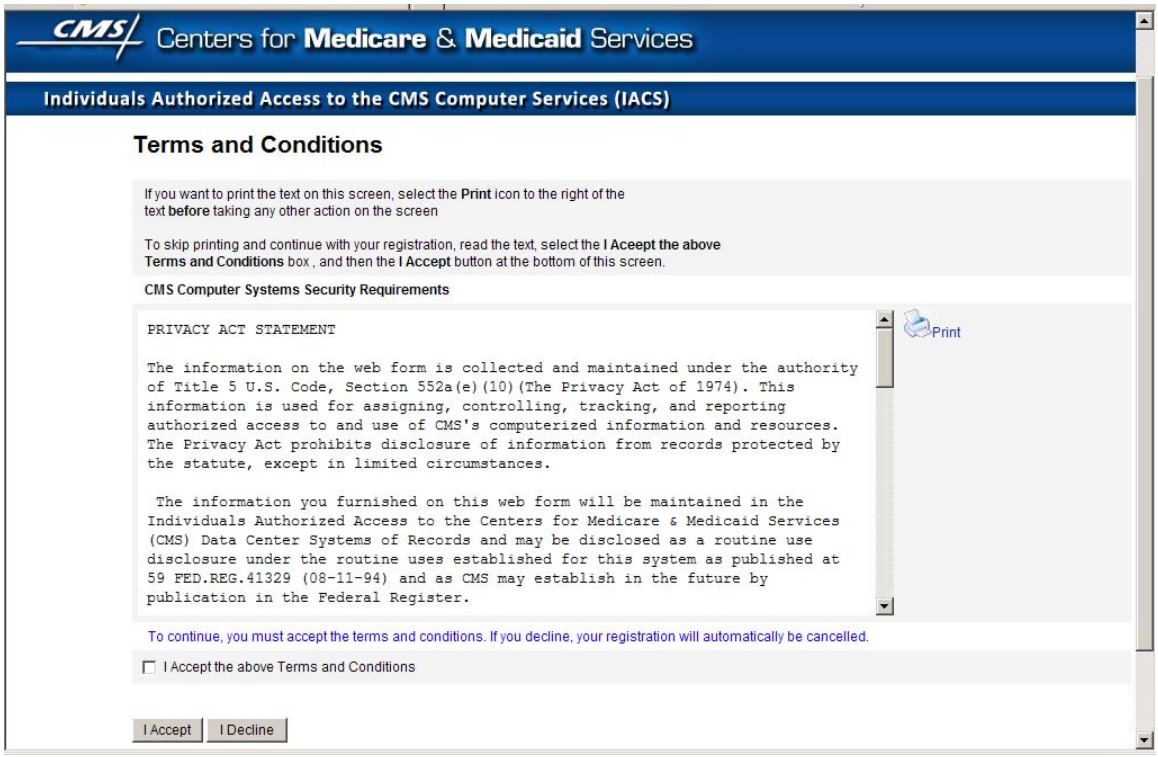

Figure 5: Terms and Conditions: Privacy Act Statement Screen

Action: Read all of the ***Privacy Act Statement*** and ***Rules of Behavior*** by moving down as needed through all of the text.

Action: Select the ***I Accept the above Terms and Conditions*** box.

Action: Select the ***I Accept*** button.

Note: If you select ***I Decline***, a small window will appear for you to confirm your decision to decline. If you confirm your decision, your New User Registration session is cancelled and a screen indicating this is displayed. You must select the ***OK*** button to exit that screen and close the browser window. The system will then return you to the **CMS Applications Portal Introduction** screen.

When you select the ***I Accept the above Terms and Conditions*** box and the ***I Accept*** button in the **Terms and Conditions** screen, the system will display the IACS **New User Registration** screen as illustrated in Figure 6.

2.2 Completing Your New User Registration

2.2.1 Entering Your User Information

The top portion of the **New User Registration** screen is labeled ***User Information***. In this portion of the screen, you will enter information needed by the system to identify you and to allow the system to communicate with you through email. This portion of the **New User Registration** screen contains common fields that must be filled in by all CMS Application requesters regardless of the type of access you are requesting.

Required fields are indicated by an asterisk (*) to the right of the field.

The bottom part of the **New User Registration** screen is labeled ***Access Request***. This portion of the screen contains fields that are specific to the selected CMS application integrated with IACS.

The application you selected on the **New User Registration Menu** screen also defines your *User Type* and is displayed in that field in the ***Access Request*** portion of the **New User Registration** screen. If this is the correct application, continue with the registration process.

Note: Once applications have been selected on the **New User Registration Menu,** Figure 4, they ***cannot be changed during registration***. Please ensure that you select the correct application when you begin your registration in IACS. If you select the incorrect application, you must cancel your registration request and start a new request.

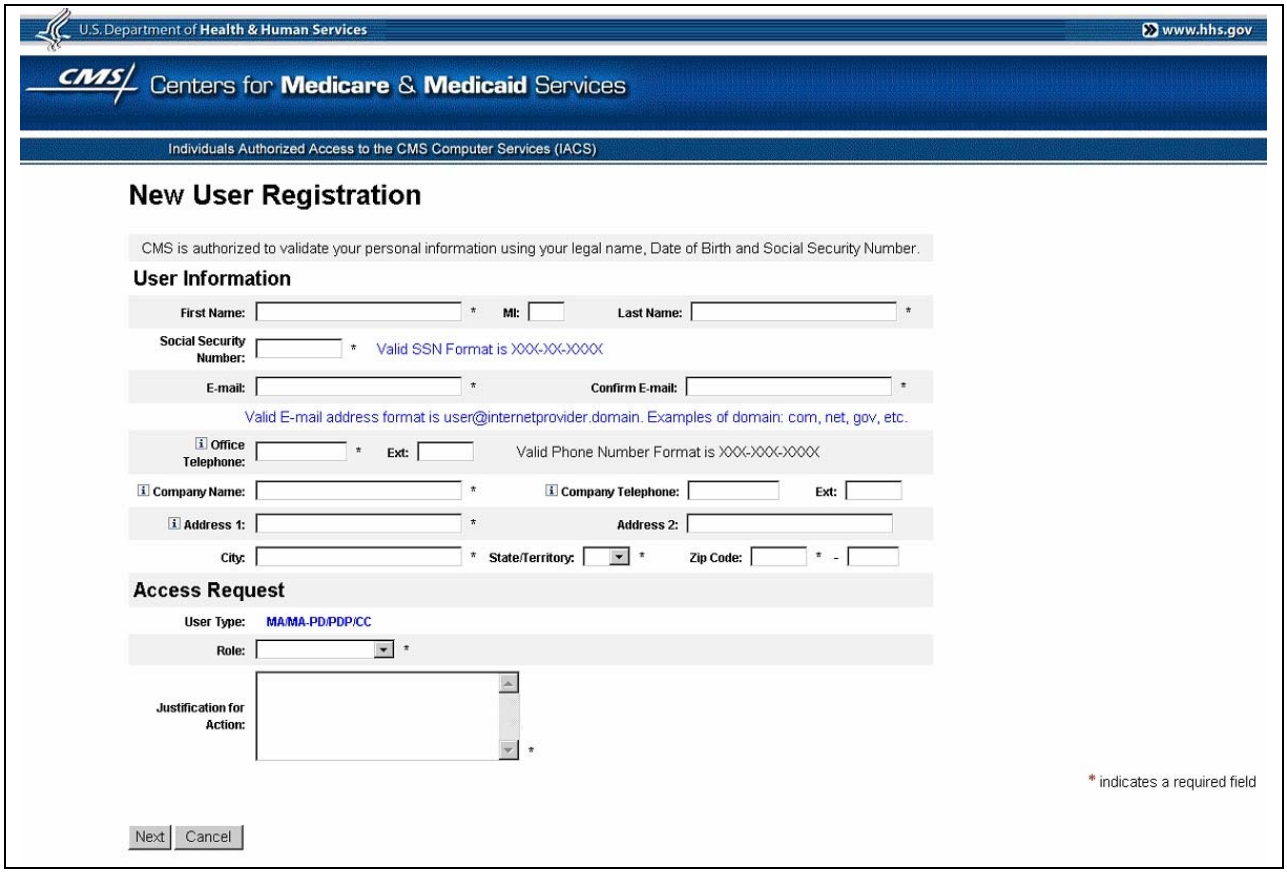

Figure 6: New User Registration Screen

Action: Complete the required fields in the ***User Information*** portion of the screen. You may complete the optional fields as well.

Notes:

- The Social Security Number, SSN, must be unique.
- A unique, work related email address where you may be contacted is required.

- Enter your email address a second time for verification. Do not cut and paste from one field to the other.

Action: Continue on to the ***Access Request*** portion of the **New User Registration** screen.

2.2.2 Entering Your Access Request Information

The ***Access Request*** portion of the **New User Registration** screen contains fields that are specific to the selected CMS application integrated with IACS. These application specific fields, and the instructions for completing them, are presented in the following IACS help documents:

- **Attachment A – MA/MA-PD/PDP/CC** – Medicare Advantage/Medicare Advantage-Prescription Drug/Prescription Drug Plan/Cost Contracts
- **Attachment B – CBO/CSR** – Community Based Organization/Customer Service Representative
- **Attachment C – COB** – Coordination of Benefits – VDSA and COBA Organizations
- **Attachment D – HETS UI** – HIPAA Eligibility Transaction System User Interface

Note: ***Access Request*** information that is specific for the CMS User Communities is presented in the following IACS help documents:

- **Attachment E – DMEPOS Community** – Durable Medical Equipment, Prosthetics, Orthotics & Supplies (DMEPOS) Competitive Bidding System (DBidS) Community and Application
- **Attachment F – Provider/Supplier – Individual Practitioner**
- **Attachment G – Provider/Supplier** and **FI/Carrier/MAC Communities**

These attachments provide sample screens and instructions for completing the ***Access Request*** portion of the **New User Registration** screen as well as instructions for modifying account profiles for all users associated with the specific CMS application.

If you use an attachment to view this information, the attachment will direct you to return to Section 2.2.3, ***Finishing Your New User Registration,*** in this User Guide after you have entered data in the application specific ***Access Request*** fields to complete your registration process.

2.2.3 Finishing Your New User Registration

When all the required fields in the ***User Information*** and ***Access Request*** input fields have been completed and the data are valid, the system will display a screen in which you can review the information you entered in these fields. An example of this screen, the **Review Registration Details** screen, is illustrated in Figure 7.

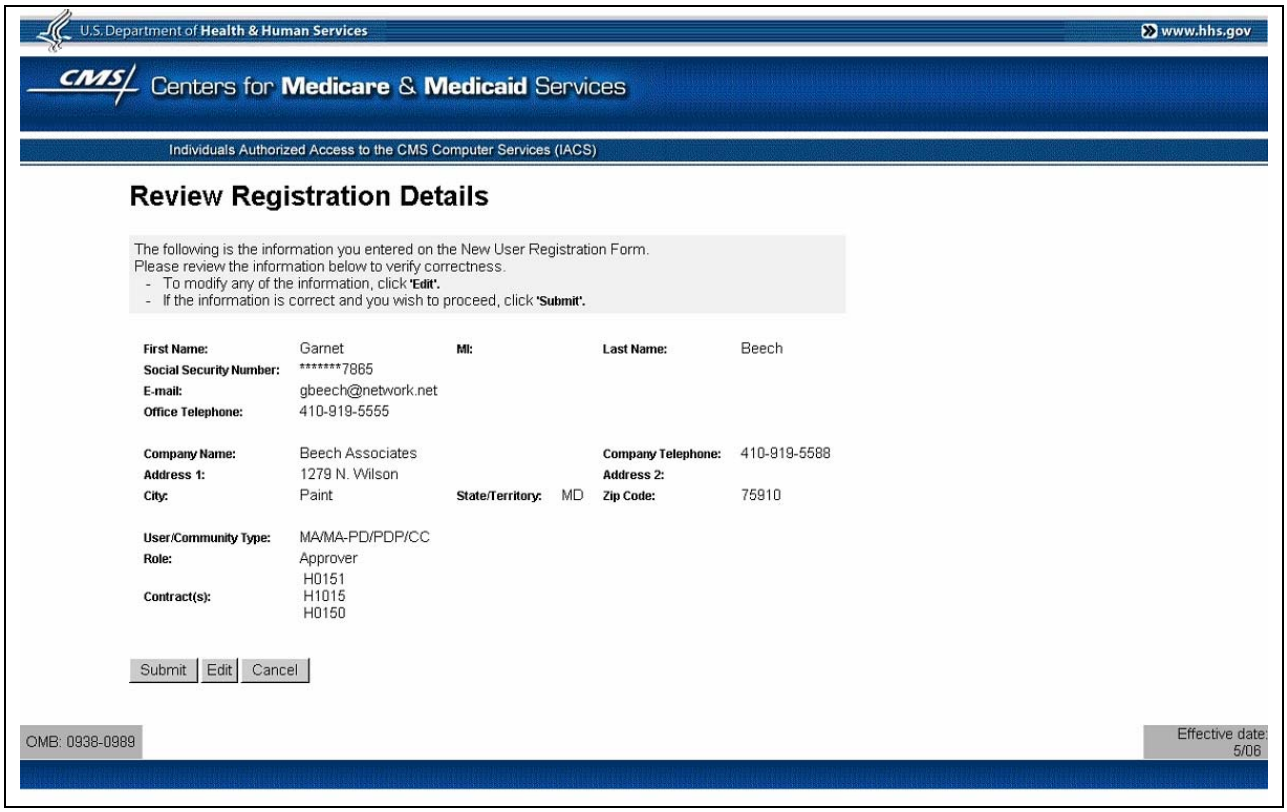

Figure 7: Review Registration Details Screen

Action: Review the information presented in the **Review Registration Details** screen.

- Select the ***Edit*** button if there is registration information you want to modify. The **New User Registration** screen will be redisplayed with all your information populated in the appropriate fields. You may modify the information that you want and, when you are done, select the ***Next*** button. You will again be presented with the **Review Registration Details** screen.

- If you select the ***Cancel*** button, the application request is cancelled and all the information you entered will be lost. A screen indicating this will be displayed. You must select the ***OK*** button to exit that screen. The system will then return you to the **CMS Applications Portal Introduction** screen.

Action: Select the ***Submit*** button when you are satisfied that your registration information is correct. A **Registration Acknowledgement** screen will display as illustrated in the example in Figure 8.

The **Registration Acknowledgement** screen indicates your registration request has been successfully submitted and provides a tracking number for your request. ***Record this tracking number*** and use it if you have questions about the status of your request.

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

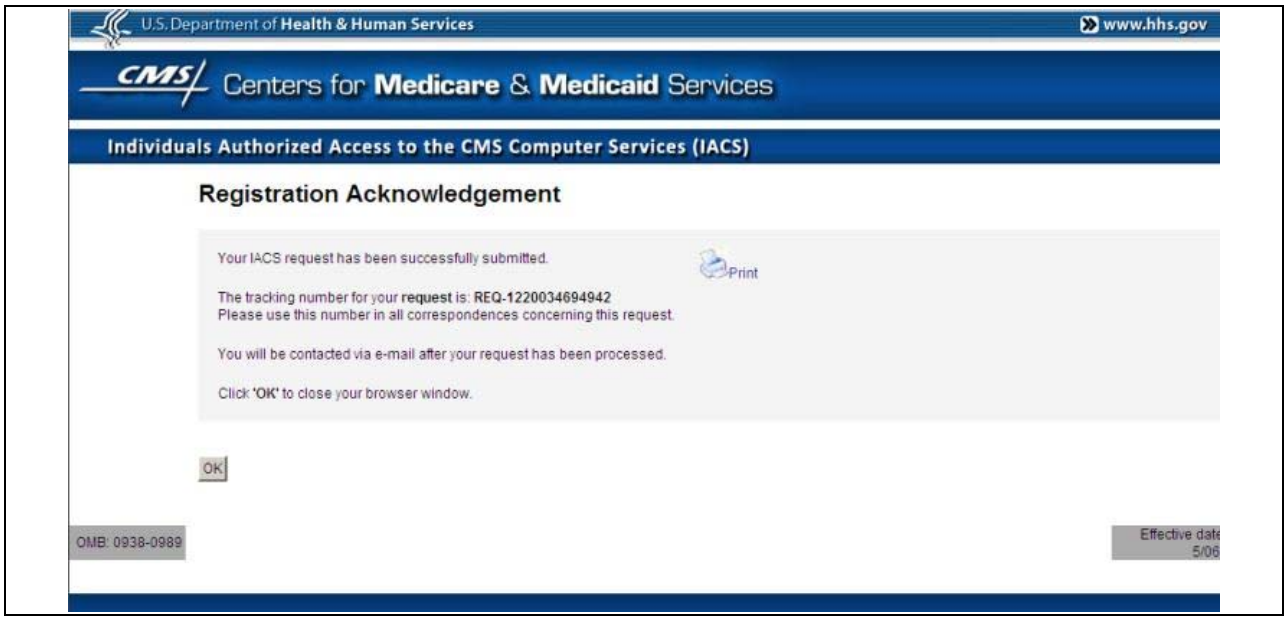

Figure 8: Registration Acknowledgement Screen

Action Select the ***OK*** button.

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

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

2.3 After Completing Your User Registration

After you complete your IACS New User Registration, you will be sent an email confirming that IACS has received your request and providing you with a Request Number. You should use that request number if you need to contact your Help Desk regarding your request.

If this email notification is not received within 24 hours after you register, please contact your Help Desk. See Section 7.3 for help desk contact information. Figure 9 illustrates an example of an email providing your Request Number.

Please use the following Request Number when contacting CMS regarding this request:

The tracking number for your request is: REQ--*<your request number will appear here>*

Your request has been received by the Individuals Authorized Access to the CMS Computer Services (IACS).

Thank you,
IACS

Please do not reply to this system-generated email.

Figure 9: Request Number Email

2.3.1 Request Approval

Your Approver or EPOC, will be notified of your pending request via email. Once your request has been approved and your account has been created, two separate email messages will automatically be sent to you.

1. The first (**Subject: FYI: User Creation Completed – Account ID Enclosed**) will contain your IACS User ID.

2. The second (**Subject: FYI: User Creation Completed – Password Enclosed**) will contain the format of your initial password. You will be required to change your initial password the first time you login.

Action: Go to Section 3.0, **First Time Login to IACS**, and follow the steps for logging in and changing your password.

Action: Answer at least two authentication questions.

Figure 10 illustrates an example of the email providing your User ID.

Figure 11 illustrates an example of the email providing your temporary one-time password.

Request for access to a Centers for Medicare &Medicaid Services' system has been aproved.

The tracking number of your request is REQ - *<your request number will appear here>*.

To access the CMS Internet applications, use the following User ID: AAAAnnn

Thank you,

IACS

Please do not reply to this system-generated email.

Figure 10: User ID Email

Note: The User ID will be in the following alphanumeric format ***AAAAnnn*,** where ***AAAA*** are letters, and ***nnn*** are numbers.

The tracking number for your request is REQ-*<your tracking number will appear here>*
Your temporary one time password is the first two letters of your last name (1st letter upper case, 2nd - lower case) and the last 6 digits of your Social Security Number.

Please go to the link below to change your password.

Go to https://applications.cms.hhs.gov

Read the Privacy Statement and select the Enter the CMS Applications Portal button.

Select the **Account Management** link on the top, and then the **My Profile** link.

Log into IACS using your User ID and password to change your password.

Thank You,
IACS

Please do not reply to this system-generated email.

Figure 11: Temporary One-time Password Email

2.3.2 Request Denial

Your Approver or EPOC will be notified of your pending request via email. If your request is denied, you will be sent an email informing you. The email will also provide the justification given for the denial.

Figure 12 is an example of a denial email.

Your request for contract Number <*number will appear here*> has been denied for the following reason:

Justification: <*Text of Justification*>

Thank You,
IACS

Please do not reply to this system-generated email.

Figure 12: Request Denial Email

2.3.3 Automatic Request Cancellation

If you are registering as an **End User**, your Approver or EPOC will get automatic email reminders every 4 days to process your request. If your Approver or EPOC has not processed your access request within 12 calendar days of your request submission, your access request will be cancelled automatically and you will receive an email notification to this effect. You will then have to go to the **New User Registration** screen, re-enter your information, and resubmit your access request.

If you are registering in a role other than that of an End User, such as **Approver, Help Desk** person, or **Security Official** for the applications MA/MA-PD/PDP/CC, CBO/CSR, COB and HETS UI, and your access request has not been processed within 24 calendar days of your request submission, your access request will be cancelled automatically and you will receive an email notification to this effect. You will then have to go to the **New User Registration** screen, re-enter your information, and resubmit your access request.

Note: Refer to the User Guide attachment for your specific CMS User Community integrated with IACS, for automatic request cancellation timeframes other than the CMS Applications MA/MA-PD/PDP/CC, CBO/CSR, COB and HETS UI.

If your request is cancelled after 12 or 24 days, you will be sent an email informing you of this.

Figure 13 is an example of a request cancellation email.

If you wish to discuss the reason your access request was cancelled because of this delay in processing, you should contact your Security Official, Approver or EPOC.

The request REQ--<*your request number will appear here*>waiting for approval has expired. Please submit a new request.

Thank You,
IACS

Please do not reply to this system-generated email.

Figure 13: Request Cancellation Email

3.0 First Time Login to IACS

When you are ready to login to IACS for the first time, please take the following actions:

Action Using your IACS User ID and your temporary, one-time password that were sent to you by email, login to the IACS system starting at https://applications.cms.hhs.gov on the CMS website. You can refer to Figure 10 and Figure 11 for examples of these emails.

Action: Read the contents of the **CMS Applications Portal WARNING/REMINDER** screen, and agree by selecting the ***Enter CMS Applications Portal*** button. You can refer to Figure 1 for an illustration of this screen.

The **CMS Applications Portal Introduction** screen will display as illustrated in Figure 14.

