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

September 2008

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FIGURES

Important Note

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

Please read the ***IACS User Guide Main Body*** *before* you begin to use this document.

The ***IACS User Guide Main Body*** can be found under General User Guides and Resources at: www.cms.hhs.gov/IACS

This ***IACS User Guide for Approvers*** provides instructions on how to:

1. Approve IACS access requests for new users
2. Approve IACS access requests for existing users
3. Approve IACS certification requests.

In addition, this guide contains:

4. Information on additional IACS procedures that are useful to know
5. Helpful hints.

1.0   Introduction

1.1   Purpose

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

1.2   Background

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

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

- An established, secure Internet architecture for the CMS enterprise

- Defined products for the target enterprise architecture

- Defined security classifications and controls for CMS applications

- Defined security services that support the architecture and implement the controls

- Prescriptive application development standards and guidelines for the target environment

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

1.3   Roles and Responsibilities

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

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

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

- **End user** – An **end user** is a person who requires access to a CMS application or user community to perform assigned work tasks. **End users** include employees within various CMS components as well as their authorized subcontractors and

business partners. An end user may only be put into an end user role; and may not be put into an approver role for the same application or access.

- **User** – When appropriate, the term **user** refers to all IACS users collectively, regardless of their role.

1.4   *The IACS User Guide Main Body*

The **IACS User Guide Main Body,** referenced in the beginning of this User Guide, provides screens and procedures that are common to all IACS users. This includes such things as:

- Accessing the New User Registration screens

- Completing the User Information and Contact information portion of the New User Registration screen

- Accepting or Declining the Privacy Act Statement / Rules of Behavior Terms and Conditions

- Completing the Registration process

- Logging into IACS for the first time

- Changing passwords

- Modifying IACS account profile information

- Password reset when a user has forgotten their password

- User ID recall when a user has forgotten their User ID

- Requesting access to multiple applications integrated with IACS.

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

- Completing the Required Access portion of the New User Registration screen for End Users, Approvers, and other roles, as required

- Modifying registration details after the initial registration has been approved and provisioned.

1.5   *How to Use This Guide*

The **IACS User Guide for Approvers** provides screens and procedures for the IACS approval scenarios. These include:

- Approving access requests for new IACS users

- Approving access requests for existing IACS users

- Approving certification requests for existing IACS users

1.6   *Formatting Conventions*

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

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

	Example:

	Action: Select the *OK* button*.*

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

	Examples:

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

	Or

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

	Or

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

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

	Example:

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

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

	Example:

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

1.7   IACS Help Documents

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

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

The following IACS documentation has been added to the CMS IACS website (*http://www.cms.hhs.gov/IACS/*) to provide additional information and instructions for IACS users:

- **IACS User Guide Main Body** – has been added for generic information on registering in IACS, using IACS, and contains directions to relevant help documentation for all roles and modifications to IACS account profiles.

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

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

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

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

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

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

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

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

For all CMS Applications and User Communities:

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

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

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

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

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

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

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

- **IACS New User Registration – Individual Practitioner**

- **IACS Request Access to a CMS Application for Individual Practitioners, Organization Users, and Surrogate Users**

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

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

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

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

2.0   IACS Registration

In order to be a CMS approver you must first register in IACS as an Approver. Refer to the **IACS User Guide Main Body** for *complete details* on this registration procedure and other relevant information.

There are different levels of approvers associated with the various access requests possible in IACS. When you request *Approver* as your user type in your IACS registration your request will be routed to the appropriate CMS approver.

Note: Approval authority in organizations is distributed to roles with various business titles which may be different from the role labeled **Approver.** Some of these titles are: Authorized Official, Security Official, etc. Please contact your manager or supervisor prior to registering in IACS for the correct approver role you should register for in your organization.

The following subsection will illustrate how to begin your IACS new user registration.

2.1   Accessing IACS New User Registration

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

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

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

Figure 1: CMS Applications Portal WARNING/REMINDER Screen

The figure displays the CMS Government Computer System Warning/Reminder screen which contains important user information.

Two navigation buttons are at the bottom of the screen; an Enter C M S Applications Portal button which will provide access to the C M S Applications Portal and a Leave button which will bring the user to the C M S Website.
Additional hyperlinks on this screen are in the screen banner and a navigation bar at the top of the screen.

The screen banner hyperlink is a hyperlink to the Health and Human Services web site.

The top navigation bar has hyperlinks to various screens on the Centers for Medicare and Medicaid (C M S) web site. These hyperlinks are: a hyperlink to the C M S Applications Portal Home screen (this is the current screen), a hyperlink to the C M S web site Home Page, a hyperlink to the C M S web site F A Qs, a feedback hyperlink to the C M S feedback screen, a hyperlink to the C M S web site Help screen, an email hyperlink that enables the user to send this page to someone, and a print icon that will print the current page.

End of figure.

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

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

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

Figure 2: CMS Applications Portal Introduction Screen

The figure displays the C M S Applications Portal Introduction screen.

An additional navigation menu bar has been added to the top of the screen. The additional hyperlinks now available are:

Introduction, this is the current screen
Account Management, a hyperlink to registration and user management services required to access applications within C M S's Applications Portal
Plans, a hyperlink to Health plans participating in the Medicare program such as the Medicare Advantage Plans and the Medicare Prescription Drug Plans
Providers, a hyperlink to Providers that participate in the Medicare program such as Hospitals and Physicians

End of figure.

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

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

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

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

Figure 3: Account Management Screen

The figure displays the Account Management screen showing account management information and available hyperlinks.

The hyperlinks on the Account Management screen are:

New User Registration, which will allow you to register, request access to C M S computer applications, and, for primary security officials, enter relevant organizational and account information on the E D I Registration form.
My Profile, which will allow you to manage your IACS profile information.
Computer-Based Training (C B T) for Account Management, which will allow you to access online training for the IACS account management functions.
Forgot Your User I D? which will allow you to retrieve your user I D if you were required to enter your date of birth during your IACS registration process.
IACS Community Administration Interface, which will allow you to access assisted user accounts management functions.

