CMS ENTERPRISE IDENTITY MANAGEMENT (EIDM) USER ACCOUNT REGISTRATION

1. Introduction

The Centers for Medicare & Medicaid Services (CMS) is a federal agency that ensures health care coverage for more than 100 million Americans. CMS administers Medicare and provides funds and guidance for all of the 50 states in the nation, for their Medicaid programs and Children's Health Insurance Program (CHIP). CMS works together with the CMS community and organizations in delivering improved and better coordinated care.

What is EIDM?

CMS has established the Enterprise Identity Management (EIDM) system to provide our Business Partners with a means to apply for, obtain approval, and receive a single User ID they can use to access one or more CMS applications.

What You May Need Before You Begin

Prior to requesting access, you should have received instructions from your organization or CMS contact. The instructions should include application-specific information you may need to complete the request, such as:

- Social Security Number (SSN) / Taxpayer Identification Number (TIN)

- Legal Business Name (LBN) or Organization

- Application Name

- Application Role

- Other information specific to your application, for example, Contract Number, Gentran Mailbox, National Provider Identifier (NPI), Organization number.

- You will have to create a user ID and password of your choosing if you do not already have a user ID and password. EIDM allows you to create a User ID up to 74 characters. However, some applications have restrictions on the number of characters, and special characters, you can have in the User ID you create. Check with your CMS point of contact to identify restrictions for your application.

- Not every CMS application requires the same information, so it is important to get the specifics directly from your organization or CMS contact.

2. User Instructions

How to Register and Create a User ID and Password

This section provides information on how to register and create a user ID and password. The following are the basic step-by-step instructions.
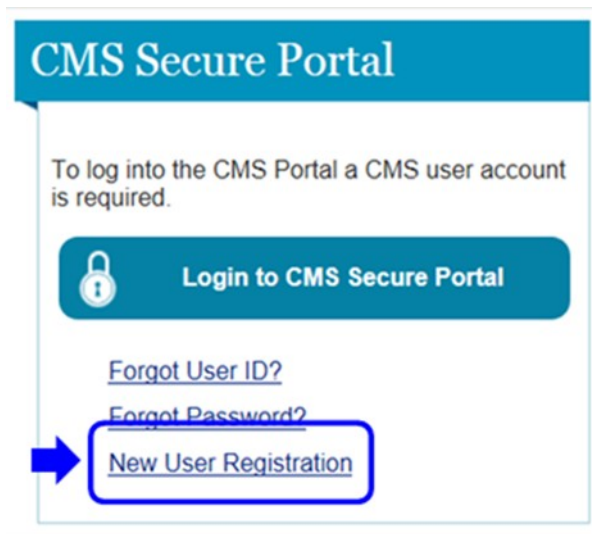
Step	Action
Step 1	Navigate to https://portal.cms.gov. The **CMS Enterprise Portal** page is displayed, as illustrated below.
Step 2	Select the New User Registration link.

Step	Action
Step 3	Read the **Terms and Conditions**, select **I agree to the terms and conditions**, and then select **Next** to continue with the registration process. **Terms and Conditions** **Consent To Monitoring** By logging onto this website, you consent to be monitored. Unauthorized attempts to upload information and/or change information on this web site are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sec.1001 and 1030. We encourage you to read the HHS Rules of Behavior for more details. **Protecting Your Privacy** Protecting your Privacy is a top priority at CMS. We are committed to ensuring the security and confidentiality of the user registering to EIDM. Please read the CMS Privacy Act Statement which describes how we use the information you provide. **Collection Of Personal Identifiable Information (PII)** "Personal" information is described as data that is unique to an individual, such as a name, address, telephone number, social security number and date of birth (DOB). CMS is very aware of the privacy concerns around PII data. In fact, we share your concerns. We will only collect personal data to uniquely identify the user registering with the system. We may also use your answers to the challenge questions and other PII to later identify you in case you forget or misplace your User ID /Password. I have read the HHS Rules of Behavior (HHS RoB), version 2010-0002.001S, dated August 26 2010 and understand and agree to comply with its provisions. I understand that violations of the HHS RoB or information security policies and standards may lead to disciplinary action, up to and including termination of employment; removal or debarment from work on Federal contracts or projects; and/or revocation of access to Federal information, information systems, and/or facilities; and may also include criminal penalties and/or imprisonment. I understand that exceptions to the HHS RoB must be authorized in advance in writing by the OPDIV Chief Information Officer or his/her designee. I also understand that violation of laws, such as the Privacy Act of 1974, copyright law, and 18 USC 2071, which the HHS RoB draw upon, can result in monetary fines and/or criminal charges that may result in imprisonment. **I agree to the terms and conditions** ☑ Cancel Next

