Register for a HCQIS Access Roles and Profile (HARP) Account

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Introduction

Centers for Medicare and Medicaid Services (CMS) has updated and streamlined systems to better serve you. Previously, users managed their credentials and access to organizations for the Quality Payment Program through the Enterprise Identity Data Management (EIDM) system. Beginning December 2018, new users will create their account and establish credentials in the HCQIS Access Roles and Profile (HARP), and all users will manage access to organizations by signing in to the Quality Payment Program website at qpp.cms.gov.

What is HARP? HARP is a secure identity management portal provided by CMS. Beginning in December 2018, new users who want to sign in to qpp.cms.gov will create their account in the HCQIS Access Roles and Profile (HARP) system. This document outlines the steps you’ll take
to register for a HARP account and provides information on the remote identity proofing process that is a part of the registration process.

If you already have an EIDM account and have verified you can sign in to qpp.cms.gov with your EIDM User ID and password, you can stop here.
You do NOT need to register for a HARP account.

Register for a HARP Account: Instructions and Screenshots

Sign In to QPP

Go to the Quality Payment Program website qpp.cms.gov, and click Sign In on the upper right-hand corner.

If you have credentials that let you sign in to qpp.cms.gov, enter your User ID and Password in the requested fields to sign in and stop here.
You do NOT need to register.

If you have never signed in to qpp.cms.gov, you will need to register with HARP to obtain appropriate credentials in order to sign in.

Step 1. Go to https://qpp.cms.gov/login

Step 2. Click the Register tab at the top of the page, or the Register link next to Sign In (see next page)

Returning users:
Sign in with the same EIDM credentials you've always used

New users:
Sign in with your newly created HARP credentials

Don't have an Account?
Click the Register tab next to the Sign In tab

Have questions? Contact the Quality Payment Program
By Phone: 1-866-288-8292 (TTY: 1-877-715-6222) or By Email: QPP@cms.hhs.gov
Monday – Friday, 8am – 8pm EST
Step 3. Click Register with HARP at the bottom of the page, at which point you will be redirected to the HARP site to complete your registration.

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HARP Account Registration

The HARP registration process will take between 5 and 15 minutes, depending on how quickly your identity can be verified. All fields with an asterisk (*) are required.

To gain access to the Quality Payment Program website, qpp.cms.gov, your identity must be verified. HARP uses Experian remote identity proofing to verify your identity. For more information about remote identity proofing visit the FAQs.

Review the Terms and Conditions
Before you begin your HARP registration, please review the HARP terms and conditions. Once you have completed reviewing the terms and conditions, click Close.
Step 1: Profile Information
Enter your personal information such as legal name, date of birth, residential address and Social Security Number (SSN). All fields with an asterisk (*) are required.

The personal information that uniquely identifies you such as your Social Security Number (SSN) is used to verify your identity through Experian’s remote proofing process. This information is used to create personalized remote proofing questions later in the registration process.

You must provide all required information and agree to the Terms and Conditions before you select Next.

Enter your personal home address, not your organization’s address or an address provided in PECOS. This information is used to confirm your identity.

Don’t want to provide your SSN or live outside of the United States?
A manual proofing process is available.
1. Provide all of the information on the Profile Information page (you can leave SSN blank)
2. Skip ahead (click here) for more information.

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If you have already spoken with Experian, you may enter the reference number provided by Experian and your email address to continue with the registration process.

Step 2: Account Information
Create a User ID and password using the criteria below.

<table>
<thead>
<tr>
<th>Your HARP User ID must meet the following criteria:</th>
<th>Your HARP password must meet the following criteria:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Be a minimum of 5 characters (maximum of 100) alphanumeric characters and symbols.</td>
<td>• Be a minimum of 12 characters, and include the following:</td>
</tr>
<tr>
<td></td>
<td>• A lowercase letter</td>
</tr>
<tr>
<td></td>
<td>• An uppercase letter</td>
</tr>
<tr>
<td></td>
<td>• A number (0-9)</td>
</tr>
<tr>
<td></td>
<td>• A symbol (e.g. !, @, #, $, %, ^, &amp;, *)</td>
</tr>
<tr>
<td><strong>NOTE</strong>: Your password cannot contain your User ID, first name or last name, or the following special characters (+, (, ), &gt;, &lt;).</td>
<td></td>
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</tbody>
</table>

Then you will choose a challenge question and provide an answer. The challenge question will be used if you need to reset your password.

