



Individuals Authorized Access to the CMS Computer Services (IACS) User Guide

Attachment B – CBO/CSR Community Based Organization/Customer Service Representative

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CONTENTS

B 1.0 CBO/CSR Access Request Fields	1
B 1.1 CBO/CSR – User	2
B 1.2 CBO/CSR – Approver	4
B 2.0 Modify Account Profile	7
B 2.1 Modify CBO/CSR Profile:	12
B 2.1.1 Add Call Centers	13
B 2.1.2 Remove Call Centers	13
B 2.1.3 Justification for Action.....	14
B 2.2 Add Application	14
B 2.3 Add Community.....	16
B 2.4 View My Access Profile	17
B 2.5 Completing Your Account Profile Modification	19
B 2.6 After Your Account Profile Modification.....	21

FIGURES

Figure B 1: New User Registration Menu Screen	1
Figure B 2: CBO/CSR – User Type Displayed.....	2
Figure B 3: CBO/CSR – Role Drop-down List	2
Figure B 4: CBO/CSR User – Call Center Drop-down List	3
Figure B 5: CBO/CSR User – Justification for Action Field.....	3
Figure B 6: CBO/CSR – Role Drop-down List	4
Figure B 7: CBO/CSR Approver – Call Center Drop-down List	5
Figure B 8: CBO/CSR Approver – Justification for Action Field.....	5
Figure B 9: CMS Applications Portal WARNING/REMINDER Screen.....	7
Figure B 10: CMS Applications Portal Introduction Screen	8
Figure B 11: Account Management Screen	9
Figure B 12: Login to IACS Screen.....	10
Figure B 13: My Profile Screen – Modify Account Profile Hyperlink	10
Figure B 14: CBO/CSR: User – Modify Account Profile Screen	11
Figure B 15: Select Action Drop-down List	12
Figure B 16: CBO/CSR User – Modify CBO/CSR Profile Screen.....	13
Figure B 17: Modify CBO/CSR Profile – Add Application	15
Figure B 18: Select Application Drop-down List.....	15
Figure B 19: Modify CBO/CSR Profile – Add Community.....	16
Figure B 20: Select Community Drop-down List.....	17
Figure B 21: View My Access Profile Table on Screen.....	18
Figure B 22: Pending Requests Table on Screen.....	18
Figure B 23: Modify Request Confirmation Screen.....	19
Figure B 24: Modification Request Acknowledgement Screen	20

Important Note

The ***IACS User Guide Main Body*** contains information about and instructions on how to complete procedures that are *applicable to all IACS users*. You must have an understanding of these procedures and information to understand what is presented in this Attachment.

Please read the ***IACS User Guide Main Body*** before you begin to use this Attachment. It can be found under General User Guides and Resources at: www.cms.hhs.gov/IACS

This IACS Help Document Attachment provides instructions on how to:

1. Complete the ***Access Request*** portion of the ***New User Registration*** screen for Community Based Organization/Customer Service Representative (CBO/CSR).
2. Modify your account profile.

B 1.0 CBO/CSR Access Request Fields

When you began your registration process, you selected the **New User Registration** hyperlink on the **Account Management** screen. The system then displayed the **New User Registration Menu** screen illustrated in Figure B 1.

You then selected the hyperlink for the CBO/CSR application and the **New User Registration** screen opened.

You completed the **User Information** portion of this screen according to the instructions provided in the IACS User Guide Main Body.

Up until this point, the information you provided was generic and identified you to IACS. Now we will examine the information fields that are specific to the CBO/CSR application.



Figure B 1: New User Registration Menu Screen

In the **Access Request** portion of the **New User Registration** screen, as illustrated in Figure B 2, the User Type field will be pre-populated with the CBO/CSR application selection you made on the **New User Registration Menu** screen. A **Role** field and **Justification for Action** field are also displayed.

Access Request

User Type: **CSR**

Role: [] *

Call Center: 28th Avenue, Phoenix, AZ [] Add

Please enter one call center at a time and click the button: Add.

Justification for Action: [] *

Next Cancel

* indicates a required field

Figure B 2: CBO/CSR – User Type Displayed

The *Role* field contains a drop-down list of Roles as illustrated in Figure B 3.

The *Call Center* field contains a drop-down list of available Call Centers as illustrated in Figure B 4.

You may select one of the following roles for the CBO/CSR application:

- **User** – This role will be able to perform CBO/CSR functions for selected call centers.
- **Approver** – This role will be able to approve Users for the CBO/CSR application

You may select one or more of the available Call Centers you require.

B 1.1 CBO/CSR – User

To register in IACS as a CBO/CSR **User** you must select the user role from the drop-down list in the *Role* field as illustrated in Figure B 3.

Access Request

User Type: **CSR**

Role: [User] *

Call Center: Phoenix, AZ [] Add

Please enter one call center at a time and click the button: Add.

Justification for Action: [] *

Next Cancel

* indicates a required field

Figure B 3: CBO/CSR – Role Drop-down List

Action: Select the **User** role from the *Role* field drop-down list.

You must then select your desired Call Centers from the *Call Center* field drop-down list as illustrated in Figure B 4.