A help resources section at the bottom of this screen contains information on and email hyperlinks to the various C M S helpdesks and help resources.

End of figure.

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

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

Figure 4: New User Registration Menu

The figure displays the New User Registration Menu screen.

There are two sections: the top section is for the C M S User Communities and the bottom section is for C M S Applications.

This screen shows a listing of the current user communities and applications that C M S provides access to. These are shown on the screen as active hyperlinks, each hyperlink representing the name of a C M S application, system access area, or user community.

As C M S increases the number of applications it provides access to and the user communities it serves, the list of selections on this screen will also increase.

End of figure.

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

Figure 5: Terms and Conditions: Privacy Act Statement Screen

The figure displays the Terms and Conditions, C M S Computer Systems Security Requirements, screen with the Privacy Act Statement text.

The screen features and navigation buttons are explained in detail in this help document.

End of figure.

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

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

Action: Select the *I Accept* button.

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

When you select the *I Accept the above Terms and Conditions* box and the *I Accept* button in the **Terms and Conditions** screen, the system will display the appropriate screen or screens to allow you to enter IACS account information for either CMS Applications approvers or CMS User Communities approvers.

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

2.2   Entering Your IACS Account Information

Approvers must enter application or user community-specific information when registering in IACS. This specialized data allows approvers to receive authorization to approve:

1. New user access requests

2. Additional access requests to CMS applications and CMS User Community roles submitted by existing IACS users

3. Requests for yearly certification submitted by certain groups of existing IACS users.

How to enter this approver-specific information, the specific fields to be used, and the instructions for completing these fields, are presented in the IACS attachments listed below.

Together with the **IACS User Guide Main Body**, these attachments provide sample screens and instructions for completing new user registration in IACS as well as instructions for modifying account profiles for all users associated with specific CMS applications or user communities.

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

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

- **Attachment C – COB** – Coordination of Benefits – VDSA and COBA Organizations

- **Attachment D – HETS UI** – HIPAA Eligibility Transaction System User Interface

Note: Information that is specific for approvers in the CMS User Communities is presented in the following IACS help documents:

- **Attachment E – DMEPOS Community** – Durable Medical Equipment, Prosthetics, Orthotics & Supplies (DMEPOS) Competitive Bidding System (DBidS) Community and Application

- **Attachment G – Provider/Supplier** and **FI/Carrier/MAC Communities**

2.2.1 Finishing Your New User Registration

When all the required fields in the *User Information* and *Access Request* input fields have been completed and the data are valid, the system will display a screen in which you can review the information you entered in these fields. An example of this screen, the **Review Registration Details** screen, is illustrated in Figure 6.

Figure 6: Review Registration Details Screen

The figure displays the Review Registration Details screen.

The screen displays the user's registration information so that the user can check it for accuracy.

The screen has three navigation buttons at the bottom of the screen; a submit button which sends the registration information to IACS for processing, an edit button which

allows the user to return to the previous screen and edit their input, and a cancel button which will delete any information entered and cancel the registration request.

End of figure.

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

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

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

Action: Select the *Submit* button when you are satisfied that your registration information is correct. When you select the *Submit* button, a **Registration Acknowledgement** screen displays as illustrated in the example in Figure 7.

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

Figure 7: Registration Acknowledgement Screen

The figure displays the Registration Request Acknowledgement screen which contains a message that indicates the user's request has been successfully submitted and provides a tracking number for the request.
The screen has one navigation button on the lower left, an OK button which, when selected completes the new user registration process and closes the browser.

End of figure.

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

Action: Select the *OK* button.

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

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

2.3 After Completing Your User Registration

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

If this email notification is not received within 24 hours after you register, please contact your Help Desk. See Section 7.2 for help desk contact information. Figure 8 illustrates an example of an email providing your Request Number.

Figure 8: Request Number Email

The figure displays a sample email. The text of the email is as follows:

Please use the following Request Number when contacting CMS regarding your request.

Request #: REQ-<your request number will appear here>.

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

Please do not reply to this system-generated email.

End of figure.

2.3.1 Request Approval

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

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

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

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

Action: Answer at least two authentication questions.

Figure 9 illustrates an example of the email providing your User ID.

Figure 10 illustrates an example of the email providing your temporary one-time password.

Figure 9: User ID Email

The figure displays a sample email that is sent to the user to deliver his User ID reminder. The text reads as follows:

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

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

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

Thank you,
IACS

Please do not reply to this system generated email.

End of figure.

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

Figure 10: Temporary One-time Password Email

The figure displays the text of the password notification email which says the following:

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

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

Select the Account Management link on the menu bar, and then the my profile link.

Login to IACS using your User ID and password to change your password.

Thank you,

IACS

Please do not reply to this system-generated email.

End of figure.

2.3.2 Request Denial

The person approving your registration as an approver will be notified of your pending request via email. If your request is denied, you will be sent an email informing you. The email will also provide the justification given for the denial.

Figure 11 is an example of a denial email.

Figure 11: Request Denial Email

The figure displays the text of the request denial email which says the following:

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

Justification: *<text of justification will appear here>*

Thank you,
IACS

Please do not reply to this system-generated email.

End of figure.

2.3.3 Automatic Request Cancellation

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

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

If your request is cancelled, you will be sent an email informing you of the cancellation.

Figure 12 is an example of a request cancellation email.

If you wish to discuss the reason your access request was cancelled because of this delay in processing, you should contact your manager or supervisor.

Figure 12: Request Cancellation Email

The figure displays the text of the request cancellation email which says the following:

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

Thank you,

IACS

Please do not reply to this system-generated email.

