Centers for Medicare & Services

Internet Quality Improvement Evaluation System (iQIES)

Onboarding Guide

Version 3.0
4/23/2021
# Table of Contents

Table of Contents .............................................................................................................. ii

List of Figures ...................................................................................................................... iii

List of Tables ....................................................................................................................... iv

1. Introduction to iQIES ........................................................................................................ 1
   1.1 Background .................................................................................................................. 1
   1.2 What is Remote Identity Proofing? .............................................................................. 1

2. Registration Steps ............................................................................................................ 1
   2.1 Creating an Account in HARP ................................................................................... 1
   2.2 Manual Proofing ....................................................................................................... 4
   2.3 Requesting a Role in iQIES ..................................................................................... 7
      2.3.1 Step 1: User Category ....................................................................................... 9
      2.3.2 Step 2: User Roles .......................................................................................... 9
      2.3.2.1 Accrediting Organizations .......................................................................... 10
      2.3.2.2 CMS ........................................................................................................... 10
      2.3.2.3 CMS Contractor ......................................................................................... 12
      2.3.2.4 State Agency ............................................................................................... 12
      2.3.2.5 Provider and Vendor .................................................................................... 13
      2.3.2.6 Federal Surveyor ID Verification ................................................................. 14

3. Appendix A: Record of Changes .................................................................................... 15

4. Appendix B: Acronyms .................................................................................................... 16
List of Figures

Figure 1: Complete Profile Information for HARP Account............................................. 1
Figure 2: Enter Account Information for HARP Account.................................................. 2
Figure 3: Answer Remote Proofing Questions for HARP Account .................................. 3
Figure 4: Email Confirmation for HARP Account............................................................... 3
Figure 5: Login to New HARP Account ............................................................................ 4
Figure 6: Complete Profile Information for Manual Proofing ...................................... 5
Figure 7: Initiating Manual Proofing .................................................................................. 5
Figure 8: Enter Account Information for Manual Proofing ....................................... 6
Figure 9: Confirmation Email for Manual Proofing ....................................................... 6
Figure 10: Log into HARP ................................................................................................. 7
Figure 11: Logging in With User ID and Password ................................................................. 7
Figure 12: Select a Device to Verify Your Account ............................................................... 8
Figure 13: Enter Code to Complete Two-Factor Authentication .................................................. 8
Figure 14: Welcome to iQIES ............................................................................................ 8
Figure 15: Select an iQIES User Category ........................................................................... 9
Figure 16: Sample of Select an iQIES User Role Page ..................................................... 10
Figure 17: Add Accrediting Organization ......................................................................... 10
Figure 18: Submit Request for CMS General User Role .................................................... 11
Figure 19: Employee Identification in ASPEN ..................................................................... 11
Figure 20: Select Medicare Administrative Contractor ..................................................... 12
Figure 21: Select State, Employee ID and Federal Surveyor ID ........................................... 13
Figure 22: Employee Identification in ASPEN ..................................................................... 13
Figure 23: Select a CMS Certification Number (CCN) ..................................................... 14
List of Tables

Table 1: Record of Changes .......................................................... 15
Table 2: Acronyms ........................................................................ 16
1. **Introduction to iQIES**

The Internet Quality Improvement and Evaluation System (iQIES) Onboarding Guide provides an overview of iQIES, explains the use of Remote Identity Proofing (RIDP), and presents instructions for requesting a user role in iQIES.

1.1 **Background**

To comply with federal security mandates, the Centers for Medicare & Medicaid Services (CMS) is initiating new security requirements for access control to CMS Quality Systems through RIDP via the Healthcare Quality Information System (HCQIS) Access, Roles and Profile Management (HARP) system. Users create accounts in HARP to gain access to iQIES.

1.2 **What is Remote Identity Proofing?**

Remote proofing is a method for verifying the identity of a user remotely, as opposed to manual proofing or in-person proofing. Based on user-entered data, the HARP system uses Experian to generate a list of personal questions users must answer to verify their identity remotely. Remote proofing is the HARP-recommended method for identity verification, as it is typically much faster than other methods of identity proofing. If a user cannot successfully complete remote proofing during HARP registration, the user needs to initiate manual proofing.
2. Registration Steps

2.1 Creating an Account in HARP

HARP uses Experian to remotely proof users by taking user-entered data, such as a date of birth and Social Security Number (SSN), to generate a list of personal questions for the user to answer to verify his or her identity.