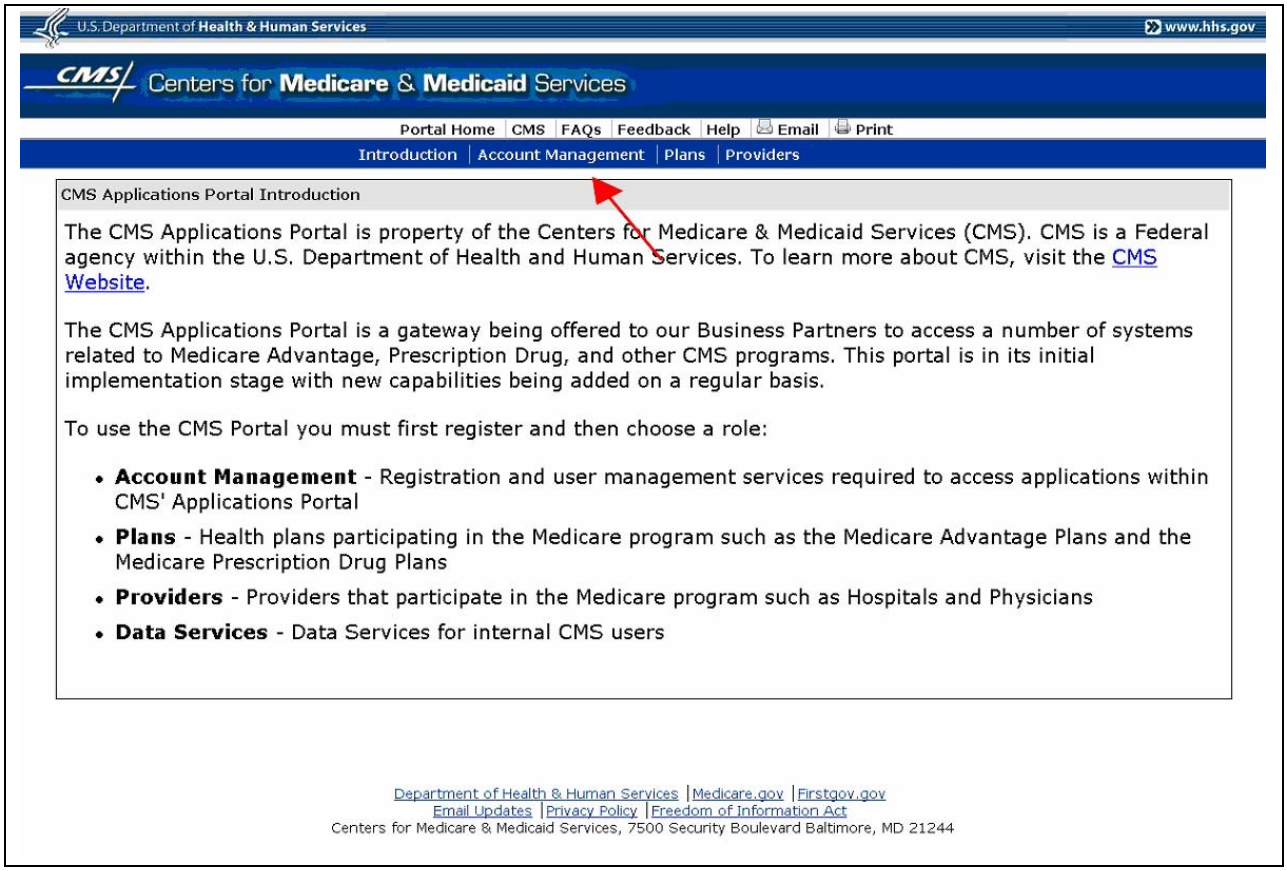

Figure 14: CMS Applications Portal Introduction Screen

Action: Select the ***Account Management*** hyperlink in the menu bar toward the top of the screen.

The screen will refresh and display the **Account Management** screen as illustrated in Figure 15.

Note: The bottom portion of the screen labeled ***Help Resources*** provides Help Desk contact information.

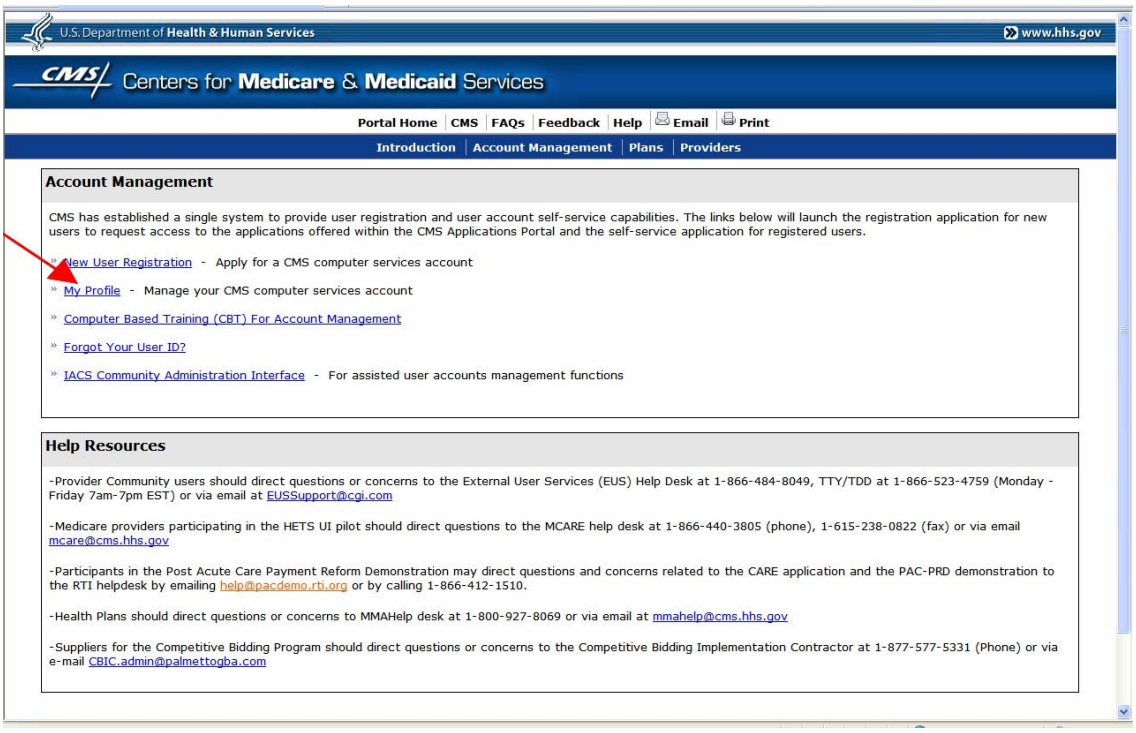

Figure 15: Account Management Screen

Action: Select the ***My Profile*** hyperlink in the **Account Management** screen.

The **Login to IACS** screen will display as illustrated in Figure 16.

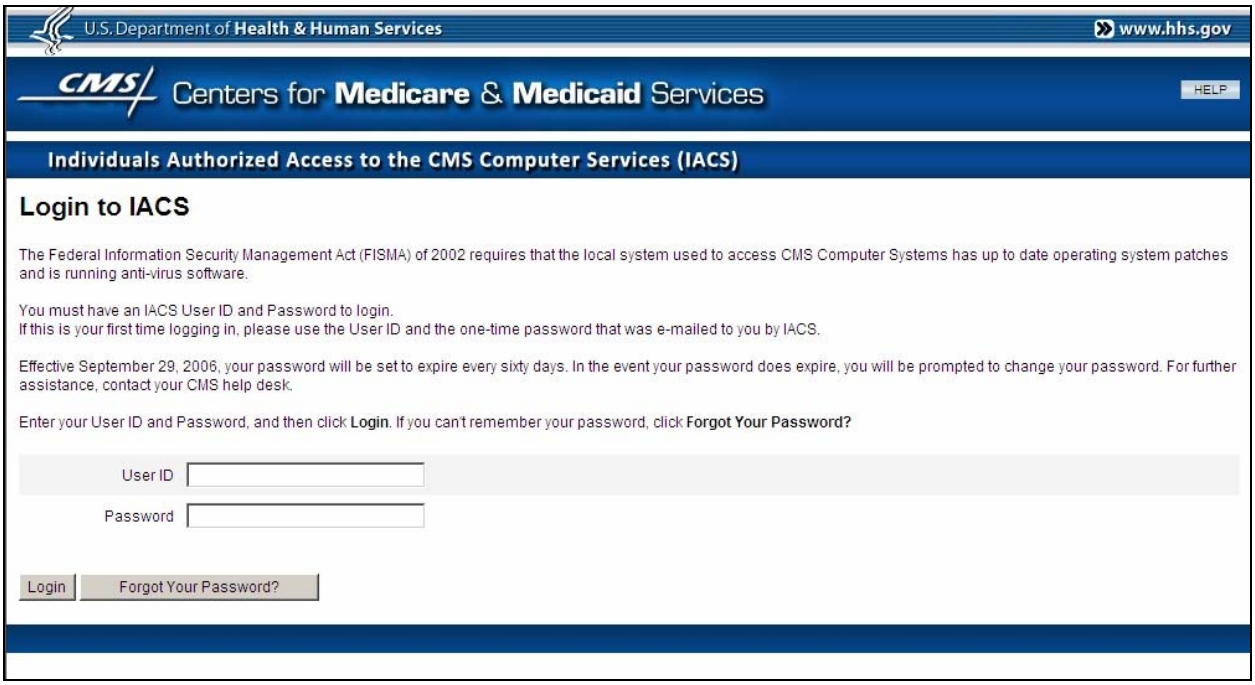

Figure 16: Login to IACS Screen

Action: Enter your new ***User ID***.

Action: Enter your temporary, one-time ***Password****.*

Action: Select the ***Login*** button*.*

3.1 Change Password

The **Change Password** screen illustrated in Figure 17 will display. This screen will also display when you login after a password reset if you forget your password.

After your first time login to IACS the following will apply:

- The ***Change Password*** and ***Change Answers to Authentication Questions*** hyperlinks only need to be selected if you want to change those values.
- If you have not logged into IACS ***for more than 60 days after the last time you changed your password***, you will be required to answer selected Authentication Questions to change your password.
- If you have not logged into IACS ***for more than 120 days after the last time you changed your password,*** you will be required to provide the last four digits of your SSN and your email address in addition to answering selected Authentication Questions.
- If you have not logged into IACS ***for more than 180 days after the last time you changed your password,*** you will be required to call your Help Desk for assistance since your IACS account will be disabled.

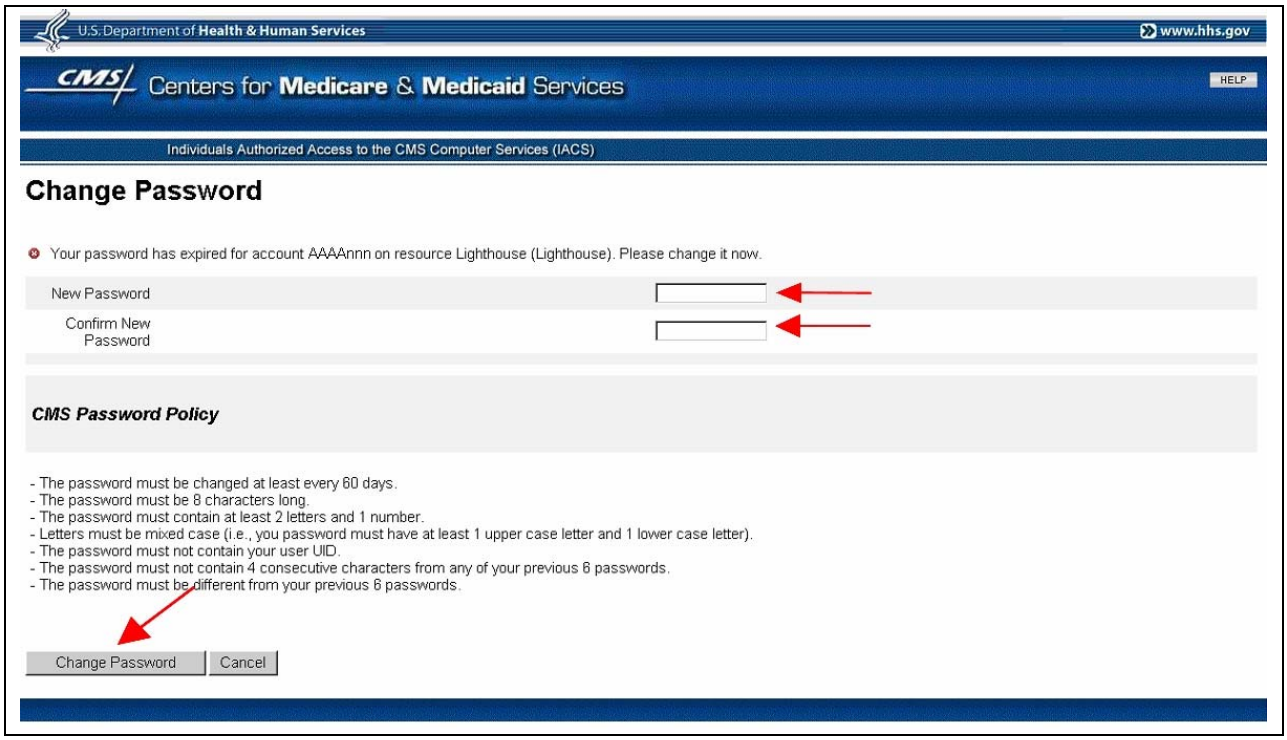

Figure 17: Change Password Screen

Action: Enter a ***New Password*** in the *New Password* field.

Action: Re-enter it in the *Confirm New Password* field as verification.

Action: Select the ***Change Password*** button.

Your IACS password must conform to the following CMS Password Policy:

- The password must be 8 characters long.
- The password must contain at least two letters and one number (no special characters).
- Letters must be mixed case. Your password must have at least one upper case and one lower case letter.
- The password must not contain your User ID.
- The password must not contain 4 consecutive characters of any of your previous 6 passwords.
- The password must be different from your previous 6 passwords.

Note: Passwords cannot begin with a number.

In addition:

- You must change your password at least every 60 days

- The password must not contain any of the following reserved words or number combinations: PASSWORD, WELCOME, CMS, HCFA, SYSTEM, MEDICARE, MEDICAID, TEMP, LETMEIN, GOD, SEX, MONEY, QUEST, 1234, F20ASYA, RAVENS, REDSKIN, ORIOLES, BULLETS, CAPITOL, MARYLAND, TERPS, DOCTOR, 567890, 12345678, ROOT, BOSSMAN, JANUARY, FEBRUARY, MARCH, APRIL, MAY, JUNE, JULY, AUGUST, SEPTEMBER, OCTOBER, NOVEMBER, DECEMBER, SSA, FIREWALL, CITIC, ADMIN, UNISYS, PWD, SECURITY, 76543210, 43210, 098765, IRAQ, OIS, TMG, INTERNET, INTRANET, EXTRANET, ATT, LOCKHEED

If the **Change Password** is successful, the **My Profile** screen will redisplay. Go to Section 3.2.

If the **Change Password** screen ***reappears***, a password policy violation has occurred. Read the warning message that is displayed at the top of the screen, as illustrated in Figure 18, and proceed accordingly.

Possible password policy violation messages:

- Password does not comply with CMS Password Policy. Minimum length is 8. New password cannot contain more than 4 characters in sequence that are in any of the previous 6 passwords for this account.
- A new password cannot match any of the 6 previous passwords for this account.
- The **Confirm Password:** and **Password:** fields do not match.
- Passwords must have at least 2 alpha characters.
- Passwords must have at least 1 upper case and 1 lower case alpha character.
- Passwords must have at least 1 numeric character.
- Passwords cannot begin with a number.
- Passwords must be 8 characters in length.

Note: You must change your password at least every 60 days, as per CMS Password Policy.

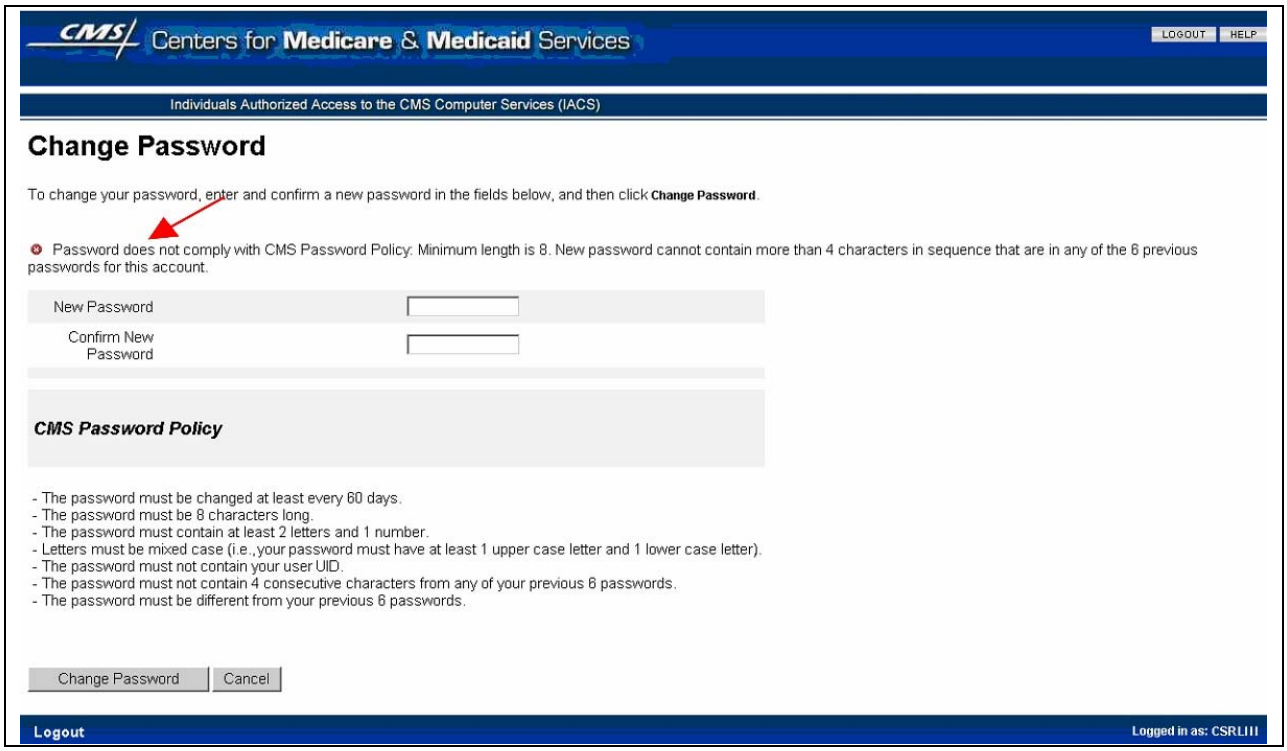

Figure 18: Change Password Screen with Password Policy Violation Message

Action: Enter a ***New Password*** in the *New Password* and *Confirm New Password* fields.

Action: Select the ***Change Password*** button.

3.2 Change Answers to Authentication Questions

After you have successfully changed your password, the **My Profile** screen will redisplay as illustrated in Figure 19.

The screen will have only one option displaying, the ***Change Answers to Authentication Questions*** hyperlink. You must select this link and answer at least two authentication questions. Your answers will be used in the future to validate your identity should you forget your password or your User ID.

You may answer more than two authentication questions, but you must answer a minimum of two. IACS will not give you access to the system if you cannot answer correctly at least two of your authentication questions when asked.

Note: The answer fields for the authentication questions are ***not case sensitive.***

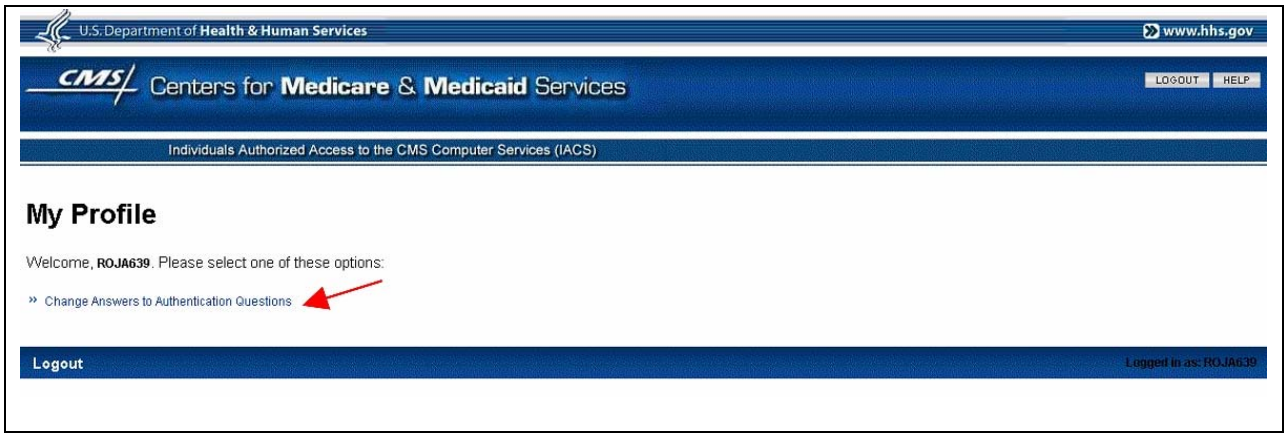

Figure 19: My Profile Screen with Change Answers to Authentication Questions Hyperlink

Action: Select the ***Change Answers to Authentication Questions*** hyperlink.

After selecting the ***Change Answers to Authentication Questions*** hyperlink the **Change Answers to Authentications Questions** screen will display as illustrated in Figure 20.

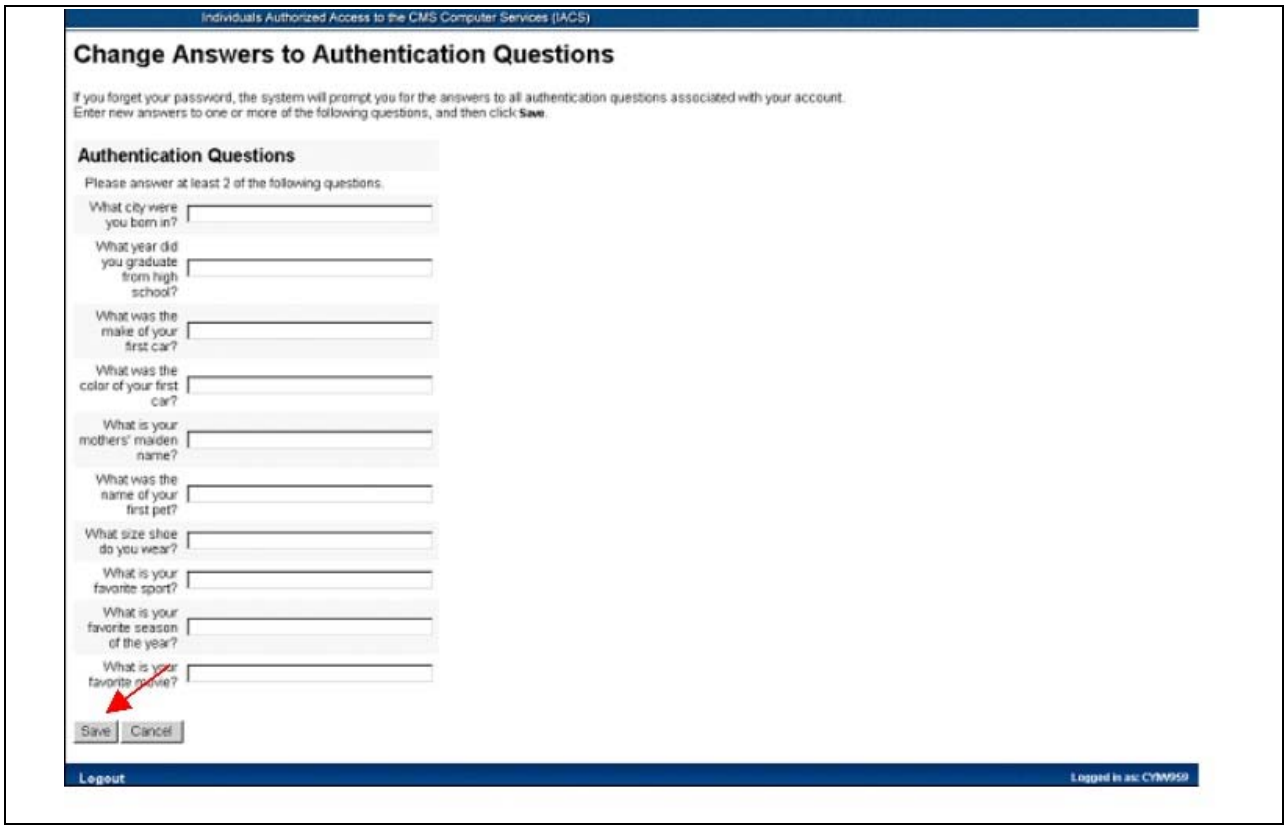

Figure 20: Change Answers to Authentication Questions Screen

Action: Answer at least two of the ten ***Authentication Questions*** listed.

