NORTHROP GRUMMAN

Individuals Authorized Access to CMS Computer Services

(IACS)

Approver User Guide

Software Release 4.3

Document Version 2.0

March 2007

REVISION HISTORY

Date	Version	Reason for Change	Author
03/30/2006	0.1	Initial version of document	Elaine Purcell
04/11/2006	0.2	Updates based on quality review of document	Sarah Worthing
04/14/2006	0.3	Updated based on Peer Review comments	Elaine Purcell
04/17/2006	0.4	Updates made based on quality review of document and verification that all Peer Review comments were addressed	Sarah Worthing
04/24/2006	0.5	Updated based on further review of document.	Elaine Purcell
04/24/2006	0.6	Prepared document for submittal to CMS	Sarah Worthing
05/09/2006	0.7	Updated based on comments from CMS. Also added additional information to section 3.2.	Elaine Purcell
05/09/2006	0.8	Updates based on quality review of document and verification that all CMS comments were addressed.	Sarah Worthing
05/24/2006	1.0	Finalized for final approval	Sarah Worthing
10/05/2006	1.1	Updated based on system software and portal screen updates.	Elaine Purcell
01/08/2007	1.2	Added information for Modify Profile Request and Certification Request processing	Elaine Purcell
01/25/2007	1.3	Updated based on customer review comments and implemented functionality.	Elaine Purcell
03/01/2007	2.0	Final version containing Certification and Revocation updates.	Elaine Purcell

APPROVALS

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1.0 Introduction

1.1 Purpose

This document establishes the procedures which approvers or External Point of Contacts (EPOCs) use in approving access requests in the Individuals Authorized Access to CMS Computer Services (IACS) service within the Centers for Medicare & Medicaid Services (CMS).

1.2 Background

One of CMS' strategic goals is to streamline their 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 data more readily accessible to 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 service is fundamental to the design and implementation of business applications/systems planned for the CMS target enterprise architecture. The duties performed by an approver are an integral part of this effort.

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 including end-users, approvers or EPOCs, and personnel filling other roles particular to a specific application.

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

Approver - An approver is an EPOC or a call center supervisor. Approvers are responsible for approving end users requesting access to CMS applications, which includes employees within their organization as well as subcontractor end-users. Because approvers are the sole points of contact for authorizing their end-users, it is

strongly recommended that an approver be in a position of authority within an organization, e.g., management official, compliance officer, etc.

1.4   How to Use this document

When an action is required on the part of the reader, it is indicated by a line beginning with the word "Action:" For example:

Action: Click on *OK.*

The field or button to be acted upon is indicated in ***bold italics*** in the **Action** statement.

1.5   Version Release Notes

This version incorporates changes to IACS Approver screens and procedures resulting from the implementation of CMS Certification procedures and the need to approve user Certification requests.

2.0 CMS Approver

2.1 Registering as an Approver

In order to be a CMS approver you must first register as an Approver using the IACS Self-Registration process. Refer to the **IACS User Guide** for the registration procedure and other relevant information as listed below.

- The procedure for accessing the web-based IACS New User Registration form is provided in Section 2.1.

- Information on filling in the User Information on the New User Registration form is provided in Section 2.2.

- The procedure for registering as an Approver for one of the various CMS applications is provided in the appropriate User Guide Attachment as follows:

     o Attachment A - MA/MA-PD/PDP/CC – Medicare Advantage/Medicare Advantage-Prescription Drug/Prescription Drug Plan/Cost Contracts

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

     o Attachment C - COB – Coordination of Benefits

     o Attachment D - Provider (270/271).

- The procedure for completing the New User Registration process is given in Section 2.4.

- For first time users, the procedure for logging in and changing your password is given in Sections 2.5.

- The procedure for resetting your password, should you forget it, is provided in Section 3.1.

- The procedure for modifying your approver registration profile is provided in the appropriate User Guide Attachment as listed above.

- Additional helpful information is provided in Section 5.

2.2 Approving an Approver's Request

There are several levels of Approvers associated with each of the CMS application User Types. The level of Approver who approves user access requests are know as EPOCs. When a requester selects "Approver" as the User Type on the IACS New User Registration form, the request goes to a higher-level CMS Authorizer.

For IACS application communities other than Provider (270/271), the approval process is explained in Section 2.3.

For the Provider (270/271) community, the approval process is different and is explained in Section 2.4.

2.3   Approver Categorization for Communities Other Than Providers

There may be multiple approvers available for the same type of user application request. Approvers are categorized by the User Type for which they have approval authority as well as by either Contract Number or Call Center. If a user enters multiple Contract Numbers or Call Centers in the request application, the system may require different approvers for different numbers/centers or one approver may have approval authority for all the numbers/centers entered. If multiple approvers are involved, all approver responses must be completed before IACS can provision the user. Additionally, if multiple approvers are involved and one approver approves a number/center and another approver rejects a number/center, IACS will only provision the user for those Contract Numbers/Call Centers that were approved. Also, if a Contract Number, Call Center, or Organization Number has more than one Approver associated with it, only one of the Approvers needs to approve/deny the request.

