

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 system (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 gpp.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 gpp.cms.gov, and click **Sign In** on the upper right-hand corner.

If you have credentials that let you sign in to gpp.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 gpp.cms.gov, you will need to **register** with HARP to obtain appropriate credentials in order to sign in.

Step 1. Go to <https://gpp.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

Quality Payment PROGRAM

MIPS Merit-based Incentive Payment System | APMs Alternative Payment Models | About The Quality Payment Program | Sign In Manage Account and Register

QPP Account

[SIGN IN](#) [REGISTER](#)

Sign In to QPP

USER ID

PASSWORD

 Show Password

Forgot your user id or password? [Reset your password.](#)

STATEMENT OF TRUTH

In order to sign in, you must agree to this: I certify to the best of my knowledge that all of the information that will be submitted will be true, accurate, and complete. If I become aware that any submitted information is not true, accurate, and complete, I will correct such information promptly. I understand that the knowing omission, misrepresentation, or falsification of any submitted information may be punished by criminal, civil, or administrative penalties, including fines, civil damages, and/or imprisonment.

Yes, I agree.

[Sign In >](#) [Don't have an account? Register](#)

By entering authentication information, you are attempting to access a United States Federal Government information system. This system is for the use of authorized users only.

System usage may be monitored, recorded, and subject to audit. By accessing this system, you are consenting to having your activities to be monitored, recorded, and made available to auditors or law enforcement officials.

Unauthorized use of this information system or use in excess of your approved authority is prohibited, and may be subject to disciplinary action including criminal or civil penalties.

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.

Quality Payment PROGRAM


MIPS Merit-based Incentive Payment System | APMs Alternative Payment Models | About The Quality Payment Program | Sign In Manage Account and Register

QPP Account

[SIGN IN](#) [REGISTER](#)

Register for QPP

The Quality Payment Program uses the HCQIS Authorization Roles and Profile (HARP) system for credential management.



What Happens Next?

You will be redirected to HARP to register. This process could take 5-15 minutes depending on how quickly your data is verified. HARP uses a third party service provided by Experian to verify your identity. This may require your social security number. [Learn more about the HARP identity proofing process](#).

[Register with HARP >](#)

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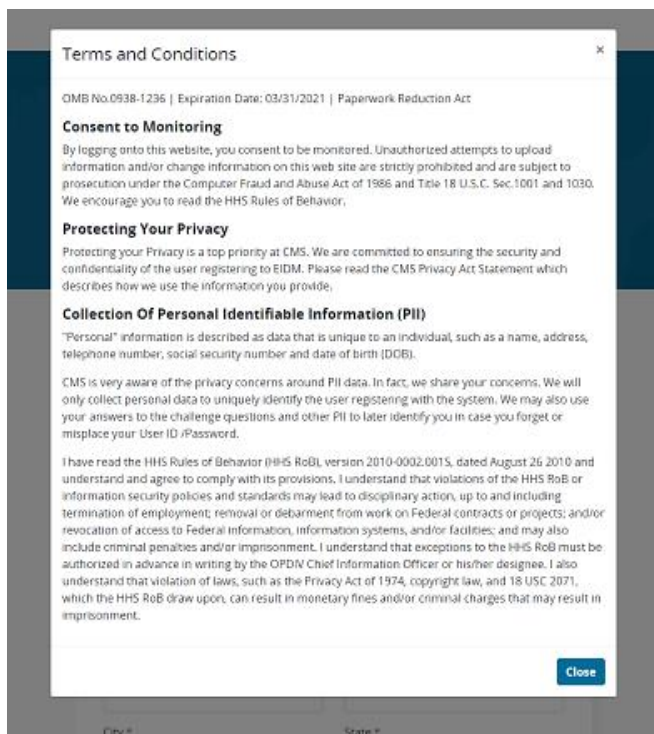
HARP Account Registration

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**.



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 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.

Create an Account
HCQIS Access Roles and Profile

1 Profile Information 2 Account Information 3 Remote Proofing 4 Confirmation

Profile Information

Enter your profile information for identity proofing. HARP uses Experian to help verify your identity. Already called Experian? Enter Reference Number

All fields marked with an asterisk (*) are required.

