Centers for Medicare & Medicaid Services
Center for Clinical Standards and Quality

Internet Quality Improvement and Evaluation System (iQIES)

Onboarding Guide

Version 2.1

08/04/2020

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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 (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 qnetsupport@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.qualitynet.org/register/profile-info. See *Figure 1 - Complete Profile Information for HARP Account*.

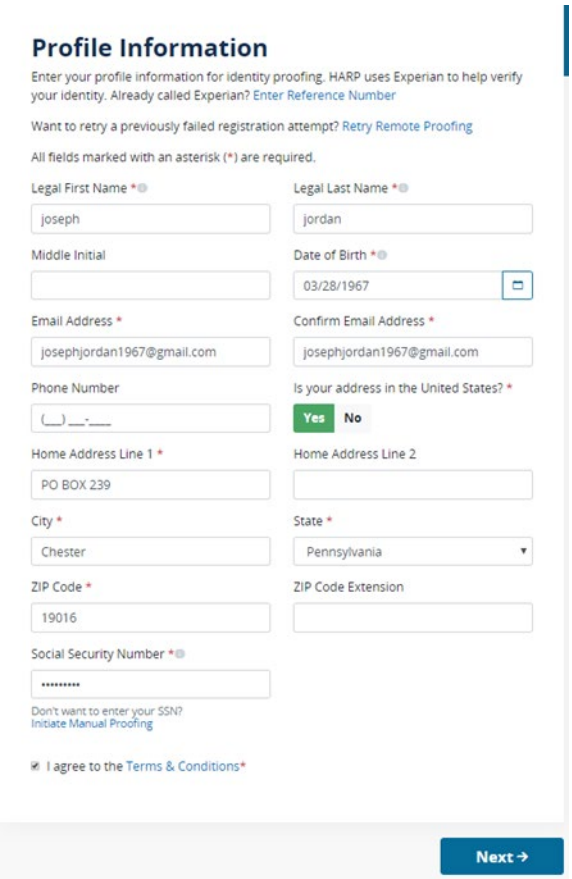

Figure 1 - Complete Profile Information for HARP Account

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*.

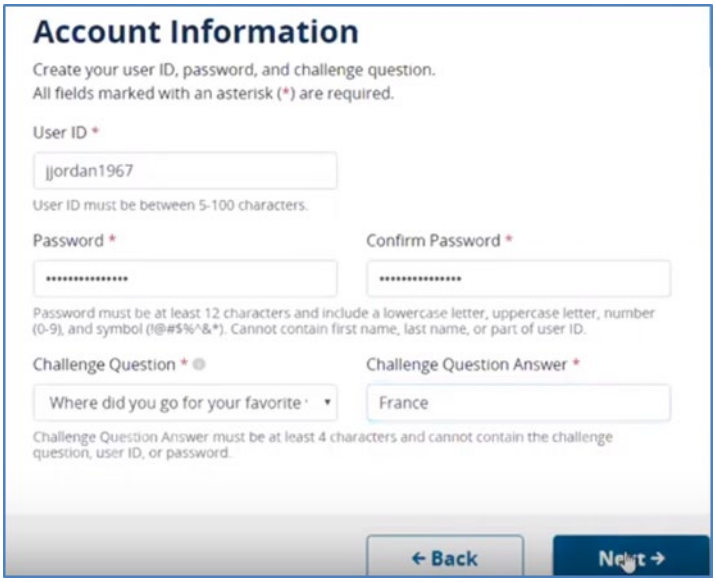

Figure 2 - Enter Account Information for HARP Account

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*.