The screenshot shows the 'Access Request' form with the following fields and values:

- User Type: CSR
- Role: User *
- Call Center: 28th Avenue, Phoenix, AZ (selected in a drop-down list)
- Call Center(s): Blue Cross/Blue Shield, Little Rock, AR; Columbia, Broad River, SC; Columbia, SC; Convergys, Coastal (Jacksonville), NC; Convergys, Denver, CO; Convergys, Tamarac, FL; Coralville, IA; Corbin, KY; First Coast Service Option, Jacksonville, FL
- Justification for Action: (empty)

Buttons: Next, Cancel

Footer: OMB: 0938-0989, Effective date: 5/06

* indicates a required field

Figure B 4: CBO/CSR User – Call Center Drop-down List

Action: Select a *Call Center* from the *Call Center* field drop-down list.

Action: Select the *Add* button to the right of the *Call Center* field.

The screen will refresh and display the selected Call Center above the *Justification for Action* field as illustrated in Figure B 5.

Note: If you require additional Call Centers, continue making selections from the *Call Center* field drop-down list, one at a time, until you have made all the necessary selections.

The screenshot shows the 'Access Request' form with the following fields and values:

- User Type: CSR
- Role: User *
- Call Center: 28th Avenue, Phoenix, AZ
- Call Center(s): Blue Cross/Blue Shield, Little Rock, AR
- Justification for Action: Request this access to do my work.

Buttons: Next, Cancel

Footer: OMB: 0938-0989, Effective date: 5/06

* indicates a required field

Figure B 5: CBO/CSR User – Justification for Action Field

Action: Enter a brief justification statement for your request in the *Justification for Action* field that is illustrated in Figure B 5. This field must include the reason you are requesting this action.

Action: Select the **Next** button when you are done filling in all the required fields on the **New User Registration** screen.

When you select the **Next** button, the system will validate the data you have entered in each of the fields on the **New User Registration** screen. If there is any invalid data or there are any required fields not filled in, the system will redisplay the **New User Registration** screen with a warning message at the top of the screen informing you what data needs to be corrected or of required fields that still need to be addressed.

When the data in all fields is valid and all required fields have been completed, the system will display a **Review Registration Details** screen in which you can review the information you entered in the **New User Registration** screen.

Go to the **Completing Your New User Registration** section in the IACS User Guide Main Body, for an example of the **Review Registration Details** screen. This section also explains how to complete the IACS new user registration process.

B 1.2 CBO/CSR – Approver

To register in IACS as a CBO/CSR **Approver** you must select the Approver role from the drop-down list in the *Role* field as illustrated in Figure B 6.

The screenshot shows the 'Access Request' form. The 'User Type' is set to 'CSR'. The 'Role' dropdown menu is open, showing 'User Approver' selected. A red box labeled 'Select Role' points to the dropdown. The 'Call Center' field shows 'User Approver' and 'Phoenix, AZ'. Below the 'Call Center' field is a blue instruction: 'Please enter one call center at a time and click the button: Add.' The 'Justification for Action' field is empty. At the bottom left are 'Next' and 'Cancel' buttons. At the bottom right is a note: '* indicates a required field'.

Figure B 6: CBO/CSR – Role Drop-down List

Action: Select the **Approver** role from the *Role* field drop-down list.

You must then select your desired Call Centers from the *Call Center* field drop-down list as illustrated in Figure B 7.

Access Request

User Type: CSR

Role: Approver *

Call Center: 28th Avenue, Phoenix, AZ Add

Please enter one

Justification for Action:

28th Avenue, Phoenix, AZ
 Black Canyon, Phoenix, AZ
 Blue Cross/Blue Shield, Little Rock, AR
 Columbia, Broad River, SC
 Columbia, SC
 Convergys, Coastal (Jacksonville), NC
 Convergys, Denver, CO
 Convergys, Tamarac, FL
 Corbinville, IA
 Corbin, KY
 First Coast Service Option, Jacksonville, FL

* indicates a required field

Next Cancel

Figure B 7: CBO/CSR Approver – Call Center Drop-down List

Action: Select a **Call Center** from the *Call Center* field drop-down list.

Action: Select the **Add** button to the right of the *Call Center* field.

The screen will refresh and display the selected Call Center above the *Justification for Action* field as illustrated in Figure B 8.

Note: If you require additional Call Centers, continue making selections from *Call Center* field drop-down list, one at a time, until you have made all the necessary selections.

Access Request

User Type: CSR

Role: Approver *

Call Center: 28th Avenue, Phoenix, AZ Add

Please enter one call center at a time and click the button: Add.

Call Center(s):
 28th Avenue, Phoenix, AZ
 Black Canyon, Phoenix, AZ
 Sitel, Longview, TX
 Blue Cross/Blue Shield, Little Rock, AR

Justification for Action:
 Request approval authority for these call centers.

* indicates a required field

Next Cancel

Figure B 8: CBO/CSR Approver – Justification for Action Field

Action: Enter a brief justification statement for your request in the *Justification for Action* field as illustrated in Figure B 8. This field must include the reason you are requesting this action.

Action: Select the **Next** button when you are done filling in all the required fields on the **New User Registration** screen.

When you select the **Next** button, the system will validate the data you have entered in each of the fields on the **New User Registration** screen. If there is any invalid data or there are any required fields not filled in, the system will redisplay the **New User Registration** screen with a warning message at the top of the screen informing you what data needs to be corrected or of required fields that still need to be addressed.