Some users who attempt to register in HARP may receive an error message stating that their email address exists. The error message most likely means that the user has completed some level of identity proofing in the past and also has an Enterprise Identity Management (EIDM) account. If so, the user must log in to HARP using his or her EIDM login information. If the user does not remember the login information, the user must contact the QualityNet help desk at gnetssupport@hcqis.org or 866-288-8912.

To begin creating an account, take the following steps:

1. Go to the Create an Account page on HARP at https://harp.cms.gov/register/profile-info. See Figure 1 - Complete Profile Information for HARP Account.

![Figure 1: Complete Profile Information for HARP Account](image)
2. Enter your profile information to begin the account creation process. The following fields are required:
   a. First Name
   b. Last Name
   c. Date of birth
   d. Email address
   e. Home address
   f. City
   g. State
   h. ZIP code
   i. Social Security Number (SSN)

3. Click the I agree to the Terms and Conditions check box and click Next.
   The Account Information page is displayed. See Figure 2 - Enter Account Information for HARP Account.

   ![Account Information](image)

   Figure 2: Enter Account Information for HARP Account

   4. Enter a valid user ID and password, choose a Challenge Question, and complete the Challenge Question Answer.

   5. Click Next.
   The Remote Proofing page is displayed. See Figure 3 - Answer Remote Proofing Questions for HARP Account.
Figure 3: Answer Remote Proofing Questions for HARP Account

6. **Answer the remote proofing questions.**
   
   **Note:** Users who receive an error message while remote proofing will be directed to contact Experian to verify their information. If, after contacting Experian and verifying their information, users continue to experience issues with HARP registration, they should contact the Help Desk via phone at 1-866-288-8912 (TTY 1-877-715-6222) or via email at qnetsupport@hcqis.org.

7. **Click I’m not a robot and click **Next**.**

   The system will send the user an email confirming that the account has been created. The email contains a Confirmation message. See Figure 4 - Email Confirmation for HARP Account.

Figure 4: Email Confirmation for HARP Account

8. **Click **Login to Complete Setup**.**

   The system sets up two-factor authentication. See Figure 5 - Login to New HARP Account.
9. If using User ID and Password to login, type `<user id>` in the **User ID** text box and `<password>` in the **Password** text box, then click Login.

10. If using PIV Card to login, click PIV Card and follow the steps for CMS EUA PIV Card authentication.

### 2.2 Manual Proofing

Users who are unable to be remotely proofed or do not wish to enter their SSN may initiate manual proofing. Manual proofing requires the user to submit their profile information and account information, and then send their application's helpdesk one approved form of government photo identifier (ID) and two copies of financial institution bills or statements.

**Note:** Do not initiate manual proofing if you are a CMS employee. CMS employees may bypass HARP registration and use their EUA credentials to log into HARP.

1. Enter all the required profile information fields and agree to the terms and conditions. See Figure 6 - Complete Profile Information for Manual Proofing. The SSN is optional, the following fields are required:

   a. First name
   b. Last Name
   c. Date of birth
   d. Email address
   e. Home address
   f. City
   g. State
   h. ZIP code
2. Click Initiate Manual Proofing.

The Initiate Manual Proofing dialog box is displayed. See Figure 7 - Initiating Manual Proofing.

Figure 6: Complete Profile Information for Manual Proofing

Figure 7: Initiating Manual Proofing
3. Click the **Submit Info for Manual Proofing** button. The **Account Information** dialog box is displayed. *See Figure 8 - Enter Account Information for Manual Proofing*

![Account Information](image)

**Figure 8: Enter Account Information for Manual Proofing**

4. Enter a valid user ID and password, choose a **Challenge Question**, and complete the **Challenge Question Answer**. Click **Next**.

5. The Confirmation dialog box is displayed. *See Figure 9 - Confirmation Email for Manual Proofing*. The Confirmation screen contains instructions for sending your application’s helpdesk one approved form of government ID and two copies of financial institution bills or statements. This information is also available on the HARP Help page.

![Confirmation](image)

**Figure 9: Confirmation Email for Manual Proofing**

6. When the manual proofing documents have been verified, the system sends the user an email confirming that the HARP account was successfully created. Upon account
creation, you are automatically set up with email two-factor authentication. If you would like to add additional two-factor authentication devices, click Log into HARP on the Confirmation page. See Figure 10 - Log into HARP. Otherwise, go directly to iQIES to request a role.

