



QTSO MEMORANDUM

MEMO

NUMBER: 2024-046

TO: QIES State Coordinators

CC: CMS Central and Regional Office Contacts

FROM: QIES Technical Support Office

DATE: OCTOBER 15, 2025

SUBJECT: NEW CMSNET VPN PASSWORD COMPLEXITY REQUIREMENTS

CMSNet/Verizon will be changing the user Ivanti VPN password requirements to access QIES applications (PBJ, Hospice, MDS, and ePOC). All users will be required to adhere to the new password requirements effective upon their next password change notification.

New requirements:

- 1) Minimum of 10 characters, previously 6.
- 2) No password reuse of the last 12 passwords, previously 6.
- 3) Minimum of at least one uppercase letter, one lowercase letter, one number and one special character.
- 4) Cannot contain elements of your username.
- 5) Password must be changed every 60 days.

If you have any questions, please contact the QTSO Help Desk at igies@cms.hhs.gov or 1 (888) 477-7876.