Step	Action
	The **Your Information** page is displayed.
	Provide the information requested on the **Your Information** page. The fields with an asterisk (*) are required fields and have to be completed.
	After all required information has been provided, select **Next** to continue.
	*Note: You may select **Cancel** at any time to exit out of the registration process. New information or changes entered will not be saved.*
Step 4	**Your Information** Enter your legal first name and last name, as it may be required for identity verification. * First Name: Middle Name: * Last Name: Suffix: Enter your email address, as it will be used for account related communications. * E-mail Address: Re-enter your email address. * Confirm E-mail Address: Enter your full 9 digit social security number, as it may be required for identity verification. Social Security Number: Enter your date of birth, as it may be required for identity verification. * Date of Birth: MM DD YYYY Enter your current or most recent home address, as it may be required for identity verification. * Home Address Line 1: Home Address Line 2: * City: * State: * Zip Code: Zip Code Extension: Country: USA Enter your primary phone number, as it may be required for identity verification. * Primary Phone Number: Cancel Next

Step	Action
Step 5	After providing the required information on the **Your Information** page, the **Choose User ID and Password** page is displayed. Create and enter a user ID of your choice, based on the requirements for creating a user ID. *Note: EIDM will display instructions on what you are required to include in your user ID.*

Step	Action
Step 6	Create and enter a password of your choice. *Note: EIDM will display instructions on what you are required to include in your password.* Enter the same password in the **Confirm Password** field. *Note: The passwords must match before you can continue.*

Step	Action
Step 7	After entering the user ID and password you have created, select a question of your choice in the **Select your Challenge Questions and Answers** section and enter the answer you want to be saved with the question. Continue to select a question and enter an answer for Question 2 and Question 3. Select **Next** to complete the registration process. *Note: You may select **Cancel** to exit out of the registration process. New information or changes entered will not be saved.* **Choose User ID And Password** • User ID esmith1 • Password ●●●●●●●●● • Confirm Password ●●●●●●●●● **Select your Challenge Questions and Answers:** Your challenge questions and answers will be required for password and account management functions. • Question:1 What is your favorite radio station? • Answer:1 ktes • Question:2 What was your favorite toy when you were a child? • Answer:2 ball • Question:3 What is your favorite cuisine? • Answer:3 pizza Cancel Next
Step 8	After selecting **Next**, the **Registration Complete** page is displayed and informs you that you will receive an E-mail acknowledging your successful registration and will include your user ID. Select **OK** to close the **Registration Complete** page. **Registration Complete** You have now successfully completed your registration to CMS Enterprise Identity Management (EIDM). You will receive an E-mail acknowledging your successful registration to EIDM and the E-mail will include your User ID. Please wait 5 minutes before logging in. Selecting the 'OK' button will direct you to the CMS Portal Landing page. OK

How to Login

This section provides information on how to Login using your user ID and password. The following are the basic step-by-step instructions.

Step	Action
Step 1	Navigate to https://portal.cms.gov. The **CMS Enterprise Portal** page is displayed, as illustrated below.
Step 2	Select Login to CMS Secure Portal.

Step	Action
Step 3	Read the **Terms and Conditions** and select **I Accept** to continue. **Terms and Conditions** OMB No.0938-1236 | Expiration Date: 04/30/2017 | Paperwork Reduction Act You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system, you understand and consent to the following: You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system. Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose. To continue, you must accept the terms and conditions. If you decline, your login will automatically be cancelled. [I Accept] [Decline]
Step 4	Enter your **User ID** and select **Next** to continue. **Welcome to CMS Enterprise Portal** User ID [ ] [Next] [Cancel] Forgot User ID? Need an account? Click the link - New user registration

Step	Action
	Enter your **Password** and select **Log In**.

