



Centers for Medicare & Medicaid Services

HETS Desktop (HDT) Identity Management (IDM) System

User Guide

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1. Introduction

This User Guide provides the information necessary for Clearinghouse and Direct Provider Submitters to effectively use the Health Insurance Portability and Accountability Act (HIPAA) Eligibility Transaction System (HETS) Desktop (HDT) application.

1.1 HDT IDM User Guide Intended Audience

The intended audience of the HDT Identity Management (IDM) User Guide consists of the following users:

- New HDT users who create their user accounts via IDM.
- Existing HDT users who migrated from the legacy Enterprise Identity Management system.

1.2 User Guide Purpose

Centers for Medicare & Medicaid Services (CMS) is dedicated to safeguarding Protected Health Information (PHI) and ensuring that only entitled Medicare providers and suppliers receive Medicare benefit information. CMS requires all Submitters to ensure that they are only sending active, valid Fee-for-Service (FFS) Medicare National Provider Identifier (NPI) numbers to the HETS 270/271 application.

Submitters must utilize the HDT application to register and maintain an updated record of their business relationships with their HETS 270/271 provider and/or supplier customers prior to submitting HETS 270/271 transactions. In addition, Submitters can verify if NPI numbers are eligible for use with the HETS 270/271 application.

This user guide describes the IDM Self-Service User Interface (UI) and the HDT application.

This user guide provides users with step-by-step instructions for performing the following tasks (based on access privileges) using the IDM Self-Service UI:

- How to access the IDM system
- How to register a new IDM user account
- How to sign in to the IDM system
- How to use the IDM My Profile function
- How to use the IDM Manage My Roles function
- How to use the IDM My Requests function
- How to request HDT access via IDM
- How to set up Remote Identity Proofing (RIDP)
- How to unlock an IDM account
- How to reset expired or forgotten passwords
- How to view and manage user profile settings
- How to manage requests that are pending action by an approver
- How to use the HDT application to create Submitter ID/Provider relationships

- How to use the HDT application to check the status of a Submitter ID/Provider relationship
- How HETS Clearinghouse Submitters use batch functionality to perform mass updates of Submitter ID/NPI relationships

This user guide provides users with step-by-step instructions for performing the following tasks using the HDT application:

- NPI management via the HDT UI including querying, adding, or terminating Submitter ID/NPI relationships
- NPI management via the HDT NPI Batch Management including querying, adding, or terminating Submitter ID/NPI relationships
- Troubleshooting common HDT errors

1.3 Identity Management (IDM) System Overview

CMS created the IDM system to provide business partners with a means to request and obtain a single User ID which they can use to access one or more CMS applications, including HDT. The IDM system uses a cloud-based distributed architecture that supports the needs of CMS applications while providing an improved user experience on desktop and laptop computers as well as tablet and smartphone mobile devices.

The IDM security policy includes processes to disable inactive IDM users accounts that are inactive for sixty days. These users are required to update their IDM password during the reactivation process. IDM users who remain inactive for two years are subject to account removal. These users are notified via email prior to account removal. IDM accounts that have been removed cannot be reinstated. Users who are removed need to create a new IDM account, complete Remote Identity Proofing (RIDP), and request any application specific access like HDT via IDM.

1.4 HDT Application Overview

Users access the HDT application after authenticating their identity using an IDM User ID and password. Approved IDM users must add the HDT role to their IDM profile via the IDM UI then obtain CMS approval before HDT access will be granted.

The HDT application is used by Submitters to:

- Register their HETS 270/271 provider/supplier customers with CMS to establish an NPI/Submitter relationship.
- Maintain a list of all NPIs that their organization will be sending to the HETS 270/271 application.
- Query the status for one or more NPIs via the HDT application.
- Review their current Submitter profile.

The HDT application will validate NPIs that are either being queried or added by the Submitter to ensure that they are valid FFS Medicare providers or suppliers. Additionally, HDT will check the status of an NPI with Medicare daily. If an NPI is deemed to be invalid by Medicare, the NPI will also be invalid in HDT and will be prohibited from receiving PHI from the HETS 270/271 application.

In addition to validating that the NPIs submitted to the HETS 270/271 application are active and valid with Medicare, the HDT application will validate that there is a known Submitter/Provider relationship between the HETS 270/271 Submitter and the FFS Medicare provider or supplier.

The HDT application is integrated with the HETS 270/271 application. The NPIs submitted on 270 eligibility requests will be validated in real-time. If a Submitter sends an eligibility request with an NPI number that is a) not on file with CMS, b) not an active, valid FFS Medicare Provider at the time the request is processed, or c) not found as associated with the Submitter, then a 271 AAA error (with an appropriate error code) will be returned instead of entitlement information. Refer to Section 8.3 of the *HETS 270/271 Companion Guide* for more information on the 271 AAA error codes.

The HDT application allows for both manual and batch NPI management processes. The manual NPI management options allow Clearinghouse and Direct Provider Submitters to query, add, and terminate their relationships with providers and/or suppliers one NPI at a time. The screen displays the session's most current 25 responses in order, with the most recent response listed first.

The batch NPI management option allows Clearinghouse Submitters to query, add, and terminate their relationships for multiple NPIs at one time. The NPIs must be submitted in a flat text file that can be uploaded via the HDT application. HDT Clearinghouse Submitter Users can upload batch files and then receive response files back via the HDT application. HDT batch input files are stored in the user's HDT history for 60 days before they are archived; HDT batch output files are stored in the user's HDT history for at least 120 days before they are archived.

2. Referenced Documents

The *HETS 270/271 Companion Guide* provides information related to the HETS 270/271 application described throughout this document. Users can obtain the latest version of the *HETS 270/271 Companion Guide* in the Downloads section at the following website link:

<https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/HETSHelp/index>

If problems and/or questions arise while accessing the HDT application, contact the Medicare Customer Assistance Regarding Eligibility (MCARE) Help Desk at 1-866-324-7315 or at MCARE@cms.hhs.gov Monday through Friday, from 7:00 AM to 7:00 PM ET.

3. Quick Reference Guide

Table 1: Quick Reference Guide

Questions	Answers
Need to sign-in to HDT?	See Section 14.1 – Log In to the HDT Application
Need to log in with existing credentials?	See Section 7 – How to Sign In to the IDM System
Need to add an HDT role to an existing account?	See Section 12 – How to Request HDT Access Via IDM
Need to add a Multi-factor Authentication (MFA) device to your IDM account?	See Section 9.8 – How to Manage IDM MFA Devices
Has your password been reset?	See Section 7.1.1 – The User’s Password
Need to change your password?	See Section 9.6 - How to Change the IDM User Account Password
Need to create an entirely new IDM account?	See Section 6 – How to Register a New IDM User Account
Need to add a Multi-factor Authentication (MFA) device to your IDM account?	See Section 9.8 – How to Manage IDM MFA Devices

4. Prepare to Access the HDT Application via IDM

Users who access HDT using IDM with a desktop or laptop computer may need to perform software updates or configure web browser settings and privacy settings. Users who access HDT using IDM via a mobile computing device such as a smartphone or tablet have less control over updates and privacy settings. Therefore, the procedures discussed in this section may not apply to mobile device users.

4.1 Verify Web Browser Support

The HDT application and IDM were tested for compatibility with current versions of the following modern web browsers:

- Microsoft Edge (Legacy) ^{1, 2}
- Google Chrome
- Mozilla Firefox
- Safari

All the web browsers listed above are configured by default to receive regular security updates and patches. Even in cases where the user's organization manages operating system and application software updates, users who access HDT via IDM with one of these web browsers should not encounter compatibility issues.

4.2 Verify Screen Resolution

The HDT application and IDM are optimally viewed on a display resolution of 1366 x 768. All images that are displayed on modern computing devices are composed of a matrix of thousands of tiny dots called pixels. This matrix is expressed as width times height (example: 1366 pixels wide x 768 pixels high or 1366 x 768). A device's screen resolution therefore refers to the size of this matrix. The more pixels the screen can display, the higher the resolution, and the better on-screen text and images will look. The default display resolution setting for modern desktop, laptop, and mobile computing devices generally equals or exceeds 1366 x 768. The HDT application and IDM support older devices with a minimum resolution of 800 x 600.

Note: Modern desktop and laptop computers configure Windows 8, Windows 10, and MacOS X operating systems to a display resolution that meets or exceeds 1366 x 768. Users of older devices may need to change their display resolution settings if the current setting does not display the IDM system UI properly.

4.3 Cautions and Warnings

Web browser capabilities such as back, forward, refresh, and logging out should not be used during HDT application sessions.

¹ Microsoft Edge (Legacy) is the default web browser on Windows 10 PCs. Many enterprise users still have this as their default web browser.

² The New Microsoft Edge was released on January 15, 2020. Some non-enterprise users have received automated installations of the New Edge browser as part of a Windows 10 update.

Users should manually enter all internet addresses (Uniform Resource Locators, or URLs) into the internet browsers. CMS discourages users from utilizing browser bookmarks with the HDT application.

To optimize access to the HDT application, please disable pop-up blockers prior to use.

CMS discourages HDT users from utilizing Autofill or Auto-populate features of internet browsers. Users should disable these features in their browsers when using HDT.

HDT users should adjust their internet browser settings to prevent caching when using HDT. Web browsers with large cache settings can store web pages on the user's computer for extended periods of time. Because the HDT application framework has been developed to use similar page components, it is important that the user's browser is set to ensure that it tries to locate and retrieve a fresh instance of the HDT page and the data content.

HDT users should enable JavaScript and adjust any zoom features to ensure that they are not seeing the screen in too wide of a view.

HDT users should disable Compatibility View settings in their internet browsers to ensure proper display of the HDT pages.

5. Description of Key HDT User Authentication Mechanisms

The HDT application uses IDM to confirm the user's account credentials. HDT uses the following security mechanisms:

- HDT User ID policy
- HDT password policy
- Multi-factor Authentication (MFA)
- User uniqueness checks

5.1 HDT User ID Policy

The HDT User ID policy combines application specific guidelines and CMS password policy. IDM User IDs that are used to access HDT must conform to the following guidelines:

- Only personnel from HETS Clearinghouse and Direct Provider Submitters will be granted permission to access the HDT application. Users must be associated with an organization that has an active, valid HETS 270/271 Submitter ID.
- HDT users must have an IDM User ID that is 32 characters or less to utilize the HDT application.
- The HDT application allows the IDM User ID and IDM user first and last names to contain certain special characters. Special characters apostrophe (' '), hyphen (' - ') and spaces are compatible with HDT in the User ID and first and/or last name. Period (' . ') and underscore (' _ ') are also permitted in the User ID. The at sign (' @ ') is permitted as part of the User ID, but only when used as part of an email address format.

Users who request the HDT role for an existing IDM User ID that is greater than 32 characters and/or have a User ID or user first or last name that contains any special characters outside of the allowable situations noted above will not be granted access to the HDT application.

5.2 HDT Password Policy

The HDT password policy combines application specific guidelines and CMS password policy. Passwords that are used to access HDT must conform to the following guidelines:

- They must be at least 15 characters in length.
- They must contain one uppercase letter, one lowercase letter, and one number.
- Special characters are optional for use in the password. If used, the following special characters are acceptable: " ! # \$ % & ' () * + , - . / \ : ; < = > ? @ [] ^ _ ` { | } ~ .
- They must NOT contain a space.
- They must NOT contain parts of the user's First Name, Last Name, or User ID.
- They must be different than the last six passwords used.
- 24 hours must have elapsed since the last password change.

5.3 Multi-Factor Authentication

Email is automatically set up as the default Multi-Factor Authentication (MFA) factor for all users that are required to sign in with MFA. MFA users may use the My Profile function to register additional MFA factors after they sign in. In addition to email, the IDM system supports the following MFA factors:

- Interactive Voice Response (IVR)
- Google Authenticator (Chrome browser plug-in and mobile app)
- Okta Verify
- Short Message Service (SMS) Text Message
- YubiKey

Some MFA factors are also used to authorize Self-Service functions. **Table 2: Summary of MFA Factors and Their Functions** provides a summary of these functions.³

Table 2: Summary of MFA Factors and Their Functions

MFA Factor	Self-Service Password Reset	Self-Service Account Unlock	MFA
Email	Yes	Yes	Yes
SMS	Yes	Yes	Yes
IVR	Yes	Yes	Yes
Google Authenticator	No	No	Yes
Okta Verify	No	No	Yes
YubiKey	No	No	Yes

Note: The procedures described in this user guide will use the Email MFA factor when describing login procedures, self-service password reset procedures, and self-service account unlock procedures.

5.4 User Uniqueness Checks

CMS security policy requires that each user be uniquely identified. When a user creates an account, the information they submit is subjected to two uniqueness checks. The purpose of these checks is to maintain the integrity of the user information that is used by the IDM system for user authentication. The following uniqueness checks are conducted:

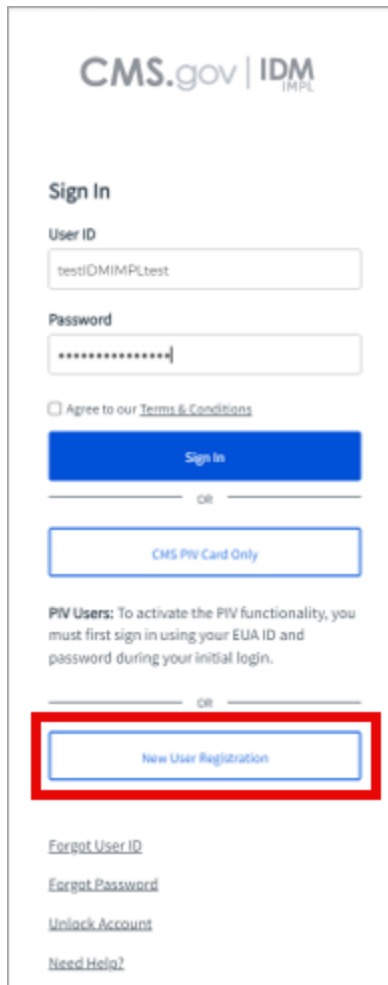
- The combination of the submitted first name + last name + email address must be unique.
- The submitted Social Security Number (SSN) must be unique.

³ Some elements of the IDM Self-Service UI use the term MFA device. For the purpose of this user guide, MFA device and MFA factor are synonymous.

6. How to Register a New IDM User Account

This section provides the steps that users must follow to register a new user account on the IDM System.

1. Navigate to <https://home.idm.cms.gov/>.



CMS.gov | IDM
IMPL

Sign In

User ID
testIDMIMPLtest

Password

Agree to our [Terms & Conditions](#)

Sign In

OR

CMS PIV Card Only

PIV Users: To activate the PIV functionality, you must first sign in using your EUA ID and password during your initial login.

OR

New User Registration

[Forgot User ID](#)
[Forgot Password](#)
[Unlock Account](#)
[Need Help?](#)

Figure 1: IDM System (New User Registration Button Highlighted)

2. Click the **New User Registration** button.

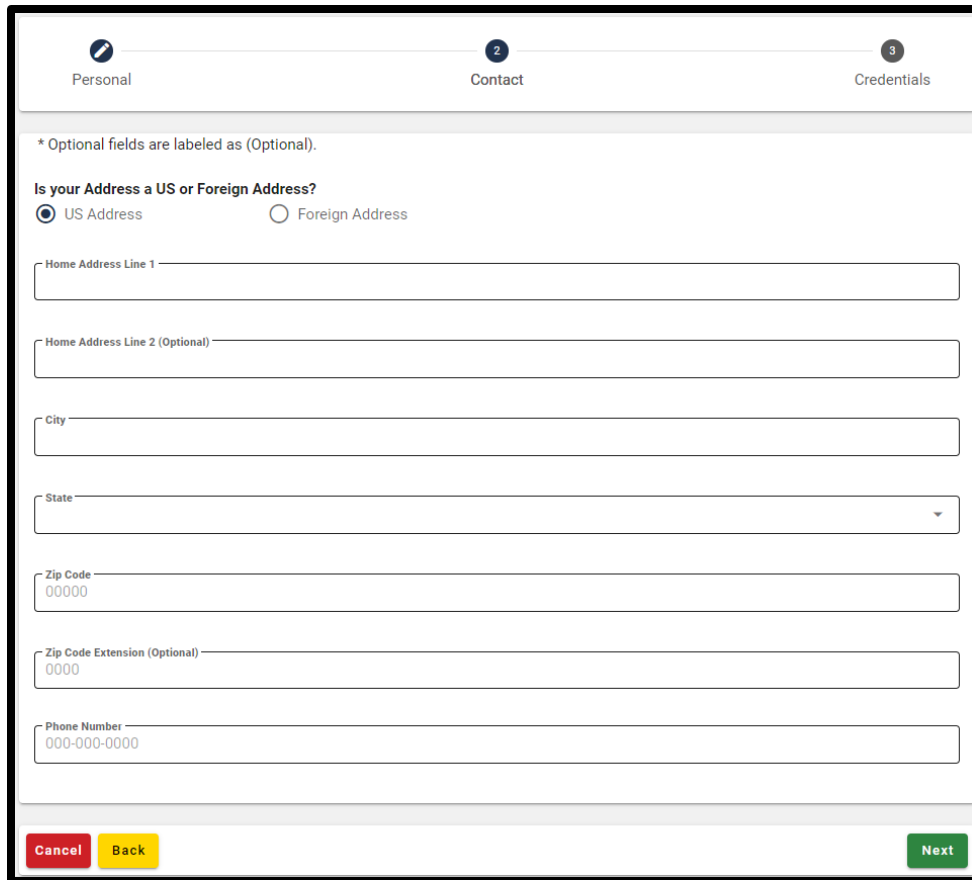
The screenshot shows a registration form with three tabs: Personal (1), Contact (2), and Credentials (3). The Personal tab is active. A note states: "* Optional fields are labeled as (Optional)." The form contains the following fields: First Name, Middle Name (Optional), Last Name, Suffix (Optional) (a dropdown menu), Date of Birth (with a placeholder MM/DD/YYYY), E-mail Address, and Confirm E-mail Address. Below the fields is a "View Terms & Conditions" button and a checkbox labeled "I agree to the terms and conditions". At the bottom of the form are "Cancel" and "Next" buttons.

Figure 2: IDM System User Registration Form – Personal Tab

3. Enter the Name, Date of Birth, and Email Address^{4 5} information into the respective fields of the IDM System User Registration form.
4. Read the IDM system terms and conditions, click the checkbox to acknowledge agreement with the Terms and Conditions, then click the **Next** button.

⁴ The email address that is entered into the Enter Email Address and Confirm E-mail Address fields must be identical or the registration process will not continue.

⁵ This email address must be valid and accessible for MFA and other account related notifications.



Personal Contact Credentials

* Optional fields are labeled as (Optional).

Is your Address a US or Foreign Address?

US Address Foreign Address

Home Address Line 1

Home Address Line 2 (Optional)

City

State

Zip Code
00000

Zip Code Extension (Optional)
0000

Phone Number
000-000-0000

Cancel Back Next

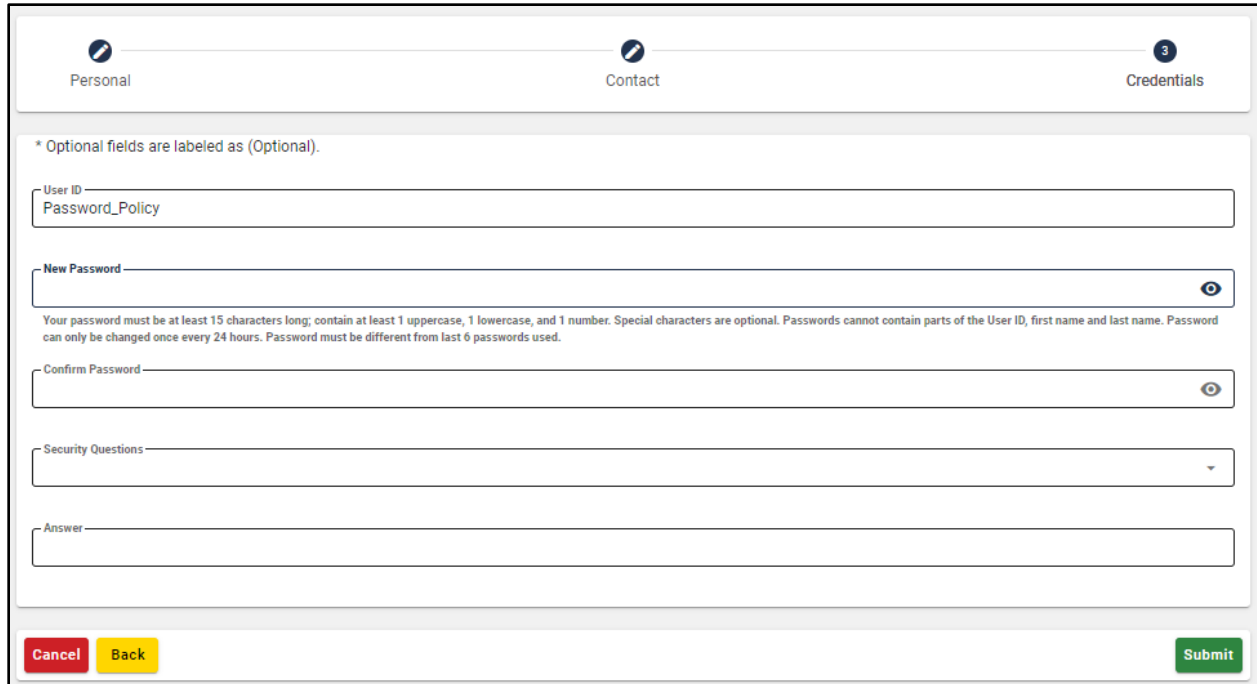
Figure 3: IDM System User Registration Form – Contact Tab

5. If the home address is located inside the US, keep the default “US Address” setting. If the home address is located outside of the United States, click the **Foreign Address** radio button.⁶
6. Enter the Home Address and Phone Number information into the respective fields.^{7,8}

⁶ A foreign address is any address that is not located within one of the 50 states or US territories. Users who reside at a foreign address will not be able to use the Remote Identity Proofing (RIDP) process as described in section *13 Remote Identity Proofing*.

⁷ Users must use the address where they reside as their Home Address. The use of other addresses, such as a business address will cause the RIDP process to fail.

⁸ The combination of First Name + Last Name + Email Address must be unique, or the registration process will not continue.



Personal Contact Credentials

* Optional fields are labeled as (Optional).

User ID
Password_Policy

New Password

Your password must be at least 15 characters long; contain at least 1 uppercase, 1 lowercase, and 1 number. Special characters are optional. Passwords cannot contain parts of the User ID, first name and last name. Password can only be changed once every 24 hours. Password must be different from last 6 passwords used.

Confirm Password

Security Questions

Answer

Cancel Back Submit

Figure 4: IDM System User Registration Form – Credentials Tab

7. Enter the desired User ID and Password into the respective fields of the User Account Creation form. ^{9, 10, 11}
8. Click the **Select Challenge Question** list box and choose a challenge question from the list that appears.
9. Type the challenge question answer into the Challenge Question Answer field. ¹²
10. Click the **Submit** button to submit the account registration request. The system displays a message that indicates the account was successfully created. ¹³

⁹ See section 5.1 HDT User ID Policy for specific User ID requirements for HDT.

¹⁰ The IDM System inspects the User ID to ensure that it is unique. If a user attempts to register with a User ID that is already in use, the system will notify the user that the User ID is already in use.

¹¹ See section 5.2 HDT Password Policy for specific password requirements for HDT.

¹² The challenge question answer must be at least four characters long. Additionally, it must not contain parts of the user's first name, last name, password, or challenge question.

¹³ Click the Back button to return to the Personal and Contact Information form or click the Cancel link to terminate the new account registration request process.

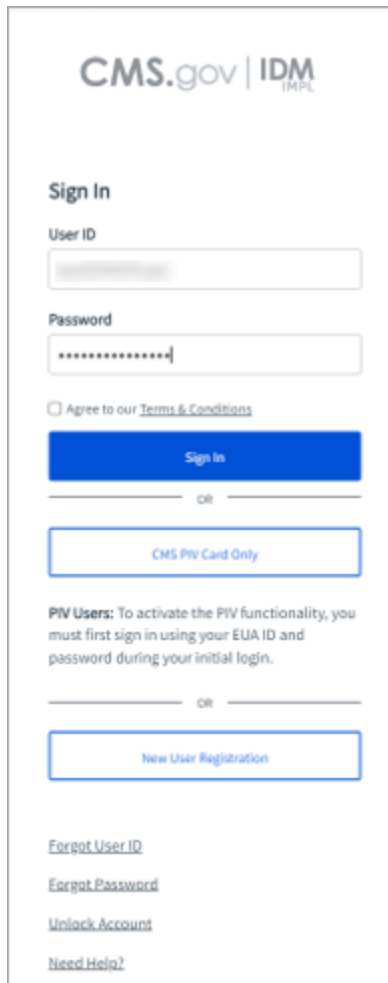
7. How to Sign In to the IDM System

The IDM System authenticates each user and permits them to access the CMS applications to which they have been granted access.

This section provides the steps that users must follow to sign in to the IDM System.

Note: The procedures described in this user guide will use the Email MFA factor when describing login procedures.

1. Navigate to <https://home.idm.cms.gov/>.



CMS.gov | IDM IMPL

Sign In

User ID

Password

Agree to our [Terms & Conditions](#)

Sign In

or

CMS PIV Card Only

PIV Users: To activate the PIV functionality, you must first sign in using your EUA ID and password during your initial login.

or

New User Registration

[Forgot User ID](#)

[Forgot Password](#)

[Unlock Account](#)

[Need Help?](#)

Figure 5: IDM System Sign-In UI

2. Enter the User ID and Password into the respective fields.
3. Read the Terms & Conditions, click the check box to acknowledge agreement, then click the **Sign In** button.
4. If prompted, select an MFA factor. ¹⁴

¹⁴ Email is automatically set up as the default MFA factor for all users that are required to log in with MFA.

5. Follow the directions for the chosen MFA factor (MFA device). The following example illustrates email authentication.

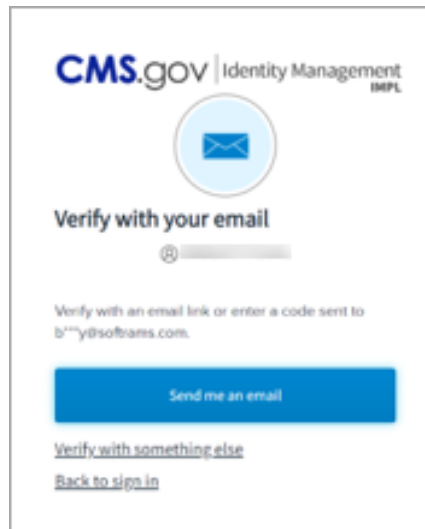


Figure 6 : Verification Code Request UI

6. When the Verify with your email Authentication UI appears, click the **Send me an email** button to request a one-time verification code.

