

Register for a HCQIS Access Roles and Profile (HARP) Account

Table of Contents

[Introduction](#)

[Register for a HARP Account: Instructions and Screenshots](#)

- [Navigate to HARP](#)
- [HARP Account Registration](#)
 - [Step 1. Profile Information | Enter your Personal Information](#)
 - [Step 2. Account Information | Create a User ID and Password](#)
 - [Step 3. Remote \(Identity\) Proofing | Verify your Identity](#)
 - [Step 4. Confirmation | Receive Confirmation of Account Creation](#)
 - [Step 5. Two-Factor Authentication | Add a Device to Receive a Security Code](#)

[Next Steps](#)

[Manual \(Identity\) Proofing](#)

[Forgot User ID or Password](#)

[Frequently Asked Questions](#)

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 the Quality Payment Program

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)

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 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.

Learn more about the HARP identity proof process.' At the bottom is an orange button that says 'Register with HARP' with a right arrow." data-bbox="116 212 595 603"/>

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 [Register](#) next to Sign In

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

Terms and Conditions X

OMB No.0938-1236 | Expiration Date: 03/31/2021 | Paperwork Reduction Act

Consent to Monitoring

By logging onto this website, you consent to be monitored. Unauthorized attempts to upload information and/or change information on this web site are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sec.1001 and 1030. We encourage you to read the HHS Rules of Behavior.

Protecting Your Privacy

Protecting your Privacy is a top priority at CMS. We are committed to ensuring the security and confidentiality of the user registering to EIDM. Please read the CMS Privacy Act Statement which describes how we use the information you provide.

Collection Of Personal Identifiable Information (PII)

"Personal" information is described as data that is unique to an individual, such as a name, address, telephone number, social security number and date of birth (DOB).

CMS is very aware of the privacy concerns around PII data. In fact, we share your concerns. We will only collect personal data to uniquely identify the user registering with the system. We may also use your answers to the challenge questions and other PII to later identify you in case you forget or misplace your User ID /Password.

I have read the HHS Rules of Behavior (HHS RoB), version 2010-0002.0015, dated August 26 2010 and understand and agree to comply with its provisions. I understand that violations of the HHS RoB or information security policies and standards may lead to disciplinary action, up to and including termination of employment; removal or debarment from work on Federal contracts or projects; and/or revocation of access to Federal information, information systems, and/or facilities; and may also include criminal penalties and/or imprisonment. I understand that exceptions to the HHS RoB must be authorized in advance in writing by the OPD/IN Chief Information Officer or his/her designee. I also understand that violation of laws, such as the Privacy Act of 1974, copyright law, and 18 USC 2071, which the HHS RoB draw upon, can result in monetary fines and/or criminal charges that may result in imprisonment.

Close

City *

State *

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**.

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

Create an Account

HCQIS Access Roles and Profile

1 2 3 4
 Profile Information Account Information Remote Proofing 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 *
<input type="text"/>	<input type="text"/>
Middle Initial	Date of Birth * @
<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>
Email Address *	Confirm Email Address *
<input type="text"/>	<input type="text"/>
Phone Number	Is your address in the United States? *
<input type="text"/>	<input checked="" type="button" value="Yes"/> <input type="button" value="No"/>
Home Address Line 1 *	Home Address Line 2
<input type="text"/>	<input type="text"/>
City *	State *
<input type="text"/>	<input type="text"/>
ZIP Code *	ZIP Code Extension
<input type="text"/>	<input type="text"/>
Social Security Number * @	
<input type="text"/>	

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.

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.

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 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**.

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

Create an Account
HCQIS Access Roles and Profile

Progress: 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 *

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

Confirm Password *

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.

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.

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

Once you have answered the remote proofing questions, check **I'm not a robot** and click **Next**.

Create an Account
HCQIS Access Roles and Profile

Profile Information Account Information **Remote Proofing** 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

☒ WASHTENAW 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 RESPIRATORY

☐ 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.

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

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 the 'Create an Account' page for HCQIS Access Roles and Profile. It features a progress bar with four steps: Profile Information, Account Information, Remote Proofing (current step), and Confirmation. The 'Remote Proofing' section displays an 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: HARPTFpyfei'. Below the message are two buttons: 'Back' and 'Next'.

