



Centers for Medicare & Services

Internet Quality Improvement Evaluation System (iQIES)

Onboarding Guide

Version 4.2

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1 Introduction to iQIES

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

To comply with federal security mandates, the Centers for Medicare & Medicaid Services (CMS) has initiated new security requirements for access control to CMS Quality Systems through RIDP via the Healthcare Quality Information System (HCQIS) Access, Roles and Profile Management (HARP) system.

To gain access to iQIES, users must create an account in HARP. For detailed instructions on how to do this, please visit <https://qnetconfluence.cms.gov/display/HS/HARP>.

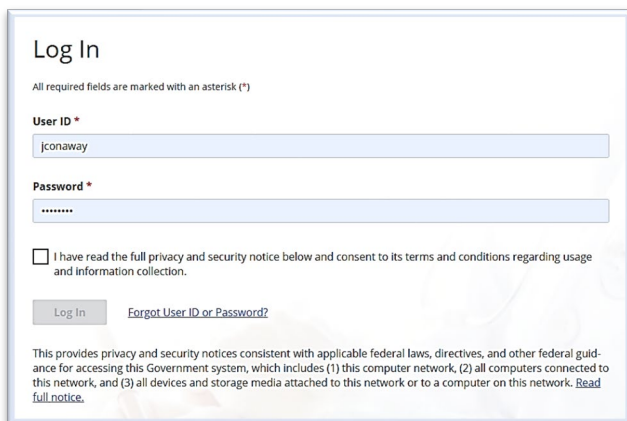
2 Requesting a Role in iQIES

Before you can perform most actions in iQIES, you must request a role and have it approved.

2.1 Log In to iQIES

Log in to iQIES at <https://iqies.cms.gov/> with your HARP login credentials to complete your role request.

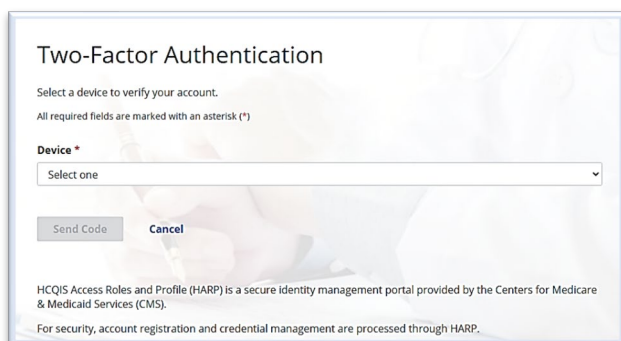
1. Enter your **User ID** and **Password**, check the box indicating your agreement, and click **Log In**.



The screenshot shows the 'Log In' page of the iQIES system. At the top, it says 'Log In' and 'All required fields are marked with an asterisk (*)'. Below this, there are two input fields: 'User ID *' with the text 'jconaway' and 'Password *' with masked characters. A checkbox is present with the text 'I have read the full privacy and security notice below and consent to its terms and conditions regarding usage and information collection.' Below the checkbox is a 'Log In' button and a link 'Forgot User ID or Password?'. At the bottom, there is a paragraph of legal notice text.

Figure 1: Logging in With User ID and Password

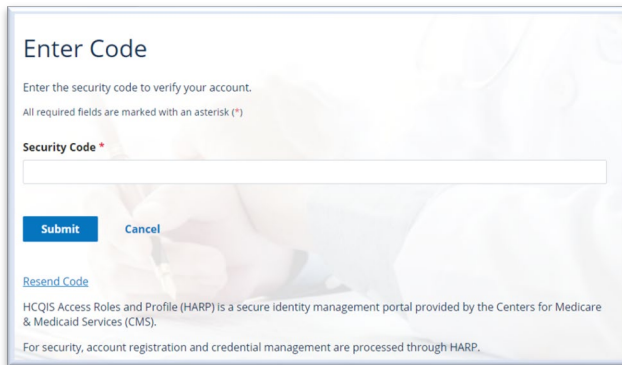
2. Select the **Device** that you want to use to receive a code for two-factor authentication and click **Send Code**.



The screenshot shows the 'Two-Factor Authentication' page. It says 'Select a device to verify your account.' and 'All required fields are marked with an asterisk (*)'. Below this, there is a 'Device *' dropdown menu with the text 'Select one'. Below the dropdown are two buttons: 'Send Code' and 'Cancel'. At the bottom, there is a paragraph of legal notice text.