First Name * Last Name *

Middle Initial Date of Birth * @
mm/dd/yyyy

Email Address * Confirm Email Address *

Phone Number Is your address in the United States? *
 Yes No

Home Address Line 1 * Home Address Line 2

City * State *

ZIP Code * ZIP Code Extension

Social Security Number * @

Don't want to enter your SSN?
Initiate Manual Proofing

I agree to the Terms & Conditions *

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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Monday – Friday, 8am – 8pm EST

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.

Your HARP User ID must meet the following criteria:	Your HARP password must meet the following criteria:
<ul style="list-style-type: none"> • Be a minimum of 5 characters (maximum of 100) alphanumeric characters and symbols. 	<ul style="list-style-type: none"> • Be a minimum of 12 characters, and include the following: <ul style="list-style-type: none"> • A lowercase letter • An uppercase letter • A number (0-9) • A symbol (e.g. !, @, #, \$, %, ^, &, *) <p>NOTE: Your password cannot contain your User ID, first name or last name, or the following special characters (+, (,), >, <).</p>

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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Create an Account
HCQIS Access Roles and Profile

1 Profile Information 2 Account Information 3 Remote Proofing 4 Confirmation

Account Information
Create your user ID, password, and challenge question.
All fields marked with an asterisk (*) are required.

User ID *

User ID must be between 5-100 characters.

Password * Confirm Password *

Password must be at least 12 characters and include a lowercase letter, uppercase letter, number (0-9), and symbol (!@#5%^&*). Cannot contain username.

Challenge Question * Challenge Question Answer *

[← Back](#) [Next →](#)

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**.

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](#).

Have questions? Contact the Quality Payment Program
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Create an Account

HCQIS Access Roles and Profile

1 Profile Information 2 Account Information 3 Remote Proofing 4 Confirmation

Remote Proofing

All fields marked with an asterisk (*) are required.

1. You may have opened a mortgage loan in or around February 2018. Please select the lender to whom you currently make your mortgage payments. If you do not have a mortgage, select 'NONE OF THE ABOVE/DOES NOT APPLY'. *

- BANK OF AMERICA
- FLEET MORTGAGE
- BANK ONE
- WASHTEENAW MTG CO
- NONE OF THE ABOVE/DOES NOT APPLY

2. You may have opened an auto loan in or around December 2015. Please select the lender for this account. If you do not have such an auto loan, select 'NONE OF THE ABOVE/DOES NOT APPLY'. *

- HOUSEHOLD BK
- ONYX ACCEPT
- AMERICAN HONDA FIN
- NOWCOM/NEW YORK MOTORC
- NONE OF THE ABOVE/DOES NOT APPLY

3. You may have opened a (BANK CREDIT CARD) credit card. Please select the year in which your account was opened. *

- 2009
- 2011
- 2013
- 2015
- NONE OF THE ABOVE/DOES NOT APPLY

4. You may have opened a Home Equity Line of Credit type loan in or around July 2016. Please select the lender to whom you currently make your payments or made your payments. *

- FLEET MORTGAGE
- PARKWAY MTG
- ROCK FINANCIAL CORP
- FREDDIE MAC
- NONE OF THE ABOVE/DOES NOT APPLY

5. Which of the following is a current or previous employer? If there is not a matched employer name, please select 'NONE OF THE ABOVE'. *

- LAKELAND BANK
- SOURCE ONE MANAGEMNT
- MOUNTAIN RESPITORY
- SEMINOLE MOSU
- NONE OF THE ABOVE/DOES NOT APPLY

I'm not a robot

← Back Next →

"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**.

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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](#).

The screenshot shows a 'Create an Account' page for 'HCQIS Access Roles and Profile'. A progress bar at the top indicates four steps: 1. Profile Information (checked), 2. Account Information (checked), 3. Remote Proofing (active), and 4. Confirmation (checked). The 'Remote Proofing' step is highlighted with a red border. Below the progress bar, a white box contains the title 'Remote Proofing' and a red error message: 'We were unable to verify the information you provided. If you think you have entered the correct information, please contact Experian Verification Support Services at 1-866-578-5409 and provide the Review Reference Number: HARPTTfpyfei'. At the bottom of the white box, there are two buttons: a red-bordered '← Back' button and a blue 'Next →' button.