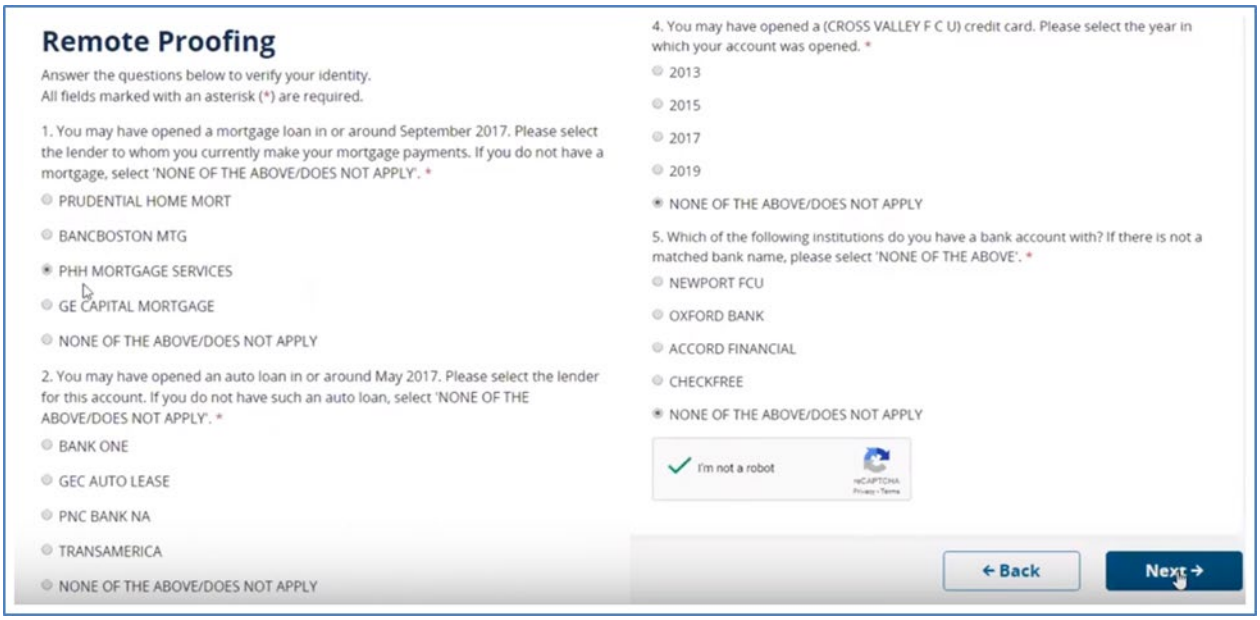

Figure 3 - Answer Remote Proofing Questions for HARP Account

6. Answer the remote proofing questions.

   Note: Users who receive an error message while remote proofing 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.

7. 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*.

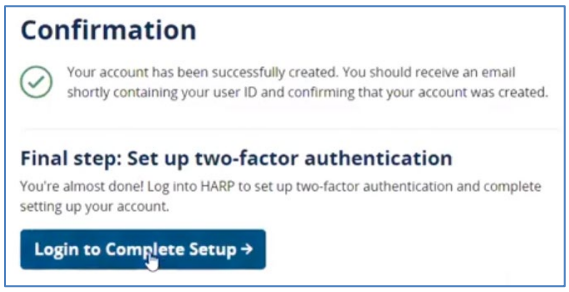

Figure 4 - Email Confirmation for HARP Account

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

   The system sets up two-factor authentication. See *Figure 5 - Login to New HARP Account*.

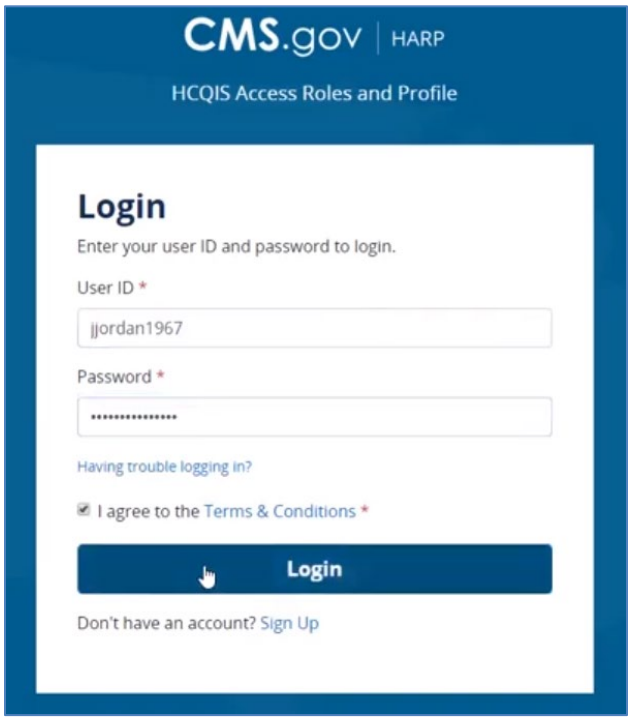

Figure 5 - Login to New HARP Account

9. Type *<user id>* in the **User ID** text box and *<password>* in the **Password** text box.
10. 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 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.

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 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.

