Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

I. Introduction

This guide is for users who do not have an Enterprise Identity Data Management (EIDM) or an Individuals Authorized Access to the CMS Computer Services (IACS) account. This guide provides step-by-step instructions on how users can sign up for an EIDM account for the first time and how to request a role to access the ‘Physician Quality and Value Programs’ application using the EIDM in the CMS Enterprise Portal.

Note: Do not use this guide (1) if you already have an EIDM account or (2) if you already have an active IACS account with a Physician Value – Physician Quality Reporting System (PV-PQRS) role. Please visit [http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/Obtain-2013-QRUR.html](http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/Obtain-2013-QRUR.html) to determine which guide you should use based on your needs.

A. Before requesting a ‘Physician Quality and Value Programs’ role for your EIDM account, you will first need to determine which one of the following four user roles you want to request:

- **Security Official role:** The Security Official role allows the user to perform the following tasks on behalf of a group practice:
  - Register the group practice to participate in the Physician Quality Reporting System (PQRS) Group Practice Reporting Option (GPRO);
  - Obtain the group practice’s Mid-Year and Annual Quality and Resource User Report (QRUR), Supplemental QRUR, and PQRS Feedback Report;
  - Submit an informal review request on behalf of the group practice; and
  - Approve requests for the ‘Group Representative’ role in the EIDM.

- **Group Representative role:** The Group Representative role allows the user to perform the following tasks on behalf of a group practice:
  - Register the group practice to participate in the PQRS GPRO;
  - Obtain the group practice’s Mid-Year and Annual QRUR, Supplemental QRUR, and PQRS Feedback Report; and
  - Submit an informal review request on behalf of the group practice.

  Note: Group practices are identified in the EIDM by their Medicare billing Taxpayer Identification Number (TIN). A group practice consists of two or more eligible professionals (as identified by their National Provider Identifier [NPI]) that bill under the TIN. To find out if a group practice is already registered in the EIDM and who is the group practice’s Security Official, please contact the QualityNet Help Desk and provide the group practice’s TIN and the name of the group practice.

- **Individual Practitioner role:** The Individual Practitioner role allows the user to perform the following tasks on behalf of a solo practitioner:
  - Obtain the solo practitioner’s Mid-Year and Annual QRUR, Supplemental QRUR, and PQRS Feedback Report; and
  - Approve requests for the ‘Individual Practitioner Representative’ role in the EIDM.

- **Individual Practitioner Representative role:** The Individual Representative role allows the user to perform the following task on behalf of the solo practitioner:
  - Obtain a solo practitioner’s Mid-Year and Annual QRUR, Supplemental QRUR and PQRS Feedback Report.

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.
Note: Solo Practitioners are identified in the EIDM by their Medicare billing TIN and rendering NPI. A solo practitioner consists of only one eligible professional (as identified by the NPI) that bills under the TIN. To find out if a solo practitioner is already registered in the EIDM and who is the solo practitioner’s Individual Practitioner, please contact the QualityNet Help Desk and provide the solo practitioner’s TIN and the name of the solo practitioner.

Information about registering to participate in the PQRS GPRO and obtaining QRURs is available at [http://www.cms.gov/PhysicianFeedbackProgram](http://www.cms.gov/PhysicianFeedbackProgram).

B. Please gather the following information before you begin the process for signing up for an EIDM account for the following user role:

- **Security Official:**
  - **Your Information:** First Name, Last Name, E-mail Address, Social Security Number, Date of Birth, Home Address, City, State, Zip Code, and Primary Phone Number.
  - **Business Contact Information:** Company Name, Address, City, State, Zip Code, Company Phone Number, and Office Phone Number.
  - **Organization Information:** Group practice’s Medicare billing TIN, Legal Business Name, Rendering NPIs for two different eligible professionals who bill under the TIN and their corresponding individual Provider Transaction Access Numbers (PTANs) (do not use the GROUP NPI or GROUP PTAN), Address, City, State, Zip Code, and Phone Number.

- **Group Representative:**
  - **Your Information:** First Name, Last Name, E-mail Address, Social Security Number, Date of Birth, Home Address, City, State, Zip Code, and Primary Phone Number.
  - **Business Contact Information:** Company Name, Address, City, State, Zip Code, Company Phone Number, and Office Phone Number.
  - **Organization Information:** Group practice’s Medicare billing TIN; or the Legal Business Name and the State; or the Legal Business Name and the Street Address.