End of figure.

3.0   First Time Login to IACS

When you are ready to login to IACS for the first time, please reference the **IACS User Guide Main Body**, the **First Time Login to IACS** Section for instructions and screen displays.

Please note that after your first time login to IACS the following will apply:

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

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

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

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

4.0 Approving Access Requests for New and Existing Users

The following subsections provide step by step instructions on how to approve, reject or defer a pending approval request for a new user registration.

Approval requests in IACS are automatically routed to the appropriate authorized approver or approvers.

Reminder: Approval authority in organizations is distributed to roles with various business titles in addition to the role labeled **Approver.** Some of these titles are: Authorized Official, Security Official, etc. Please contact your manager or supervisor prior to registering in IACS for the correct approver role in your organization for which you should register.

Note: The process for approving requests for *CMS Applications – MA/MA-PD/PDP/CC* and *CBO/CSR* is illustrated in Section 4.4.

The process for approving approval requests for *CMS Applications – COB* and *HETS UI* is illustrated in Section 4.5

The process for approving requests for *CMS User Communities – DMEPOS, Provider/Supplier and FI/Carrier/MAC*, and *Community-based applications – CARE, PQRI and PS&R* is illustrated in Section 4.6.

Once you have been authorized for an approver role, such as:

- **CMS Application-specific Approver** or **EPOC** for MA/MA-PD/PDP/CC, CBO/CSR and COB applications

- **EPOC** or **Security Official** for the HETS UI application

- **Authorized Official** or **Backup Authorized Official** for the DMEPOS user community

- **Security Official, Backup Security Official, User Group Administrator** or **Application Approver** for the Provider/Supplier or FI/Carrier/MAC user communities

you will receive notification of approval requests requiring your action. These requests will be sent by IACS to all approvers authorized to receive them. These approval requests will arrive singly or grouped together by user.

4.1 Approver Notification of Pending Approvals

When a user completes an access request (new user registration and/or account profile modifications), IACS will send an email notification to all approvers authorized to approve the request. This email informs the appropriate approver(s) that there is a pending approval

request in their IACS approval queue awaiting action. An example of the notification email is shown in Figure 13.

Figure 13: Approver Notification Email

The figure displays the text of the approver notification email which says the following:

You have a request awaiting your approval in the Individuals Authorized Access to the CMS Computer Services (IACS). The tracking number of this request is REQ *<tracking number will be inserted here>*.

Please go to *https://applications.cms.hhs.gov*

Read the Warning/Reminder and select Enter CMS Applications Portal.

Select the Account Management link on the blue menu bar, and then the my profile link.

Login to IACS using your User ID and password.

Approve/Reject your requests.

Thank you,

IACS

Please do not reply to this system-generated email.

End of figure.

If no action is taken on an approval request within four days of receipt, IACS automatically generates a reminder to all appropriate approvers. An example of this reminder notification email is shown in Figure 14.

Figure 14: Approver Reminder Email

The figure displays the text of the approver reminder email which says the following:

This is a reminder that you have a request awaiting your approval in the Individuals Authorized Access to the CMS Computer Services (IACS). The tracking number of this request is REQ *<tracking number will be inserted here>*.

There has been no action on this request for a minimum of 4 days.

Please go to *https://applications.cms.hhs.gov*

Read the Warning/Reminder and select Enter CMS Applications Portal.

Select the Account Management link on the blue menu bar, and then the my profile link.

Login to IACS using your User ID and password.

Approve/Reject your requests.

Thank you,

IACS

Please do not reply to this system-generated email.

End of figure.

Note: If you do not process an access request (new user registration or account profile modification) **for an End User** role within 12 calendar days of the request submission, the request is automatically cancelled and the individual will receive an email notification to this effect. The user will then have to resubmit the registration or account profile modification request.

Note: If you do not process an access request (new user registration or account profile modification) **for an Approver, MEIC Help Desk person, Security Official, or Authorized 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 resubmit the registration or account profile modification request.

4.2   Accessing IACS

The following steps and screens show how to begin the approval process in IACS.

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

The **CMS Applications Portal WARNING/REMINDER** screen will display as illustrated in Figure 15.

Figure 15: CMS Applications Portal WARNING/REMINDER Screen

The figure displays the CMS Government Computer System Warning/Reminder screen which contains important user information.

Two navigation buttons are at the bottom of the screen; an Enter C M S Applications Portal button which will provide access to the C M S Applications Portal and a Leave button which will bring the user to the C M S Website.
Additional hyperlinks on this screen are in the screen banner and a navigation bar at the top of the screen.

The screen banner hyperlink is a hyperlink to the Health and Human Services web site.

The top navigation bar has hyperlinks to various screens on the Centers for Medicare and Medicaid (C M S) web site. These hyperlinks are: a hyperlink to the C M S Applications Portal Home screen (this is the current screen), a hyperlink to the C M S web site Home Page, a hyperlink to the C M S web site F A Qs, a feedback hyperlink to the C M S feedback screen, a hyperlink to the C M S web site Help screen, an email hyperlink that enables the user to send this page to someone, and a print icon that will print the current page.

End of figure.

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

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

The **CMS Applications Portal Introduction** screen displays as illustrated in Figure 16.

Figure 16: CMS Applications Portal Introduction Screen

The figure displays the C M S Applications Portal Introduction screen.

An additional navigation menu bar has been added to the top of the screen. The additional hyperlinks now available are:

Introduction, this is the current screen
Account Management, a hyperlink to registration and user management services required to access applications within C M S's Applications Portal
Plans, a hyperlink to Health plans participating in the Medicare program such as the Medicare Advantage Plans and the Medicare Prescription Drug Plans
Providers, a hyperlink to Providers that participate in the Medicare program such as Hospitals and Physicians

End of figure.

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 17.