When the data in all fields is valid and all required fields have been completed, the system will display a **Review Registration Details** screen in which you can review the information you entered in the **New User Registration** screen.

Go to the **Completing Your New User Registration** section in the IACS User Guide Main Body, for an example of the **Review Registration Details** screen. This section also explains how to complete the IACS new user registration process.

B 2.0 Modify Account Profile

You may need to modify your IACS account profile to add call centers to the list of those to which you already have access, to delete call centers to which you no longer need access, or to request a role in another IACS integrated CMS Application or CMS User Community.

The following steps and screens show you how to access your profile account in IACS to make desired modifications.

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 B 9.

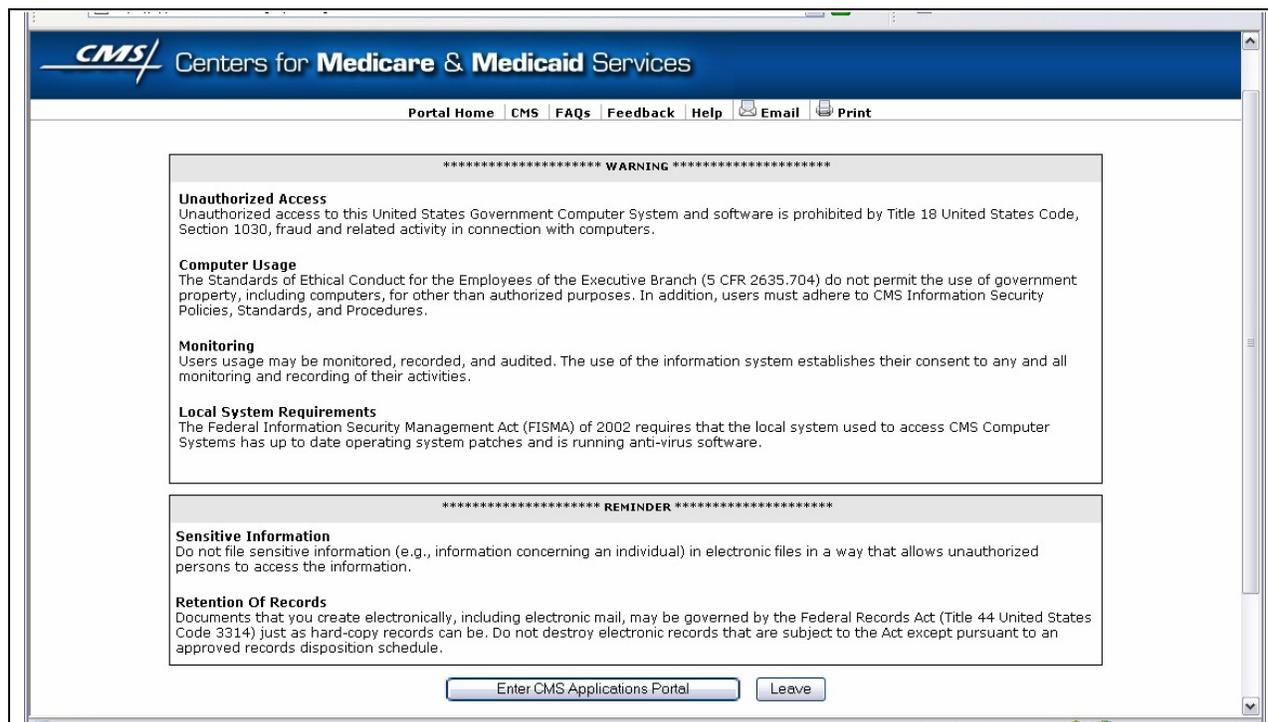


Figure B 9: CMS Applications Portal WARNING/REMINDER Screen

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 B 10.