- **Individual Practitioner:**
  - **Your Information:** First Name, Last Name, E-mail Address, Social Security Number, Date of Birth, Home Address, City, State, Zip Code, and Primary Phone Number.
  - **Business Contact Information:** Company Name, Address, City, State, Zip Code, Company Phone Number, and Office Phone Number.
  - **Professional Information:** Solo practitioner’s First Name, Solo practitioner’s Last Name, Legal Business Name, Solo practitioner’s Medicare billing TIN, Solo practitioner’s rendering NPI and the corresponding individual PTAN (do not use the GROUP NPI or GROUP PTAN), Address, City, State, Zip Code and Phone Number.

- **Individual Practitioner Representative:**
  - **Your Information:** First Name, Last Name, E-mail Address, Social Security Number, Date of Birth, Home Address, City, State, Zip Code, and Primary Phone Number.
  - **Business Contact Information:** Company Name, Address, City, State, Zip Code, Company Phone Number, and Office Phone Number.
  - **Professional Information:** Solo practitioner’s Medicare billing TIN; or the Legal Business Name and the State; or the Legal Business Name and the Street Address.

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

C. **Step-by-Step Instructions:** You have **twenty-five (25) minutes** to complete each screen (unless a different time is noted on the screen). Otherwise, you will lose all of the information you entered and will need to start the process again.

II. **Questions**

For questions related to setting up an EIDM account, please contact the QualityNet Help Desk at:

- Monday – Friday: 8:00 am – 8:00 pm EST
- Phone: (866) 288-8912 (TTY 1-877-715-6222)
- Email: qnetsupport@hcqis.org

For additional information on how to sign up for a new EIDM account and how to request a role to access the ‘Physician Quality and Value Programs’ application using the EIDM, please visit [http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/Obtain-2013-QRUR.html](http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/Obtain-2013-QRUR.html).

III. **Table of Content**

<table>
<thead>
<tr>
<th>Section Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. Introduction</td>
<td>1</td>
</tr>
<tr>
<td>II. Questions</td>
<td>3</td>
</tr>
<tr>
<td>III. Table of Content</td>
<td>3</td>
</tr>
<tr>
<td>IV. New User Registration for an EIDM Account</td>
<td>4</td>
</tr>
<tr>
<td>a) Requesting a Security Official Role</td>
<td>18</td>
</tr>
<tr>
<td>b) Requesting a Group Representative Role</td>
<td>24</td>
</tr>
<tr>
<td>c) Requesting an Individual Practitioner Role</td>
<td>26</td>
</tr>
<tr>
<td>d) Requesting an Individual Practitioner Representative Role</td>
<td>32</td>
</tr>
<tr>
<td>V. Completing the Multi-Factor Authentication (MFA)</td>
<td>34</td>
</tr>
</tbody>
</table>

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

IV. New User Registration for an EIDM Account – Please follow each step listed below unless otherwise noted.

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Go to <a href="https://portal.cms.gov/">https://portal.cms.gov/</a> and select New User Registration.</td>
<td><img src="image1.png" alt="Step 1 Screenshot" /></td>
</tr>
</tbody>
</table>
| **Note:** The CMS Enterprise Portal supports the following internet browsers:  
- Internet Explorer 8 (without compatibility mode)  
- Internet Explorer 9 (without compatibility mode)  
- Internet Explorer 10 (without compatibility mode)  
- Mozilla-Firefox  
- Chrome  
- Safari  
Enable JavaScript and adjust any zoom features to ensure you are not seeing the screen in too wide of a view. | ![Compatibility Browsers](image2.png) |
| 2. Read the Terms and Conditions. Select the I agree to the terms and conditions checkbox and select Next. | ![Step 2 Screenshot](image3.png) |
| **Note:** Next will be enabled only after checking the I agree to the terms and conditions checkbox. | ![Terms and Conditions](image4.png) |

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST
3. Enter the following required information under **Your Information** section and select **Next**.

- First Name
- Last Name
- E-mail Address
- Confirm E-mail Address
- Social Security Number
- Date of Birth
- Home Address Line 1
- City
- State
- Zip Code
- Primary Phone Number

![Your Information Form]

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. (a) Create your EIDM User ID and EIDM Password.</td>
<td><img src="image" alt="Screenshot" /></td>
</tr>
</tbody>
</table>

**Note:** Your EIDM User ID must be a minimum of six (6) and a maximum of seventy-four (74) alphanumeric characters. It must contain at least 1 letter and cannot contain your Social Security Number or any 9 consecutive numbers. Allowed special characters are dashes (-), underscores (_), apostrophes (‘), @ and periods (.) followed by alphanumeric characters.

