



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

# **Internet Quality Improvement and Evaluation System (iQIES)**

## **Onboarding Guide**

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**10/28/2019**

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# 1. Introduction to iQIES

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The Internet Quality Improvement and Evaluation System (iQIES) Onboarding Guide provides an overview of iQIES, explains the use of Remote Identity Proofing, and presents instructions for requesting a user role in iQIES.

## 1.1 Background

To comply with federal security mandates, the Centers for Medicare & Medicaid Services (CMS) is initiating new security requirements for access control to CMS Quality Systems through Remote Identity Proofing (RIDP) via the Healthcare Quality Information System (HCQIS) Access, Roles and Profile Management (HARP) system. Users create accounts in HARP to gain access to iQIES.

## 1.2 What is Remote Identity Proofing?

Remote proofing is a method for verifying the identity of a user remotely, as opposed to manual proofing or in-person proofing. Based on user-entered data, the HARP system uses Experian to generate a list of personal questions for the user to answer to verify their identity remotely. Remote proofing is the HARP-recommended method for identity verification, as it is typically much faster than other methods of identity proofing. If a user cannot successfully complete remote proofing during HARP registration, the user needs to initiate manual proofing.

## 2. Registration Steps

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### 2.1 Creating an Account in HARP

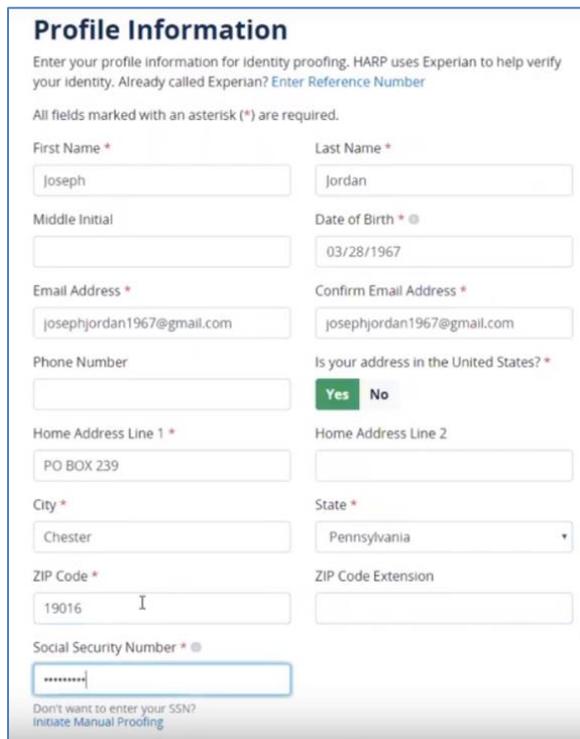
HARP uses Experian to remotely proof users by taking user-entered data, such as a date of birth and social security number, to generate a list of personal questions for the user to answer to verify his or her identity.

Some users who attempt to register in HARP may receive an error message stating that their email address already exists. This most likely means that the user has completed some level of identity proofing in the past and also has an Enterprise Identity Management (EIDM) account. If so, the user must log in to HARP using his or her EIDM login information. If the user does not remember the login information, the user must contact the QualityNet help desk at [qnet-support@hcqis.org](mailto:qnet-support@hcqis.org) or 866-288-8912.

To begin creating an account, access the following link:

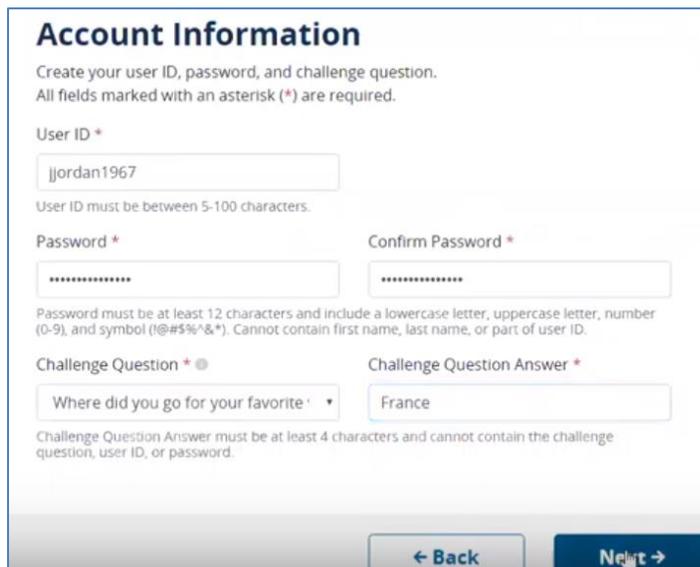
<https://harp.qualitynet.org/register/profile-info>. Complete the steps below to continue creating a HARP account:

1. Enter your profile information to begin the account creation process. See *Figure 1 - Complete Profile Information for HARP Account*. The following fields are required:
  - a. First Name
  - b. Last Name
  - c. Date of birth
  - d. Email address
  - e. Home address
  - f. City
  - g. State
  - h. ZIP code
  - i. Social Security Number (SSN)
2. Agree to the terms and conditions, and click **Next**.



**Figure 1 - Complete Profile Information for HARP Account**

3. Enter a valid user ID and password and complete the **Challenge Question Answer**. See *Figure 2 - Enter Account Information for HARP Account*.
4. Click **Next**.



**Figure 2 - Enter Account Information for HARP Account**

5. Answer the remote proofing questions as depicted in *Figure 3 - Answer Remote Proofing Questions for HARP Account*.

**Note:** Users who receive an error message while remote proofing are directed to contact Experian to verify their information. If, after contacting Experian and verifying their information, users continue to experience issues with HARP registration, they should contact the Help Desk via phone at 1-866-288-8912 (TTY 1-877-715-6222) or via email at [gnetsupport@hcqis.org](mailto:gnetsupport@hcqis.org).

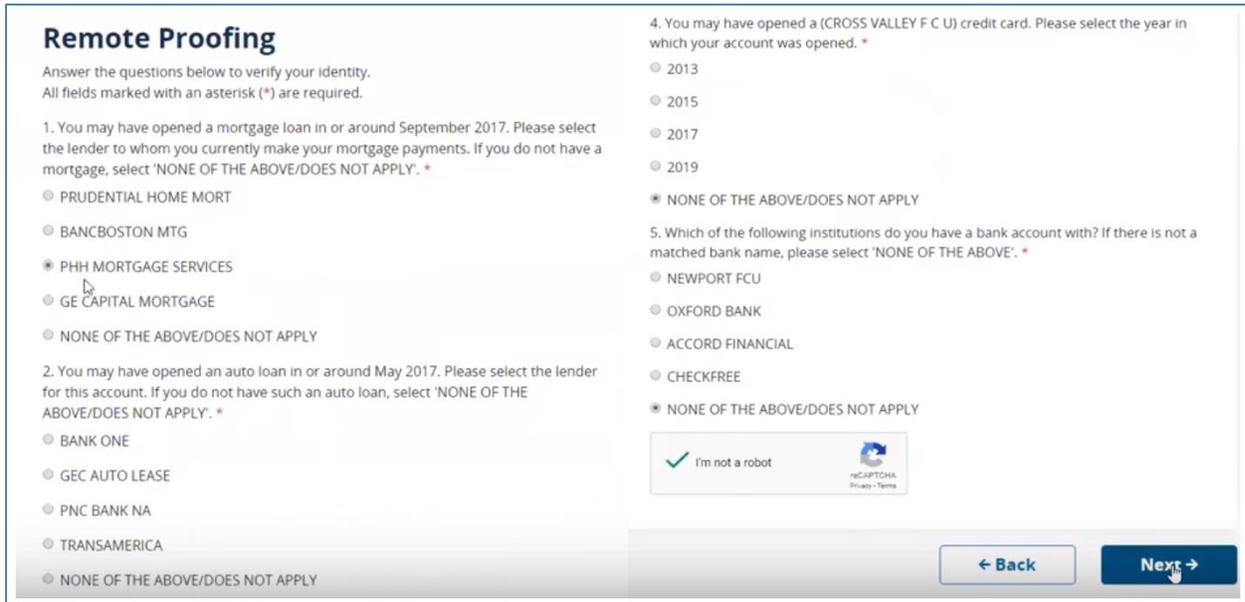


Figure 3 - Answer Remote Proofing Questions for HARP Account

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

The system sends the user an email confirming that the account has been created. The email contains a **Confirmation** message. See *Figure 4 - Email Confirmation for HARP Account*.