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

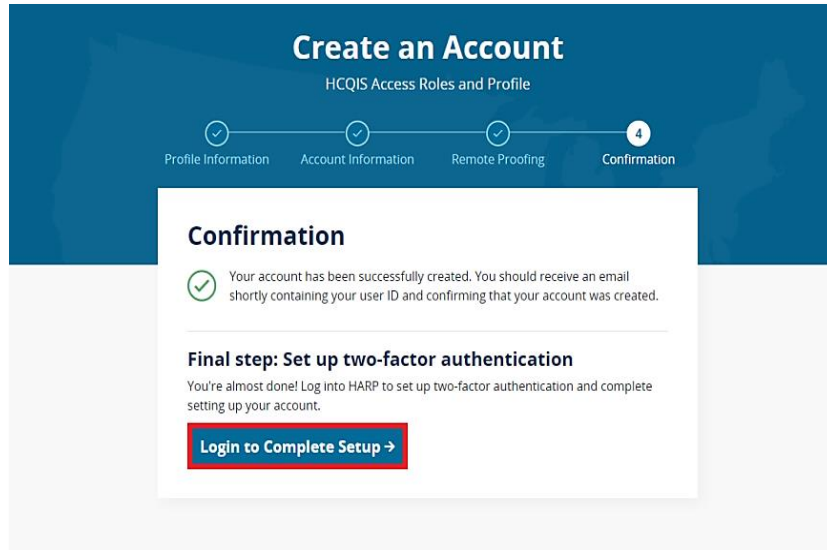
If you believe you made an error answering one or more Remote Proofing questions, you can also click **Back**.

You will return to the Profile Information page, where you can start the process again.

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Monday – Friday, 8am – 8pm EST

Step 4: Confirmation

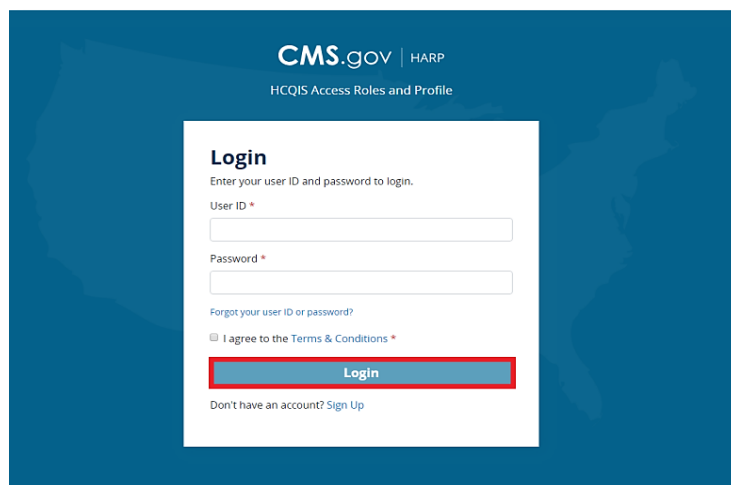
Your HARP account has been created! Please click **Login to Complete Setup** to set up a device for two-factor authorization.



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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Monday – Friday, 8am – 8pm EST



CMS.gov | HARP
HCQIS Access Roles and Profile

Set Up Two-Factor Authentication

You are required to set up two-factor authentication. Enter the fields below to add one or more two-factor authentication devices to your account. [Learn More](#) →

All fields marked with an asterisk (*) are required.

Add Device

Device Type *

[Dropdown menu]

- 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**.

CMS.gov | HARP
HCQIS Access Roles and Profile

Set Up Two-Factor Authentication

You are required to set up two-factor authentication. Enter the fields below to add one or more two-factor authentication devices to your account. [Learn More](#) →

All fields marked with an asterisk (*) are required.

Add Device

Device Type *

SMS

Please enter your phone number to receive a text with a security code.

Phone Number *

[Input field] **Send Code**

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

Have questions? Contact the Quality Payment Program
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Monday – Friday, 8am – 8pm EST





CMS.gov | HARP
HCQIS Access Roles and Profile

Enter Code
Enter the security code to verify the device.

Security Code *

Submit Cancel

Need a new code? [Resend Code](#)

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



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

CMS.gov | HARP
HCQIS Access Roles and Profile

Set Up Two-Factor Authentication

You are required to set up two-factor authentication. Enter the fields below to add one or more two-factor authentication devices to your account. [Learn More](#) →

All fields marked with an asterisk (*) are required.