Step	Action
Step 5	After logging in, the **Welcome to CMS Enterprise Portal** page is displayed.
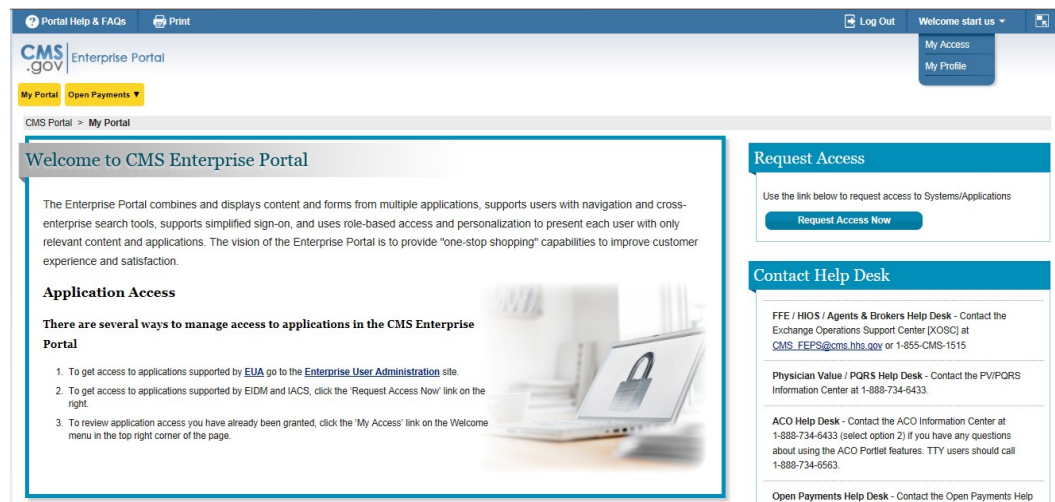
Identity Verification

Depending on the role and the information you provide, the system may take you to the Identity Verification page. The Identity Verification process, also known as Remote Identity Proofing (RIDP), is necessary for roles that require a higher level of security to access. Identity Verification is done by asking you questions based on your personal information.

Note: CMS uses credit reporting agencies like Experian to verify identity information. This is only an inquiry and will not affect your credit score.

To begin the Identity Verification process, follow these steps:

Step	Action
Step 1	If you select a role that requires identity verification, you will first be directed to the **Identity Verification** page. Select **Next**, to begin the Identity Verification process.

Step	Action
Step 2	Read the important **Terms and Conditions** information on this screen and indicate your agreement by selecting the **I agree to the terms and conditions** checkbox. Select the **Next** button to continue.

Step	Action
Step 3	Enter your information into the required fields of the **Your Information** page. Select **Next** to continue the Identity Verification process. **Your Information** Enter your legal first name and last name, as it may be required for Identity Verification. * First Name: MARY Middle Name: J * Last Name: SCHULTZ Suffix: Enter your E-mail address, as it will be used for account related communications. * E-mail Address: laluru@qssinc.com Re-enter your E-mail address. * Confirm E-mail Address: laluru@qssinc.com Enter your full 9 digit Social Security Number, as it may be required for Identity Verification. * Social Security Number: ••• •• •••• Enter your date of birth in MM/DD/YYYY format, as it may be required for Identity Verification. Date of Birth: 01 01 1964 ● U.S. Home Address ○ Foreign address Enter your current or most recent home address, as it may be required for Identity Verification. * Home Address Line 1: 7416 GRAHAM Home Address Line 2: * City: ST LOUIS * State: Missouri * Zip Code: 63100 Zip Code Extension: Country: USA Enter your primary phone number, as it may be required for Identity Verification. * Primary Phone Number: 856 445 7786 **Next** **Cancel**