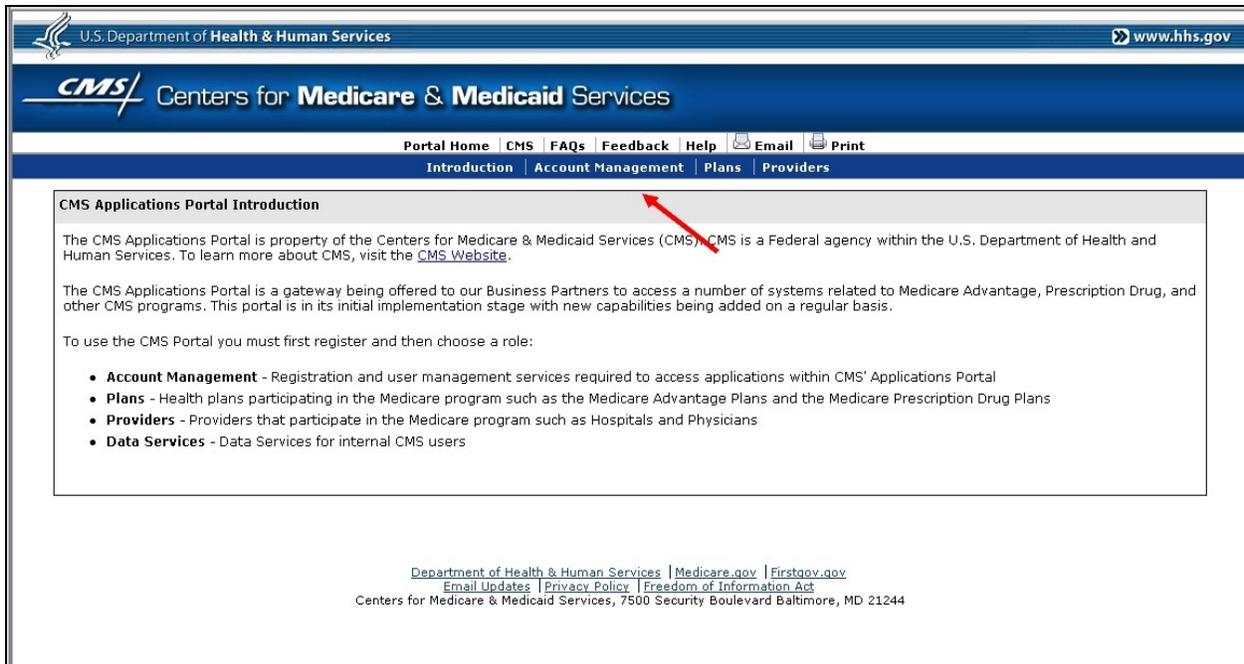


Figure B 10: CMS Applications Portal Introduction Screen

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 B 11.

Hyperlinks on this screen will allow users to access IACS registration, login functions, the Forgot Your User ID? functionality, and the IACS Community Administration Interface.

The bottom portion of the screen provides Help Resources with Help Desk contact information and email hyperlinks.

U.S. Department of Health & Human Services www.hhs.gov

CMS Centers for Medicare & Medicaid Services

Portal Home | CMS | FAQs | Feedback | Help | Email | Print

Introduction | Account Management | Plans | Providers

Account Management

CMS has established a single system to provide user registration and user account self-service capabilities. The links below will launch the registration application for new users to request access to the applications offered within the CMS Applications Portal and the self-service application for registered users.

- » [New User Registration](#) - Apply for a CMS computer services account
- » [My Profile](#) - Manage your CMS computer services account
- » [Computer Based Training \(CBT\) For Account Management](#)
- » [Forgot Your User ID?](#)
- » [IACS Community Administration Interface](#) - For assisted user accounts management functions

Help Resources

-Provider Community users should direct questions or concerns to the External User Services (EUS) Help Desk at 1-866-484-8049, TTY/TDD at 1-866-523-4759 (Monday - Friday 7am-7pm EST) or via email at EUSSupport@cgi.com

-Medicare providers participating in the HETS UI pilot should direct questions to the MCARE help desk at 1-866-440-3805 (phone), 1-615-238-0822 (fax) or via email mcare@cms.hhs.gov

-Participants in the Post Acute Care Payment Reform Demonstration may direct questions and concerns related to the CARE application and the PAC-PRD demonstration to the RTI helpdesk by emailing help@pacdemo.rti.org or by calling 1-866-412-1510.

-Health Plans should direct questions or concerns to MMAHelp desk at 1-800-927-8069 or via email at mmahelp@cms.hhs.gov

-Suppliers for the Competitive Bidding Program should direct questions or concerns to the Competitive Bidding Implementation Contractor at 1-877-577-5331 (Phone) or via e-mail CBIC_admin@palmettogba.com

Important Messages

Do not disclose or lend your IDENTIFICATION NUMBER AND/OR PASSWORD to someone else. They are for your use only and serve as your electronic signature. This means that you will be held responsible for the consequences of unauthorized or illegal transactions. Sharing of accounts may lead to termination of system access privileges and /or adverse action up to and including legal prosecution.

Figure B 11: Account Management Screen

Action: Select the *My Profile* hyperlink.

The **Login to IACS** screen will display as illustrated in Figure B 12.