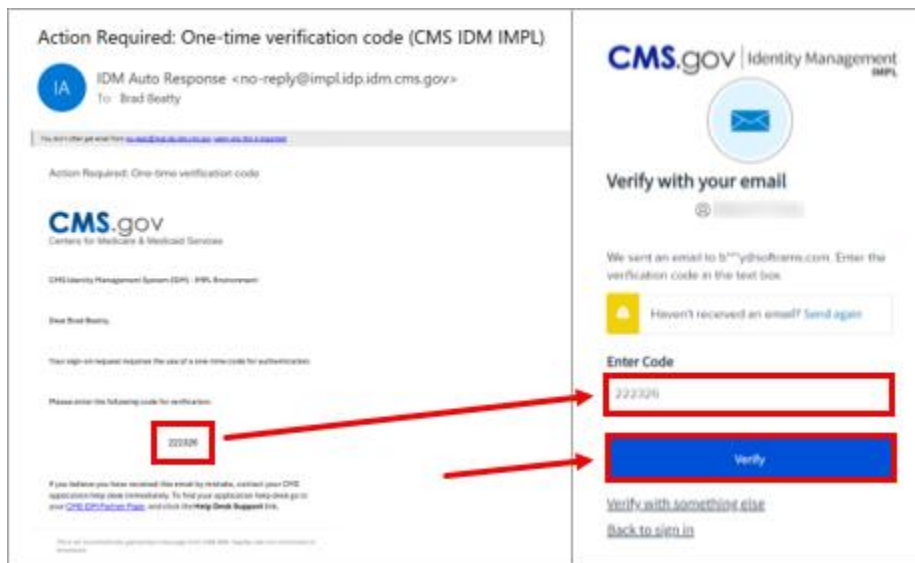


Figure 7: One-time Verification Code Email and the Verification Code UI

7. Enter the Verification Code from the email into the Enter Code field. ¹⁵
8. Click the **Verify** button. The user is taken to the IDM Self-Service UI.

¹⁵ If the MFA factor uses push notifications, a verification code is not required.

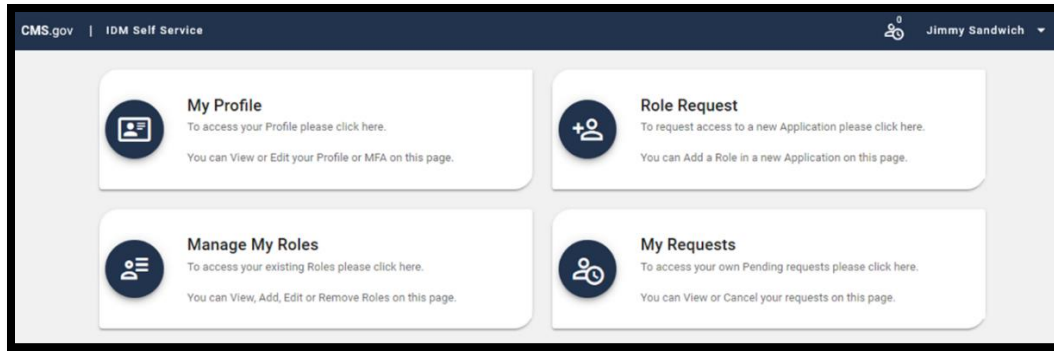


Figure 8: Dashboard for Users without Approver or Help Desk Capabilities

7.1 How to Overcome Common Sign-In Issues

The IDM system provides self-service features that enable users to address common sign-in issues without requesting assistance from help desk personnel. Users may encounter the following issues:

- The user's password is reset by the MCARE Help Desk.
- The user forgets their password.
- The user's account is locked.
- The user forgets their User ID.

Note: The procedures described in this user guide will use the Email MFA factor when describing login procedures, self-service password reset procedures, and self-service account unlock procedures.

Users must meet the following conditions to use the self-service procedures to reset their forgotten password or unlock their account as described in this section of the user guide:

- **Security Question Answer:** The user must remember the security question answer which they established when they created their account.
- **Email, IVR, or SMS MFA factor:** The user must have an Email, IVR, or SMS MFA factor (MFA device) registered and active in their user profile.

Users who do not meet these conditions will not be able to use these self-service procedures and must contact their respective application help desk to obtain assistance. ¹⁶

7.1.1 The User's Password Is Reset

If a user cannot remember their password and/or cannot successfully change the password using self-service options, the Help Desk can force a password reset. This reset then requires

¹⁶ Users can obtain contact information for their application helpdesk on the CMS Enterprise Portal website's [Learn about Your Application Page](#).

the user to change their password at the next login. In this situation, the IDM system's Sign-In UI displays a message that informs the user that their password must be changed, as shown in **Figure 9 : IDM Change Password UI**. That user is required to create a new password before they can sign in to the IDM system.

This section provides the steps that users must follow to change an expired password.

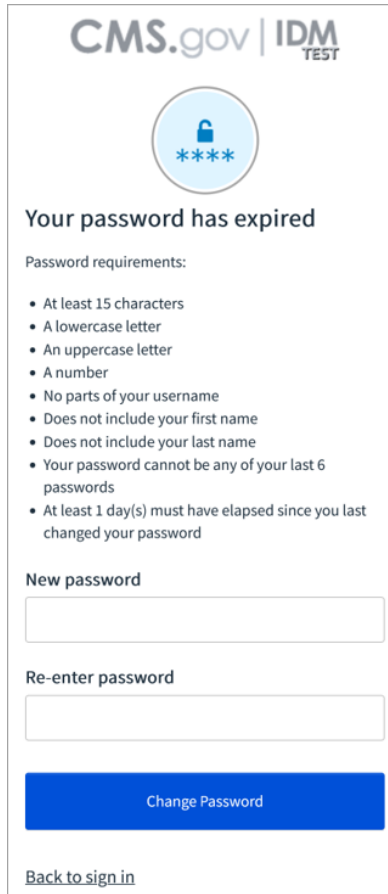


Figure 9 : IDM Change Password UI

1. Enter the New password and then reenter the same password into the Re-enter password field.¹⁷
2. Click the **Change Password** button.¹⁸

The user can now log in using the new password.

7.1.2 The User Forgets Their Password

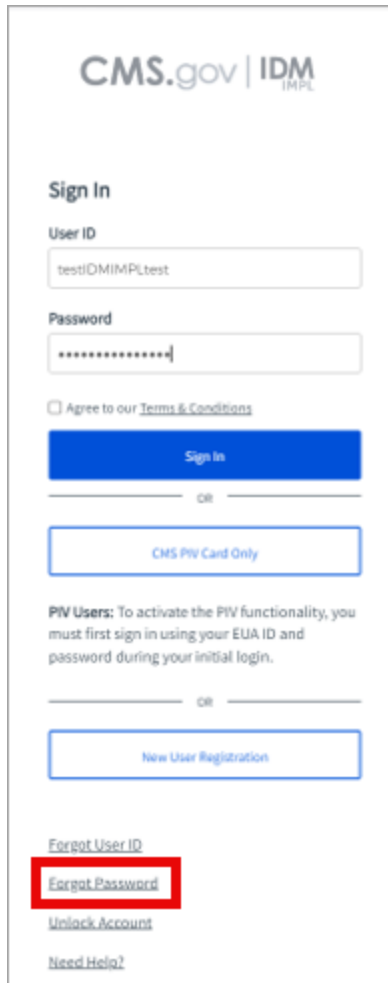
The IDM system provides a means for users to reset their own passwords if they are unable to sign in because they forgot their password, provided they meet the conditions outlined in section [7.1 How to Overcome Common Sign-In Issues](#).

¹⁷ The new password must conform to the guidelines provided in section [5.2 HDT Password Policy](#).

¹⁸ The system sends an email to the user's address on record which indicates that the user's password was changed. It also indicates where the user can obtain assistance if they have questions.

Users who forget their passwords can reset their own password by using the ***Forgot Password*** link, which is located at the bottom of the IDM Sign In UI.

This section provides the steps that users must follow to reset a forgotten password.



CMS.gov | IDM
IMPL

Sign In

User ID
testIDIMPLtest

Password

Agree to our [Terms & Conditions](#)

Sign In

or

CMS PIV Card Only

PIV Users: To activate the PIV functionality, you must first sign in using your EUA ID and password during your initial login.

or

New User Registration

[Forgot User ID](#)
[Forgot Password](#)
[Unlock Account](#)
[Need Help?](#)

Figure 10: IDM System Sign-In UI – Forgotten Password Recovery Link

1. Click the **Forgot Password** link located in the lower left corner of the IDM System Sign In UI. The Reset Password UI appears.

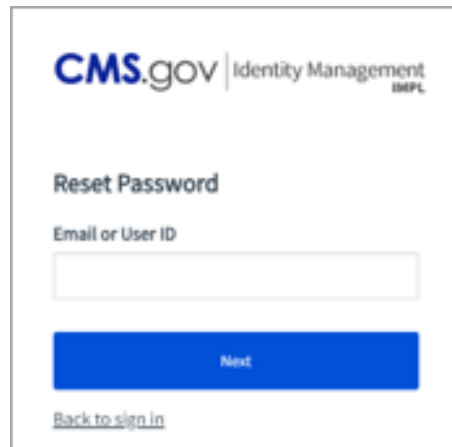


Figure 11: Reset Password UI

2. Enter the email address on record with IDM or the User ID in the respective field. Click the **Next** button.

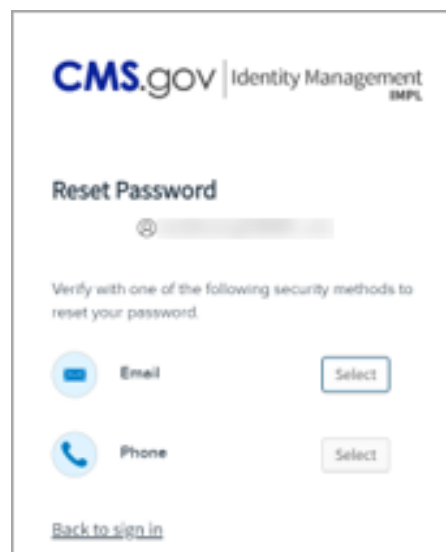


Figure 12: Reset Password UI – Select Email

3. Click the **Select** button that corresponds to the desired reset method. The reset method will determine how password recovery information is communicated to the user.
4. Follow the directions for the chosen MFA factor (MFA device). Email is illustrated in this example.

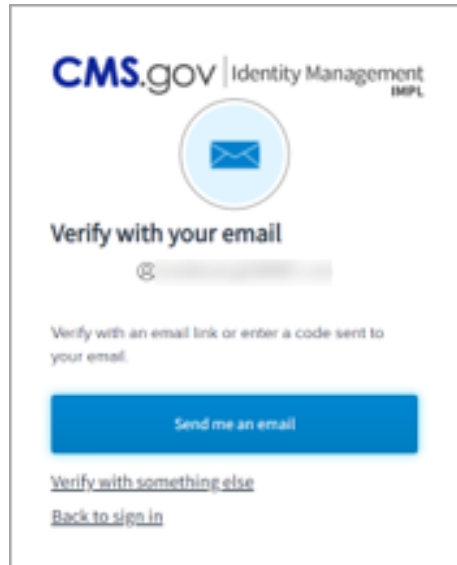


Figure 13: Verification Code Request UI

5. When the Verify with your email Authentication UI appears, click the **Send me an email** button to request a one-time verification code.
6. You will be notified when an authentication email is sent.

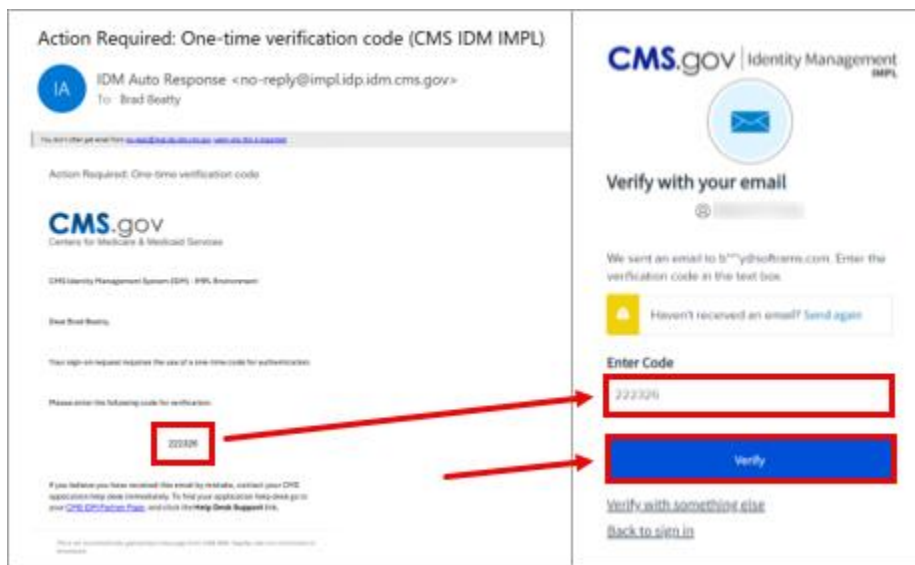


Figure 14: One-time Verification Code Email and the Verification Code UI

7. Enter the Verification Code from the email into the Enter Code field.¹⁹ Click the **Verify** button.

¹⁹ If the MFA factor uses push notifications, a verification code is not required.

8. The Answer Forgotten Password Challenge UI appears. ^{20, 21, 22}

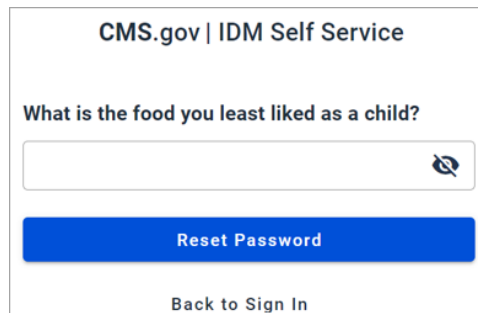


Figure 15: Answer Forgotten Password Challenge UI

9. Enter the security question answer into the field, then click the **Reset Password** button.²³
10. The IDM system sends a Forgot Password email to the email address listed in the user's profile. This email informs the user that a password reset request has been made, and it contains a Reset Password hyperlink that the user must use to complete the password reset procedure.²⁴
11. Click the Reset Password hyperlink contained within the Forgot Password email. The Reset Your Password UI appears.

²⁰ The Reset via Email option is available to all HDT users.

²¹ The Reset via SMS option is only available if the user has added a mobile phone number to their user profile and registered that phone number for use with an SMS MFA device.

²² The Reset via Voice Call option is only available if the user has added a phone number to their user profile and registered that phone number for use with an IVR MFA device.

²³ (Optional) Click the Show check box to view the answer to the security question in clear text.

²⁴ The Reset Password hyperlink expires after four hours have elapsed. The user will be required to repeat this entire procedure if the link expires.

CMS.gov | IDM Self Service

New Password

Your password must be at least 15 characters long;
contain at least 1 uppercase, 1 lowercase, and 1 number.
Special characters are optional. Passwords cannot
contain parts of the User ID, first name and last name.
Password can only be changed once every 24 hours.
Password must be different from last 6 passwords used.

Confirm Password

Reset Password

Back to Sign In

Figure 16: Reset Your Password UI

12. Enter the New Password and then reenter the same password into the Confirm Password field.²⁵
13. Click the **Reset Password** button. The Verify with Email Authentication UI appears.
14. Click the **Send me the code** button to request a one-time verification code.
15. The MFA device returns a one-time verification code via email. Enter the one-time verification code into the Verification Code field.
16. Click the **Verify** button. The user is taken to their respective IDM Self-Service UI.

7.1.3 The User's Account is Locked

An HDT user's account may be locked for several reasons, some of which require the assistance of MCARE Help Desk personnel to perform a Help Desk-assisted account unlock procedure.

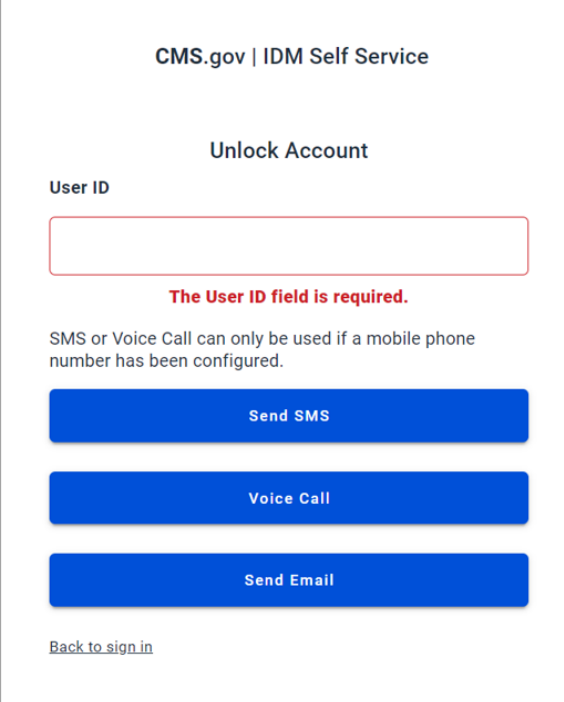
If a user's account gets locked from within the HDT application, then they will receive an on-screen message that includes a specific error code and directions on how to proceed. A complete list of HDT specific account error codes is available in section [18.1 Access and Behavior Error Messages](#). Users should follow the on-screen recommendations. When directed to do so, users should take note of the error message they received and then contact the MCARE Help Desk for assistance. Refer to section [17.3 Support Information](#) for MCARE Help Desk contact information.

If a user's account gets locked when the user exceeds the maximum number of failed sign-in attempts, that is an IDM system account lock and the user may use the self-service procedure described in this section, provided they meet the conditions outlined in section [7.1 How to Overcome Common Sign-In Issues](#).

²⁵ The New Password and Repeat Passwords must match, and both must conform to the guidelines provided in section [5.2 HDT Password Policy](#).

Such users can use the **Unlock your account** link which is located at the bottom of the IDM Sign-In UI.

This section provides the steps that users must follow if they exceed the maximum number of failed IDM sign-in attempts and thus lock their IDM account.



CMS.gov | IDM Self Service

Unlock Account

User ID

The User ID field is required.

SMS or Voice Call can only be used if a mobile phone number has been configured.

Send SMS

Voice Call

Send Email

[Back to sign in](#)

Figure 17: IDM System Unlock Account UI

1. The Unlock Account UI appears whenever a user enters their credentials and tries to sign in after the account is locked for excessive failed sign-in attempts. The IDM system also sends an Account Locked email that explains why the account was locked and steps the user should take to unlock the account.²⁶
2. Enter the User ID in the User ID field.
3. Select the button on the Unlock Account UI that corresponds to the desired unlock method. The Unlock Account UI is illustrated in **Figure 17: IDM System Unlock Account UI**. The unlock method will determine how password recovery information is communicated to the user.^{27, 28, 29}

²⁶ The user can also click the Unlock your account link that is located on the bottom of the IDM System Sign In window as shown in Figure 5: IDM System Sign-In UI.

²⁷ The Unlock via Email option is available to all HDT users.

²⁸ The Unlock via SMS option is only available if the user has added a mobile phone number to their user profile and registered that phone number for use with an SMS MFA device.

²⁹ The Unlock via Voice Call option is only available if the user has added a phone number to their user profile and registered that phone number for use with an IVR MFA device.

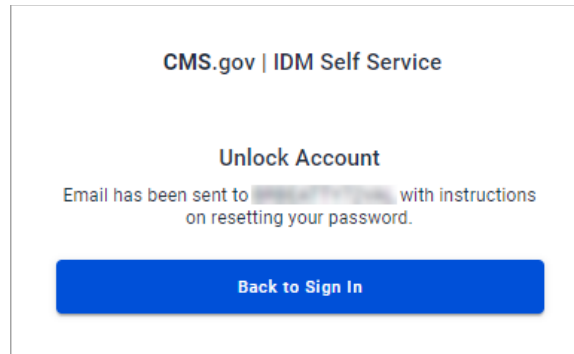


Figure 18: Unlock Request Sent UI

4. When the Unlock Request Sent UI appears, click the ***Back to sign In*** button.
5. The IDM system sends an Account Unlock Request email to the email address listed in the user's profile. This email informs the user that an account unlock request has been made, and it contains an ***Unlock Account*** hyperlink that the user must use to complete the Unlock Account procedure.³⁰

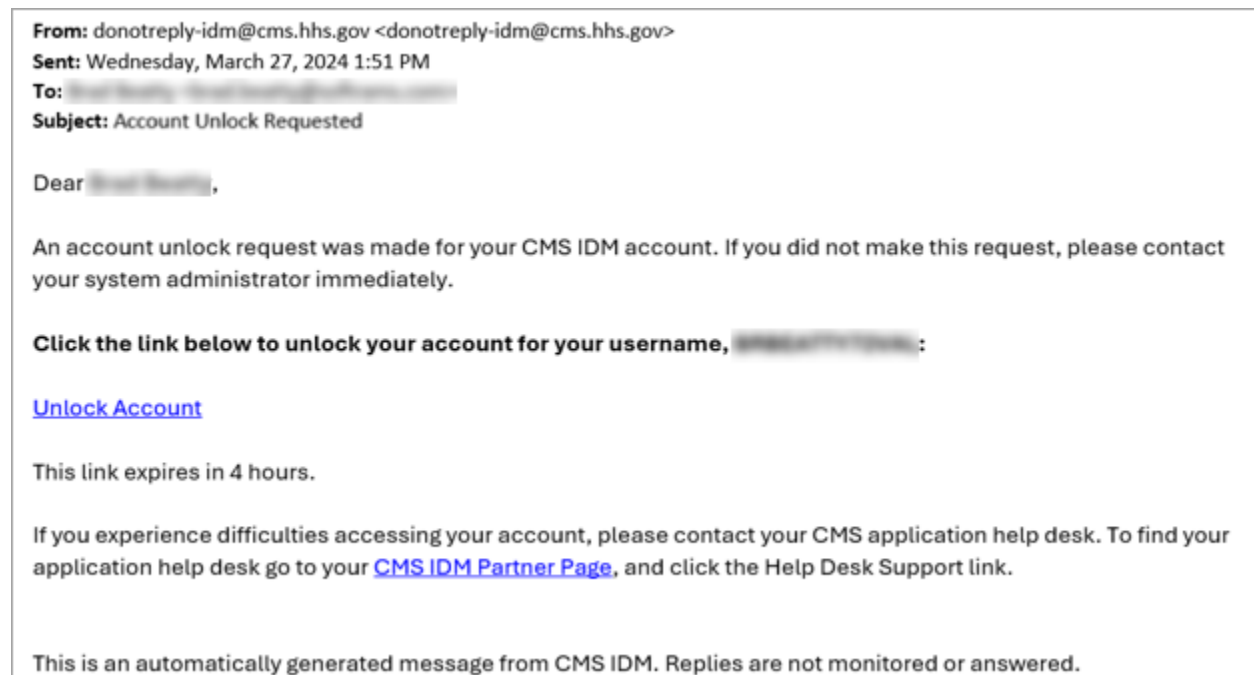


Figure 19: Account Unlock Requested Email

6. Click the ***Unlock Account*** hyperlink contained within the Account Unlock email. The Answer Unlock Account Challenge UI appears.

³⁰ The Unlock Account hyperlink expires after four hours have elapsed. The user will be required to repeat this entire procedure if the link expires.

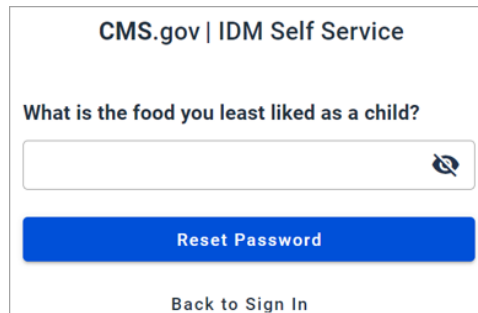


Figure 20: Answer Unlock Account Challenge Question UI

7. Type the answer to the challenge question into the field, then click the **Unlock Account** button. If the user answers the question correctly, the Account Successfully Unlocked UI appears.³¹

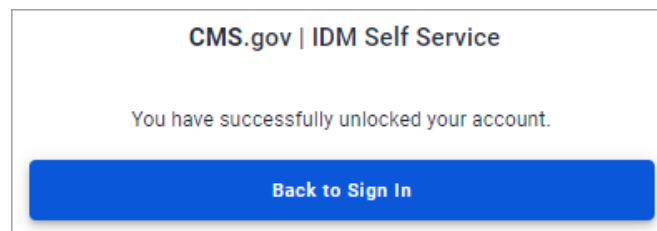


Figure 21: Account Successfully Unlocked UI

8. Click the **Back to Sign In** button. The IDM system Sign-In UI appears, and the user's account is now unlocked.³²

³¹ (Optional) Click the Show check box to view the answer to the security question in clear text.

³² The user can attempt to sign in with their existing password if they remember it using the procedure described in section [7 How to Sign In to the IDM System](#), or they can use the self-service password reset procedure described in section [7.1.2 The User Forgets Their Password](#).

8. The IDM Self-Service UI

8.1 Overview of the IDM Self-Service UI

The IDM Self-Service UI provides access to self-service functions that allow users to manage their user profile, request new applications, and manage roles for applications to which they have been granted access. **Table 3: Summary of Common Self-Service UI Controls and Features** provides a summary of the features and controls that are available on the Self-Service UI for HDT users.³³

Figure 22: IDM Self-Service UI for Users without Approver or Help Desk Capabilities illustrates the IDM Self-Service Dashboard. The functions shown represent the minimum number of functions that are available to all users.