Figure 10: Log into HARP

2.3 Requesting a Role in iQIES

Take the following steps:

1. Proceed to login to iQIES at https://iqies.cms.gov/ with your HARP login credentials to complete your role request. The Log In page is displayed.

2. Enter the User ID and Password, and click Log In. See Figure 11 - Logging in with User ID and Password.

Figure 11: Logging in With User ID and Password

3. Select Device in which to receive a code for two-factor authentication and click Send Code. See Figure 12 – Select a Device to Verify Your Account.
Figure 12: Select a Device to Verify Your Account

4. Enter the code that was sent to your selected device to complete two-factor authentication, click Submit. See Figure 13 – Enter Code to Complete Two-Factor Authentication.

Figure 13: Enter Code to Complete Two-Factor Authentication

5. The Welcome to iQIES page is displayed. See Figure 14 - Welcome to iQIES.

Figure 14: Welcome to iQIES

6. Click Request User Role to begin the three-step Access Request Form. See Section 2.3.1 - Step 1: User Category, for next steps.
2.3.1 Step 1: User Category
The Select a User Category dialog box is displayed. See Figure 13 - Select an iQIES User Category.

![User Category Selection Dialog Box]

Figure 15: Select an iQIES User Category
1. Select the appropriate user category option button. Examples of user categories are Organization, CMS, CMS Contractor, Provider, State Agency, and Vendor.
2. Click Next. See Section 2.3.2 - Step 2: User Role, for next steps.

2.3.2 Step 2: User Roles
The ‘Select a User Role’ page is displayed.

Note: Figure 16 – Sample of Select an iQIES User Role Page is from the provider's perspective. The user may experience different options based on their desired user category.

Refer to the iQIES User Roles Matrix at: https://qtso.cms.gov/system/files/qtso/User%20Roles%20Matrix%20508%201.pdf for a listing User Category descriptions and role privileges.
2.3.2.1 Accrediting Organizations

Users requesting an Accrediting Organization role are required to select the Accrediting Organization prior to submitting the request. See Figure 17 - Add Accrediting Organization.

1. Select the Accrediting Organization from the drop-down box.
2. Click Submit Request.

2.3.2.2 CMS

The CMS Central Office roles do not require an organization. The Add Organizations dialog box is displayed. See Figure 18 - Submit Request for CMS General User Role.

1. This User Category/Role does not require the selection of an Organization.
2. Select whether you function as a Surveyor.
3. If you function as a **Surveyor**, answer whether you are a **New or Existing Surveyor**

4. If you are an **Existing Surveyor**, Enter and confirm your 5-digit **Federal Surveyor ID**.

5. Click **Submit Request**.

6. See Section 2.3.2.6 **Federal Surveyor ID Validation** for a description of the Federal Surveyor ID verification process.

![Figure 18: Submit Request for CMS General User Role](image1)

**Note:** The above is an example of when the user selects CMS General User as their role. Federal Surveyor ID is required so that legacy users can be associated with existing surveys, providers, and other assets that have been migrated into iQIES. Even if you are not a federal surveyor, you will be assigned a Federal Surveyor ID in Automated Survey Process Environment (ASPEN), as **Figure 19 - Employee Identification in ASPEN** depicts.

![Figure 19: Employee Identification in ASPEN](image2)
2.3.2.3 CMS Contractor

Users requesting a CMS Contractor role are required to select the Medicare Administrative Contractor prior to submitting the request. The Add Organizations dialog box is displayed. See Figure 20 - Add Medicare Administrative Contractor.

1. Select the Medicare Administrative Contractor from the drop-down box.
2. Click Submit Request.

![Add Organizations Dialog Box]

Figure 20: Select Medicare Administrative Contractor

2.3.2.4 State Agency

The State Agency roles require the State to be selected prior to submitting the request. The Federal Surveyor ID is not required to complete this form; it may be added via the My Profile page within iQIES when the role request is approved. See Figure 21 - Select State, Employee ID and Federal Surveyor ID.