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Step 3: Remote (Identity) Proofing

Based on the information provided in Profile Information, Experian will generate personalized remote identity proofing questions unique to you.

Answer the remote proofing questions for Experian to confirm your identity. For additional information on the remote identity proofing process visit the FAQs.

Choosing a Challenge Question and Answer:

Select one challenge question and provide an answer.

The challenge answer is not case sensitive and has a minimum character length of 4 (maximum of 100) alphanumeric characters.

Once you’ve entered your newly created User ID and password, selected a Challenge Question and provided a Challenge Question Answer, click Next.

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“I’m not a Robot?”

ReCAPTCHA is a challenge-response test that determines whether a user is human or a bot. It offers an extra layer of security, protecting both users and websites from spam and abuse by allowing valid users to continue.

Once you have answered the remote proofing questions, check I'm not a robot and click Next.
Errors with the Remote Proofing Process

If your identity cannot be verified based on the answers you provided, you will receive an error message prompting you to contact Experian Verification Support Services.

If Experian cannot verify your identity, you will need to initiate the manual proofing process. For more information on manual proofing, click here.

You will need to contact Experian and provide the Review Reference Number included in the error message. Click here for more information.

If you believe you made an error answering one or more Remote Proofing questions, you can also click Back. You will return to the Profile Information page, where you can start the process again.

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Step 4: Confirmation

Your HARP account has been created! Please click Login to Complete Setup to set up a device for two-factor authorization.

In addition to the confirmation messaging on the registration page, you will also receive an email which confirms your registration and contains your User ID.

Step 5: Two-Factor Authentication

Enter your newly created User ID and password, agree to the Terms and Conditions, and then click Login.

Future Login and Two-Factor Authentication:
CMS uses two-factor authentication every time you access your HARP account. This means that each time you login, you will be prompted to enter a new security code sent to the device you set up in the following steps.

After logging in, you will be prompted to add a device type – select either SMS or Voice from the drop down.

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Two Device Options:

1. Choose SMS when you want to receive your security code via text message.
2. Choose Voice when you want to receive your security code via phone call.

After selecting the device type, you will be prompted to enter the phone number where you wish to receive your security code. Then click Send Code.

Enter the code you received via text or phone call and click Submit.

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Your device has been added! You can **add** another device, **remove** the device you just entered, or click **Complete Setup**.

**Can I update devices later?**

Yes, you can always log back in later to update your device(s).

Once your account setup is complete, you will be able to **sign in to QPP** or go back and **sign in** to your HARP user profile.

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Monday – Friday, 8am – 8pm EST
What’s Next?

Now that you have completed your HARP registration and set up your device for two-factor authentication, you will be able to sign in to Quality Payment Program website, qpp.cms.gov with your newly created User ID and password.

Once there you will need to Connect to an Organization.

**Manual Identity Proofing**

If you do not want to provide your Social Security Number or if you live outside of the United States, you will need to go through a manual proofing process to verify your identity.

**Don’t want to provide your Social Security Number?**

Complete the required (*) Profile Information fields (you can leave SSN blank) and check that you agree to the terms and conditions, then click the link to Initiate Manual Proofing below the Social Security Number field.

**Don’t live in the United States?**

If you don’t have an address in the United States, complete all the required (*) Profile Information fields (SSN will be optional), select No as the answer to this question, and that check that you agree to the terms and conditions.

Then, click Initiate Manual Proofing below the Social Security Number field.

Review the Connect to an Organization document in this zip file to learn how to request access to an organization(s) so you can view, submit and manage data on behalf of that organization(s).

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Initiate Manual Proofing

Once you click Initiate Manual Proofing, additional information about manual proofing will populate.

Review the manual proofing guidance and required documentation needed in order to complete the manual proofing process. After you have reviewed this information, click Submit Info for Manual Proofing to begin the manual proofing process or you may Cancel your request.

You will only be able to click Submit Info for Manual Proofing if you have entered your Profile Information completely (with the exception of the SSN).