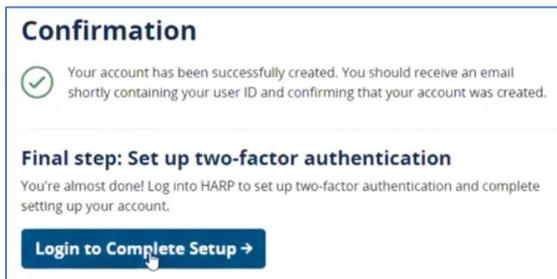


Figure 4 - Email Confirmation for HARP Account

7. Click **Login to Complete Setup**.

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

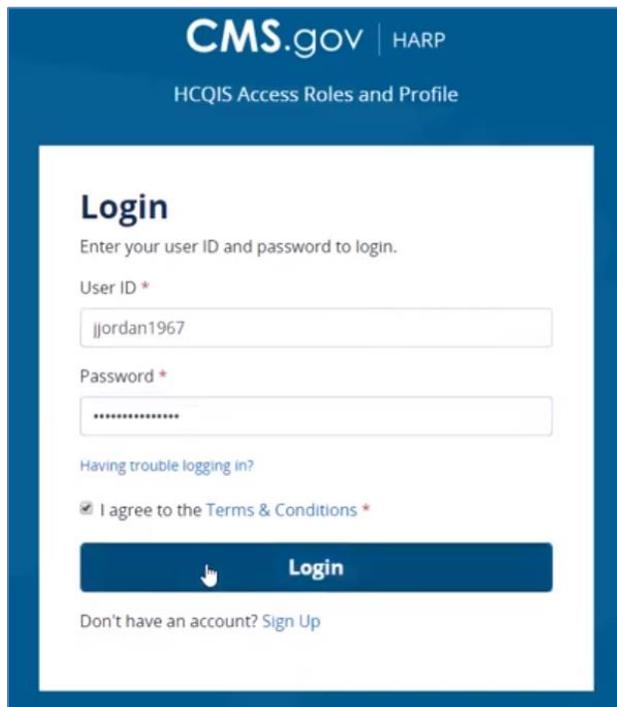


Figure 5 - Login to New HARP Account

8. Type *<user id>* in the **User ID** text box and *<password>* in the **Password** text box.
9. Select the **I agree to the Terms & Conditions** check box, and click **Login**.

## 2.2 Manual Proofing

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

1. Enter all of the required profile information fields and agree to the terms and conditions. See *Figure 6 - Complete Profile Information for Manual Proofing*. The following fields are required:
  - a. First name
  - b. Last Name
  - c. Date of birth
  - d. Email address
  - e. Home address
  - f. City
  - g. State
  - h. ZIP code

The SSN is optional.

### Profile Information

Enter your profile information for identity proofing. HARP uses Experian to help verify your identity. Already called Experian? Enter Reference Number

All fields marked with an asterisk (\*) are required.

First Name *	Last Name *
<input type="text" value="Joseph"/>	<input type="text" value="Jordan"/>
Middle Initial	Date of Birth * ⓘ
<input type="text"/>	<input type="text" value="03/28/1967"/>
Email Address *	Confirm Email Address *
<input type="text" value="jjordandemo@email.com"/>	<input type="text" value="jjordandemo@email.com"/>
Phone Number	Is your address in the United States? *
<input type="text" value="( ) - -"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No
Home Address Line 1 *	Home Address Line 2
<input type="text" value="PO BOX 239 I"/>	<input type="text"/>
City *	State *
<input type="text" value="Chester"/>	<input type="text" value="Pennsylvania"/>
ZIP Code *	ZIP Code Extension
<input type="text" value="19016"/>	<input type="text"/>
Social Security Number * ⓘ	
<input type="text"/>	