1. Select the State from the drop-down box.
2. If applicable, Enter and confirm your State Agency Employee ID
3. Select whether you function as a Surveyor
4. If you function as a Surveyor, answer whether you are a New or Existing Surveyor
5. If you are an Existing Surveyor, Enter and confirm your 5-digit Federal Surveyor ID.
6. Click Submit Request.
7. See Section 2.3.2.6 Federal Surveyor ID Verification for a description of the Federal Surveyor ID verification process.
Figure 21: Select State, Employee ID and Federal Surveyor ID

**Note:** Federal Surveyor ID is required so that legacy users can be associated with existing surveys, providers, and other assets that have been migrated into iQIES. Even if you are not a federal surveyor, you will be assigned a Federal Surveyor ID in Automated Survey Process Environment (ASPEN), as Figure 16 - Employee Identification in ASPEN depicts.

Figure 22: Employee Identification in ASPEN

### 2.3.2.5 Provider and Vendor

The Provider and Vendor roles require provider or organization approval. Users who request the provider or vendor user category are required to add one or more CMS Certification Numbers
(CCN). See Figure 22 - Add a CMS Certification Number (CCN). See Figure 23 - Select a CMS Certification Number (CCN).

1. Enter a 6-digit CCN and click **Add**. Repeat as necessary to add additional CCNs. Additional CCNs may also be added after role request approval via the **My Profile** page in iQIES.

2. Click **Submit Request**. A **Role Request Submitted** message appears on the **My Profile** page. The system sends an email regarding the user’s approval status after the request has been reviewed.

![Figure 23: Select a CMS Certification Number (CCN)](image)

**Note**: Users who are an Inpatient Rehabilitation Facility (IRF) sub-unit must use their facility’s parent CCN when requesting their role. The system cannot find a provider when a user attempts to use the sub-unit’s CCN to locate a facility.

### 2.3.2.6 Federal Surveyor ID Verification

The Federal Surveyor ID is not required to complete this form; it may be added via the **My Profile** page within iQIES when the role request is approved. When the Federal Surveyor ID is entered into the iQIES application, the appropriate Security Official will verify that the entered Federal Surveyor ID is valid for the user than entered the Federal Surveyor ID.
3. Appendix A: Record of Changes

Table 1: Record of Changes

<table>
<thead>
<tr>
<th>Version Number</th>
<th>Date</th>
<th>Author/Owner</th>
<th>Description of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>10/28/2019</td>
<td>CMS</td>
<td>Baseline Document</td>
</tr>
<tr>
<td>2.0</td>
<td>03/20/2020</td>
<td>CMS</td>
<td>Made the following changes:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Updated iQIES User Role Guide</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Various font, spacing, alignment, formatting, editing, grammar, punctuation changes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Remediated the document to make it Section 508 compliant</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Added Appendix B: Acronyms</td>
</tr>
<tr>
<td>2.1</td>
<td>08/04/2021</td>
<td>CMS</td>
<td>Made the following changes:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Added version number to Cover page</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Inserted active URL to step 1 on page 11</td>
</tr>
<tr>
<td>3.0</td>
<td>04/19/2021</td>
<td>CMS</td>
<td>Made the following changes:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Updated the Requesting a Role section</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Updated images to reflect enhancements made</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Added descriptive text for Federal Surveyor ID verification</td>
</tr>
</tbody>
</table>
### 4. Appendix B: Acronyms

Table 2: Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Literal Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASPEN</td>
<td>Automated Survey Process Environment</td>
</tr>
<tr>
<td>CNN</td>
<td>CMS Certification Number</td>
</tr>
<tr>
<td>CMS</td>
<td>Centers for Medicare &amp; Medicaid Services</td>
</tr>
<tr>
<td>EIDM</td>
<td>Enterprise Identity Management</td>
</tr>
<tr>
<td>HARP</td>
<td>HCQIS Access, Roles, and Profile Management System</td>
</tr>
<tr>
<td>ID</td>
<td>Identity</td>
</tr>
<tr>
<td>iQIES</td>
<td>Internet Quality Improvement Evaluation System</td>
</tr>
<tr>
<td>IRF</td>
<td>Inpatient Rehab Facility</td>
</tr>
<tr>
<td>RIDP</td>
<td>Remote Identity Proofing</td>
</tr>
<tr>
<td>SSN</td>
<td>Social Security Number</td>
</tr>
<tr>
<td>TTY</td>
<td>Teletypewriter</td>
</tr>
</tbody>
</table>