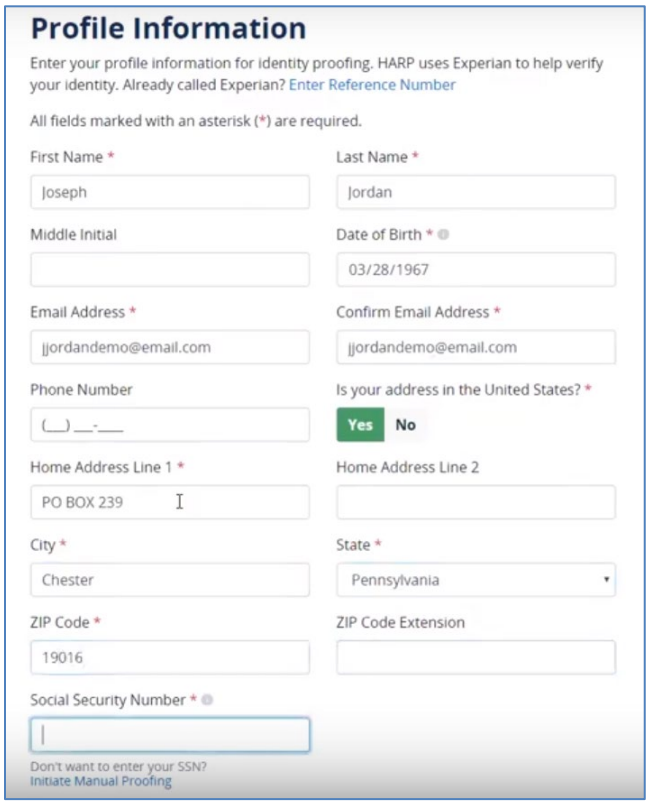

Figure 6 - Complete Profile Information for Manual Proofing

2. Click **Initiate Manual Proofing**.

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

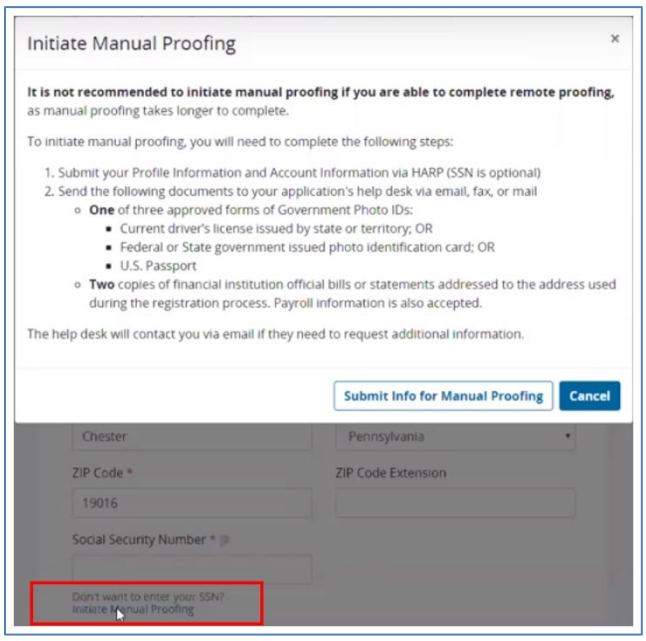

Figure 7 - Initiating Manual Proofing

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*.

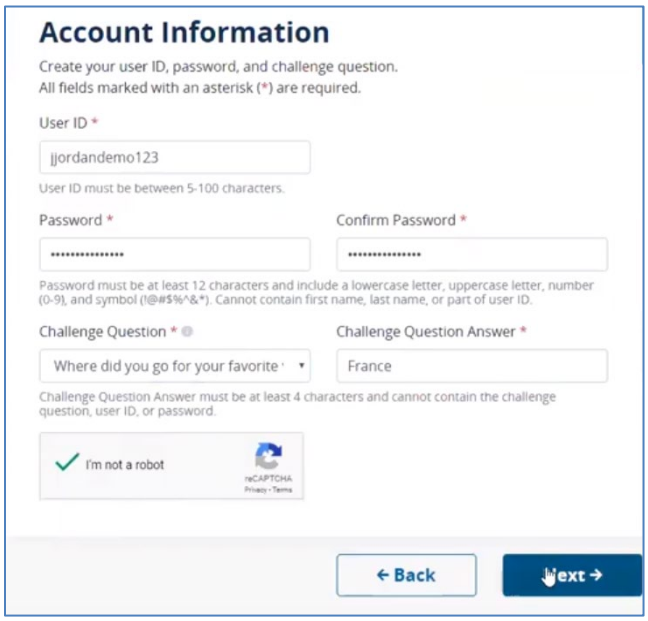

Figure 8 - Enter Account Information for Manual Proofing

4. Enter a valid user ID and password, choose a **Challenge Question**, and complete the **Challenge Question Answer**.
5. Select the **I'm 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.