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

Figure 17: Account Management Screen

The figure displays the Account Management screen showing account management information and available hyperlinks.

The hyperlinks on the Account Management screen are:
New User Registration, which will allow you to register, request access to C M S computer applications, and, for primary security officials, enter relevant organizational and account information on the E D I Registration form.
My Profile, which will allow you to manage your IACS profile information.
Computer-Based Training (C B T) for Account Management, which will allow you to access online training for the IACS account management functions.
Forgot Your User I D? which will allow you to retrieve your user I D if you were required to enter your date of birth during your IACS registration process.
IACS Community Administration Interface, which will allow you to access assisted user accounts management functions.

A help resources section at the bottom of this screen contains information on and email hyperlinks to the various C M S helpdesks and help resources.

End of figure.

Action: Select the *My Profile* hyperlink.

The **Login to IACS** screen will display as illustrated in Figure 18.

Figure 18: Log In to IACS Screen

The figure displays the login to IACS screen displaying the User ID and Password fields, a login button, a Forgot Your Password? button and, at the top right of the screen, a help button.

The banner on the screen remains the same on all IACS screens and will contain the hyperlink to the health and human services website on the upper right of the screen.

The forgot your password? button will bring the user to the password reset functionality, if he or she has forgotten their IACS password.

The help button will bring the user to help information for this screen.

End of figure.

Action: Enter your *User ID*.

Action: Enter your *Password.*

Action: Select the *Login* button.

Note: If you enter your password incorrectly *three times*, the system will lock your account. The IACS system will unlock your account after 60 minutes. You can then attempt to login to IACS again.

The **My Profile** screen will display as illustrated in Figure 19.

4.3   Accessing Pending Approvals

The following steps and screens show how to access pending approvals.

Figure 19: My Profile Screen: CMS Applications

The figure displays the My Profile screen for IACS users in the CMS Applications. The screen displayed is for an approver who has completed the necessary first time login tasks of changing his or her password and answering a minimum of two authentication questions and has pending approvals. The My Profile screen now displays 4 hyperlink options:
Change Answers to Authentication Questions – a hyperlink that brings the user to the change answers to authentication questions functionality, if he or she wishes to add more answers or change those answers they have already provided.
Change Password – a hyperlink that brings the user to the change password functionality, if he or she wishes to change their password.
Modify Account Profile – a hyperlink that brings the user to the modify account profile functionality.
Pending Approvals – a hyperlink that brings the user to their pending approvals inbox.

In addition two logout navigation options appear; a logout button on the upper right of the screen next to the help button, and, a logout hyperlink on the lower left of the screen.

End of figure.

Action: Select the *Pending Approvals* hyperlink.

Your approver **Inbox** screen will display as illustrated in Figure 21. Pending approval items will be displayed as hyperlinks in a table.

Note: For approvers in a CMS User Community, the **My Profile** screen will appear slightly different, reflecting the IACS functionalities for community users. An example of this **My Profile** screen with the *Pending Approvals* hyperlink is displayed in Figure 20.

Figure 20: My Profile Screen: CMS User Communities

The figure displays the My Profile screen for IACS users in the CMS user communities. The screen displayed is for a user who has completed the necessary first time login tasks of changing his or her password and answering a minimum of two authentication questions. The My Profile screen now displays 5 hyperlink options:
Modify User/Contact Information – a hyperlink that brings the user to the modify user and or contact information
Modify Account Profile – a hyperlink that brings the user to the modify account profile functionality.
Change Answers to Authentication Questions – a hyperlink that brings the user to the change answers to authentication questions functionality, if he or she wishes to add more answers or change those answers they have already provided.
Change Password – a hyperlink that brings the user to the change password functionality, if he or she wishes to change their password.
Pending Approvals – a hyperlink that brings the user to their pending approvals inbox.

In addition two logout navigation options appear; a logout button on the upper right of the screen next to the help button, and, a logout hyperlink on the lower left of the screen.

End of figure.

Action: *For illustration only – no action necessary.*

Figure 21: Approver Inbox Screen

The figure displays the approver inbox screen which displays a table of all pending approvals.

One navigation button is at the bottom left of the screen; a return to main menu button which will return the user to the my profile screen
.
Additional logout hyperlinks on this screen are in the screen banner and at the bottom left of the screen.

End of figure.

Action: Select the hyperlink of the ***Pending Approval*** item on which you want to work, as listed in the *Process* column.

4.4   *Processing Pending Approvals for MA/MA-PD/PDP/CC and CBO/CSR Applications*

The following requests will be **grouped together by user and approver**. For all approvers with approval authority for one or more Contracts or Call Centers requested by a user, IACS will *group* them together and submit these grouped approval requests to all authorized approvers.

For MA/MA-PD/PDP/CC – 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)] receive approval requests by the Contract Numbers for which they have approval authority. Thus a MA/MA-PD/PDP/CC Approver may have approval authority for one Contract Number or several Contract Numbers.

Exception: The roles of **IUI Administrator** and **IUI Help Desk** in **MA/MA-PD/PDP/CC** will not be subject to this grouping for their approval as they do not have any related Contract Numbers. The approval requests for these users will be sent singly.

For CBO/CSR – Approvers for the CBO/CSR User Type receive approval requests by the Call Centers for which they have approval authority. Thus a CBO/CSR Approver may have approval authority for one Call Center or several Call Centers.

Example: If you and another approver in your organization have approval authority for the same two Contract Numbers, and a user requests access for both Contract Numbers each of you will receive an approval request with **both** Contract Numbers in the request.

