EIDM Instructions for DDR Users

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Welcome to the EIDM Instructions for DDR Users

The EIDM Instructions for DDR users describes steps DDR users should take to obtain EIDM IDs and request access to DDR. Please contact the Help Desk if you have questions outside the scope of this document.

Assistance with DDR is available through the DDR Help Desk, Monday through Friday, 9:00 am-7:00 pm Eastern Standard Time. For questions regarding the use of DDR, contact the DDR Help Desk via email at DDRHelpDesk@dcca.com or call 301-547-4688.

The DDR Help Desk Team welcomes your suggestions for our training and reference materials. Please contact us with your feedback and comments on this training, or if you need other DDR assistance.

Table 1: Key Terms
Select each term for further information.

Table 1: Key Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EIDM Portal</td>
<td>CMS Enterprise Identity Management Portal</td>
</tr>
<tr>
<td>CMS Secure Portal</td>
<td>The link to login to the EIDM Portal</td>
</tr>
<tr>
<td>RIDP</td>
<td>Remote Identity Proofing</td>
</tr>
<tr>
<td>MFA</td>
<td>Multi-Factor Authentication</td>
</tr>
<tr>
<td>EIDM ID</td>
<td>An EIDM ID provides access to EIDM through the CMS Enterprise Portal. Having an EIDM ID does not mean a user has access to DDR. After registering an EIDM ID, a user must request access to DDR, select an EIDM role for DDR, and receive approval.</td>
</tr>
<tr>
<td>DDR Role</td>
<td>The role you will hold within DDR. This is separate from the roles you request within EIDM. In DDR there are roles that allow you perform different functions within the system.</td>
</tr>
<tr>
<td>EIDM Role for DDR</td>
<td>The DDR Role you will hold in EIDM. This is separate from roles within DDR. In EIDM there are general roles that correspond with the roles in DDR. For example, a user should request the EIDM role of DDR State User if the user holds the DDR role of State DDR Contact (SDC) or State Designee.</td>
</tr>
</tbody>
</table>
What is EIDM?

The CMS Enterprise Identity Management (EIDM) Portal is an identity management and services system that provides users with access to Centers for Medicare and Medicaid Services (CMS) applications. An EIDM account ensures that only authorized and registered users can access protected information and systems through the CMS Enterprise Portal. This system replaces the previous Individuals Authorized Access to CMS Computer Services (IACS) system, for which users requested access in 2013.

What is DDR?

The Drug Data Reporting for Medicaid (DDR) is a web application that standardizes manufacturer drug data reporting under the Medicaid Drug Rebate and Federal Upper Limits programs. Labelers must use DDR to enter all data required under Section 1927 of the Social Security Act, the National Drug Rebate Agreement and relevant regulations. The DDR contains each labeler’s data by labeler code, including all drug product and pricing data. The system gives users the option of maintaining and submitting all required data through data entry screens, submitting the required data through the DDR’s file upload function or using a combination of the two methods. The DDR is a secure system requiring all labeler contacts responsible for data submission to apply for and be granted CMS user IDs and passwords before they can access the system. DDR is a fast and accurate tool for reporting drug data to CMS for purposes of the Medicaid Program.

DDR improves the state reporting and federal review processes, federal program management, and transparency. It also supports data-driven decision making for Medicaid Drug Rebate (MDR) programs through online access to data and information.

DDR integration into EIDM

(DDR is connected to the CMS EIDM Portal, https://portal.cms.gov. Users access DDR through EIDM. All existing and potential DDR users, regardless of user role, are required to have an EIDM ID.

- Once you have an EIDM ID, or if you have previously obtained one, you will need to request DDR access through EIDM and select an EIDM role for DDR.

- **Unless notified otherwise, all State users should request the DDR State role, all CMS users should request the DDR CMS role, and all labeler users should request the DDR Labeler role in EIDM.**

- When requesting access, you may be subject to Remote Identity Proofing, a process within EIDM that verifies your identity. Your EIDM role request for DDR will go through an approval process at CMS. When your role request is approved, you will be granted access to the DDR application to begin or continue working in DDR.
Figure 1: EIDM DDR Integration Workflow

The image below displays the steps needed to register for an EIDM ID and to request access to DDR through EIDM.