Figure 2: Select a Device to Verify Your Account

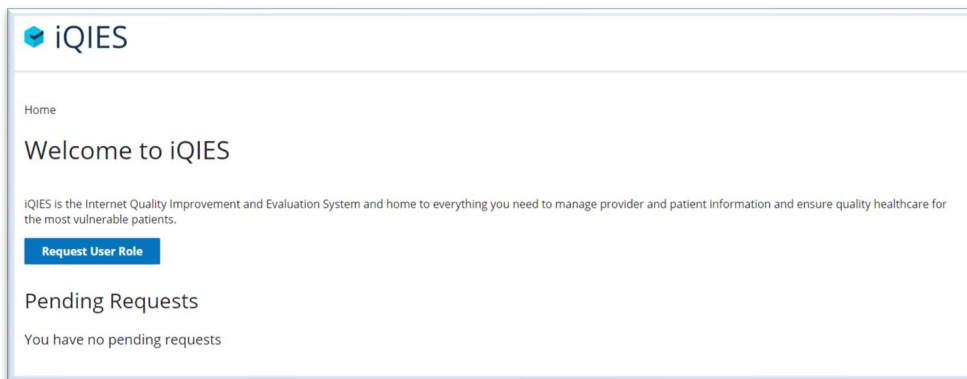
3. When you receive a code on the device you selected, type it in the **Security Code** box and click **Submit** to complete two-factor authentication.



The screenshot shows a web form titled "Enter Code". Below the title is the instruction "Enter the security code to verify your account." and a note "All required fields are marked with an asterisk (*)". There is a text input field labeled "Security Code *". Below the input field are two buttons: "Submit" (in blue) and "Cancel". A link "Resend Code" is located below the buttons. At the bottom, there is a paragraph of text: "HCQIS Access Roles and Profile (HARP) is a secure identity management portal provided by the Centers for Medicare & Medicaid Services (CMS). For security, account registration and credential management are processed through HARP."

Figure 3: Enter Code to Complete Two-Factor Authentication

4. The Welcome to iQIES page is your main homepage in iQIES. Here, you can request a user role and see your pending requests.



The screenshot shows the "Welcome to iQIES" homepage. At the top left is the iQIES logo. Below the logo is the word "Home". The main heading is "Welcome to iQIES". Below this is a paragraph: "iQIES is the Internet Quality Improvement and Evaluation System and home to everything you need to manage provider and patient information and ensure quality healthcare for the most vulnerable patients." Below the paragraph is a blue button labeled "Request User Role". Below the button is the section "Pending Requests" with the text "You have no pending requests" below it.

Figure 4: Welcome to iQIES

5. Click **Request User Role** to begin the three-step Access Request Form.

2.2 Select a User Category

Selecting a User Category determines all subsequent screens in the request process. The User Categories are Accrediting Organization, CMS, CMS Contractor, Provider, State Agency, and Vendor. See *Figure 5: Select an iQIES User Category*.

Select the appropriate user category option and click **Next**.

iQIES

Home / Access Request Form

1 ————— 2 ————— 3
User Category User Role Organizations

STEP 1
Select a User Category

Select the category of your organization to begin the role request process.

- ☐ **Accrediting Organization**
Administration and survey of deemed healthcare providers.
- ☐ **CMS**
Administration, survey, and certification of healthcare providers; security and support for system users.
- ☐ **CMS Contractor**
CMS Contractors, Medicare Administrative Contractors, Medicare Administrative Contractor Security Official
- ☐ **Provider**
Healthcare organizations, agencies, and services.
- ☐ **State Agency**
State-level administration and survey of healthcare providers; patient assessment and ICD-10 code management; API Key management.
- ☐ **Vendor**
Data and assessment submitters on behalf of providers.

Next Cancel

Figure 5: Select an iQIES User Category

2.3 Select a User Role

The list of user roles is determined by the category you selected.

Select the appropriate user role and click **Next**. Refer to the [iQIES User Roles Matrix](#) for a listing of user category descriptions and role privileges.

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 6: Sample of Select an iQIES User Role Page

Note: Figure 6: Sample of Select an iQIES User Role Page is from the provider's perspective. You may see different options based on the user category you choose.