IACS will update those requests with the actions you or the other approver take. Some approval scenarios that could follow are:

Approval Scenario 1 – You approve or reject both Contract Numbers. The request will be removed from the pending approval queues of **both approvers.**

Approval Scenario 2 – You approve one Contract Number and take no action on the other. The approval request will remain in **both** your pending approvals queue awaiting action **and your approval will be visible to both approvers.**

Approval Scenario 3 – You reject one Contract Number and take no action on the other. The approval request will remain in **both** your pending approvals queue awaiting action **and your rejection will be visible to both approvers.**

The following steps and screens show how to process pending approvals if you are an approver for the MA/MA-PD/PDP/CC or CBO/CSR applications.

When you have selected a Pending Approval item to work on, it will display in the **Application for Access to CMS Computer Systems Approval** screen as illustrated in Figure 22.

The **User Information** and **Required Access** portions of the screen will display information specific to the user and their access request. At the bottom of the screen, the type of request is identified and the Contract Numbers or Call Centers to be approved for access are displayed.

> **Note**: This type of grouping will also be applied to *CBO/CSR* Call Center approval requests, when multiple access requests by a user are combined on a single pending approval for a specific approver.

The following request/approval grouping scenarios are possible, depending on the number of Contracts the user requested and the number of Contracts which you are authorized to approve:

Request/Approval Scenario 1 – The user requested one Contract Number and you are authorized to approve the requested Contract Number. Then, only one Contract Number will appear on the list.

Request/Approval Scenario 2 – The user requested two or more Contract Numbers and you are authorized to approve all the requested Contract Numbers. Then, all requested Contract Numbers will appear on the list.

Request/Approval Scenario 3 – The user requested two or more Contract Numbers and you are authorized to approve only one requested Contract Number. Then, only one Contract Number will appear on the list.

Request/Approval Scenario 4 – The user requested two or more Contract Numbers and you are authorized to approve some of the requested Contract Numbers. Then, only the Contract Numbers which you are authorized to approve will appear on the list.

Request/Approval Scenario 5 – The user requested one or more Contract Numbers and you are NOT authorized to approve any of the requested Contract Numbers. If this occurs, the request will not be displayed in your Pending Approvals list and you will not be required to take any action.

After you have reviewed the requester's information, make a determination of what actions to take on this request. Be sure to double-check the information the user has entered, before making your decision.

Select the appropriate radio button to **Approve**, **Reject**, or **Defer** each Contract Number in this grouped request.

Note: The default radio button selection when the screen displays is: **Defer**.

Figure 22: Pending Approval Screen: Grouped Items

The figure displays Application for Access to CMS Computer Systems Approval screen for grouped items. In the User Information portion of the screen, the User Information fields will be filled in with information previously provided.
The user's SSN field and number are not displayed.

In the Required Access portion of the screen, information about the request and the user are provided. This information is followed by a grouping of all the contracts you are authorized to approved that this user has requested. To the left of each contract number is a series of radio buttons and a justification field. These are explained in this help document.

The screen navigation buttons are a process button and a cancel button.

End of figure.

Action: *Review* the requestor's information.

Action: *Determine*, by Contract Number, the action you will take.

Action: Select the *appropriate* radio button for your action *for each* listed item.

- If you select **Approve**, the system will assign the default text **Approved** as the justification. You may overwrite the text as necessary.

- If you select *Reject*, a justification is required. The justification you enter will be forwarded to the user in a rejection email notification.

- If you select *Defer*, no justification is required and the request will remain in pending status until it is approved or rejected by an authorized approver or it expires.

Action: Select the *Process* button at the bottom of the screen.

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When the *Process* button is selected, the system will verify if there has been an action taken (approve or reject) for all items in the pending approval. The system will display the appropriate message, depending on your actions, to notify you if the request will be processed at this time or if additional actions are needed before processing. A message or small window will appear to confirm your action or provide confirmation of the action.

As an example, a small window to confirm your action when not all Contract Numbers have been approved or rejected is illustrated in Figure 23.

Figure 23: Confirm Action Dialogue Box

The figure displays confirm action dialogue box with a notice requesting the approver confirm their action. This box and messages contained in it are explained in this help document.

End of figure.

Example: If you approve and reject some of the Contract Numbers, and some remain as defer, you will be provided a status and prompted to confirm your action. If this is the case, you must take the following Action:

Action: If a small window is displayed, *read* the text in the window and *determine* the correct action. Select the *OK* button to confirm your action or the *Cancel* button to return to the pending approval.

If a small window is displayed to confirm the action and you select the *Cancel* button, you will remain in the pending approval screen.

If a small window is displayed to confirm the action and you select the *OK* button to exit the request or have taken action on all requested Contract Numbers on this request, IACS will:

1. Return to the **Inbox** screen if additional Pending Approvals are awaiting your action, or

2. Return to the **My Profile** screen if no more Pending Approvals are awaiting your action.

If you approve or reject all Contract requests and select the *Process* button, IACS will:

1. Return to the **Inbox** screen if additional Pending Approvals are awaiting your action, or

2. Return to the **My Profile** screen if no more Pending Approvals are awaiting your action.

4.5 Processing Pending Approvals for COB and HETS UI Applications

The following requests will be sent **singly.** For all approvers with approval authority for one or more items requested by a user, IACS will submit a separate approval request for each item, to all authorized approvers.

For COB – Approvers for the COB User Type (**User/Transmitter**) receive approval requests by COB Organization Numbers. Thus a COB Approver will have approval authority for single users in an organization.

For HETS UI – Approvers for the HETS UI User Type receive approval authority for users based on the relative size of the organization. Thus a HETS UI Approver will have approval authority for users in an organization.

Example: If you and another approver in your organization have approval authority for the same two organizations and a user requests access for both organizations, **each of you** will receive **two separate** approval requests with **a single access** in each request.

IACS will update these requests with the actions you or the other approver take. Some approval scenarios that could follow are:

Approval Scenario 1 – You approve both approval requests; both approval requests will be removed from the pending approvals queue of **both approvers.**

Approval Scenario 2 – You approve one item and take no action on the other. The request you approved will be removed from **both** your pending approvals queues. The other request will remain in **both** your pending approvals queues awaiting action.