Don't want to enter your SSN?  
Initiate Manual Proofing

Figure 6 - Complete Profile Information for Manual Proofing

2. Click **Initiate Manual Proofing**.

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

**Initiate Manual Proofing** ✕

**It is not recommended to initiate manual proofing if you are able to complete remote proofing, as manual proofing takes longer to complete.**

To initiate manual proofing, you will need to complete the following steps:

1. Submit your Profile Information and Account Information via HARP (SSN is optional)
2. Send the following documents to your application's help desk via email, fax, or mail
  - **One** of three approved forms of Government Photo IDs:
    - Current driver's license issued by state or territory; OR
    - Federal or State government issued photo identification card; OR
    - U.S. Passport
  - **Two** copies of financial institution official bills or statements addressed to the address used during the registration process. Payroll information is also accepted.

The help desk will contact you via email if they need to request additional information.

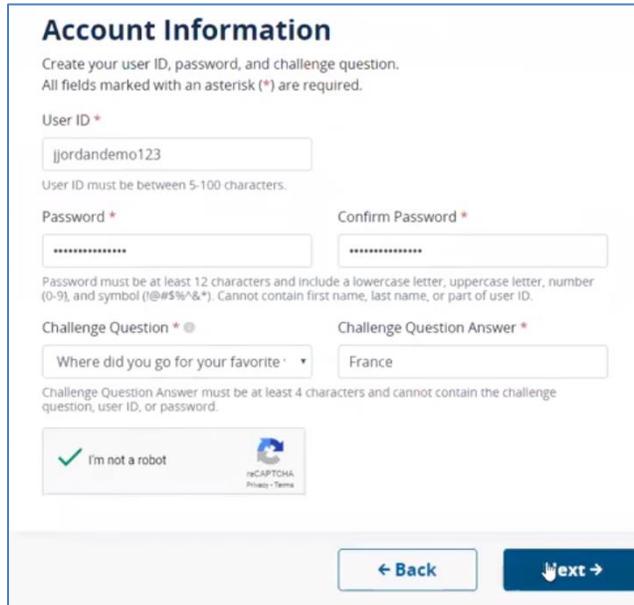
<input type="text" value="Chester"/>	<input type="text" value="Pennsylvania"/>
ZIP Code *	ZIP Code Extension
<input type="text" value="19016"/>	<input type="text"/>
Social Security Number * ⓘ	
<input type="text"/>	

Don't want to enter your SSN?  
Initiate Manual Proofing

Figure 7 - Initiating Manual Proofing

3. Click the **Submit Info for Manual Proofing** button.

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



**Account Information**

Create your user ID, password, and challenge question.  
All fields marked with an asterisk (\*) are required.

User ID \*  
  
User ID must be between 5-100 characters.

Password \*  Confirm Password \*   
Password must be at least 12 characters and include a lowercase letter, uppercase letter, number (0-9), and symbol (!@#%&\*). Cannot contain first name, last name, or part of user ID.

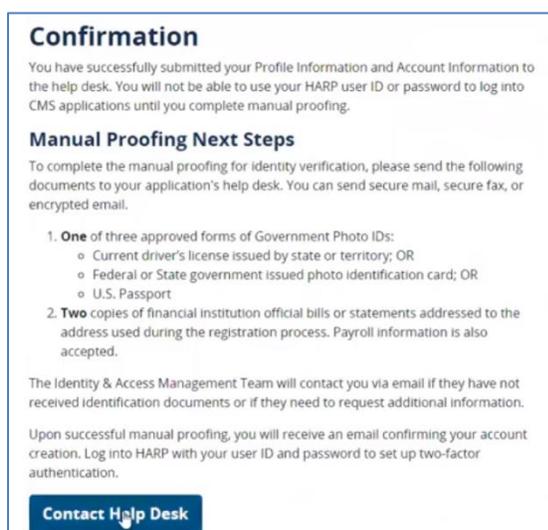
Challenge Question \*  Challenge Question Answer \*   
Challenge Question Answer must be at least 4 characters and cannot contain the challenge question, user ID, or password.

