# Table of Contents

List of Figures ................................................................................................................................................. ii
List of Tables .................................................................................................................................................. ii
1 Introduction to iQIES ............................................................................................................................. 1
2 Requesting a Role in iQIES ..................................................................................................................... 1
  2.1 Log In to iQIES ................................................................................................................................ 1
  2.2 Select a User Category ................................................................................................................... 3
  2.3 Select a User Role .......................................................................................................................... 4
  2.4 Add Organizations ......................................................................................................................... 5
    2.4.1 Accrediting Organization Role ............................................................................................... 5
    2.4.2 CMS ....................................................................................................................................... 6
    2.4.3 CMS Contractor ..................................................................................................................... 7
    2.4.4 State Agency .......................................................................................................................... 7
    2.4.5 Provider and Vendor ............................................................................................................. 9
3 Federal Surveyor ID Verification .......................................................................................................... 12
  3.1 For State Agency General Users .................................................................................................. 12
  3.2 For CMS General Users ............................................................................................................... 13
4 Appendix A: Record of Changes ........................................................................................................... 14
5 Appendix B: Acronyms ......................................................................................................................... 15
List of Figures

Figure 1: Logging in With User ID and Password ................................................................. 1
Figure 2: Select a Device to Verify Your Account ............................................................... 1
Figure 3: Enter Code to Complete Two-Factor Authentication ........................................... 2
Figure 4: Welcome to iQIES ............................................................................................... 2
Figure 5: Select an iQIES User Category ............................................................................. 3
Figure 6: Sample of Select an iQIES User Role Page ........................................................... 4
Figure 7: Add Accrediting Organization ............................................................................. 5
Figure 8: Submit Request for CMS General User Role ....................................................... 6
Figure 9: Select Medicare Administrative Contractor ...................................................... 7
Figure 10: Select State, Employee ID and Federal Surveyor ID .......................................... 8
Figure 11: Choose to search by CCN or Facility ID ............................................................ 9
Figure 12: Type the ID number .......................................................................................... 10
Figure 13: Multiple Providers Found .................................................................................. 10
Figure 14: Verify Selected Provider and Submit Request ................................................... 11
Figure 15: Employee Identification in ASPEN for State Agency General Users .................. 12
Figure 16: Employee Identification in ASPEN for CMS General Users ............................... 13

List of Tables

Table 1: Record of Changes ............................................................................................... 14
Table 2: Acronyms ............................................................................................................. 15
1 Introduction to iQIES

This 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.

To comply with federal security mandates, the Centers for Medicare & Medicaid Services (CMS) has initiated 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.

To gain access to iQIES, users must create an account in HARP. For detailed instructions on how to do this, please visit: https://harp.cms.gov/login/help
2 Requesting a Role in iQIES

Before you can perform most actions in iQIES, you must request a role and have it approved.

2.1 Log In to iQIES

Log in to iQIES at https://iqies.cms.gov/ with your HARP login credentials to complete your role request.

1. Enter your **User ID** and **Password**, check the box indicating your agreement, and click **Log In**.

   ![Figure 1: Logging in With User ID and Password](image1)

2. Select the **Device** that you want to use to receive a code for two-factor authentication and click **Send Code**.

   ![Figure 2: Select a Device to Verify Your Account](image2)
3. When you receive a code on the device you selected, type it in the **Security Code** box and click **Submit** to complete two-factor authentication.

![Figure 3: Enter Code to Complete Two-Factor Authentication](image)

4. The Welcome to iQIES page is your main homepage in iQIES. Here, you can request a user role and see your pending requests.

![Figure 4: Welcome to iQIES](image)

5. Click **Request User Role** to begin the three-step Access Request Form.
2.2 Select a User Category
Selecting a User Category determines all subsequent screens in the request process. The User Categories are Accrediting Organization, CMS, CMS Contractor, Provider, State Agency, and Vendor. See Figure 5: Select an iQIES User Category.

Select the appropriate user category option and click Next.

![Figure 5: Select an iQIES User Category](image-url)
2.3 Select a User Role

The list of user roles is determined by the category you selected.

Select the appropriate user role and click **Next**. Refer to the [iQIES User Roles Matrix](#) for a listing of user category descriptions and role privileges.

![Sample of Select an iQIES User Role Page](image)

**Note:** The sample image is from the provider’s perspective. You may see different options based on the user category you choose.
2.4 Add Organizations
This step asks you to specify more about the role you’re requesting based on the category you chose in Select a User Category. The following sections address each role.

2.4.1 Accrediting Organization Role
If you are requesting an Accrediting Organization role, you must select the Accrediting Organization before you submit the request. See Figure 7: Add Accrediting Organization.

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

![Figure 7: Add Accrediting Organization](image-url)
2.4.2 CMS
The CMS Central Office roles do not require an organization. The Add Organizations dialog box is displayed. See Figure 8: Submit Request for CMS General User Role.