Action: Select the ***Save*** button when you have finished answering the questions you want to answer.

- If you select the ***Cancel*** button, your answers will be deleted and you will be returned to the **My Profile** screen as illustrated in Figure 19.

The **Change Answers Results** screen will display listing the Authentication Questions you have answered as illustrated in Figure 21. The screen will not show the answers to the Authentication Questions to safeguard this information.

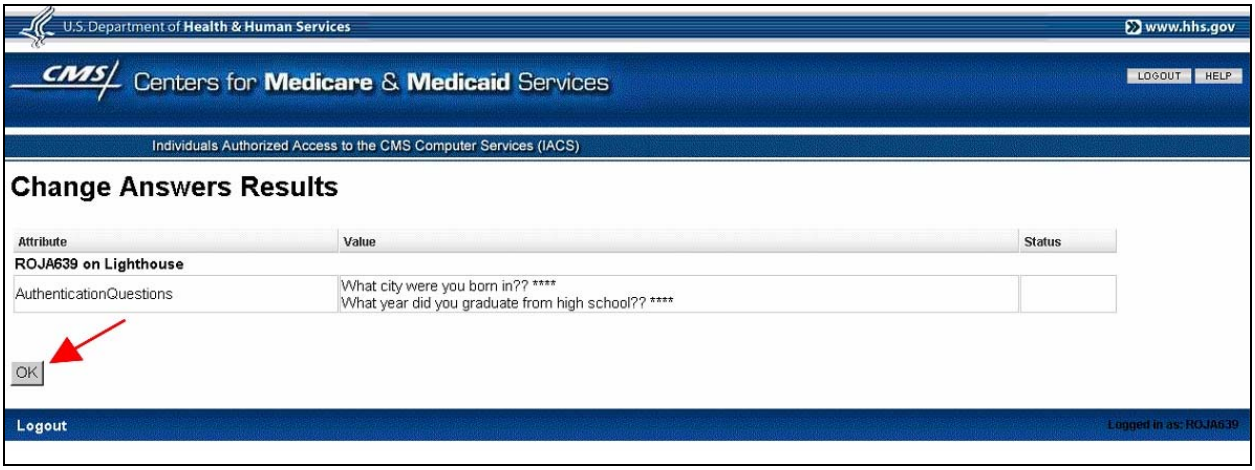

Figure 21: Change Answers Results Screen

Action: Select the ***OK*** button when you have finished viewing your questions.

The **My Profile** screen will display with all the menu options available for your approved role as illustrated in Figure 22.

After your first time login to IACS the following will apply:

- The ***Change Password*** and ***Change Answers to Authentication Questions*** hyperlinks only need to be selected if you want to change those values.

- If you have not logged into IACS ***for more than 60 days after the last time you changed your password***, you will be required to answer selected Authentication Questions to change your password.

- If you have not logged into IACS ***for more than 120 days after the last time you changed your password,*** you will be required to provide the last four digits of your SSN and your email address in addition to answering selected Authentication Questions.

- If you have not logged into IACS ***for more than 180 days after the last time you changed your password,*** you will be required to call your Help Desk for assistance since your IACS account will be disabled.

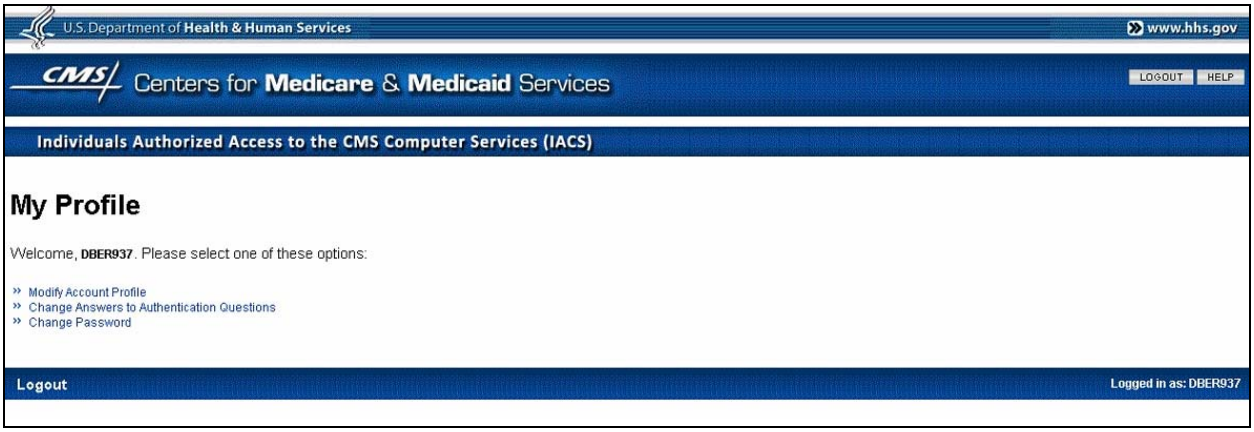

Figure 22: My Profile Screen: CMS Applications Users

3.3 Account Profile Changes

If you want to change information in your IACS account profile such as adding access to another application, requesting a new role, etc, please go to the appropriate IACS help document for your CMS Application or CMS User Community to view specific Modify Account Profile procedures.

4.0 Requesting Access to Multiple Applications for Non-Community Based Applications

When you initially register in IACS, you are only allowed to request one role in one application.

After you have been approved for that initial role and application, and your account has been established in IACS, you may request a role in other applications and/or user communities integrated with IACS.

Some rules which you must keep in mind and follow when requesting access to roles in other applications and/or user communities include:

- For non-community based Applications, you may only request and have one role for a CMS application
- You cannot be an approver and a user for the same application
- In each CMS User Community, you may request and have one or more community roles, depending on the community rules
- Each role request must be submitted separately.

The following action steps and screens show how to access your profile account in IACS to request access to other applications and/or user communities.

Action: Browse to https://applications.cms.hhs.gov on the CMS website.

The **CMS Applications Portal WARNING/REMINDER** screen will display as illustrated in Figure 23.

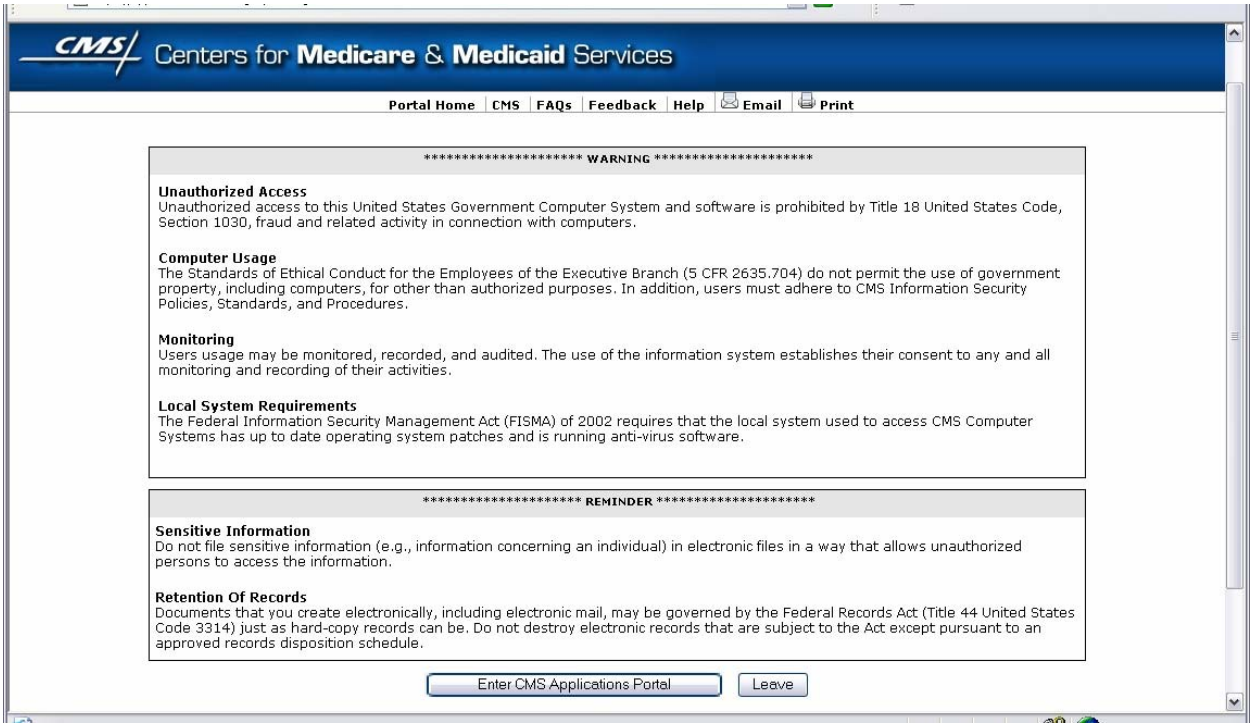

Figure 23: CMS Applications Portal WARNING/REMINDER Screen

Action: Read the important information on this screen and indicate your agreement by selecting the ***Enter CMS Applications Portal*** button.

- If you do not want to proceed any further and you want to exit, select the ***Leave*** button.

The CMS Applications Portal Introduction screen displays as illustrated in Figure 24.

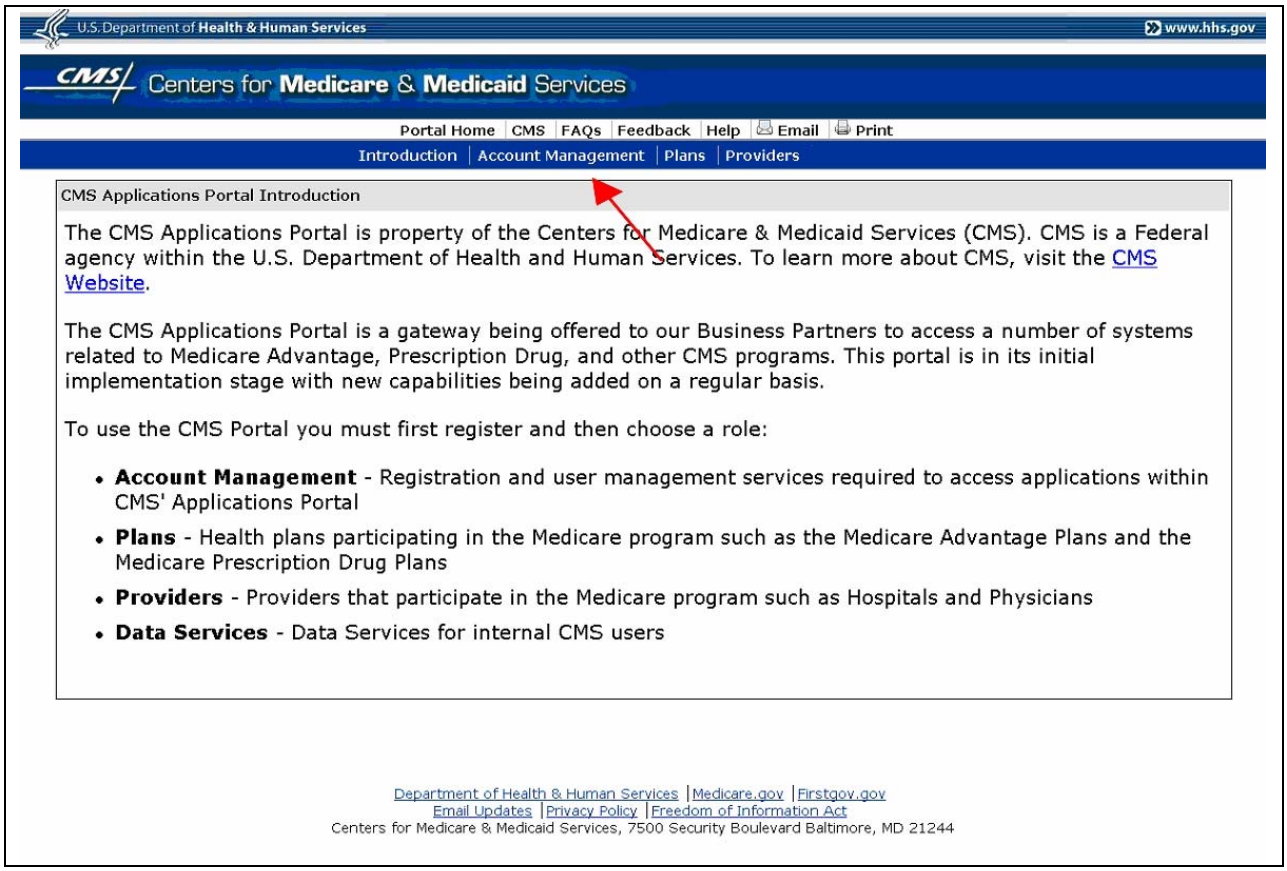

Figure 24: CMS Applications Portal Introduction Screen

Action: Select the ***Account Management*** hyperlink in the menu bar toward the top of the screen.

The **Account Management** screen will display as illustrated in Figure 25.

Note: The bottom portion of the screen labeled ***Help Resources*** provides Help Desk contact information.

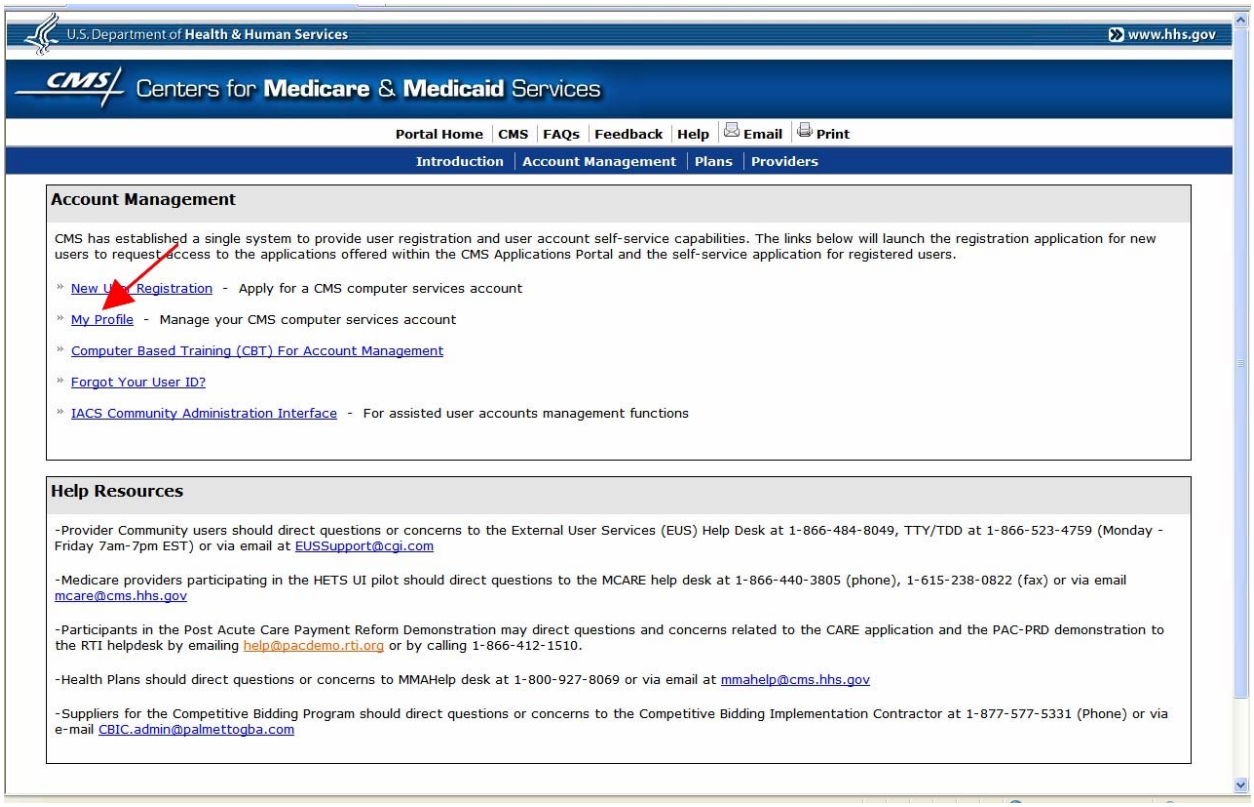

Figure 25: Account Management Screen

Action: Select the ***My Profile*** hyperlink.

The **Login to IACS** screen will display as illustrated in Figure 26.

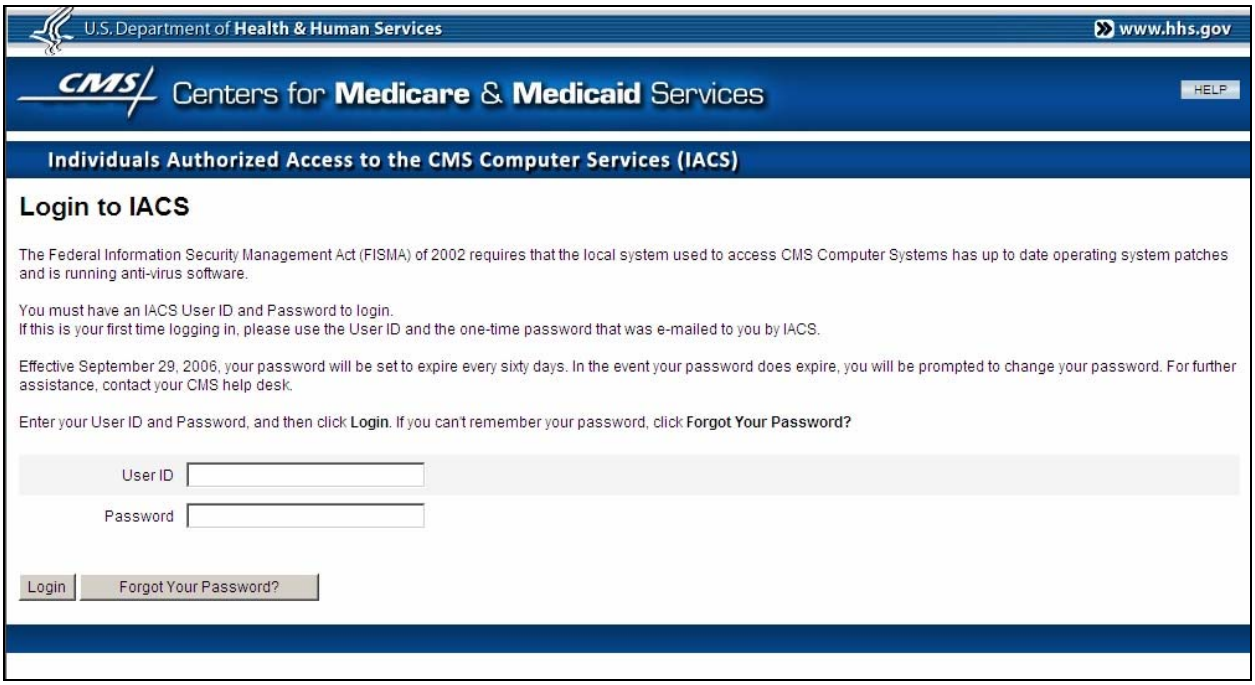

Figure 26: Log In to IACS Screen

Action: Enter your ***User ID***.

Action: Enter your ***Password.***

Note: Your account will be locked if you incorrectly enter your password three times within a 30 minute timeframe. You must wait 60 minutes before you can try to login again. Alternatively, you can call your Help Desk to unlock your account.

Action: Select the ***Login*** button.

The **My Profile** screen will display as illustrated in Figure 27.

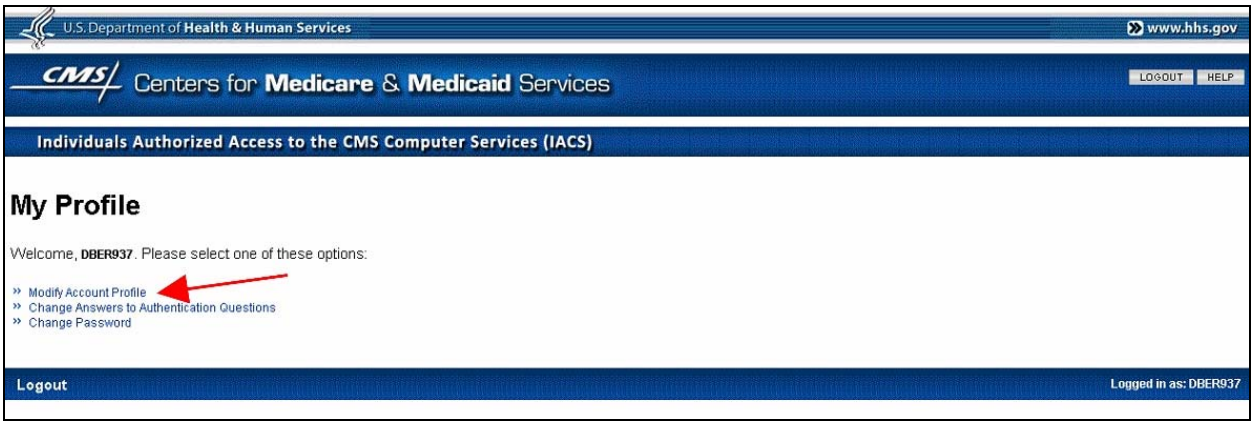

Figure 27: My Profile Screen: CMS Applications

Action: Select the ***Modify Account Profile*** hyperlink.

The **Modify Account Profile** screen will display as illustrated in Figure 29. Selected *User Information* fields will be filled in with information you provided during the registration process. This information cannot be changed.