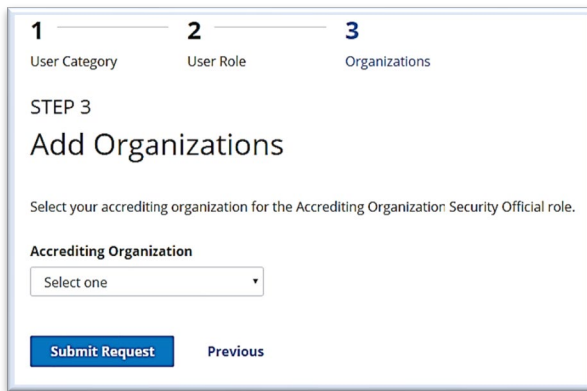
2.4 Add Organizations

This step asks you to specify more about the role you're requesting based on the category you chose in *Select a User Category*. The following sections address each role.

2.4.1 Accrediting Organization Role

If you are requesting an Accrediting Organization role, you must select the Accrediting Organization before you submit the request. See *Figure 7: Add Accrediting Organization*.

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



The screenshot shows a web interface for 'STEP 3 Add Organizations'. At the top, there are three numbered steps: '1 User Category', '2 User Role', and '3 Organizations', with '3' being the active step. Below the steps, the title 'STEP 3 Add Organizations' is displayed. A instruction reads: 'Select your accrediting organization for the Accrediting Organization Security Official role.' Underneath, there is a section titled 'Accrediting Organization' containing a dropdown menu with the text 'Select one' and a downward arrow. At the bottom of the form, there are two buttons: a blue 'Submit Request' button and a grey 'Previous' button.

Figure 7: Add Accrediting Organization

2.4.2 CMS

The CMS Central Office roles do not require an organization. The Add Organizations dialog box is displayed. See *Figure 8: Submit Request for CMS General User Role*.

1. If you are a **Surveyor**, select **Yes**, otherwise select **No**.
2. If you function as a **Surveyor**, answer whether you are a **New** or **Existing Surveyor**.
3. If you are an **Existing Surveyor**, type and confirm your 5-digit **Federal Surveyor ID**.
4. Click **Submit Request**.

Note: For a description of the Federal Surveyor ID verification process, see **Section 3: Federal Surveyor ID Verification**.

1 User Category 2 User Role 3 Organizations

STEP 3

Add Organizations

This role does not require the addition of organizations.

Are you a Surveyor?

☒ Yes
☐ No

Are you a New or Existing Surveyor?

☐ New
☒ Existing

Federal Surveyor ID

Forgot your ID? [?](#)

Confirm Federal Surveyor ID

✔ Your Federal Surveyor ID will be stored upon clicking the Submit Request button. You will not be asked to confirm your status as a surveyor again when requesting access in the future.✕

Submit Request Previous

Figure 8: Submit Request for CMS General User Role

Note: The above is an example of when a user selects CMS General User as their role. Federal Surveyor ID is required so that legacy users can be associated with existing surveys, providers, and other assets that have been migrated into iQIES.

2.4.3 CMS Contractor

Users requesting a CMS Contractor role are required to select the Medicare Administrative Contractor before submitting the request.

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

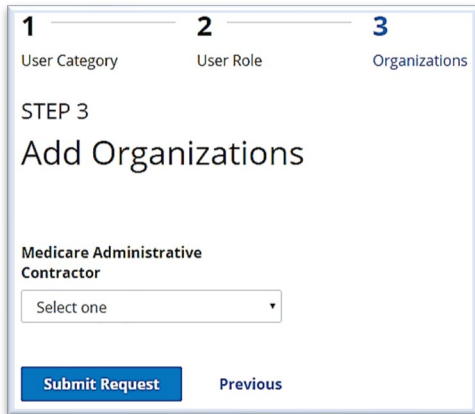
The screenshot shows a web form titled 'STEP 3 Add Organizations'. At the top, there are three numbered tabs: '1 User Category', '2 User Role', and '3 Organizations', with '3 Organizations' being the active tab. Below the tabs, the text 'STEP 3 Add Organizations' is displayed. Underneath, there is a label 'Medicare Administrative Contractor' followed by a dropdown menu with the text 'Select one' and a downward arrow. At the bottom of the form, there are two buttons: a blue 'Submit Request' button and a grey 'Previous' button.

