

Open Payments System Quick Reference Guide (QRG)

Identity Management System (IDM) Registration

Introduction

This guide is for:

- Users who have not previously registered in the Centers of Medicare & Medicaid Services (CMS) Enterprise Portal/Identity Management System (IDM). IDM supports other CMS programs, such as the Physician Quality Reporting System (PQRS).
- CMS Enterprise Portal users who have not previously accessed the Open Payments system.
- Users who previously registered in the CMS Enterprise Portal/IDM and the Open Payments system, but their account was deactivated due to inactivity.

Participation in the Open Payments system requires users to be registered in both IDM and the Open Payments system. This two-step verification process is to prevent others from using a user's identity fraudulently.

Prerequisites

- None

Actions

- Registering in IDM and requesting access to the Open Payments system.

Step 1: IDM New User Registration (skip to Step 2 if you already have an IDM User Identifier (ID))

1. Navigate to the CMS Enterprise Portal Login page at <https://portal.cms.gov> and select **New User Registration**.
2. On the Select Your Application page, select "Open Payments" from the drop-down list and agree to the Terms and Conditions of the CMS Enterprise Portal page, then select Next to continue.
3. Agree to the Terms and Conditions of the CMS Enterprise Portal page and then select **Next** to continue. There are two Terms and Conditions sections that are of particular importance to read:
 - Consent to monitoring; and
 - Collection of Personal Identifiable Information (PII).

Last Modified: January 2024

O P E N P A Y M E N T S
CREATING PUBLIC TRANSPARENCY
INTO INDUSTRY - PHYSICIAN
FINANCIAL RELATIONSHIPS

Consent to monitoring means that you agree to allow CMS to monitor your activity and actions performed through CMS applications while logged into the CMS Enterprise Portal and accessed through IDM.

PII is information that one can use to uniquely identify, contact, or locate a single person, or can be used with other sources to uniquely identify a single individual. CMS applications collect personal information collected to use for the purpose of verifying your identity only.

4. Enter requested personal information on the Register Your Information page. Data fields to be completed are the following:
 - Name (First, Middle, Last, Suffix)
 - Date of Birth (Month, Date, Year)
 - Is Your Address US Based (Yes/No)
 - Home Address, City, State, Zip Code
 - Personal Email Address
 - Confirm Email Address
 - Personal Phone Number

NOTE FOR INDIVIDUALS WITH FOREIGN ADDRESSES: Individuals with addresses outside of the United States can register in IDM via the online portal, but the Open Payments Help Desk must conduct the identity proofing manually in some cases. Once you enter the information into the CMS Enterprise Portal, contact the Open Payments Help Desk at openpayments@cms.hhs.gov or 1-855-326-8366, or for the Teletypewriter (TTY) line call 1-844-649-2766 for assistance with the manual identity proofing process.

Enter your legal name, current home address, primary phone number, and email address correctly. IDM collects personal information only to verify your identity with Experian, an external identity verification provider (explained in the next section). If IDM does not validate this information successfully and identity proofing fails, contact the Open Payments Help Desk at 1-855-326-8366. Select **Next**.

5. On the Create User ID, Password & Security Question/Answer page, create an IDM username and password in accordance with the guidance provided below. You must select a security question and provide a security answer. Select **Next** when finished.
 - The CMS Portal User ID:
 - Must be between 6 - 74 characters and contain at least one letter;
 - Can contain alphanumeric characters;
 - Allowed special characters are limited to hyphens (-), underscores (_), apostrophes ('), and periods (.);

Last Modified: January 2024

O P E N P A Y M E N T S

CREATING PUBLIC TRANSPARENCY
INTO INDUSTRY - PHYSICIAN
FINANCIAL RELATIONSHIPS

- The @ symbol is allowed only if the User ID is in a valid email address format (j.doe@abc.edu or 123@abc.com)
 - Cannot contain eight (8) consecutive numbers;
 - Cannot begin or end with special characters;
 - Cannot contain more than one (1) consecutive special character
 - Your IDM password:
 - Password must be a minimum of 15 characters;
 - Password must contain: one (1) upper case and one (1) lower case letter, and one (1) number;
 - Password may use the following special characters: " ! # \$ % & ' () * + , - . / \ : ; < = > ? @ [] ^ _ ` { | } ~
 - Password cannot contain: Parts of User ID, First Name, Last Name, common passwords;
 - Password can only be changed once every 24 hours;
 - Password must be different from the last six (6) passwords;
 - Password must not exceed 60 characters
 - Confirm password:
 - Confirm password;
 - Enter the same password
 - Select your security question:
 - Select a question from the dropdown list of questions
 - Security answer:
 - Can contain alphanumeric characters;
 - Can contain spaces;
 - Must be at least four (4) characters;
 - Cannot contain part of the security question;
 - Your security answer is required for you to reset your password or unlock your account
6. On the New User Registration Summary page, review the information and make any necessary edits before submitting. Select **Submit User** to submit the information.
7. A Confirmation page displays acknowledging successful registration in IDM. Select the CMS.gov Enterprise Portal link (top left) or the Login link in the green window to go to the CMS Enterprise Portal home page. The profile configuration can take up to 24 hours. If you are unable to login after that timeframe, call the Open Payments Help Desk at 1-855-326-8366. For the TTY line, call

Last Modified: January 2024

O P E N P A Y M E N T S

CREATING PUBLIC TRANSPARENCY
INTO INDUSTRY - PHYSICIAN
FINANCIAL RELATIONSHIPS

1-844-649-2766. After successful IDM registration, proceed to Step 2: Request Access to the Open Payments System.