Note: The *SSN* field with your social security number will not be displayed.

Note: The My Profile screen for CMS User Communities is slightly different as it reflects additional functionalities. It is illustrated below for comparison in Figure 28.

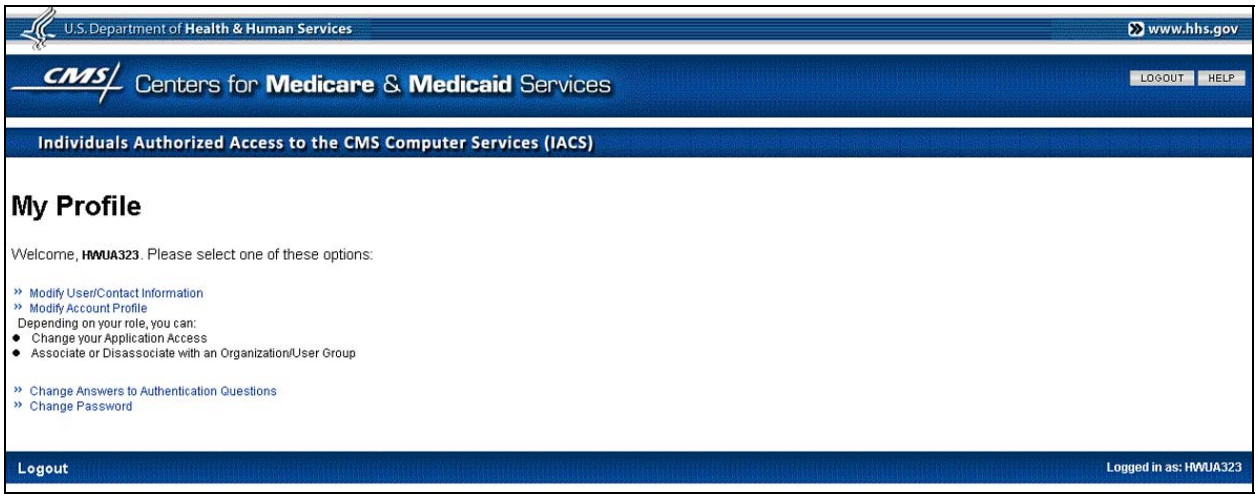

Figure 28: My Profile Screen: CMS User Communities

Action: No Action necessary, for comparison only.

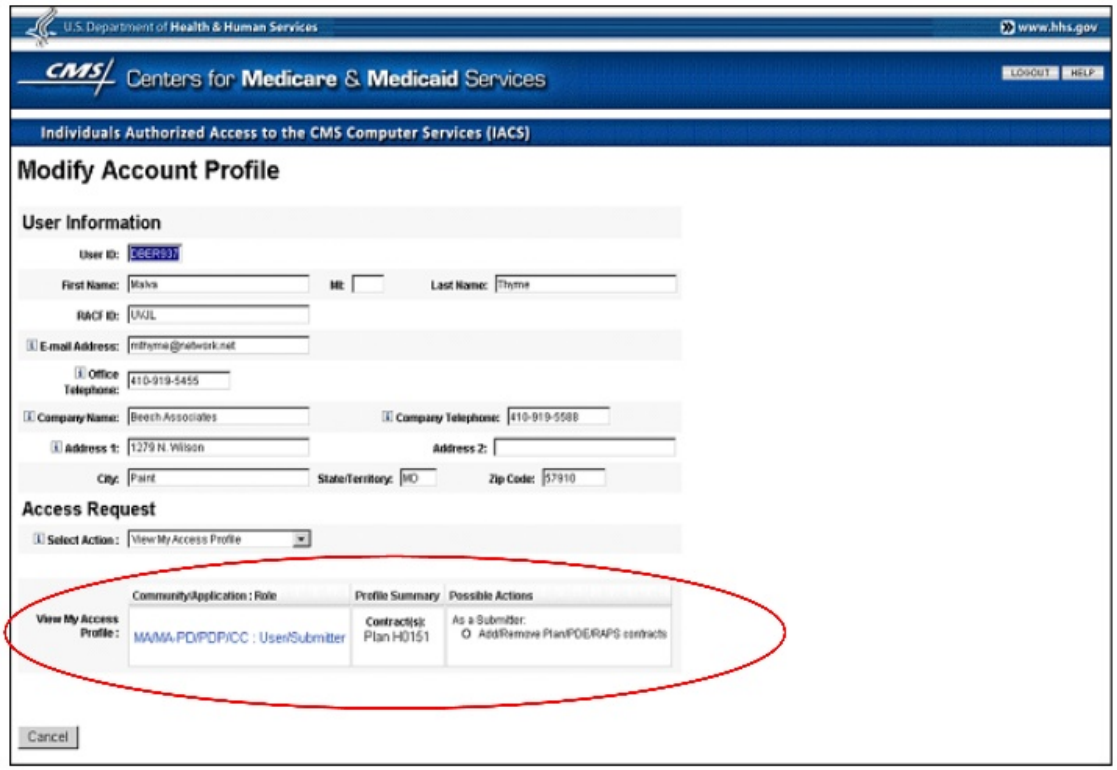

Figure 29: Modify Account Profile Screen

In the ***Access Request*** portion of the **Modify Account Profile** screen, a ***View My Access Profile*** table will display the following information, as illustrated in Figure 29.

- **Community/Application: Role –** Your current applications, communities and your role within each application or community.
- **Profile Summary –** A summary of your IACS account profile.
- **Possible Actions –** A list of actions you can take in each of your approved roles.

Note: If you have a role in more than one application or community, each application or community will be displayed in a separate row in the table.

The *Select Action* field provides a drop-down list of actions you can select. This drop-down list is illustrated in Figure 30.

You can take the following actions:

- **View My Access Profile –** This is the default view. This allows you to view your existing IACS profile with all roles and provides a brief summary of entities or associations specific to each role.

- **Modify** *<your current application/community designation inserted here>* **Profile –** This allows you to modify the specified application or user community profile. If you have a role in more than one application or user community, each role will have a Modify Profile option.
- **Add Application –** This allows you to select an application to which you want to request access. These applications include MA/MA-PD/PDPD/CC, CBO/CBR, COB and HETS UI. You can only request access to one application at a time. Select this option if you want to request access to applications other than your current application.

  Note: If you want to request access to an application that is only available to a CMS User Community, you must first request the appropriate role in that User Community.
- **Add Community –** This allows you to select a CMS User Community to which you want to request access. You can only request access to one community and one role at a time. Select this option if you want to request access to a role in a user community.

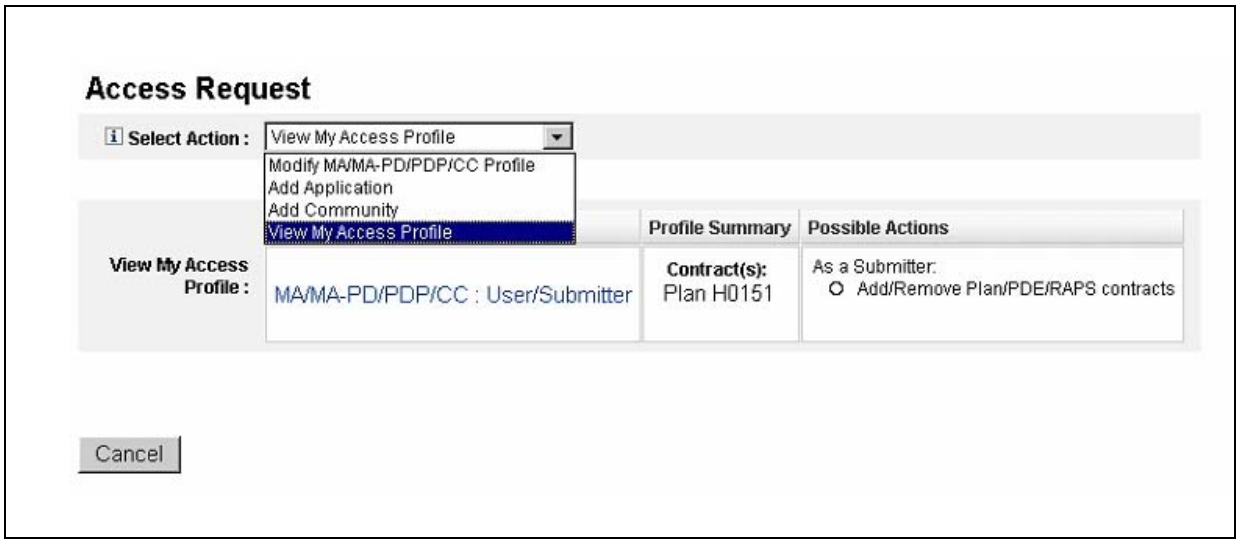

Figure 30: Modify Account Profile: Select Action Drop-down List

Action: Select the **Action** you want to take from the drop-down list.

4.1 View My Access Profile

If you select the **View My Access Profile** option, the screen will look similar to the example illustrated in Figure 31. In the ***Access Request*** portion of the **Modify Account Profile** screen, the **View My Access Profile** table is displayed showing all applications and/or community roles to which you are approved for access. There are no actions for you to take with this option.

Note: This is the default view that appears when the **Modify Account Profile** screen first displays. If the first option you select in the *Select Action* drop-down list is the **View My Access Profile** option, there will be no change in the screen.

Figure 31: Modify Account Profile: Select Action, View My Access Profile

If you have recently submitted a Modify Account Profile update request and the request is still waiting to be processed by your Approver or EPOC, a ***Pending Requests*** table will also be displayed showing the access requests you have submitted and that are still waiting to be processed. This is illustrated in Figure 32.

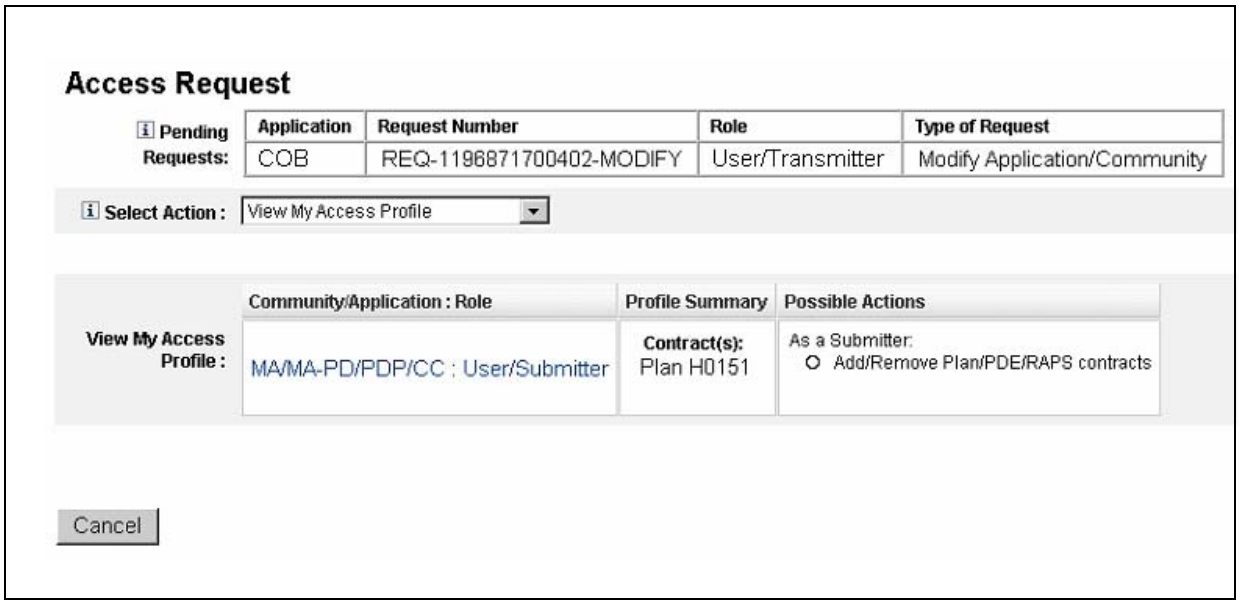

Figure 32: Pending Requests Table

4.2 Modify <Application/Community> Profile

When you select the **Modify <**application/community name here**>Profile** option for an application or community, the screen refreshes and presents options and fields that are specific to the selected application or community. The procedures for modifying profiles are provided in the appropriate IACS help document attachments as follows:

- **Attachment A – MA/MA-PD/PDP/CC** – Medicare Advantage/Medicare Advantage-Prescription Drug/Prescription Drug Plan/Cost Contracts
- **Attachment B – CBO/CSR** – Community Based Organization/Customer Service Representative
- **Attachment C – COB** – Coordination of Benefits – VDSA and COBA Organizations
- **Attachment D – HETS UI** – HIPAA Eligibility Transaction System User Interface
- **Attachment E – DMEPOS Community** – Durable Medical Equipment, Prosthetics, Orthotics & Supplies (DMEPOS) Competitive Bidding System (DBidS) Community and Application
- **Attachment F – Provider/Supplier – Individual Practitioner**
- **Attachment G – Provider/Supplier** and **FI/Carrier/MAC Communities**

4.3 Add Application

If you display the *Select Action* field drop-down list in the ***Access Request*** portion of the **Modify Account Profile** screen as illustrated in Figure 30, you will have the option of requesting access to other CMS applications integrated with IACS by selecting the **Add Application** option.

When you select the **Add Application** option, the screen will refresh and you will be presented with a screen similar to the one illustrated in Figure 33. In the ***Access Request*** portion of the screen, the small table showing your current applications, communities and roles is no longer displayed and a new field titled *Select Application* is displayed. This field contains a drop-down list of available applications.

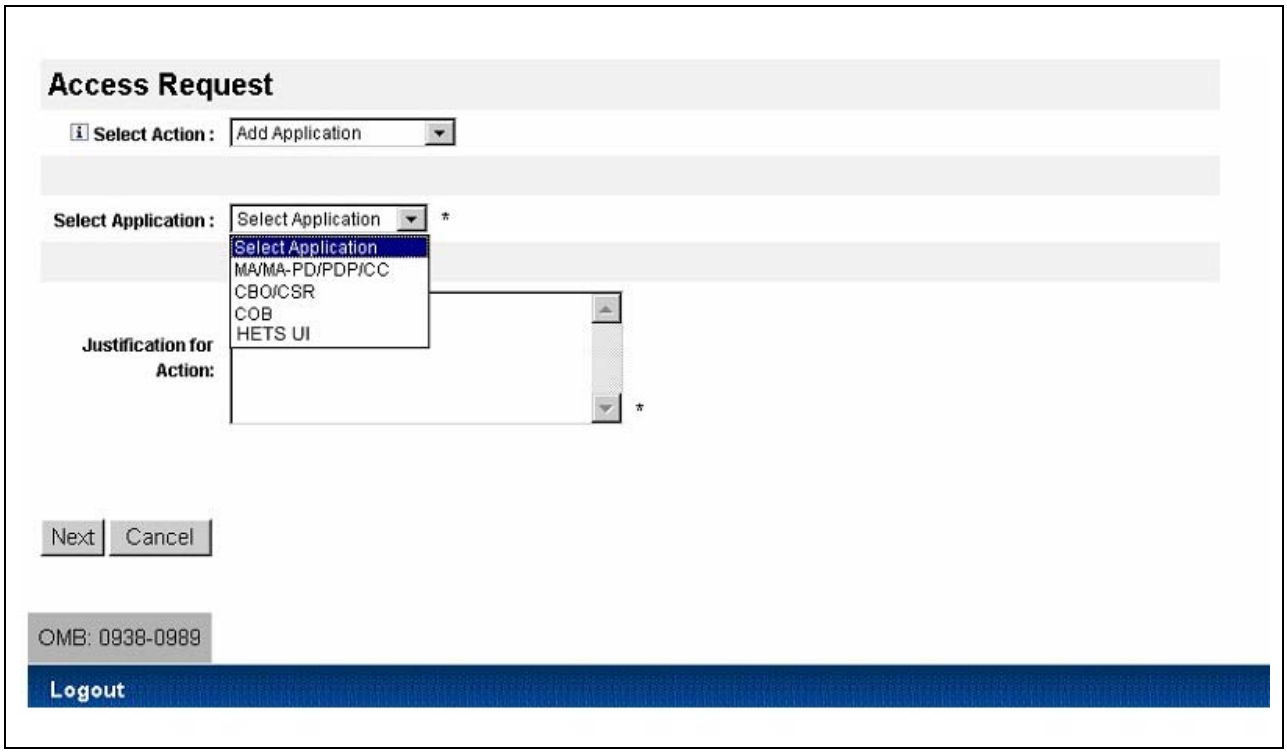

Figure 33: Modify Account Profile: Select Application Drop-down List

Action: Select the desired **Application** from the drop-down list.

The procedures for requesting access to the various applications in the Modify Account Profile functionality are provided in the appropriate IACS help document attachments as follows:

- **Attachment A – MA/MA-PD/PDP/CC** – Medicare Advantage/Medicare Advantage-Prescription Drug/Prescription Drug Plan/Cost Contracts
- **Attachment B – CBO/CSR** – Community Based Organization/Customer Service Representative
- **Attachment C – COB** – Coordination of Benefits – VDSA and COBA Organizations
- **Attachment D – HETS UI** – HIPAA Eligibility Transaction System User Interface

4.4 Add Community

If you display the *Select Action* field drop-down list in the ***Access Request*** portion of the **Modify Account Profile** screen as illustrated in Figure 30, you will have the option of

requesting access to other CMS User Communities integrated with IACS by selecting the **Add Community** option.

When you select the **Add Community** option, the screen will refresh and you will be presented with a screen similar to the one illustrated in Figure 34. In the **Access Request** portion of the screen, the *View My Access Profile* table showing your current applications, communities and roles is no longer displayed and a new field titled *Select Community* is displayed. This field contains a drop-down list of available communities. The screen illustrated in Figure 34 is for an individual in the Provider/Supplier community, as this community is not listed.

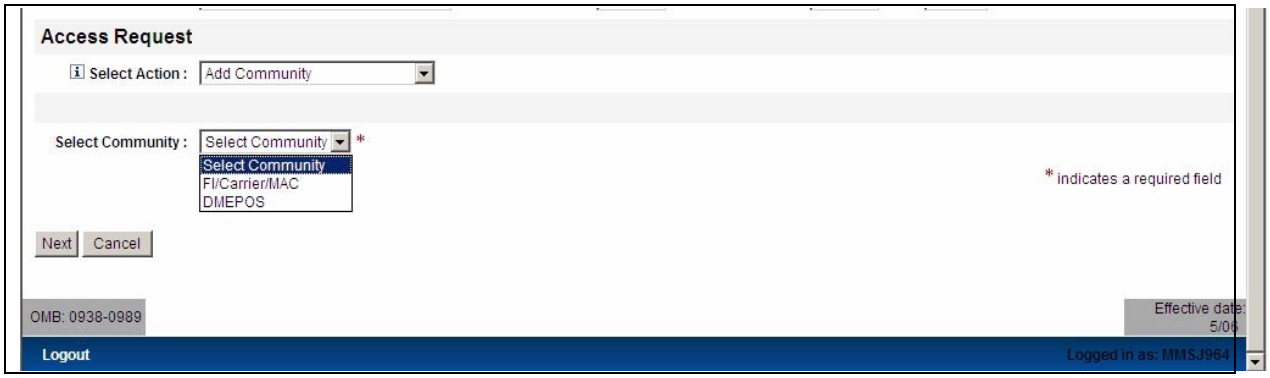

Figure 34: Modify Account Profile: Select Community Drop-down List

Action: Select the desired **Community** from the drop-down list.

The procedures for requesting a role in a Community in the Modify Account Profile functionality are provided in the appropriate IACS help document attachments as follows:

- **Attachment E – DMEPOS Community** – Durable Medical Equipment, Prosthetics, Orthotics & Supplies (DMEPOS) Competitive Bidding System (DBidS) Community and Application
- **Attachment F – Provider/Supplier – Individual Practitioner**
- **Attachment G – Provider/Supplier** and **FI/Carrier/MAC Communities**

5.0 Additional IACS Procedures

5.1 Forgot Your Password?

When you want to login to IACS, you are required to enter your User ID and Password on the **Login to IACS** screen which is illustrated in Figure 35. If, however, you have forgotten your password, you can follow the actions listed below.

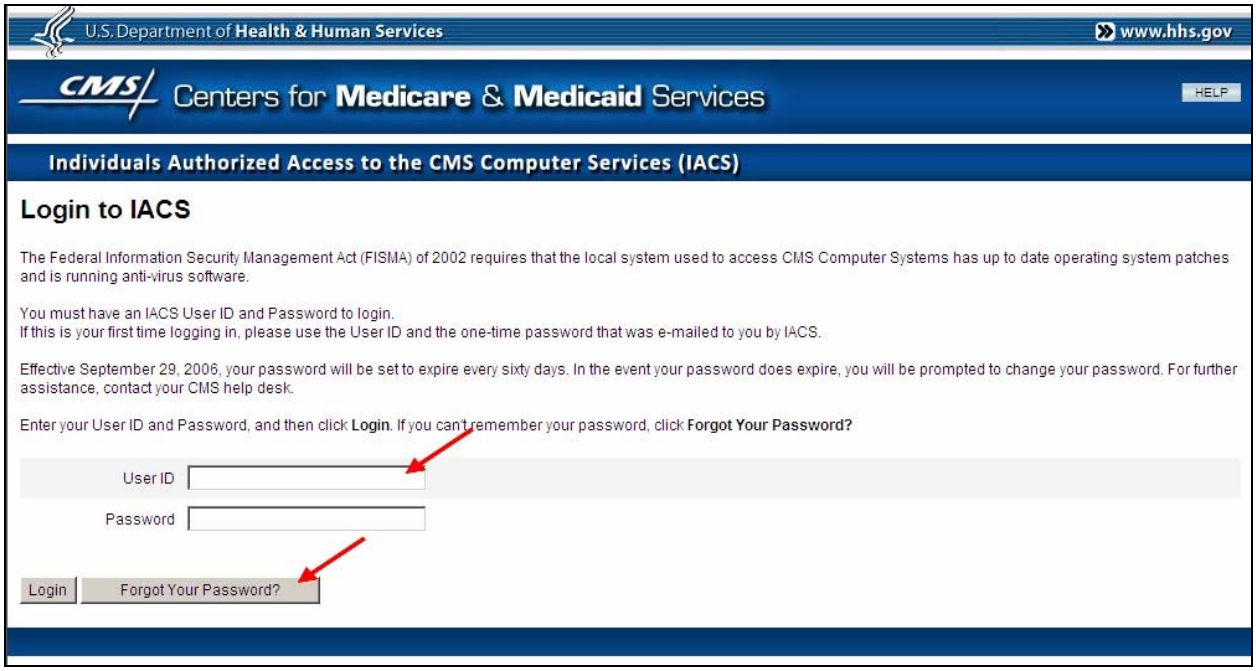

Figure 35: Login to IACS Screen

Note: Your account will be locked if you incorrectly enter your password three times within a 30 minute timeframe. You must wait 60 minutes before you can try to login again. Alternatively, you can call your Help Desk to unlock your account.

