

## Instructions for Requesting a New CMS User ID: HPMS Plan Users

Prior to starting this process, please add the following email addresses to your email address book and/or “safe senders list” to ensure delivery: [EUA@cms.hhs.gov](mailto:EUA@cms.hhs.gov) and [ESS@cms.hhs.gov](mailto:ESS@cms.hhs.gov)

1. Open your web browser and enter the **EUA Front-End Interface (EFI) URL:** <https://eua.cms.gov/efi> **Note:** At this time, you must use Google Chrome v69+, or newer, or Microsoft Edge v89+ or newer.

2. Click the “Register” button.

3. Enter your personal details in the respective boxes. Create your own “username” and “password”.

**Note:** Both the user name and password are case sensitive. The password must be eight to twenty-four characters long, include at least one uppercase letter, contain at least one special character (e.g., @, !, %), and contain at least one number. If you already have a 4 character CMS user ID, do NOT complete another request. Contact an HPMS team member and request the additional access needed. The email address you use in EFI must be the same email address you will use in HPMS user account.

4. Click on the “Sign Up” tab and log out.

5. Upon receipt of an automated email from EUA, click on the “Activate EFI Account” link.

6. Enter the “username” and “password” that you created during the EFI registration process and then click on the “Login” tab.

7. At the “Warning” screen, click on the “Agree” Tab to continue.

8. Click on the “Access” menu and select “New User Request,” which will take you to the “User Details” section.

9. In that section, select “Business Partner” from the “Category” field.

10. Select “HPMS” from the “Type” field. **Note:** Failure to select HPMS will result in your request being routed through the wrong workflow, which will delay the creation of your user ID.

11. In the “Request Justification” field, indicate *why* you need a CMS user account (e.g., I am a <type of HPMS user> user that requires access to HPMS to perform <task(s)>). Provide enough details that we are able to understand what you will be doing in HPMS.

12. Select “Personal Details” and enter the required information.

**Note:** Enter your Social Security Number (SSN) with the dashes included (i.e., xxx-xx-xxxx).

13. Select "Contact Details" and enter the required information.
14. Select "Additional Details" and enter the required information. For "CMS Region/Facility," the region/facility will be automatically filled out for you.
15. Under the "I am a" question, select "Direct Plan Employee" if you are a direct employee of the organization you are requesting access to in HPMS, otherwise pick the correct consultant type.
16. Begin typing your company name into the Company Name field in the Additional Details section of EFI. After the 4<sup>th</sup> letter, pause, and the drop down should display. Select your company name from the "Company Name" drop down.
  - If your company name is **not** in the drop down list, you must send an email to the HPMS help desk ([HPMS@cms.hhs.gov](mailto:HPMS@cms.hhs.gov)) with the subject line: EFI, and body should include the company name to be added and the contract number this request is for. Once CMS adds the new company name, the name will appear in EFI.
  - If your company name must be added to the system, select "Save Request" at this point. You can log back into EFI and finish the request by entering your company name and Contract number(s) and then continue with step 17.
17. Enter your Contract number that you need access to in HPMS in the Plan Number(s) field.
18. Select "Submit Request." You will then receive an on-screen message stating that the submission was successful as well as an automated confirmation email from EFI. If you choose to "save" your request, you can log back into EFI and modify the request details at a later time and should ONLY hit submit after updates are made.

Please note that you will receive several system generated emails throughout the approval and connection process. For questions, please contact Kristy Holtje via email ([Kristy.Holtje@cms.hhs.gov](mailto:Kristy.Holtje@cms.hhs.gov)) with screenshots, if applicable.