Approvers for the MA/MA-PD/PDP/CC User Types [User/Submitter (including Prescription Drug Event (PDE) and Risk Adjustment Processing System (RAPS) and User/ Representative)] are further delineated by the Contract Number/s for which they have approval authority. Thus an MA/MA-PD/PDP/CC Approver may have approval authority for one Contract Number or several Contract Numbers.

Approvers for the CBO/CSR User Type are further delineated by Call Center. Thus a CBO/CSR Approver may have approval authority for either one Call Center or several Call Centers.

Approvers for the COB User Type (User/Transmitter) have approval authority for all COB Organization Numbers.

2.4   Approver Categorization for the Provider (270/271) Community

Approvers for the Provider (270/271) community are delineated by the Billing Provider National Provider Identity (NPI) number and provider type for which they have approval authority. Thus a Provider (270/271) Approver may have approval authority for one NPI/Provider Type or several NPI/Provider Types.

For the 270/271 Provider roles (User/Provider, User/Approver, Security Official, MEIC Help Desk) the actual approver depends on the role and the requester's organization.

The diagram shown in Figure 1 represents the approval process for large provider organizations in which there are sufficient personnel for the role of EPOC to be a viable role. A CMS Authorizer approves the MEIC Help Desk requester. Once the MEIC Help Desk user is approved, he/she has the authority to approve users at all other Provider levels. The MEIC Help Desk is the only approval authority of the Security Official. The Security Official is the only approval authority for EPOCs. EPOCS in turn, approve End Users.
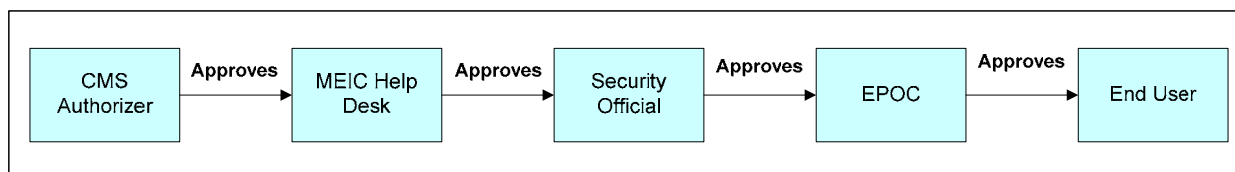

Figure 1: Provider (270/271) Typical Approval Process

In a small provider organization in which the EPOC role is not a viable role, a special approval process is followed. Even though a provider organization may consist of a provider and a small staff, there must still be a Security Official within the organization. The Security Official is approved by the MEIC Help Desk, however, the Security Official only has approval authority for EPOCs. They cannot approve end users. In this case, an end user request is processed by the MEIC Help Desk. This Special Approval Process is illustrated in Figure 2.
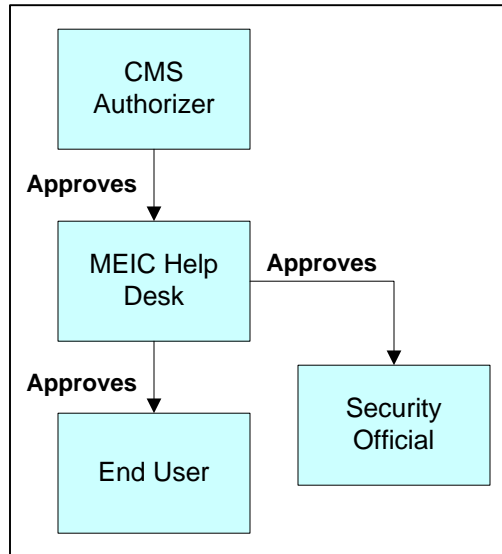

Figure 2: Provider (270-271) Special Approval Process

2.5   Approver Notification of Pending Requests

When a user completes a CMS access registration application, IACS generates an email to all approvers associated with the User Type (MA/MA-PD/PDP/CC, CBO/CSR, COB, Provider (270/271)), and/or Contract Number, Call Center, Organization Number, or NPI Provider entered/selected by the requester. This email informs the appropriate approvers there is a request in their queue awaiting approval. An example of the notification email is shown in Figure 3.

The same procedure is followed for users modifying their user account profile.

> You have requests awaiting your approval in the Individuals Authorized Access to the CMS Computer Systems (IACS).
>
> To review your pending request(s), please do the following:
>
> Go to https://applications.cms.hhs.gov
>
> Read the Privacy Statement and select Enter.
>
> Select the **"Account Management"** link on the blue menu bar, and then the **"My Profile"** link.
>
> Log into IACS using your UID and password.
>
> Select the "Pending Approvals" link from the End User Menu.
>
> Approve/Reject your requests.
>
> Thank you,
> IACS
>
> Please do not reply to this system-generated email.

Figure 3: Approver Notification Email

If an application has been received and has not been approved or denied within 4 days of receipt, IACS automatically generates a reminder email to all appropriate approvers. An example of this reminder notification email is shown in Figure 4.