Step	Action
Step 4	Depending on the information you provided, the **Verify Identity** page may be displayed. You will be required to answer several questions about information that may be in your personal records. Please answer the questions to the best of your ability. Select the **Next** button to submit the request. If you wish to terminate the request, select **Cancel** to return to the **View and Manage My Access** page.
Step 5	After submitting the request, the Identity Verification confirmation will be displayed. Select the **Next** button to continue with the role request process. *Note: If the role auto-approves, the role is granted; log out and log back in to access it.*

Identity Cannot Be Verified

If you receive an error message that your identity cannot be verified, it may simply mean that the information you provided could not be matched with the information available in the electronic records used for verification. You may need to take some additional steps to verify your identity.

Please follow the steps below.

Step	Action
Step 1	Check your personal information before trying again to register with the system.
Step 2	If you have entered the correct information and still cannot be verified, you will be instructed to call the Experian Help Desk and provide the **Review Reference Number** displayed on the screen so the help desk representative can help you verify your identity. Experian is the contractor CMS uses to complete the Identity Verification process.
Step 3	After you have contacted Experian login to CMS Enterprise Portal and proceed again through Role Request process (see How to Request a Role Error: Reference source not found for the steps).
Step 4	On the **Your Information** screen, select the check box if you have contacted Experian and completed the identity verification process over the phone with the Experian Support personnel. *Note: Selecting this checkbox will instruct the system to retrieve your identity verification results from Experian based on the phone verification process. You do have the option of not selecting the checkbox and continuing as you did in your original attempt of Identity Verification, prior to contacting Experian.* Enter your information in the required fields.
Step 5	If your identity cannot not be verified by Experian, please contact your Application Help Desk for the next steps. *Note: Depending on the type of role you requested, you may not be granted the role you requested until you have successfully undergone ID proofing.*

How to Request a Role
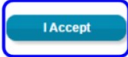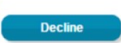
The following are the basic step-by-step instructions on how to request access to an application and a role, when you currently do not have a role in the application.

- ASETT
- ASP
- EPPE
- ESD
- FFM/Training– Agents/Brokers/Assisters
- IC
- IDHD

- MACPro
- MCU
- MLMS
- Open Payments
- SHIM
- T-MSIS
- zONE

To request a role for all other applications, please follow these steps:

Step	Action
Step 1	Navigate to https://portal.cms.gov. The **CMS Enterprise Portal** page is displayed, as illustrated below.
Step 2	Select Login to CMS Secure Portal.

Step	Action
Step 3	Read the **Terms and Conditions** and select **I Accept** to continue. **Terms and Conditions** OMB No.0938-1236	Expiration Date: 04/30/2017	Paperwork Reduction Act You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system, you understand and consent to the following: You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system. Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose. To continue, you must accept the terms and conditions. If you decline, your login will automatically be cancelled. [I Accept] [Decline]
Step 4	Enter your **User ID** and select **Next** to continue. **Welcome to CMS Enterprise Portal** User ID [＿＿＿＿＿＿＿] [Next] [Cancel] Forgot User ID? Need an account? Click the link - New user registration
Step 5	Enter your **Password** and select **Log In**. **Welcome to CMS Enterprise Portal** Password [＿＿＿＿＿＿＿] [Log In] [Cancel] Forgot Password?