Try to remember your password and only use the ***Forgot Your Password*** button if you have actually forgotten your password and cannot remember it. This feature will result in a reset of your password and issue you with a temporary, one-time password, which you must change when you login the next time.

Action: Enter your **User ID**.

Action: Select the ***Forgot Your Password?*** button if you have forgotten your Password.

A **Security Questions** screen will display as illustrated in Figure 36.

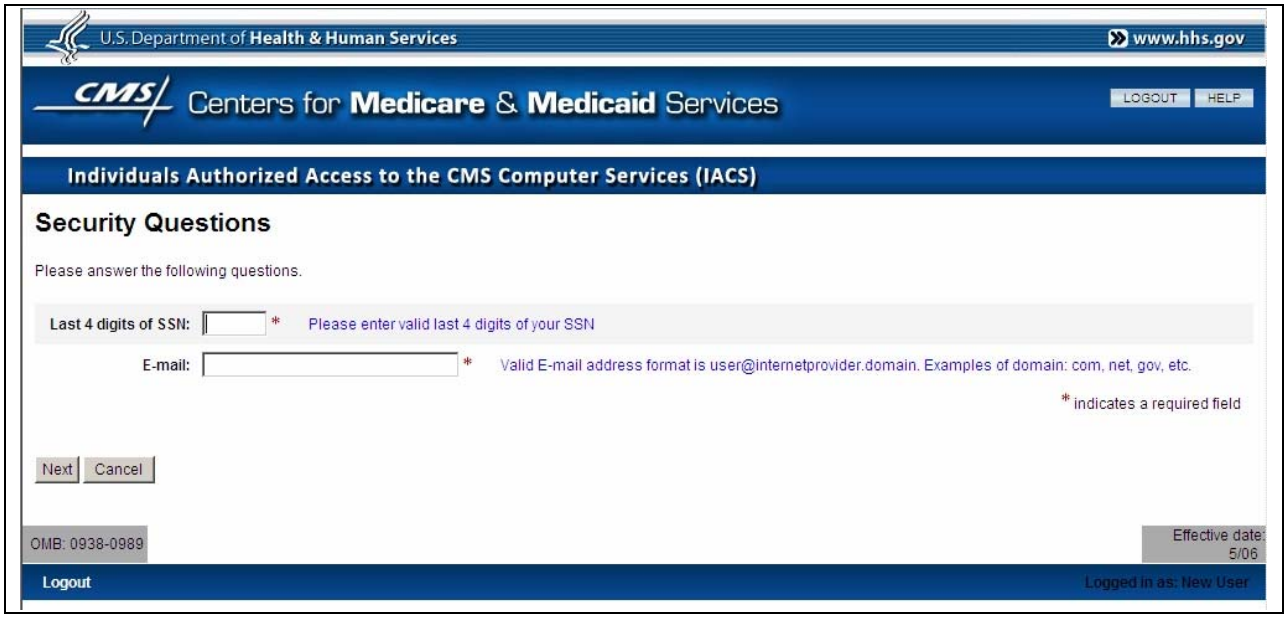

Figure 36: Security Questions Screen

Action: Enter the last four digits of your ***Social Security Number*** in the field provided.

Action: Enter your ***email address*** in the field provided.

Note: The answer fields for the security questions are ***not case sensitive.***

Action: Select the ***Next*** button.

When you select the ***Next*** button, a **Forgot Your Password?** screen will display as illustrated in Figure 37. Answer fields for the authentication questions you answered during your initial login will be displayed. You must answer correctly the security questions that are displayed. If you answer the questions incorrectly three times in a row, your account will be locked. You must wait 60 minutes before you can try again.

Alternatively, you can call your Help Desk to unlock your account. For help desk contact information, see Section 7.3.

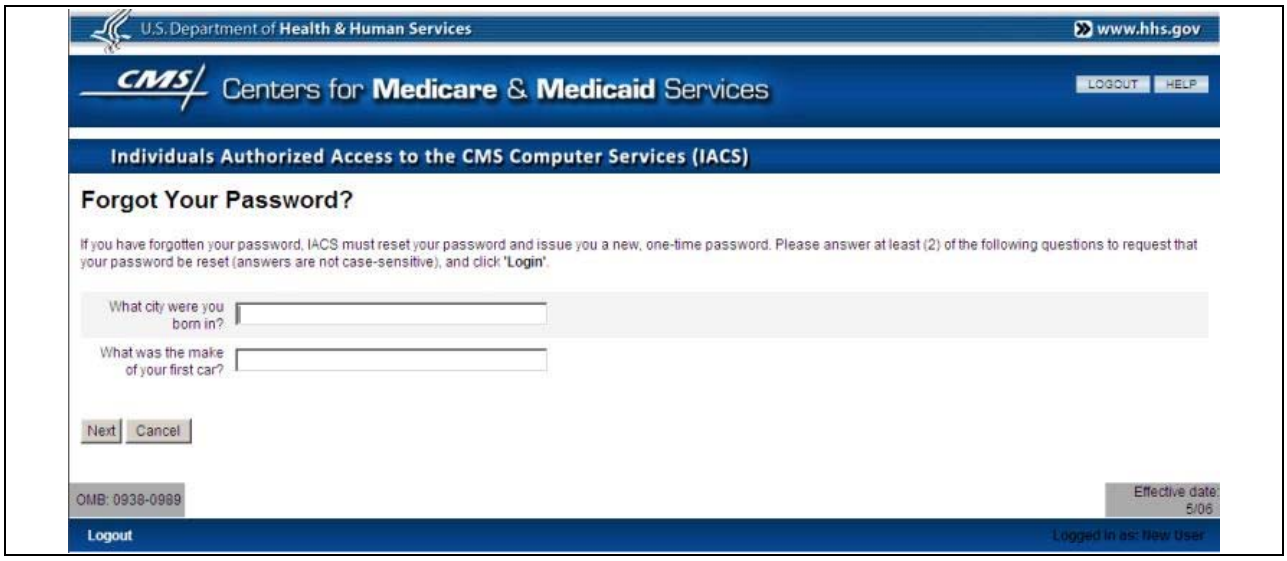

Figure 37: Forgot Your Password? Screen

Action: Answer each question with the exact answer provided previously.

Note: The answer fields for the authentication questions are ***not case sensitive.***

Action: Select the ***Next*** button.

The **Login to IACS** screen will display again with a message above the *User ID* field indicating that a temporary, one-time password has been emailed to you. This is illustrated in Figure 38. This email notification contains a temporary, one-time password.

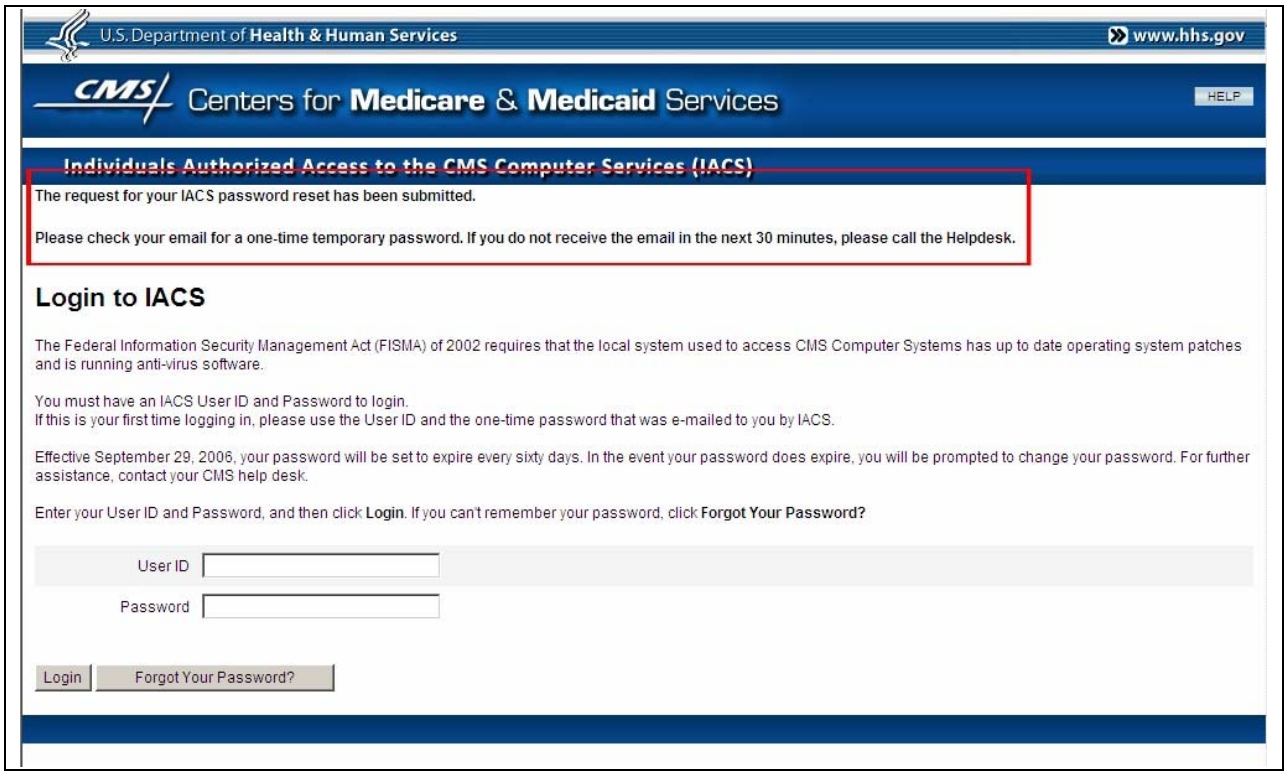

Figure 38: Login to IACS Screen with Password Email Notification

Action: Go to your email and get your new password. This will be a temporary, one-time password that you must change next time you log in.

Note: The email subject line will be: **FYI: Password Reset – Password Enclosed**.

Figure 39 illustrates a sample password notification email that you would receive.

Your temporary one-time password is -<*your password will appear here*>.
Please go to the link below to change your password.

Go to https://applications.cms.hhs.gov
Read the Privacy Statement and click the Enter CMS Applications Portal button.

Select the **Account Management** link on the menu bar, and then the **My Profile** link

Log into IACS using your User ID and password to change your password.

Thank you,
IACS

Please do not reply to this system-generated email.

Figure 39: Password Notification Email

Note: If you do not receive this email notification within 24 hours, please contact your Help Desk. For help desk contact information, see Section 7.3.

Action: Go to Section 3.0**, First Time Login to IACS**, and follow the steps for logging in and changing your password. You do not have to answer the authentication questions again unless you want to change your answers.

5.2 Forgot Your User ID?

When you login to IACS, you are required to enter your User ID and Password. If you have forgotten your User ID you can select the ***Forgot Your User ID?*** hyperlink on the **Account Management** screen as illustrated in Figure 40.

Note: The bottom portion of the screen labeled ***Help Resources*** provides Help Desk contact information.

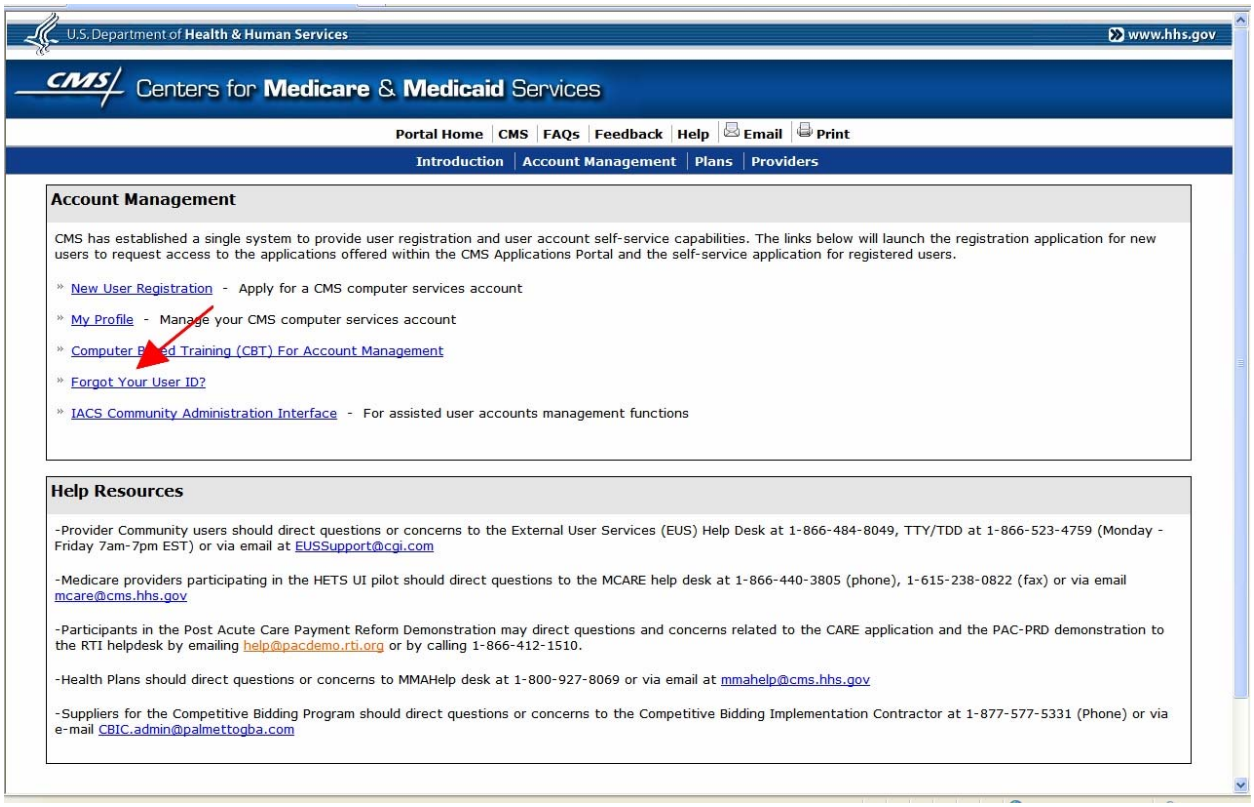

Figure 40: Account Management Screen: Forgot Your User ID?

Action: Select the ***Forgot Your User ID?*** hyperlink.

The **Forgot Your User ID?** screen will display as illustrated in Figure 41.

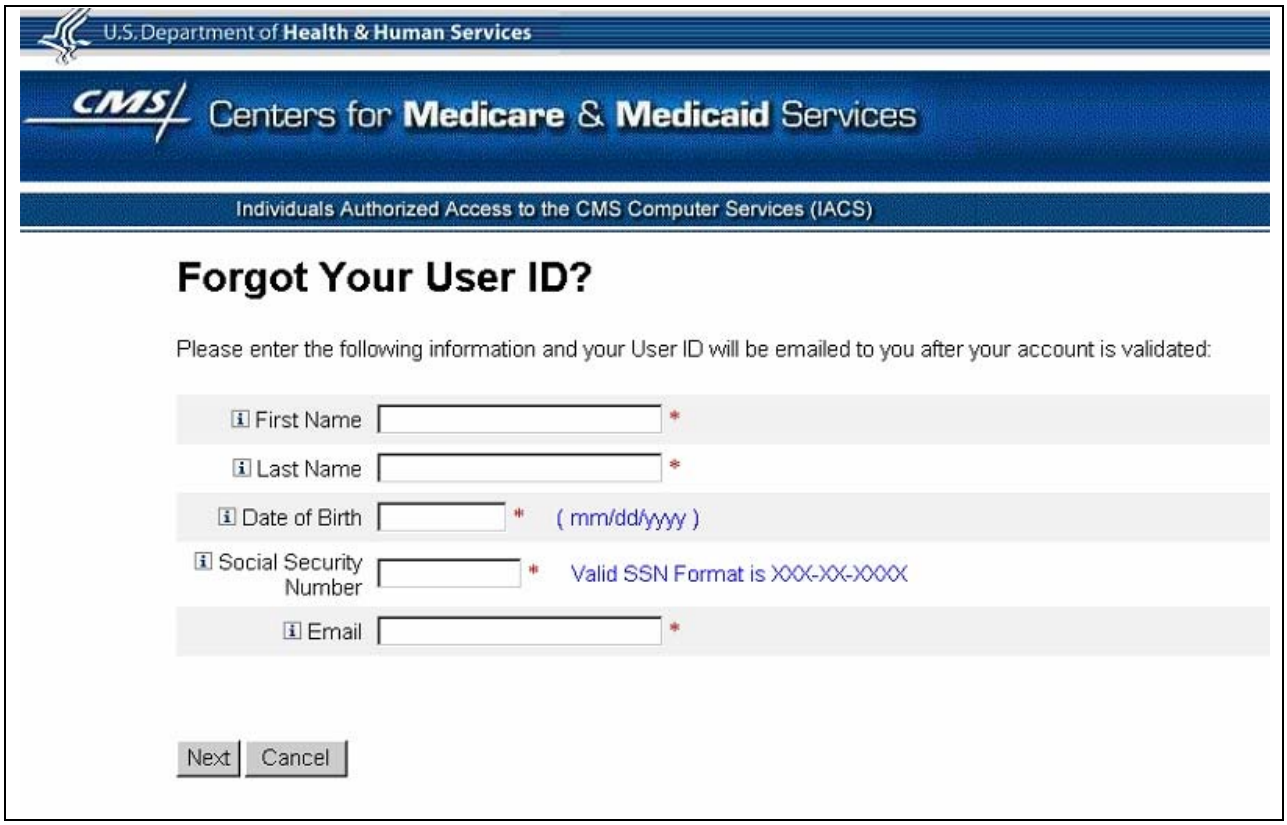

Figure 41: Forgot Your User ID? Screen

Action: Your must complete correctly the following ***required fields:***

1. *First Name*
2. *Last Name*
3. *Date of Birth*
4. *Social Security Number*
5. *Email* (address)

Note: The data you enter must match the information that currently exists in your IACS user account profile.

Action: Select the ***Next*** button when you are done.

The **User ID Recovery - Authentication** screen will display as illustrated in Figure 42. This screen will display authentication questions answered during your initial login. You must provide correct answers to the authentication questions displayed.

If you answer the questions incorrectly three times in a row, your account will be locked. You must then contact your Help Desk to unlock your account. For help desk contact information, see Section 7.3.

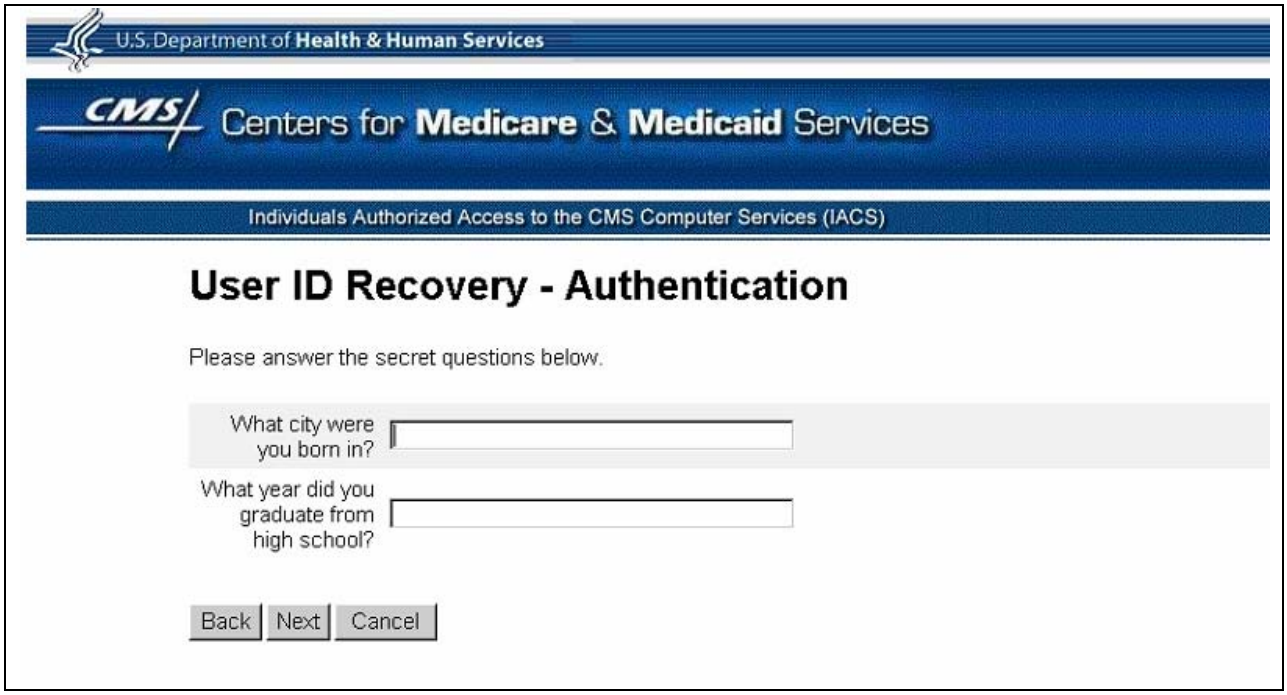

Figure 42: User ID Recovery - Authentication Screen

Action: Answer each question that is displayed with the exact answer provided previously.

Action: Select the ***Next*** button.

Note: When you select the ***Next*** button a **Confirmation** screen will display as illustrated in Figure 43. This screen informs you that your IACS User ID has been sent to the email address on file in your IACS user account.

- If you need to go back to the previous screen to correct any information, select the ***Back*** button.

- If you select the ***Cancel*** button, your User ID Recovery request is cancelled and all the information entered will be lost. A screen indicating this will be displayed. You must select the ***OK*** button to exit that screen.