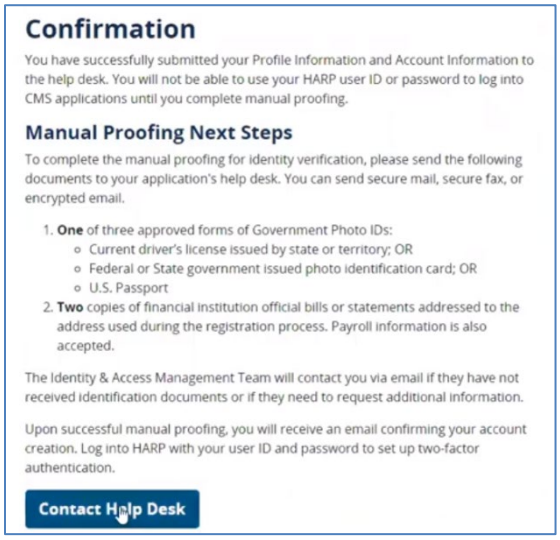

Figure 9 - Confirmation Email for Manual Proofing

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.

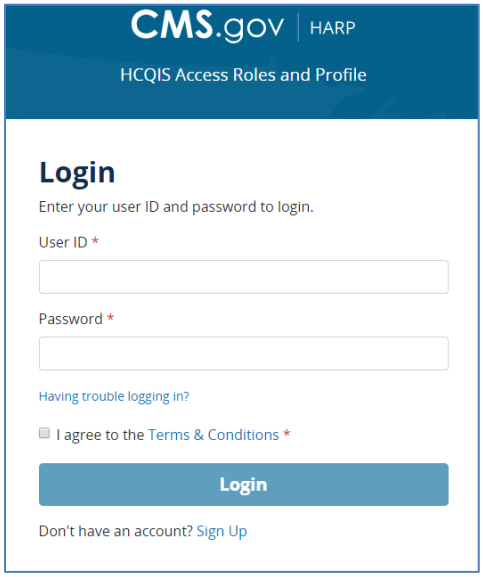

Figure 10 - Log into HARP

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. See *Figure 11 - Log into iQIES*.

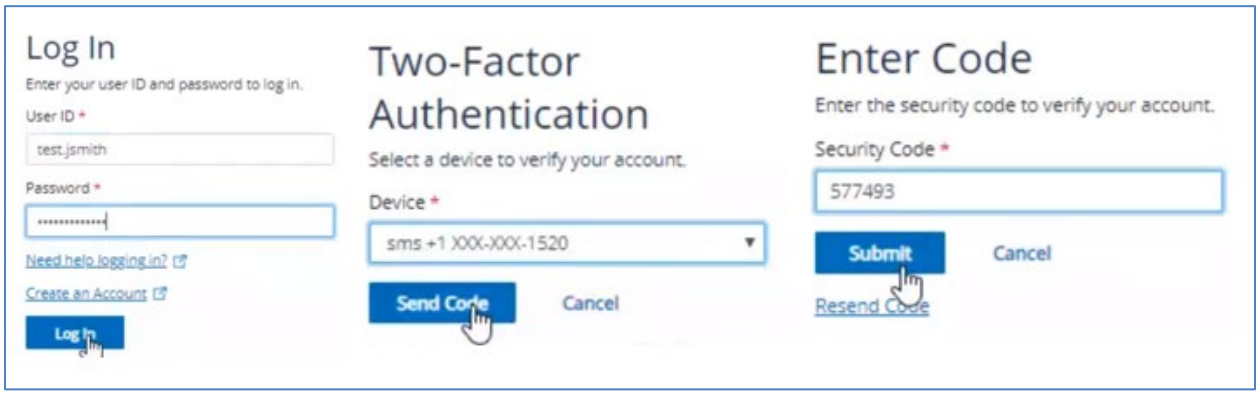

Figure 11 - Log into iQIES

2. Enter the user ID and password, and click **Log In**.

3. Verify the account using two-factor authentication, and click **Submit**.

   The **Welcome to iQIES** page is displayed. See *Figure 12 - Welcome to iQIES*.

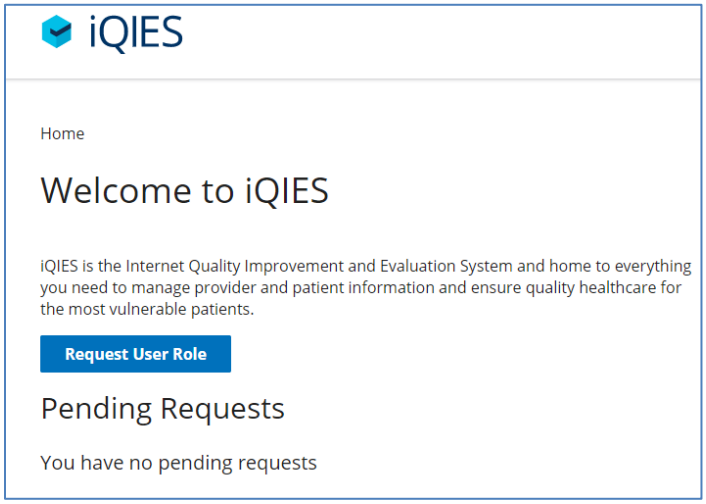

Figure 12 - Welcome to iQIES

4. 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*.