> This is a reminder that you have a pending request awaiting your approval in the Individuals Authorized Access to the CMS Computer System (IACS).
>
> There has been no action on this request for a minimum of 4 days.
>
> Please go to https://applications.cms.hhs.gov
>
> Read the Privacy Statement and select Enter.
>
> Select the **"Account Management"** link on the blue menu bar, and then the **"My Profile"** link.
>
> Log into IACS using your UID and password.
>
> Select the "Pending Approvals" link from the End User Menu.
>
> Approve/Reject your requests.
>
> Thank you,
> IACS
>
> Please do not reply to this system-generated email.

Figure 4: Approver Reminder Notification Email

NOTE: If you have not processed a New User's Registration request within 12 calendar days of the request submission, the request is automatically cancelled and the user will receive an email notification to this effect. The user will then have to go to the **New User Registration** screen, re-enter his/her information, and resubmit the access request.

NOTE: If you have not processed a New User's Registration request for an Approver, MEIC Help Desk person, or Security Official within 24 calendar days of the request submission, the request is automatically cancelled and the individual will receive an email notification to this effect. The individual will then have to go to the **New User Registration** screen, re-enter his/her information, and resubmit the access request.

3.0 CMS User Approval Process

3.1 Accessing IACS

The following steps and screens show you how to access the web link that allows you to login to IACS.

Action: Browse to https://applications.cms.hhs.gov.

Action: Read the contents of the government computer system **WARNING/REMINDER** screen (See Figure 5), and then agree by clicking *Enter CMS Applications Portal.*
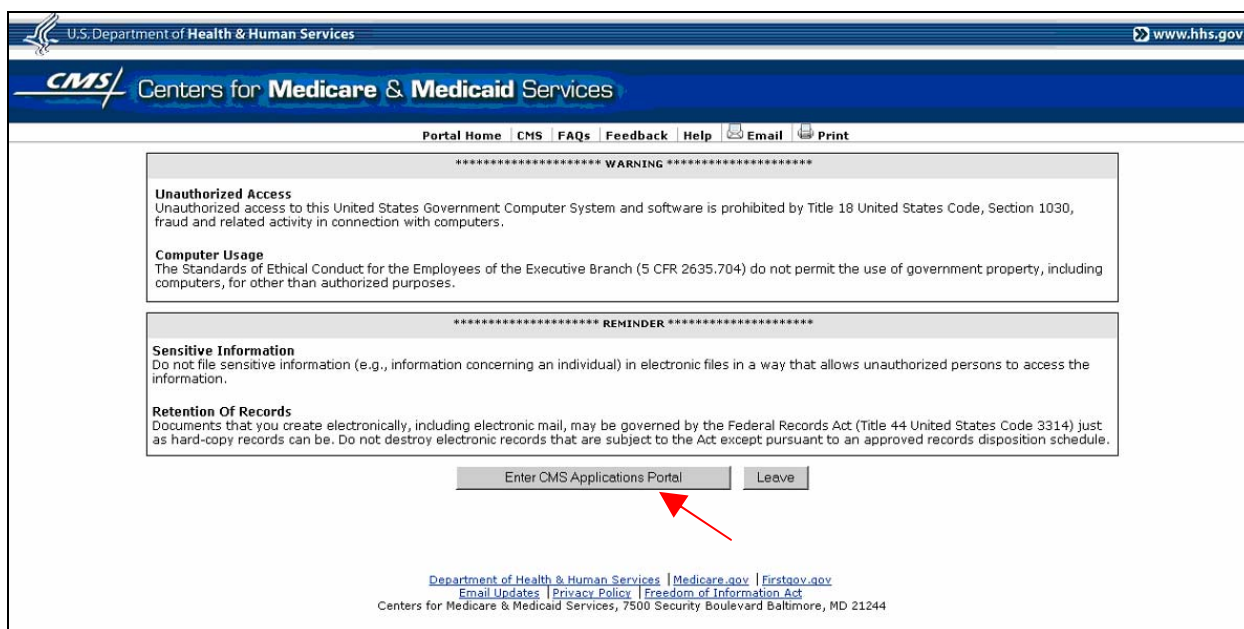

Figure 5: Government Computer System Warning/Reminder Screen

The CMS Applications Portal Introduction screen will open as shown in Figure 6.