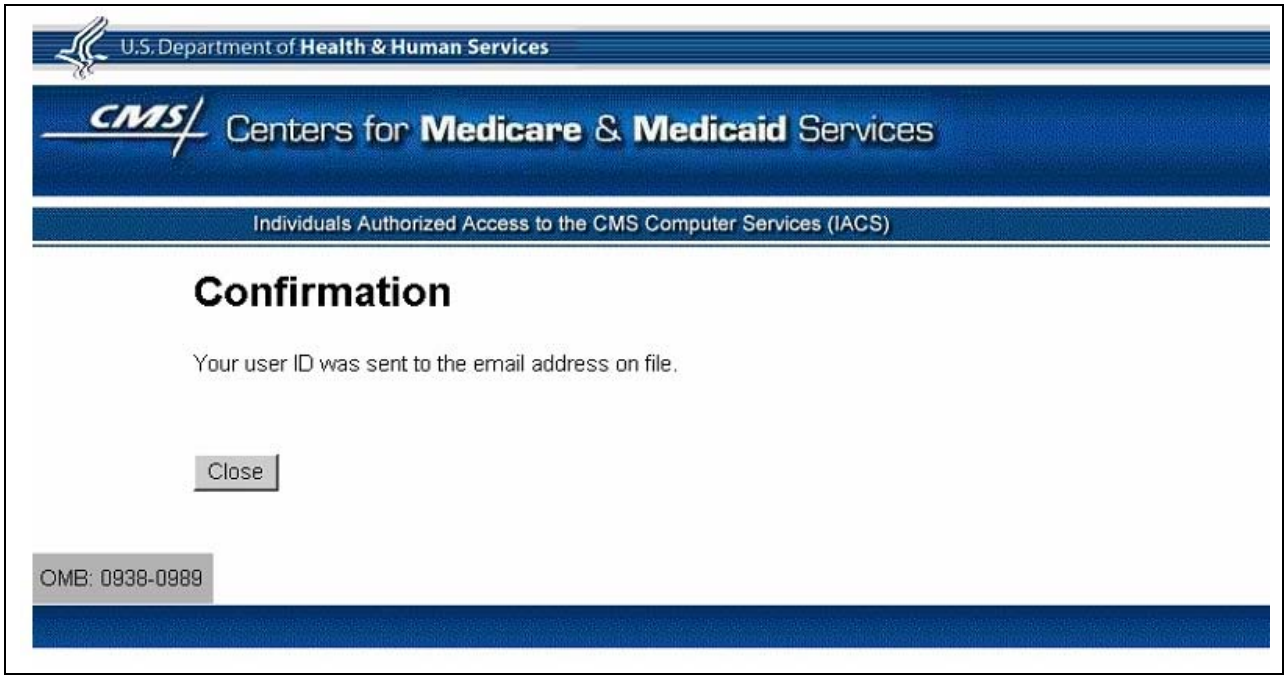

Figure 43: Confirmation Screen: User ID Recovery

Action: Select the ***Close*** button to close this browser window.

Figure 44 illustrates an example of the email you will receive providing your IACS User ID.

Your User ID for accessing IACS is: *<your User ID will appear here>*

Thank you,

IACS

Please do not reply to this system-generated email.

Figure 44: User ID Email

5.3 CMS Certification

IACS users, who register for access to Plans' applications, MA/MA-PD/PDP/CC, COB, CBO/CSR and HETS UI, are required to certify their need for continued access every year. Those users include all Approvers or EPOCs, for those CMS applications. Users must submit a certification request prior to their annual ***Certification Date.***

5.3.1 Certification and Revocation Dates

Your ***Certification Date*** will occur every year in the same month and on the same day that your User ID was generated and emailed to you. You will have until midnight on the certification date to complete your certification request. The day after your Certification Date is referred to as the Revocation Date since IACS will generally revoke your access by disabling your IACS account on that date if you have not submitted your certification request.

Note: The Certification process for all affected users and approvers is similar to the process described in this section; however, only the profile screens for the User Type of MA/MA-PD/PDP/CC and Role of User/Submitter are illustrated here as examples.

Your ***Revocation Date*** is defined as one day later than your Certification Date. At midnight on your Certification Date, if you have not submitted a Certification Request or have an extension, IACS will automatically revoke your access by disabling your IACS account. Since this would happen on the day following your Certification Date, that day is classified as your Revocation Date.

Both your Certification Date and your Revocation Date are maintained as information in your IACS account file. Once your Certification Request is approved, IACS will automatically update these two dates to the same month and day of the following year.

Example: Your Certification Date is January 4, 2008, and your Revocation Date is January 5, 2008. When your Certification Request is approved, IACS will automatically update your Certification Date to January 4, 2009 and your Revocation Date to January 5, 2009.

If your IACS account has been disabled and you need to retain access to your IACS account and selected resource items, you must contact your Help Desk and request that your account be re-enabled. For help desk contact information, see Section 7.3. You must provide a valid justification for this. If your account is re-enabled, you may be required to submit a Certification Request and complete the Certification process.

5.3.2 Certification Notice

Forty-five days prior to your Certification Date, you will receive an email similar to the one illustrated in Figure 45. This email will indicate how many days you will have left to complete your certification request.

You will receive similar emails once a week from the initial 45 day email until 15 days prior to your Certification Date. Then, beginning 15 days before your Certification Date, you will

receive an email ***every day*** informing you of how many days you have left to complete your Certification Request. You will have until midnight on your Certification Date to submit your Certification Request.

> You have <*number of days will appear here*> days to certify your required access to resources on a system at the Centers for Medicare & Medicaid Services (CMS). This certification must be completed through the Individuals Authorized Access to the CMS Computer Services (IACS).
>
> To access the Certification form, please do the following:
>
> Go to https://applications.cms.hhs.gov
>
> Read the Warning/Reminder and select **Enter CMS Applications Portal**.
>
> Select the **Account Management** link on the menu bar, and then the **My Profile** link.
>
> Log into IACS using your UID and password.
>
> Select the **Certification Request** link in the My Profile screen.
>
> Please contact the < *your help desk contact information will be inserted here*>.
>
> Thank you,
> IACS
>
> Please do not reply to this system-generated email.

Figure 45: Certification Notification Email

5.3.3 Automatic Account Disablement

Please remember that if you do not submit your Certification Request by midnight on your Certification Date, the IACS system will automatically disable your IACS account and deny you access to all of the resource items listed in your account profile. Additionally, your Certification Date and Revocation Date will not be updated as needed.

5.3.4 Certification Request Submission

During the certification process, you will be presented with a screen showing your current access privileges. You are ***allowed to remove existing items,*** such as contracts, call centers, and/or organizations, to which access is no longer required.

You ***cannot add new items*** during the certification process. If you need to add new items, you must use the Modify Account Profile functionality. Additionally, if you see that you need to change data in your User Information portion, you must contact your Help Desk. For help desk contact information, see Section 7.3.

When you submit your Certification Request, it is routed to your appropriate Approver or EPOC, or all of them, if your request requires multiple approvers.

The following steps and screens will walk you through the IACS Certification Request process.

Action: Browse to https://applications.cms.hhs.gov on the CMS website as illustrated in Figure 46.

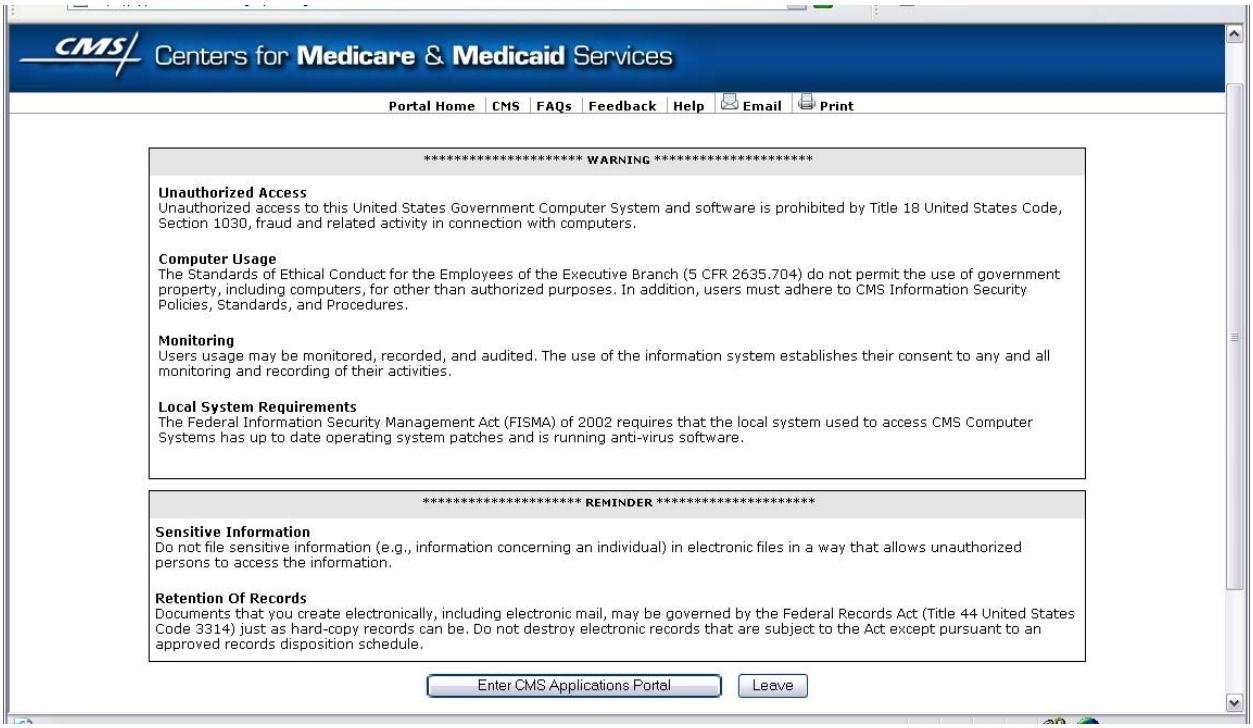

Figure 46: CMS Applications Portal WARNINGS/REMINDER Screen

Action: Read the important information on this screen and indicate your agreement by selecting the ***Enter CMS Applications Portal*** button.

- If you do not want to proceed any further and you want to exit, select the ***Leave*** button.

The **CMS Applications Portal Introduction** screen will display as illustrated in Figure 47.

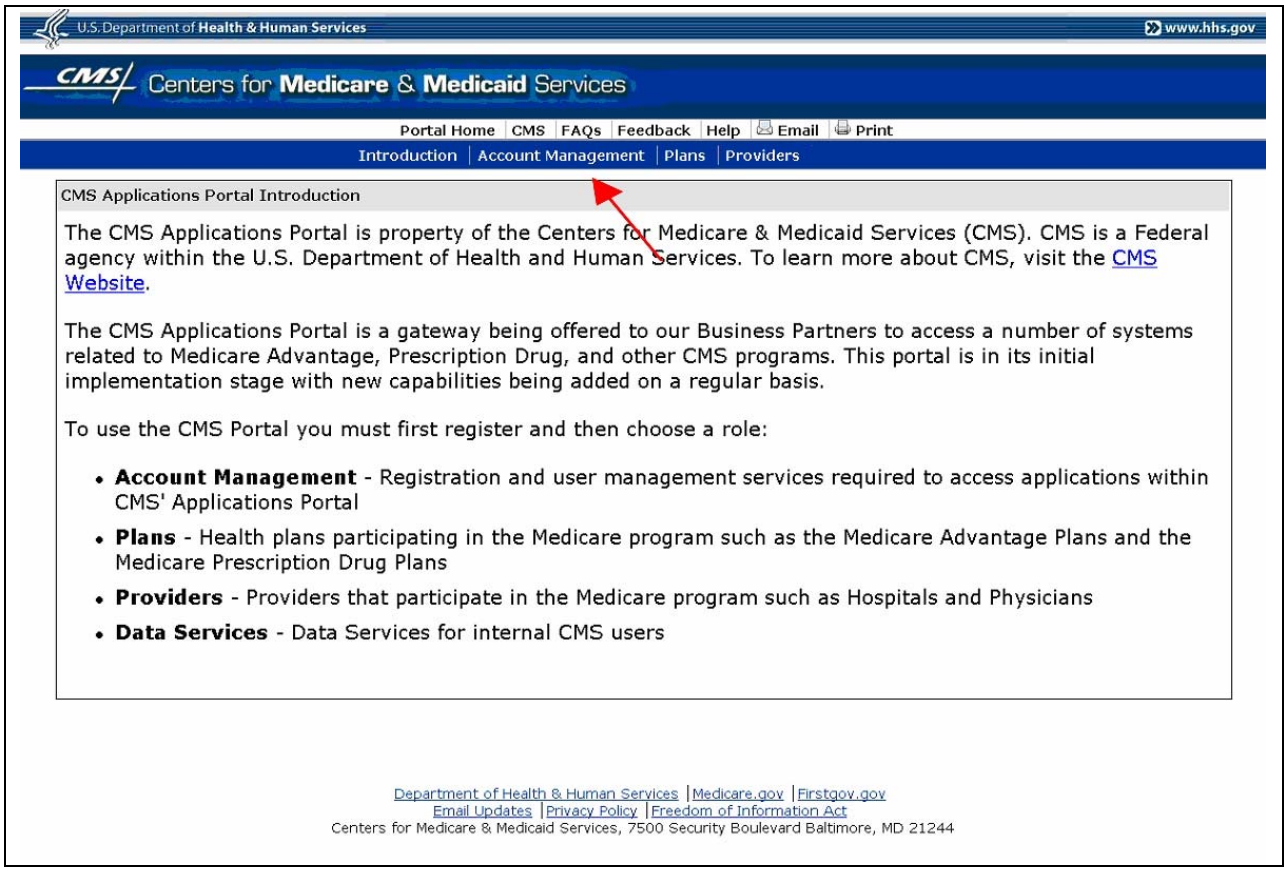

Figure 47: CMS Applications Portal Introduction Screen

Action: Select the ***Account Management*** hyperlink in the menu bar toward the top of the screen.

The **Account Management** screen will display as illustrated in Figure 48.

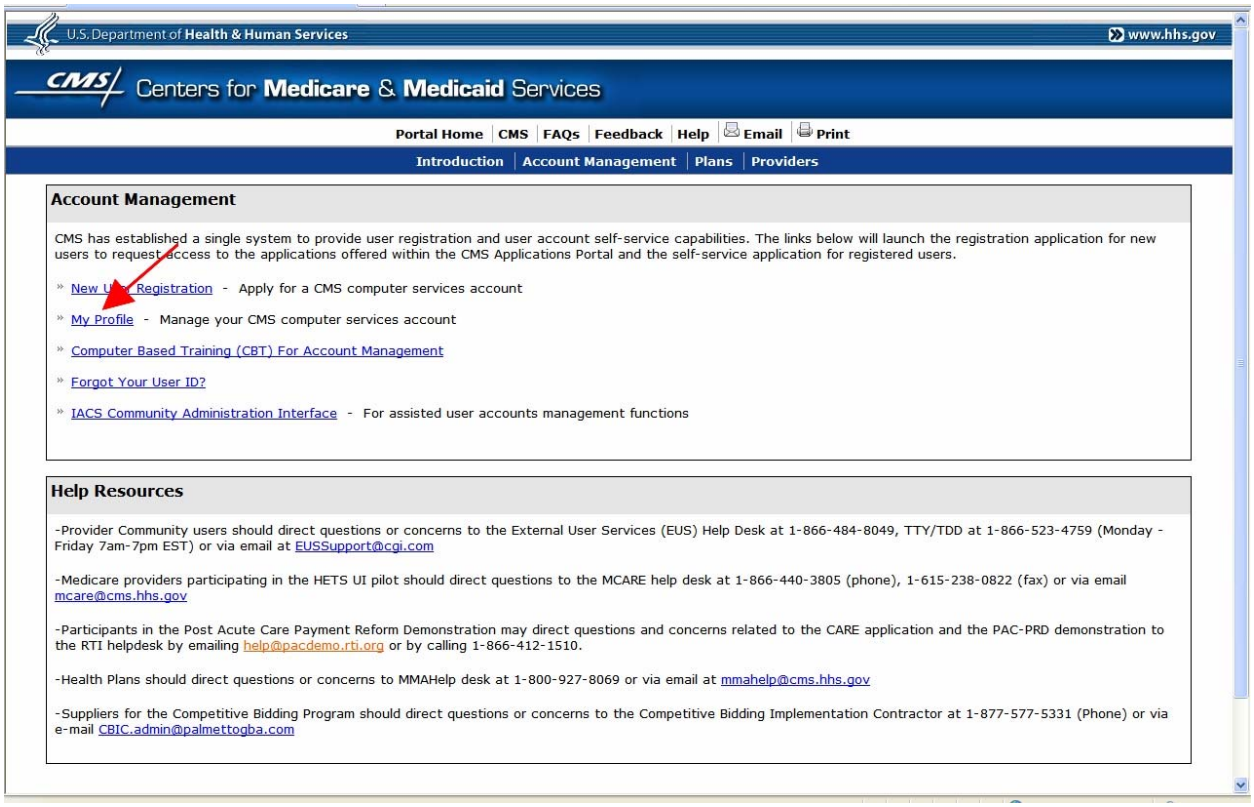

Figure 48: Account Management Screen

Action: Select the ***My Profile*** hyperlink.

Note: The bottom portion of the screen labeled ***Help Resources*** provides Help Desk contact information.

The **Login to IACS** screen will display as illustrated in Figure 49.

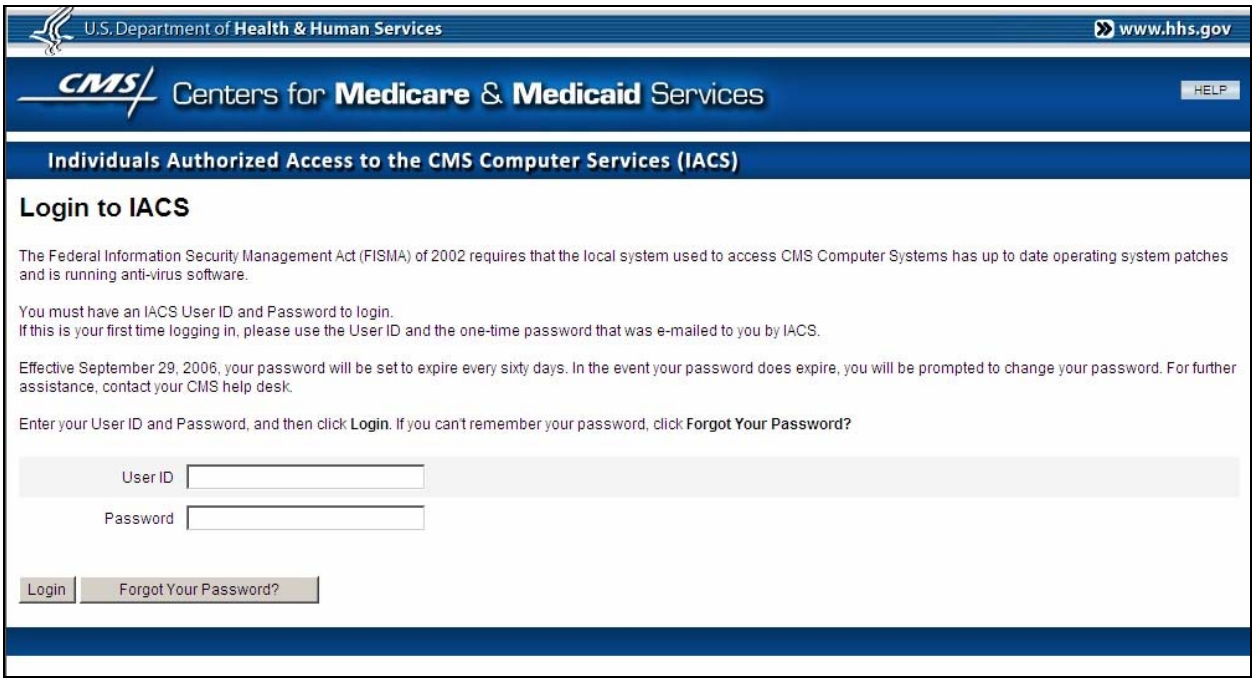

Figure 49: Login to IACS Screen

Action: Enter your ***User ID***

Action: Enter your ***Password.***

Note: Your account will be locked if you incorrectly enter your password three times within a 30 minute timeframe. You must wait 60 minutes before you can try to login again. Alternatively, you can call your Help Desk to unlock your account.

Action: Select the ***Login*** button.

The **My Profile** screen will display as illustrated in Figure 50 with an additional option displaying, the ***Certify Account Profile*** hyperlink.

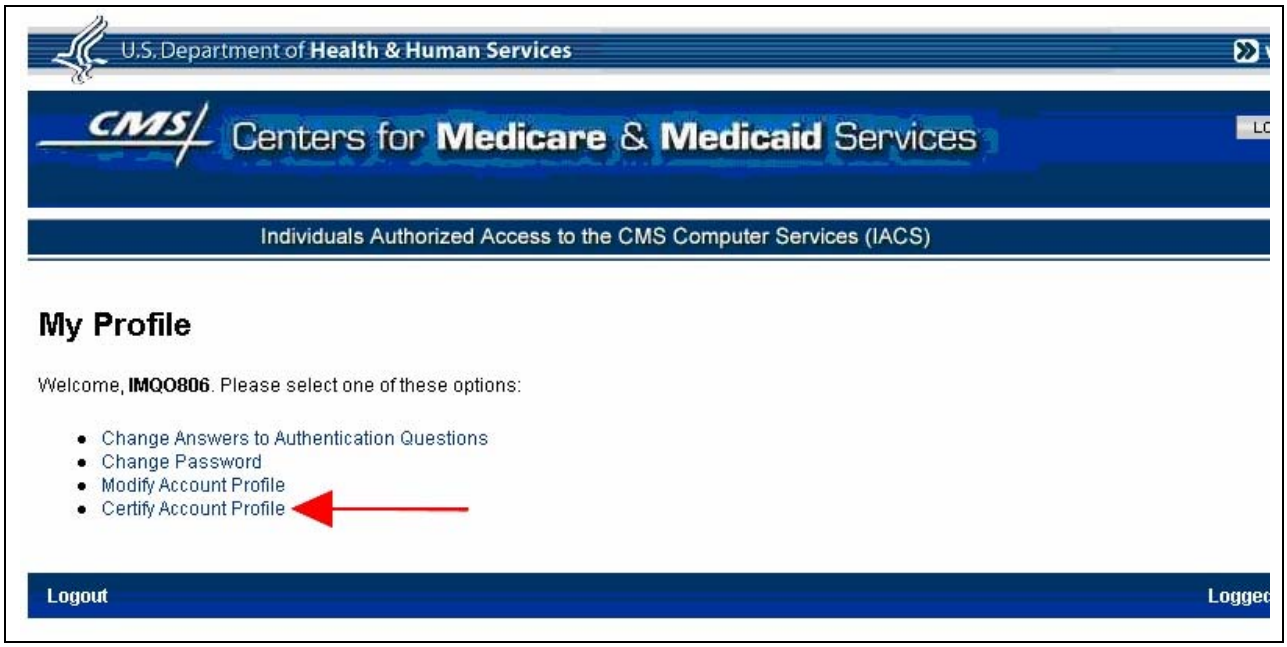

Figure 50: My Profile Screen Showing Certify Account Profile Hyperlink

Action: Select the ***Certify Account Profile*** hyperlink.

The **Certify Account Profile** screen will display as illustrated in Figure 51. Selected **User Information** fields will be filled in with information previously provided during your IACS registration or modify account profile process. The information in these fields ***cannot*** be changed. If you need to change any of this information, please contact your Help Desk. For help desk contact information, see Section 7.3.