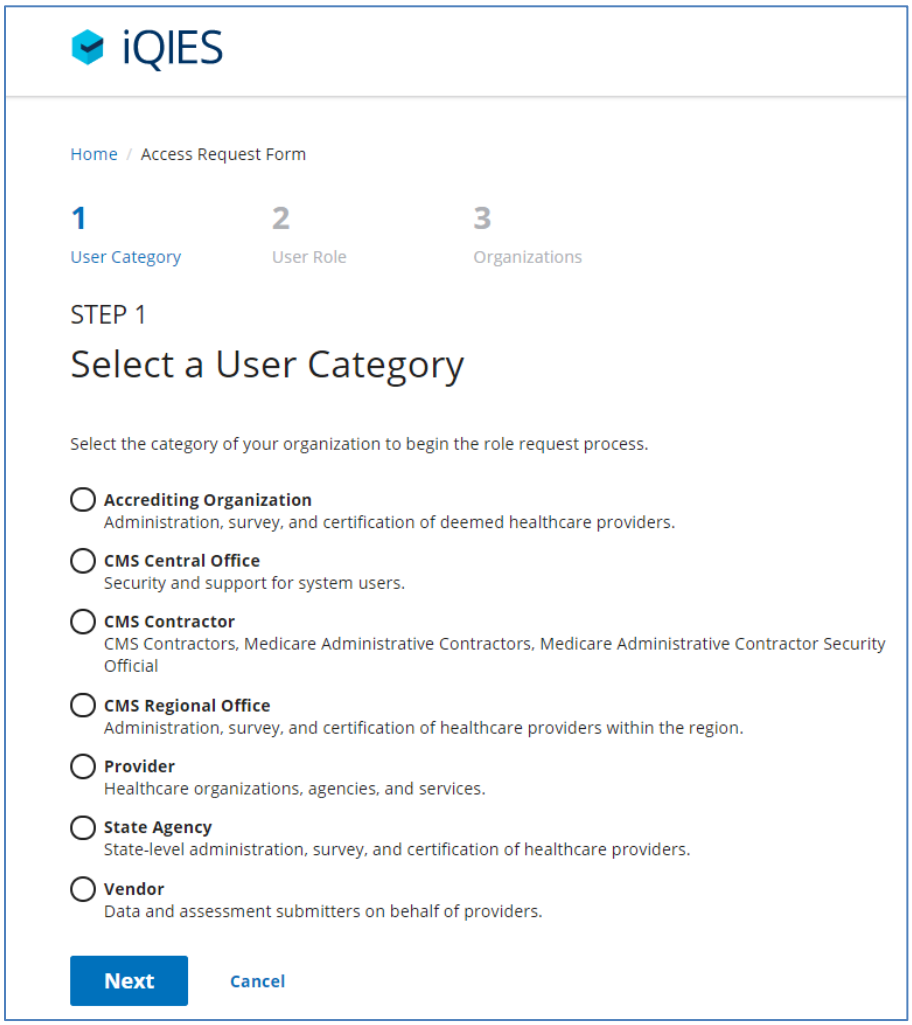

Figure 13 - Select an iQIES User Category

1. Select the appropriate user category option button. Examples of user categories are Provider, State Agency, CMS Regional Office, CMS Central Office, Vendor, and Accrediting Organization.
2. Click **Next**. See *Section 2.3.2 - Step 2: User Role* for next steps.

2.3.2 Step 2: User Role

The **Select a User Role** dialog box is displayed. See *Figure 14 - Select an iQIES User Role*.

Note: *Figure 14 - Select an iQIES User Role* is from the provider's perspective. The user may experience different options based on their desired user category.