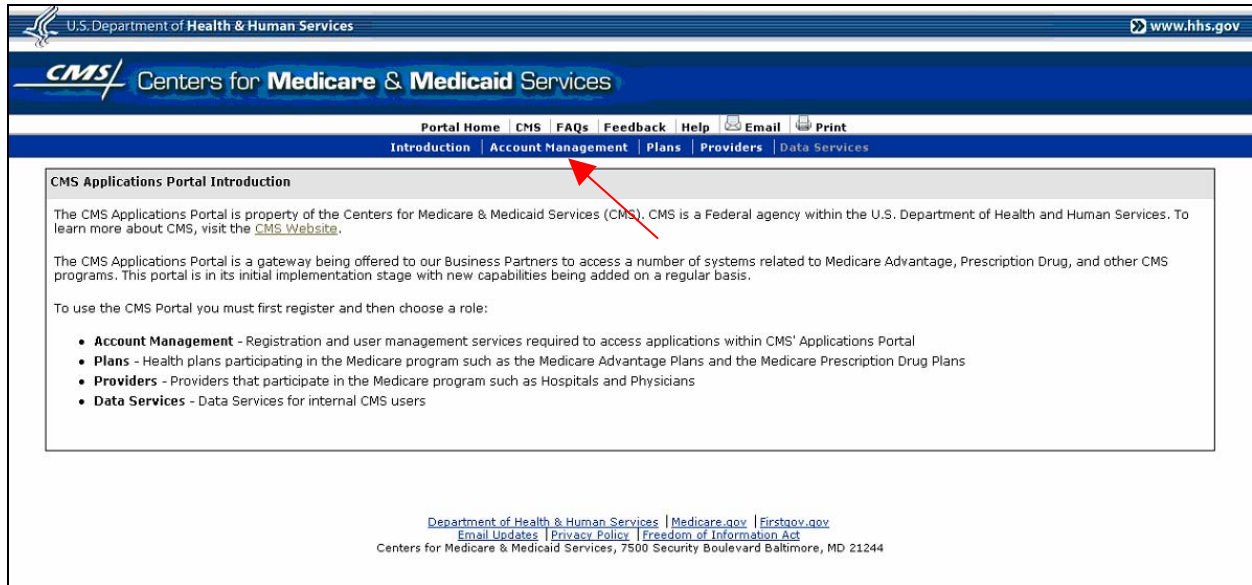**Action:**   Click on **Account Management** in the blue menu bar towards the top of the screen.

Figure 6: CMS Applications Portal Introduction Screen

The screen will update to show the screen presented in Figure 7.
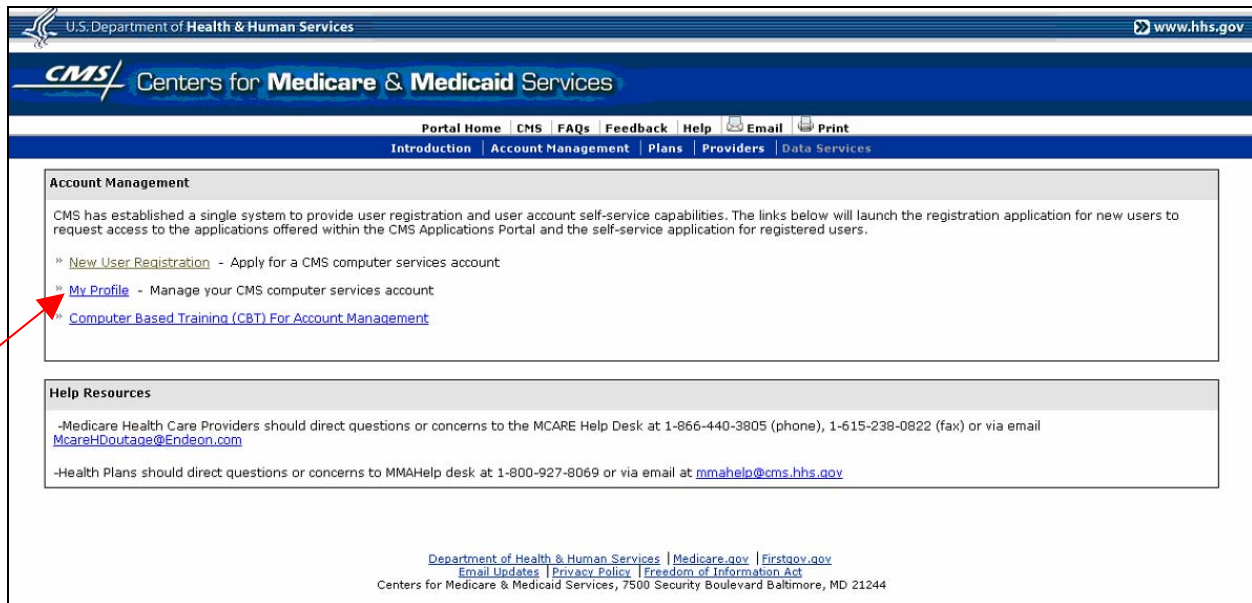
Action: Click on **My Profile**.

Figure 7: Account Management Selection Screen

The "Login to IACS" screen will be displayed as shown in Figure 8.

Figure 8: Login to IACS Screen

Action: Enter your *User ID*

Action: Enter your *Password* and click *Login.*

The "My Profile" screen will be displayed as shown in Figure 9.

3.2   Processing Pending Approvals on IACS for New Users

The following steps and screens show you how to Approve, Reject, or Defer a Pending request for a new user.