**Note:** Your EIDM Password must be a minimum of eight (8) and a maximum of twenty (20) characters in length. It must contain at least one (1) letter, one (1) number, one (1) uppercase letter, and one (1) lowercase letter. It cannot contain your User ID and the following special characters may not be used: ?, <, >, (, ), ’, ”, /, |, and &. Your password must be changed at least every 60 days and can only be changed once a day.

(b) Select and provide the answer to three (3) challenge questions under **Select your Challenge Questions and Answers** section.

(c) Select **Next**.

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

5. Your registration for an EIDM account is now complete. You will receive an E-mail acknowledging your successful account creation with your EIDM User ID.

Select **OK** to navigate to the CMS Enterprise Portal in order to request a user role for the ‘Physician Quality and Value Programs’ application.

**Note:** Wait approximately five (5) minutes before logging in to the portal with your EIDM User ID and EIDM Password.


If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.
7. Read Terms and Conditions and select I Accept to continue.

8. Enter the following information and select Log In:
   - EIDM User ID
   - EIDM Password

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
</table>
| 9. Select **Request Access Now** under **Request Access** to begin the process of requesting a new user role.  
**Note:** You may also select your username and then select **My Access** from the drop-down menu to begin the process of requesting a new user role. |
| ![Screen Shot](image1) |
| 10. Select **Request Access** for the **Physician Quality and Value Programs** application within the **Access Catalog**.  
**Note:** The **Access Catalog** list presented is in alphabetical order. Scroll down until you find the **Physician Quality and Value Programs** application or enter the first few letters of the application in the **Access Catalog** text box to narrow down the selection criteria. |
| ![Screen Shot](image2) |

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
</table>
| 11. (a) Under **Select a Group**, choose **Provider Approver**, if you are requesting **Security Official** or **Individual Practitioner** role **OR**  
(b) Choose **PV Provider**, if you are requesting **Group Representative** or **Individual Practitioner Representative** role.  

**Note:** The **Select a Role** option will be visible after making a selection for the **Select a Group** option. The **Next** button will be visible after making a selection for **Select a Role** option. |
| Select the appropriate role you want to request from the **Select a Role** drop-down menu.  
Select **Next** to begin **Remote Identity Proofing (RIDP)** and **Multi-Factor Authentication (MFA)** processes. |

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote Identity Proofing (RIDP) - Please follow steps 13 to 17 to begin the RIDP process. This process is used to verify your identity and is done by asking random questions based on your personal and financial history. Additional information on how the RIDP process works can be found at <a href="http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/Obtain-2013-QRUR.html">http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/Obtain-2013-QRUR.html</a>.</td>
<td></td>
</tr>
<tr>
<td>13. Select Next to complete the Identity Verification section.</td>
<td><img src="image" alt="Identity Verification" /></td>
</tr>
</tbody>
</table>

**Request New Application Access**

**Identity Verification**

To protect your privacy, you will need to complete Identity Verification successfully, before requesting access to the selected role. Below are a few items to keep in mind:

1. Ensure that you have entered your legal name, current home address, primary phone number, date of birth and E-mail address correctly. We will only collect personal information to verify your identity with Experian, an external Identity Verification provider.
2. Identity Verification involves Experian using information from your credit report to help confirm your identity. As a result, you may see an entry called a ‘soft inquiry’ on your Experian credit report. Soft inquiries do not affect your credit score and you do not incur any charges related to them.
3. You may need to have access to your personal and credit report information, as the Experian application will pose questions to you, based on data in their files. For additional information, please see the Experian Consumer Assistance website [http://www.experian.com/help/](http://www.experian.com/help/).

If you elect to proceed now, you will be prompted with a Terms and Conditions statement that explains how your Personal Identifiable Information (PII) is used to confirm your identity. To continue this process, select Next.

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

Steps

14. Read the Terms and Conditions. Select the I agree to the terms and conditions checkbox and then select Next.

Note: Next will be enabled only after checking the I agree to the terms and conditions checkbox.

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

Steps

15. Confirm your E-mail Address and enter your Social Security Number. Select Next after verifying the pre-populated information.