Figure 9: Select Medicare Administrative Contractor

2.4.4 State Agency

If you are requesting a State Agency role, you must select the state before submitting the request. The Federal Surveyor ID is not required to complete this form. It may be added via the My Profile page within iQIES when the role request is approved. See *Figure 10: Select State, Employee ID and Federal Surveyor ID*.

1. Select the **State**.
2. If applicable, type and confirm your **State Agency Employee ID**.
3. Select whether you function as a **Surveyor**.

4. If you function as a **Surveyor**, answer whether you are a **New** or **Existing Surveyor**.
5. If you are an **Existing Surveyor**, type and confirm your 5-digit **Federal Surveyor ID**.
6. Click **Submit Request**.

Note: See section 3 - **Federal Surveyor ID Verification** for a description of the ID verification process.

The screenshot shows a web form titled 'STEP 3 Add Organizations'. At the top, there are three numbered steps: 1 User Category, 2 User Role, and 3 Organizations. The form includes a text input for 'Enter the state for your organization.' followed by a 'State' dropdown menu with 'Select one' as the placeholder. Below this is a 'State Agency Employee ID' text input with a 'Forgot your ID?' link. This is followed by a 'Confirm State Agency Employee ID' text input. Then, there are two radio button questions: 'Are you a Surveyor?' with 'Yes' selected, and 'Are you a New or Existing Surveyor?' with 'Existing' selected. Below these are a 'Federal Surveyor ID' text input with a 'Forgot your ID?' link, and a 'Confirm Federal Surveyor ID' text input. A green message box at the bottom states: 'Your Federal Surveyor ID will be stored upon clicking the Submit Request button. You will not be asked to confirm your status as a surveyor again when requesting access in the future.' At the very bottom are two buttons: 'Submit Request' and 'Previous'.

Figure 10: Select State, Employee ID and Federal Surveyor ID

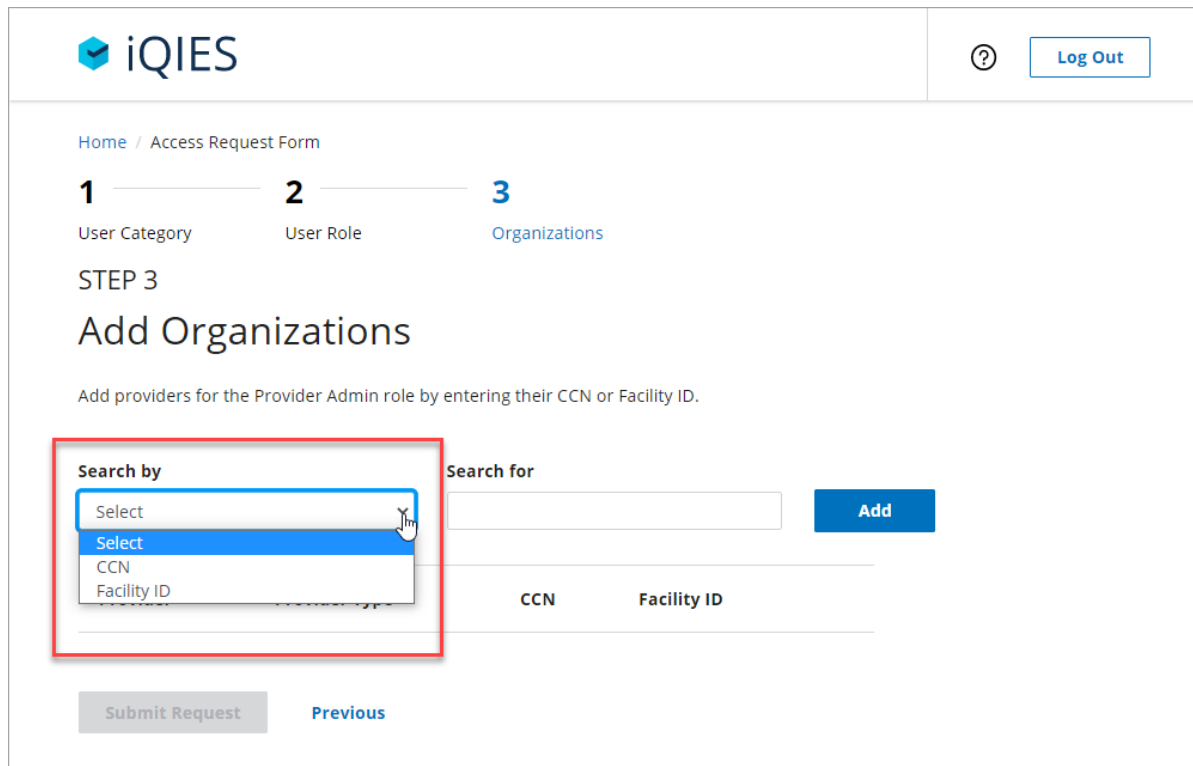
Note: Federal Surveyor ID is required so that legacy users can be associated with existing surveys, providers, and other assets that have been migrated into iQIES.