Action: In the "My Profile" screen, click on the **Pending Approvals** option.
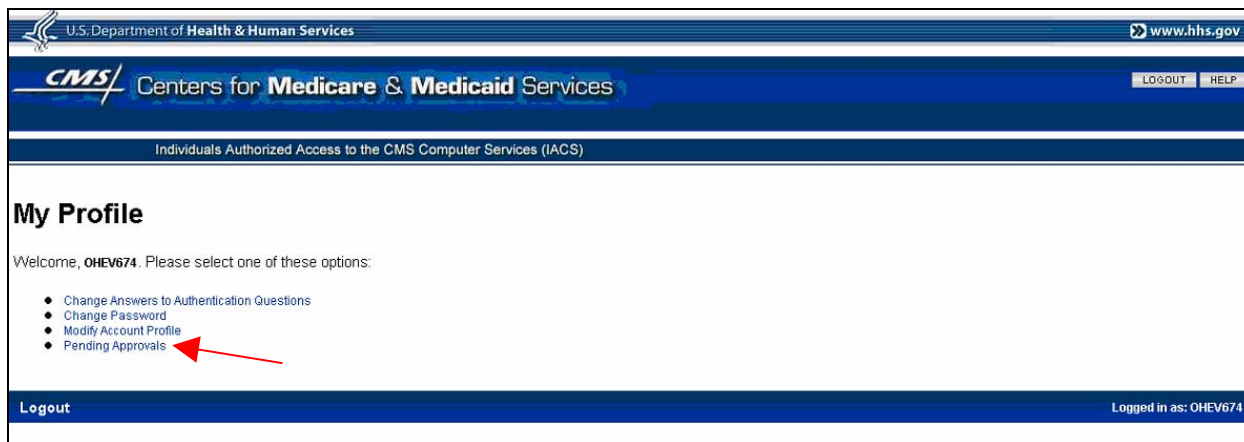

Figure 9: IACS My Profile Screen

The "My Profile" screen will close and the "Inbox" screen will be displayed as shown as in the example in Figure 10.

NOTE: The Approver's "Inbox" screen displays a maximum of 250 Process requests at a time. If there are more pending requests in the Approver's queue, a paging methodology is used as illustrated in Figure 10. The paging methodology indicates the number of the page whose Process requests are currently being displayed and the total number of pages of Process requests that there are available. In the example screen shown in Figure 10, the paging methodology is showing the Process requests on Page 1 out of a total of 3 pages. The paging methodology works as follows:

- If you want to move forward to the next page, click on the Right arrow (>).

- If you want to move forward to the very last page, click on the double Right arrow (>>).

- If you want to move back a page, click on the Left arrow (<).

- If you want to move back to the very first page, click on the double Left arrow (<<).

As you work through the Process requests, the screen will continually update with additional requests until you have processed all that are in your queue. The number of pages remaining to be processed will decrease as you work through the requests.

Figure 10: Example of IACS Approver Inbox for New User Screen

Action: Click on the *Process* you want to work*.*

The IACS "Application for Access to CMS Computer Systems Approval" screen will open and the **User Information** fields will be filled in with information the requester entered during the registration process. In the **Required Access** portion of the registration screen, information specific to the requester's User Type, Role, and Contract Number/s, Call Center, Organization Number/s or Billing Provider NPI and Provider Type is displayed as well as the requester's justification for the request. Figure 11 shows an example of this screen. Notice that the "Type of Request" is identified as being for a New User.

After you have read the requester's information, you can make a determination as to what action you will take on this request. Be sure to double-check the information the user has entered, before making your decision. You can Approve, Reject, or Defer the request.

Figure 11: Approver IACS Requester Application Display for New User

Approve

If you decide to **Approve** the request, you must enter a justification for the approval.

Action: Enter an approval justification in the ***Approval/Rejection Justification*** field. (See Figure 12)

Action: Click on the ***Approve*** button at the bottom of the screen**.**

Figure 12: Example of Requester Application Approval Screen

The **Application for Access to CMS Computer Systems Approval** screen will close. If there are more requests to be processed, the **Inbox** screen (Figure 10) will reopen and the process you just approved will not be displayed. If there are no more requests to be processed, the system will open the **My Profile** screen but "**Pending Approvals**" will not be on menu list.

Reject

If you decide to **Reject** the request, you must enter a justification for the rejection.

Action: Enter a reject justification in the *Approval/Rejection Justification* field. This text will be included in an email to the Requester.

Action: Click on the *Reject* button at the bottom of the screen. (See Figure 13)

Figure 13: Example of Requester Application Rejection Screen

The **Application for Access to CMS Computer Systems Approval** screen will close and the **Inbox** screen (Figure 10) will reopen if there are more requests to be processed, but the process you just rejected will not be displayed.

Defer

You can also Defer action on a request until a later time. For instance if you need to check additional information from another source, you might want to defer action until you have all the information you need to make an informed decision.

Action: Click on the *Defer* button at the bottom of the screen*.*

The **Application for Access to CMS Computer Systems Approval** screen will close and the **Inbox** screen (Figure 10) will reopen. The process you just deferred will remain in your inbox.

Once you are back in the **Inbox** screen (Figure 10), you can do one of the following:

- Select another *Request* to work

- Click on the **Return to Main Menu** button to return to the **My Profile** screen (Figure 9) and go to another function

- Logout of the IACS Registered User activity.

After you have approved a user's request, IACS will complete the provisioning process and send two emails to the user. The first email contains the User ID (UID) for the user and the second email contains a one-time, temporary password the user may use to log in and change his/her password. See the **IACS User Guide**, Section 2.5.

If you reject a request, IACS sends an email to the user notifying the requester of the rejection. The justification you enter for the rejection will be included in the denial email therefore; your justification statement should be clear about your reason for rejecting the access request.