I'm not a robot 

Figure 8 - Enter Account Information for Manual Proofing

4. Enter a valid user ID and password and complete the **Challenge Question Answer**.
5. Select the **I am not a robot** check box, and click **Next**.

The **Confirmation** dialog box is displayed. See *Figure 9 - Confirmation Email for Manual Proofing*. The Confirmation screen contains instructions for sending your application’s helpdesk one approved form of government ID and two copies of financial institution bills or statements. This information is also available on the HARP Help page.



**Confirmation**

You have successfully submitted your Profile Information and Account Information to the help desk. You will not be able to use your HARP user ID or password to log into CMS applications until you complete manual proofing.

**Manual Proofing Next Steps**

To complete the manual proofing for identity verification, please send the following documents to your application’s help desk. You can send secure mail, secure fax, or encrypted email.

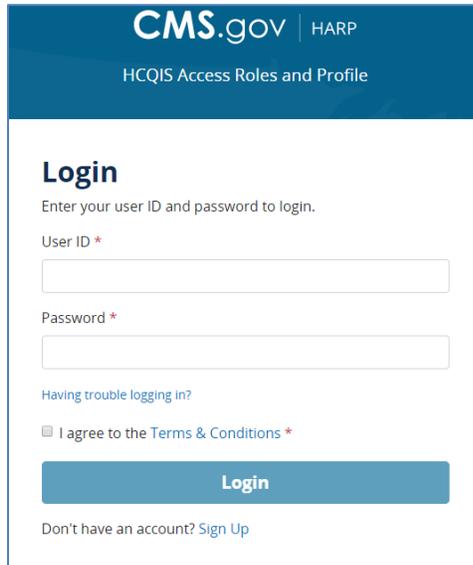
1. **One** of three approved forms of Government Photo IDs:
  - o Current driver’s license issued by state or territory; OR
  - o Federal or State government issued photo identification card; OR
  - o U.S. Passport
2. **Two** copies of financial institution official bills or statements addressed to the address used during the registration process. Payroll information is also accepted.

The Identity & Access Management Team will contact you via email if they have not received identification documents or if they need to request additional information.

Upon successful manual proofing, you will receive an email confirming your account creation. Log into HARP with your user ID and password to set up two-factor authentication.

Figure 9 - Confirmation Email for Manual Proofing

6. When the manual proofing documents have been verified, the system sends the user an email confirming that the HARP account was successfully created.
7. [Log into HARP](https://harp.qualitynet.org/) at <https://harp.qualitynet.org/> to set up your account's two-factor authentication. See *Figure 10 - Log into HARP*.



The screenshot shows the HARP login interface. At the top, there is a blue header with the CMS.gov logo and 'HARP' text. Below the header, the page title is 'HCQIS Access Roles and Profile'. The main content area is titled 'Login' and includes the instruction 'Enter your user ID and password to login.' There are two input fields: 'User ID \*' and 'Password \*'. Below the password field, there is a link 'Having trouble logging in?' and a checkbox labeled 'I agree to the Terms & Conditions \*'. A blue 'Login' button is positioned below the checkbox. At the bottom of the form, there is a link 'Don't have an account? Sign Up'.

Figure 10 - Log into HARP

## 2.3 Setting Up Two-Factor Authentication

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

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

## 2.4 Requesting a Role in iQIES

Take the following steps:

1. Proceed to [login to iQIES](https://iqies.cms.gov/) at <https://iqies.cms.gov/> with your HARP login credentials to complete your role request.

The Log In page is displayed. See *Figure 11 - Log into iQIES*.