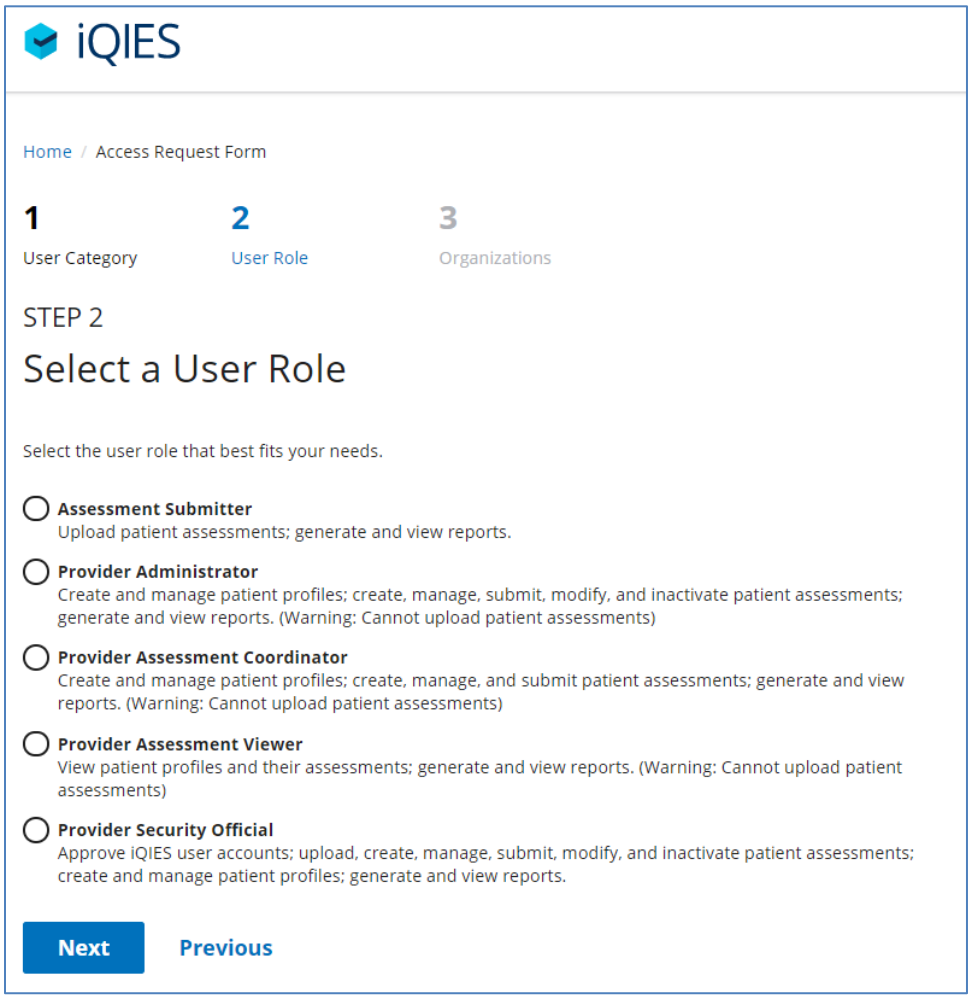

Figure 14 - Select an iQIES User Role

1. Select a user role. Refer to the iQIES User Roles Matrix at https://qtso.cms.gov/system/files/qtso/User%20Roles%20Matrix_508_1.pdf for user category descriptions and role functionality.

   Note: User Roles differ based on the selected User Category.

2. Click **Next**. See *Section 2.3.3 - Step 3: Organizations* for more information.

2.3.3 Step 3: Organizations

Step 3 dialog boxes are dependent upon the category and role the user chooses in Steps 1 and 2. The next subsections display the dialog boxes associated with the different categories and roles and describe the steps for completing the **Access Request Form**.

2.3.3.1 Accrediting Organization Roles

Users requesting an Accrediting Organization role are required to select the Accrediting Organization prior to submitting the request. See *Figure 15 - Add Accrediting Organization*.

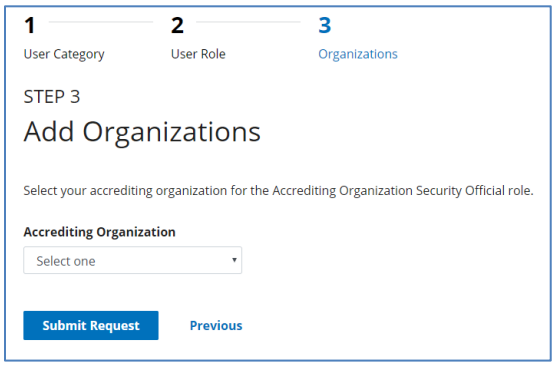

Figure 15 - Add Accrediting Organization

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

2.3.3.2 CMS Central Office

The CMS Central Office roles do not require an organization. The **Add Organizations** dialog box is displayed. See *Figure 16 - Submit Request*.

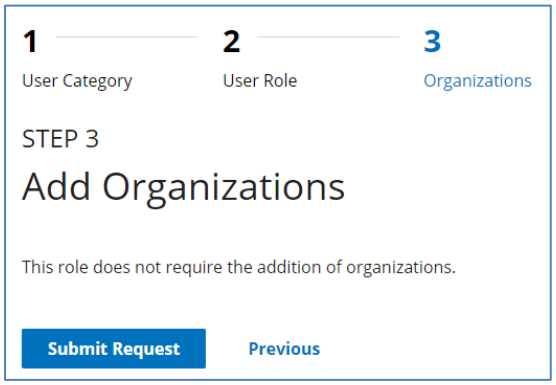

Figure 16 - Submit Request

Click **Submit Request**.