Approval Scenario 3 – You reject one item and take no action on the other. The approval request will remain in **both** your pending approvals queue awaiting action.

The following steps and screens show how the system will display a request and how to process your pending approvals if you are an approver for *CMS Applications – COB* and *HETS UI*.   For these approvers the requests are submitted one at a time, therefore they are not combined or grouped as pending approvals illustrated previously. Items that are sent to approvers singly will display an **Application for Access to CMS Computer Systems Approval** screen as illustrated in Figure 24.

Figure 24: Pending Approval Screen: Single Item

The figure displays Application for Access to CMS Computer Systems Approval screen for single items. In the User Information portion of the screen, the User Information fields will be filled in with information previously provided.
The user's SSN field and number are not displayed.

In the Required Access portion of the screen, information about the request and the user are provided. This information is followed additional user information.
At the bottom of the screen is a justification field and an Approve, Reject and Defer navigation buttons. These are explained in this help document.

End of figure.

The type of request and item to be approved is indicated as illustrated. The action buttons will be displayed as *Approve, Reject,* and *Defer* navigation buttons.

Action: Select the *appropriate* navigation button for your action.

- If you select *Approve* or *Reject* a brief justification statement *is required*.

- If you select *Defer* no justification statement is required as the item will remain in your **Inbox** in pending status**.**

When the desired button is selected, IACS will:

1. Return to the **Inbox** screen if additional Pending Approvals are awaiting your action, or

2. Return to the **My Profile** screen if no more Pending Approvals are awaiting your action.

4.6 Processing Pending Approvals for CMS User Communities and Community-based Applications (CARE, PQRI and PS&R)

The following requests will be sent **singly, by user**. For all approvers with approval authority for one or more items requested by a user, IACS will submit a separate approval request for each item, to all authorized approvers.

> **For the DMEPOS Community–** Approvers for the DMEPOS User Community receive approval authority for users based on the NSC number and name of the organization. Thus a DMEPOS Community Approver will have approval authority for single users based on the organization name and NSC number.

> **For the Provider/Supplier Community –** Approvers for the Provider/Supplier User Community receive approval authority based on the Taxpayer Identification Number, TIN, and Legal Business Name of the organization. Thus a top-level Provider/Supplier Community Approver will have approval authority for users based on the organization and/or user group association requested by the users.

> **For the FI/Carrier/MAC Community –** Approvers for the FI/Carrier/MAC User Community receive approval authority based on the Medicare Contractor ID Number. Thus a top-level FI/Carrier/MAC Community Approver will have approval authority for users based on the organization and/or user group association requested by the users.

> **Example:** If you and another approver in your organization have approval authority for the same two items, application or community roles, and a user requests access for both items **each of you** will receive **two separate** approval requests with **a single item** in each request.

> IACS will update these requests with the actions you or the other approver take. Some approval scenarios that could follow are:

> **Approval Scenario 1 –** You approve both approval requests; both approval requests will be removed from the pending approvals queue of **both approvers.**

> **Approval Scenario 2 –** You approve one item and take no action on the other. The request you approved will be removed from **both** your pending approvals queues. The other request will remain in **both** your pending approvals queues awaiting action.

> **Approval Scenario 3 –** You reject one item and take no action on the other. The approval request will remain in **both** your pending approvals queue awaiting action**.**

The following steps and screens show how the system will display a user's request and how to process pending approvals if you are an approver for the following:

- DMEPOS, Provider/Supplier or FI/Carrier/MAC CMS User Communities

- CMS User Communities' Applications, such as PQRI, CARE and PS&R

For these approvers the requests are submitted one at a time, therefore they are not combined or grouped as pending approvals illustrated previously. Items that are sent to approvers singly will display an **Application for Access to CMS Computer Systems Approval** screen as illustrated in Figure 25.

Figure 25: Pending Approval Screen: Single Item

The figure displays Application for Access to CMS Computer Systems Approval screen for single items. In the User Information portion of the screen, the User Information fields will be filled in with information previously provided.
The user's SSN field and number are not displayed.

In the Required Access portion of the screen, information about the request and the user are provided. This information is followed additional user information.
At the bottom of the screen is a justification field and an Approve, Reject and Defer navigation buttons. These are explained in this help document.

End of figure.

The type of request and item to be approved is indicated as illustrated. The action buttons will be displayed as *Approve, Reject,* and *Defer* navigation buttons.

Action: Select the *appropriate* navigation button for your action.

- If you select *Approve* or *Reject* a brief justification statement *is required*.

- If you select *Defer* no justification statement is required as the item will remain in your **Inbox** in pending status**.**

When the desired button is selected, IACS will:

1. Return to the **Inbox** screen if additional Pending Approvals are awaiting your action, or

2. Return to the **My Profile** screen if no more Pending Approvals are awaiting your action.

5.0 Approving Certification Requests for Existing Users

The following subsections provide step by step instructions on how to approve, reject or defer a pending certification request for an existing IACS user.

Note: The process for grouped certification requests for *CMS Applications – CBO/CSR* is illustrated in this Section. The process for approving grouped certification requests for *CMS Applications – MA/MA-PD/PDP/CC* is the same.

Note: The process for approving single certification requests for other *CMS Applications* is similar, except that the requests will not be grouped into one certification request, but will be sent singly. The slight differences are illustrated in Section 5.4.

Note: The *CMS User Communities* do not submit certification requests.

5.1 Accessing IACS

The following steps and screens show how to begin the approval process in IACS.

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

The **CMS Applications Portal WARNING/REMINDER** screen will display as illustrated in Figure 26.

Figure 26: CMS Applications Portal WARNING/REMINDER Screen

The figure displays the CMS Government Computer System Warning/Reminder screen which contains important user information.