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
<tbody>
<tr>
<td>16. Provide an answer to each question under the <strong>Verify Identity</strong> section. Select <strong>Next</strong> to continue. <strong>Note:</strong> Verify Identity questions are provided from Experian based on the information provided in step 15.</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Verify Identity" /></td>
<td></td>
</tr>
</tbody>
</table>

- Which of the following is a current or previous employer? If there is not a matched employer name, please select 'NONE OF THE ABOVE':
  - DIP COMS
  - EMERGENCY PLASTIC
  - SOUTH JERSEY GAS CO
  - US NAVY
  - NONE OF THE ABOVE

- According to our records, you previously lived on (TTH). Please choose the city from the following list where this street is located:
  - VIRGINIA
  - CHEROKEE
  - UNKNW
  - GRAND RAPIDS
  - NONE OF THE ABOVE

- Please select the number of bedrooms in your home from the following choices. If the number of bedrooms in your home is not one of the choices please select 'NONE OF THE ABOVE':
  - 2
  - 3
  - 4
  - 5
  - NONE OF THE ABOVE

- Please select the county for the address you provided:
  - BERGEN
  - CAMDEN
  - ATLANTIC
  - MONMOUTH
  - NONE OF THE ABOVE

17. **Remote Identity Proofing** is now complete. Select **Next** to proceed to register for the **Multi-Factor Authentication** process.

- ![Multi-Factor Authentication](image)

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
</table>
| **Multi-Factor Authentication (MFA)** Please follow steps 18 to 21 to register for MFA. MFA is an approach to security authentication which requires users to provide more than one form of verification in order to prove their identity. MFA registration is required only once when you are requesting a user role, but will be verified every time you log into the CMS Enterprise Portal. Additional information on how the MFA process works can be found at [http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/Obtain-2013-QRUR.html](http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/Obtain-2013-QRUR.html). | ![](image1.png)  
Multi-Factor Authentication Information  
To protect your privacy, you will need to add an additional level of security to your account. This will entail successfully registering your Phone, Computer or Email, before continuing the role request process.  
To continue this process, please select 'Next'. |

18. Select Next to begin registration for the Multi-Factor Authentication process.

19. Read the **Register Your Phone, Computer, or E-mail** notification and then select an option from the **Credential Type** drop-down menu.

**Note:** Regardless of the mechanism you choose, you will have 30 minutes to retrieve and enter the Security Code. If you are unable to enter the code within 30 minutes, the code will expire and you need to request a new Security Code. If selecting Phone/Tablet/PC/Laptop as Credential Type, you will first need to ensure you have the VIP Client and appropriate VIP Access software downloaded to your device. The VIP Client and VIP Access software can be downloaded via the Symantec Site (direct link is provided on your screen). Refer to the hyper link on the right screen to make selection. If the VIP Client and VIP Access software is not installed on your device, you will be unable to complete the Multi-Factor Authentication process.

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
</table>
| 20. (a) If selecting **Phone/Tablet/PC/Laptop** as Credential Type, enter the alphanumeric code that displays under the field label Credential ID as **Credential ID** and **Device ID** as the Credential Description.  
(b) If selecting **E-mail – One Time Password (OTP)** as Credential Type, the email associated with the EIDM account will be entered as E-mail Address to obtain the security code. Enter **E-mail** as the Credential Description.  
(C) If selecting **Text Message – Short Message Service (SMS)** as Credential Type, enter the **Phone Number** that will be used to obtain the security code as **Phone Number** and **Text** as the Credential Description.  
(D) If selecting **Voice Message – Interactive Voice Response (IVR)** as Credential Type, enter the **Phone Number** that will be used to obtain the security code as **Phone Number** and **IVR** as Credential Description.  
Select Next to continue. | ![Request New Application Access](image)  
* **Credential Type**: Phone/Tablet/PC/Laptop  
  - Enter the alphanumeric code that displays under the label Credential ID on your device.  
* **Credential ID**:  
  - Enter the alphanumeric code that displays under the label Credential ID on your device.  
* **Credential Description**:  
  - Enter the alphanumeric code that displays under the label Credential ID as the Description.  