3.3 Processing Pending Approvals on IACS for Current Users

Current CMS application users may occasionally need to change information in their IACS registration profile. They may need to add or delete Contract Numbers, Call Centers, Organization Numbers, or NPI Provider Numbers. If a user deletes any of these from his/her profile, no EPOC approval is required. However, EPOC approval is required if a user adds any of these to his/her profile. When a user completes a CMS access registration application modification, IACS generates an email to all approvers associated with the User Type (MA/MA-PD/PDP/CC, CBO/CSR, COB, Provider (270/271)), and/or Contract Number, Call Center, Organization Number, or NPI Provider entered/selected by the requester. This email informs the appropriate approvers that there is a pending request in their queue.

The following steps and screens show you how to Approve, Reject, or Defer a Pending request for a current user.

After accessing IACS as described in Section 3.1, the "My Profile" screen opens as shown in Figure 14.

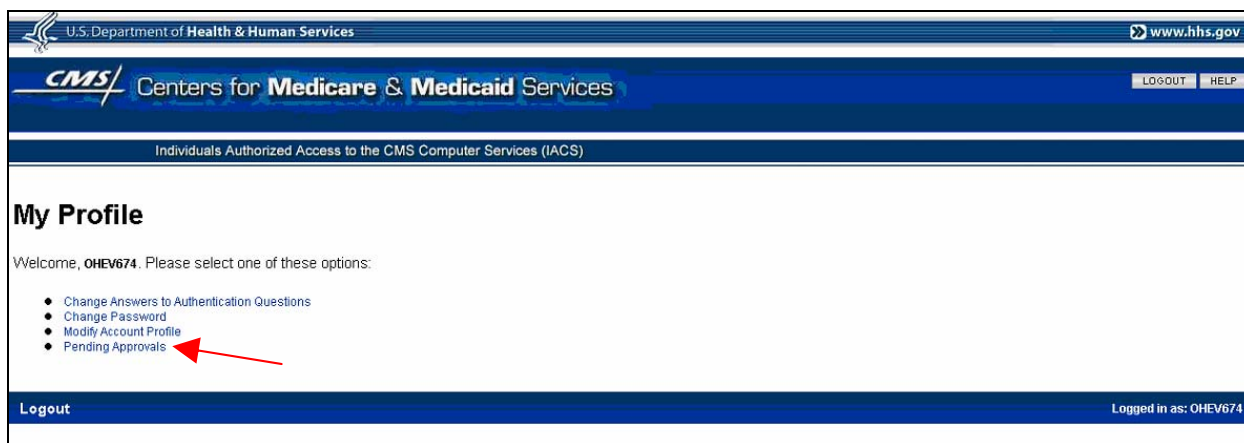**Action:** In the "My Profile" screen, click on the **Pending Approvals** option.

Figure 14: IACS My Profile Screen

The "My Profile" screen will close and the "Inbox" screen will be displayed as shown as in the example in Figure 15.

Figure 15: Example of IACS Approver In Box for Modify User Screen

Action: Click on the *Process* you want to work*.*

The IACS "Application for Access to CMS Computer Systems Approval" screen will open and the **User Information** fields will be filled in with information the requester entered during the registration process. This information cannot be directly modified by the user.

In the **Required Access** portion of the profile screen, information specific to the requester's User Type, Role, and Contract Number/s, Call Center/s, Organization Number/s or Billing Provider NPI and Provider Type is displayed as well as the requester's justification for the request. In this portion of the screen, you need to review any added Contract Number/s, Call Center/s, Organization Number/s or Billing Provider NPI Number/s. Figure 16 shows an example of this screen. Notice that the "Type of Request" is identified as being for an Existing User.

After you have read the requester's information, you can make a determination as to what action you will take on this request. Be sure to double-check the information the user has added before making your decision. You can Approve, Reject, or Defer the request.

Figure 16: Approver IACS Requester Application Display for Current User

Approve

If you decide to **Approve** the request, you must enter a justification for the approval.

Action: Enter an approval justification in the ***Approval/Rejection Justification*** field.

Action: Click on the ***Approve*** button at the bottom of the screen***.***

Reject

If you decide to **Reject** the request, you must enter a justification for the rejection.

Action: Enter a reject justification in the ***Approval/Rejection Justification*** field. This text will be included in an email to the Requester.

Action: Click on the ***Reject*** button at the bottom of the screen.

After you either approve or reject the request, the **Application for Access to CMS Computer Systems Approval** screen will close. If there are more requests to be processed, the **Inbox** screen (Figure 15) will reopen and the process you just approved will not be displayed. If there are no more requests to be processed, the system will open the **My Profile** screen but "**Pending Approvals**" will not be on menu list.

Defer

You can also Defer action on a request until a later time.

Action: Click on the *Defer* button at the bottom of the screen*.*

The **Application for Access to CMS Computer Systems Approval** screen will close and the **Inbox** screen (Figure 15) will reopen. The process you just deferred will remain in your inbox.