2.4.5 Provider and Vendor

The Provider and Vendor roles require provider or organization approval. Requests in the Provider or Vendor User categories require either a CMS Certification Number (CCN) or a Facility ID (Fac ID).

Users at Inpatient Rehabilitation Facility (IRF) sub-units must use the facility's parent CCN when requesting a role. The system cannot find a provider when a user attempts to use the sub-unit's CCN to locate a facility.

1. From the **Search by** drop-down, select either **CCN** or **Facility ID**.



The screenshot shows the iQIES web application interface. At the top, the iQIES logo is on the left, and a help icon and 'Log Out' button are on the right. Below the header, the breadcrumb 'Home / Access Request Form' is displayed. A progress bar shows three steps: '1 User Category', '2 User Role', and '3 Organizations' (which is highlighted in blue). Below the progress bar, the text 'STEP 3' and 'Add Organizations' are shown. A sub-instruction reads: 'Add providers for the Provider Admin role by entering their CCN or Facility ID.' The main form area contains a 'Search by' dropdown menu, which is currently open, showing a list of options: 'Select', 'Select', 'CCN', and 'Facility ID'. A red rectangle highlights this dropdown menu. To the right of the dropdown is a 'Search for' text input field, which is currently empty. Below the input field are two columns labeled 'CCN' and 'Facility ID'. To the right of the 'Search for' field is a blue 'Add' button. At the bottom of the form, there is a grey 'Submit Request' button and a blue 'Previous' button.

Figure 11: Choose to search by CCN or Facility ID

2. In the **Search for** box, enter the provider's 6-digit **CCN** or exact **Facility ID** and click **Add**.

iQIES

Home / Access Request Form

1 User Category 2 User Role 3 Organizations

STEP 3

Add Organizations

Add providers for the Provider Admin role by entering their CCN or Facility ID.

Search by
Facility ID

Search for
HHA00002

Add

Provider	Provider Type	CCN	Facility ID
----------	---------------	-----	-------------

Submit Request Previous

Figure 12: Type the ID number

3. If multiple providers are returned in the search results, check the boxes for the providers to include and click **Add Providers**.

STEP 3

Add Organizations

Multiple Providers Found

Your search for Facility ID "HHA00002" matches multiple providers. Select the providers you want to add.

	Facility ID	Provider	CCN	Status
<input checked="" type="checkbox"/>	HHA00002	ALL ABOUT YOU HOME CARE SERVICES	077229	Currently Active
<input type="checkbox"/>	HHA00002	KINDRED AT HOME	117151	Currently Active

Add Providers

View Resources QIES Technical Support Office

Get Help Help

Stay Connected

Figure 13: Multiple Providers Found

4. Verify that the provider(s) listed are correct and click **Submit Request**. If a change is needed, click **Previous** and follow the steps as needed to select the correct provider(s).

The screenshot shows the iQIES 'Access Request Form' at 'STEP 3: Add Organizations'. The breadcrumb trail is 'Home / Access Request Form'. Progress indicators show '1 User Category', '2 User Role', and '3 Organizations' (the current step). The instructions state: 'Add providers for the Provider Admin role by entering their CCN or Facility ID.' There is a search section with a 'Search by' dropdown set to 'Facility ID', a 'Search for' input field containing 'HHA00002', and an 'Add' button. Below this, it says '1 Provider' and displays a table with one entry. The table has columns: Provider, Provider Type, CCN, Facility ID, and a 'Remove' link. The entry is for 'ALL ABOUT YOU HOME CARE SERVICES' with CCN '077229' and Facility ID 'HHA00002'. At the bottom, there is a 'Submit Request' button (highlighted with a red box) and a 'Previous' link.