Step	Action
Step 6	After logging in, the **Welcome to CMS Enterprise Portal** page is displayed. Select the down arrow icon that appears next to your name at the top of page. Then, select **My Access** from the drop-down menu to continue. Alternately, you may select **Request Access Now** to continue. The application **Access Catalog** is displayed
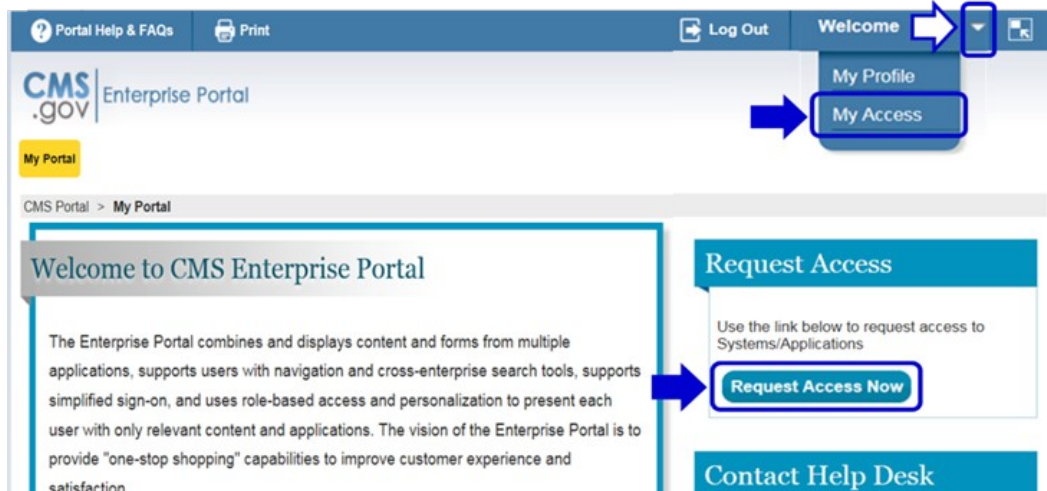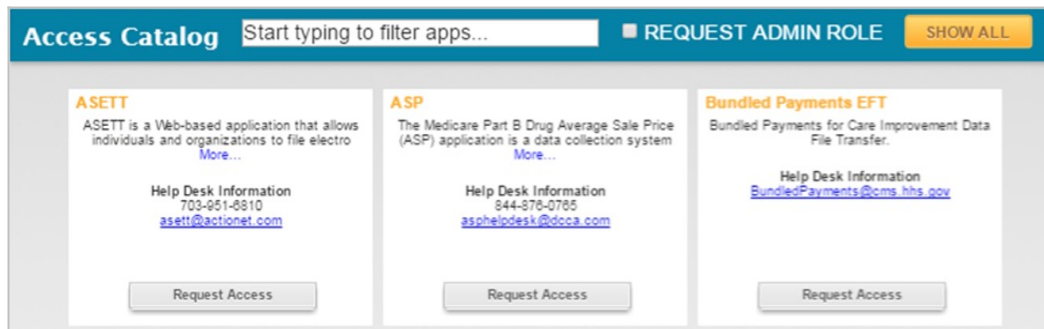
Step	Action
Step 7	Scroll down to locate the application you need. Alternatively, enter the first few letters of the application in the **Search** section and all of the applications beginning with those letters will be displayed. *Note: If you currently have access to one or more applications, those applications are displayed in the **My Access** section. If you have pending requests, they are displayed in the **My Pending Requests** section.*
Step 8	After entering the first few letters of the application in **Search**, the applications beginning with those letters are displayed.
Step 9	Select **Request Access** for the application you need. In the example below, we will select **Request Access** for the CSR (Community Based Organization/Customer Service) application.
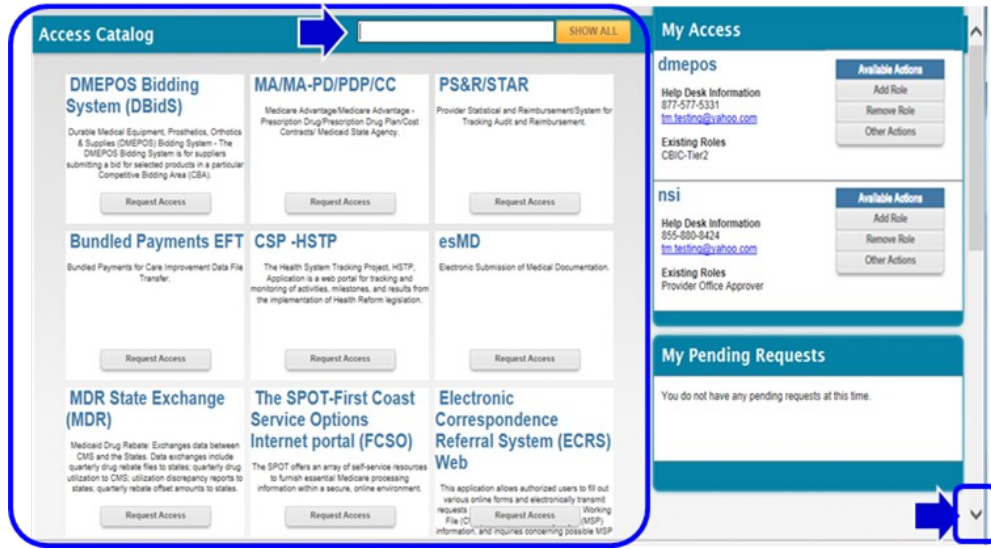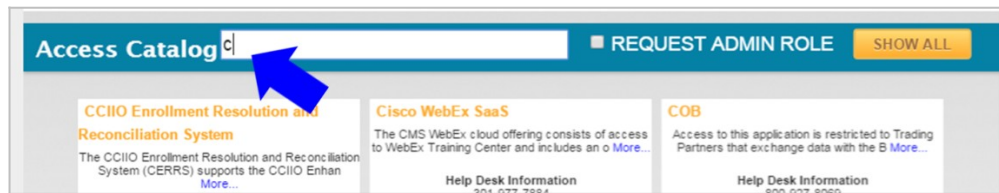
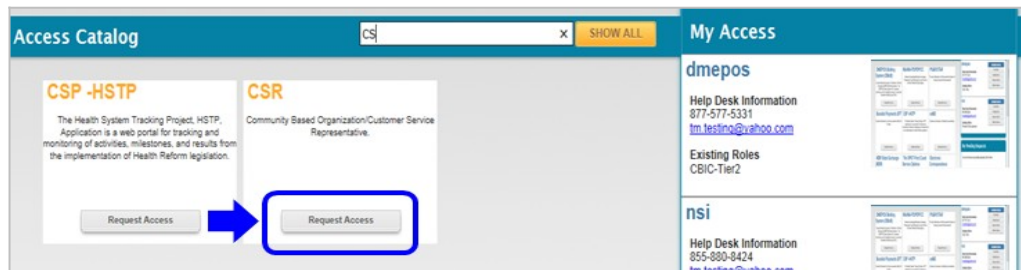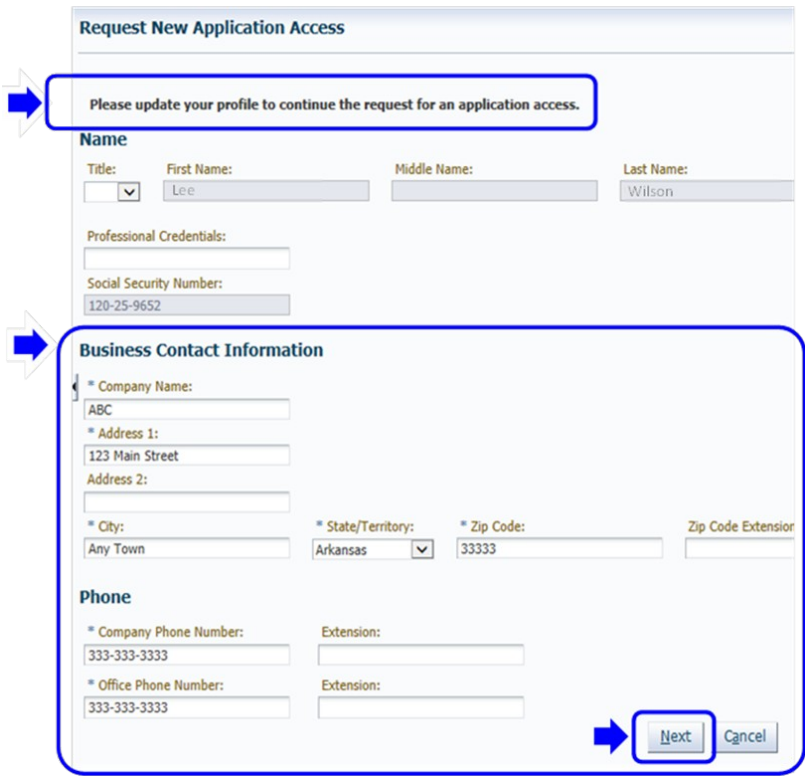| Step	Action