1. If you are a Surveyor, select Yes, otherwise select No.
2. If you function as a Surveyor, answer whether you are a New or Existing Surveyor.
3. If you are an Existing Surveyor, type and confirm your 5-digit Federal Surveyor ID.
4. Click Submit Request.

**Note:** For a description of the Federal Surveyor ID verification process, see Section 3: Federal Surveyor ID Verification.

---

**Figure 8: Submit Request for CMS General User Role**

**Note:** The above is an example of when a 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.
2.4.3 CMS Contractor

Users requesting a CMS Contractor role are required to select the Medicare Administrative Contractor before submitting the request.

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

![Figure 9: Select Medicare Administrative Contractor](image)

2.4.4 State Agency

If you are requesting a State Agency role, you must select the state before 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 10: Select State, Employee ID and Federal Surveyor ID**.

1. Select the **State**.
2. If applicable, type 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**, type and confirm your 5-digit **Federal Surveyor ID**.

6. Click **Submit Request**.

---

**Note:** See section 3 - **Federal Surveyor ID Verification** for a description of the ID verification process.

---

**Figure 10:** 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.
2.4.5 Provider and Vendor

The Provider and Vendor roles require provider or organization approval. Requests in the Provider or Vendor User categories require either a CMS Certification Number (CCN) or a Facility ID (Fac ID).

Users at Inpatient Rehabilitation Facility (IRF) sub-units must use the facility’s parent CCN when requesting a role. The system cannot find a provider when a user attempts to use the sub-unit’s CCN to locate a facility.

1. From the **Search by** drop-down, select either **CCN** or **Facility ID**.

![Figure 11: Choose to search by CCN or Facility ID](image-url)
2. In the Search for box, enter the provider’s 6-digit **CCN** or exact **Facility ID** and click **Add**.

![Image of search for CCN or Facility ID](image1.png)

**Figure 12: Type the ID number**

3. If multiple providers are returned in the search results, check the boxes for the providers to include and click **Add Providers**.

![Image of multiple providers found](image2.png)

**Figure 13: Multiple Providers Found**
4. Verify that the provider(s) listed are correct and click Submit Request. If a change is needed, click Previous and follow the steps as needed to select the correct provider(s).

![Figure 14: Verify Selected Provider and Submit Request](image)

5. A Role Request Submitted message appears on the My Profile page. The system sends an email regarding the approval status after the request has been reviewed.

After the role request is approved, you can enter additional provider identification numbers on the My Profile page in iQIES.
3 Federal Surveyor ID Verification

The Federal Surveyor ID is not required to complete this form, but 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 verifies that the entered Federal Surveyor ID is valid for the user than entered the Federal Surveyor ID.

3.1 For State Agency General Users

If the State Agency General User requesting access to iQIES is a new federal surveyor:

1. The State Agency Security Official receives an email stating that the user is a new federal surveyor.


If the State Agency General User is an existing federal surveyor:

1. The State Agency Security Official receives an email stating that the user is an existing surveyor and that the Federal Surveyor ID must be verified.
2. The designated State Agency staff member or State Agency Security Official verifies the user’s Federal Surveyor ID in ASPEN.
3. The State Agency Security Official accesses iQIES User Management and ensures that the iQIES record matches their federal surveyor record in ASPEN. The State Agency Security Official selects the Verify option to verify the Federal Surveyor ID.
3.2 For CMS General Users

If the CMS General User requesting access to iQIES is a new federal surveyor:

1. The CMS Security Official receives an email stating that the user is a new federal surveyor.


If the CMS General User is an existing federal surveyor:

1. The CMS Security Official receives an email stating that the user is an existing surveyor and that the Federal Surveyor ID must be verified.
2. The CMS Security Official verifies the user’s Federal Surveyor ID in ASPEN.
3. The CMS Security Official accesses iQIES User Management and ensures that the iQIES record matches their federal surveyor record in ASPEN. The CMS Security Official selects the Verify option to verify the Federal Surveyor ID.
# Appendix A: Record of Changes

## Table 1: Record of Changes

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<td>2.0</td>
<td>03/20/2020</td>
<td>CMS</td>
<td>• Updated iQIES User Role Guide</td>
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<td>• Various font, spacing, alignment, formatting, editing, grammar, punctuation changes</td>
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<td>• Added Appendix B: Acronyms</td>
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<td>• Inserted active URL to step 1 on page 11</td>
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<td>• Updated images to reflect enhancements made</td>
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5 Appendix B: Acronyms

Table 2: Acronyms

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<td>Centers for Medicare &amp; Medicaid Services</td>
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<td>Facility Identification Number</td>
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<td>EIDM</td>
<td>Enterprise Identity Management</td>
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<td>HCQIS Access, Roles, and Profile Management System</td>
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