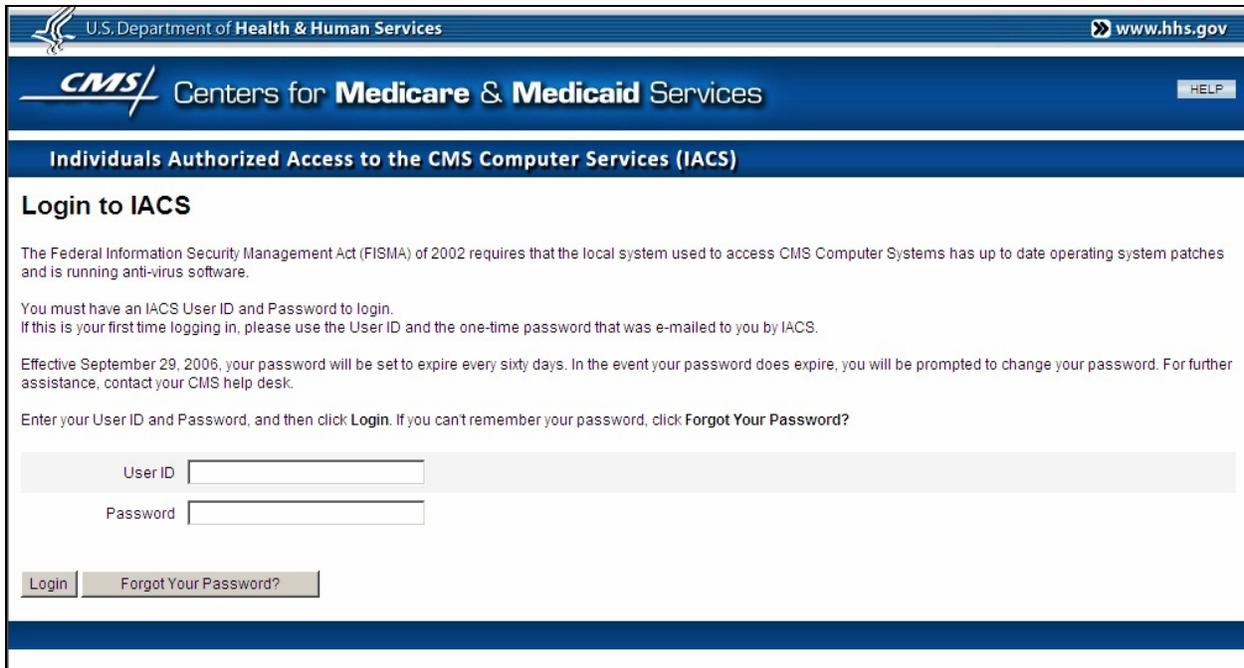


Figure B 12: Login to IACS Screen

Action: Enter your *User ID*

Action: Enter your *Password*.

Action: Select the *Login button*.

The **My Profile** screen will display as illustrated in Figure B 13.

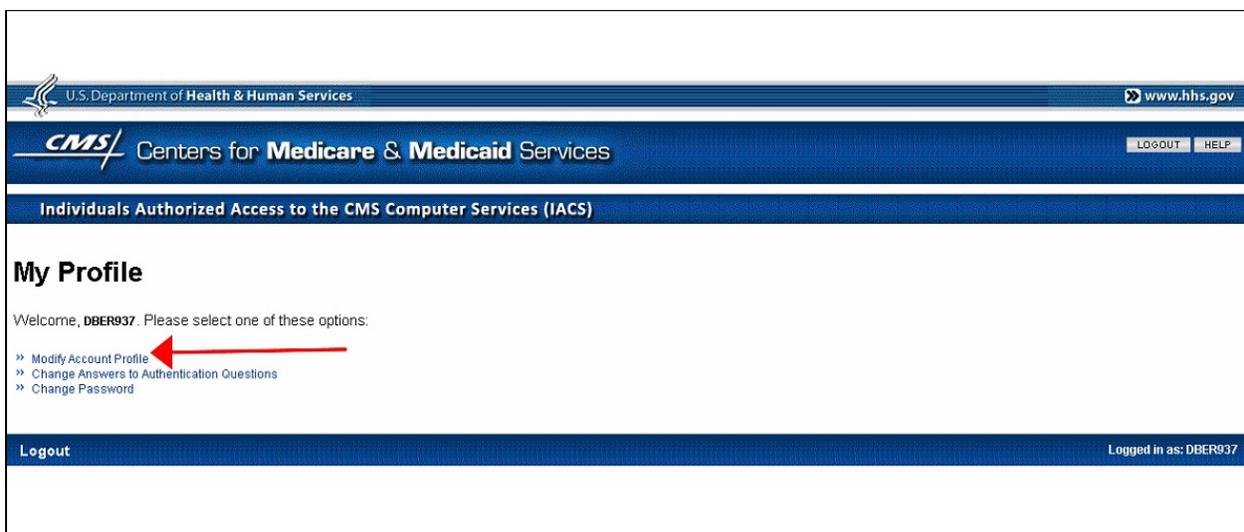


Figure B 13: My Profile Screen – Modify Account Profile Hyperlink

Action: Select the *Modify Account Profile* hyperlink.

The **Modify Account Profile** screen will display. Selected *User Information* fields will be filled in with information you previously provided during the registration process, however, the information in these fields cannot be changed. Also, the SSN field is not displayed. Sample *User Information* fields in a **Modify Account Profile** screen are illustrated in Figure B 14.

In the **Access Request** portion of the **Modify Account Profile** screen a *Select Action* field and a **View My Access Profile** table display. Both are illustrated in Figure B 14: The **View My Access Profile** table contains the following information:

- **Community/Application: Role** – Displays your current applications or communities and your role within each application or community.
- **Profile Summary** – Displays a summary of your IACS account profile.
- **Possible Actions** – Displays a listing of possible actions you can take based on each of your approved roles.

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

Figure B 14. CBO/CSR: User – Modify Account Profile Screen

The *Select Action* field provides a drop-down list of actions you can take when modifying your account profile. This list is illustrated in Figure B 15.

The *default* view is **View My Access Profile**, which allows you to view your existing IACS profile with all roles and provides a brief summary of entities specific to each role.