Step 10	The Application Description and Select a role sections are displayed. Select the role you need from the **Select a role** drop-down menu. In the example below, we will select **User**. **Request New Application Access** ⌄ My Access 👤 Modify Business Contact Information 👥 View and Manage My Access Application Description: CSR 📖 Request New Application Access Community Based Organization/Customer Service Representative. ⌄ Requests ✅ My Pending Approvals ➡️ Select a role: User ▾ 📝 My Pending Requests
Step 11	After selecting a role, the **Request New Application Access** page is displayed. If all of your required business contact information is not on file, you will have to provide this information before you can continue. Required fields are marked with an asterisk (*) and an error message will be displayed, if the information has not been entered or selected correctly, or is entered in the wrong format. *Note: If all of your business contact information is on file, the **"Please update your profile..."** message will not be displayed and the **Select a role** drop-down menu will be displayed for you to continue.* *If the **"Please update your profile..."** message is displayed, enter the required information and then select **Next**.* **Request New Application Access** ➡️ Please update your profile to continue the request for an application access. **Name** Title: First Name: Middle Name: Last Name: ▾ Lee Wilson Professional Credentials: Social Security Number: 120-25-9652 ➡️ **Business Contact Information** * Company Name: ABC * Address 1: 123 Main Street Address 2: * City: * State/Territory: * Zip Code: Zip Code Extension Any Town Arkansas ▾ 33333 **Phone** * Company Phone Number: Extension: 333-333-3333 * Office Phone Number: Extension: 333-333-3333 ➡️ Next Cancel