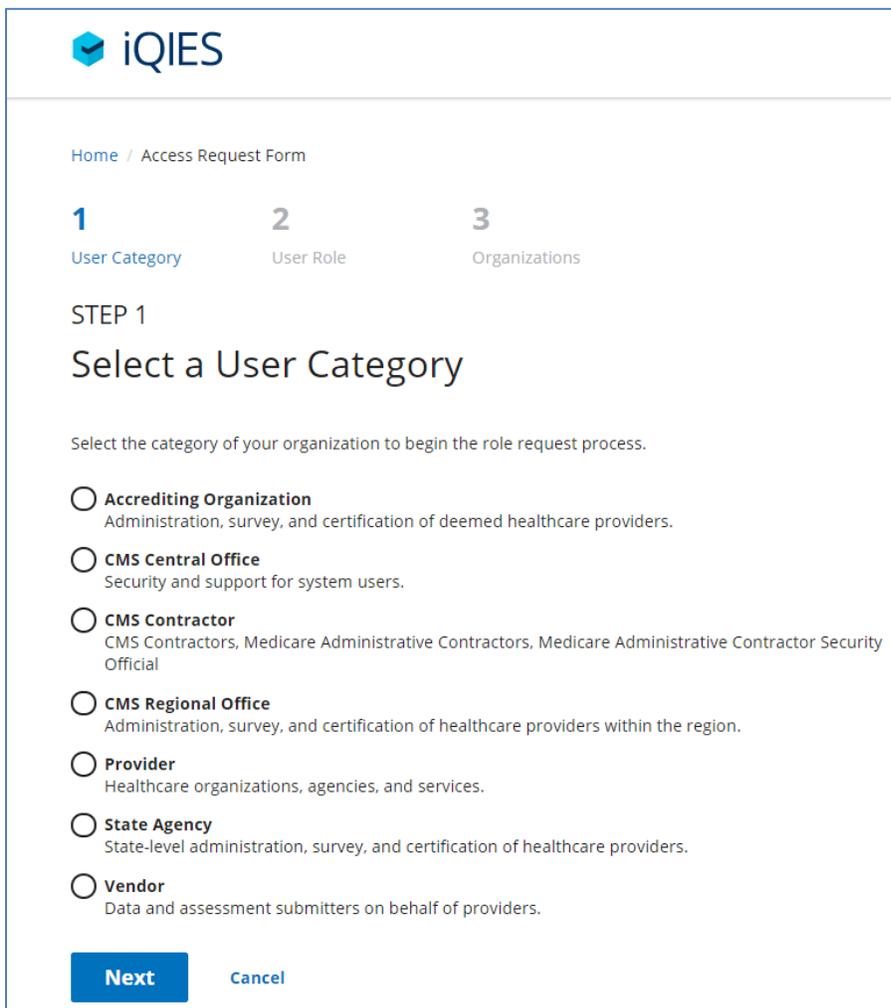
The screenshot shows a three-step login process:

- Log In:** Fields for User ID (test.jsmith) and Password. Includes links for help, account creation, and a Log In button.
- Two-Factor Authentication:** A dropdown menu for Device (sms +1 XXX-XXX-1520) and a Send Code button.
- Enter Code:** A Security Code field (577493) with Submit, Cancel, and Resend Code buttons.

Figure 11 - Log into iQIES

2. Enter the user ID and password, and select **Log In**.
3. Verify the account using two-factor authentication, and select **Submit**.

The **Select a User Category** dialog box is displayed. See Figure 12 - Select an iQIES User Category



The screenshot shows the 'Select a User Category' dialog box with the following elements:

