



Centers for Medicare & Medicaid Services

Enterprise Privacy Policy Engine Cloud (EPPE)

Contractor Approval Workflow Training Module - CMS Contact (COR) Request More Information on a DUA

Version 2.0

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1. Overview

This Training Guide will cover the following:

- How to view DUAs from the Pending Actions queue.
- How to view DUA Data File details.
- How to view DUA Supporting Documentations.
- How to request more information.
- How to Print the DUA.

1.1 EPPE Access Prerequisites

Before continuing this training, please complete the following:

- Obtain Identity Management (IDM) Credentials, Multi-Factor Authentication (MFA), and EPPE Access: <https://www.cms.gov/files/document/eppeidm.pdf>
- Access CMS Portal: <https://portal.cms.gov/>

1.2 Icons Used Throughout the EPPE System



A red asterisk denotes that a field is required to be entered.



The question mark icon, when selected, will display field specific help.

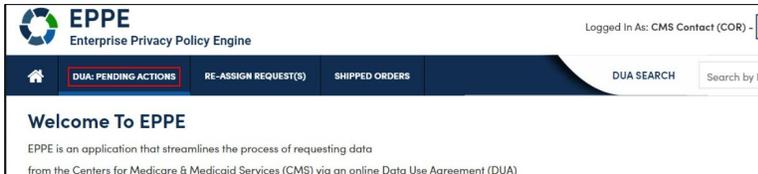
2. Request More Information

All steps in the process are for the CMS Contact (COR).

2.1 Pending Actions

Log in to the EPPE application.

Figure 1: EPPE Welcome Screen



1. Click **DUA: PENDING ACTIONS** to display a list of Submitted DUAs for COR Review.

The list of DUAs Pending an Action will be displayed.

Figure 2: List of DUAs Pending an Action

DUA #	ORGANIZATION	DUA ACTION	REQUESTER	REQUEST DATE	STATUS	ACTIONS
CONT-2010-21031	Scope InfoTech Inc.	Create DUA	Test User	3/29/2022 11:01:20 AM	Submitted - Waiting For CMS COR Approval	Review: DUA Approvals
CONT-2010-21031	Scope InfoTech Inc.	Update DUA	Test User	3/29/2022 11:01:20 AM	Submitted - Waiting For CMS COR Approval	Review: DUA Approvals
CONT-2010-21031	Scope InfoTech Inc.	Extend DUA	Test User	01/19/2022 2:02:44 AM	Submitted - Waiting For CMS COR Approval	Review: Extension Request

2. Specify **Search** criteria (optional).
3. Click the **Review: DUA Approvals** action to review and take an action.

Note: If there are multiple pages of DUAs Pending Action, the previous and next icons (<, >) and page number buttons are available to scroll through the listing.

The **DUA Review** screen is displayed.

Figure 3: DUA Review Screen

DUA STATUS	DUA ACTION DATE	DUA ACTION	ACTION USER	COMMENTS	SPECIAL INSTRUCTIONS	ACTIONS
Submitted - Waiting For CMS COR Approval	10/22/2021	Update DUA	Scope InfoTech Inc.	I've submitted		View Changes
In Progress	10/22/2021	Update DUA	Scope InfoTech Inc.			
In Progress	10/22/2021	Update DUA	Scope InfoTech Inc.			
In Progress	10/22/2021	Update DUA	Scope InfoTech Inc.			

4. Determine if more information is needed by reviewing data files/uploaded documents.

Note: All comments can be viewed in the DUA Life Cycle.

2.2 Displaying the DUA Data File Details

Review the DUA Data File details in the Data File Descriptions section.