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
<tbody>
<tr>
<td>21. Your registration for the Multi-Factor Authentication is now complete. Select Next to proceed to request a user role in order to access the 'Physician Quality and Value Programs' application. <strong>Note:</strong> You will receive an E-mail notification for successfully registering the MFA credential type.</td>
<td><img src="image1.png" alt="Screenshot of Multi-Factor Authentication" /></td>
</tr>
</tbody>
</table>

| 22. Enter the required information under Business Contact Information and Phone sections and select Next. **Note:** The information under the Name section will be pre-populated with the Remote Identity Proofing information from step 15. |
|---|---|
| • If you are requesting a Security Official role, go to step 23. | ![Screenshot of Business Contact Information](image2.png) |
| • If you are requesting a Group Representative role, go to step 30. | |
| • If you are requesting an Individual Practitioner role, go to step 33. | |
| • If you are requesting an Individual Practitioner Representative role, go to step 40. | |

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Follow Steps 23 to 29 to Request a ‘Security Official’ Role</td>
</tr>
</tbody>
</table>

23. a) If you are the first person in your group practice to sign up for the Security Official role and register your group practice in the EIDM, select **Create an Organization**. Then, proceed to Step 24.

   OR

(b) If you are signing up for a Security Official role and your group practice already exists in the EIDM, select **Associate to an Existing Organization**. Then, proceed to Step 27.

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

Steps

24. If selecting Create an Organization as the Create/Associate option, enter the following required information for the group practice:

- Medicare Billing TIN
- Legal Business Name
- NPI 1
- PTAN 1
- NPI 2
- PTAN 2
- Address
- City
- State
- Zip Code
- Phone Number
- Reason for Request

Select Next.

**Note:** In this section, enter your group practice’s Medicare billing TIN; enter rendering NPIs for two different eligible professionals who bill under the TIN (do not use the group NPI) and enter their corresponding individual PTANs (do not use the group PTAN); and enter the remaining required information.

**Example:** Healthy Clinic with Medicare billing TIN 74-75757575 has ten eligible professionals in the group. Enter the rendering NPI and individual PTAN combinations for two of the eligible professionals: Dr. Smith and Dr. Beaver.

- Dr. Smith’s rendering NPI is 4545454545 and the corresponding individual PTAN is G676767676.
  **Note:** PTANs are alphanumeric therefore, enter the alpha characters.

- Dr. Beaver’s rendering NPI is 2525252525 and the corresponding individual PTAN is 0012789456.
  **Note:** All leading zeros in the PTAN

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
<tbody>
<tr>
<td>25. Verify the information on the <strong>Verification</strong> screen and select <strong>Submit</strong>.</td>
<td>![Verification Screen Screenshot]</td>
</tr>
</tbody>
</table>

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST

20
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
<tbody>
<tr>
<td>26. (a) You have successfully applied for the Security Official role.</td>
<td></td>
</tr>
<tr>
<td>(b) If your role request is automatically approved, proceed to Step 43 to complete the Multi-Factor Authentication before you can access the 'Physician Quality and Value Programs' application using your EIDM User ID and EIDM password in order to:</td>
<td><img src="image" alt="Request New Application Access Acknowledgement" /></td>
</tr>
<tr>
<td>• Register the group practice to participate in the PQRS GPRO;</td>
<td></td>
</tr>
<tr>
<td>• Obtain the group practice’s Mid-Year and Annual QRUR, Supplemental QRUR, and PQRS Feedback Report; and</td>
<td></td>
</tr>
<tr>
<td>• Submit an informal review request on behalf of the group practice.</td>
<td></td>
</tr>
<tr>
<td>A confirmation E-mail will be sent shortly after the submission confirmation message.</td>
<td></td>
</tr>
<tr>
<td><strong>Note:</strong> You have three (3) attempts to enter two valid NPI/PTAN combinations for two different eligible professionals who bill under the TIN. If the information is a confirmed match, the request will be automatically approved. If you exceed these attempts, your request will be sent to the QualityNet Help Desk for manual approval. The QualityNet Help Desk will contact you for further assistance within two (2) business days.</td>
<td></td>
</tr>
</tbody>
</table>

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST

21
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
<tbody>
<tr>
<td>27. (a) If selecting <strong>Associate to an Existing Organization</strong> as the <strong>Create/Associate</strong> option, enter <strong>one</strong> of the following information for the group practice:</td>
<td></td>
</tr>
<tr>
<td>i. Medicare Billing TIN</td>
<td></td>
</tr>
<tr>
<td>OR</td>
<td></td>
</tr>
<tr>
<td>ii. Legal Business Name and State</td>
<td></td>
</tr>
<tr>
<td>OR</td>
<td></td>
</tr>
<tr>
<td>iii. Legal Business Name and Street Address</td>
<td></td>
</tr>
<tr>
<td>(b) Select <strong>Search</strong>.</td>
<td></td>
</tr>
<tr>
<td>(c) Select your group practice from the <strong>Organization</strong> drop-down menu. Enter <strong>Reason for Request</strong> and select <strong>Next</strong>.</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** If your group practice cannot be found, please verify that your group practice already has a user with an approved Security Official role and you entered the group practice’s Medicare billing TIN correctly. If you do not know the Security Official, contact the **QualityNet Help Desk**.