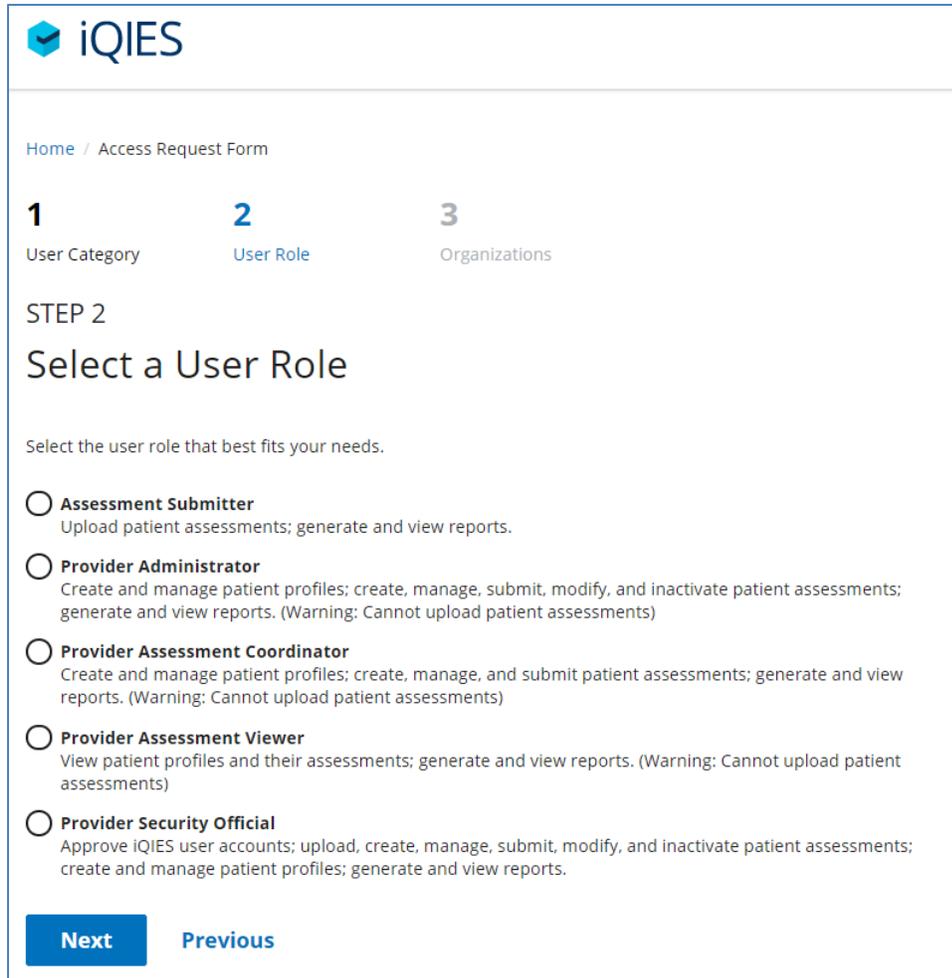
- Header:** iQIES logo and breadcrumb: Home / Access Request Form.
- Progress Indicators:** 1 User Category (active), 2 User Role, 3 Organizations.
- STEP 1: Select a User Category**
- Instruction:** Select the category of your organization to begin the role request process.
- Options:**
  - Accrediting Organization**  
Administration, survey, and certification of deemed healthcare providers.
  - CMS Central Office**  
Security and support for system users.
  - CMS Contractor**  
CMS Contractors, Medicare Administrative Contractors, Medicare Administrative Contractor Security Official
  - CMS Regional Office**  
Administration, survey, and certification of healthcare providers within the region.
  - Provider**  
Healthcare organizations, agencies, and services.
  - State Agency**  
State-level administration, survey, and certification of healthcare providers.
  - Vendor**  
Data and assessment submitters on behalf of providers.
- Buttons:** Next (highlighted), Cancel.

Figure 12 - Select an iQIES User Category

4. Select the appropriate user category option button. Examples of user categories are Provider, CMS State Agency, CMS Regional Office, CMS Central Office, Vendor, and Accrediting Organization.
5. Click **Next**.

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

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



**iQIES**

Home / Access Request Form

**1** User Category      **2** User Role      **3** Organizations

**STEP 2**  
**Select a User Role**

Select the user role that best fits your needs.

- Assessment Submitter**  
Upload patient assessments; generate and view reports.
- Provider Administrator**  
Create and manage patient profiles; create, manage, submit, modify, and inactivate patient assessments; generate and view reports. (Warning: Cannot upload patient assessments)
- Provider Assessment Coordinator**  
Create and manage patient profiles; create, manage, and submit patient assessments; generate and view reports. (Warning: Cannot upload patient assessments)
- Provider Assessment Viewer**  
View patient profiles and their assessments; generate and view reports. (Warning: Cannot upload patient assessments)
- Provider Security Official**  
Approve iQIES user accounts; upload, create, manage, submit, modify, and inactivate patient assessments; create and manage patient profiles; generate and view reports.