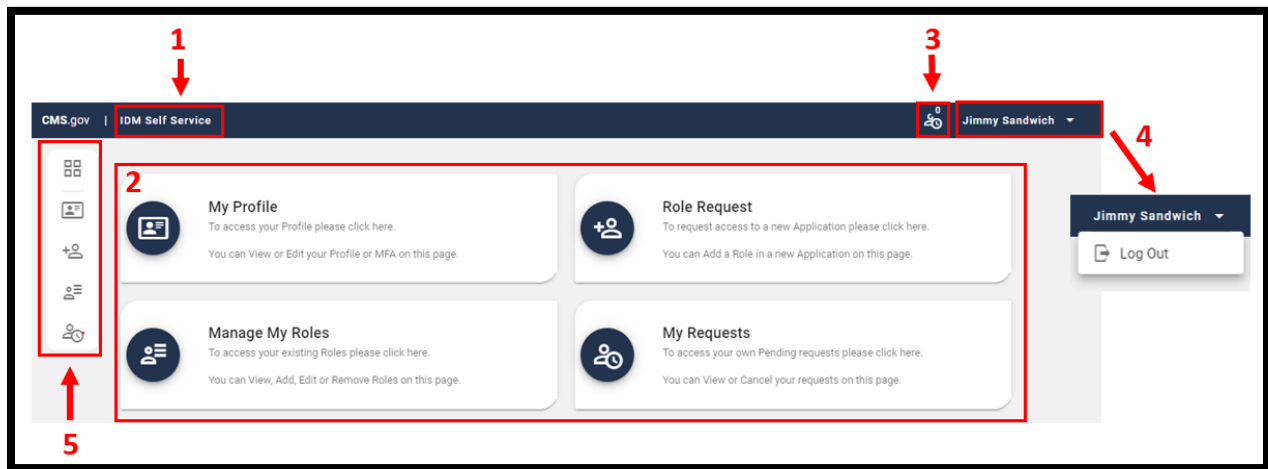


Figure 22: IDM Self-Service UI for Users without Approver or Help Desk Capabilities

Table 3: Summary of Common Self-Service UI Controls and Features

Reference	Control Name	Description
1	IDM Self-Service Button	This control returns the user to the IDM Self-Service UI.
2	IDM Self-Service Function Buttons	These controls launch the various functions that can be accessed through the IDM Self-Service UI. <ul style="list-style-type: none"> All users have access to these buttons.
3	My Requests Counter	This indicator displays the number of pending requests that have been submitted by the currently logged in user and provides 1-click access to a summary of those requests.
4	Dropdown Menu	This control displays the currently logged in user and provides access to the Log Out function when clicked.





³³ Users that possess additional capabilities have access to additional Self-Service UI functions whose controls are only displayed to those individuals.

Reference	Control Name	Description
5	Self Service Taskbar	This is a dynamic control which appears whenever a user accesses one of the Self-Service functions. This control enables the user to move between the various Self-Service functions which can be accessed through the Self-Service UI.

8.2 Description of Functions Common to all Users

Table 4: IDM System Self-Service Functions Common to all Users contains a description of the Self-Service functions that are available to all users of the IDM system.

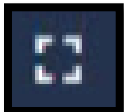
Table 4: IDM System Self-Service Functions Common to all Users


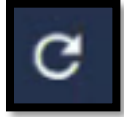






Function Name	Icon	Function Description
My Profile		This function enables the currently logged in user to view and edit their profile. <ul style="list-style-type: none"> Profile information can also be accessed using the My Profile taskbar option.
Role Request		This function enables the currently logged in user to request access to a new application. <ul style="list-style-type: none"> Requests for access to new or existing applications can also be submitted using the Role Request taskbar option.
Manage My Roles		This function enables the currently logged in user to manage existing roles. <ul style="list-style-type: none"> User can view, add, edit, or remove roles. Roles can also be managed using the Manage My Roles taskbar option.
My Requests		This function enables the currently logged in user to access their own pending requests. <ul style="list-style-type: none"> Users can view or cancel requests. Pending request information can also be accessed using the My Requests taskbar option.

8.3 Description of the Self-Service UI Common Controls

Table 5: Self-Service UI Common Controls contains a description of the common controls that are used by all functions that can be accessed from the Self-Service UI.

Table 5: Self-Service UI Common Controls

Control Name	Icon	Function
Full-screen View		This control places the UI in full-screen view.

Control Name	Icon	Function
Normal View		This control exits full-screen view and places the UI in normal view.
Refresh		This control refreshes the list of records displayed on the screen.
Hide Attribute(s)		This control provides the option to hide the Attribute and Additional Details columns.
View Details		This control displays additional detailed information about the request. These details are displayed within the results page. <ul style="list-style-type: none"> • This is a dynamic control which displays a label and details that change according to role attribute information. • This control will not appear for applications that do not have role attributes.
Pagination		This control enables the user to select the number of records (results) that are displayed as a “page” on the screen.
Page Selector		This control permits the user to select a specific page of results to view. <ul style="list-style-type: none"> • The user can change the page size using the Pagination control.
Self Service Taskbar		This control provides users with 1-click access to each Self-Service function that the currently logged in user has access to. <ul style="list-style-type: none"> • The taskbar dynamically appears in the upper left corner of the Self-Service UI when one of the Self-Service functions is being used.
Edit		The control allows the user to edit various information that is stored in the user's profile.

9. How to Use the IDM My Profile Function

Users can view and edit their user profile information using the **My Profile** button located on the Self-Service UI or the My Profile taskbar option.

9.1 Description of the IDM My Profile Function

The My Profile function enables users to view and/or modify various attributes of their user profile. Users may perform the following profile management tasks:

- View a summary of their user profile
- Modify their personal contact information
- Modify their business contact information
- Change their password
- Change their security question
- Manage their MFA devices

Table 6: User Profile Information Categories contains a list of the categories of information that comprise the user profile, their respective data elements (when available), and user actions that may be performed on those categories of information.

Table 6: User Profile Information Categories

Category	Data Elements	Action
My Information	User ID Title First Name Middle Name Last Name Suffix Date of Birth Last 4 of SSN	View only
Personal Contact Information	E-Mail Address Address Line 1 & Line 2 City State Zip Code & Zip Code Extension Phone Number	View and modify
Business Contact Information	Professional Credentials Company Name Company Address Line 1 & Line 2 City State Zip Code & Zip Code Extension Company Phone & Company Phone Extension Office Phone & Office Phone Extension	View and modify

Category	Data Elements	Action
Change Password	Current Password New Password Confirm Password	Change user password
Change Security Question	Security Questions Answer Current Password	Change security question and answer
Manage MFA and Recovery Devices	MFA Device Properties: <ul style="list-style-type: none"> Type Value Status 	Add/Remove/Modify MFA device attributes

9.2 How to Launch and Close the IDM My Profile Function

Launch the My Profile Function:

1. Click the **My Profile** button located on the Self-Service UI or click the My Profile taskbar option.

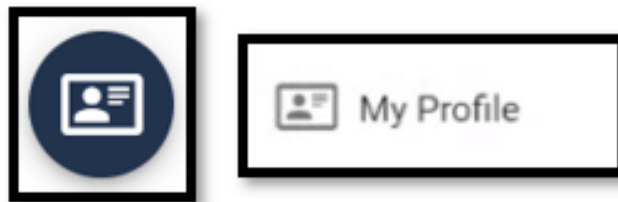


Figure 23: My Profile Button and My Profile Taskbar Option

Close the My Profile Function:

1. Choose one of the following actions to close the My Profile function:
 - Click the **IDM Self-Service** button located at the top left of the Self-Service UI.
 - Select another function from the Self-Service taskbar.
 - Select the Log Out option from the dropdown menu and log out of the system.

9.3 How to View IDM User Profile Information

The My Information UI displays a read-only summary of the currently signed in user's profile information.

The My Information UI displays as soon as the user launches the My Profile function using the procedure described in section [9.2 How to Launch and Close the IDM My Profile Function](#).



Figure 24: My Profile - My Information

9.4 How to View and Edit IDM User Personal Contact Information

This section provides the steps that users must follow to view and edit the personal contact information of the user that is currently logged in.

View Personal Contact Information

1. Click the **My Profile** button located on the Self-Service UI or click the My Profile taskbar option. These controls are shown in **Figure 25: My Profile - Personal Contact Information**.

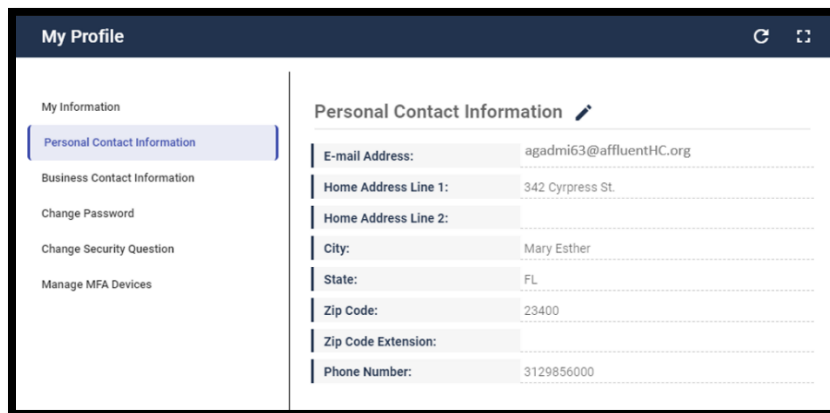


Figure 25: My Profile - Personal Contact Information

2. Click the **Personal Contact Information** link to open the Personal Contact Information UI and view the currently logged in user’s personal contact information.

Edit Personal Contact Information

1. With the Personal Contact Information UI open, click the Personal Contact Information



edit control. The Personal Contact Information form opens.

The screenshot shows a web interface titled "My Profile" with a sidebar on the left containing navigation links: "My Information", "Personal Contact Information" (highlighted), "Business Contact Information", "Change Password", "Change Security Question", and "Manage MFA Devices". The main content area is titled "Personal Contact Information" and includes a note: "* Optional fields are labeled as (Optional)". The form contains the following fields and controls:

- E-mail Address: agadmi63@affluentHC.org
- Is your Address a US or Foreign Address?
 - US Address
 - Foreign Address
- Home Address Line 1: 342 Cypress St.
- Home Address Line 2 (Optional):
- City: Mary Esther
- State: Florida (dropdown menu)
- Zip Code: 23400
- Zip Code Extension (Optional): 0000
- Phone Number: 312-985-6000

At the bottom of the form, there are two buttons: "Cancel Changes" (red) and "Submit Changes" (green).

Figure 26: My Profile - Edit Personal Contact Information Form

2. Make the desired changes, then click the **Submit Changes** button. The Personal Contact Information UI appears and displays the recent changes. ^{34, 35, 36}

9.5 How to View and Edit IDM User Business Contact Information

This section provides the steps that users must follow to view and edit the business contact information of the user that is currently logged in.

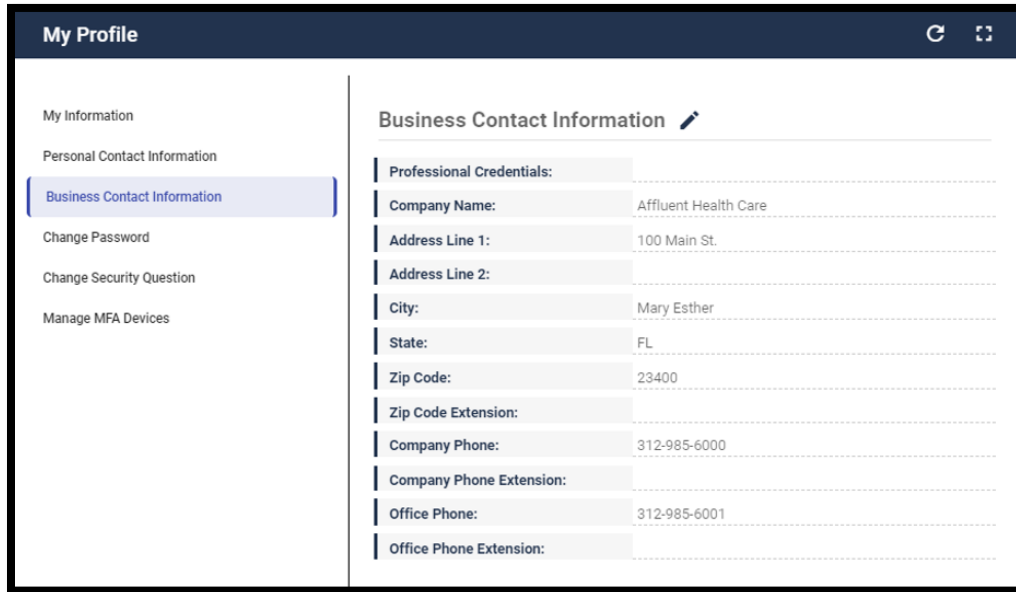
³⁴ A user account is considered duplicate when the combination of First Name + Last Name + Email Address as changed already exists in the system.

³⁵ An email is sent to the user's email address of record which indicates a change to their information has occurred. If the user changed their email address, the email will be sent to both the old and new email addresses.

³⁶ Click the Cancel Changes button to discard changes to the personal contact information.

View Business Contact Information

1. Click the **My Profile** button located on the Self-Service UI or click the My Profile taskbar option. These controls are shown in **Figure 23: My Profile Button and My Profile Taskbar Option**.



The screenshot displays the 'My Profile' interface. On the left is a sidebar with the following menu items: 'My Information', 'Personal Contact Information', 'Business Contact Information' (highlighted with a blue bar), 'Change Password', 'Change Security Question', and 'Manage MFA Devices'. The main content area is titled 'Business Contact Information' and contains a form with the following fields and values:

Field	Value
Professional Credentials:	
Company Name:	Affluent Health Care
Address Line 1:	100 Main St.
Address Line 2:	
City:	Mary Esther
State:	FL
Zip Code:	23400
Zip Code Extension:	
Company Phone:	312-985-6000
Company Phone Extension:	
Office Phone:	312-985-6001
Office Phone Extension:	

Figure 27: My Profile - Business Contact Information

2. Click the **Business Contact Information** link to open the Business Contact Information UI and view the currently logged in user's business contact information.

Edit the User's Business Contact Information

1. With the Business Contact Information UI open, click the Business Contact Information



edit control.

The Business Contact Information form will open.

The screenshot shows a web application titled "My Profile". On the left is a navigation menu with options: "My Information", "Personal Contact Information", "Business Contact Information" (highlighted), "Change Password", "Change Security Question", and "Manage MFA Devices". The main content area is titled "Business Contact Information" and includes a note: "* Optional fields are labeled as (Optional)". The form contains the following fields:

- Last 4 of SSN: 7976
- Professional Credentials (Optional):
- Company Name: Affluent Health Care
- Address Line 1: 100 Main St.
- Address Line 2 (Optional):
- City: Mary Esther
- State: Florida (dropdown menu)
- Zip Code Extension (Optional): 1234
- Company Phone: 312-985-6000
- Company Phone Extension (Optional):
- Office Phone: 312-985-6001
- Office Phone Extension (Optional):

At the bottom of the form are two buttons: "Cancel Changes" (red) and "Submit Changes" (green).

Figure 28: My Profile - Edit Business Contact Information Form

2. Make the desired changes, then click the **Submit Changes** button. The Personal Contact Information UI appears and displays the recent changes. ^{37, 38}

9.6 How to Change the IDM User Account Password

The Change Password form enables the currently logged in user to change their password. This section provides the steps that the user must follow to change their password.

1. Click the **My Profile** button located on the Self-Service UI or Click the My Profile taskbar option. These controls are shown in **Figure 23: My Profile Button and My Profile Taskbar Option**.
2. Click the **Change Password** link. The Change Password form opens.

³⁷ An email is sent to the user's email address of record which indicates that a change to their information has occurred.

³⁸ Click the Cancel Changes button to discard changes to the personal contact information.

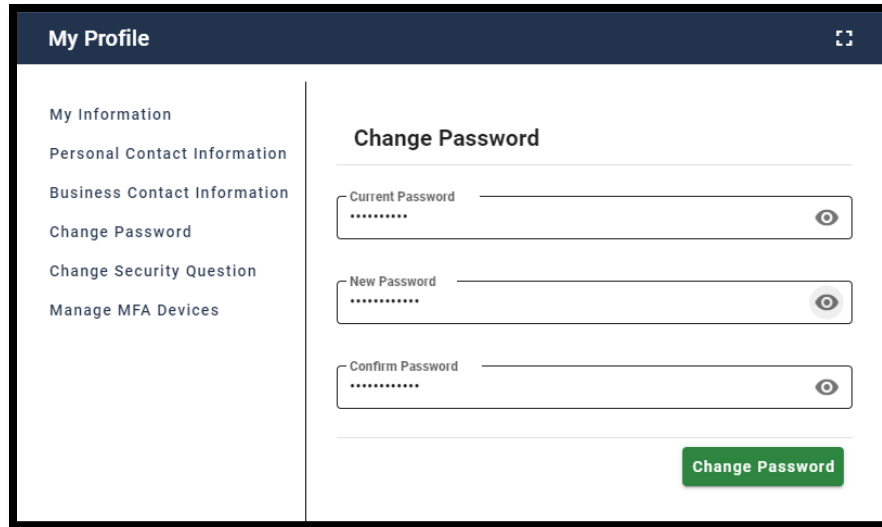
The image shows a screenshot of a web application interface titled "My Profile". On the left side, there is a vertical navigation menu with the following items: "My Information", "Personal Contact Information", "Business Contact Information", "Change Password", "Change Security Question", and "Manage MFA Devices". The "Change Password" item is highlighted. The main content area is titled "Change Password" and contains three input fields: "Current Password", "New Password", and "Confirm Password". Each field has a small eye icon to its right, indicating a toggle for password visibility. Below the input fields is a green button labeled "Change Password".

Figure 29: My Profile - Change Password Form

3. Type the current password into the Current Password field.
4. Type the New Password and the Confirm Password into the respective fields. ³⁹
5. Click the ***Change Password*** button. ⁴⁰

9.7 How to Change the IDM User Security Question

The Change Security Question form enables the currently logged in user to change their password. This section provides the steps that the user must follow to change their security question.

1. Click the ***My Profile*** button located on the Self-Service UI or click the My Profile taskbar option. These controls are shown in **Figure 23: My Profile Button and My Profile Taskbar Option**.
2. Click the ***Change Security Question*** link. The Change Security Question form opens.

³⁹ The new password must conform to the guidelines provided in section [5.2 HDT Password Policy](#).

⁴⁰ An email is sent to the user's email address of record which indicates that the password change was successful.

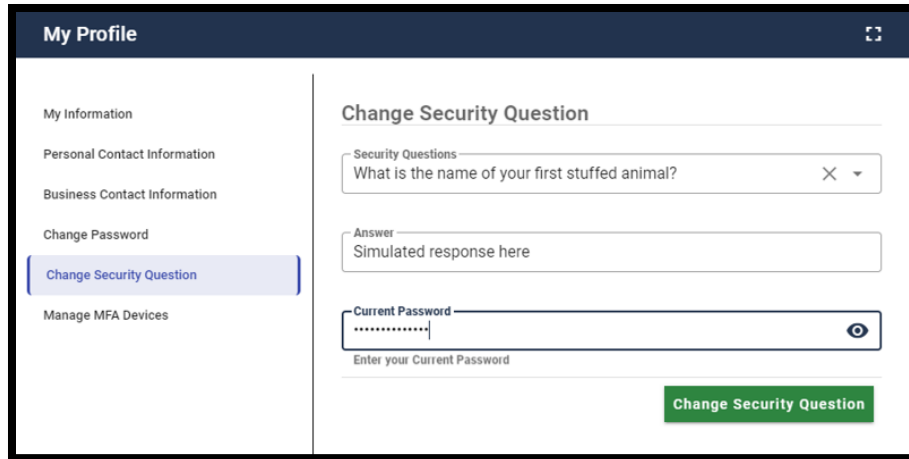


Figure 30: My Profile - Change Security Question Form

3. Click the Security Questions drop down menu and select a security question.
4. Type the security question answer into the Answer field.⁴¹
5. Type the current password into the Current Password field.
6. Click the **Change Security Question** button.⁴²


9.8 How to Manage IDM MFA Devices

The Manage MFA and Recovery Devices function provides users with the ability to manage their MFA devices. The following device management tasks can be performed:

- View active MFA devices.
- Add a new MFA device.
- Edit MFA device settings.⁴³
- Remove an MFA device.

Table 7: Manage MFA and Recovery Devices Function Controls describes the controls that are used by the Manage MFA and Recovery Devices function. These controls are used in addition to the common controls listed in **Table 5: Self-Service UI Common Controls**.




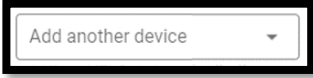
Table 7: Manage MFA and Recovery Devices Function Controls

Control Name	Icon	Function
Edit Information		This control is used to edit specific information fields in the user's profile that control MFA device settings.

⁴¹ The security question answer must be at least four characters long. Additionally, it must not contain parts of the user's first name, last name, password, or security question.

⁴² The IDM System sends a security question change email notification to the email address listed in the user's profile to indicate that the security question change was successful.

⁴³ Only Email MFA device settings can be edited. Other MFA devices must be removed and then added again using the new settings.

Control Name	Icon	Function
Edit Factor		This control opens a UI that enables a user to modify the information that the MFA device uses to communicate with the user.
Activate Factor		This control opens a UI that enables a user to request a code that is used to activate an MFA device that is currently in a Pending state.
Remove Factor		This control removes the MFA device from the user's profile. The email MFA device cannot be removed.
Add Another Device		This control provides a dropdown list that enables the user to select a new MFA device type to add to their account.

9.8.1 How to View Active MFA Devices

A user may have multiple active MFA devices attached to their account if they desire. Active MFA devices can be viewed in two places:

- **The Authentication Factor selection drop-down list:** This list appears during the IDM system sign in process. ^{44, 45}
- **The Manage MFA and Recovery Devices UI:** This UI is accessed through the Self-Service UI using the My Profile function. It displays device information that is stored in the user's profile.

When a user has multiple active MFA factors attached to their account, they have the option to choose which one they wish to use when they sign in to the IDM system.

⁴⁴ Email is automatically set up as the default MFA factor for all HDT users. No further action is necessary by users to set up email as their MFA factor.

⁴⁵ The dropdown control and dropdown list are only visible if the user has two or more active MFA factors registered to their profile.

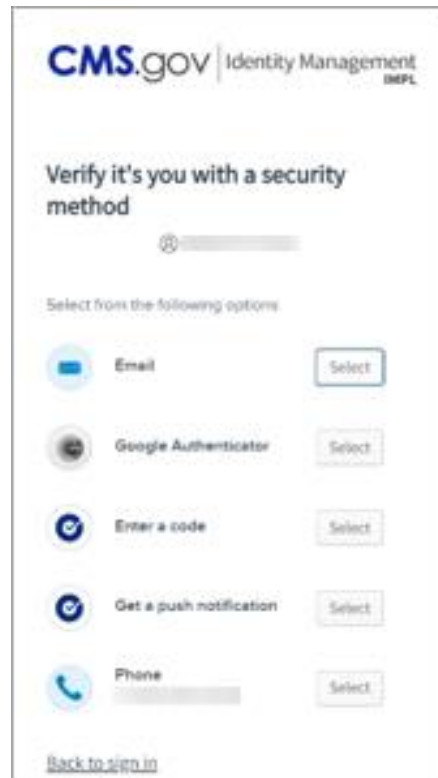


Figure 31: Active MFA Factor (Authentication Factor) Selection List

The procedure below enables users to view active MFA factors that are registered to their profiles using the My Profile function.

1. Click the **My Profile** button located on the Self-Service UI or Click the My Profile taskbar option. These controls are shown in **Figure 23: My Profile Button and My Profile Taskbar Option**.
2. Click the **Manage MFA and Recovery Devices** link. The Manage MFA and Recovery Devices function opens and displays a summary of all active MFA devices that are registered to the user's profile. ^{46, 47, 48}

⁴⁶ The type represents the MFA device type. IDM currently supports Email, Interactive Voice Response (IVR), Google Authenticator, Okta Verify, and Short Message Service (SMS) Text Message MFA device types.

⁴⁷ The value represents the personal contact identifier that the MFA device uses to communicate authentication information.

⁴⁸ Migrated HDT users will automatically have an Email MFA device assigned to their user account.

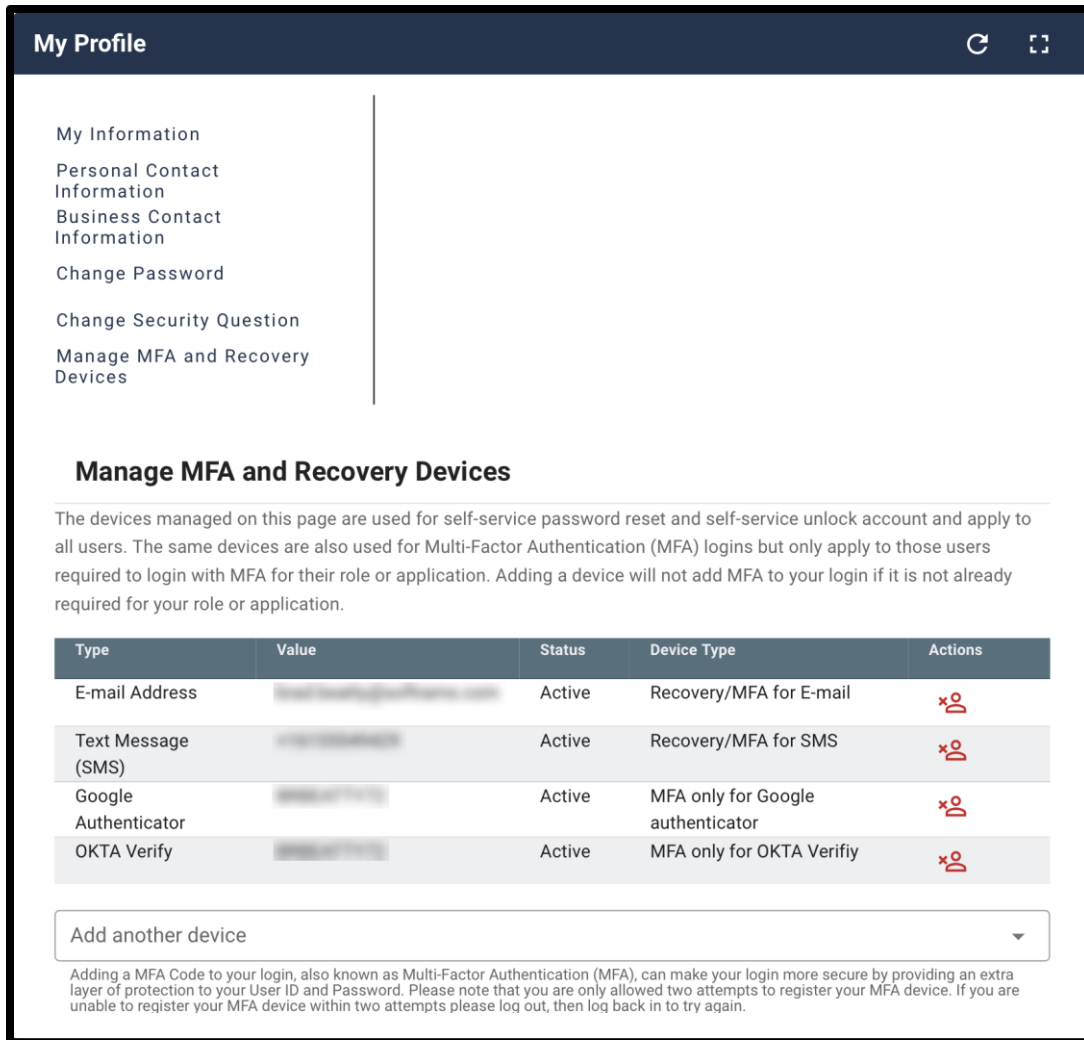


Figure 32: Manage MFA and Recovery Devices Function

Table 8: Summary of MFA Device Management Actions provides a summary of the management actions that a user can perform on each MFA device type.