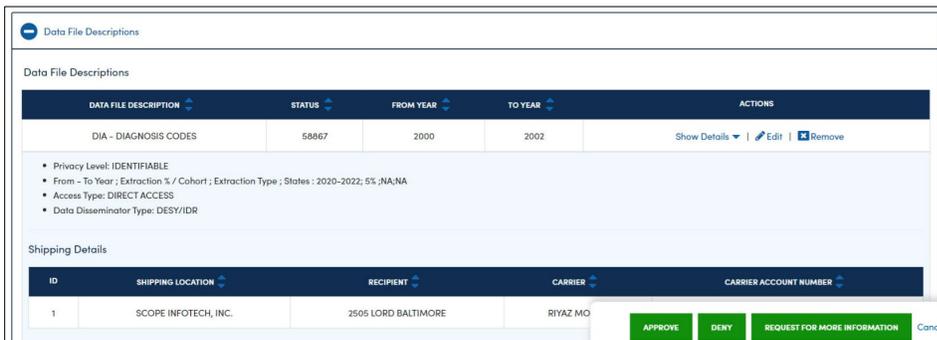
Figure 4: DUA Data File Details



1. Click the **Show Details** action to view the data file details.

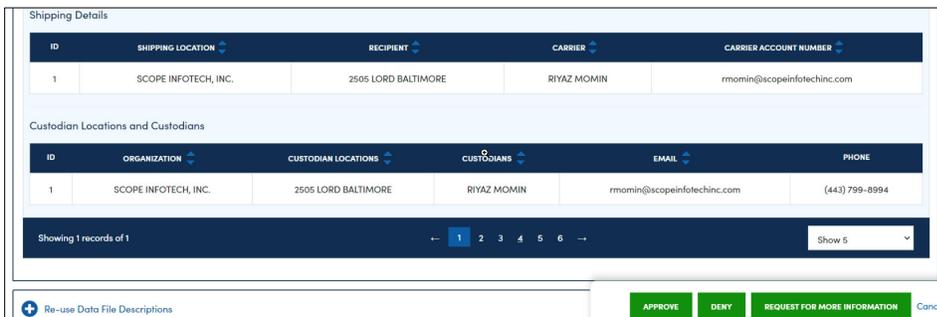
Data file details for the selected file is displayed in two parts for legibility.

Figure 5: DUA File Description: Extraction Details



2. Review the Extraction Details.
3. Scroll down the page to review additional sections.

Figure 6: DUA File Description: Shipping and Custodian Details

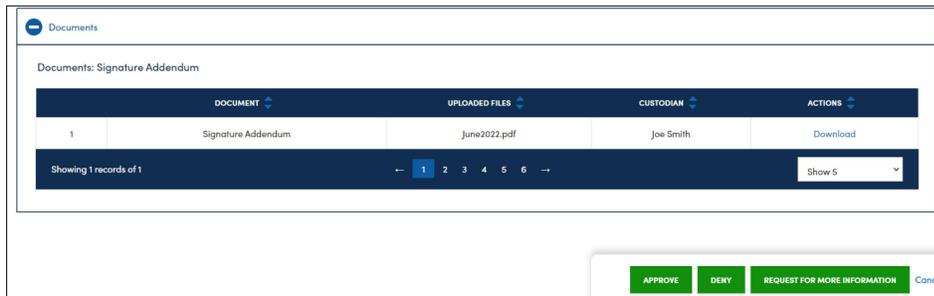


4. Review the Shipping Details.
5. Review the Custodian Details.
6. Click **Show Details** action at the top (refer to Figure 5) to collapse the Data file details.
7. Click the negative sign (-) icon (refer to Figure 5) to collapse the Data File Description.

2.3 Displaying the DUA Supporting Documentation

View the document attachments.

Figure 7: DUA Supporting Documentation

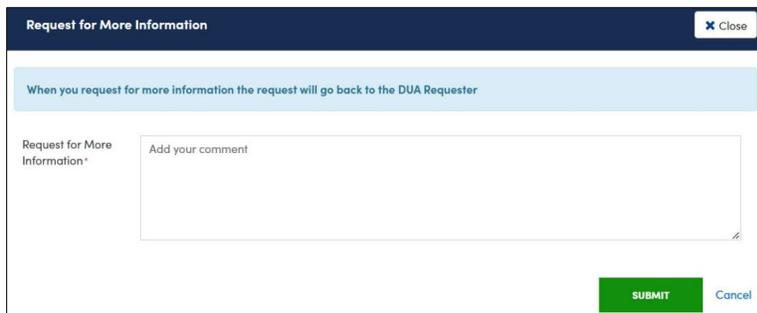


1. Click the **Download** action to view the document attachment(s).
2. Click the **REQUEST FOR MORE INFORMATION** button.

2.4 Requesting More Information

The Request for More Information pop-up is displayed with the notification, *“When you request more information, the request will go back to the DUA Requester.”*

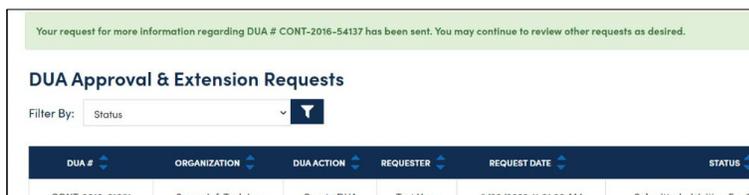
Figure 8: Request for More Information



1. Type the **Request for More Information** for the Requester which describes the additional information needed (required).
2. Click **SUBMIT**.

The page is redisplayed with the message, *“Your request for more information regarding <DUA number> has been sent. You may continue to review other requests as desired.”*

Figure 9: Pending Actions Queue



The DUA will no longer display in the queue on the DUA Approval & Extension Requests page.

2.5 Print DUA

Please refer to the **Print DUA** training module for more information on printing your DUA.

3. Acronyms

The following are acronyms used within the EPPE system.

Table 1: Acronyms

Acronym	Definition
CMS	Centers for Medicare and Medicaid Services
COR	CMS Contact (COR)
DUA	Data Use Agreement
EPPE	Enterprise Privacy Policy Engine
IDM	Identity Management
MFA	Multi-Factor Authentication
PDF	Portable Document Format

4. EPPE Help Desk Information

EPPE Help Desk Contact Information

Hours of Operation: Monday – Friday 9:00 AM to 6:00 PM EST

844-EPPE-DUA (844-377-3382)

eppe@cms.hhs.gov