



July 1, 2015

Dear HFS Clients,

We are forwarding the following information we received from a MAC that is very important to all providers. If you have any questions concerning this topic, please contact your MAC.

Effective immediately, the system for controlling access to the PS&R applications hosted by CMS - IACS (Individuals Authorized for Access to CMS Computer Systems) - has been replaced by EIDM (Enterprise Identity Management). Going forward, individuals seeking to create new accounts, manage their existing accounts, or log into PS&R and STAR will no longer use IACS, but will instead use EIDM. Existing IACS accounts have been converted into EIDM accounts, retaining the existing User ID, password, profile information, and access rights. The login page and profile management screens look different, but the functionality provided by EIDM is the same as that provided by IACS. The addresses for PS&R (<https://psr-ui.cms.hhs.gov/psr-ui>) have not changed as a result of this transition.

While existing IACS accounts were transitioned over for use in EIDM, security questions and answers currently established in IACS were **NOT** a part of the migration. These questions enable expired or forgotten password resets without having to contact the service desk, EUS (External User Services), for assistance. Upon successful login to the new EIDM account management system, you will be asked to establish new security questions and answers. The EIDM account management interface can be found at <https://portal.cms.gov>; see "Login to CMS Secure Portal" button on the right-hand side of the page.

If you are unable to log in to PS&R, STAR, or EIDM with your existing IACS username and password (as opposed to being unable to reach a login page -> see next section):

- Try your last IACS password, if you can remember it.
- If the URL of the webpage you are trying to log in to begins with "<https://am.cms.hhs.gov/.../...>", then you have most likely used a Favorite which is out-of-date, and which is still directing you to the old login screen; the login screen for PS&R and STAR should now have a URL beginning with "<https://eidm.cms.gov/.../...>". Use the URLs listed in the first paragraph above, and update your favorites if that resolves the issue.
- Finally, if you are still unable to log in, please contact EUS using the information below to reset your password.

For any users which have a domain whitelist in place (a list of allowed websites at your worksite), the following domains need to be added to that whitelist to allow access to EIDM profile management, the application's new login screen, etc:



[eidm.cms.gov](http://eidm.cms.gov)  
[portal.cms.gov](http://portal.cms.gov)

If at any point you are in need of support regarding your IACS / EIDM account, please contact EUS using the following information:

Contact Information	Hours of Operation
866-484-8049	
866-523-4759 TTY/TDD	
<a href="mailto:eussupport@cgi.com">eussupport@cgi.com</a>	7am - 7pm EST

<https://eus.custhelp.com/>

Additional information regarding the transition may be posted at CMS's IACS Information page: [www.cms.gov/IACS](http://www.cms.gov/IACS)

**Notes:**

- The IACS interface for account registration and profile management (<https://applications.cms.hhs.gov>, <https://idm.cms.hhs.gov>) may remain online for some time, as systems other than PS&R and STAR may still rely upon it. Changes made to your profile through these old sites

**WILL NOT** be reflected in PS&R, STAR, or your EIDM account. Any and all PS&R/STAR account maintenance must be carried out via the EIDM links and resources above.

- Any requests entered into the EIDM system during the previous attempt to switch to EIDM during February-May has been invalidated as a result of EIDM releases since, and this transition. Any such requests that are still needed/applicable must be re-requested in EIDM.

If you have any questions concerning this topic, please contact your MAC.

Sincerely,

Health Financial Systems  
888-216-6041