Once you are back in the **Inbox** screen (Figure 15), you can do one of the following:

- Select another *Request* to work

- Click on the *Return to Main Menu* button to return to the **My Profile** screen (Figure 14) and go to another function

- Logout of the IACS Registered User activity.

If you approved a user's Modify request, IACS will complete the provisioning process and send an email to the user indicating the approval.

If you reject a request, IACS sends an email to the user notifying the requester of the rejection. The justification you enter for the rejection will be included in the denial email therefore; your justification statement should be clear about your reason for rejecting the access request.

3.4   Processing Pending Approvals on IACS for User Certification

IACS users who are registered for access to Plans (MA/MA-PD/PDP/CC), COB, or CBO/CSR applications are required to certify each year as to their continued access needs. This includes all Approvers (EPOCs) for those CMS applications. Users in the Provider Community are not required to certify. Users must submit a Certification Request prior to their annual Certification date. The Certification Request screen looks similar to the user Modify Profile screen except that users are only permitted to delete Contract Number/s, Call Center/s, or Organization Number/s. They are not permitted to add any of these during the Certification process.

You are responsible for ensuring the Contract Number/s, Call Center/s, or Organization Number/s listed in each user's profile are still valid for that user to access. You will not be allowed to approve your own Certification Request.

When a user completes a Certification Request, IACS generates an email to all approvers associated with the User Type (MA/MA-PD/PDP/CC, CBO/CSR, COB), and/or Contract Number, Call Center, or Organization Number entered/selected by the requester. This email informs the appropriate approvers there is a Certification Request in their queue awaiting processing. An example of the notification email is shown in Figure 3.

> You have certification requests awaiting your approval in the Individuals Authorized Access to the CMS Computer Systems (IACS).
>
> To review your pending request(s), please do the following:
>
> Go to *https://applications.cms.hhs.gov*
>
> Read the Warning/Reminder and select "**Enter CMS Application Portal**".
>
> Select the **"Account Management"** link on the blue menu bar, and then the **"My Profile"** link.
>
> Log into IACS using your UID and password.
>
> Select the "**Pending Certifications**" link from the End User Menu.
>
> Approve/Reject your requests.
>
> Thank you,
> IACS
>
> Please do not reply to this system-generated email.

Figure 17: Example of Approver Notification Email for Certification

You may receive multiple Certification Requests for the same user under the same Request Number. If, for example, a user works on three (3) Plan Contracts, IACS will generate a request for each Contract under the same Request Number. Thus there will be three request emails and three Certification Requests to be processed for that user. These requests may involve more than one Approver, therefore the appropriate Approvers will receive the notifications.

If a Certification Request has not been processed within five (5) days of notification, Approvers will be sent a reminder email that will contain the Certification Request number and the number of days without any action. Approvers have up to 45 days to approve Certification Requests; however, after five days, they will receive a reminder email every day until the request is processed. If, after 45 days, a Certification Request has not been processed, the request will automatically be cancelled and the effect will be the same as denying a user's request; i.e., access to the resource item identified in the request will be denied. An email will be sent to the user informing him/her of this. The user's IACS account will remain active and IACS will update the user's Certification and Revocation Dates to the next year.

If the user needs to access the denied resource item, the user should contact his/her approver or supervisor to discuss the issue. If it is determined that the user still needs access to the denied resource item, the user can go into IACS and submit a Modify Profile request with the resource item/s added in.

The following steps and screens show you how to Approve, Reject, or Defer a Pending Certification Request.

After accessing IACS as described in Section 3.1, the "My Profile" screen opens as shown in Figure 18.

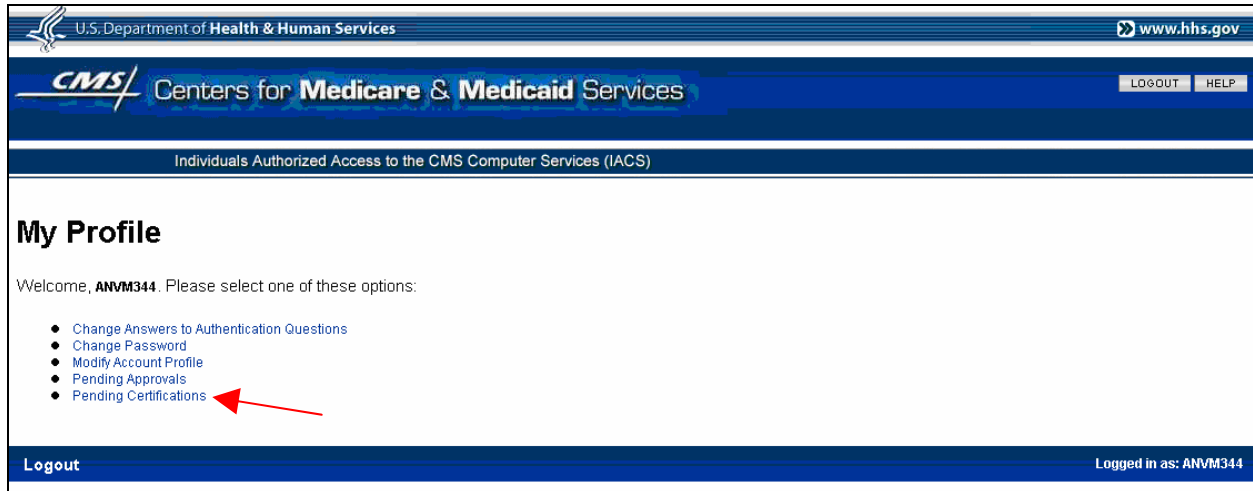**Action:**   In the "My Profile" screen, click on the ***Pending Certifications*** option.