2.3.3.3 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 17 - Add Medicare Administrative Contractor*.

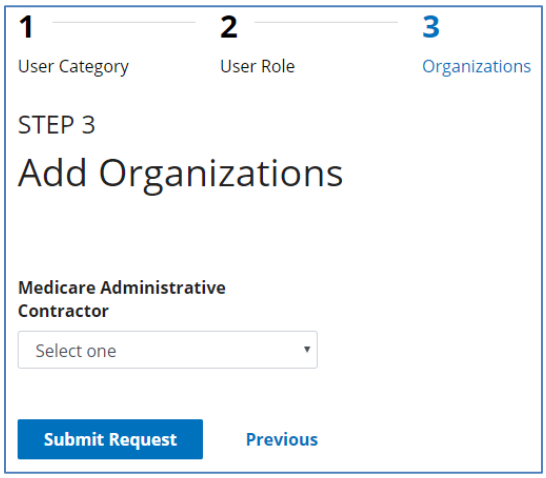

Figure 17 - Add Medicare Administrative Contractor

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

2.3.3.4 CMS Regional Office

The CMS Regional Office roles require the **Region** 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.

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 ASPEN, as *Figure 18 - Employee Identification in ASPEN* depicts.

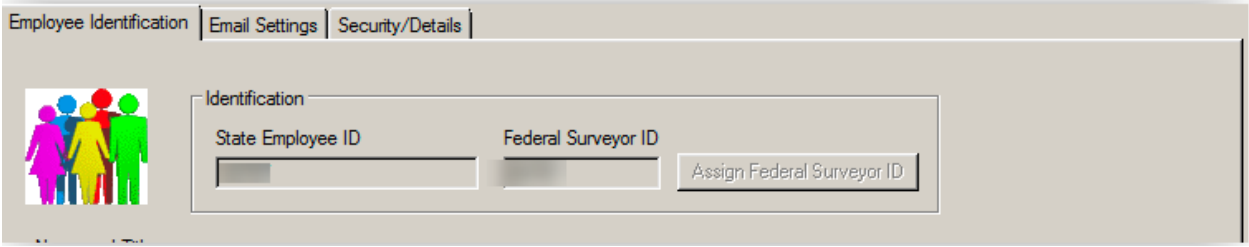

Figure 18 - Employee Identification in ASPEN

The **Add Organizations** dialog box is displayed. See *Figure 19 - Add Region and Federal Surveyor ID*.

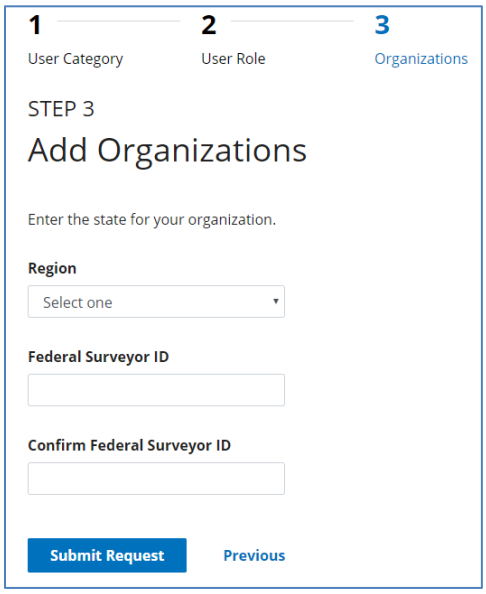

Figure 19 - Add Region and Federal Surveyor ID

1. Select the **Region** from the drop-down box.
2. Enter your 5-digit **Federal Surveyor ID**.
3. Re-enter your 5-digit **Federal Surveyor ID** in the **Confirm Federal Surveyor ID** field.
4. Click **Submit Request**.

2.3.3.5 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.

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 20 - Employee Identification in ASPEN* depicts.

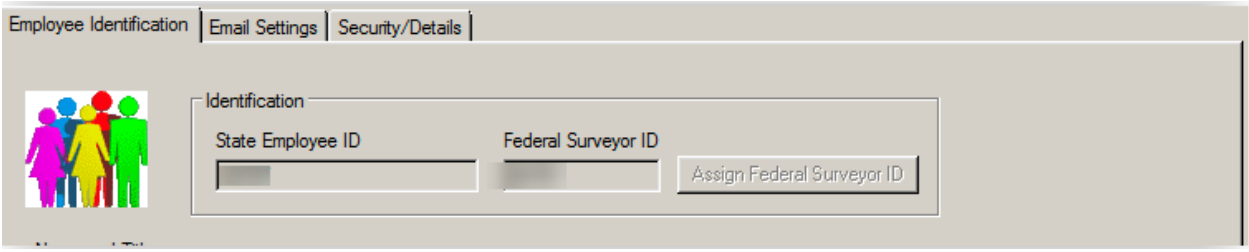

Figure 20 - Employee Identification in ASPEN

The **Add Organizations** dialog box is displayed. See *Figure 21 - Add State and Federal Surveyor ID*.