Table 8: Summary of MFA Device Management Actions

MFA Device	Actions	Modifiable Setting	Notes
Email	Edit	Email Address	Redirects to Change Profile.
Text Message (SMS)	Add, Activate, or Remove	Mobile Phone Number	Activate resolves a pending state.
Interactive Voice Response (IVR)	Add, Activate, or Remove	Phone Number	Activate resolves a pending state.
Google Authenticator	Add or Remove	N/A	Edit is not applicable.
Okta Verify	Add or Remove	N/A	Edit is not applicable.

9.8.2 How to Add an IVR or a SMS MFA Device

An IVR MFA device delivers a one-time verification code using an automated voice message that is sent directly to the phone number the user provides when the device is added to the user account.

An SMS MFA device delivers a one-time verification code using a text message that is sent directly to the phone number the user provides when the device is added to the user account.

This section provides the steps that users must follow to add an IVR MFA or a SMS MFA device to the user's account. ⁴⁹

1. Click the **My Profile** button located on the Self-Service UI or click the My Profile taskbar option. These controls are shown in **Figure 23: My Profile Button and My Profile Taskbar Option**.
2. Click the **Manage MFA and Recovery Devices** link. The Manage MFA and Recovery Devices function opens.

Manage MFA and Recovery Devices

The devices managed on this page are used for self-service password reset and self-service unlock account and apply to all users. The same devices are also used for Multi-Factor Authentication (MFA) logins but only apply to those users required to login with MFA for their role or application. Adding a device will not add MFA to your login if it is not already required for your role or application.

Type	Value	Status	Device Type	Actions
E-mail Address	[REDACTED]	Active	Recovery/MFA for E-mail	✕
Text Message (SMS)	[REDACTED]	Active	Recovery/MFA for SMS	✕
Google Authenticator	[REDACTED]	Active	MFA only for Google authenticator	✕
OKTA Verify	[REDACTED]	Active	MFA only for OKTA Verifiy	✕

Add another device
▼

Adding a MFA Code to your login, also known as Multi-Factor Authentication (MFA), can make your login more secure by providing an extra layer of protection to your User ID and Password. Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your MFA device within two attempts please log out, then log back in to try again.

Figure 33: Manage MFA and Recovery Devices - Option to Add Another Device

3. Click the Add another device drop-down menu and select the Interactive Voice Response (IVR) option or Text Message (SMS) option. The IVR MFA device configuration form or the SMS MFA device configuration form will open.

⁴⁹ The user may add both an IVR MFA device and a SMS MFA device to their account if they desire.

My Profile

My Information

Personal Contact Information

Business Contact Information

Change Password

Change Security Question

Manage MFA Devices

Interactive Voice Response (IVR)

The IVR option will communicate your MFA Code through a voice message that will be sent directly to your phone. This option requires you to provide a valid ten (10) digits U.S. phone number and (optional) extension that will be used during login to obtain the MFA Code.

Phone Number

Extension (Optional)

Cancel Verify MFA

Figure 34: IVR MFA Device Configuration Form

My Profile

My Information

Personal Contact Information

Business Contact Information

Change Password

Change Security Question

Manage MFA Devices

Text Message (SMS)

The SMS option will communicate your MFA Code through a sms message that will be sent directly to your phone. This option requires you to provide a valid ten (10) digits U.S. phone number that will be used during login to obtain the MFA Code.

Phone Number

Please enter your Phone Number.

Cancel Verify MFA

Figure 35: Text Message (SMS) MFA Device Configuration Form

4. Type the Phone Number into the Phone Number field. ⁵⁰
5. Click the **Verify MFA** button. The IVR MFA confirmation UI or the SMS MFA confirmation UI appears.

⁵⁰ For IVR MFA devices, type the Extension (if required) into the Extension field.

Figure 36: IVR and SMS MFA Confirmation UIs

The IDM system places an automated voice call or sends a text message to the phone number that was provided in the configuration form. The automated voice call or text message communicates a one-time verification code to the user. ⁵¹


6. Type the one-time verification code into the Confirm MFA Code field and click the **Confirm MFA** button. ^{52, 53}
7. Click the **OK** button. ⁵⁴

9.8.3 How to Activate an IVR or a SMS MFA Device

This section provides the steps that users must follow to activate an IVR MFA device that is in a pending state.

1. Click the **My Profile** button located on the Self-Service UI or click the My Profile taskbar option. These controls are shown in **Figure 23: My Profile Button and My Profile Taskbar Option**.
2. Click the **Manage MFA and Recovery Devices** link. The Manage MFA and Recovery Devices function opens.



3. Click the Activate Factor  control for the MFA device that requires activation. The Activate Factor UI opens.

⁵¹ (Optional) Click the Resend MFA button if a voice call or text message is not received after 30 seconds has elapsed.

⁵² A message is displayed which indicates the MFA device was correctly added.

⁵³ If the user clicks the Cancel button instead of entering the one-time verification code, the respective device will be placed in a Pending state and its status will reflect Pending in the Manage MFA and Recovery Devices window. The device will need to be activated using the procedure in section [9.8.3 How to Activate an IVR or a SMS MFA Device](#).

⁵⁴ An email is sent to the user's email address of record which indicates that an MFA device has been added to the account and the new MFA device appears as an optional authentication factor the next time the user signs in.

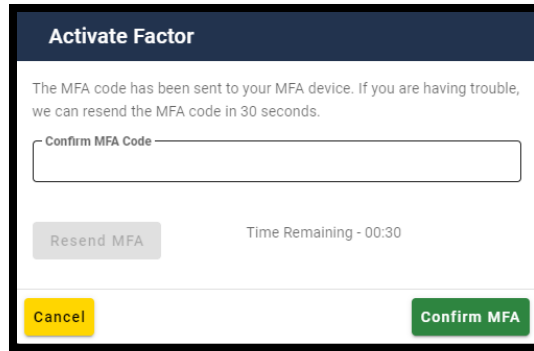


Figure 37: Activate Factor UI

4. The IDM system places an automated voice call or sends a text message to the phone number that was provided in the configuration form. The automated voice call or text message communicates a one-time verification code to the user.⁵⁵
5. Type the one-time verification code into the Confirm MFA Code field and click the **Confirm MFA** button.^{56, 57}
6. Click the **OK** button.⁵⁸

9.8.4 How to Add a Google Authenticator Browser Plugin MFA Device

The Google Authenticator MFA device uses the Google Authenticator Chrome browser plugin to deliver a one-time verification code to the user's desktop or laptop computing device.

This section provides the steps that users must follow to add a Google Authenticator Chrome browser plugin MFA device to the user's account.

1. Click the **My Profile** button located on the Self-Service UI or click the My Profile taskbar option. These controls are shown in **Figure 23: My Profile Button and My Profile Taskbar Option**.
2. Click the **Manage MFA and Recovery Devices** link. The Manage MFA and Recovery Devices function opens.
3. Click the Add another device drop-down control and select the Google Authenticator option. The Google Authenticator registration UI opens.

⁵⁵ (Optional) Click the Resend MFA button if a voice call or text message is not received after 30 seconds has elapsed.

⁵⁶ A message is displayed which indicates the MFA device was correctly added.

⁵⁷ If the user clicks the Cancel button instead of entering the one-time verification code, the respective device will remain in a Pending state. The device will need to be activated using this activation procedure.

⁵⁸ An email is sent to the user's email address of record which indicates that changes were made to the user's account and the new MFA device appears as an optional authentication factor the next time the user signs in.

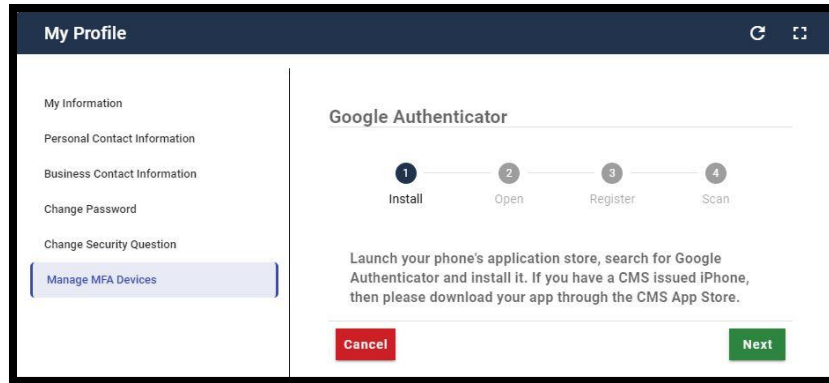



Figure 38: Google Authenticator MFA Device Registration UI

4. Click the **Next** button and follow the Manage MFA and Recovery Devices function on-screen prompts for installing a Google Authenticator MFA device.
5. (Conditional) If it is not already installed, download, and install the Google Authenticator Chrome browser plugin from the Chrome web store. The Google Authenticator browser plugin icon  appears in the top row of icons on the right side of the browser window.
6. Click the **Register Device** button on the Google Authenticator setup UI. ⁵⁹

⁵⁹ This step generates a QR code that will be used to register the browser plugin MFA device that is running on the desktop or laptop computing device as an active MFA device in the user's profile.

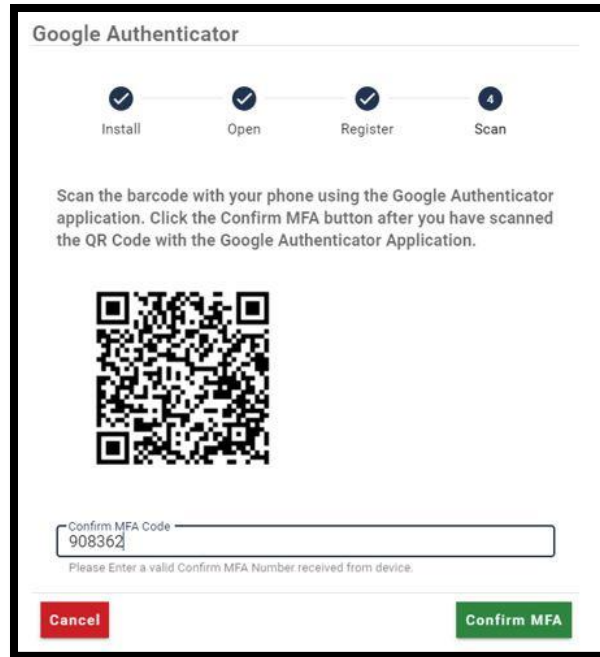


Figure 39: Google Authenticator MFA Device Registration Quick Response (QR) Code.

7. Click the Google Authenticator browser plugin icon. The Authenticator plugin activates and displays the UI shown in **Figure 40: Google Authenticator Browser Plugin with Scan/Action Button**.

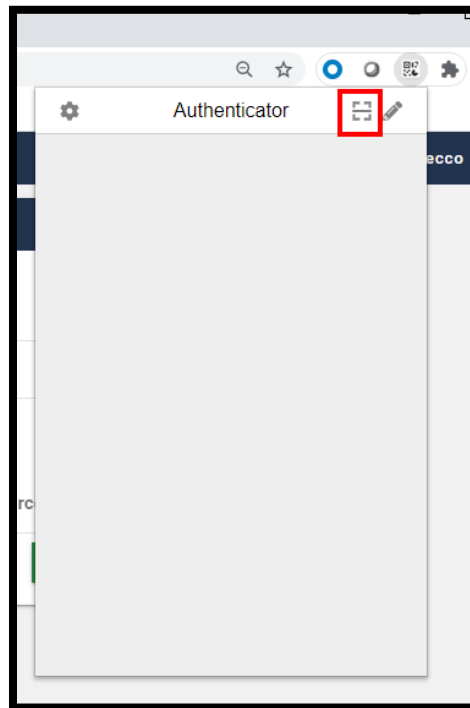


Figure 40: Google Authenticator Browser Plugin with Scan/Action Button

8. Click the **Scan/Action** button on the Google Authenticator browser plugin. A QR code appears.

9. Position the mouse pointer just outside the top left corner of the QR code, then click and drag the mouse pointer around the boundary of the QR code then release it. ⁶⁰
10. Click the **Scan/Action** button on the Google Authenticator browser plugin. A one-time verification code appears in the Authenticator browser plugin UI.

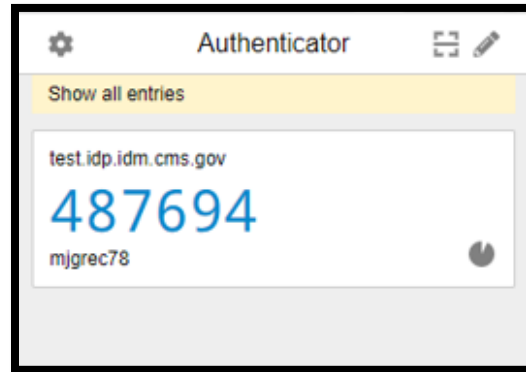


Figure 41: Google Authenticator Browser Plugin with One-time Verification Code

11. Enter the one-time verification code into the Confirm MFA Code field and click the **Confirm MFA** button.
12. A message appears, indicating that the MFA device was correctly added. Click the **OK** button. ⁶¹

9.8.5 How to Add a Google Authenticator Mobile App MFA Device

The Google Authenticator MFA device can use the Google Authenticator mobile app to deliver a one-time verification code to the user's smartphone or tablet mobile device. The Google Authenticator mobile app allows the user to receive one-time verification codes even when the user does not have an internet connection or mobile service.

This section provides the steps that users must follow to add a Google Authenticator mobile app MFA device to the user's account.

1. Click the **My Profile** button located on the Self-Service UI or click the My Profile taskbar option. These controls are shown in **Figure 23: My Profile Button and My Profile Taskbar Option**.
2. Click the **Manage MFA and Recovery Devices** link. The Manage MFA and Recovery Devices function opens.
3. Click the Add another device drop-down menu and select the Google Authenticator option. The Google Authenticator registration UI opens.

⁶⁰ If the QR code is recognized, a small window appears and display a message that indicates the operation was successful.

⁶¹ An email is sent to the user's email address of record which indicates that an MFA device has been added to the account and the new device appears as an optional authentication factor the next time the user signs in.

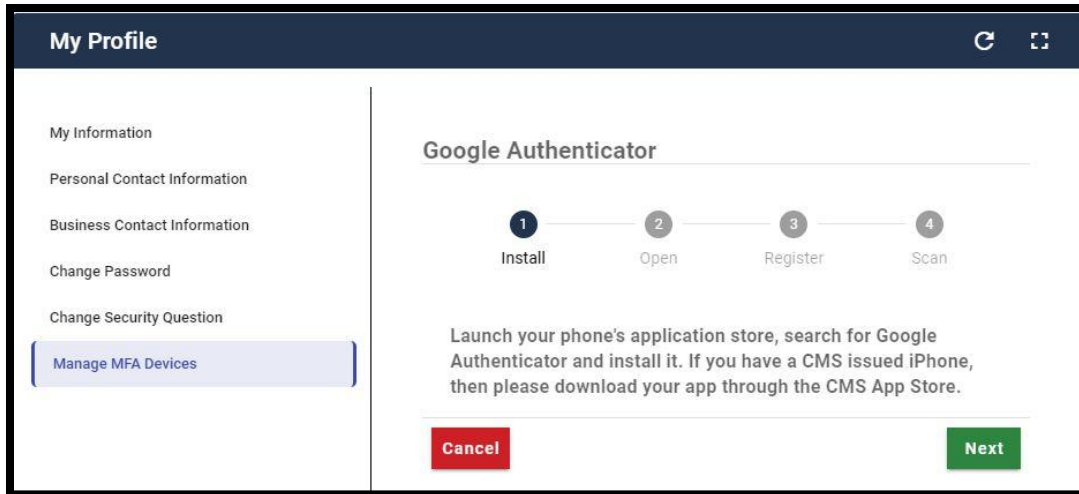


Figure 42: Google Authenticator MFA Device Registration UI

4. Click the **Next** button and follow the Manage MFA and Recovery Devices function on-screen prompts for installing a Google Authenticator MFA device.
5. Download and install the Google Authenticator mobile app onto the mobile device. Obtain the app from the appropriate app store.⁶²
6. Click the **Register Device** button on the IDM Google Authenticator setup UI. This step generates a QR code that will be used to register the mobile device as an active MFA device in the user's profile.

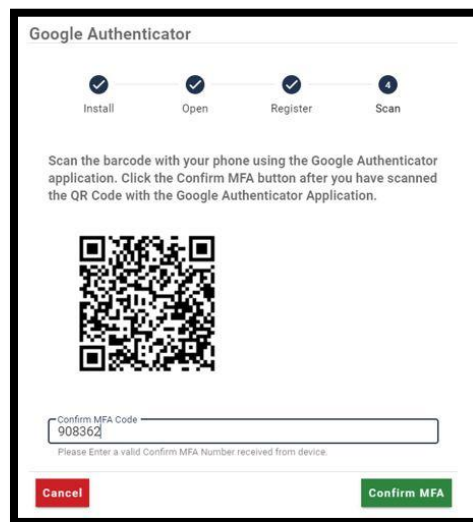


Figure 43: Google Authenticator MFA Device Registration QR Code

7. Launch the Google Authenticator app on the mobile device and click the **Get Started** button. The Account Setup screen appears.

⁶² Users who access the IDM System with CMS issued mobile phones must download the Google Authenticator app through the CMS app store and may require the assistance / permission of their IT department. Users who access the IDM System with personally owned mobile phones must use their respective app stores.

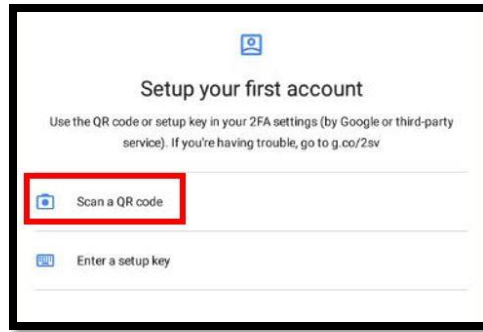


Figure 44: Google Authenticator Mobile App Setup Screen

8. Click the **Scan a QR code** button on the Google Authenticator app, then Scan the QR code using the Google Authenticator mobile app. The Google Authenticator app generates a one-time verification code.
9. Type the one-time verification code into the Confirm MFA Code field and click the **Confirm MFA** button.
10. A message appears, indicating that the MFA device was correctly added.
11. Click the **OK** button. ⁶³

9.8.6 How to Add an Okta Verify MFA Device

The Okta Verify MFA device uses the Okta Verify mobile app to deliver a push notification to the user's smartphone or tablet mobile device.

This section provides the steps that users must follow to add an Okta Verify MFA device to the user's account.

1. Click the **My Profile** button located on the Self-Service UI or Click the My Profile taskbar option. These controls are shown in **Figure 23: My Profile Button and My Profile Taskbar Option**.
2. Click the **Manage MFA and Recovery Devices** link. The Manage MFA and Recovery Devices function opens.
3. Click the Add another device drop-down control and select the Okta Verify option. The Okta Verify registration UI opens.

⁶³ An email is sent to the user's email address of record which indicates that changes were made to the user's account and the new device appears as an optional authentication factor the next time the user signs in.

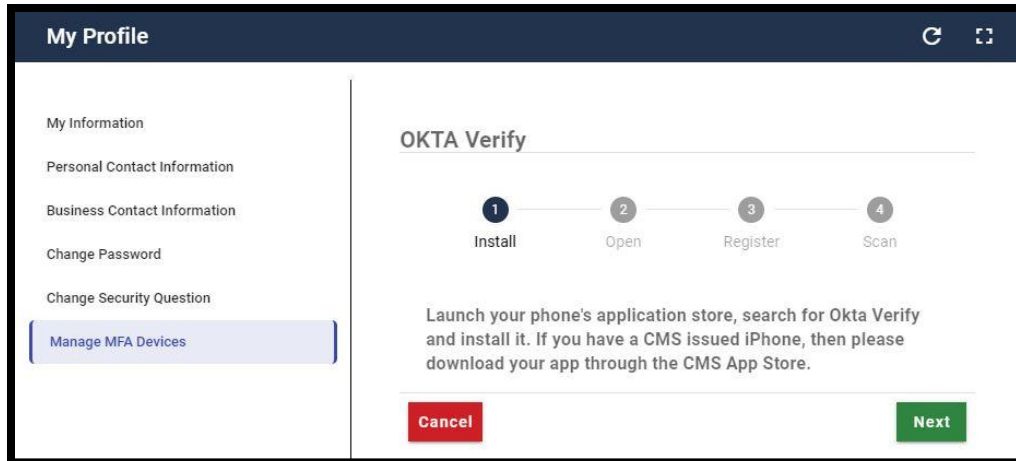


Figure 45: Okta Verify MFA Device Registration UI

4. Click the **Next** button and follow the Manage MFA and Recovery Devices function on-screen prompts for installing an Okta Verify MFA device.
5. Download and install the Okta Verify app onto the mobile device. Obtain the app from the appropriate app store. ⁶⁴

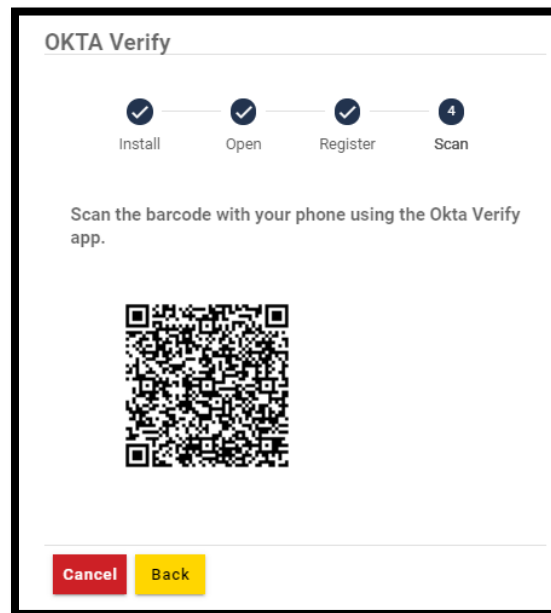


Figure 46: Okta Verify MFA Device Registration QR Code

6. Click the **Register Device** button on the IDM Okta Verify setup UI. This step generates a QR code that will be used to register the mobile device as an active MFA device in the user's profile.

⁶⁴ Users who access the IDM System with CMS issued mobile phones must download the Okta Verify app through the CMS app store and may require the assistance / permission of their IT department. Users who access the IDM System with personally owned mobile phones must use their respective app stores.

7. Launch the Okta Verify app on the mobile device and click the **Get Started** button. The Account Setup screen appears.

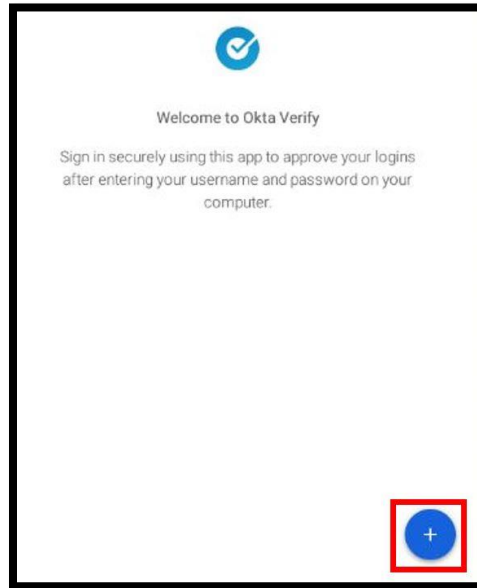


Figure 47: Okta Verify Mobile App Setup Screen

8. Click the **Add Account** button on the Okta Verify mobile app, then scan the QR Code using the Okta Verify mobile app.
9. A message appears, indicating that the MFA device was correctly added. Click the **OK** button.⁶⁵

9.8.7 How to Edit Email MFA Device Settings

This section provides the steps that users must follow to edit their MFA device settings using the Edit Factor control.⁶⁶

Note: Only Email MFA device settings can be modified. IVR, SMS, Google Authenticator, Okta, and YubiKey MFA device settings must be removed using the procedure in section [9.8.8 How to Remove an MFA Device](#), then re-added using the respective procedure.

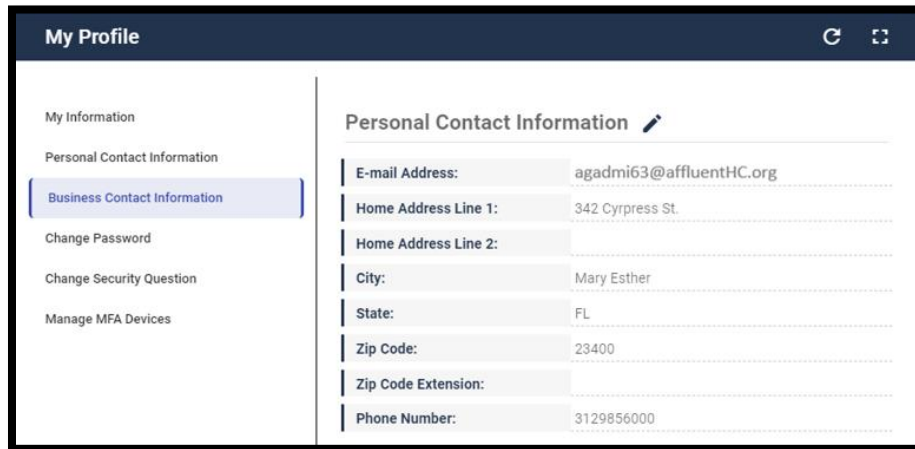
The Email MFA device uses the same email address that is stored in the user's IDM profile. Users modify their Email MFA device settings using the My Profile - Personal Contact Information window and the following procedure.

1. Click the **My Profile** button located on the Self-Service UI or click the **My Profile** taskbar option. These controls are shown in **Figure 23: My Profile Button and My Profile Taskbar Option**.

⁶⁵ An email is sent to the user's email address of record which indicates that changes were made to the user's account and the new device appears as an optional authentication factor the next time the user signs in.

⁶⁶ Email MFA device settings are tied directly to the user's profile information, so changes to the Email MFA device settings will affect user profile settings.

2. Click the **Personal Contact Information** link. The Personal Contact Information window opens.



The screenshot shows a web interface titled "My Profile" with a dark blue header. On the left is a navigation menu with the following items: "My Information", "Personal Contact Information", "Business Contact Information" (highlighted with a blue border), "Change Password", "Change Security Question", and "Manage MFA Devices". The main content area is titled "Personal Contact Information" and contains a form with the following fields:

E-mail Address:	agadmi63@affluentHC.org
Home Address Line 1:	342 Cyrpress St.
Home Address Line 2:	
City:	Mary Esther
State:	FL
Zip Code:	23400
Zip Code Extension:	
Phone Number:	3129856000

Figure 48: Edit Email MFA Device Settings (Personal Contact Information UI)



3. Click the **Edit** icon then enter the new email address. ⁶⁷

⁶⁷ For an Email MFA device, the user is redirected to the My Profile - Personal Contact Information form to change their email address.