**Next**      **Previous**

**Figure 13 - Select an iQIES User Role**

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

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

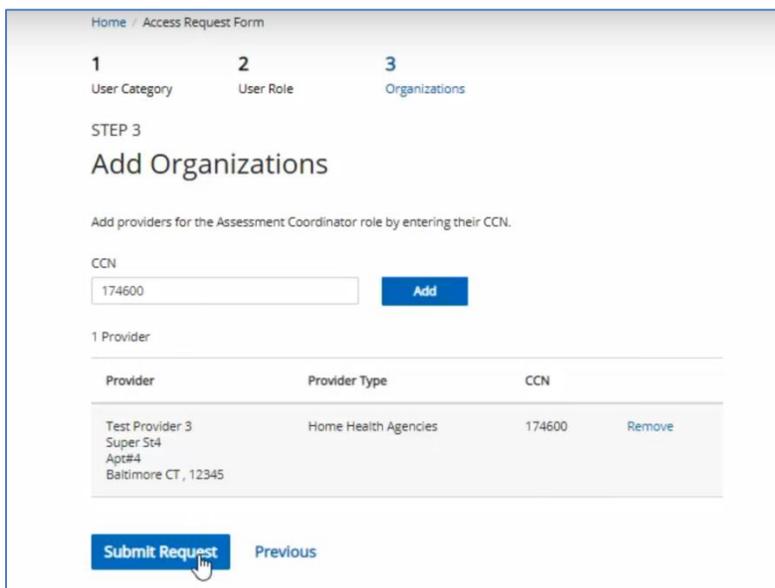
The table below is only representative of the user roles and privileges for providers in iQIES.

Table 1 - User Roles

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

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

**Note:** Users who are an IRF sub-unit must use their facility’s parent CCN when requesting their role. The system cannot find a provider when a user attempts to use the sub-unit’s CCN to locate a facility.



Home / Access Request Form

1 User Category    2 User Role    3 Organizations

STEP 3  
Add Organizations

Add providers for the Assessment Coordinator role by entering their CCN.

CCN

1 Provider

Provider	Provider Type	CCN	
Test Provider 3 Super St4 Apt#4 Baltimore CT, 12345	Home Health Agencies	174600	Remove

Figure 14 - Add a CMS Certification Number (CCN)

8. When all required data is provided, click **Submit Request**.
9. A **Role Request Submitted** message appears on the **My Profile** page. The system sends an email regarding the user's approval status after the request has been reviewed.

## Appendix A: iQIES User Roles Matrix

Table 2 - *iQIES User Roles Matrix* presents the user roles and their permission to take specific actions.

The table below is only representative of the user roles and privileges for providers in *iQIES*.

Table 2 - iQIES User Roles Matrix

Action	Assessment Submitter	Provider Administrator	Provider Assessment Coordinator	Provider Assessment Viewer	Provider Security Official
Upload XML files	Yes	N/A	N/A	N/A	Yes
Generate and view reports	Yes	Yes	Yes	Yes	Yes
Approve iQIES role requests	N/A	N/A	N/A	N/A	Yes
Add patient record	N/A	Yes	Yes	N/A	Yes
Modify/delete patient record	N/A	Yes	N/A	N/A	Yes
View patient records	N/A	Yes	Yes	Yes	Yes
Create, edit, and delete assessments	N/A	Yes	Yes	N/A	Yes
Modify and inactivate assessments	N/A	Yes	N/A	N/A	Yes
View assessments	N/A	Yes	Yes	Yes	Yes
Submit assessments (from user tool)	N/A	Yes	Yes	N/A	Yes

## Appendix B: Record of Changes

Table 3 - Record of Changes

Version Number	Date	Author/Owner	Description of Change
1.0	10/28/2019	CMS	Baseline document