Step	Action
	After providing your business contact information, EIDM may ask you to provide some additional information that is required for your application and the role you have selected.
	Provide any additional information that is requested, enter a reason for the request in the **Reason for Request** box and then select **Submit**.
	In the example below, we have selected the CSR application and the **User** role. EIDM also needs to know the Call Center. We will select 22nd Avenue, Phoenix, AZ from the list of Call Centers and then select the single right arrow icon. This will move the 22nd Avenue, Phoenix, AZ Call Center to the Selected Call Center(s) box.
Step 12	We will then enter the reason for the request in the **Reason for Request** box and select **Submit** to continue the process.
	Request New Application Access
	Application Description: CSR Community Based Organization/Customer Service Representative.
	Select a role: User Role Description: The user with this role is a customer service representative or staff member who organization.
	* Call Center: 28th Avenue, Phoenix, AZ Black Canyon, Phoenix, AZ Coralville, IA Corbin, KY Lawrence, KS Palmetto, Lawrence, KS Palmetto, Richmond, VA Richmond, VA Senture, Monticello, KY Tampa, FL → 22nd Avenue, Phoenix, AZ
	* Reason for Request: Needed for the role. Submit Cancel

Step	Action
Step 13	After selecting Submit, the **Request New Application Access Review** page is displayed. Review the information displayed. Select **Edit** to modify the information. Select **Submit** to submit the request for approval. *Note: You may select **Cancel** to exit out of the Request New Application Access process. New information or changes entered will not be saved.* In the example below, the information is correct. We will select **Submit** to submit the request for approval.

Step	Action
Step 14	After selecting Submit, the **Request New Application Access Acknowledgement** page is displayed. The acknowledgement page displays the tracking number for the request and informs you that you will receive an E-mail when the request has been processed. *Note: If you have submitted a request for a role in an application where a CMS 4-character Resource Access Control Facility (RACF) is used for identification and verification, you may have to change your password and create and enter an 8-character password the next time you log in, after your request has been approved. An 8-character password may be required for applications that use RACF IDs.* Select **OK** to close the acknowledgment page. **Request New Application Access Acknowledgement** Your EIDM request has been successfully submitted. The tracking number for your requests is: **16928 - Call Center - 22nd Avenue, Phoenix, AZ** Please use this number in all correspondence concerning this request. You will receive an email once your request has been processed. OK