1. Register an EIDM ID at the EIDM Portal via the Portal URL: [https://portal.cms.gov](https://portal.cms.gov)

2. Login into the EIDM portal via the Portal URL: [https://portal.cms.gov](https://portal.cms.gov), and request access to DDR

3. Receive approval for your EIDM role request (via email)

4. Request the appropriate DDR role

5. Login into DDR system via the CMS Enterprise Portal URL: [https://portal.cms.gov](https://portal.cms.gov) using your EIDM username and password

6. Receive approval for your requested DDR role via Email
Table 2: DDR User Role Table

The table below displays the DDR roles available in EIDM with corresponding descriptions. This table may be used to determine your role when requesting DDR access in EIDM.

<table>
<thead>
<tr>
<th>ROLE</th>
<th>ROLE TYPE</th>
<th>Approval Hierarchy (Approved by)</th>
</tr>
</thead>
<tbody>
<tr>
<td>DDR Authorizer</td>
<td>Approver</td>
<td>EIDM Tier 2</td>
</tr>
<tr>
<td>DDR Application Approver</td>
<td>Approver</td>
<td>DDR Authorizer</td>
</tr>
<tr>
<td>DDR Help Desk</td>
<td>Help Desk</td>
<td>DDR Authorizer</td>
</tr>
<tr>
<td>DDR CMS</td>
<td>End User</td>
<td>DDR Application Approver</td>
</tr>
<tr>
<td>DDR State</td>
<td>End User</td>
<td>DDR Application Approver</td>
</tr>
<tr>
<td>DDR Labeler</td>
<td>End User</td>
<td>DDR Application Approver</td>
</tr>
<tr>
<td>DDR Contractor</td>
<td>End User</td>
<td>DDR Application Approver</td>
</tr>
<tr>
<td>DDR OIG</td>
<td>End User</td>
<td>DDR Application Approver</td>
</tr>
</tbody>
</table>
Figure 2: EIDM Role Approval Hierarchy

The image below displays the role approval hierarchy for DDR roles within EIDM. Each tier approves the tier below it.

Roles in blue are new & getting provisioned to both DDR and MDP LDAP groups.

EIDM Tier 2 and Business Owner Roles
Scenarios

Select the following scenario that applies to you to continue obtaining an EIDM ID or requesting an EIDM role for DDR:

1. **Do you already have an EIDM ID?**
   a. Begin with assuring that your challenge questions, password and personal information are up to date. Once completed, request an EIDM DDR role.

2. **Are you a new user? (i.e., You do not have an EIDM ID)**
   a. Begin with registering for an EIDM ID.

3. **Are you having trouble logging in?**
   a. If you don’t know your User ID, select the “Forgot User ID” link. Once your information is verified and you have received your User ID, select the “Forgot Password” link to set a new password. If you cannot answer your challenge questions, please contact the DDR Help Desk at DDRHelpDesk@dcca.com. If your information cannot be verified, then follow the instructions for **New User Registration**.
Step 1: Register for an EIDM ID

All DDR users must first register as a user through the CMS EIDM Portal. To create your EIDM profile, set up a User ID, password, and challenge questions.

1. Go to the Enterprise Portal at https://portal.cms.gov. (You can use Internet Explorer 11, Firefox, or Chrome)

2. Select “New User Registration” on the homepage.

Figure 3: New User Registration button
3. Select "DDR: Drug Data Reporting for Medicaid" from the drop-down list.

![Figure 4: DDR: Select DDR: Drug Data Reporting for Medicaid option in drop-down list](image)

4. Accept the **Terms and Conditions** by checking the box at the bottom of the page. Then, select **Next** to continue.

![Figure 5: Terms and Conditions acceptance checkbox and Next button](image)
5. Enter required information. Please note that all fields are required including Social Security Number. When finished, select “Next” at the bottom of the page.

Figure 6: Register Your Information page and Next button
6. Create your EIDM User ID, Password and Challenge Questions. When finished, select “Next”.

**Figure 7: Create User ID, Password and Security page and Next button**

**Please Note:**

- Your **User ID** must:
  - Be between 6 and 74 alphanumeric characters
  - Contain at least 1 letter
  - **Not** contain your Social Security Number or any 9 consecutive numbers
  - Must not include any special characters other than dashes, underscores, apostrophes, @ symbols, and periods, followed by alphanumeric characters

7. You will then be directed to a Registration Summary page. Please review all information entered to ensure it is correct, and confirm your e-mail address.
Figure 8: Registration Summary page and Confirm E-Mail Address field
8. On the same screen, also verify your User ID and challenge questions. Then select “Submit User”.

![Submit User button]

Figure 9: Submit User button

9. A confirmation message will appear.

![Confirmation message]

Figure 10: Confirmation message

**Step 2: Request Access to DDR**

Next, you will request an **EIDM role for DDR**. Once approved, you will be able to access DDR.