Two navigation buttons are at the bottom of the screen; an Enter C M S Applications Portal button which will provide access the C M S Applications Portal and a Leave button which will bring the user to the C M S Website.
Additional hyperlinks on this screen are in the screen banner and a navigation bar at the top of the screen.

The screen banner hyperlink is a hyperlink to the Health and Human Services web site.

The top navigation bar has hyperlinks to various screens on the Centers for Medicare and Medicaid (C M S) web site. These hyperlinks are: a hyperlink to the C M S Applications Portal Home screen (this is the current screen), a hyperlink to the C M S web site Home Page, a hyperlink to the C M S web site F A Qs, a feedback hyperlink to the C M S feedback screen, a hyperlink to the C M S web site Help screen, an email hyperlink that enables the user to send this page to someone, and a print icon that will print the current page.

End of figure.

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

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

The **CMS Applications Portal Introduction** screen displays as illustrated in Figure 27.

Figure 27: CMS Applications Portal Introduction Screen

The figure displays the C M S Applications Portal Introduction screen.

An additional navigation menu bar has been added to the top of the screen. The additional hyperlinks now available are:

Introduction, this is the current screen
Account Management, a hyperlink to registration and user management services required to access applications within C M S's Applications Portal
Plans, a hyperlink to Health plans participating in the Medicare program such as the Medicare Advantage Plans and the Medicare Prescription Drug Plans
Providers, a hyperlink to Providers that participate in the Medicare program such as Hospitals and Physicians

End of figure.

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 28.

Figure 28: Account Management Screen

The figure displays the Account Management screen showing account management information and available hyperlinks.

The hyperlinks on the Account Management screen are:
New User Registration, which will allow you to register, request access to C M S computer applications, and, for primary security officials, enter relevant organizational and account information on the E D I Registration form.
My Profile, which will allow you to manage your IACS profile information.
Computer-Based Training (C B T) for Account Management, which will allow you to access online training for the IACS account management functions.
Forgot Your User I D? which will allow you to retrieve your user I D.
IACS Community Administration Interface, which will allow you to access assisted user accounts management functions.

A help resources section at the bottom of this screen contains information on and email hyperlinks to the various C M S helpdesks and help resources.

End of figure.

Action: Select the *My Profile* hyperlink.

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

The **Login to IACS** screen will display as illustrated in Figure 29.

Figure 29: Log In to IACS Screen

The figure displays the login to IACS screen displaying the User ID and Password fields, a login button, a Forgot Your Password? button and, at the top right of the screen, a help button.

The banner on the screen remains the same on all IACS screens and will contain the hyperlink to the health and human services website on the upper right of the screen.

Graphic arrows draw attention to the User ID and Password fields indicating that the user must complete those fields in order to login to IACS.

The forgot your password? button will bring the user to the password reset functionality, if he or she has forgotten their IACS password.

The help button will bring the user to help information for this screen.

End of figure.

Action: Enter your *User ID*.

Action: Enter your *Password.*

Action: Select the *Login* button.

Note: If you enter your password incorrectly ***three times***, the system will lock your account. The IACS system will unlock your account after 60 minutes. You can then attempt to login to IACS again.

The **My Profile** screen will display as illustrated in Figure 30.

5.2   Accessing Pending Certification Requests

The following steps and screens show how to access pending certification requests.

Figure 30: My Profile Screen: CMS Applications Users

The figure displays the My Profile screen for IACS users in the CMS Applications. The screen displayed is for an approver with pending certifications who has completed the necessary first time login tasks of changing his or her password and answering a minimum of two authentication questions. The example illustrated displays 7 hyperlink options:
Modify Account Profile – a hyperlink that brings the user to the modify account profile functionality.

Change Answers to Authentication Questions – a hyperlink that brings the user to the change answers to authentication questions functionality, if he or she wishes to add more answers or change those answers they have already provided.
Change Password – a hyperlink that brings the user to the change password functionality, if he or she wishes to change their password.
Certify Account Profile – a hyperlink that would appear when the user must submit their annual certification request.
Pending Approvals – a hyperlink that would appear when the user has pending approvals awaiting approval.
Pending Certifications – a hyperlink that would appear when the user has pending certifications awaiting approval.
IACS Administration Page – a hyperlink that would bring the user to prototype web pages in IACS.

End of figure.

Action: Select the ***Pending Certifications*** hyperlink.

The approver **Inbox** screen will display as illustrated in Figure 31. Pending certification items will be displayed as hyperlinks in a table.

Figure 31: Approver Inbox Screen

The figure displays the approver inbox screen which displays a table of all pending Certifications.

One navigation buttons is at the bottom of the screen; an return to main menu button which will return the user to the my profile screen
.
Additional logout hyperlinks on this screen are in the screen banner and at the bottom left of the screen.

End of figure.

Action: Select the hyperlink of the ***Pending Certification*** item you want to work on in the Process column.

5.3   *Processing Pending Certifications for MA/MA-PD/PDP/CC and CBO/CSR Users*

The following steps and screens show how to process pending certifications.

When you have selected a pending certification item on which to work, it will display in the **Application for Access to CMS Computer Systems Approval** screen as illustrated in Figure 32.

The **User Information** and **Required Access** portions of the screen will display information specific to the user and their certification request. At the bottom of the screen the Call Centers to be approved for access are grouped.

    Note: Grouping will also be applied to ***MA/MA-PD/PDP/CC*** certification requests.

After you have reviewed the requester's information, make a determination of what actions you will take on this request. Be sure to double-check the information the user has entered, before making your decision.

You can select the appropriate radio button to ***Approve***, ***Reject***, or ***Defer*** each Call Center in this grouped request.

    Note: The default radio button selection when the screen displays is: ***Defer***.