The screenshot shows a web interface titled 'My Profile'. On the left is a navigation menu with options: 'My Information', 'Personal Contact Information', 'Business Contact Information' (highlighted), 'Change Password', 'Change Security Question', and 'Manage MFA Devices'. The main content area is titled 'Personal Contact Information' and contains the following fields:

- E-mail Address: agadmi63@affluentHC.org
- Is your Address a US or Foreign Address? (Radio buttons for US Address and Foreign Address)
- Home Address Line 1: 500 Forrest Ln
- Home Address Line 2 (Optional):
- City: Mary Esther
- State: Florida
- Zip Code: 23400
- Zip Code Extension (Optional): 0000
- Phone Number: 312-985-6000

At the bottom of the form are two buttons: 'Cancel Changes' (red) and 'Submit Changes' (green).

Figure 49: Edit Email MFA Device Settings (Personal Contact Information Form)

4. Click the **Submit Changes** button to save the new settings. ^{68, 69}

9.8.8 How to Remove an MFA Device

This section provides the steps that users must follow to remove an MFA device from their account using the Remove Factor control. ⁷⁰

1. Click the **My Profile** button located on the Self-Service UI or click the **My Profile** taskbar option. These controls are shown in **Figure 23: My Profile Button and My Profile Taskbar Option**.
2. Click the **Manage MFA and Recovery Devices** link. The Manage MFA and Recovery Devices function opens.

⁶⁸ Click the Cancel Changes button to discard the changes and keep the original setting.

⁶⁹ An email is sent to the user's old and new email address which indicates that changes were made to the user's account.

⁷⁰ The Email MFA device cannot be removed by the user.

My Profile

- My Information
- Personal Contact Information
- Business Contact Information
- Change Password
- Change Security Question
- Manage MFA and Recovery Devices

Manage MFA and Recovery Devices

The devices managed on this page are used for self-service password reset and self-service unlock account and apply to all users. The same devices are also used for Multi-Factor Authentication (MFA) logins but only apply to those users required to login with MFA for their role or application. Adding a device will not add MFA to your login if it is not already required for your role or application.

Type	Value	Status	Device Type	Actions
E-mail Address	[Redacted]	Active	Recovery/MFA for E-mail	
Text Message (SMS)	[Redacted]	Active	Recovery/MFA for SMS	
Google Authenticator	[Redacted]	Active	MFA only for Google authenticator	
OKTA Verify	[Redacted]	Active	MFA only for OKTA Verify	

Adding a MFA Code to your login, also known as Multi-Factor Authentication (MFA), can make your login more secure by providing an extra layer of protection to your User ID and Password. Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your MFA device within two attempts please log out, then log back in to try again.

Figure 50: Manage MFA and Recovery Devices Function - Remove Factor



3. Click the Remove Factor icon for the MFA device that requires removal. The Remove MFA Device decision UI appears.

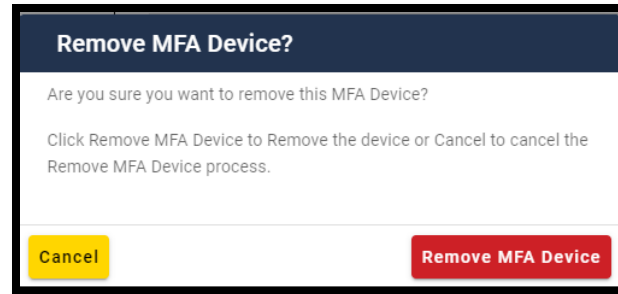


Figure 51: Remove MFA Device Decision UI

4. Click the **Remove MFA Device** button. ^{71, 72}

⁷¹ An email is sent to the user's email address of record which indicates that changes were made to the user's account. The MFA device no longer appears in the Manage MFA and Recovery Devices window, and it no longer appears as an authentication option for system sign-in.

⁷² (Optional) Click the Cancel button to abort the Remove MFA Device action. The MFA device will remain in its current state.

10. How to Use the IDM Manage My Roles Function

Users can view and manage assigned roles by using the **Manage My Roles** button located on the Self-Service UI or the Manage My Roles taskbar option.

The **Manage My Roles** function enables users to perform role management tasks for applications to which they currently have access. Users may perform the following tasks:

- View a summary of current roles
- View role details
- Modify a role
- Add a role
- Remove a role

10.1 How to Launch and Close the Manage My Roles Function

Launch the Manage My Roles Function:

1. Click the **Manage My Roles** button located on the Self-Service UI or Click the Manage My Roles taskbar option.

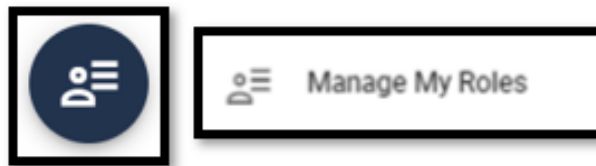


Figure 52: Manage My Roles Function Button and Taskbar Option

Close the Manage My Roles Function:

1. Choose one of the following actions to close the Manage My Roles function:
 - Click the **IDM Self-Service** button located at the top left of the Self-Service UI.
 - Select another function from the Self-Service taskbar.
 - Select the Log Out option from the drop-down menu and log out of the system.

10.2 How to View a Summary of Approved Roles

This section provides the steps that users must follow to view a summary of their approved roles.

1. Click the **Manage My Roles** button located on the Self-Service Dashboard or click the Manage My Roles taskbar option. These controls are shown in **Figure 52: Manage My Roles Function Button and Taskbar Option**.

Application Name	Role Name	Actions
Accountable Care Organization Management System (acoms)	ACO User	
BCRS Web	BCRS Web	
Internet Server (ISV)	Internet Server User	

Figure 53: Manage My Roles UI

The Manage My Roles UI displays the list of the logged in user’s currently assigned roles listed by application name and displays the following information for each role:

- Application Name
- Role Name
- Role attribute information ^{73, 74, 75}

Table 9: Manage My Roles Function Controls describes the controls that are used by the My Roles Function. These controls are used in addition to the common controls listed in **Table 5: Self-Service UI Common Controls**.

Table 9: Manage My Roles Function Controls

Control Name	Icon	Function
View/Edit Details		This control opens the Application Roles UI to display role details for the selected application.
Add Role		This control is used to submit a request to add a new role to the selected application.
Remove Role		This control is used to submit a request to remove a role from the selected application.

10.3 How to View Role Details

This section provides the procedure that is used to view the details of a selected role using the Application Roles UI.

⁷³ Role attributes fall into the broad categories of Routing, Decision, or Organization.

⁷⁴ Not every application has role attributes. Role attributes are specific to each role. Role attributes are the only aspects of role that an end user can modify.

⁷⁵ (Optional) The user may click the column headings of the summary to change the sorting order of the displayed information.

1. Click the **Manage My Roles** button located on the Self-Service UI or click the Manage My Roles taskbar option. These controls are shown in **Figure 52: Manage My Roles Function Button and Taskbar Option**.



2. Click the View/Edit control that is located on the Manage My Roles UI. The Application Roles UI opens.

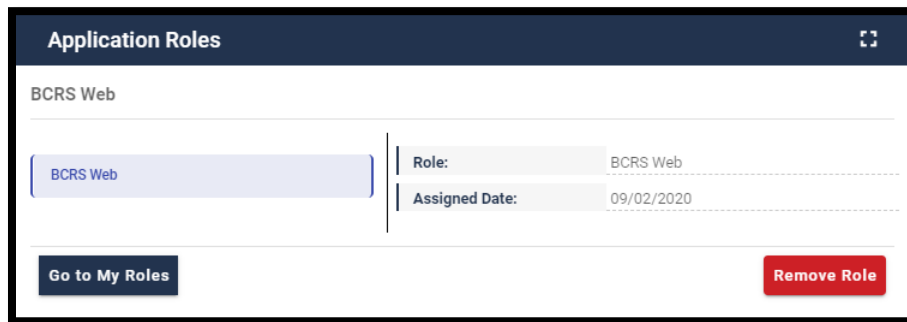


Figure 54: Manage My Roles - Application Roles UI

The details of a selected role are displayed using the Application Roles UI. The Application Roles UI displays the following details for each role:

- Application Name
- Role Name
- Assigned Date
- Role attribute information (Conditional) ^{76, 77}

The Application Roles UI also provides access to the following controls that enable the currently logged in user to perform the following role management tasks:

- **Remove Role** button
- **Modify Role button** (Conditional) ⁷⁸

The Application Roles UI also provides access to the following controls that enable the currently logged in user to perform the following role management tasks:

- **Remove Role** button
- **Modify Role button** (Conditional) ⁷⁹

⁷⁶ Not every application has role attributes. Role attributes are specific to each role. Role attributes are the only aspects of role that an end user can modify.

⁷⁷ Role attributes fall into the broad categories of Routing, Decision, or Organization.

⁷⁸ Role attributes are the only parameters that a user can modify, so the Modify Role button appears if the role details include attribute information.

⁷⁹ Role attributes are the only parameters that a user can modify, so the Modify Role button appears if the role details include attribute information.

10.4 How to Remove a Role

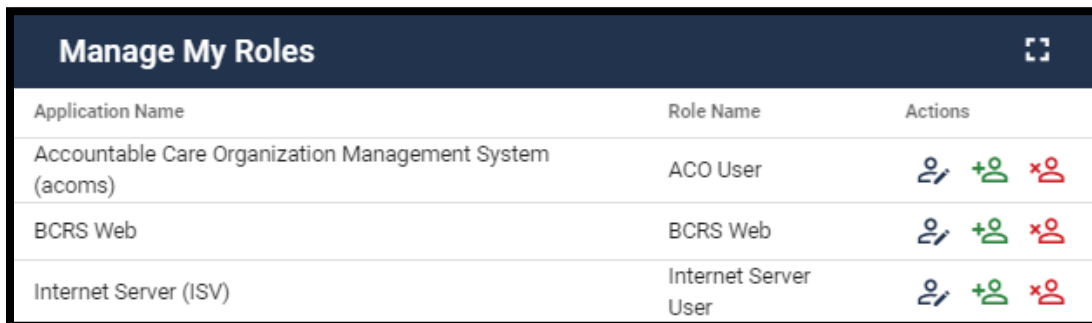
This section provides the steps that users must follow to remove a role using the Manage My Roles function. Roles may be removed using the UI controls provided on the following UIs:

- The Manage My Roles UI
- The Application Roles UI

Note: Role removal requests do not require approval and they are executed the instant that the IDM System accepts the request from the user.⁸⁰

10.4.1 How to Remove a Role using the Manage My Roles UI

1. Click the **Manage My Roles** button located on the Self-Service UI or click the Manage My Roles taskbar option. These controls are shown in **Figure 55: Manage My Roles UI**.

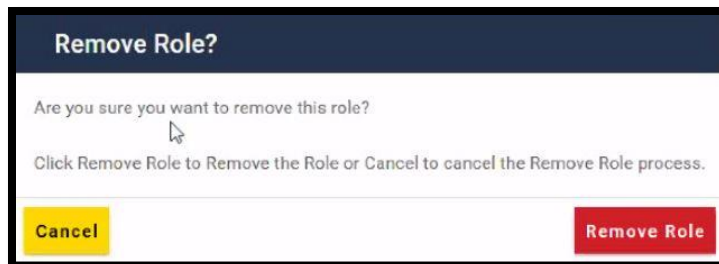


Application Name	Role Name	Actions
Accountable Care Organization Management System (acoms)	ACO User	
BCRS Web	BCRS Web	
Internet Server (ISV)	Internet Server User	

Figure 55: Manage My Roles UI



2. Click the Remove Role icon. The Remove Role decision UI opens.



Remove Role?

Are you sure you want to remove this role?

Click Remove Role to Remove the Role or Cancel to cancel the Remove Role process.

Cancel **Remove Role**

Figure 56: The Remove Role Decision UI

3. Click the **Remove Role** button.⁸¹

⁸⁰ The removal of the last approver role associated to an Organization can leave users in an “orphaned” state without an approver of record for future role requests. The system displays a warning message if the role removal operation could affect the last approver of an organization that still has users associated with it.

⁸¹ (Optional) click the Cancel button to terminate the Remove Role operation.

If the role removal request was successful, the Manage My Roles UI displays Request ID information and a message that informs the user that the request was successfully submitted.⁸²

4. Click the **Go to My Roles** button.

10.4.2 How to Remove a Role using the Application Roles UI

1. Launch the Application Roles function using the procedure described in section [10.3 How to View Role Details](#).

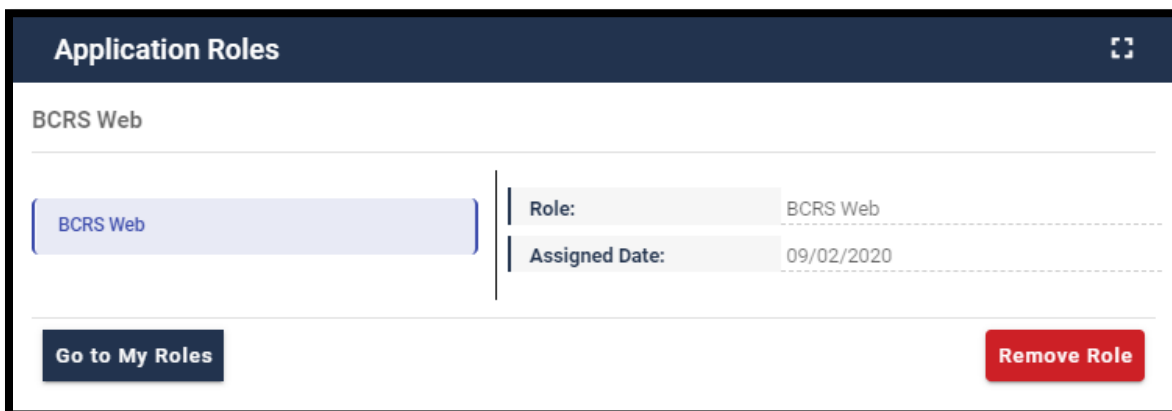


Figure 57: Manage My Roles - Application Roles UI Displays Role with no Attributes

2. Click the **Remove Role** button. The Remove Role decision UI opens.

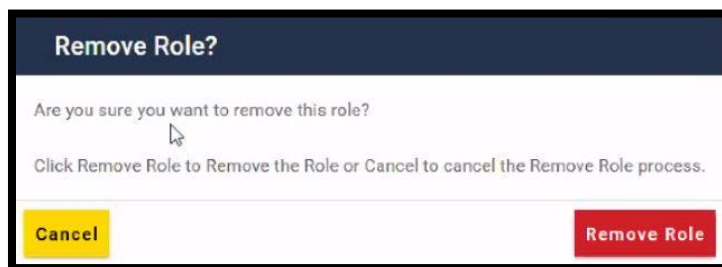


Figure 58: The Remove Role Decision UI

3. Click the **Remove Role** button.⁸³

If the role removal request was successful, the Application Roles UI displays Request ID information and a message that informs the user that the request was successfully submitted.⁸⁴

4. Click the **Go to My Roles** button.

⁸² An email is sent to the user's email address of record which indicates that the role removal request was accepted.

⁸³ (Optional) click the Cancel button to terminate the Remove Role operation.

⁸⁴ An email is sent to the user's email address of record which indicates that the role removal request was accepted.

11. How to Use the IDM My Requests Function

Users can view and manage pending role and application requests by using the My Requests function button located on the Self-Service UI, the My Requests taskbar option, or the My Requests Counter icon on the Self-Service UI.

11.1 How to Launch and Close the My Requests Function

Launch the Manage My Requests Function:

1. Click the **My Requests** button located on the Self-Service UI, the My Requests option located on the taskbar, or the My Requests Indicator located on the Self-Service UI.

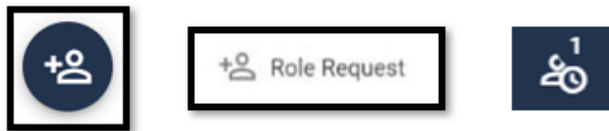


Figure 59: The My Requests Button, Taskbar Option, and Indicator

Close the My Requests Function:

1. Choose one of the following actions to close the My Requests function:
 - Click the **IDM Self-Service** button located at the top left corner of the Self-Service UI.
 - Select another function from the Self-Service taskbar.
 - Select the Log Out option from the dropdown menu and log out of the system.

11.2 How to View Pending Requests

This section provides the steps that users must follow to view pending requests.

1. Click the **My Requests** button, the My Requests taskbar option, or the My Requests indicator. These controls are shown in **Figure 59: The My Requests Button, Taskbar Option, and Indicator**.

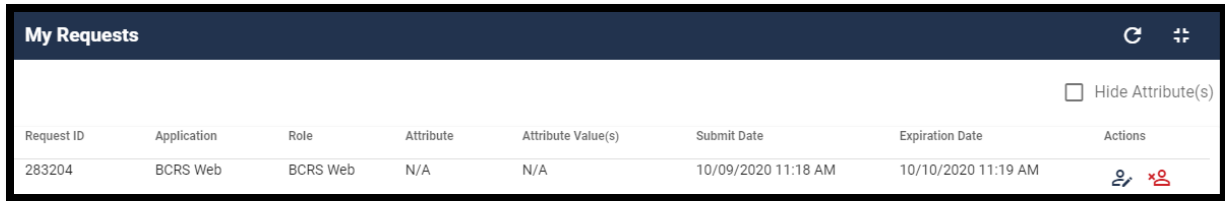


Figure 60: My Requests UI Displays Role with No Attributes

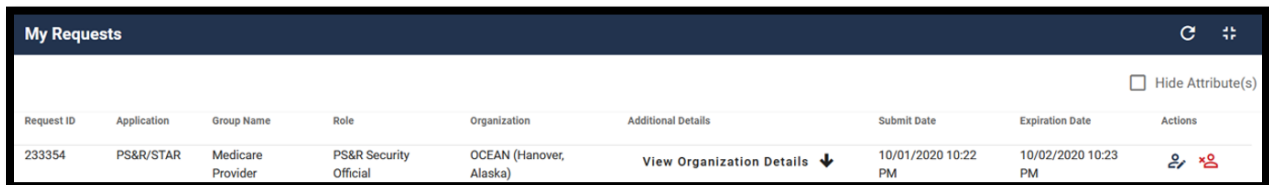


Figure 61: My Requests UI Displays Role with Attributes & Details

The My Requests UI displays a list of the logged in user’s current requests that are pending approval action.⁸⁵

The list contains the following information for each pending request:

- Request ID
- Application
- Role
- Role attribute and detail information (Conditional)^{86, 87}
- Submit Date
- Expiration Date

Table 10: My Requests Function Controls describes the controls that are used by the My Requests function. These controls are used in addition to the common controls listed in **Table 5: Self-Service UI Common Controls**.

Table 10: My Requests Function Controls

Control Name	Icon	Function
Cancel Request		This control deletes a specific Pending Request.
View Details		This control opens the Pending Request Details UI for the selected request.

⁸⁵ (Optional) The user may click the column headings of the summary to change the sorting order of the displayed information.

⁸⁶ Not every application has role attributes. Role attributes are specific to each role, and they are the only aspects of role that an end user can modify.

⁸⁷ Where relevant, additional role attribute detail information can be accessed using the View Details Control.

11.3 How to View Pending Request Details

This section provides the steps that users must follow to view request details using the Request Details UI.

1. Click the **My Requests** button, the My Requests taskbar option, or the My Requests indicator. These controls are shown in **Figure 59: The My Requests Button, Taskbar Option, and Indicator**.



2. Click the corresponding View Details icon ^{88, 89, 90} to review the details of the desired pending request.

Request Details	
Application:	BCRS Web
Role:	BCRS Web
Request ID:	268038
Submit Date:	09/25/2020
Expiration Date:	09/26/2020
Reason for Request:	Test user.

Back to My Requests Cancel Request

Figure 62: Request Details UI Displays Role with no Attributes

3. Click the **Back to My Requests** button to close the Request Details UI and return to the My Pending Requests UI.

11.4 How to Cancel Pending Requests

The procedure in this section provides the steps that users must follow to cancel pending requests. Pending requests may be removed using the Manage My Roles Function.

This section provides the steps that users must follow to remove a role using the Manage My Roles function. Roles may be removed using the UI controls provided on the following UIs:

- My Requests UI
- The Request Details UI

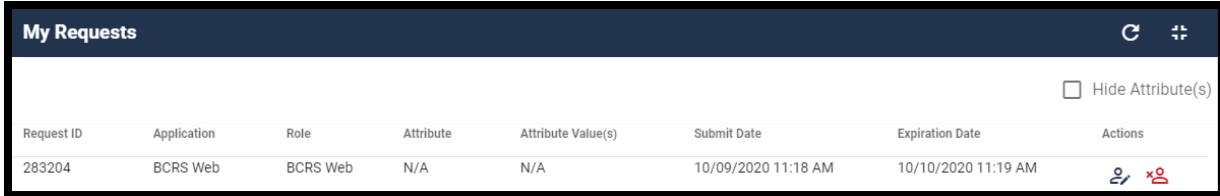
⁸⁸ The Request Details window also provides access to the Cancel Request function that enables the user to cancel that specific pending request.

⁸⁹ Pending Request detail information categories include Application, Role, Request ID, Submit Date, Expiration Date, Reason for Request, and Role Attributes (Conditional).

⁹⁰ Not every application has Role Attributes. Role Attributes are specific to each role. Role Attributes are the only aspects of role that an end user can modify.

11.4.1 How to Cancel a Pending Request Using the My Requests UI

1. Click the **My Requests** button, the My Requests taskbar option, or the My Requests indicator. These controls are shown in **Figure 59: The My Requests Button, Taskbar Option, and Indicator**.





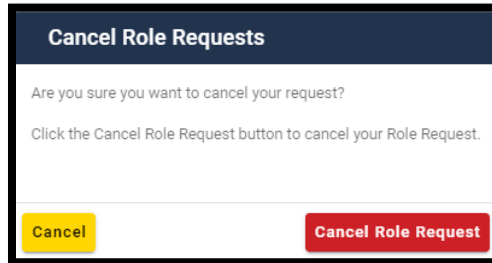
Request ID	Application	Role	Attribute	Attribute Value(s)	Submit Date	Expiration Date	Actions
283204	BCRS Web	BCRS Web	N/A	N/A	10/09/2020 11:18 AM	10/10/2020 11:19 AM	 

Figure 63: My Requests UI Displays Role with no Attributes



2. Click the corresponding Cancel Request icon. The Cancel Role Requests decision UI opens.



Cancel Role Requests

Are you sure you want to cancel your request?

Click the Cancel Role Request button to cancel your Role Request.

Cancel
Cancel Role Request

Figure 64: Cancel Role Requests Decision UI

3. Click the **Cancel Role Request** button.⁹¹

If the cancel role request was successful, the My Requests UI displays a message that informs the user that the pending request was successfully cancelled.^{92, 93}

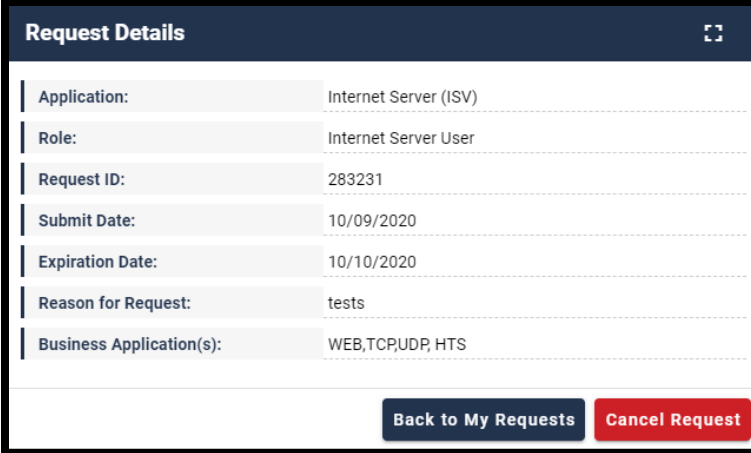
11.4.2 How to Cancel a Pending Request using the Request Details UI

1. Launch the Application Roles function using the procedure described in section [10.3 How to View Role Details](#).

⁹¹ (Optional) click the Cancel button to terminate the Cancel Role Request operation.

⁹² An email is sent to the user's email address of record which indicates that the pending request cancellation request was accepted.

⁹³ The My Requests indicator on the Self-Service dashboard decreases by 1 for each pending request that is cancelled.



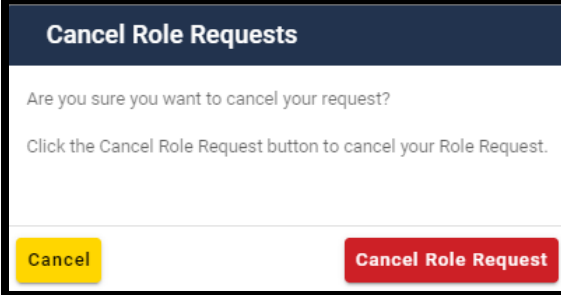
Request Details

Application:	Internet Server (ISV)
Role:	Internet Server User
Request ID:	283231
Submit Date:	10/09/2020
Expiration Date:	10/10/2020
Reason for Request:	tests
Business Application(s):	WEB,TCP,UDP, HTS

Back to My Requests Cancel Request

Figure 65: Request Details UI Displays a Request for Role with Attributes

- Click the **Cancel Request** button. The Cancel Role Requests decision UI opens.



Cancel Role Requests

Are you sure you want to cancel your request?

Click the Cancel Role Request button to cancel your Role Request.

Cancel Cancel Role Request

Figure 66: Cancel Role Requests Decision UI

- Click the **Cancel Role Request** button.⁹⁴
- If the cancel role request was successful, the My Requests UI displays a message that informs the user that the pending request was successfully cancelled.^{95, 96}

⁹⁴ (Optional) click the Cancel button to terminate the Cancel Role Request operation.

⁹⁵ An email is sent to the user's email address of record which indicates that the pending request cancellation request was accepted.

⁹⁶ The My Requests indicator on the Self-Service dashboard decreases by 1 for each pending request that is cancelled.

12. How to Request HDT Access Via IDM

New HDT users can request access to the application (and an appropriate role) by using the **Role Request** button located on the IDM's Self-Service UI or the Role Request taskbar option.

Note: The Role Request function is used to request access to a new application and a role when the user does not currently have a role in the application.

HDT role requests consist of the following steps:

1. The user selects the HDT application.
2. The user selects an appropriate HDT role.
3. The user provides a justification.
4. The user reviews and submits the request.
5. The user completes the Remote Identity Proofing (RIDP) process.⁹⁷

12.1 How to Request Access and Role to the HDT Application

This section provides the steps that users must follow to request HDT access with the appropriate role.