**NOTE:** Your EIDM role is different than your DDR role. Your EIDM role provides access to DDR, while your DDR role provides specific permissions within the DDR application. If you are a new user, you must request a role in DDR to begin using the application.

1. Login to the CMS Enterprise Portal by entering your EIDM User ID and Password. Accept
the Terms and Conditions by checking the box in front of “Agree to our Terms and Conditions”. The Terms and Conditions can be accessed by clicking on the link labeled “Terms and Conditions.”

Figure 11: CMS Enterprise Portal login screen
2. On the top banner, under your name, select “My Access” from the drop-down menu to request a role. Alternatively, you can select “Request/Add Apps” on the “My Portal” page.

Figure 12: My Access option in drop-down menu and Request/Add Apps link
3. Search for “Drug Data Reporting for Medicaid (DDR)” in the catalog. When the DDR tile appears, select the gray “Request Access” button.

Figure 14: Request Access button
4. The “Application Description” field automatically populates with “Drug Data Reporting for Medicaid (DDR).” In the “Select a Role” drop-down, choose an appropriate EIDM role. For example, if you are a State employee or state contractor, you would select “DDR State User.”

Figure 15: Request New System Access page
5. Next, enter any notes to the approver and then select “Submit”.

![Figure 18: Submit button](image)
6. After submitting your request, you may be directed to Identity Verification. If so, please continue to **Step 3** for further instruction. **Please note:** Unless previously completed, all users will be subject to mandatory Identity Verification (Step 3) prior to receiving the Multi-Factor Authentication (MFA) prompt. All users will be required to add MFA as shown in the screenshot below.

![Figure 19: Skip MFA button](image-url)

- [Image of Skip MFA button]
7. When Identity Verification is completed and/or MFA is skipped/added, you will be directed to the “Request Acknowledgment” screen. This DDR role request has been processed. Select “Ok” to acknowledge and close the screen.

![Request Acknowledgement](image)

Figure 20: OK button

8. Once you have selected “Ok,” you will be directed to the “View and Manage My Access Screen.” The tables on this screen display roles that you currently hold, as well as any pending and rejected requests.

![View and Manage My Access Screen](image)

Figure 21: View and Manage My Access screen

9. When your role request has been approved or rejected, you will receive an email notification.
Step 3: Verify Identity Online with Remote Identity Proofing (RIDP)

What is Identity Verification?
Identity Verification is the process of providing sufficient information (e.g., identity history, credentials, or documents) to a service provider in order to prove that an individual is who he/she claims to be. Individuals requesting electronic access to CMS-protected information or systems must be identity-proofed prior to being given access.

The Identity Verification process is necessary for all EIDM Roles for DDR.

When selecting a role for DDR, you may be redirected to RIDP. RIDP is typically completed via an online questionnaire. If you fail the RIDP questionnaire, please follow these steps:

1. **Take a screenshot of the notification message that indicates you were NOT able to be verified.**
2. Attempt the role request process again (refer to Step 2 in this document).
3. Ensure that you have entered your personal information correctly (i.e. your home address, your personal phone number, etc.).
4. Complete RIDP.
5. If your information is correct and your information cannot be verified, call the Experian Verification Support Service number that displays on the screen. Please note: Experian will attempt to verify your identity by asking further “Out-of-Wallet” questions (e.g., What color was your first car?).

Completing RIDP

1. Once you select a DDR role in EIDM, you may be taken to the Identity Verification Page. Select “Next”.

   ![Identity Verification Page](image)

   Figure 22: Identity Verification Page

2. Agree to the terms and conditions by checking the box. Then select “Next”.

22
Figure 23: Next button
3. You will have the opportunity to verify your personal information. Once verified, select “Next”.

![Your Information page and Next button](image-url)
4. Depending on your provided personal information, the Verify Identity page might display. You will be required to answer several Out-of-Wallet (OOW) questions about information that may be in your personal records. Please choose your answers carefully. Select the "Next" button when you are ready to submit your responses.
5. Once you have submitted your responses, you should receive a confirmation notice. Select “Next”.

![Remote Identity Proofing confirmation notice](image1)

Figure 26: Remote Identity Proofing confirmation notice

6. A Request Acknowledgement message should appear. Select “Ok”.

![Request Acknowledgement message](image2)

Figure 27: Request Acknowledgement message

7. If your information cannot be verified, you will receive a message that indicates you have failed identity verification. First, take a screen shot of the message as shown below. Then repeat the role request process detailed in Step 2 of this document. When prompted to repeat RIDP, ensure that you have entered your personal information correctly (i.e. your personal home address, your personal phone number, etc.), and answer the verification questions. If you believe your information is correct but you are still fail identity verification, you must call the Experian Verification Support Service number that is displayed in the message below.