You will send a copy of ONE of these approved forms of government issued identification:
- Driver's license;
- OR
- Federal or State Photo ID;
- OR
- U.S. Passport

After clicking Submit Info for Manual Proofing, you will move onto the Account Information step in the HARP registration process. Where you will create a User ID and password, select a Challenge Question, and provide a Challenge Question Answer.

After creating your Account Information, you will arrive at the Confirmation page, notifying that you have successfully completed the Profile Information and Account Information steps of your HARP registration.

Note that you will NOT be able to use your HARP account or sign in to the Quality Payment Program website until you have completed the manual proofing process.

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To complete the process, you must send the **required documentation** to the Quality Payment Program within the designated time period to verify your identity. If the Quality Payment Program does NOT receive your required documentation, your account will be **closed** and you will need to begin the HARP account creation and manual proofing process **again**.

**Forgot User ID or Password**

If you forget your User ID or password, click the **Recover ID or reset password** at the bottom of the Quality Payment Program Sign In page.

Have questions? Contact the Quality Payment Program
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Monday – Friday, 8am – 8pm EST
If you need to reset your password, you cannot reuse your last three passwords and your new password must meet the HARP password criteria below:

**Your HARP password must meet the following criteria:**

- Be a minimum of 12 characters, and include the following:
  - A lowercase letter
  - An uppercase letter
  - A number (0-9)
  - A symbol (e.g. !, @, #, $, %, ^, &, *)

**NOTE:** Your password cannot contain part of your User ID, first name or last name, or the following special characters (+, (, ), >, <).

Have questions? Contact the Quality Payment Program
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FAQs

What is remote identity proofing?
Remote identity proofing (RIDP) is the process of validating personal information that uniquely identifies you. For example, your credit history, personal demographic information, Social Security Number (SSN) and other indicators. This information will be used to locate your information in Experian and to create questions that only you can answer to verify your identity.

What happens to the data I submit for remote identity proofing?
The personal information you provided such as your personal address and contact information, is stored in your HARP profile account. The information that uniquely identifies you such as your Social Security Number (SSN) and credit history that Experian used to confirm your identity is not retained by CMS. For more information regarding how CMS uses the information you provide, please read the CMS Privacy Act Statement.

Who do I contact if my identity can’t be verified during the remote identity proofing process?
If your identity can’t be verified through the online remote identity proofing process, you will be prompted to contact Experian Verification Support Services and provide the Review Reference Number included in the notification. For security purposes, Experian Support Services can’t assist you if you don’t have a reference number.

Experian Verification Support Service representatives are available Monday through Friday from 8:30 a.m. to 10:00 p.m., Saturday from 10:00 a.m. to 8:00 p.m., and Sunday from 11:00 a.m. to 8:00 p.m., Eastern Standard Time. Call (866) 578-5409. The Experian website can be accessed at www.experian.com.

All other questions on the HARP Account Registration process should be directed to the Quality Payment Program. Contact information at the bottom of each page.

What if my identity can’t be verified during the Experian phone proofing process?
If you contact the Experian Verification Support Services Help Desk and your identity can’t be confirmed, you will be encouraged to complete the manual identity proofing process. Please note that you will have to send required documentation to the Quality Payment Program Service Center through one of the approved delivery methods within 30 days of your account creation.

What if I don’t send the required manual proofing documentation to the Service Center within the designated time period?
In order to complete your HARP account creation and gain QPP Account access, your identity must be verified. In order to complete this process, you must send the required documentation to the Quality Payment Program within the designated time period to complete the manual proofing process and verify your identity.

If you fail to submit the required documentation to the Quality Payment Program to complete the manual proofing process within the designated time period, your request will be closed. If your...
request is closed, you will need to start the account creation process and manual proofing process again.

**Will remote identity proofing affect my credit score?**

No, this will not impact your credit score. Experian creates a “soft” inquiry, which are only visible to you and the requesting consumer. Soft inquiries have no impact on your credit report, history, or score.

**Is EIDM going away?**

Not at this time. EIDM continues to support other CMS programs, and you may still need to manage access to these programs through EIDM. However, the Quality Payment Program is now supported by HARP, not EIDM. Changes you make in EIDM from this point forward may not carry forward to qpp.cms.gov. Similarly, changes you make in HARP from this point forward may not carry forward to EIDM.