1. Click the **Role Request** button located on the IDM Self-Service UI or click the Role Request taskbar option. The Role Request UI appears.^{98, 99}

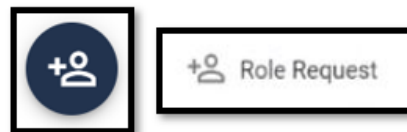


Figure 67: Role Request Button and Role Request Taskbar Option

2. Use the Select Application drop-down menu to select an application.¹⁰⁰
3. Enter "HDT" and you will have an option to select the HDT application.¹⁰¹

⁹⁷ RIDP is explained in section [13 Remote Identity Proofing](#).

⁹⁸ The Role Request UI provides prompts and screen tips that guide the user through each step to assist users with entering information in the proper syntax and/or format.

⁹⁹ The prompts for conditional information such as RIDP depend on the role that is being requested, hence they may not appear until a role is selected.

¹⁰⁰ The Select Application dropdown menu will display all applications unless the user already has a role in that application.

¹⁰¹ The Select Application drop-down menu will display all applications unless the user already has a role in that application.

Role Request

* Optional fields are labeled as (Optional).

Application Role Review

Selected Application
HDT
HIPAA Eligibility Transaction System (HETS) Desktop

View Helpdesk Details

Select a Role

Select the Role you want to request.

Cancel Back

Figure 68: Role Request that Requires Application and Role

- (Optional) Click the **View Helpdesk Details** button to display the Application Helpdesk Details UI.¹⁰²

Role Request

* Optional fields are labeled as (Optional).

Application Role Review

Selected Application
HDT
HIPAA Eligibility Transaction System (HETS) Desktop

View Helpdesk Details

Select a Role

Select the Role you want to request.

Cancel Back

Helpdesk Details

MCARE Help Desk

Email: SampleTest@hst.com

Phone: 1-23-456-7890

Close

Figure 69: Role Request Helpdesk Details (Optional Step)

- Use the Role drop-down menu to select a Role. The majority of HDT users should choose the “End User” “HDT User” role.

¹⁰² The Application Helpdesk may need to be contacted if there are problems with the role request. Click the Close button to hide the Helpdesk Details window.

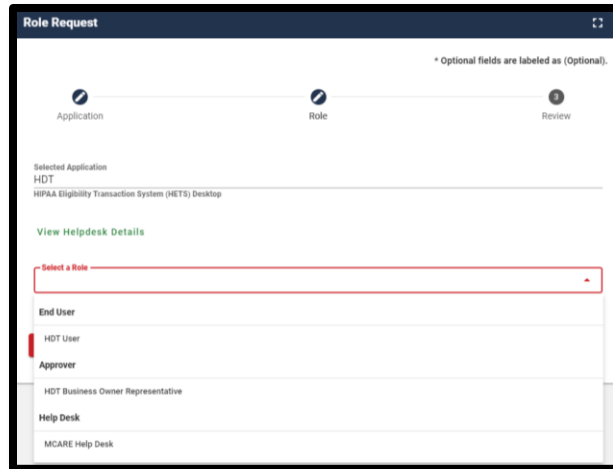


Figure 70: Role Request Specifying HDT Role

6. Enter the user’s CMS RACF ID and HETS 270/271 Submitter ID information as necessary as shown in **Figure 71: Role Request Specifying Additional Details**.

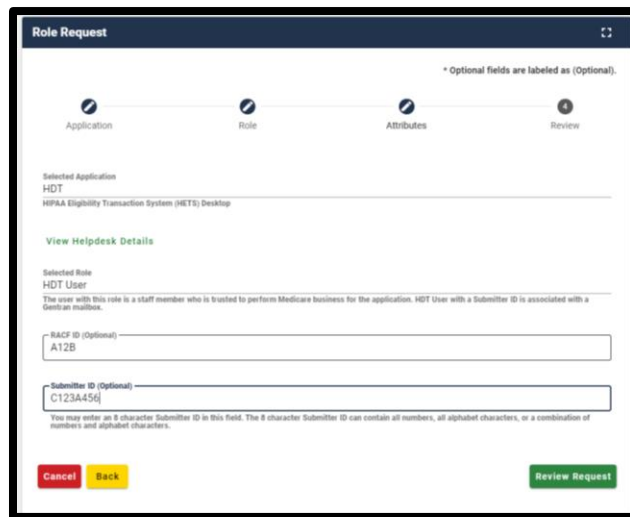


Figure 71: Role Request Specifying Additional Details

7. Click the **Review Request** button.
8. The screen will update to include a freeform text box titled “Reason for Request.” Enter a brief justification statement into this field to provide a justification for the role request.

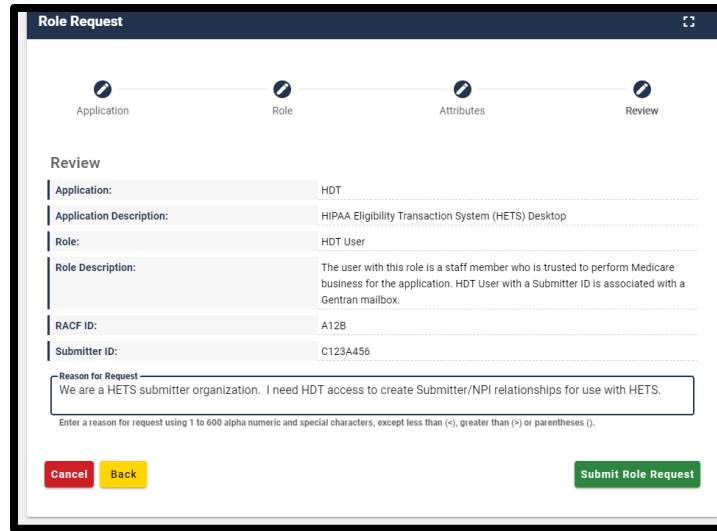



Figure 72: Role Request Ready for Submission

9. Click the **Submit Role Request** button. ^{103, 104}



Figure 73: Successful Role Request Message

10. The Role Request UI displays a Request ID and a message that informs the user that the request was successfully submitted. ¹⁰⁵
11. The My Requests indicator  on the Self-Service UI increments to display the user's current number of pending requests.
12. Click the **Back to Home** button to return to the Self-Service UI.

In addition to sending the user an email that indicates the user's request was submitted, the IDM system also sends the user subsequent emails related to the status of each request as follows:

¹⁰³ The role request is forwarded to the user's approver of record. Note that some applications may require approval by multiple approvers.

¹⁰⁴ Click the Back button to remain in the Role Request form and make changes or click the Cancel link to terminate the Role request process and reset the Role Request form.

¹⁰⁵ An email is sent to the user's email address of record which indicates that the role request was successfully submitted.

- **Approve** – The system sends an email to the user’s address on record which indicates that the request was approved. It also indicates where the user can obtain assistance if they have questions.
- **Reject** – The system sends an email to the user’s address on record which indicates that the request was rejected. It also indicates where the user can obtain assistance if they have questions.
- **Expire** – The system sends an email to the user’s address on record which indicates that the request expired due to no action taken by an approver. It also indicates where the user can obtain assistance if they have questions.

13. Remote Identity Proofing

13.1 Overview of Remote Identity Proofing (RIDP)

RIDP is an important component of the CMS IDM System. All HDT users are required to complete RIDP.

RIDP makes use of a web service and data provided by Experian, a consumer credit reporting company. Experian uses information from a user's credit history to remotely confirm the user's identity by requiring them to answer questions related to their personal credit history.

Note: Users whose home address is located outside of the United States cannot use RIDP. Those users must contact the MCARE Help Desk. For more information, refer to section [17.3 Support Information](#).

Users have three opportunities to verify their identity. Verification occurs in the following order:

- Online Proofing - An identity verification procedure that uses Experian's computer-based Identity Verification service.
- Phone Proofing - An identity proofing procedure that uses Experian's telephone-based Identity Verification service. Phone proofing is only available if the user is unable to verify their identity using online proofing.
- Manual Proofing - An identity proofing procedure that is performed by an Application (Tier 1) Help Desk in accordance with their policies. Manual proofing is not offered by every application and is only available if the user is unable to first verify their identity through online proofing and phone proofing.

Remote identity proofing consists of the following stages:

1. Review and accept the RIDP Terms and Conditions.
2. Verify user identity information.
3. Answer the Identity Proofing Questions.

13.2 Review and Accept the RIDP Terms and Conditions

After users request the HDT role, the initial page appears. The page provides an overview of the RIDP process and provides users with an opportunity to review the RIDP terms and conditions. This section provides the steps to review and accept the RIDP terms and conditions.

Figure 74: RIDP Role Request Page with Link to Terms and Conditions

1. Review the Identity Verification description statement.
2. Click the **View Terms & Conditions** link and review the RIDP terms and conditions.
3. Click the **Back** button after reviewing the information.
4. Click the **I agree to the terms and conditions** check box to acknowledge agreement with the terms and conditions.
5. Click the **Next** button. ¹⁰⁶

13.3 Verify User Identity Information

This stage of the RIDP process verifies the user's identity based on the information that they provide using this form.

This section provides the steps users must follow to fill out the identity verification form. ^{107, 108}

¹⁰⁶ The Next button will not become selectable until agreement with the terms and conditions has been acknowledged.

¹⁰⁷ Once this form is accessed, users only have 10 minutes and 1 attempt to complete the RIDP process using this form.

¹⁰⁸ Some of this information was pre-populated with information from the user's profile. Pre-populated information should be reviewed to ensure that it is accurate.

Role Request

* Optional fields are labeled as (Optional).

Application Group Role RIDP BCI Attributes Review

Remote Identity Proofing

Please fill out the form below and click the Next Button to initiate the verification process. Once initiated you will have 10 minutes and 1 attempt to complete the RIDP process.

1 →

First Name: HELEN
Last Name: HAILEY
Middle Name (Optional): LOUISE
Suffix (Optional):
Date Of Birth: 10/27/1932
Social Security Number (Optional): 000-00-0000

2 →

Is your Address a US or Foreign Address?
 US Address
 Foreign Address

3 →

Home Address Line 1: 124 MADISON PIKE
 Home Address Line 2 (Optional):
 City: BATAVIA
 State: Ohio
 Zip Code: 45103
 Zip Code Extension (Optional): 0000
 Phone Number: 810-528-2480

4 →

Cancel Back Next

Figure 75: Identity Information Verification Form

1. Enter the Name, Date of Birth, and Email Address information into the respective fields. Enter the SSN into the Social Security Number field if it is required. ¹⁰⁹
2. If the home address is located inside the US, keep the default “US Address” setting, and proceed to the next step. ¹¹⁰

¹⁰⁹ Under current guidelines, some roles require the user to provide a social security number (SSN) for RIDP, and others do not. For this reason, the SSN is not an optional parameter in all cases.

¹¹⁰ If the home address is a Foreign Address, the RIDP process will fail. The user must click Cancel and terminate RIDP.

3. Enter the Home Address information and the Phone Number information into the respective fields. ¹¹¹
4. Click the **Next** button. The RIDP process begins. Users that successfully complete online proofing will receive confirmation as displayed in **Figure 76: Remote Identity Proofing Confirmation**. Users who can't verify their identity with online proofing should proceed to section [13.3.1 What to Do When Users Cannot Verify Their Identity with Online Proofing](#). ^{112, 113}

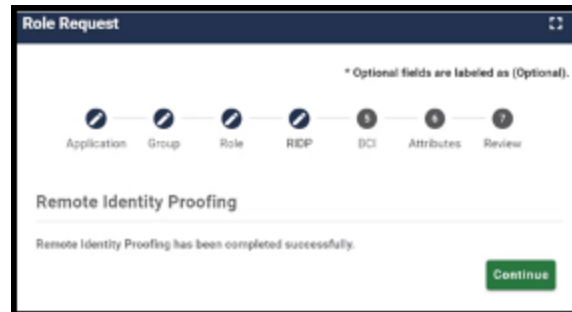


Figure 76: Remote Identity Proofing Confirmation

13.3.1 What to Do When Users Cannot Verify Their Identity with Online Proofing

If the RIDP Online Proofing process is not successful, the system displays an error message as illustrated by **Figure 77: RIDP Online Proofing Error Message**.

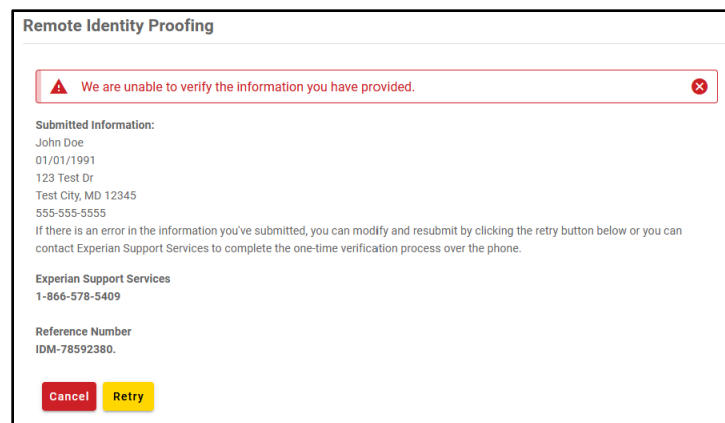


Figure 77: RIDP Online Proofing Error Message

1. Write down the Experian support contact information and the Review Reference Number. This information will also be emailed to the user.
2. If there was a mistake in the submitted personal information, select the **Retry** button. Proceed from section [12_Remote Identity Proofing](#).

¹¹¹ The phone number must be registered to the user who is currently navigating the RIDP workflow.

¹¹² The Next button will not become selectable until a response is provided to all the mandatory fields on the form.

¹¹³ If an error occurs at this stage, the user should carefully review the error message and make note of the Response Code or the Review Reference Number. Depending on the nature of the error, the message will prompt the user to contact their Application Helpdesk and provide the Response Code or contact Experian and provide the Review Reference Number.

3. Select the **Cancel** button. The Confirm Close window appears.
4. Select the **Confirm Close** button.
5. Contact Experian using the contact information provided in the error message and perform Phone Proofing.
6. If Phone Proofing was successful, sign in to the IDM System and initiate the role request procedure again. When the user reselects the desired role, the Role Request window will display a message which asks if Experian has been contacted.

The screenshot shows a dialog box titled "Remote Identity Proofing". The text inside reads: "To continue, please select the following:". There are two radio button options: "Yes, I have called Experian to proof my identity." (which is selected) and "No, I have not called Experian to proof my identity. I need to restart the identity proofing process." Below these options is a checkbox labeled "Save information provided to Experian to my user profile". At the bottom, there is a note: "If you have already contacted the Experian Support Services and failed identity proofing, call your [Tier 1 Help Desk](#) to further resolve." At the bottom left is a red "Cancel" button, and at the bottom right is a green "Continue" button.

Figure 78: Experian Phone Verification Confirmation

7. Select the **Yes, I have called Experian to proof my identity** radio button if Experian has been contacted.
 - a. Certain personal information provided to Experian will always be saved in the user's profile. This includes name, date of birth, and the last four digits of the user's social security number. If the user wants to save the address provided to Experian to their profile as well, select the "Save home address to my profile" checkbox.
8. Select the **Continue** button, then select the **OK** button. The Attribute menu appears, and the user resumes the Role Request procedure.

13.3.2 What to Do When Users Can't Verify Their Identity with Phone Proofing

If the Phone Proofing RIDP process is unsuccessful, then the system will display an error message as illustrated by **Figure 79: Phone Proofing RIDP Error Message**.

The screenshot shows a dialog box titled "Remote Identity Proofing" with a red border and a red error icon. The message reads: "IDM has no record of your successful identity proofing. Please contact Experian Support Services to resolve the issue." Below the message is the instruction: "Please Contact Experian Support Services to complete the one-time verification process over the phone." The contact information provided is: "Experian Support Services", "1-866-578-5409", and "Reference Number", "IDM-78592380". At the bottom left are two buttons: a red "Close" button and a yellow "Back" button.

Figure 79: Phone Proofing RIDP Error Message

1. Ensure the user has contacted Experian using the contact information provided in the error message and perform Phone Proofing.
2. If Phone Proofing was successful, select **Back**. Select the **Yes, I have called Experian to proof my identity** radio button. Select **Continue**.

3. If the error persists, Contact the Application Help Desk and inquire about the Manual Proofing process. Application Help Desk contact information is located on the CMS [Tier 1 Help Desk Support](https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/EnterpriseIdentityManagement/Help-Desk-Support) website: <https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/EnterpriseIdentityManagement/Help-Desk-Support>

13.3.3 Remote Identity Proofing (RIDP) for HDT

As described in section [13 Remote Identity Proofing](#), RIDP is the process of validating sufficient information about you (e.g., credit history, personal demographic information, and other indicators) to uniquely identify you. RIDP is a required service for new HETS Desktop (HDT) users – existing HDT users will not be required to complete the RIDP process. CMS uses Experian to remotely perform identity proofing.

The RIDP process for HDT is outlined in section [12.1 How to Request Access and Role to the HDT Application](#), steps 1-4. If Experian cannot identity proof you online, you will be asked to contact either the Experian Help Desk or the MCARE Help Desk, depending on the reason you failed RIDP.

The CMS IDM system will provide you with a reference number to track your case if you cannot complete identity proofing. The Experian Help Desk cannot assist you if you do not have the reference number. The Experian Help Desk can be contacted at 1-866-578-5409. The Experian Help Desk is open Monday through Friday from 8:30 AM to 10:00 PM, Saturday from 10:00 AM to 8:00 PM, and Sunday from 11:00 AM to 8:00 PM, Eastern Standard Time.

For additional information, please see the Experian Consumer Assistance site: <https://www.experian.com/help/>.

If you are asked to contact the MCARE Help Desk, you will be given a response code to help the MCARE Help Desk perform the manual identity proofing process with you. Please contact MCARE via the information provided in section [17.3 Support Information](#) of this guide.

14. Using the HDT Application

The following sub-sections provide detailed, step-by-step instructions on how to use the various features of the HDT application.

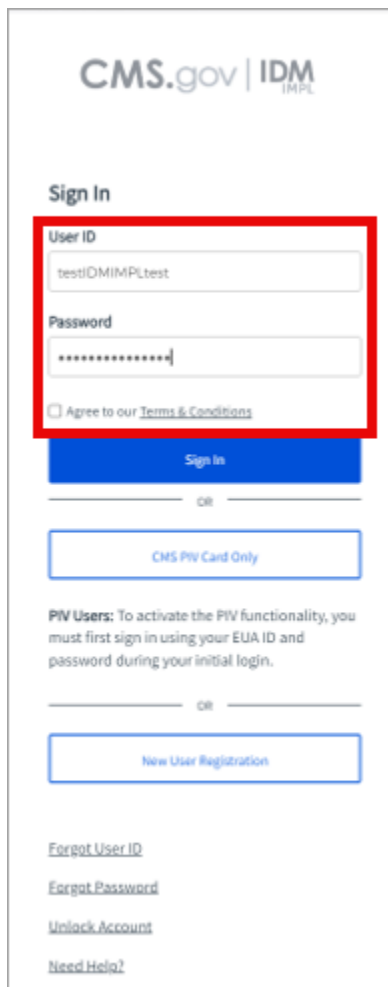
14.1 Log In to the HDT Application

HDT uses the IDM system to authenticate each user and permits that user to access the application. This section provides the steps that users must follow to sign in to HDT via the CMS IDM system.

1. Enter the CMS Applications Portal URL in a web browser:

<https://HDT.hetsp-haa.cms.gov/HDT/>

Please do not bookmark this or any other page in your internet browser. CMS discourages users from utilizing browser bookmarks with the HDT application. The CMS IDM system screen displays as illustrated in **Figure 80: IDM System Sign-In Window**.



The screenshot shows the 'Sign In' page for the CMS.gov | IDM system. At the top, the logo 'CMS.gov | IDM' is displayed. Below it, the heading 'Sign In' is centered. There are two input fields: 'User ID' with the text 'testIDIMPLtest' and 'Password' with masked characters. A red rectangular box highlights both input fields. Below the password field is a checkbox labeled 'Agree to our Terms & Conditions'. A blue 'Sign In' button is positioned below the checkbox. Below the button is a horizontal separator line with 'or' in the center. Underneath is a button labeled 'CMS PIV Card Only'. Below that is another horizontal separator line with 'or' in the center, followed by a button labeled 'New User Registration'. At the bottom of the page, there are four links: 'Forgot User ID', 'Forgot Password', 'Unlock Account', and 'Need Help?'.

Figure 80: IDM System Sign-In Window

2. Type the User ID into the User ID field.
3. Type the Password into the Password field.

- Click the check box to acknowledge agreement with the Terms & Conditions. Failure to click the check box will result in an error as illustrated in **Figure 81: An Example Sign in Error: Agree to Terms & Conditions**.

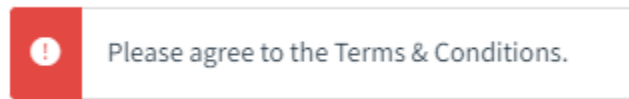


Figure 81: An Example Sign in Error: Agree to Terms & Conditions

- Click the **Sign In** button. The MFA One-time Password (OTP) Request window appears.

Note: The IDM system uses Email MFA by default, so the steps provided in this procedure follow that default. Users with alternative MFA devices should use the appropriate procedure for that MFA device.

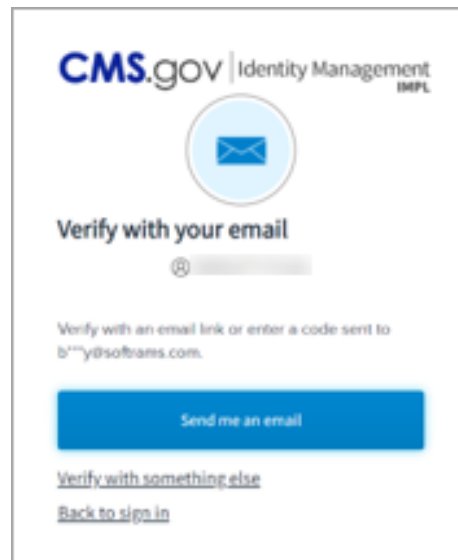


Figure 82: MFA OTP Request Window

- Click the **Send me the code** button to request an OTP when the Verify with your email Authentication UI appears.

The IDM system also allows the use of other MFA devices. The OTP delivery method could be an email, a voice message, a text message, or a push notification based on the user's MFA device choice.

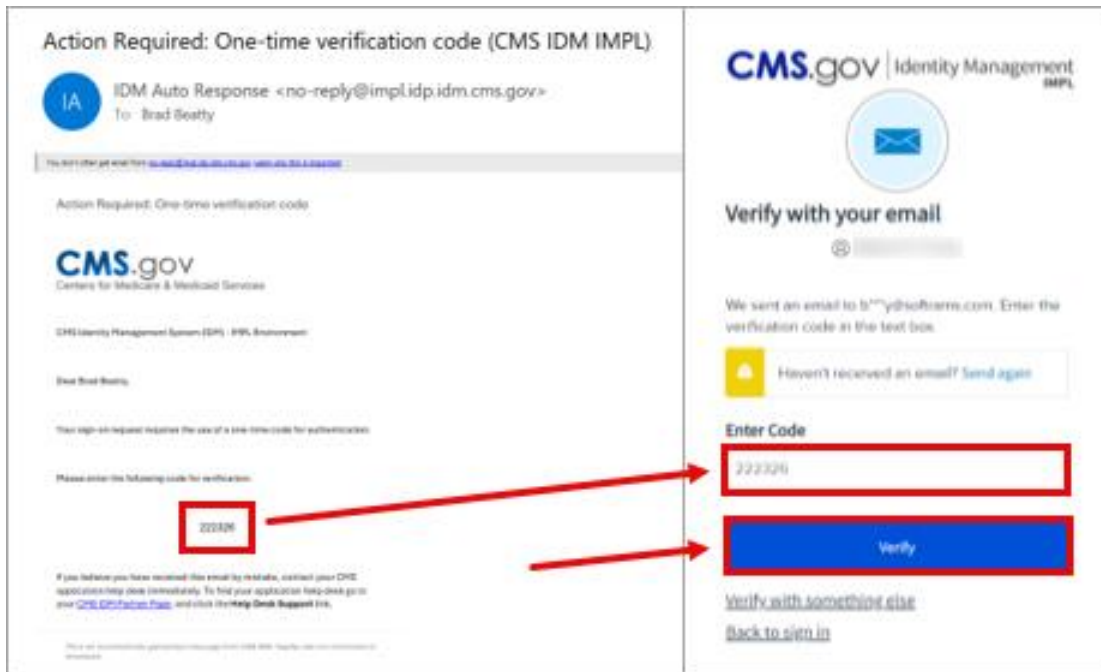


Figure 83: Sample MFA OTP Email and the MFA Verification Window

- The MFA device returns an OTP. Type the OTP into the Enter Code field. If the MFA device uses push notifications, a code is not required.

Note(s):

- The user must enter the OTP within approximately 30 seconds of completing Step 6 or the Sign-In window displays a message that asks, “Haven’t received an email? Send again.” as illustrated by Error! Reference source not found..
- The user may click the **Send again** link to request another OTP if the original OTP request failed.

- Click the **Verify** button.
 - Successful Sign-In:** The user is taken to the HETS Desktop home screen (HDT-1000) as illustrated by **Figure 84: HETS Desktop Home Screen (HDT-1000)**.
 - Unsuccessful Sign-In:** Take corrective action based on the error message that displays. Additionally, verify the accuracy of the user ID and password and attempt to sign in again.