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
<tbody>
<tr>
<td>28. Verify the information on the <strong>Verification</strong> screen and select <strong>Submit.</strong></td>
<td><img src="image" alt="Request New Application Access Review" /></td>
</tr>
</tbody>
</table>
| 29. (a) You have successfully applied for the Security Official role.  
**Note:** Another Security Official from your group practice must approve your request within sixty (60) days after it is submitted; otherwise, the request will be canceled and need to be resubmitted.  
(b) **After your role request is approved,** proceed to Step 43 to complete the Multi-Factor Authentication before you can access the ‘Physician Quality and Value Programs’ application using your EIDM User ID and EIDM password in order to:  
• Register the group practice to participate in the PQRS GPRO;  
• Obtain the group practice’s Mid-Year and Annual QRUR, Supplemental QRUR, and PQRS Feedback Report; and  
• Submit an informal review request on behalf of the group practice. | ![Request New Application Access Acknowledgement](image) |

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
<tbody>
<tr>
<td>Follow Steps 30 to 32 to Request a ‘Group Representative’ Role</td>
<td></td>
</tr>
</tbody>
</table>

30. (a) Enter one of the following information for the group practice.
   
i. Medicare Billing TIN OR  
   ii. Legal Business Name and State OR  
   iii. Legal Business Name and Street Address

   (b) Select Search.

   (c) Select your group practice from the Organization drop-down menu. Enter Reason for Request and select Next.

**Note:** If your group practice cannot be found, please verify that your group practice already has a user with an approved Security Official role and you entered the group practice’s Medicare billing TIN correctly. If you do not know your Security Official, contact the QualityNet Help Desk.

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
<tbody>
<tr>
<td>31. Verify the information on the Verification screen and select Submit.</td>
<td><img src="image1.png" alt="Request New Application Access Review" /></td>
</tr>
</tbody>
</table>
| 32. (a) You have successfully applied for the Group Representative role.  
**Note:** A Security Official from your group practice must approve your request within sixty (60) days after it is submitted; otherwise, the request will be canceled and need to be resubmitted.  
(b) After your role request is approved, proceed to Step 43 to complete the Multi-Factor Authentication before you can access the ‘Physician Quality and Value Programs’ application using your EIDM User ID and EIDM password in order to:  
- Register the group practice to participate in the PQRS GPRO;  
- Obtain the group practice’s Mid-Year and Annual QRUR, Supplemental QRUR, and PQRS Feedback Report; and  
- Submit an informal review request on behalf of the group practice. | ![Request New Application Access Acknowledgement](image2.png) |

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Follow Steps 33 to 39 to Request an ‘Individual Practitioner’ Role</strong></td>
<td></td>
</tr>
</tbody>
</table>
| 33. (a) If you are the first person (the solo practitioner or an authorized representative of the solo Practitioner) to sign up for an Individual Practitioner role on behalf of a solo practitioner and register the solo practitioner in the EIDM, select **Create a New Individual Eligible Professional**. Then, proceed to Step 34.  
(b) If you are signing up for an Individual Practitioner role and the solo practitioner already exists in the EIDM, select **Associate to an Existing Individual Eligible Professional**. Then proceed to Step 37. |

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
</table>
| 34. If selecting *Create a new Individual Eligible Professional* as the Create/Associate Individual option, enter the following required information for the solo practitioner:  
- Individual Eligible Professional’s (Solo Practitioner’s) First Name  
- Individual Eligible Professional’s (Solo Practitioner’s) Last Name  
- Legal Business Name  
- Medicare Billing TIN  
- Rendering NPI  
- Individual PTAN  
- Address  
- City  
- State  
- Zip Code  
- Phone Number  
- Reason for Request  

Select **Next**.  

**Note:** In this section, enter the solo practitioner’s Medicare billing TIN, rendering NPI, and the corresponding individual PTAN (do not use the GROUP NPI or GROUP PTAN); and enter the remaining required information.  