Device Type	Contact	Status	
SMS	[REDACTED]	ACTIVE	Remove

[Add Device](#)

Device Type *

[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**.

CMS.gov | HARP
HCQIS Access Roles and Profile

Account Setup Complete

Select the CMS application you want to go to.

[Sign in to QPP](#)

Quality Payment Program

[Sign in to HARP user profile](#) →

HCQIS Access Roles and Profile

Have questions? Contact the Quality Payment Program
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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**.

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).

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.

The screenshot shows a web form for manual identity proofing. It includes the following fields and options:

- Phone Number: Text input field.
- Foreign Address Line 1 *: Text input field.
- City: Text input field.
- Social Security Number *: Text input field.
- Is your address in the United States? *: Radio button options for Yes and No. The 'No' option is selected.
- Foreign Address Line 2: Text input field.
- Country *: Dropdown menu.
- Don't want to enter your SSN? [Initiate Manual Proofing](#): Link below the SSN field.
- I agree to the Terms & Conditions *: Checkmark box.
- Initiate Manual Proofing**: A prominent blue button with a red border at the bottom of the form.

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

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).

Initiate Manual Proofing

Please enter all required fields to submit Profile Information for manual proofing.

It is not recommended to initiate manual proofing if you are able to complete remote proofing, as manual proofing takes longer to complete.

To initiate manual proofing, you will need to complete the following steps:

1. Submit your Profile Information and Account Information to the Quality Payment Program via HARP (SSN is optional)
2. Send the following documents to Quality Payment Program via email, fax, or mail
 - o **One** of three approved forms of Government Photo IDs:
 - Current driver's license issued by state or territory; OR
 - Federal or State government issued photo identification card; OR
 - U.S. Passport
 - o **Two** copies of financial institution official bills or statements addressed to the address used during the registration process. Payroll information is also accepted.

The Quality Payment Program will contact you via email if they need to request additional information.

Submit Info for Manual Proofing Cancel

Middle Initial Date of Birth *

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**.

Have questions? Contact the Quality Payment Program
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Monday – Friday, 8am – 8pm EST

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**.

Create an Account
HCQIS Access Roles and Profile

Profile Information Account Information Remote Proofing **Confirmation**

Confirmation

You have successfully submitted your Profile Information and Account Information to the Quality Payment Program. You will not be able to use your HARP user ID or password to log into CMS applications until you complete manual proofing.

Manual Proofing Next Steps

To complete the manual proofing for identity verification, please send the following documents to the contact information listed below. You can send secure mail, secure fax, or encrypted email (contact information listed below).

- One** of three approved forms of Government Photo IDs:
 - Current driver's license issued by state or territory; OR
 - Federal or State government issued photo identification card; OR
 - U.S. Passport
- Two** copies of financial institution official bills or statements addressed to the address used during the registration process. Payroll information is also accepted.

The Identity & Access Management Team will contact you via email if they have not received identification documents or if they need to request additional information.

Upon successful manual proofing, you will receive an email confirming your account creation. Log into HARP with your user ID and password to set up two-factor authentication.

Quality Payment Program
8:00 AM - 8:00 PM EST
Monday - Friday

Email: QPP@cms.hhs.gov
Phone: 1-866-288-8292
TTY: 1-877-715-6222

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
By Phone: 1-866-288-8292 (TTY: 1-877-715-6222) or By Email: QPP@cms.hhs.gov
Monday – Friday, 8am – 8pm EST

QPP Account

SIGN IN

REGISTER

Sign In to QPP

USER ID

PASSWORD

Show Password

Forgot your user id or password? [Recover ID or reset password.](#)

STATEMENT OF TRUTH

In order to sign in, you must agree to this: I certify to the best of my knowledge that all of the information that will be submitted will be true, accurate, and complete. If I become aware that any submitted information is not true, accurate, and complete, I will correct such information promptly. I understand that the knowing omission, misrepresentation, or falsification of any submitted information may be punished by criminal, civil, or administrative penalties, including fines, civil damages, and/or imprisonment.

Yes, I agree.

Sign In >

Don't have an account?
[Register](#)

Forget your Password?

If you forget your password, you will need to provide the answer to your Challenge Question to reset your password.

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 identify 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 identify.

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

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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.

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