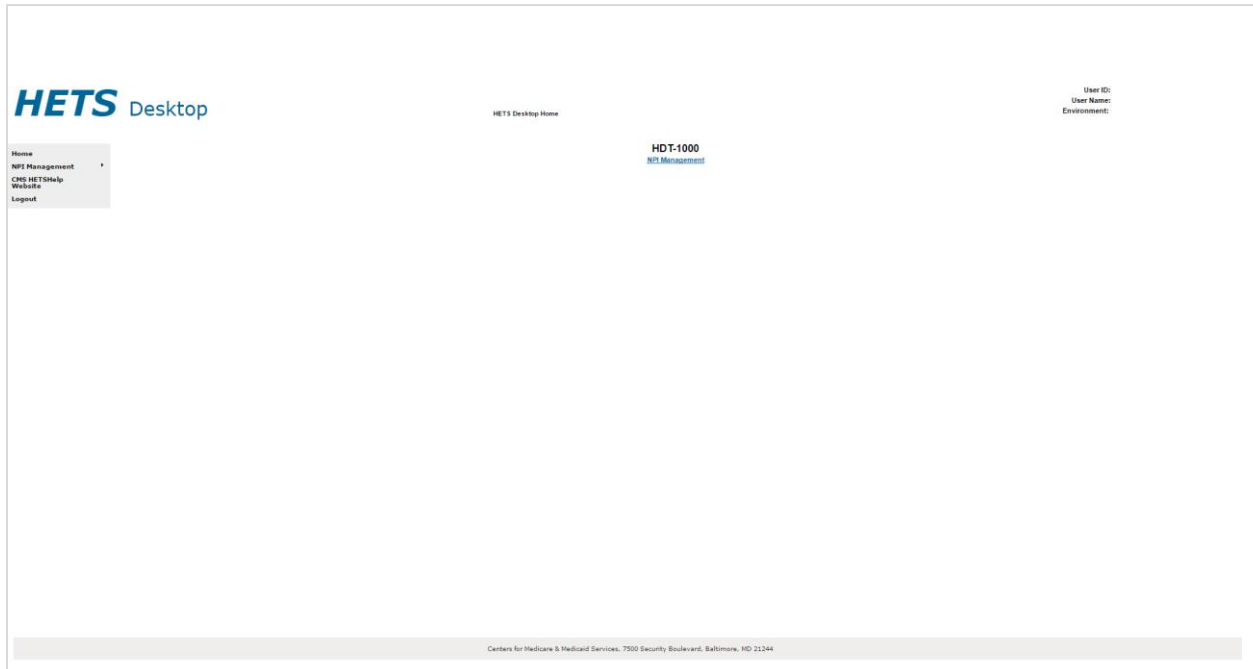


Figure 84: HETS Desktop Home Screen (HDT-1000)

When users log in to the HDT application, the HETS Desktop home screen (HDT-1000) displays as illustrated in **Figure 84: HETS Desktop Home Screen (HDT-1000)**.

Users can access the functionality of the HDT application by selecting the hyperlinks from the left navigation bar. Users may also select the hyperlinks in the dynamic content area in the middle of the screen.

The navigation hyperlinks are:

- **Home** – The HDT User Interface home page.
- **NPI Management** – Allows Submitters to add, terminate and/or query NPI numbers one at a time. This link is available to Clearinghouse and Direct Provider Submitters.
- **NPI Batch Management** – Provides a link to the Enterprise File Transfer (EFT) system. This link is available only to Clearinghouse Submitters.
- **CMS HETSHelp Website** – Provides links to the CMS HETSHelp Website.
- **Logout** – Closes the active HDT application session and redirects the User to the CMS IDM System Web Access Management (Logout) Screen as illustrated in Figure 86: IDM System .

14.2 Application Layout

The application layout in the Site Map, as illustrated in **Figure 85: HDT Application Site Map**, is outlined as follows:

The links to navigate through the HDT application are:

- Home
- NPI Management

- NPI Management (data entry screen)
- NPI Batch Management (available for Clearinghouse Submitters only)
- Logout

The links external to the HDT application are:

- CMS HETSHelp Website

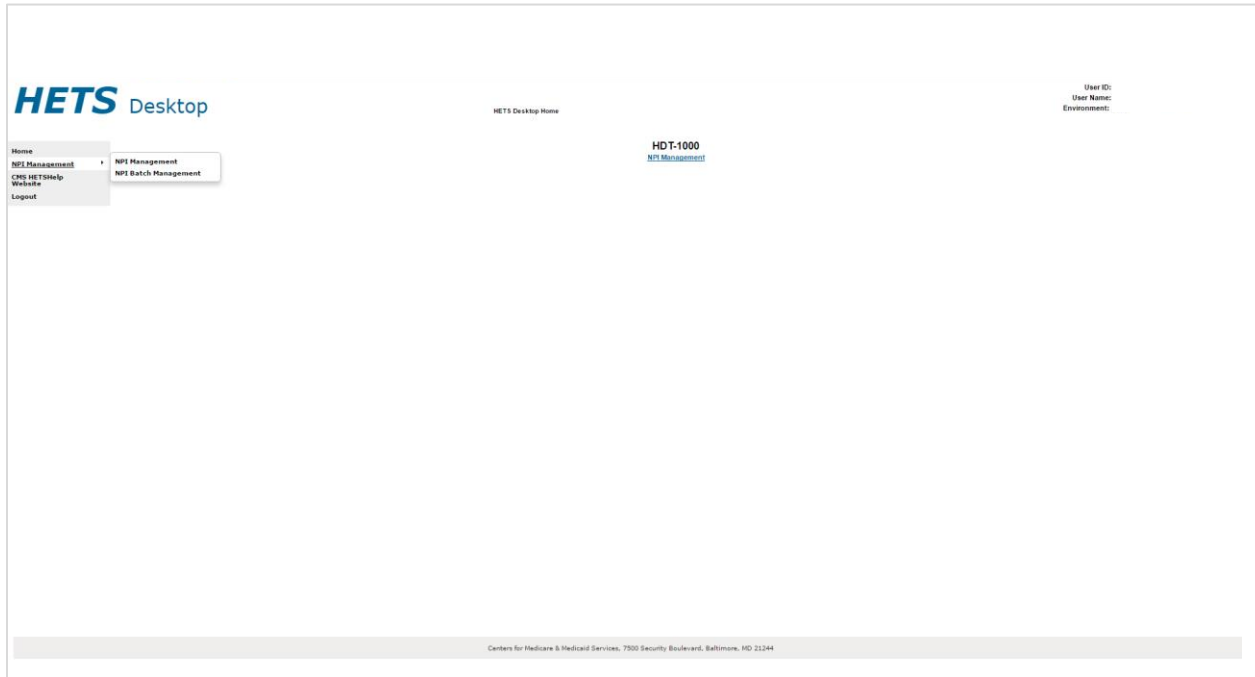


Figure 85: HDT Application Site Map

14.3 Exiting the Application

Select the **Logout** link in the left navigation menu of any screen in the HDT Application to log out from the HDT application. You will be logged out of the HDT application and returned to the IDM System Sign-In UI as illustrated by **Figure 86: IDM System Sign-In UI**.

CMS.gov | IDM IMPL

Sign In

User ID

Password

Agree to our [Terms & Conditions](#)

Sign In

OR

CMS PIV Card Only

PIV Users: To activate the PIV functionality, you must first sign in using your EUA ID and password during your initial login.

OR

New User Registration

[Forgot User ID](#)
[Forgot Password](#)
[Unlock Account](#)
[Need Help?](#)

Figure 86: IDM System Sign-In UI

15. NPI Management (HDT-1001)

NPI Management allows Clearinghouse and Direct Provider Submitters to query, add, or terminate NPI numbers one at a time.

To access the NPI Management feature, select the **NPI Management** link in the left-hand navigation menu. The HDT NPI Management screen (HDT-1001) displays as illustrated in **Figure 87: HDT NPI Management Screen (HDT-1001)**.

Figure 87: HDT NPI Management Screen (HDT-1001)

1. Select the appropriate HETS 270/271 Submitter ID from the drop-down menu (depending on the related organization, there may only be one value present).
2. Enter an NPI value in the NPI field (HDT only accepts numeric values in this field).
3. Select [Add], [Query], [Terminate] or [Cancel] to proceed with the requested action.

Results for requested actions are displayed in an NPI Results table as illustrated in **Figure 88: HDT NPI Management Screen (HDT-1001) – Results**.

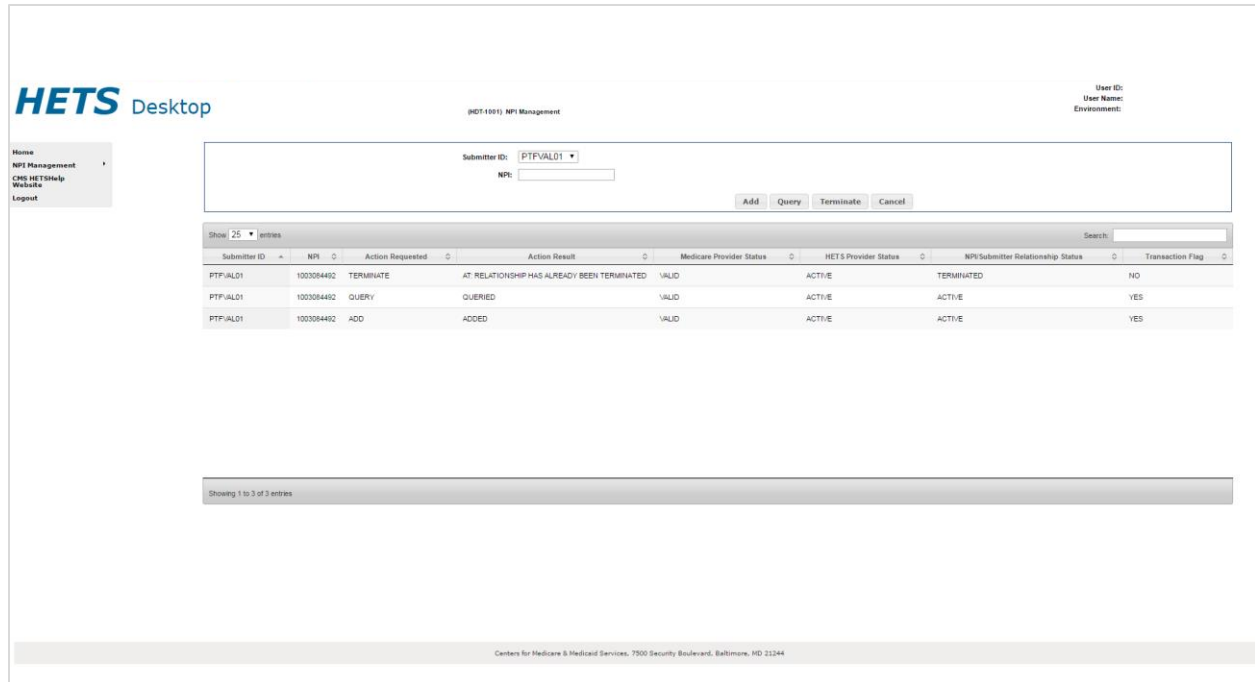


Figure 88: HDT NPI Management Screen (HDT-1001) – Results

The following information is provided for each action selected:

- Submitter ID – the 8-character Submitter ID selected by the user.
- NPI – NPI entered by the user.
- Action Requested – the action button selected by the user. Values include:
 - Query – the user selects this action to determine the status of the relationship between the Submitter ID and the NPI entered.
 - Add – the user selects this action to create a relationship between a Submitter ID and an NPI for the purpose of submitting 270 request transactions via the HETS 270/271 application.
 - Terminate – this action is selected by the user when a Submitter no longer has a business relationship with an NPI.
- Action Result – the result returned by HDT based on the action selected by the user. Values include:
 - Queried – the query request has been processed by the HDT application and the query results are displayed in the NPI results table.
 - Added – the NPI/Submitter relationship has been added to the HDT application.
 - AE: Relationship Already Exists – the NPI/Submitter relationship already exists and cannot be added.
 - SP: Relationship is Suspended – the NPI/Submitter relationship is currently suspended and cannot be added.
 - IM: Invalid Medicare Provider Status – the Medicare Provider Status is invalid and cannot be added.

- Terminated – the NPI/Submitter relationship has been terminated in the HDT application.
- AT: Already Terminated – the NPI/Submitter relationship is already terminated and cannot be terminated.
- NE: Relationship Does Not Exist – the NPI/Submitter relationship does not exist and cannot be terminated.
- VA: No Relationship with VA – the NPI/Submitter relationship cannot be added as the NPI belongs to a VA facility.
- Medicare Provider Status – this status indicates whether the NPI is an active, valid FFS Medicare Provider. Values include:
 - Valid – the provider is an active, valid FFS Medicare provider or supplier.
 - Invalid – the provider is not an active, valid FFS Medicare provider or supplier.
- HETS Provider Status – this is the status of the NPI for the HETS 270/271 application. Values include:
 - Active – the NPI is active for the HETS 270/271 application.
 - Suspended – the NPI is suspended for the HETS 270/271 application.
 - Terminated – the NPI is terminated for the HETS 270/271 application.
 - Not Found – the NPI is not on file for the HETS 270/271 application.
- NPI/Submitter Relationship Status – this is the status of the NPI/Submitter relationship for the HETS 270/271 application. Values include:
 - Active – the NPI/Submitter Relationship is active for the HETS 270/271 application.
 - Suspended – the NPI/Submitter Relationship is suspended for the HETS 270/271 application.
 - Terminated – the NPI/Submitter Relationship is terminated for the HETS 270/271 application.
 - Not Found – the NPI/Submitter Relationship is not on file for the HETS 270/271 application.
 - Expired – the NPI/Submitter Relationship is expired for the HETS 270/271 application.
- Transaction Flag – this status flag indicates whether transactions with the HETS 270/271 application are permitted. Values include:
 - Yes – Indicates that transactions with the HETS 270/271 application are permitted. This value is returned when all conditions are met:
 - Submitter Status = “Active”, AND
 - Medicare Provider Status = “Valid”, AND
 - HETS Provider Status = “Active”, AND
 - NPI/Submitter Relationship Status = “Active”.

- No – Indicates that transactions with the HETS 270/271 application are not permitted. This value is returned when any of these conditions are met:
 - Submitter Status <> “Active”, OR
 - Medicare Provider Status <> “Valid”, OR
 - HETS Provider Status <> “Active”, OR
 - NPI/Submitter Relationship Status <> “Active”.

Note: The table will display the results in the order in which the NPIs are entered into the NPI text box, with the most recent action listed first. The HDT application defaults to displaying up to 25 rows in the NPI Results table. The user can change this value in the ‘Show Entries’ drop-down to modify the results parameters.

15.1 Query

15.1.1 Action

The Query action allows Submitters to verify NPI numbers prior to submitting a 270 request transaction to the HETS 270/271 application. Responses are returned to the screen in a matter of seconds.

To perform a query action, follow these steps on the HDT User Interface NPI Management Screen as illustrated in **Figure 89: HDT NPI Management Screen (HDT-1001) – Query**.

The screenshot displays the HETS Desktop interface for NPI Management. At the top left is the 'HETS Desktop' logo. The main header area shows '(HDT-1001) NPI Management' and user information: 'User ID: User Name: Environment:'. Below this is a form with a 'Submitter ID' dropdown menu set to 'CTFVALC2' and an 'NPI' text box containing '1002084492'. To the right of the NPI box are buttons for 'Add', 'Query', 'Terminate', and 'Cancel'. Below the form is a table with columns: 'Submitter ID', 'NPI', 'Action Requested', 'Action Result', 'Medicare Provider Status', 'HETS Provider Status', 'NPI/Submitter Relationship Status', and 'Transaction Flag'. The table is currently empty, displaying 'No data available in table'. A search bar is located to the right of the table header. At the bottom of the page, it says 'Showing 0 to 0 of 0 entries' and 'Centers for Medicare & Medicaid Services, 7500 Security Boulevard, Baltimore, MD 21244'.

Figure 89: HDT NPI Management Screen (HDT-1001) – Query

1. Select a Submitter ID from the drop-down list labeled Submitter ID.

2. Enter a 10-digit NPI number in the NPI field. HDT only accepts numeric values in the NPI field.
3. Select [Query].

Note: The HDT application will clear the NPI field when users select an NPI Management action. The Submitter ID field will not be cleared. If users wish to perform actions for a different Submitter ID associated with their Submitter Profile, they must select that Submitter ID from the Submitter ID drop-down list.

15.1.2 Result

Figure 90: HDT NPI Management Screen (HDT-1001) – Query Results displays the NPI Results table for the query action.

The screenshot shows the HETS Desktop interface for NPI Management. At the top left is the 'HETS Desktop' logo. A navigation menu on the left includes 'Home', 'NPI Management', 'CMS Helpdesk', 'Website', and 'Logout'. The main header area displays '(HDT-1001) NPI Management' and user information: 'User ID: User Name: Environment:'. Below this is a form with a 'Submitter ID' dropdown menu set to 'CTF/ALC2' and an empty 'NPI' text field. Action buttons for 'Add', 'Query', 'Terminate', and 'Cancel' are visible. A table below the form shows the query results. The table has columns for Submitter ID, NPI, Action Requested, Action Result, Medicare Provider Status, HETS Provider Status, NPI/Submitter Relationship Status, and Transaction Flag. One row is displayed with the following values: CTF/ALC2, 100004492, QUERY, QUERIED, VALID, ACTIVE, NOT FOUND, and NO. A search bar and a 'Showing 1 to 1 of 1 entries' indicator are also present.

Submitter ID	NPI	Action Requested	Action Result	Medicare Provider Status	HETS Provider Status	NPI/Submitter Relationship Status	Transaction Flag
CTF/ALC2	100004492	QUERY	QUERIED	VALID	ACTIVE	NOT FOUND	NO

Figure 90: HDT NPI Management Screen (HDT-1001) – Query Results

15.2 Add

The Add action creates a relationship between a Submitter ID and an NPI necessary for 270 request transactions to successfully process via the HETS 270/271 application. If users send an eligibility request with an NPI number that is not on file with CMS, is not a valid FFS Medicare Provider at the time the request is processed, or is not associated with the Submitter, then a 271 AAA error will be returned instead of entitlement information.

15.2.1 Action

To perform the Add action, follow these steps on the HDT User Interface NPI Management Screen as illustrated in **Figure 91: HDT NPI Management Screen (HDT-1001) – Add**.

Figure 91: HDT NPI Management Screen (HDT-1001) – Add

1. Select a Submitter ID from the selection box labeled Submitter ID.
2. Enter a 10-digit NPI number in the NPI field. HDT only accepts numeric values in the NPI field.
3. Select [Add].

Note: The HDT application will clear the NPI field when users select an NPI Management action. The Submitter ID field will not be cleared. If users wish to perform actions for a different Submitter ID associated with their Submitter Profile, they must select that Submitter ID from the Submitter ID drop-down list.

15.2.2 Result

Figure 92: HDT NPI Management Screen (HDT-1001) – Add Results displays the NPI Results table for the Add action.

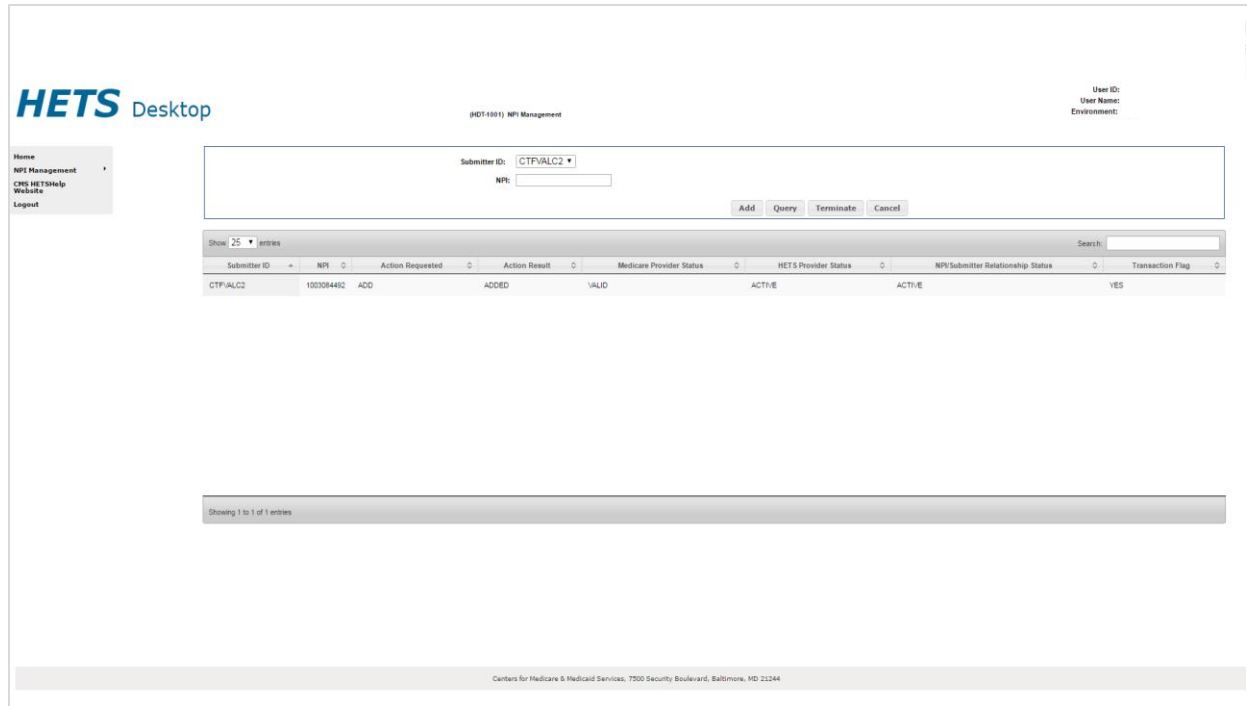


Figure 92: HDT NPI Management Screen (HDT-1001) – Add Results

15.3 Terminate

The terminate action ends a relationship between a Submitter ID and an NPI when there is no longer a business relationship between them. Once a relationship is terminated, users will be unable to submit eligibility transactions via the HETS 270/271 application for the NPI.

15.3.1 Action

To perform the terminate action, follow these steps on the HDT NPI Management – Terminate Screen as illustrated in **Figure 93: HDT User Interface NPI Management Screen (HDT-1001) – Terminate**.

Figure 93: HDT User Interface NPI Management Screen (HDT-1001) – Terminate

1. Select a Submitter ID from the selection box labeled Submitter ID.
2. Enter a 10-digit NPI number in the NPI field. HDT only accepts numeric values in the NPI field.
3. Select [Terminate].

Note: The HDT application will clear the NPI field when users select an NPI Management action. The Submitter ID field will not be cleared. If users wish to perform actions for a different Submitter ID associated with their Submitter Profile, they must select that Submitter ID from the Submitter ID drop-down list.

15.3.2 Result

Figure 94: HDT NPI Management Screen (HDT-1001) – Terminate Results displays the NPI Results table for the terminate action.

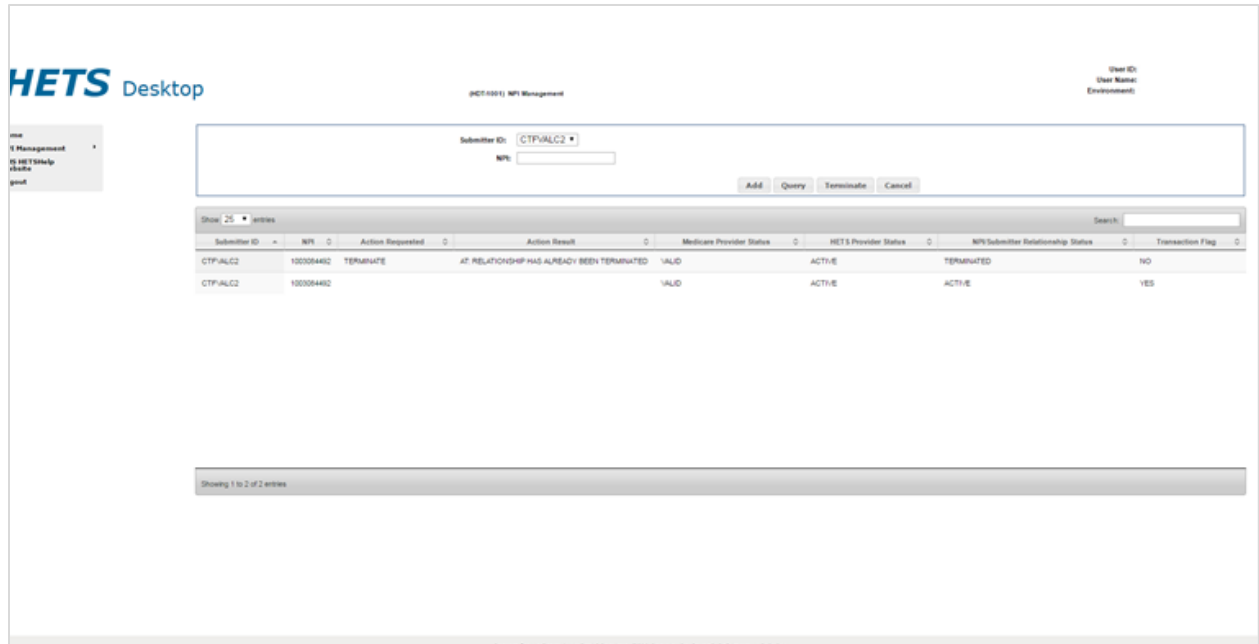


Figure 94: HDT NPI Management Screen (HDT-1001) – Terminate Results

16. NPI Batch Management

NPI Batch Management is available to Clearinghouse Submitters only. This feature allows users to query, add, and/or terminate more than one NPI number at a time.

The NPI Batch Management screen allows users to complete the following:

- File Upload
- File Download
- View uploaded files
- View processed files
- Cancel actions

Note: Clearinghouse Submitters are limited to uploading only one batch file per day. If a Clearinghouse Submitter attempts to upload more than one file during a single calendar day, an error message is returned in the batch output file.

To access the NPI Management feature, select the ***NPI Batch Management*** link in the left navigation menu as illustrated in **Figure 95: NPI Batch Management Menu Navigation** below. The HDT NPI Batch Management Screen (HDT-1002) displays as described in 16.3.



Figure 95: NPI Batch Management Menu Navigation

16.1 Input File

The required naming convention for the batch input file is:

SubmitterID.IN.HDT.EFT

Customizable elements:

SubmitterID = The HETS Submitter ID assigned to your organization by CMS. (Example: C123A456).

All other file name elements are required and constant.

Sample input file name: File Name: C123A456.IN.HDT.EFT

The acceptable file format for the NPI Batch Management input file is a comma delimited, flat text file. The input file consists of three data elements per line – Submitter ID, NPI and Action. Refer to for the Input File Layout and a description of elements.

Table 11: Input File Layout and Element Description

Data Element	Data Type	Length	Possible Values	Description
Submitter ID	Alphanumeric	8	N/A	The 8-character Submitter ID associated with the Clearinghouse.
NPI	Numeric	10	N/A	The 10-digit NPI for whom the Clearinghouse sends eligibility transactions to the HETS 270/271 application.
Action	Alpha	1	Q, A, or T	The action requested by the Clearinghouse to query the current status of, to add, or to terminate a relationship with an NPI. Values include: Q: Request a query of the relationship between the Submitter ID and the NPI. A: Request to add a relationship between the Submitter ID and the NPI. T: Request to terminate the relationship between the Submitter ID and the NPI.

Sample Input File

File Name: C123A456.IN.HDT.EFT

C123A456,1111111111,Q
 C123A456,2222222222,Q
 C123A456,3333333333,A
 C123A456,3333333333,A
 C123A456,4444444444,A
 C123A456,5555555555,A
 C123A456,6666666666,T
 C123A456,6666666666,T
 C123A456,7777777777,T

16.2 Output File

The system generated naming convention for the batch output file is:

SubmitterID.OUT.HDT.EFT.D{date}.T{time}

System defined elements:

SubmitterID = The HETS Submitter ID assigned to your organization by CMS.

Dyymmdd = {Date} in yymmdd format

Thhmsst – {Time} in hhmsst format

All other file name elements are required and constant.

