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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, 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 Remote Identity Proofing (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 for the user to 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, 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 already exists. This 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 qnetsupport@hcqis.org or 866-288-8912.

To begin creating an account, access the following link: https://harp.qualitynet.org/register/profile-info. Complete the steps below to continue creating a HARP account:

1. Enter your profile information to begin the account creation process. See Figure 1 - Complete Profile Information for HARP Account. 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)

2. Agree to the terms and conditions, and click Next.
3. Enter a valid user ID and password and complete the Challenge Question Answer. See Figure 2 - Enter Account Information for HARP Account.

4. Click Next.

5. Answer the remote proofing questions as depicted in Figure 3 - Answer Remote Proofing Questions for HARP Account.
Note: Users who receive an error message while remote proofing are 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.

Figure 3 - Answer Remote Proofing Questions for HARP Account

6. Click I'm not a robot, and click Next.

   The system sends 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

7. Click Login to Complete Setup.

   The system sets up two-factor authentication. See Figure 5 - Login to New HARP Account.
8. Type `<user id>` in the User ID text box and `<password>` in the Password text box.
9. Select the I agree to the Terms & Conditions check box, and click Login.

### 2.2 Manual Proofing

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

1. Enter all of the required profile information fields and agree to the terms and conditions. See *Figure 6 - Complete Profile Information for Manual Proofing*. 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

   The SSN is optional.
2. Click Initiate Manual Proofing.

The Initiate Manual Proofing dialog box is displayed. See Figure 7 - Initiating Manual Proofing.
3. Click the **Submit Info for Manual Proofing** button.

   The **Account Information** dialog box is displayed. See **Figure 9 - Confirmation Email for Manual Proofing**.

   ![Account Information](image)

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

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

5. Select the **I am not a robot** check box, and click **Next**.

   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.

7. Log into HARP at https://harp.qualitynet.org/ to set up your account’s two-factor authentication. See Figure 10 - Log into HARP.

2.3 Setting Up Two-Factor Authentication

Upon initial login to HARP, the user is prompted to set up two-factor authentication. All HARP accounts are required to have two-factor authentication for an extra layer of security. Take the following steps:

1. Select the desired two-factor authentication device type and follow the related instructions to retrieve the security code.
2. Upon receiving a security code, enter it on the HARP page, and click Submit.
3. When the user has added at least one two-factor authentication device, the account setup is complete. If the user does not wish to add an additional two-factor authentication device, the user clicks Complete Setup.

2.4 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. See Figure 11 - Log into iQIES.
2. Enter the user ID and password, and select **Log In**.
3. Verify the account using two-factor authentication, and select **Submit**. The **Select a User Category** dialog box is displayed. See Figure 12 - Select an iQIES User Category

![Figure 11 - Log into iQIES](image)

![Figure 12 - Select an iQIES User Category](image)
4. Select the appropriate user category option button. Examples of user categories are Provider, CMS State Agency, CMS Regional Office, CMS Central Office, Vendor, and Accrediting Organization.

5. Click **Next**.

   The **Select a User Role** dialog box is displayed. See **Figure 13 – Select an iQIES User Role**.

   The figure below is from the provider’s perspective. You may experience different options based on your desired user category.

   ![Figure 13 - Select an iQIES User Role](image)

6. Select a user role. See **Table 1 - User Roles** for a listing and description of user roles. Also see **Appendix A: iQIES User Roles Matrix** for user functionality.

   **Note**: User Roles differ based on the selected User Category.
The table below is only representative of the user roles and privileges for providers in iQIES.

Table 1 - User Roles

<table>
<thead>
<tr>
<th>User Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment Submitter</td>
<td>The Assessment Submitter role has the ability to upload patient assessments (XML/zip files) and is also able to generate and view reports.</td>
</tr>
<tr>
<td>Provider Administrator</td>
<td>The Provider Administrator role can create and manage patient profiles. This role is also able to create, manage, submit, modify, and inactivate patient assessments. This role is able to generate and view reports. <strong>This role cannot upload patient assessments.</strong></td>
</tr>
<tr>
<td>Provider Assessment Coordinator</td>
<td>The Provider Assessment Coordinator role is able to create and manage patient profiles, as well as create, manage and submit patient assessments. This role is able to generate and view reports. <strong>This role cannot upload patient assessments.</strong></td>
</tr>
<tr>
<td>Provider Assessment Viewer</td>
<td>The Provider Assessment Viewer role is limited to finding and viewing patient profiles and their assessments. This role is able to generate and view reports. <strong>This role cannot upload patient assessments.</strong></td>
</tr>
<tr>
<td>Provider Security Official</td>
<td>The Security Provider Official role is responsible for approving or rejecting iQIES user access for organizations in HARP. Security officials can also upload, create, manage, submit, modify, and inactivate patient assessments; create and manage patient profiles; and generate and view reports.</td>
</tr>
</tbody>
</table>

7. Some roles require approval by the provider or organization. Users who request the provider or vendor user category are required to add one or more CMS Certification Numbers (CCN). See Figure 14 – Add a CMS Certification Number (CCN).

**Note:** Users who are an 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.

![Figure 14 - Add a CMS Certification Number (CCN)](image-url)
8. When all required data is provided, click **Submit Request**.
9. 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.
Appendix A: iQIES User Roles Matrix

Table 2 - iQIES User Roles Matrix presents the user roles and their permission to take specific actions. The table below is only representative of the user roles and privileges for providers in iQIES.

<table>
<thead>
<tr>
<th>Action</th>
<th>Assessment Submitter</th>
<th>Provider Administrator</th>
<th>Provider Assessment Coordinator</th>
<th>Provider Assessment Viewer</th>
<th>Provider Security Official</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upload XML files</td>
<td>Yes</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>Generate and view reports</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Approve iQIES role requests</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>Add patient record</td>
<td>N/A</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>Modify/delete patient record</td>
<td>N/A</td>
<td>Yes</td>
<td>N/A</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>View patient records</td>
<td>N/A</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Create, edit, and delete assessments</td>
<td>N/A</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>Modify and inactivate assessments</td>
<td>N/A</td>
<td>Yes</td>
<td>N/A</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>View assessments</td>
<td>N/A</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Submit assessments (from user tool)</td>
<td>N/A</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
<td>Yes</td>
</tr>
</tbody>
</table>
### Table 3 - 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>
</tbody>
</table>