Home / Access Request Form

1 User Category 2 User Role 3 Organizations

STEP 3
Add Organizations

Add providers for the Provider Admin role by entering their CCN or Facility ID.

Search by Search for

Facility ID HHA00002 Add

1 Provider

Provider	Provider Type	CCN	Facility ID	
ALL ABOUT YOU HOME CARE SERVICES 21 CHURCH STREET NAUGATUCK, CT 06770	HHA	077229	HHA00002	Remove

[Submit Request](#) [Previous](#)

Figure 14: Verify Selected Provider and Submit Request

5. A *Role Request Submitted* message appears on the My Profile page. The system sends an email regarding the approval status after the request has been reviewed.

After the role request is approved, you can enter additional provider identification numbers on the My Profile page in iQIES.

3 Federal Surveyor ID Verification

The Federal Surveyor ID is not required to complete this form, but it may be added via the My Profile page within iQIES when the role request is approved.

When the Federal Surveyor ID is entered into the iQIES application, the appropriate Security Official verifies that the entered Federal Surveyor ID is valid for the user than entered the Federal Surveyor ID.

3.1 For State Agency General Users

If the State Agency General User requesting access to iQIES is **a new federal surveyor**:

1. The State Agency Security Official receives an email stating that the user is a new federal surveyor.
2. The State Agency staff member or State Agency Security Official creates a new Federal Surveyor ID for the user in Automated Survey Process Environment (ASPEN).

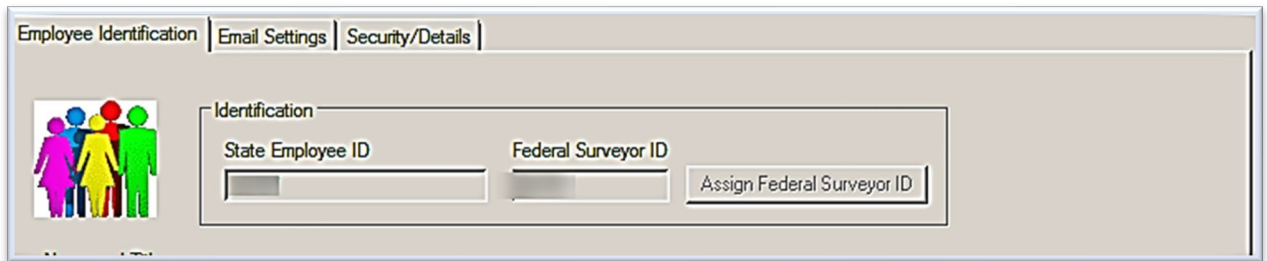
The screenshot shows a web interface for 'Employee Identification'. At the top, there are three tabs: 'Employee Identification' (selected), 'Email Settings', and 'Security/Details'. On the left side, there is a small icon of four stylized human figures in blue, yellow, red, and green. The main content area is titled 'Identification' and contains two input fields: 'State Employee ID' and 'Federal Surveyor ID'. To the right of these fields is a button labeled 'Assign Federal Surveyor ID'.

Figure 15: Employee Identification in ASPEN for State Agency General Users

3. The State Agency Security Official accesses iQIES User Management and enters the new Federal Surveyor ID in the user's profile.

If the State Agency General User is **an existing federal surveyor**:

1. The State Agency Security Official receives an email stating that the user is an existing surveyor and that the Federal Surveyor ID must be verified.
2. The designated State Agency staff member or State Agency Security Official verifies the user's Federal Surveyor ID in ASPEN.
3. The State Agency Security Official accesses iQIES User Management and ensures that the iQIES record matches their federal surveyor record in ASPEN. The State Agency Security Official selects the **Verify** option to verify the Federal Surveyor ID.

3.2 For CMS General Users

If the CMS General User requesting access to iQIES is a **new federal surveyor**:

1. The CMS Security Official receives an email stating that the user is a new federal surveyor.
2. The CMS Security Official creates a new Federal Surveyor ID for the user in Automated Survey Process Environment (ASPEN).