In the *Select Action* field drop-down list, you can select one of the following actions:

- **View My Access Profile** – This is the *default* view and it allows you to view your existing IACS profile with all roles and provides a brief summary of entities specific to each role. If this is the action you want to take, go to Section B 2.4.
- **Modify CBO/CSR Profile** – Allows you to modify your CBO/CSR profile. Select this action if you want to add or remove Call Centers from your profile. If you add one or more Call Centers, the request will have to be approved by the appropriate CBO/CSR Approver. Requests to delete one or more Call Centers do not need to be approved. If this is the action you want to take, go to Section B 2.1.
- **Add Application** – Allows you to select an application to which you want to request access. You can only request access to one application at a time. Select this action if you want to request access to applications other than CBO/CSR. If this is the action you want to take, go to Section B 2.2.
- **Add Community** – Allows you to select a CMS Community to which you want to request access. You can only request access to one community with one role at a time. If this is the action you want to take, go to Section B 2.3.

The screenshot shows the 'Access Request' form. At the top, there is a 'Select Action' dropdown menu with the following options: 'View My Access Profile' (selected), 'Modify CBO/CSR Profile', 'Add Application', 'Add Community', and 'View My Access Profile'. Below the dropdown, the 'View My Access Profile' section shows 'CBO/CSR : User'. To the right, there is a table with two columns: 'Profile Summary' and 'Possible Actions'. The 'Profile Summary' section lists 'Call Center(s): Blue Cross/Blue Shield, Little Rock, AR'. The 'Possible Actions' section shows 'As a User:' with a radio button and the text 'Add/Remove Call Centers'. At the bottom left, there is a 'Cancel' button. At the bottom right, there is a 'Logout' button and a 'Logged in as: DLFB791' indicator. The footer contains 'OMB: 0938-0989' and 'Effective date 5/06'.

Figure B 15: Select Action Drop-down List

Action: Select the *Action* you want to take.

Detailed explanations of each action are provided in the following subsections.

B 2.1 Modify CBO/CSR Profile:

When you select the action of **Modify CBO/CSR Profile**, the screen will refresh and display a screen similar to the one illustrated in Figure B 16.

- If your Role is that of **User**, the **Access Request** portion of the screen will appear as illustrated in the example in Figure B 16.

- If your Role is that of **Approver**, the screen that will appear will be similar to the one illustrated in Figure B 16, except that the *Role* field will have your specific role displaying.

In the **Access Request** portion of the screen, the **View My Access Profile** table showing your current applications and roles **is no longer displayed**.

Access Request

Select Action:

User Type: CSR

Role: User

Call Center:

Please enter one call center at a time and click the button: Add.

Modify Call Centers:

Existing Call Centers and Selected Call Ce	Call Centers to Per
Blue Cross/Blue Shield, Little Rock, AR	

Justification for Action:

* indicates a required field

Figure B 16: CBO/CSR User – Modify CBO/CSR Profile Screen

B 2.1.1 Add Call Centers

If you want to **Add a Call Center** to your current list of Call Centers, do the following:

Action: Select the Call Center from the *Call Center* field drop-down list.

Action: Select the **Add** button.

If you want to add another Call Center, repeat the above Actions.

B 2.1.2 Remove Call Centers

If you want to **Remove a Call Center** from your current list of Call Centers, do the following:

Action: In the *Modify Call Centers* field areas, within the *Existing Call Centers* area, select the Call Center you want to remove.

Action: Select the button with the right-facing arrow.

The system will move the selected Call Center to the *Call Centers to Remove* area to the right. If you change your mind, you can move the Call Center back to the *Existing Call Centers* area by selecting the button with the left-facing arrow.

If you want to move all the Call Centers in the *Existing Call Centers* area to the *Call Centers to Remove* area, select the button with the double right-facing arrow.

If you change your mind, you can move all the Call Centers back to the *Existing Call Centers* area by selecting the button with the double left-facing arrow.

B 2.1.3 Justification for Action

Once you have finished making your modifications, do the following:

Action: Enter a brief justification statement for your request in the *Justification for Action* field. This field must include the reason you are requesting this action.

Action: Select the **Next** button when you are done entering your justification statement.

Go to the **Completing Your Account Profile Modification** section of this document for instructions on how to complete your Account Profile modification.

B 2.2 Add Application

When you select the **Add Application** action, the screen will refresh and you will be presented with a screen similar to the one illustrated in Figure 17. This action will allow you to request access to other CMS applications integrated with IACS.

In the **Access Request** portion of the screen, the **View My Access Profile** table showing your current applications and roles **is no longer displayed**.

A **new field is displayed** entitled *Select Application* along with the *Justification for Action* field.

Figure B 17: Modify CBO/CSR Profile – Add Application

The *Select Application* field has a drop-down list of the other CMS applications integrated with IACS as illustrated in Figure B 18.

Note: Your current application would not be listed because you may only have *one role in an application*.

Figure B 18: Select Application Drop-down List

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

Please refer to the procedures for requesting access to the various CMS applications, using the Modify Account Profile option, which are provided in the following IACS Help Document Attachments:

- **Attachment A – MA/MA-PD/PDP/CC** – Medicare Advantage/Medicare Advantage-Prescription Drug/Prescription Drug Plan/Cost Contracts
- **Attachment C – COB** – Coordination of Benefits – VDSA and COBA Organizations
- **Attachment D – HETS UI** – HIPAA Eligibility Transaction System User Interface

B 2.3 Add Community

When you select the **Add Community** action, the screen will refresh and you will be presented with a screen similar to the one illustrated in Figure B 19. This action will allow you to request a role in a CMS User Community.

In the **Access Request** portion of the screen, the **View My Access Profile** table showing your current applications and roles **is no longer displayed**.