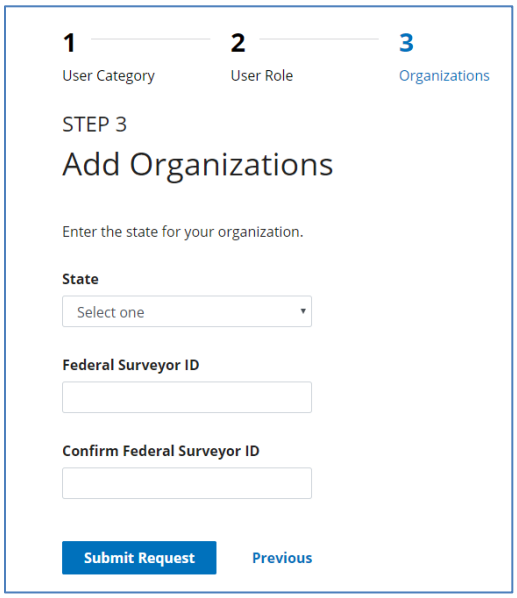

Figure 21 - Add State and Federal Surveyor ID

1. Select the **State** from the drop-down box.
2. Enter your 5-digit **Federal Surveyor ID**.
3. Re-enter your 5-digit **Federal Surveyor ID** in the **Confirm Federal Surveyor ID** field.
4. Click **Submit Request**.

2.3.3.6 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)*.

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.

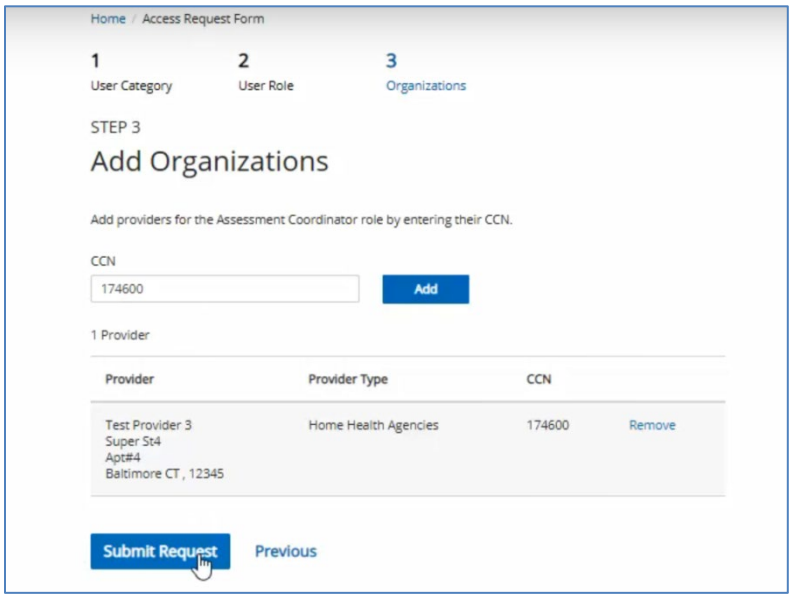

Figure 22 - Add a CMS Certification Number (CCN)

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.

Appendix A: Record of Changes

Table 1 - Record of Changes

Version Number	Date	Author/Owner	Description of Change
1.0	10/28/2019	CMS	Baseline document
2.0	03/20/2020	CMS	Made the following changes: • Updated iQIES User Role Guide • Various font, spacing, alignment, formatting, editing, grammar, punctuation changes • Remediated the document to make it Section 508 compliant • Added *Appendix B: Acronyms*
2.1	08/04/2020	CMS	Made the following changes: • Added version number to Cover page • Inserted active URL to step 1 on page 11

Appendix B: Acronyms

Table 2 - List of Acronyms presents a list of acronyms that are in this document.

Table 2 - List of Acronyms

Acronym	Expanded Version
ASPEN	Automated Survey Process Environment
CCN	CMS Certification Number
CMS	Centers for Medicare & Medicaid Services
EIDM	Enterprise Identity Management
HARP	Healthcare Quality Information System (HCQIS) Access, Roles and Profile Management
ID	Identity
iQIES	Internet Quality Improvement and Evaluation System
IRF	Inpatient Rehabilitation Facility
RIDP	Remote Identity Proofing
SSN	Social Security Number
TTY	Teletypewriter