Step 2: Request Access to the Open Payments System

1. Navigate to the CMS Enterprise Portal at <https://portal.cms.gov> and enter your CMS User ID and Password.

You will receive a prompt to register a Multi-Factor Authentication (MFA) device. Select the MFA you would like to register for by using the drop-down arrow.

Next, enter the information for your MFA.

2. You will land on the My Portal page. Select **Add Application**.
3. You will land on the Request Application Access page.
4. Select **Open Payments** from the dropdown menu
5. You will now select one of the following user roles from the choices in the **Select a Role** dropdown menu:

Physician, Non-Physician Practitioner, Teaching Hospital Authorized Representative, or Reporting Entity Submitter/Attester/Compliance Role: Only US and foreign (those users that do not have a US-based address and/or a US Social Security number) physicians, non-physician practitioners, and users nominated for a role by a covered recipient/registered entity should choose this role including reporting entity officers and teaching hospital authorized officials who were nominated (or are self-nominating). Users who will be registering a NEW reporting entity profile (applicable manufacturer or applicable group purchasing organization) or users registering a NEW teaching hospital profile should NOT choose this role.

Reporting Entity Officer or Teaching Hospital Authorized Official Role: Only US users that will be registering a NEW reporting entity profile (applicable manufacturer or applicable group purchasing organization not already registered in the Open Payments system) or a NEW teaching hospital profile, should choose this role.

Open Payments Foreign User Role: Only foreign users (those users that do not have a US-based address and/or a US Social Security number) who will be registering a NEW reporting entity profile (applicable manufacturer or applicable group purchasing organization) not already registered in the Open Payments system) or a NEW teaching hospital profile, should choose this role. Note: After selecting this role, users should wait for an email from the Open Payments Help Desk that will provide additional information.

Last Modified: January 2024

O P E N P A Y M E N T S

CREATING PUBLIC TRANSPARENCY
INTO INDUSTRY - PHYSICIAN
FINANCIAL RELATIONSHIPS

6. If you selected the “Reporting Entity Officer or Teaching Hospital Authorized Official” role, you will now begin the Identity Verification process. Select **Launch** to start.

Experian performs a soft credit inquiry to verify your identity. **Remote Identity Proofing (RIDP) does not affect your credit score.** Soft credit inquiries are visible only to the user and only appear on credit reports produced by Experian. Credit inquiries are not visible to lenders. If you order a credit report from Experian, you will see an entry of inquiry by the “Centers for Medicare & Medicaid Services” with CMS’s address and the date of request. If you have questions about Experian’s verification process, please refer to Experian Customer Assistance at <http://www.experian.com/help/>.

Enter your legal name, current home address, primary personal phone number, and personal email address correctly.

IDM collects personal information only to verify your identity with Experian, an external identity verification provider (explained in the next section). If IDM does not validate this information successfully and identity proofing fails, contact the Open Payments Help Desk at 1-855-326-8366. Select **Next**.

Selecting Cancel causes you to lose all data entered.

Note: This process is called the Remote Identity Proofing Process (RIDP).

7. If RIDP is successful, you will receive a confirmation notice. Select **Next** to continue.
8. If RIDP is unsuccessful, note the response code and follow the directions in the error message.
9. Enter a justification for being granted the role in the Reason for Request field and select **Submit**.
10. A confirmation message appears. Select **OK**.

After selecting **OK**, log out of the system and log back in to continue to the next steps.

Next Steps

- **Applicable manufacturer (AM) or applicable group purchasing organization (GPO)** users must create a profile for their entity in the Open Payments system. If an entity already has a profile, users can accept a nomination for a user role (if the user has received one), or a user can nominate themselves for a user role and an officer can approve the nomination.

Note: Log out from IDM and log back in to create a profile in the Open Payments system.

- **For physicians** (including principal investigators), **non-physician practitioners (NPP)** (including principal investigators) **or teaching hospitals**, the next step is to create a profile for yourself in the Open Payments system.

Note: Log out from IDM and log back in to create a profile in the Open Payments system.

Additional Resources

All registration resources are on the Resources page of the CMS Open Payments website at <https://www.cms.gov/OpenPayments/About/Resources.html>.

Quick reference guides relevant to your next steps include:

AMs/Applicable GPOs

- AM/GPO Registration and Recertification
- Reporting Entities: User Roles, Nominations, Approving/Modifying Nominations, and Deactivating Users
- Self-Nominations and Accepting/Rejecting Nominations
- Physician and NPP Registration
- Teaching Hospital Registration

Disclosure

- **Disclaimer:** The contents of this document do not have the force and effect of law and are not meant to bind the public in any way unless specifically incorporated into a contract. This document is intended only to provide clarity to the public regarding existing requirements under the law.
- **Activities/persons addressed by this document:** Guidance for users who have not previously registered in the CMS Identity Portal/IDM and for CMS Identity Portal users who have not previously accessed the Open Payments System.
- **Date of document issuance:** January 2024
- **Replacement/Revision Status:** Revision to previous versions
- **Agency Identifier:** CPI DASG/CPI DTP/DASG/CPI 3623
- **Summary of Document:** Instructions for completing IDM registration.
- **Citation to statutory provision/regulation applicable to this document:**
 - **Statute citation:** Social Security Act Sec. 1128G. [42 U.S.C. 1320a-7h]
 - **Rule citation:** 42 C.F.R. §403.900-14

Last Modified: January 2024

O P E N P A Y M E N T S

CREATING PUBLIC TRANSPARENCY
INTO INDUSTRY - PHYSICIAN
FINANCIAL RELATIONSHIPS