A new field is displayed entitled *Select Community* along with the *Justification for Action* field.

The screenshot shows a web form titled "Access Request". At the top, there is a dropdown menu labeled "Select Action:" with "Add Community" selected. Below this is another dropdown menu labeled "Select Community:" with "Select Community" selected and an asterisk indicating it is a required field. Underneath is a text area labeled "Justification for Action:" with a vertical scrollbar and an asterisk. To the right of the text area, a note states "* indicates a required field". At the bottom left, there are "Next" and "Cancel" buttons. The footer contains "OMB: 0938-0989" on the left, "Effective date: 5/06" on the right, and a blue bar at the very bottom with "Logout" on the left and "Logged in as: DBER937" on the right.

Figure B 19: Modify CBO/CSR Profile – Add Community

The *Select Community* field has a drop-down list containing the available CMS User Communities as illustrated in the example in Figure B 20.

The screenshot shows a web form titled "Access Request". At the top, there is a "Select Action:" dropdown menu with "Add Community" selected. Below this is a "Select Community:" dropdown menu with a red asterisk indicating it is a required field. The dropdown menu is open, showing a list of options: "Select Community", "Provider/Supplier", "DMEPOS", "Demonstrations", and "CMS Contractor". Below the dropdown menu is a "Justification for Action:" field, also with a red asterisk. At the bottom left, there are "Next" and "Cancel" buttons. At the bottom right, there is a note: "* indicates a required field".

Figure B 20: Select Community Drop-down List

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

Note: If you have a role in a Community, that Community will not display in the drop-down list.

Please refer to the procedures for requesting access to the various CMS User Communities, using the Modify Account Profile option, which are provided in the following IACS Help Document Attachments:

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

B 2.4 View My Access Profile

With the **View My Access Profile** action selected, the screen will look similar to the example illustrated in Figure B 21. In the **Access Request** portion of the screen, a table showing your current applications and roles is displayed. All of the applications and/or community roles for which you are approved to access are listed in this table.

There are no actions for you to take if you select **View My Access Profile**.

Note: This is the **default** view that appears when the Modify Account Profile screen first displays. If you then select the **View My Access Profile** action from the **Select Action** field, the screen will not change.

Access Request

Select Action: View My Access Profile

Community/Application : Role	Profile Summary	Possible Actions
View My Access Profile : MA/MA-PD/PDP/CC : User/Submitter	Contract(s): Plan H0151	As a Submitter: <input type="radio"/> Add/Remove Plan/PDE/RAPS contracts

Cancel

Figure B 21: View My Access Profile Table on Screen

However, if you have recently submitted a Modify Account Profile update request and the request is still awaiting approval, a **Pending Requests** table will display immediately below the **Access Request** label and contain all the requests you have submitted that are still awaiting approval. This table is illustrated in Figure B 22.

Access Request

Pending Requests:	Application	Request Number	Role	Type of Request
	COB	REQ-1196871700402-MODIFY	User/Transmitter	Modify Application/Community

Select Action: View My Access Profile

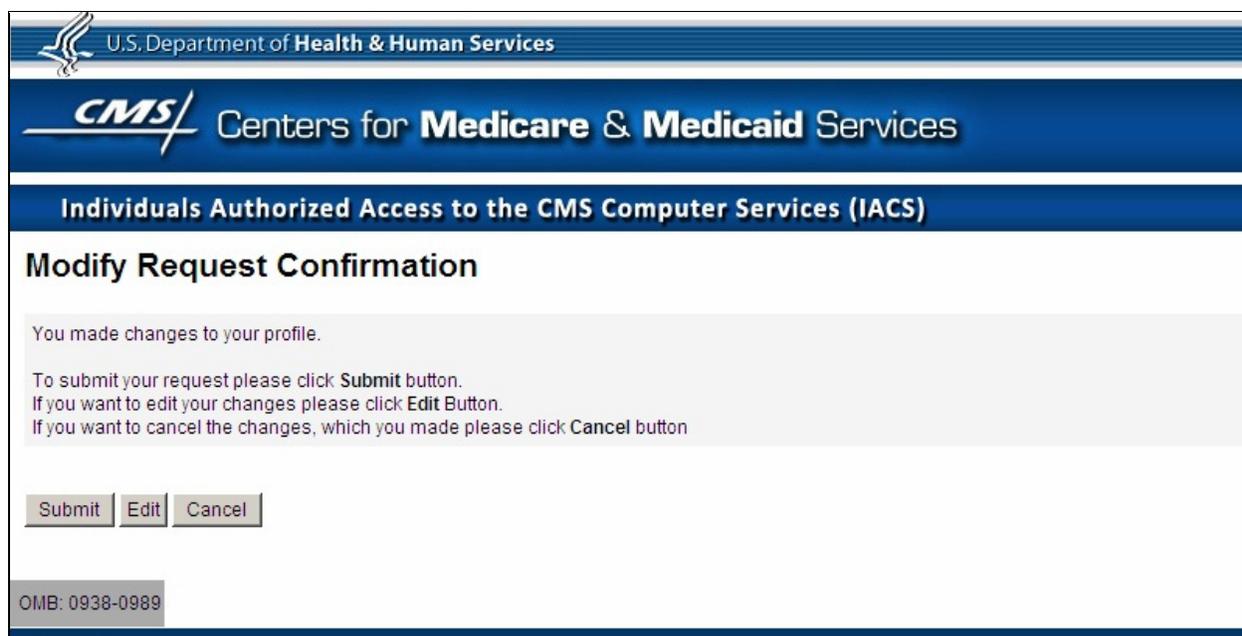
Community/Application : Role	Profile Summary	Possible Actions
View My Access Profile : CBO/CSR : User	Call Center(s): Blue Cross/Blue Shield, Little Rock, AR	As a User: <input type="radio"/> Add/Remove Call Centers