**Note:** PTANs are alphanumeric therefore, enter the alpha characters. All leading zeros in the PTAN should be entered.

Select a Role: Indiviual Practitioner

Role Description: Role for an Individual Eligible Professional for PQRS and PVPRQS to approve users with the Individual Practitioner Role. Within PV-PQRS can view PV2013 Registration and view QRURs Reports (drill down, dashboard). Within PQRS can submit data, view the Feedback Dashboard and feedback reports.

- **Create/Associate Individual:** Associate to an Existing Individual Eligible Professional
- **Create a new Individual Eligible Professional**

- Legal Business Name: ____________________________

- **TIN:** ____________________________

- **NPI:** ____________________________

- **PTAN:** ____________________________

- Address Line 1: ____________________________

- **City:** ____________________________

- **State:** ____________________________

- **Zip Code:** ____________________________

- **Country:** United States

- **Phone Number:** ____________________________

- **Fax Number:** ____________________________

- Email: ____________________________

- Website: ____________________________

- **Reason for Request:** ____________________________

Select **Next** or **Cancel**.

If you have questions about or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
<tbody>
<tr>
<td>35. Verify the information on the <strong>Verification</strong> screen and select <strong>Submit</strong>.</td>
<td><img src="image" alt="Screenshot of verification process" /></td>
</tr>
</tbody>
</table>

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
<tbody>
<tr>
<td>36. (a) You have successfully applied for the Individual Practitioner role.</td>
<td><img src="image" alt="Request New Application Access Acknowledgement" /></td>
</tr>
<tr>
<td></td>
<td><em>b) After your role request is automatically approved</em>, proceed to Step 43 to complete the Multi-Factor Authentication before you can access the 'Physician Quality and Value Programs' application using your EIDM User ID and EIDM password in order to:</td>
</tr>
<tr>
<td></td>
<td>• Obtain the solo practitioner’s Mid-Year and Annual QRUR, Supplemental QRUR, and PQRS Feedback Report; and</td>
</tr>
<tr>
<td></td>
<td>• Approve request for the Individual Practitioner Representative role in the EIDM.</td>
</tr>
</tbody>
</table>

A confirmation E-mail will be sent shortly after the submission confirmation message.

**Note:** You have three (3) attempts to enter the valid NPI/PTAN combinations for eligible professionals who bill under the TIN. If the information is a confirmed match, the request will be automatically approved. If you exceed these attempts, your request will be sent to the QualityNet Help Desk for manual approval. The QualityNet Help Desk will contact you for further assistance within two (2) business days.

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.

29
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
</table>
| 37. (a) If selecting *Associate to an Existing Individual Eligible Professional* as the Create/Associate Individual, enter one of the following information for the solo practitioner:  
  i. Medicare Billing TIN  
  OR  
  ii. Legal Business Name and State  
  OR  
  iii. Legal Business Name and Street Address  
 (b) Select Search.  
 (c) Select the solo practitioner from the Individual Eligible Professional drop-down menu. Enter Reason for Request and select Next.  

**Note:** If the solo practitioner cannot be found, please verify that the solo practitioner already has a user with an approved Individual Practitioner role and you entered the solo practitioner’s Medicare billing TIN correctly. If you do not know the Individual Practitioner, contact the QualityNet Help Desk.

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
<tbody>
<tr>
<td>38. Verify the information on the <strong>Verification</strong> screen and select <strong>Submit</strong>.</td>
<td><img src="image1.png" alt="Request New Application Access Review" /></td>
</tr>
<tr>
<td>39. (a) You have successfully applied for the Individual Practitioner role. <strong>Note:</strong> Another Individual Practitioner on behalf of the solo practitioners must approve your request within sixty (60) days after it is submitted; otherwise, the request will be canceled and need to be resubmitted. (b) <strong>After your role request is approved,</strong> proceed to Step 43 to complete the Multi-Factor Authentication before you can access the ‘Physician Quality and Value Programs’ application using your EIDM User ID and EIDM password in order to: • Obtain the solo practitioner’s Mid-Year and Annual QRUR, Supplemental QRUR, and PQRS Feedback Report.</td>
<td><img src="image2.png" alt="Request New Application Access Acknowledgement" /></td>
</tr>
</tbody>
</table>
Follow Steps 40 to 42 to Request an “Indiiviudal Practitioner Representative” Role

40. (a) Enter one of the following information for the solo practitioner:
   i. Medicare Billing TIN
   OR
   ii. Legal Business Name and State
   OR
   iii. Legal Business Name and Street Address

   (b) Select Search.

