

Third Party Registration for Medicaid Eligible Providers

I. The Third Party Registration System

In the EHR meaningful use incentive program Eligible Professionals may authorize a Third Party to work on their behalf.


- The Third Party who will register Eligible Providers (EPs) in their group for Meaningful Use payments must have an Identity and Access (I&A) Management system account.
- The EPs must have an NPI and NPPES account. If an EP has an NPI but has lost or does not remember User ID and/or Password, the EP can call the End User Support Desk on 1-866-484-8049 or the NPI Enumerator Contact on 800-465-3203 to reset both – EP will be asked for SS# and other identifying data. ***These Help Desks are located in Texas. They close at 3pm Pacific Time. The best time to call would be early morning, say at 6am.*** If an EP remembers the security questions setup at the time their NPPES account was created they can reset password online through the NPPES site. (see **Password Reset notes** from the NPPES System Help screen at the end of this document).
- If an EP who does not have an NPI and/or an NPPES web user account, they can navigate to [NPPES](#) to apply for an NPI and/or create an NPPES web user account.

II. High Level Steps for Third Party Registration

- **Third Party creates Account Login and associates EPs:** The third party must first create an Identity and Access Management System (I&A) account login and associate the members of their group using the provider NPI numbers. The 3rd party goes to the ehr CMS Incentive Payment site and accesses the I&A system to do this. [I&A Security Check](#) *Answer 2 simple security questions and you reach the page to create a login*
- **Updates NPPES login:** Each provider, as stated above, must update their NPI login and data at the [NPPES](#) site
- **Provider Confirms Third Party:** Next, the providers need to confirm the proxy. They can login to <https://ehrincentives.cms.gov> and accomplish this through the Account Management tab or access Account Management through the I&A system. *Please see number IV below for steps.*
- **Third Party Registers associated EPs with CMS:** When the providers have confirmed the 3rd party, the 3rd party can login to the CMS incentive payment system and register their associated users. <https://ehrincentives.cms.gov>

III. Detailed Steps for Setting up Third Party Registration and Associating Providers

1. Users working on behalf of an EP must have an Identity and Access Management System (I&A) web user account (User ID/Password), and be associated to the EP's NPI. If you are working on behalf of an EP(s) and do not have an I&A web user account, please visit [I&A Security Check](#) to create one. OR --
2. **Call PECOS External Users Services (EUS) on 1- 866-484-8049.** *This help desk is located in Texas. They close at 3pm Pacific Time. The best time to call would be early morning, say at 6am.*
3. After obtaining your login, enter the registration site <https://ehrincentives.cms.gov/hitech/login.action>

4. Click **CONTINUE** at the bottom of the first page
5. Check the box at the bottom of the second page and click **CONTINUE**
6. Enter User ID and password and click **LOG IN** at the bottom of the page.
7. Click on **Access Requests**
8. Click **Add Access Request**
9. Click **Submit**
10. Select **You are requesting to act on behalf of an individual provider**
11. Click **Next**
12. Under Select Application type, Select **EHR Incentive Program**
13. Click **Next**
14. **Enter the NPI of the individual provider** in the space where this is requested. (If you don't know their NPI you can go to [NPPES](#)  to search for it).
15. Click **Search** to display the details of the individual provider
16. Click **Save and Add Another** to add multiple providers (or click Save to navigate to the My Access Requests page).
17. Choose the Individual Provider(s) to add the NPIs you wish to access. You may choose one at a time or click **Select All**
18. Use the **Add Access Request button to add the NPIs you wish to access.**
19. Click **Submit**
20. You will receive an email notification that the External User Services (EUS) Help Desk has approved your request. (It takes about one day for the provider to be added to your account)
21. **Record your tracking number for use on any correspondence**
22. The EP must log into the I&A system and approve your request. Notify the EP that you have requested access. ***(At this time there is not an automated email notification of the I&A system).***
23. Proxy can then log into the I&A system to check status of requests.

IV. Detailed Eligible Provider steps to confirm the third party request to act in their behalf for CMS incentive payment registration.

1. Provider logs into I&A website
<https://ehrincentives.cms.gov/hitech/redirection.action?transferReason=ChangePassword>
2. Last option is **"Manage my I&A Access Requests"**
3. Click **View all**, or can search by the 3rd Party's name.
4. Click on the **Request ID Number** and click **Approve** at the bottom (no need to add comments).
5. Are you sure you want to approve? **YES**

V. Third Party steps for CMS registration of associated users

1. Login to the CMS Incentive payment program system with your login created in the I&A system.
<https://ehrincentives.cms.gov/hitech/login.action> **Note**, there are two pages in front of the login page. Click Continue at the bottom of the first, check the box and click Continue at the bottom of the second and then you will have reached the login page.
2. Click on the **Registration** tab to register associated providers for the EHR Incentive Program. All providers associated with the third party will be listed. Follow steps for registration of associated.
3. Third Party can then log into the <https://ehrincentives.cms.gov/hitech/login.action> and select the Register tab to register their associated providers for the CMS incentive program. **Make**

sure to select “EIN” not “SSN” when asked if the provider has decided to reassign payment to the Group.

Reset Password Page

The organization user is able to reset his/her password without entering the current password. The Reset Password page requires the user to answer secret questions for their current User ID. If all information matches what was provided when the User ID was created, the new password provided becomes the account password once the Reset button is clicked.

1. User IDs cannot be changed. Once you have successfully created an account, the User ID will remain tied to your record.
2. The Reset Password Page allows you to reset your forgotten password. You must enter the answers to the secret questions you selected when you created your account, and then enter a new password twice. If all the information is correct, your password is reset to the new value. The password must be 8-12 characters long, contain at least one letter, one number, no special character, not be the same as the User ID, and must be different from the previous 6 passwords. The password is case sensitive.

Note: If you know your password, you can change it by clicking the Change Password button on the Main Menu Page after you log in.

Please contact the appropriate help desk if your account is disabled or if you have forgotten your User ID:

PECOS External User Services (EUS) Help Desk

Phone: 1-866-484-8049

E-mail: EUSsupport@cgi.com

**** Thank you to the consortia and health centers that created this step by step guide!!**