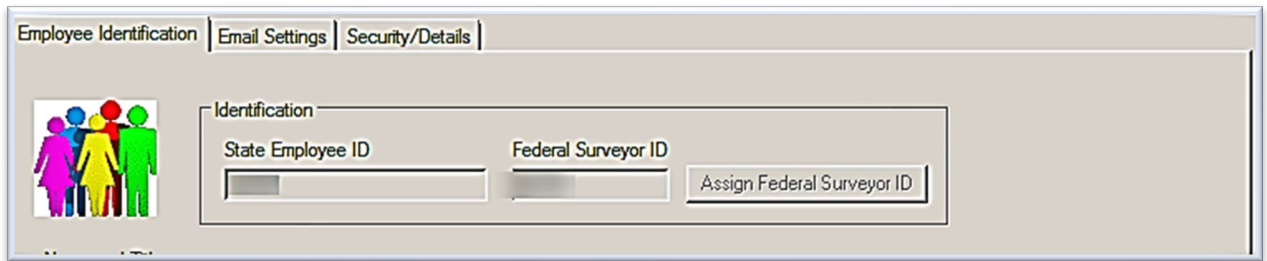
The screenshot shows a web application interface with three tabs at the top: "Employee Identification", "Email Settings", and "Security/Details". The "Employee Identification" tab is active. On the left side of the tab, there is a small icon depicting four stylized human figures in blue, yellow, red, and green. To the right of the icon is a form titled "Identification". This form contains two input fields: "State Employee ID" and "Federal Surveyor ID". Below the "Federal Surveyor ID" field is a button labeled "Assign Federal Surveyor ID".

Figure 16: Employee Identification in ASPEN for CMS General Users

3. The CMS Security Official accesses iQIES User Management and enters the new Federal Surveyor ID in the user's profile.

If the CMS General User is an **existing federal surveyor**:

1. The CMS Security Official receives an email stating that the user is an existing surveyor and that the Federal Surveyor ID must be verified.
2. The CMS Security Official verifies the user's Federal Surveyor ID in ASPEN.
3. The CMS Security Official accesses iQIES User Management and ensures that the iQIES record matches their federal surveyor record in ASPEN. The CMS Security Official selects the Verify option to verify the Federal Surveyor ID.

4 Appendix A: Record of Changes

Table 1: Record of Changes

Version Number	Date	Author/Owner	Description of Change
1.0	10/28/2019	CMS	Baseline document
2.0	03/20/2020	CMS	<ul style="list-style-type: none"> Updated iQIES User Role Guide Various font, spacing, alignment, formatting, editing, grammar, punctuation changes Remediated the document to make it Section 508 compliant Added Appendix B: Acronyms
2.1	08/04/2021	CMS	<ul style="list-style-type: none"> Added version number to Cover page Inserted active URL to step 1 on page 11
3.0	04/19/2021	JFisher / CMS	<ul style="list-style-type: none"> Updated the Requesting a Role section Updated images to reflect enhancements made Added descriptive text for Federal Surveyor ID verification
4.0	08/23/2021	MKite / CMS	<ul style="list-style-type: none"> Reworked the Federal Surveyor ID Verification process Fixed the list numbering behind-the-scenes to make future edits easier Various font, spacing, alignment, formatting, editing, grammar, and punctuation changes
4.1	03/04/2022	MKite / CMS	<ul style="list-style-type: none"> Added to 2.3.3 to include searching by CCN or Facility ID when requesting a role for a provider. Added Fac ID to Appendix B: Acronyms.
4.2	03/16/2022	MKite / CMS	<p>Removed sections duplicated on HARP website:</p> <ul style="list-style-type: none"> 1.2 What is Remote Identity Proofing? 2.1 Creating an Account in HARP 2.2 Manual Proofing <p>Adjusted document formatting & figure numbering.</p>

5 Appendix B: Acronyms

Table 2: Acronyms

Acronym	Literal Translation
ASPEN	Automated Survey Process Environment
CCN	CMS Certification Number
CMS	Centers for Medicare & Medicaid Services
Fac ID	Facility Identification Number
EIDM	Enterprise Identity Management
HARP	HCQIS Access, Roles, and Profile Management System
ID	Identity
iQIES	Internet Quality Improvement Evaluation System
IRF	Inpatient Rehab Facility
RIDP	Remote Identity Proofing
SSN	Social Security Number
TTY	Teletypewriter