![Identity Verification not passed message](image3)

Figure 28: Identity Verification not passed message
Step 4: Multi-Factor Authentication (MFA)

What is MFA?

MFA is a type of user authentication that requires another “factor” outside of a User ID and password (e.g., a Security Code) to complete the login process. To comply with CMS policy, all DDR users will need to establish a second login “factor” commensurate with the level of access requested. CMS uses Symantec’s Validation and Identity Protection (VIP) service to add a second layer of protection for your online identity. Symantec provides validation and identity protection through computer, phone, and E-mail.

When adding MFA, the CMS EIDM Portal requires registration of a phone or computer to add an additional level of security to a user’s account. The user is given four options to select from in order to complete the registration process.

*Please note:* that MFA is required for all DDR Roles in EIDM.
MFA Registration

1. Log into the CMS Enterprise Portal by entering your User ID and Password. Accept the Terms and Conditions by checking the box in front of “Agree to our Terms and Conditions”. The Terms and Conditions can be accessed by clicking on the link labeled “Terms and Conditions.”

Figure 29: CMS Enterprise Portal login screen
2. In the top banner select “My Profile” under your name.

3. Select “Register MFA” from the left panel.
4. Choose your MFA registration device from the drop-down list. Please note the following:

- For Tablets/Computers/Laptops enter the Credential ID generated by the VIP Access client.
- For Text and Interactive Voice Response (IVR) options, enter a valid phone number to receive your SecurityCode.
- For the E-mail option, the E-mail address from your profile will automatically be used to send a SecurityCode.

**Register Multi-Factor Device**

Adding a Security Code to your login, also known as Multi-Factor Authentication (MFA), can make your login more secure by providing an extra layer of protection to your user name and password. Click here to learn more about MFA and or go ahead and register your device.

**Select the MFA device type that you want to use to login**

![Choose MFA Device drop-down menu](image_url)
5. Depending on the device you select, you may have to enter additional information. Once all required information has been entered, select “Submit”.

6. Once you have registered a device, you will receive a confirmation message.
MFA Login

1. Log into the CMS Enterprise Portal by entering your User ID and Password.

Figure 34: CMS Enterprise Portal login screen
2. Next select your registered MFA device from the drop-down menu labeled "Choose MFA Device".

Figure 35: Choose MFA Device drop-down menu
3. Select the button labeled “Send MFA Code”. Once you receive your code, enter it into the text box labeled “Enter security code”.

Figure 36: Send MFA Code button and Enter security code field
4. Once you have entered your code, Accept the Terms and Conditions by checking the box in front of “Agree to our Terms and Conditions”. Then select “Login”.

Figure 37: Agree to our Terms and Conditions checkbox and Login button
Additional Actions

Forgot User ID


Figure 38: Forgot User ID link
2. Next, enter the information requested and select “Submit”.

![Forgot User ID screen and Submit button](image)

3. If your information is successfully verified, you will receive a notification. Select “Ok”.

![Verification message](image)
4. You will receive an email containing your UserID.

![Email message indicating User ID](image)

Figure 41: Email message indicating User ID

5. If your information is not successfully verified, you will receive an error message. In this case, proceed to register for an EIDM ID by following the instructions in Step 1. If you believe that you already have a valid EIDM ID but you continue to receive the error message below, please contact the DDR Help Desk at DDRHelpDesk@dcca.com

![Error message indicating invalid data](image)

Figure 42: Error message indicating invalid data
Forgot Password


![figure 43: forgot password link]
2. Next, enter your User ID into the text field and select “Next”.

![Forgot Password](image)

*Figure 44: Next button*
3. Answer the challenge questions and enter a new password. Then, select “Submit”. If you do not know the answers to your challenge questions, please contact the DDR Help Desk at DDRHelpDesk@dcca.com. Please note that your new password must:

- Your **password** must:
  - Be changed every 60 days
  - Be between 8 and 20 characters
  - Contain at least 1 letter and 1 number
  - Contain at least 1 upper case and 1 lower case letter
  - Contain at least 1 special character other than question marks, greater than symbols, less than symbols, parentheses, quotation marks, slashes, apostrophies and ampersand symbols
  - Be different than previous passwords used
  - **Not** contain your User ID
  - **Not** contain commonly used words
  - **Not** be changed more than once in a 24-hour period

![Forgot Password screen and Submit button](image)

Figure 45: Forgot Password screen and Submit button
Removing an MFA Device

1. Once logged into the EIDM Portal [https://portal.cms.gov](https://portal.cms.gov), navigate to the drop-down menu under your username in the top banner. Select “My Profile”.