Figure 18: IACS My Profile Screen Showing the Pending Certifications Option

The "My Profile" screen will close and the "Inbox" screen will be displayed as shown as in the example in Figure 19.

Figure 19: Example of IACS Approver In Box Screen for User Certification

Action: Click on the ***Process*** you want to work***.***

The IACS "Application for Access to CMS Computer Systems Approval" screen will open and the **User Information** fields will be filled in with information the requester entered during the registration process. This information cannot be directly modified by the user.

In the **Required Access** portion of the profile screen, information specific to the requester's User Type, Role, and Contract Number/s, Call Center/s, or Organization Number/s is displayed as well as the requester's justification for the Certification Request. In this portion of the screen, you can review the Contract Number/s, Call Center/s, or Organization Number/s available to the user to ensure they are still valid . Figure 20 shows an example of this screen. Notice that the "Type of Request" is identified as being a Certification Request.

After you have read the requester's information, you can make a determination as to what action you want to take on this request. You can Approve, Reject, or Defer the request.

Figure 20: Approver IACS Requester Application Display for Certification Request

Approve

If you decide to **Approve** the request, you must enter a justification for the approval.

Action: Enter an approval justification in the ***Approval/Rejection Justification*** field.

Action: Click on the ***Approve*** button at the bottom of the screen**.**

Reject

If you decide to **Reject** the request, you must enter a justification for the rejection.

Action: Enter a reject justification in the *Approval/Rejection Justification* field. This text will be included in an email to the Requester.

Action: Click on the *Reject* button at the bottom of the screen.

After you either approve or reject the request, the **Application for Access to CMS Computer Systems Approval** screen will close. If there are more requests to be processed, the **Inbox** screen (Figure 15) will reopen and the process you just approved will not be displayed. If there are no more Certification Requests to be processed, the system will open the **My Profile** screen but "**Pending Certification**" will not be on menu list.

Defer

You can also Defer action on a request until a later time.

Action: Click on the *Defer* button at the bottom of the screen*.*

The **Application for Access to CMS Computer Systems Approval** screen will close and the **Inbox** screen (Figure 15) will reopen. The process you just deferred will remain in your inbox.

Once you are back in the **Inbox** screen (Figure 19), you can do one of the following:

- Select another Certification *Process* to work

- Click on the *Return to Main Menu* button to return to the **My Profile** screen (Figure 14) and go to another function

- Logout of the IACS Registered User activity.

As noted earlier, a user's Certification Request may involve more than one Approver, depending on the type and number of Contract Number/s, Call Center/s, or Organization Number/s listed for that user. IACS will accumulate all Approver responses and determine the status of a user's account. If all the Contract Number/s, Call Center/s, or Organization Number/s are approved, IACS will send an email to the user indicating the approval, what was approved, and the justification.

If one or more Contract Number/s, Call Center/s, or Organization Number/s are rejected and some are approved, IACS will send two emails to the user. One email will indicate the Contract Number/s, Call Center/s, or Organization Number/s that was approved and the justification. The other email will indicate the Contract Number/s, Call Center/s, or Organization Number/s that was rejected and the justification.

If all Contract Number/s, Call Center/s, or Organization Number/s are rejected, IACS will disable a user's account and send an email to that effect to the user along with a justification. The email also includes information on contacting the appropriate Help Desk if needed.

Once a user's Contract Number/s, Call Center/s, or Organization Number/s is approved, IACS will automatically change the Certification Date and Revocation Date to the same month and day of the next year. For example, if the Certification Date is January 4, 2007 and the Revocation Date is January 5, 2007; when the user's Certification Request is approved, IACS will automatically change the Certification Date to January 4, 2008 and the Revocation Date to January 5, 2008.

4.0   Acronyms

This section defines acronyms used in this document.

Acronym	Definition
CBC	Center for Beneficiary Choices
CBO	Community Based Organization
CC	Cost Contract
CMS	the Centers for Medicare & Medicaid Services
COB	Coordination of Benefits
CSR	Customer Service Representative
EPOC	External Point of Contact
HIS	Health Information Specialist
IACS	Individuals Authorized Access to CMS Computer Systems
ID	Identification
ISMG	Information Systems Management Group
MA	Medicare Advantage
MA-PD	Medicare Advantage – Prescription Drug
MEIC	Medicare Eligibility Integration Contractor
NPI	National Provider Identity
NG	Northrop Grumman
OIS	Office of Information Systems
PDE	Prescription Drug Event
PDP	Prescription Drug Plan
RAPS	Risk Adjustment Processing System
UID	User Identifier
270/271	270 (inbound eligibility request); 271 (outbound eligibility response)