Note: After you submit your Certification Request, the ***Certify Account Profile*** hyperlink will no longer display in the **My Profile** screen.

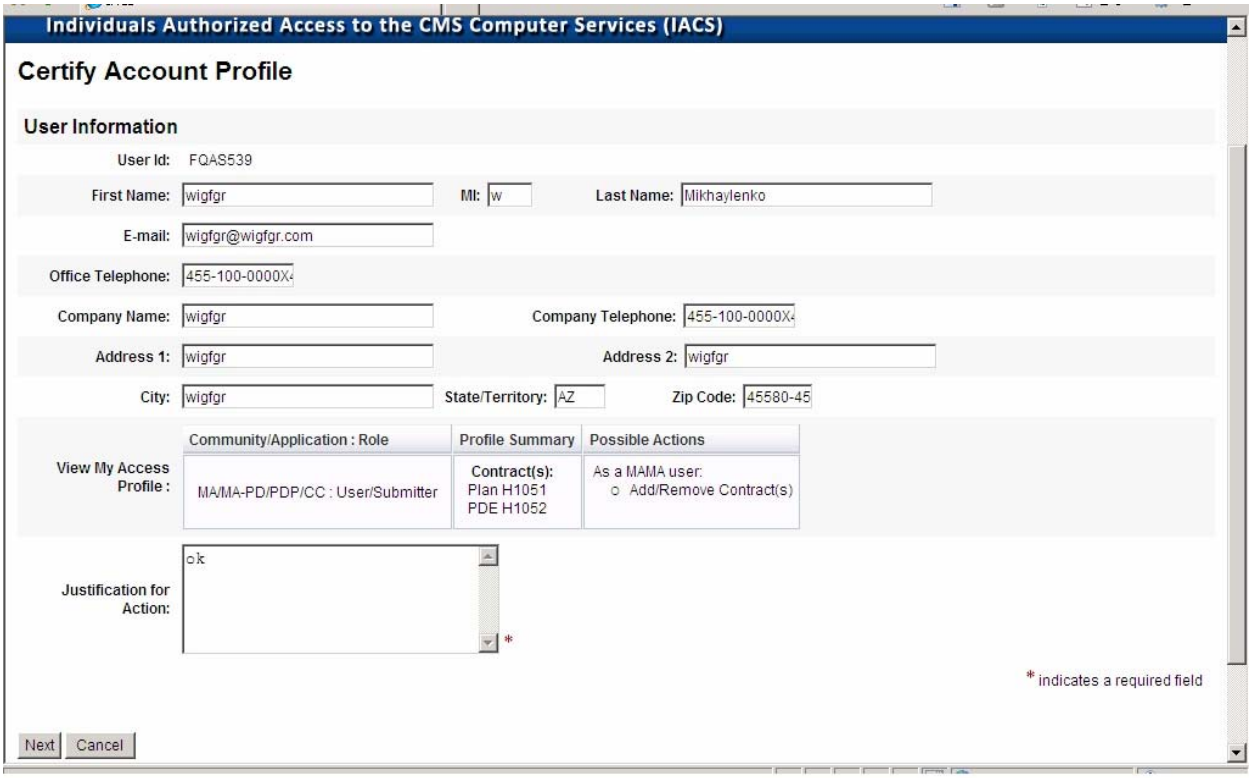

Figure 51: Certify Account Profile Screen: User Information Fields

If your role is that of a **User/Submitter** in **MA/MA-PD/PDP/CC**, the lower portion of the **Certify Account Profile** screen will appear as illustrated in the example in Figure 52.

Note: The screens for the MA/MA-PD/PDP/CC **User/Representative** and **Approver** role will be similar to the screen illustrated in Figure 52, except that the *Role* field will reflect different roles.

If your role is that of a **User/Transmitter** in **CBO/CSR**, the lower portion of the **Certify Account Profile** screen will be similar to the example illustrated in Figure 52, ***except that your selected Call Centers will be listed.***

Note: You will be ***allowed to remove*** Call Centers but not to add them during the certification process. If you need to add Call Centers, you must use the Modify Account Profile functionality as described in **Attachment B – CBO/CSR**.

If your role is that of **User** or **Approver** in **COB**, the lower portion of the **Certify Account Profile** screen will be similar to the example illustrated in Figure 52, except that your selected Organization Numbers will be listed.

Note: You will be ***allowed to remove*** Organization Numbers but not to add them during the certification process. If you need to add Organization Numbers, you must use the Modify Account Profile functionality as described in **Attachment C – COB**.

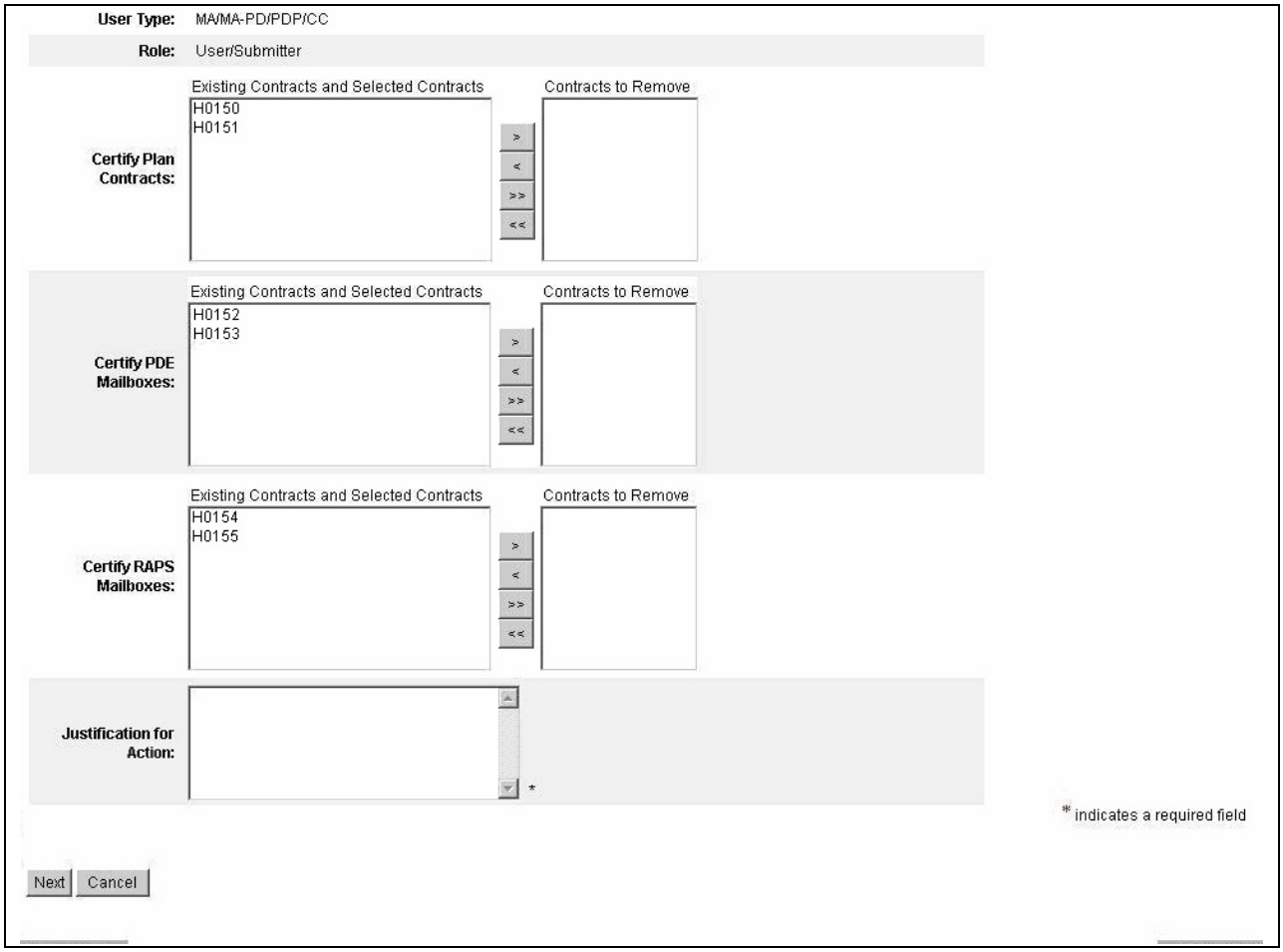

Figure 52: Certify Account Profile Screen: Lower Portion of Screen

5.3.4.1 Certification Request – No Change

If you, as the User/Submitter user in the example illustrated in Figure 52, ***continue to need access to all*** the Plan Contracts listed on the screen, you only have to enter a brief statement to justify continued access in the *Justification for Action* field and select the ***Next*** button.

Note: The same would apply to any user who continues to need their access ***unchanged for the coming year.***

5.3.4.2 Certification Request – Contract Removal

If, however, you want to remove one or more Contract Numbers, do the following:

Action: In the *Existing Contracts and Selected Contracts* field areas, select the ***Contract Number*** to be removed.

Action: Select the navigation box with the right facing arrow.

The system will move the selected Contract Number to the *Contracts to Remove* area to the right of the navigation box. If you change your mind, you can move the Contract Number in the *Contracts to Remove* area back to the *Existing Contracts and Selected Contracts* area by selecting the navigation box with the left facing arrow.

To move all Contract Numbers, select the navigation box with the right facing double arrow. If you change your mind, you can move all the Contract Numbers in the *Contracts to Remove* area back to the *Existing Contracts and Selected Contracts* area by selecting the navigation box with the left facing double arrow.

Note: At least ***one active*** Contract Number, Call Center, or Organization Number ***MUST*** be listed in order to retain your CMS access privileges for the specific CMS application.

The lower portion of the **Certify Account Profile** screen showing a Contract Number to be removed would appear as in the example illustrated in Figure 53.

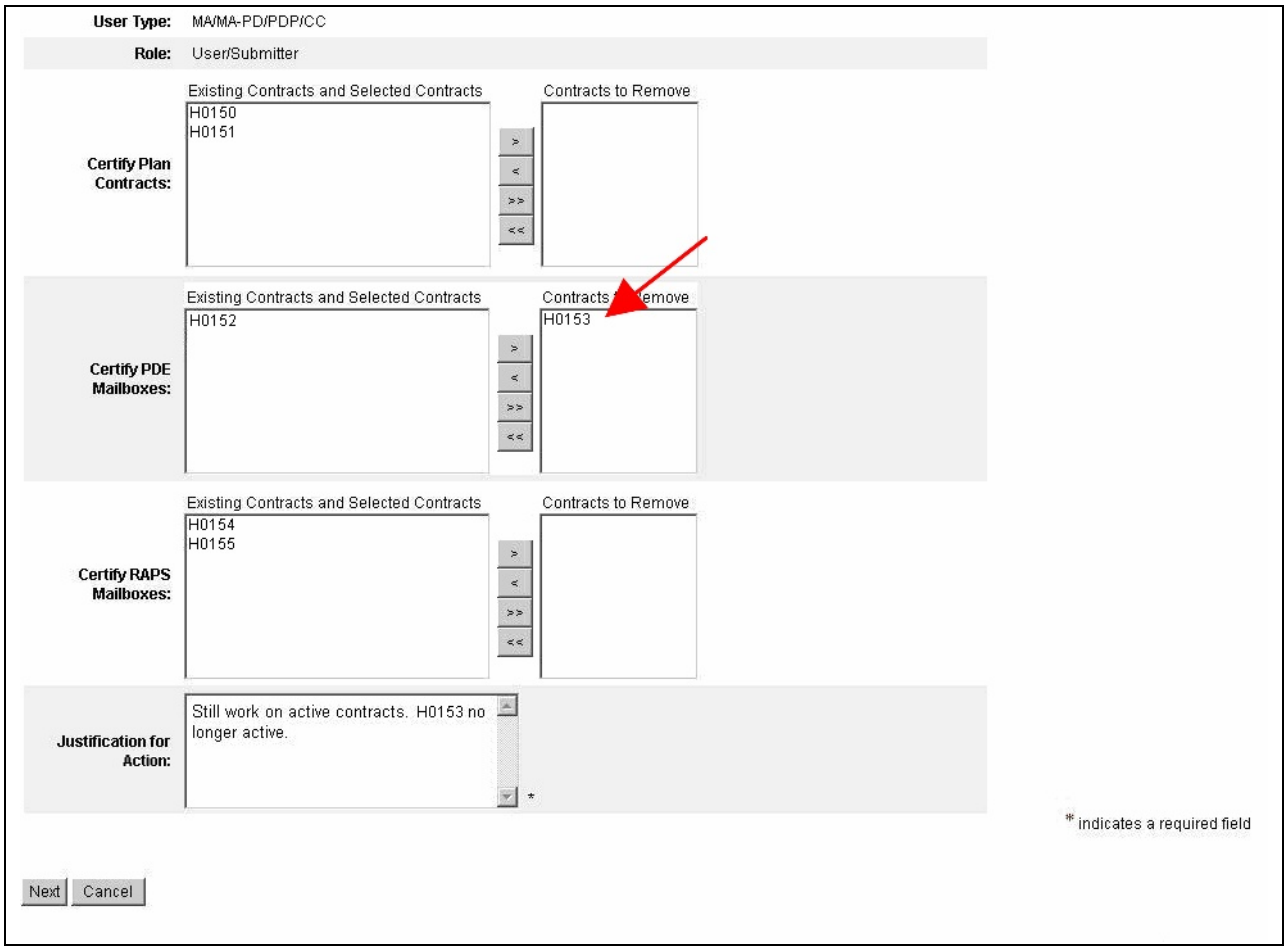

Figure 53: Certify Account Profile Screen Showing Contract Number to be Removed

5.3.4.3 Completing Your Certification Request

Once you have finished verifying all of your current CMS access needs, do the following:

Action: Enter a brief statement to justify your continued access in the ***Justification for Action*** field. This justification field must contain a valid reason for the action.

Action: Select the ***Next*** button to continue with your certification.

When you select the ***Next*** button, a final confirmation screen will display as illustrated in Figure 54.

Figure 54: Certify Account Profile: Final Confirmation Screen

Action: Select the ***OK*** button to complete your Certification Request.

If you select the ***Cancel*** button, your Certification Request will be cancelled and any changes you made to your profile will be lost.

Note: Your Certification Request ***will not be completed*** unless the ***OK*** button is selected.

A **Certification Request Acknowledgement** screen will display as illustrated in Figure 55. This screen indicates your certification request has been successfully submitted and provides a tracking number for your request. ***Record this tracking number*** for your reference and use it if you have questions about the status of your request. For help desk contact information, see Section 7.3.

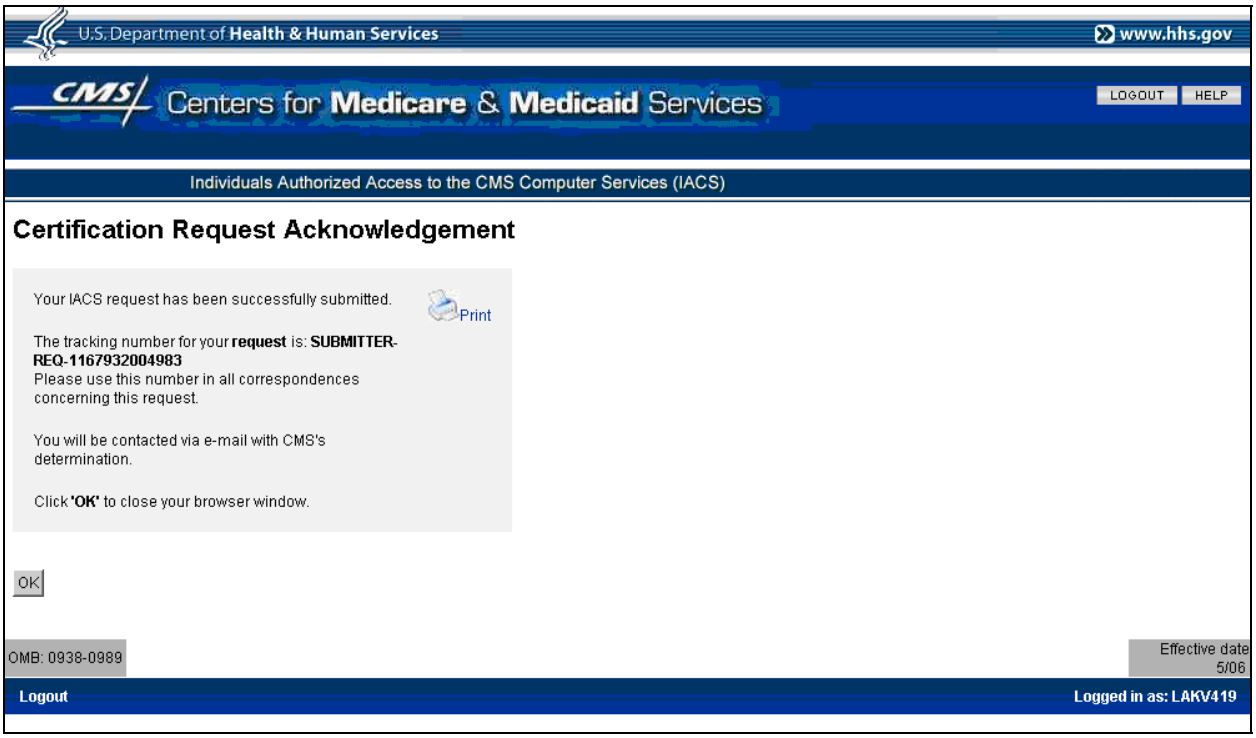

Figure 55: Certification Request Acknowledgement Screen

Action: You can select the ***Print*** icon to print this screen for your records.

Note: Do not select the ***Print*** icon ***after*** you have selected the ***OK*** button.

Action: Select the ***OK*** button to complete the Certification Request process.

When you select the ***OK*** button on the **Certification Request Acknowledgement** screen, a close window dialogue box will display as illustrated in the example in Figure 56.

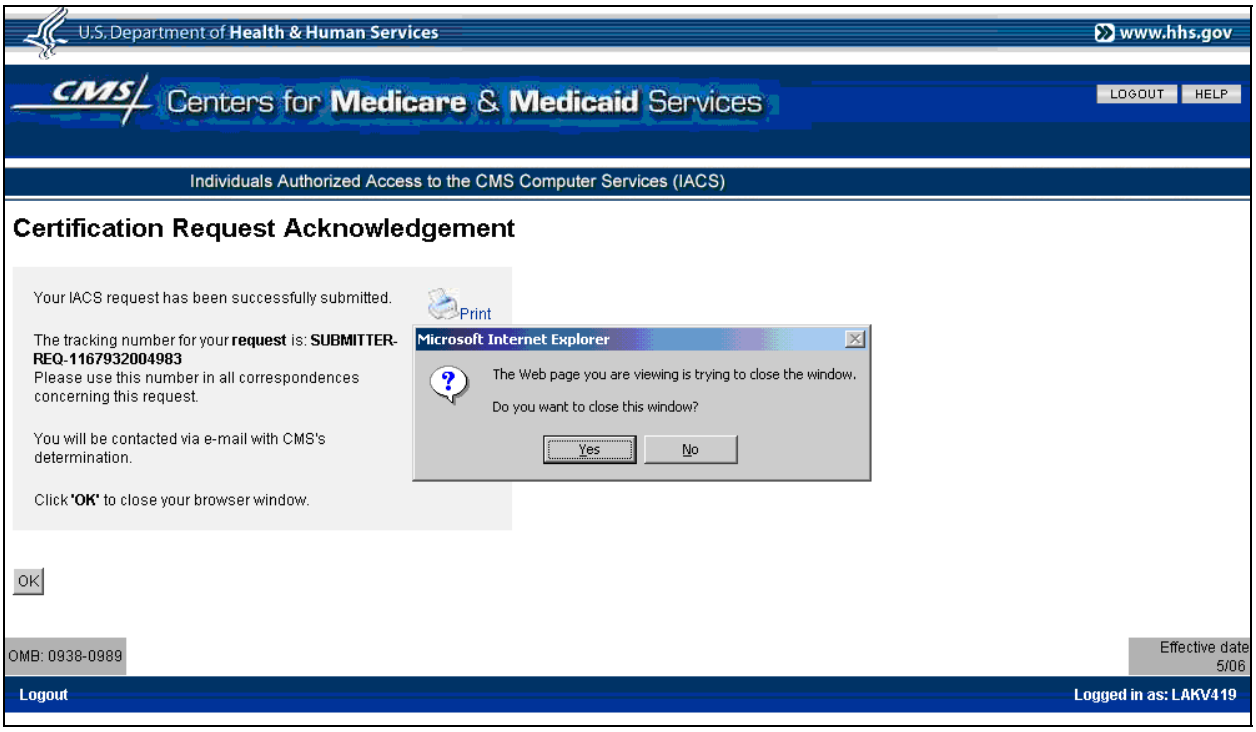

Figure 56: Close Window Dialogue Box Illustration

Action: Confirm your action by selecting on the ***Yes*** button to close the **Certification Request Acknowledgement** screen and your browser.

5.3.5 After Certification Request Submission

You will be sent an email confirming that IACS has received your Certification Request and providing you with a Request Number. You should refer to this request number if you contact CMS regarding your request.

Figure 57 illustrates an example of the email providing your Request Number.

Note: If you do not receive this email notification within 24 hours after submitting your Certification Request, please contact your Help Desk. For help desk contact information, see Section 7.3.

Your IACS Certification request is being processed

Please use the following request number when contacting CMS regarding this request:

The tracking number for your request is: REQ--*<your number will appear here>*

Your request has been received by the Individuals Authorized Access to the CMS Computer Services (IACS).

Thank you,
IACS

Please do not reply to this system generated email.

Figure 57: Certification Request: Tracking Number Email

5.3.6 Certification Request – Approvals and Denials

The appropriate Approver or EPOC, will be notified of your pending certification request via email. Approvers or EPOCs, have up to 45 days to approve a Certification Request.

Five days after the submission of your Certification Request, IACS will automatically begin sending daily email notifications to Approvers or EPOCs with pending Certification Requests.

During the time your request is pending, you will be allowed to access your required CMS applications, even if the pending timeframe extends past your Certification Date.

Each Contract Number, Call Center, or Organization Number listed in your Certification Request must be individually approved by an Approver or EPOC. Multiple Contract Numbers, Call Centers, or Organization Numbers are all processed under the same Request Number but may not be processed by the same Approver or EPOC.

Example: If you work on three Contract Numbers, there are three possible approval scenarios:

Approval Scenario 1. All three Contract Numbers are under the approval authority of one Approver or EPOC.

Approval Scenario 2. One Contract Number is under the approval authority of one Approver or EPOC, and the other two Contract Numbers are under the approval authority of another Approver or EPOC.

Approval Scenario 3. Each Contract Number is under the approval authority of a different Approver or EPOC.