Cancel

Figure B 22: Pending Requests Table on Screen

B 2.5 Completing Your Account Profile Modification

When you select the **Next** button, the system will display the **Modify Request Confirmation** screen as illustrated in Figure B 23.



The screenshot shows the 'Modify Request Confirmation' screen. At the top, there is a blue header with the U.S. Department of Health & Human Services logo and the text 'U.S. Department of Health & Human Services'. Below this is another blue header with the CMS logo and the text 'Centers for Medicare & Medicaid Services'. A third blue header reads 'Individuals Authorized Access to the CMS Computer Services (IACS)'. The main content area has a white background with the title 'Modify Request Confirmation'. Below the title, there is a light gray box containing the text: 'You made changes to your profile. To submit your request please click **Submit** button. If you want to edit your changes please click **Edit** Button. If you want to cancel the changes, which you made please click **Cancel** button'. Below this text are three buttons: 'Submit', 'Edit', and 'Cancel'. At the bottom left of the screen, there is a small gray box with the text 'OMB: 0938-0989'.

Figure B 23: Modify Request Confirmation Screen

Action: Select the **Submit** button to submit your modification request.

- To return and edit your changes, select the **Edit** button.
- If you select the **Cancel** button, your request will be cancelled and any modifications you entered will be lost. A screen indicating this will be displayed.

Note: Your modifications will not be completed unless the **Submit** button is selected.

When you select the **Submit** button, a **Modification Request Acknowledgement** screen will display as illustrated in Figure B 24. You must select the **OK** button to complete your account profile modification.

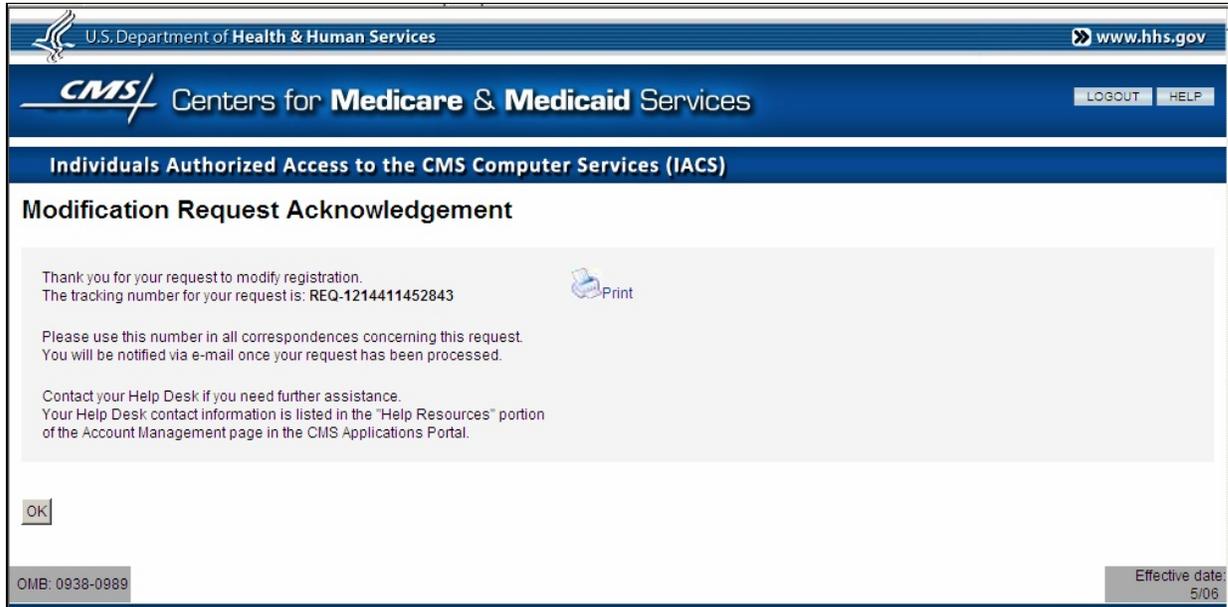


Figure B 24: Modification Request Acknowledgement Screen

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

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

Action: Select the **OK** button to complete the Modify Account Profile process.

The **Modification Request Acknowledgement** screen will close and the system will return to the **My Profile** screen, Figure B 13.

B 2.6 After Your Account Profile Modification

You will be sent an email confirming that IACS has received your request and providing you with a Request Number. You should use this request number if you contact your Help Desk regarding your request.

If an email notification is not received within 24 hours after you modify your profile, please contact your Help Desk.

Your approver will be notified of your pending request via email. You will be notified via email if your requested account profile modification is approved or denied.

Note: Removal of Call Centers does not require approval.

End of Attachment B