Figure 32: Pending Certification Screen: Grouped Items

The figure displays Application for Access to CMS Computer Systems Approval screen for grouped items. In the User Information portion of the screen, the User Information fields will be filled in with information previously provided.
The user's SSN field and number are not displayed.

In the Required Access portion of the screen, information about the request and the user are provided. This information is followed by a grouping of all the contracts you are authorized to approved that this user has requested. To the left of each contract number is a series of radio buttons and a justification field. These are explained in this help document.

The screen navigation buttons are a process button and a cancel button.

End of figure.

    Action: ***Review*** the requestor's information.

    Action: ***Determine***, by Call Center, the action you will take.

    Action: Select the ***appropriate*** radio button for your action for each listed item.

- If you select ***Approve***, the system will assign the default text **Approved** as the justification. You may overwrite the text as necessary.

- If you select ***Reject***, a justification is required. The justification you enter will be forwarded to the user in a rejection email notification.

- If you select *Defer*, no justification is required and the request will remain in pending status until it is approved or rejected by an authorized approver or it expires.

Action: Select the *Process* button at the bottom of the screen.

When the *Process* button is selected, the system will verify if there has been an action taken (approve or reject) for all items in the pending certification. The system will display the appropriate message, depending on your actions, to notify you if the request will be processed at this time or if additional actions are needed before processing. A message or small window will appear to confirm your action or to provide you confirmation of the action. As an example, a small window to confirm your action when not all Contract Numbers have been approved or rejected is illustrated in Figure 33

Figure 33: Confirm Action Dialogue Box

The figure displays confirm action dialogue box with a notice requesting the approver confirm their action. This box and messages contained in it are explained in this help document.

End of figure.

Example: If you approve and reject some of the Contract Numbers, and some remain in as defer, you will be provided a status and prompted to confirm your action. If this is the case, then, you must proceed by taking the following Action:

Action: If a small window is displayed, *read* the text in the window and *determine* the correct action. Select the *OK* button to confirm your action or the *Cancel* button to return to the pending approval.

If a small window is displayed to confirm the action and you select the *Cancel* button, you will remain in the pending certification screen.

If a small window is displayed to confirm the action and you select the *OK* button to exit the request or have taken action on all requested Contract Numbers on this request, IACS will:

1. Return to the **Inbox** screen if additional Pending Certifications are awaiting your action, or

2. Return to the **My Profile** screen if no more Pending Certifications are awaiting your action.

If you approve or reject all Contract requests and select the *Process* button, IACS will:

1. Return to the **Inbox** screen if additional Pending Certifications are awaiting your action, or

2. Return to the **My Profile** screen if no more Pending Certifications are awaiting your action.

5.4   Processing Pending Certifications for COB Users

The following requests will be sent **singly.** For all approvers with approval authority for one or more items requested by a user, IACS will submit a separate certification request for each item, to all authorized approvers.

For COB – Approvers for the COB User Type (**User/Transmitter**) receive certification requests by COB Organization Numbers. Thus a COB Approver will have approval authority for single users in an organization.

Example: If you and another approver in your organization have approval authority for the same two organizations and a user requests access for both organizations, **each of you** will receive **two separate** approval requests with **a single access** in each request.

IACS will update those requests with the actions you or the other approver take. Some approval scenarios that could follow are:

Approval Scenario 1 – You approve both approval requests; both approval requests will be removed from the pending certifications queue of **both approvers.**

Approval Scenario 2 – You approve one item and take no action on the other. The request you approved will be removed from **both** your pending certifications queues. The other request will remain in **both** your pending certifications queues awaiting action.

Approval Scenario 3 – You reject one item and take no action on the other. The approval request will remain in **both** your pending certifications queue awaiting action.

The following steps and screens show how the system will display a request and how to process your pending certifications if you are an approver for *CMS Applications – COB*. For these approvers the requests are submitted one at a time, therefore they are not combined or grouped as pending certifications illustrated previously. Items that are sent to approvers singly will display an **Application for Access to CMS Computer Systems Approval** screen as illustrated in Figure 34.

Figure 34: Pending Certification Screen: Single Item

The figure displays Application for Access to CMS Computer Systems Approval screen for single items. In the User Information portion of the screen, the User Information fields will be filled in with information previously provided.
The user's SSN field and number are not displayed.

In the Required Access portion of the screen, information about the request and the user are provided. This information is followed additional user information.
At the bottom of the screen is a justification field and an Approve, Reject and Defer navigation buttons. These are explained in this help document.

End of figure.

The action buttons will be displayed as *Approve, Reject,* and *Defer* navigation buttons.

Action: Select the *appropriate* navigation button for your action.

- If you select *Approve* or *Reject* a brief justification statement *is required*.

- If you select *Defer* no justification statement is required as the item will remain in your **Inbox** in pending status**.**

When the desired button is selected, IACS will:

1. Return to the **Inbox** screen if additional Pending Certifications are awaiting your action, or

2. Return to the **My Profile** screen if no more Pending Certifications are awaiting your action.

6.0   IACS Questions and Help

6.1   Frequently Asked Questions - FAQs

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

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

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

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

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

If you have further questions, please call your Help Desk. For help desk contact information, see Section 7.2 in this document.

6.2   Be Proactive!

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

1. Please double-check information on your approval screen prior to submission.

2. If you are an approver, please double-check the access request information that users have provided, before approving or rejecting their request.

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

6.3   Prepare Your Computer

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

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

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

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

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

Contact your Help Desk if you have questions about any of the above criteria. For help desk contact information, see Section 7.2.

7.0   Helpful Hints

7.1   Registering in IACS

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

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

3. If you have not received an email with a confirmation of your request within 24 hours of registration, please call your Help Desk. For help desk contact information, see Section 7.2.

4. Do not respond to system-generated emails.

7.2   Help Desk Information

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

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

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

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

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

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

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

FI/Carrier/MAC 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.

End of IACS User Guide for Approvers