IACS will automatically route the certification requests for Contract Numbers, Call Centers, or Organization Numbers to the appropriate Approvers or EPOCs. IACS will then collect the responses and automatically generate appropriate emails to you. The emails can be of two types:

1. **For Approvals –** your email will indicate which Contract Numbers, Call Centers, and/or Organization Numbers have been approved as illustrated in the example email in Figure 58.

Request: REQ--*<your number will appear here>*

Contract(s): *<your contract number will appear here>*
PDE Contract(s): *<your contract number will appear here>*
RAPS Contract(s): *<your contract number will appear here>*

The Certification Request submitted for access to the above named resources on a system at the Centers for Medicare & Medicaid Services (CMS) has been approved.

Thank You,
IACS

Please do not reply to this system-generated email.

Figure 58: Certification Request: Approval Email

2. **For Partial Approvals –** If some Contract Numbers, Call Centers, or Organization Numbers are approved but one or more are denied, your will receive ***two emails***.

   a. One email will indicate which Contract Numbers, Call Centers, and/or Organization Numbers have been approved as in the example illustrated in Figure 58.

   b. One email will indicate which Contract Numbers, Call Centers, and/or Organization Numbers have been denied as illustrated in the example in Figure 59.

Request REQ---<*your number will appear here*>
Contract Number:--<*your contract number will appear here*>

The Certification Request to certify the need for access to the above named resource(s) on a system at the Centers for Medicare & Medicaid Services (CMS) has been denied for the following reason:

Justification: <*Justification text for the denial*>

Thank You,
IACS

Please do not reply to this system-generated email.

Figure 59: Certification Request: Denial Email

3. **All Denied** – If all Contract Numbers, Call Centers, and/or Organization Numbers in your profile ***are denied***, your IACS account will remain enabled, you will continue to be able to login to IACS, but you will not be allowed to access any of your resource items or CMS applications.

5.3.7 Certification Request – Automatic Cancellation

Another situation that may occur with your Certification Request is this: Your Approver or EPOC fails to take action on your request within the specified time frame of 45 days.

If your Approver or EPOC, has not processed your Certification Request, this request will be automatically cancelled. An email will be sent notifying you of the cancellation as illustrated in the example in Figure 60.

Note: The effect of this cancellation will be the same as if you were denied access to the resource item or CMS application as discussed in Section 5.3.6. You will not be allowed to access that Contract Number, Call Center, or Organization Number.

Note: The Certification Request Expiration email suggests that you can contact your Help Desk for assistance. For help desk contact information, see Section 7.3. However, if you do not need access to the resource item listed in the expired request *the effect of the expired time limit is the same as if you would have removed the item,* so there is no need to contact your Help Desk.

If, however, you ***still need access*** to this resource item, you must:

1. Contact your Approver, EPOC or Supervisor to discuss this issue.

2. If it is determined that you do need access, you can:

a. Login to IACS

b. Use the Modify Account Profile functionality to add the needed resources to your profile again

c. Submit the Modification Request, which will be routed to your Approver or EPOC for processing.

Certification request REQ---<*your tracking number will appear here*> waiting for approval has expired.

Access privileges have been revoked for Contract Number: <*contract number here*>.

Please contact the <*your help desk contact information will be inserted here*>

Thank You,

IACS

Please do not reply to this system-generated email.

Figure 60: Certification Request: Expiration Email

5.3.8 Extensions

5.3.8.1 Automatic Extension of Access

You have until midnight of your Certification Date to submit your Certification Request. If you submitted your Certification Request ***and are waiting*** for your Approver or EPOC, to approve it and the midnight deadline is reached, you will be allowed continued access to your existing approved resources or CMS applications will be allowed until your Approver or EPOC can take the appropriate action on the Certification Request.

Note: Your Approver has 45 days from receipt of your Certification Request to take appropriate action.

5.3.8.2 Extension Request

If, however, you know in advance that you will not be able to complete your Certification Request by the midnight deadline on your Certification Date, you may request a two week extension to complete your Certification Request. Some valid reasons why you might not be able to complete your Certification Request would be, for example, if you are called up for military duty, are on jury duty, or are on disability leave.

An extension provides additional the time for you have to submit your Certification Request.

Example: Your Revocation Date is January 5, 2009 and you request a two-week extension. Your Revocation Date will temporarily be changed to January 19, 2009. This means you have until January 19, 2009 to submit your Certification Request.

If you need to request an extension, you must contact your Help Desk and provide the Help Desk with a valid justification for the extension request. For help desk contact information, see Section 7.3.

The ***first*** time you request an extension, your Revocation Date will be extended for two weeks. You will not receive any email confirmation of this extension.

You can request a ***second***, two-week extension and again provide justification for the new extension request by calling your Help Desk which will arrange to extend your Revocation Date for another two weeks. For help desk contact information, see Section 7.3. Again, you will not receive any email confirmation of this second extension.

Note: Regardless of when your Certification Request is approved, your Certification Date and Revocation Date remain the same from year to year. The month and date do not change when extensions are granted.

Example: Your Certification Date is January 4, 2008. Your Revocation Date is January 5, 2008. You are granted an extension to January 19, 2008. You submit your Certification Request on January 19th and your Approver, EPOC, approves your request on January 26, 2008.

Your Certification Date will remain January 4th, and your Revocation Date will remain January 5th. IACS will simply update your Certification and Revocation dates to these dates in the following year, 2009.

6.0 IACS Questions and Help

6.1 Frequently Asked Questions - FAQs

The CMS FAQ page is a resource for IACS information. Please go to the CMS FAQ page as follows:

Action: Browse to: https://www.cms.hhs.gov/home/tools.asp on the CMS website.

Action: Under **Site wide Tools and Resources**, select **Frequently Asked Questions**.

Action: Do a Search for **IACS**.

Answers to many commonly asked IACS questions can be found through this process.

If you have further questions, please call your Help Desk. For help desk contact information, see Section 7.3 in this document.

6.2 Be Proactive!

A majority of the problems users of the IACS system face occur due to human error. Most of these problems can be avoided if greater care is exercised during the registration and approval process.

1. Please double-check information on your registration screen prior to submission.
2. If you are an approver, please double-check the access request information that your users have provided, before approving or rejecting their request.

These two quick and simple steps will help users get into the IACS system as quickly as possible.

6.3 Online Training – IACS Computer-Based Training – CBT

IACS provides selected Computer Based Training, CBT, units to help users understand IACS processes and to walk them through sample, generic processes covering the functions in IACS, including new user registration, first time login, modify account profiles, etc. This online training is provided in both accessible, 508 compliant and non-compliant versions which are updated on a regular basis.

Each training unit consists of a simulated walk-through of a relevant IACS task supplemented by the IACS help documents such as this User Guide and the various Attachments, and/or Quick Reference Guides that are available online. The CBT units walk the learner thru the most common tasks and or processes that he or she will encounter.

There are no user tests associated with the IACS computer-based training.

To access the IACS CBT, go to the **Account Management** screen which is illustrated in Figure 61.

Action: Select the ***Computer Based Training (CBT) for Account Management*** hyperlink.

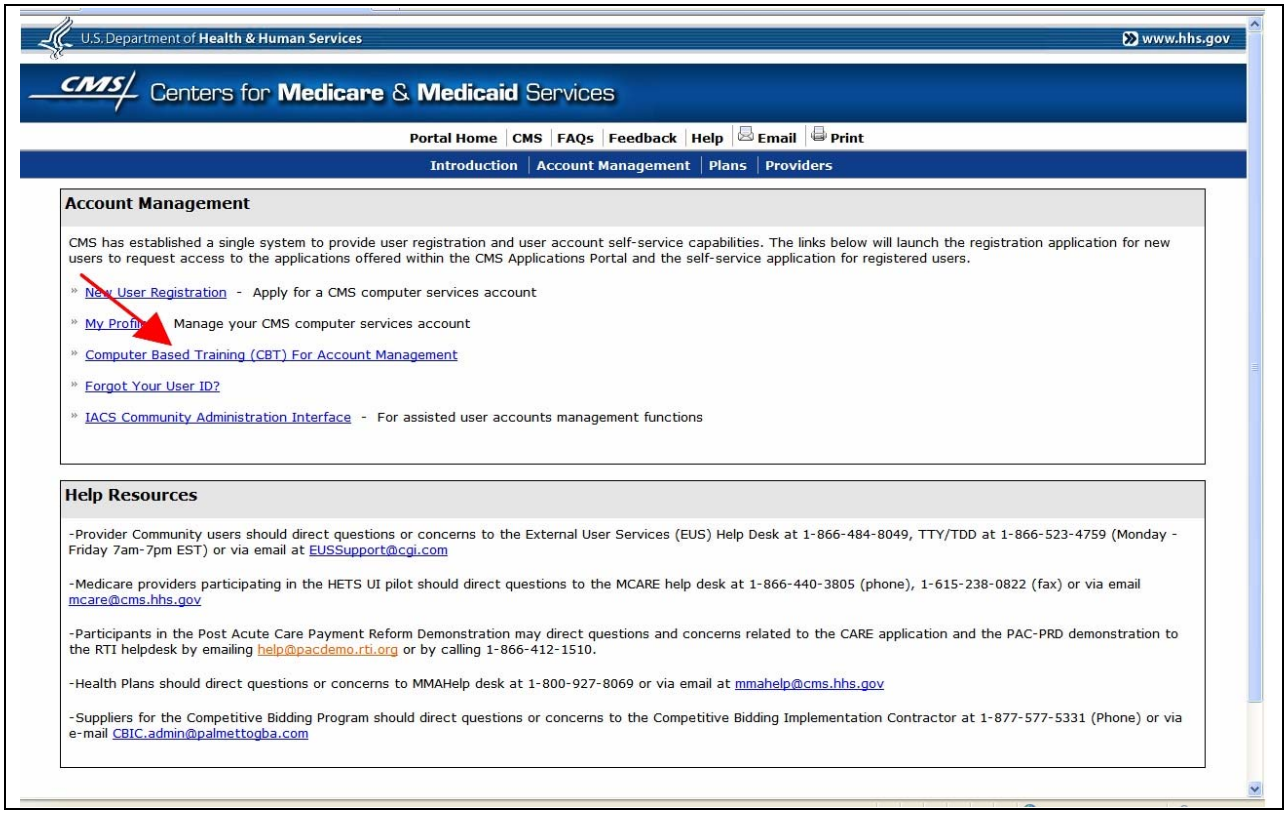

Figure 61: Account Management Screen: Computer-Based Training Hyperlink

The **IACS Computer-Based Training (CBT)** main menu screen will display as illustrated in Figure 62.

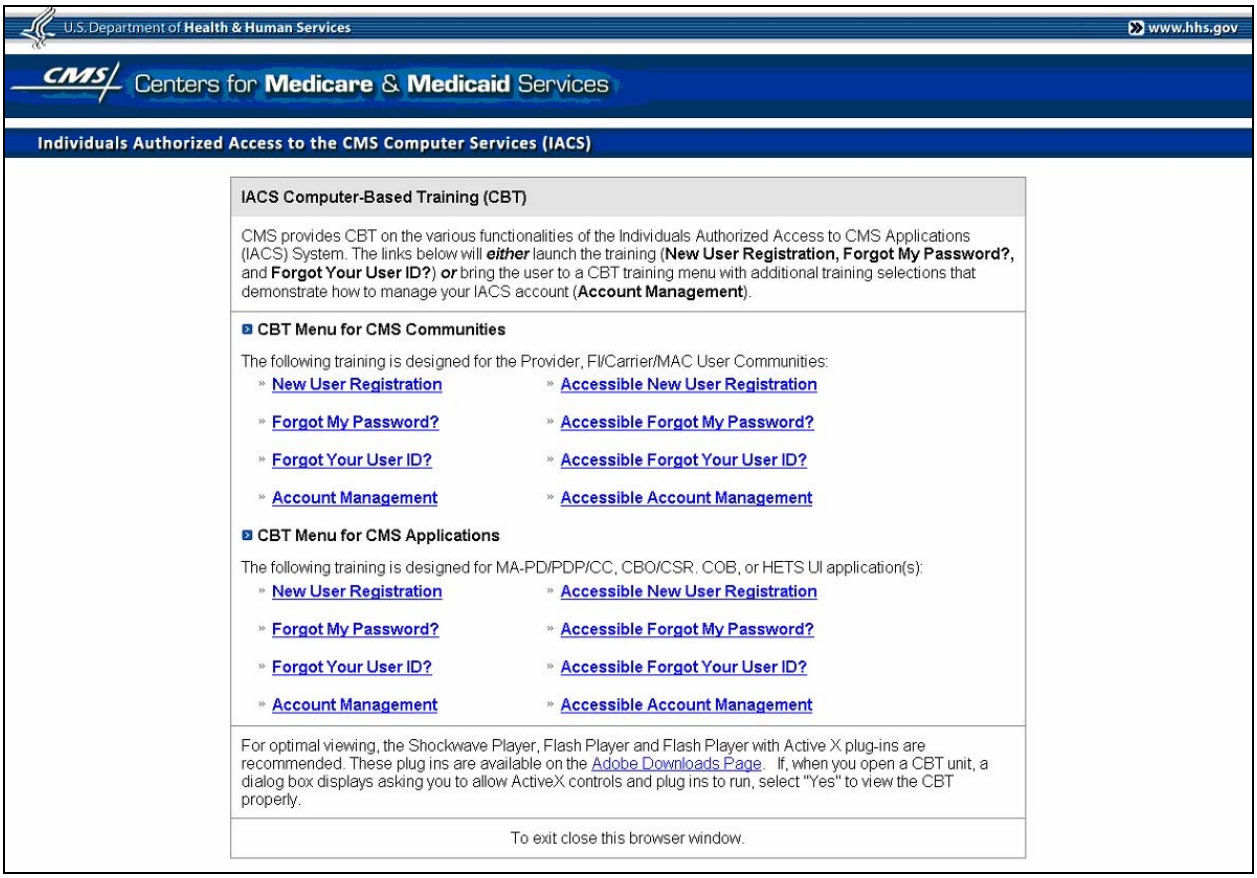

Figure 62: IACS CBT Main Menu Screen

The menu screen has links to training for both CMS Communities and CMS Applications. Three CBT units for both areas are available ***from the main menu screen***. They are:

- New User Registration – standard and accessible versions
- Forgot My Password? – standard and accessible versions
- Forgot Your User ID? – standard and accessible versions.

In addition, selecting the **Account Management** link in both the **CMS Communities** and the **CMS Applications** sections of the menu will bring you to additional computer-based training units specific to those areas.

Action: Select the desired CBT unit from the main menu screen to access that CBT training unit.

Action: Select the ***Account Management*** hyperlink to access additional CBT training units.

Note: If you want the accessible, 508 compliant, training units, please use the hyperlinks indicated as ***Accessible*** in their titles.

6.4 Prepare Your Computer

To optimize your access to the IACS screens, please ensure that the following criteria are met:

1. **Screen Resolution:** CMS screens are designed to be viewed at a minimum screen resolution of 800 x 600.

2. **Internet Browser:** Use Internet Explorer, version 6.0 or higher.

3. **Plug Ins:** Verify that the latest version of JAVA and/or ActiveX is installed on your PC.

4. **Pop-up Blockers:** Disable pop-up blockers prior to attempting to access the CMS Applications Portal.

Contact your Help Desk if you have questions about any of the above criteria. For help desk contact information, see Section 7.3.

7.0 Helpful Hints

7.1 Registering in IACS

1. When entering your email address, please be very careful to type the correct email address. If your email address is entered incorrectly, you will not receive your new User ID and Password. This email address should be the business email address at which you may be contacted, or a group email address such as *enrollment@healthcare.com*. Do not use publicly available email services such as Yahoo or Hotmail.

2. Once a user completes his/her registration in IACS, the appropriate approver will receive an email prompting them to approve the access request. Follow up with your Approver, EPOC, or Supervisor to ensure this step is completed.

3. If you have not received an email with a confirmation of your request within 24 hours of registration, please call your Help Desk. For help desk contact information, see Section 7.3.

4. Do not respond to system-generated emails.

7.2 Logging in for the First Time

After registration is complete, and the user logs in for the first time:

- The user must change his/her password.
- The user must answer at least two of the authentication questions displayed. Until this is done, the user will not see any additional hyperlinks on the **My Profile** screen.
- The ***Change Password*** and ***Change Answers to Authentication Questions*** hyperlinks that appear, ***after the first login*** and authentication question set up, are there to provide the user with the option of changing these values.

7.3 Help Desk Information

There are multiple Help Desks supporting IACS registrants where users can go to for help with login or other questions.

Note: For an updated list of Help Desks and their contact information, refer to the **Help Resources** portion of the **Account Management** screen on the CMS website.

The Help Desk associated with **CARE** is the RTI Help Desk. The phone number is 1-866-412-1510. They can be contacted at *help@pacdemo.rti.org* .

The Help Desk associated with the **DMEPOS Community** is the Competitive Bid Implementation Contractor, CBIC, Help Desk. The phone number is 1-877-577-5331.

The Help Desk associated with **HETS UI** is the MCARE Help Desk. The phone number is 1-866-440-3805. The Fax number is 1-615-238-0822. They can be contacted at *mcare@cms.hhs.gov*.

The Help Desk associated with **Medicare Advantage/Prescription Drug Plans** is the MMA Help Desk. The phone number is 1-800-927-8069. They can be contacted at *mmahelp@cms.hhs.gov*.

The Help Desk associated with the **Provider/Supplier** Community is the External User Services, EUS, Help Desk. The phone number is 1-866-484-8049. The TTY/TDD number is 1-866-523-4759. Their email address is *EUSSupport@cgi.com*. Their hours of operation are Monday-Friday 7am to 7pm Eastern Standard Time, EST.

8.0 CMS Computer System Security Requirements

The Standards of Ethical Conduct for the Employees of the Executive Branch (5 CFR 2635.704) do not permit the use of government property, including computers, for other than authorized purposes. In addition, ***all users*** must adhere to CMS Information Security Policies, Standards, and Procedures. Statements and requirements that you must accept when registering for IACS follow in the subsections below.

8.1 Privacy Act Statement

The information on the web form is collected and maintained under the authority of Title 5 U.S. Code, Section 552a(e)(10)(The Privacy Act of 1974). This information is used for assigning, controlling, tracking, and reporting authorized access to and use of CMS's computerized information and resources. The Privacy Act prohibits disclosure of information from records protected by the statute, except in limited circumstances.

The information you furnished on this web form will be maintained in the Individuals Authorized Access to the Centers for Medicare & Medicaid Services (CMS) Data Center Systems of Records and may be disclosed as a routine use disclosure under the routine uses established for this system as published at 59 FED.REG.41329 (08-11-94) and as CMS may establish in the future by publication in the Federal Register.

The Social Security Number (SSN) is used as an identifier in the Federal Service because of the large number of present and former Federal employees and applicants whose identity can only be distinguished by use of the SSN is authorized by Executive Order 9397. Furnishing the information on this form, including your Social Security Number, is voluntary. However, if you do not provide this information, you will not be granted access to CMS computer systems.

8.2 Rules of Behavior

CMS computer systems that you are requesting to use contain sensitive information. Sensitive information is any information which the loss, misuse, unauthorized access to, or modification of could adversely affect the national interest, or the conduct of Federal programs, or the privacy to which individuals are entitled under the Privacy Act. To ensure the security and privacy of sensitive information in Federal computer systems, the Computer Security Act of 1987 requires agencies to identify sensitive computer systems, conduct computer security training, and develop computer security plans. CMS maintains a system of records for use in assigning, controlling, tracking, and reporting authorized access to and use of CMS's computerized information and resources. CMS records all access to its computer systems and conducts routine review for unauthorized access to and/or illegal activity.

Anyone with access to CMS Computer Systems containing sensitive information must abide by the following:

- Do not disclose or lend you IDENTIFICATION NUMBER AND/OR PASSWORD to someone else. They are for your use only and serve as your electronic signature. This means that you may be held responsible for the consequences of authorized or illegal transactions.

- Ensure the local system you are using to access CMS Computer System has up to date operating system patches and is running anti-virus software per The Federal Information Security Management Act (FISMA) of 2002.
- Do not browse or use CMS data files for unauthorized or illegal purposes.
- Do not use CMS data files for private gain or to misrepresent yourself or CMS.
- Do not make any disclosure of CMS data that is not specifically authorized.
- Do not duplicate CMS data files, create sub-files of such records, remove or transmit data unless you have been specifically authorized to do so.
- Do not change, delete, or otherwise alter CMS data files unless you have been specifically authorized to do so.
- Do not make copies of data files, with identifiable data, or data that would allow individual identities to be deduced unless you have been specifically authorized to do so.
- Do not intentionally cause corruption or disruption of CMS data files.

A violation of these security requirements could result in termination of systems access privileges and/or disciplinary/adverse action up to and including legal prosecution. Federal, State, and/or local laws may provide criminal penalties for any person illegally accessing or using a Government-owned or operated computer system. If you become aware of any violation of these security requirements or suspect that your identification number or password may have been used by someone else, immediately report that information to your component's Information Systems Security Officer or your organization approving official for CMS access.

9.0 Acronyms

This section defines acronyms used in this document.

Acronym	Definition
UGA	User Group Administrator
BSO	Backup Security Official
CA	Carrier
CARE	Continuity Assessment Record and Evaluation
CBO	Community Based Organization
CBIC	Competitive Bid Implementation Contractor
CBSS	Competitive Bidding Submission System
CC	Cost Contract
CMS	Centers for Medicare & Medicaid Services
COB	Coordination of Benefits
COBA	Coordination of Benefits Agreement
CSR	Customer Service Representative
DME	Durable Medical Equipment
DMEPOS	Durable Medical Equipment, Prosthetics, Orthotics & Supplies
EIRS	Eligibility Inquiry and Response System
EPOC	External Point of Contact, Organizational IACS Approver
EST	Eastern Standard Time
EUA	End User Administration
EUS	External User Services
FAQ	Frequently Asked Questions
HETS UI	HIPAA Eligibility Transaction System User Interface
HIPAA	Health Insurance Portability and Accountability Act
HPMS	Health Plan Management System
IACS	Individuals Authorized Access to the CMS Computer Services
ID	Identification

Acronym	Definition
MA	Medicare Advantage
MAC	Medicare Administrative Contract
MA-PD	Medicare Advantage – Prescription Drug
MARx	Medicare Advantage Prescription Drug
MBD	Medicare Beneficiary Database
MEIC	Medicare Eligibility Integration Contractor
MMA	Medicare Modernization Act
NPI	National Provider Identity
NSC	National Supplier Clearinghouse
PDP	Prescription Drug Plan
RACF	Resource Access Control Facility
RAPS	Risk Adjustment Processing System
SO	Security Official
SSA	Social Security Administration
SSN	Social Security Number
UID	User Identifier
VDSA	Voluntary Data Sharing Agreement

End of IACS User Guide, Main Body