2. Next, select the link to “Remove MFA” from the left panel.
3. Select the radio button next to the device(s) you would like to remove. Then select Send Code to receive the security code for the device. Enter the security code and select “Remove Device”.

4. After selecting “Remove Device,” a confirmation message will appear stating, “Changes to your profile have been successfully submitted.”
Cancel a Pending Role Request in EIDM

1. Once logged into the EIDM Portal at https://portal.cms.gov, navigate to the drop-down menu under your name in the top banner. Select “My Access”.

   ![My Access link](image1)

   Figure 50: My Access link

2. Scroll down to the “My Pending Requests” box. Select the linked RequestID.

   ![Request ID link](image2)

   Figure 51: Request ID link
3. Select “Cancel” from the “Pending Requests” table.

![Figure 52: Cancel Request link](image)

4. Select “Submit.”

![Figure 53: Submit button](image)

5. A confirmation will show in a blue banner indicating you have successfully canceled your request.

![Figure 54: Confirmation message indicating request has been canceled](image)
Subscribe to EIDM Portal Notifications

Subscribing to EIDM Portal notifications will provide you with helpful general system updates related to the EIDM Portal, such as potential system issues, upgrades, new features, etc. This is optional and is not specific to DDR.

1. Navigate to the EIDM Portal at [https://portal.cms.gov](https://portal.cms.gov), and select the button on the top right of the screen labeled “Email Alerts”.

![Figure 55: E-mail Alerts link](image1.png)

2. Enter your email address and then click “Submit”.

![Figure 56: Enter Email Address field and Submit button](image2.png)
3. Confirm your email address, determine the frequency in which you would like to receive notifications, and determine whether you would like to have a password associated with your subscriber preferences. After completing these steps, select “Submit”.

Figure 57: New Subscriber screen and Submit button
4. You will then receive confirmation that you have successfully registered for notifications. By selecting “Subscriber Preferences” you can determine to which notifications you have subscribed. If you do not wish to update your preferences, select “Finish”.

Figure 58: Subscriber Preferences link

Figure 59: Subscriptions tab

Figure 60: Finish button
Change Password

1. Once logged into the CMS Enterprise Portal, select “My Profile” in the drop-down menu under your name in the top banner.

![My Profile link](image1)

Figure 61: My Profile link

2. Next, select “Change Password”.

![Change Password link](image2)

Figure 62: Change Password link
3. Enter your old password, your new password, and select “Submit.” Your password must:
   - Be changed every 60 days
   - Be between 8 and 20 characters
   - Not be changed more than once every 24 hours
   - Contain at least 1 letter and 1 number
   - Contain at least 1 upper case and 1 lower case letter
   - Contain at least 1 special character
   - Be different than previous passwords used
   - Not contain your User ID
   - Not contain commonly used words
   - Not contain question marks, greater than symbols, less than symbols, parentheses, apostrophies, quotation marks, slashes, and ampersand symbols.

![Change Password Form](image)

Figure 63: Submit button
4. You will receive a confirmation message stating, “Changes to your profile have been successfully submitted.”

![Confirmation message](image)

Figure 64: Confirmation message indicating changes to profile have been submitted
Change Challenge Questions

1. Once logged into the CMS Enterprise Portal, select “My Profile” in the drop-down menu under your name in the top banner.

   ![My Profile link](CMS.gov)
   
   Figure 65: My Profile link

2. Select “Change Challenge Questions”.

   ![Change Challenge Questions link](CMS.gov)
   
   Figure 66: Change Challenge Questions link
3. Enter your User ID and Password, and select “Next”.

Figure 67: Change Challenge Questions screen and Next button
4. Create challenge questions and answers that you will remember in the future. This is important as you will answer these challenge questions when a password reset is required. Select challenge questions, provide answers, then select “Submit”.

**Please note:** after you populate all fields, you must click outside the box for the “Submit” button to become active.

![Submit button](image1.jpg)

**Figure 68: Submit button**

5. You will receive a confirmation message stating, “Changes to your profile have been successfully submitted”.

![Confirmation message](image2.jpg)

**Figure 69: Confirmation message indicating changes to your profile have been submitted**