Sample output file name: File Name: C123A456.OUT.HDT.EFT.D200401.T0122331

The output file generated by the HDT application will be in the same format as the input file with exception of the addition of the date and time stamp of when the file was processed, and status responses appended to each line.

If the NPI Batch Management input file contains an NPI which is not equal to 10 characters or is not numeric, the output file will include a row for the NPI with a Medicare Provider Status of Invalid. All rows within an input file will be processed if there are no batch file errors.

Refer to **Table 12: Output File Layout** and a description of elements.

Table 12: Output File Layout

Data Element	Data Type	Possible Values	Description
Submitter ID	Alphanumeric	N/N/AA	The 8-character Submitter ID associated with the Clearinghouse.
NPI	Numeric	N/A	The NPI that the Clearinghouse provided on the input file.
Action Requested	Alpha	Q, A or T	The action requested by the Submitter on the input file for the NPI. Values include: Q: Request a query of the relationship between the Submitter ID and the NPI. A: Request to add a relationship between the Submitter ID and the NPI. T: Request to terminate the relationship between the Submitter ID and the NPI.

Data Element	Data Type	Possible Values	Description
Action Result	Alpha	Q, A, AE, SP, IM, T, AT, NE, or VA	<p>The result of the action requested by the Submitter on the input file for the NPI. Values include:</p> <p>Q: The query request has been processed and the query results are displayed.</p> <p>A: The NPI/Submitter relationship has been added to the HDT application.</p> <p>AE: The NPI/Submitter relationship already exists and cannot be added.</p> <p>SP: The NPI/Submitter relationship is currently suspended and cannot be added.</p> <p>IM: The Medicare Provider Status is invalid and cannot be added.</p> <p>T: The NPI/Submitter relationship has been terminated in the HDT application.</p> <p>AT: The NPI/Submitter relationship is already terminated and cannot be terminated.</p> <p>NE: The NPI/Submitter relationship does not exist and cannot be terminated.</p> <p>VA: No Relationship with VA – the NPI/Submitter relationship cannot be added as the NPI belongs to a VA facility.</p>
Submitter Status	Alpha	A, S or T	<p>The status of the Submitter in the HDT application. Values include:</p> <p>A: The Submitter is active and authorized to conduct HETS 270/271 transactions.</p> <p>S: The Submitter is suspended and not authorized to conduct HETS 270/271 transactions. Please contact MCARE for additional information.</p> <p>T: The Submitter has been terminated and is not authorized to conduct HETS 270/271 transactions. Please contact MCARE for additional information.</p>
Medicare Provider Status	Alpha	V or I	<p>The status that indicates whether the NPI is an active, valid FFS Medicare Provider. Values include:</p> <p>V: The NPI is an active, valid FFS Medicare Provider.</p> <p>I: The NPI is not an active, valid FFS Medicare Provider.</p>

Data Element	Data Type	Possible Values	Description
HETS Provider Status	Alpha	A, S, T or NF	The status of the NPI for the HETS 270/271 application. Values include: A: The NPI is active for the HETS 270/271 application. S: The NPI is suspended for the HETS 270/271 application. T: The NPI is terminated for the HETS 270/271 application. NF: The NPI is not on file for the HETS 270/271 application.
NPI/Submitter Relationship Status	Alpha	A, S, T, NF, or E	The status of the NPI/Submitter relationship for the HETS 270/271 application. Values include: A: The NPI/Submitter Relationship is active for the HETS 270/271 application. S: The NPI/Submitter Relationship is suspended for the HETS 270/271 application. T: The NPI/Submitter Relationship is terminated for the HETS 270/271 application. NF: The NPI/Submitter Relationship is not on file for the HETS 270/271 application. E: The NPI/Submitter Relationship is expired for the HETS 270/271 application.
Transaction Flag	Alpha	Y or N	The status flag indicates whether transactions with the HETS 270/271 application are permitted. Values include: Y: Yes, transactions with the HETS 270/271 application are permitted. This value is returned when the following conditions are met: Submitter Status = A; and Medicare Provider Status = V; and HETS Provider Status = A; and NPI/Submitter Relationship Status = A N: No, transactions with the HETS 270/271 application are not permitted.

Sample Output File

File Name: C123A456.OUT.HDT.EFT,D200401.T0122331

File processed on 04/01/2020 01:22 AM

C123A456,1111111111,Q,Q,A,V,A,A,Y

C123A456,2222222222,Q,Q,A,I,T,T,N

C123A456,3333333333,A,A,A,V,A,A,Y

C123A456,3333333333,A,AE,A,V,A,A,Y

C123A456,4444444444,A,SP,A,V,S,S,N

C123A456,5555555555,A,IM,A,I,NF,NF,N

C123A456,6666666666,T,T,A,V,A,T,N
 C123A456,6666666666,T,AT,A,V,A,T,N
 C123A456,7777777777,T,NE,A,I,NF,NF,N

Note: The Sample Input and Output Files are for illustrative purposes only. Actual results will vary based on the status of NPIs and Submitter IDs in the HDT application.

16.3 Viewing NPI Batch Management

This is the initial landing page in the batch file section. It will display recent batch files and their results. The HDT NPI Batch Management Screen (HDT-1002) will display as illustrated in **Figure 96: HDT-1002 NPI Batch Management Screen**.

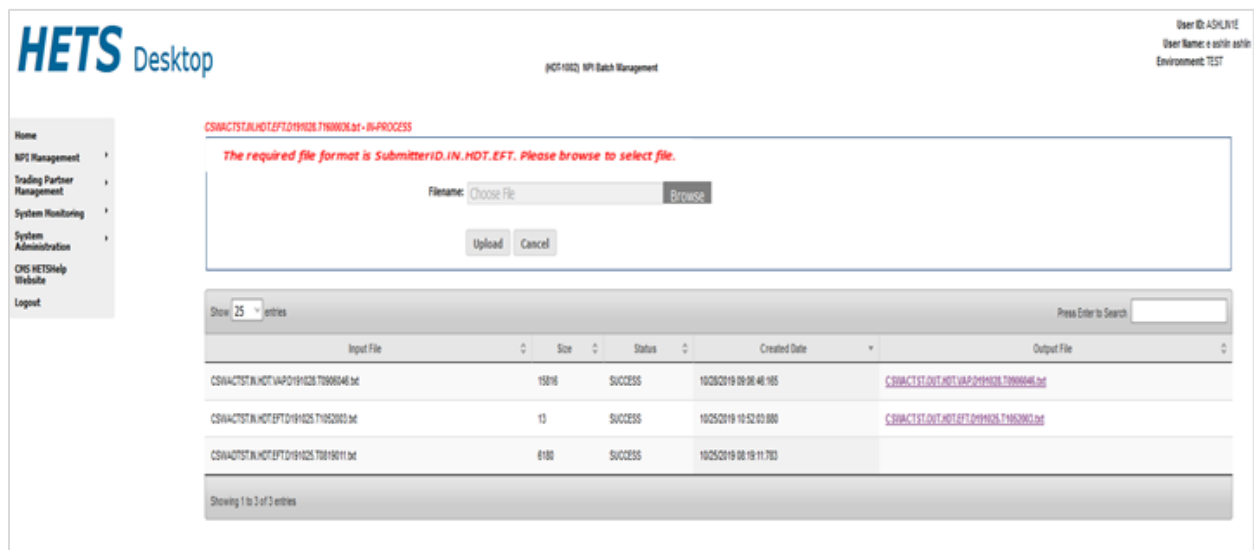


Figure 96: HDT-1002 NPI Batch Management Screen

16.4 Uploading a File

To upload an input file, follow these steps:

1. On the HDT-1002 NPI Batch Management screen, illustrated in **Figure 96: HDT-1002 NPI Batch Management Screen**, select [Browse]. A pop-up will open as illustrated by **Figure 97: Select Upload File for Processing** and allow you to select the file from your local device.

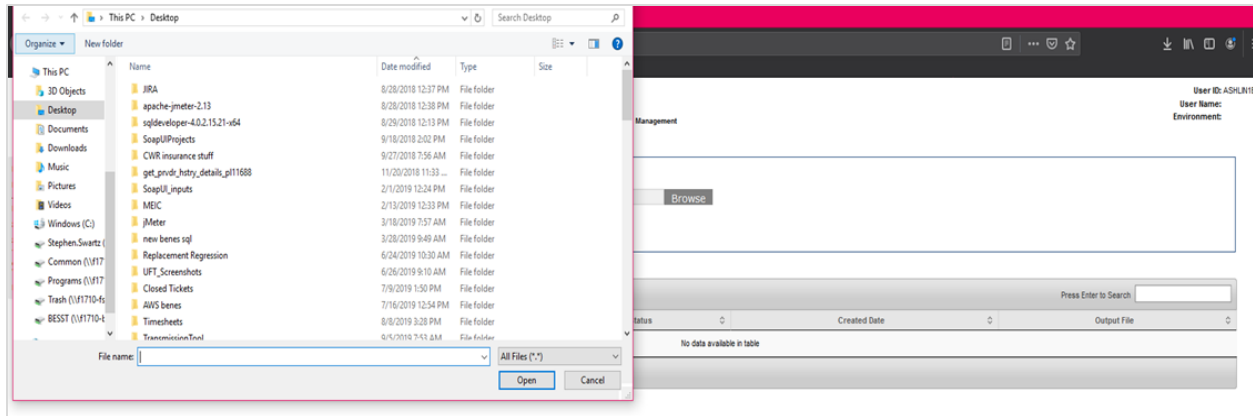


Figure 97: Select Upload File for Processing

2. Select the comma delimited, flat text file containing the multiple NPIs you wish to query, add and/or terminate. Then select [Open].
3. Select [Upload]. Once the file has finished uploading, HDT will display the message “SubmitterIND.IN.HDT.EFT. YYYYMMDD.XXXXXXX.txt *IN-PROCESS”. The **HDT-1002 NPI Batch Management** screen will be updated to show the file in process as illustrated in **Figure 98: Submitted File – In Progress Verification and Output File**.

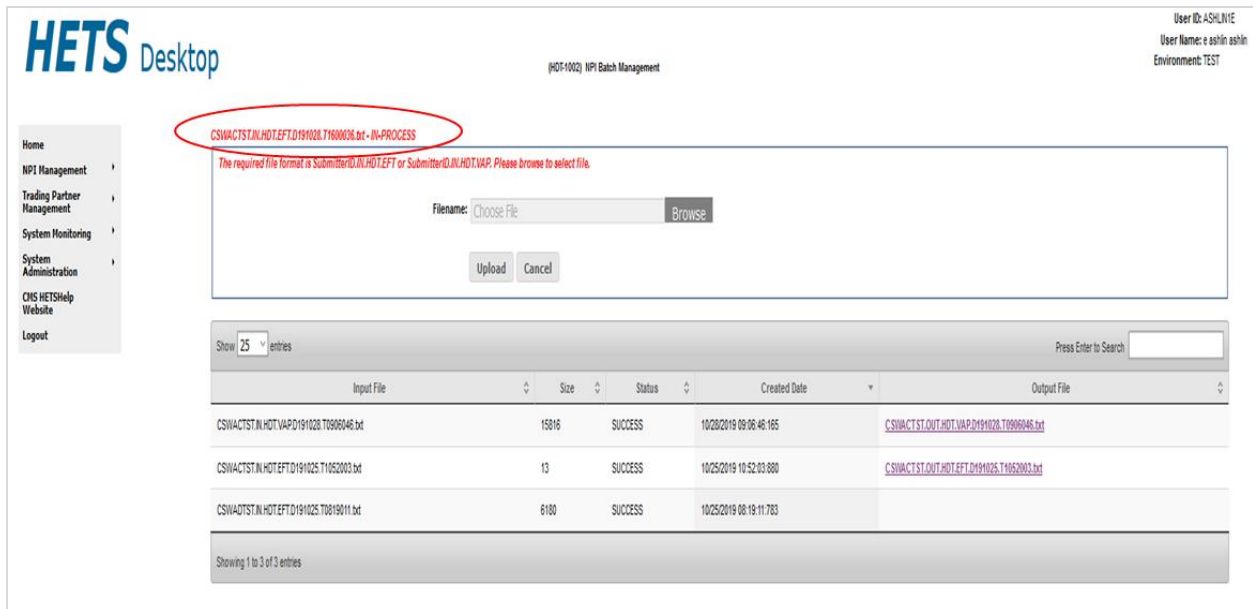


Figure 98: Submitted File – In Progress Verification and Output File

16.5 Downloading Output File

To download a results file, follow these steps:

1. Select the appropriate Output File that you would like to review. An *EFT File Download* pop-up window will display as illustrated in **Figure 99: EFT File Download**.
2. Select the HDT-1002 NPI Batch Management page following the steps in section *16 NPI Batch Management*. Recent batch files will display in the Submitter Output File list, including input file name, file size, file processing status, created date and, if applicable,

a link to the batch response file in the Output File column, as illustrated in **Figure 99: EFT File Download**.

3. Select Save. The file will be saved as the default file name of the HDT Batch output file. You may rename the file at your discretion once the file is saved to your computer.
4. Select Cancel if you decide not to save the results file.

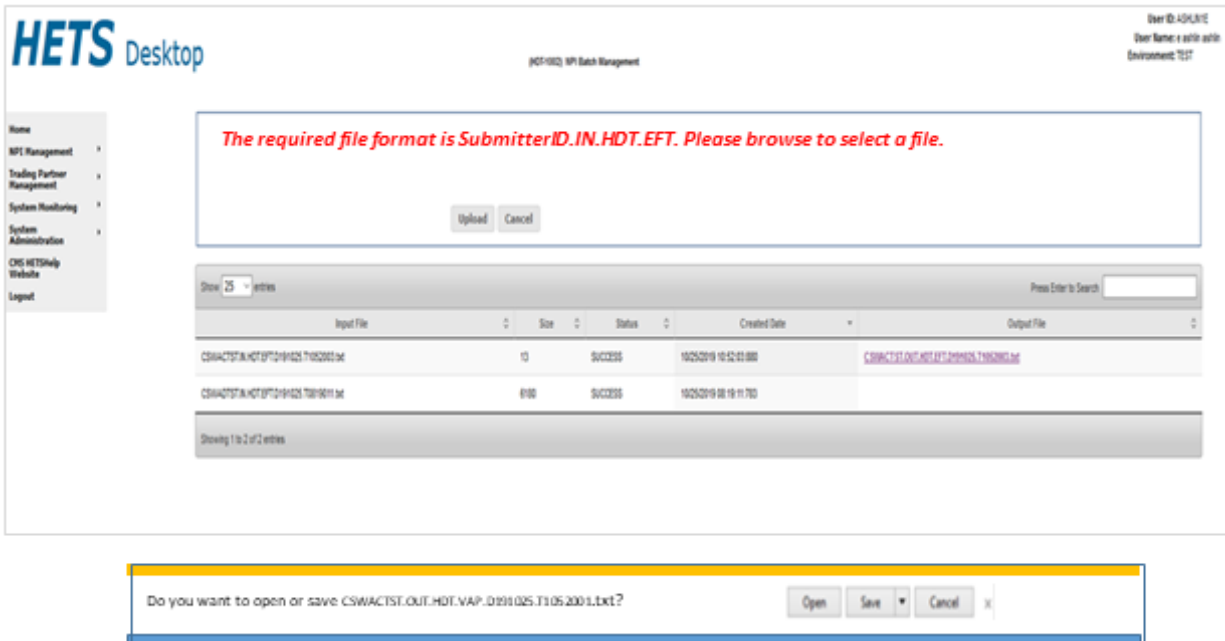


Figure 99: EFT File Download

16.6 Invalid File Name Format Error Message

If a HDT user from a clearinghouse attempts to upload a batch input file that does not meet the required naming convention specified in section 16.1 *Input File*, HDT will return an error message on the HDT-1002 NPI Batch Management page as illustrated in **Figure 100: Invalid File Name Format**.

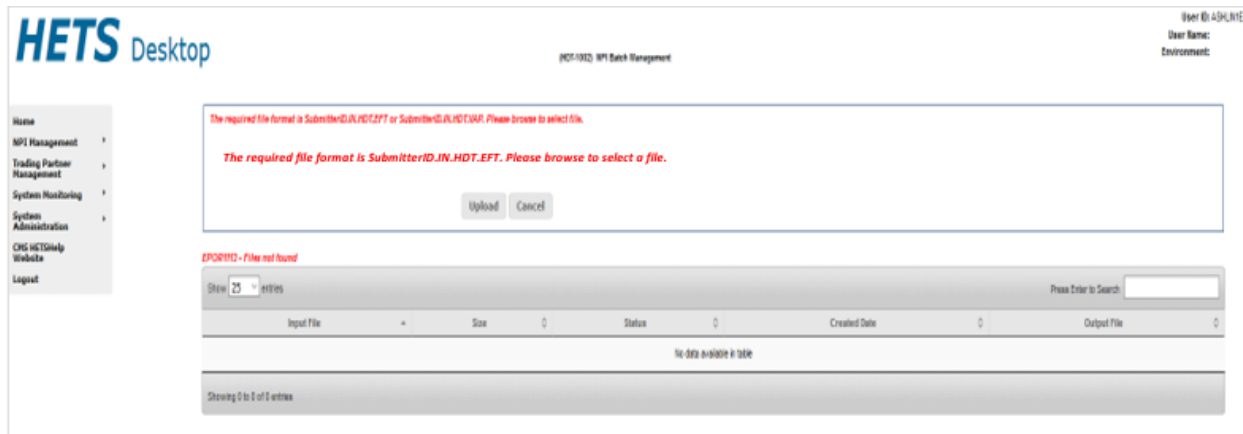


Figure 100: Invalid File Name Format

17. HDT Troubleshooting & Support Information

17.1 Troubleshooting

HDT application hours of operation are determined by CMS policy, support, hardware availability, and availability of required interfaces.

The HDT database will be available during the following time periods:

Monday: 6AM - 11:59PM ET

Tuesday: 6AM - 11:59PM ET

Wednesday: 6AM - 11:59PM ET

Thursday: 6AM - 11:59PM ET

Friday: 6AM - 11:59PM ET

Saturday: 12AM - 11:59PM ET

Sunday: 12AM - 6:59PM, 9PM – 11:59PM ET

Users may be able to login to the HDT application outside these days/times, but the NPI Management functionality will be disabled. If users upload a file to the EFT system using the NPI Batch Management functionality, the batch input file will not be processed until the database becomes available.

If users submit a batch file that does not complete processing before the system becomes unavailable, the batch output file will include an error message that the file could not be processed. The Submitter will need to upload the file again when the HDT database is available.

Scheduled outages for maintenance are communicated to users via email. In addition, MCARE Help Desk support is available Monday through Friday 7:00AM – 7:00PM ET.

17.2 HDT Connectivity Issues

If you experience any problems while using the HDT application, contact the MCARE Help Desk. For contact information for the MCARE Help Desk, refer to section [17.3 Support Information](#).

17.3 Support Information

If problems and/or questions arise while accessing the HDT application, contact the MCARE Help Desk at 1-866-324-7315 or at MCARE@cms.hhs.gov Monday through Friday, from 7:00 AM to 7:00 PM ET.

Note: MCARE email is monitored during normal business hours. Emails are typically answered within one business day.

18. HDT Error Messages

18.1 Access and Behavior Error Messages

HDT returns a variety of unique errors related to User access or behavior issues. **Table 13: Access and Behavior Error Messages** provides a complete list of these errors. Each error displays a specific recommendation on screen. Users should follow the on-screen recommendations. When directed to do so, users should take note of the error message they received and then contact the MCARE Help Desk for assistance. For contact information for the MCARE Help Desk, refer to section [17.3 Support Information](#).

Table 13: Access and Behavior Error Messages

Error Message
Message 100
Message 110
Message 120
Message 130
Message 700
Message 710
Message 720
Message 730
Message 740
Message 750
Error while processing your request. Please try again.

18.2 Missing or Invalid NPI

On the NPI Management (HDT-1001) screen, if users do not enter an NPI number prior to clicking on an action button, or if users enter an invalid NPI format, the NPI Results table will return a response that includes the value entered in the NPI field as well as a Medicare Provider Status of Invalid. Refer to **Figure 101: NPI Management – Invalid NPI** Screen for an illustration.

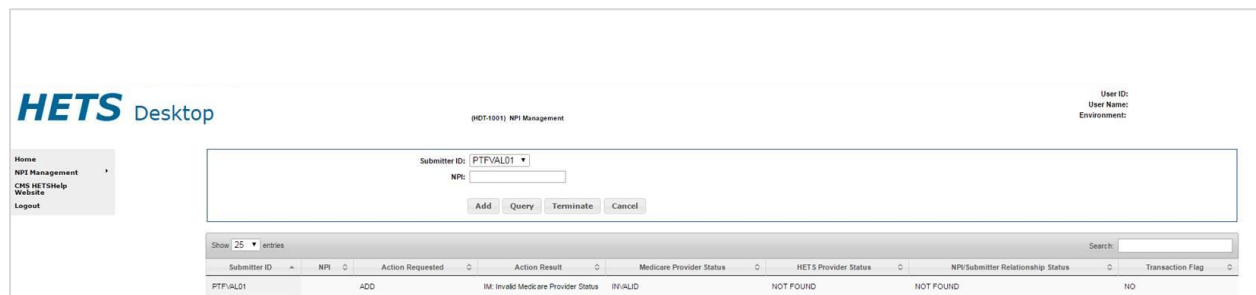


Figure 101: NPI Management – Invalid NPI Screen

18.2.1 Batch File Error Messages

Table 14: Batch File Error Messages identifies the error messages that will be returned in the output file when the input file cannot be processed for the indicated reasons.

Table 14: Batch File Error Messages

Error Message	Condition(s)
Failed to validate file. The file is empty.	The batch file contains no data.
Line #\${lineNumber}: Each line must have 3 values: Submitter ID, NPI, and Action	A line in the batch file does not include the 3 requisite elements.
Line #\${lineNumber}: Action must be either A, Q, or T	A line in the batch file does not include one of the 3 requisite action code values.
Line #\${lineNumber}: Submitter ID length must not exceed 10	A line in the batch file contains a value in the Submitter ID field that is greater than 10 characters.
Line #\${lineNumber}: NPI length must be 10. Legacy ID/Source ID is no longer a valid request	A line in the batch file contains a value in the NPI field that is not 10 characters.
Line #\${lineNumber}: File could not be processed further.	A line in the batch file cannot be processed.
Line #\${lineNumber}: Submitter ID is invalid. File could not be processed further.	The Submitter ID within the file is: Not found, Not associated with the Submitter ID in the file name, Suspended, or Terminated.
A file has already been submitted by Submitter ID \${Submitter ID}. A Submitter can only submit one file in a day.	A Submitter uploads more than one file during a single calendar day using the NPI Batch Management function in HDT.

19. Special Considerations

19.1 Data Size Limits

There is no limit to the NPI Batch Management input file size accepted by the HDT application; however, the EFT file transfer system has a file size limitation of 1GB.

19.2 Daily Batch File Submission

Clearinghouse Submitters are limited to uploading one batch file per day. If a Clearinghouse Submitter attempts to upload more than one file during a single calendar day, an error message is returned in the batch output file.

Appendix A: Record of Changes

Table 15: Record of Changes

Version Number	Date	Description of Change
1-8	04/24/2024	Updated the following: Removed all references to IDM providing HDT users the option to select “Do not challenge me...” during the IDM sign-in/MFA process. This option is no longer available in IDM. Updated all related screenshots.
1.7	11/16/2023	Updated the following: Removed Contract Number and Document Number. Section 1.3 to provide additional detail about IDM security policy measures to deactivate and remove unused accounts.
1.6	08/18/2023	Updated the following: Updated Contract Number. Section 5.3 to include YubiKey as an MFA factor. New User Registration Form in section 6. Manage MFA and Recovery Devices throughout. Section 13.3 to remove the Remote Identity Proofing questions and to update the identity proofing steps.
1.5	03/10/2023	Updated document to reflect updated CMS password policy changes effective in April 2023. Changes include: Section 3, Table 1 updated links Section 5.2, updated to reflect CMS password policy changes including a list of special characters that may be used if the User chooses to include a special character in their 15 character (or more) IDM password Section 7, updated screenshots to reflect changes to CMS password policy
1.4	04/23/2022	Updated Section 14.1 to note that the full HDT URL address is https://HDT.hetsp-haa.cms.gov/HDT/.
1.3	04/8/2022	Updated Section 14.1 to note that the HDT URL has changed from https://cmshdt.cms.gov/HDT/ to https://HDT.hetsp-haa.cms.gov .
1.2	12/16/2021	Updated Section 4.1 to remove Internet Explorer (IE) from the list of supported internet browsers. Effective January 9th, 2022, CMS Enterprise Portal Services (EPS) no longer supports the IE browser. The EPS landing page will no longer load or be accessible for IE users in the Production environment after January 9, 2022.
1.1	04/23/2021	Updated Section 5.1 to reflect revisions to the HDT policy regarding allowable characters in the IDM User ID or the user’s first and/or last name.
1.0	01/14/2021	Initial draft.

Appendix B: Acronyms

Table 16: Acronyms

Acronym	Literal Translation
CMS	Centers for Medicare & Medicaid Services
EFT	Enterprise File Transfer system
ET	Eastern Time
FFS	Fee For Service
HDT	HETS Desktop
HETS	HIPAA Eligibility Transaction System
HIPAA	Health Insurance Portability and Accountability Act
IDM	Identity Management - also known as the CMS IDM System
IVR	Interactive Voice Response
MCARE	Medicare Customer Assistance Regarding Eligibility
MFA	Multi-factor Authentication
NPI	National Provider Identifier
OTP	One-time Password
PHI	Protected Health Information
QR	Quick Response code
RIDP	Remote Identity Proofing
SMS	Short Message Service
SSN	Social Security Number
UI	User Interface
URL	Uniform Resource Locator

Appendix C: Glossary

Table 17: Glossary

Term	Definition
HETS 270/271 Application	The HETS 270/271 application provides access to Medicare Beneficiary eligibility data in a real-time environment. Submitters may initiate a real-time 270 eligibility request to query coverage information from Medicare on patients for whom services are scheduled or have already been delivered. In real-time mode, the Submitter transmits a 270 request and remains connected while the application processes the transaction and return a 271 response.
HETS Desktop (HDT)	The HETS Desktop (HDT) application is used by HETS 270/271 Submitters to register and maintain an up-to-date record of their business relationships with their Medicare Provider and/or Supplier customers prior to submitting HETS 270/271 transactions. In addition, Submitters are able to verify if NPI numbers are eligible for use with the HETS 270/271 application
HETS Submitter	A Clearinghouse and/or Direct Provider who conducts eligibility transactions via the HETS 270/271 application
HETS Submitter ID	The ID assigned by CMS that allows a Clearinghouse or a Direct Provider to conduct eligibility transactions via the HETS 270/271 application.
User	A person who requires and/or has acquired access to the HDT application.