   (c) Select the solo practitioner from the Individual Eligible Professional drop-down menu. Enter the Reason for Request and select Next.

   Note: If the solo practitioner cannot be found, please verify that the solo practitioner already has a user with an approved Individual Practitioner role and you entered the solo practitioner’s Medicare billing TIN correctly. If you do not know the Individual Practitioner, contact the QualityNet Help Desk.

41. Verify the information on the Verification screen and select Submit.

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
<tbody>
<tr>
<td>42. (a) You have successfully applied for the Individual Practitioner Representative role.</td>
<td><img src="image" alt="Request New Application Access Acknowledgement" /></td>
</tr>
</tbody>
</table>

**Note:** An Individual Practitioner on behalf of the solo practitioner must approve your request within sixty (60) days after it is submitted; otherwise, the request will be canceled and need to be resubmitted.

(b) **After your role request is approved,** proceed to next step to complete the Multi-Factor Authentication before you can access the ‘Physician Quality and Value Programs’ application using your EIDM User ID and EIDM password in order to:
- Obtain the solo practitioner’s Mid-Year and Annual QRUR, Supplemental QRUR, and PQRS Feedback Report.

If you have questions about or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.

33
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

V. Completing the Multi-Factor Authentication (MFA) – Multi-Factor Authentication will need to be completed each time you log into the CMS Enterprise Portal. Additional information on how the MFA process works can be found at [http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/Obtain-2013-QRUR.html](http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/Obtain-2013-QRUR.html).

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
</table>
| 43. Log In to the CMS Enterprise Portal. Enter the following information and select Log In:  
   a. EIDM User ID  
   b. EIDM Password | ![CMS Enterprise Portal](image1.jpg)  
**Note:** Multi-Factor Authentication (MFA) is a new approach to security authentication which will help improve CMS’ ability to reduce fraud and ensure system security. It requires users to provide more than one form of verification in order to prove their identity in order to access certain information provided via the ‘Physician Quality and Value Programs’ application. MFA registration is required only once when you are requesting a role but will be verified at every logon. |
| 44. Select Registration (to register for the PQRS GPRO), Feedback Reports (to obtain a Mid-Year or Annual QRUR, Supplemental QRUR, or PQRS Feedback Report), or VM Informal Review (to submit an informal review request on behalf of a group practice) from the PV-PQRS drop-down menu. | ![Registration and Feedback Reports](image2.jpg)  
**Note:** You will be re-directed to the Multi-Factor Terms and Conditions screen in order to complete the second portion of the Multi-Factor Authentication process. |

If you have questions about the or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.

34
### Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
<tbody>
<tr>
<td>45. Read the <strong>Terms and Conditions</strong> and select <em>I Accept.</em></td>
<td><img src="image1.jpg" alt="Terms and Conditions" /></td>
</tr>
<tr>
<td>46. Enter your <strong>EIDM User ID</strong> and <strong>EIDM Password</strong> on the Multi-Factor Authentication Login screen and select <strong>Next.</strong></td>
<td><img src="image2.jpg" alt="Multi-Factor Authentication" /></td>
</tr>
</tbody>
</table>

If you have questions about or need assistance accessing any of the reports, please contact the QualityNet Help Desk by phone at 866-288-8912. Normal business hours are Monday-Friday from 8 am to 8 pm EST.
Guide for Obtaining a New EIDM Account with a ‘Physician Quality and Value Programs’ Role

<table>
<thead>
<tr>
<th>Steps</th>
<th>Screenshots</th>
</tr>
</thead>
</table>
| 47. (a) Select the **Credential Type** for the drop-down menu and then select **Send** to receive a **Security Code**.  
**Note 1:** You previously registered to complete the MFA process. Please ensure that you select the same **Credential Type** you selected when registering for the MFA process in Step 20. If you select a different **Credential Type**, you will receive an error message stating you did not register to complete MFA using the selected option and you will be unable to proceed. If you may have forgotten the **Credential Type** you selected, you may (1) retrieve the E-mail received upon successfully registering for MFA or (2) navigate to **My Profile** and select **Remove Your Phone or Computer** for this information. Selecting **Remove Your Phone or Computer** will display the **Credential Type** you selected to complete the MFA process.  
(b) Enter the **Security Code (VIP Token)** and then select **Log In**.  
**Note:** You will have 30 minutes to retrieve and enter the Security Code. If you are unable to enter the code within 30 minutes, then the code will expire and you will need to request a new Security Code. | |