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

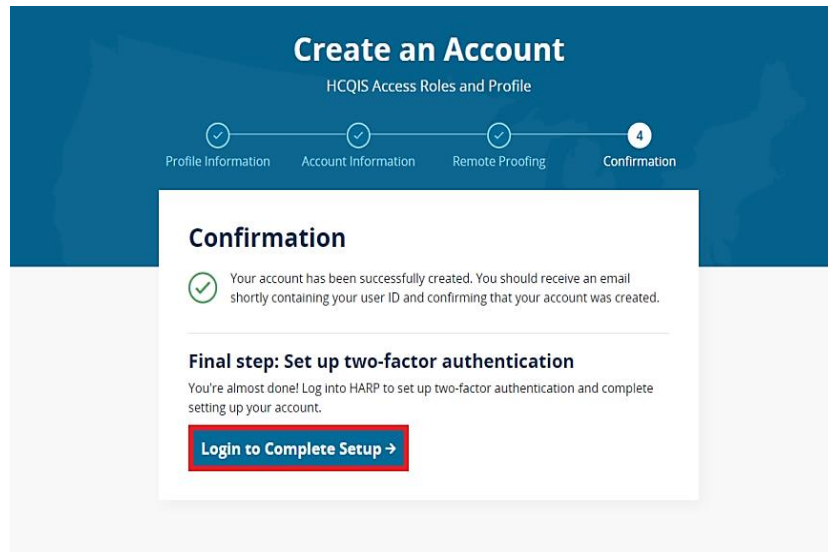
If you believe you made an error answering one or more Remote Proofing questions, you can also click **Back**.

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

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 4: Confirmation

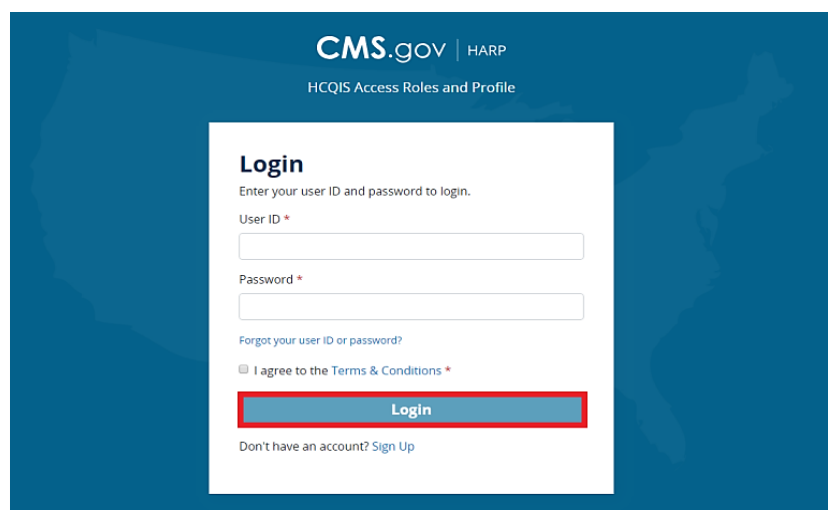
Your HARP account has been created! Please click **Login to Complete Setup** to set up a device for two-factor authorization.



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

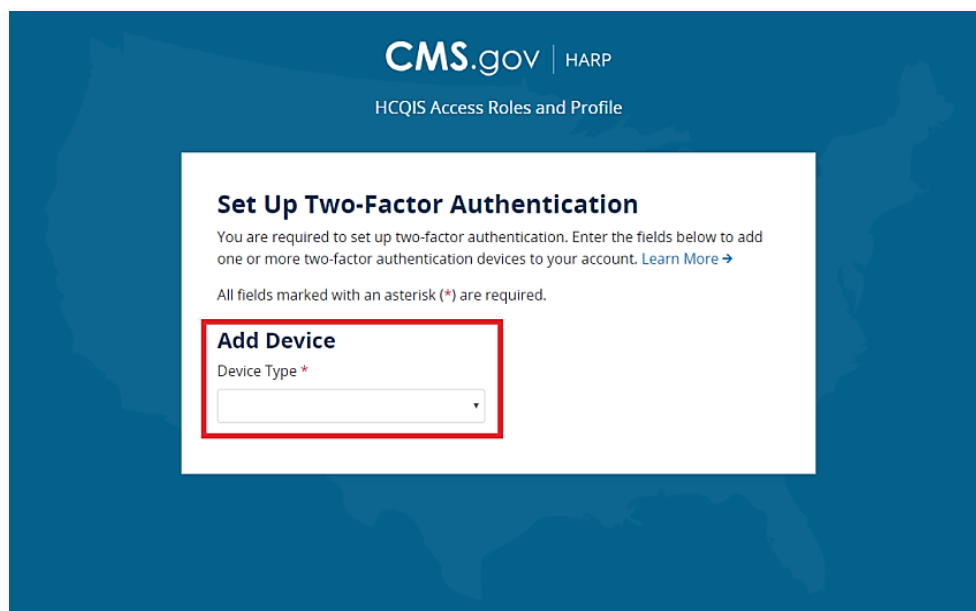
Enter your newly created **User ID** and **password**, agree to the **Terms and Conditions**, and then click **Login**.



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.

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



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](#) →

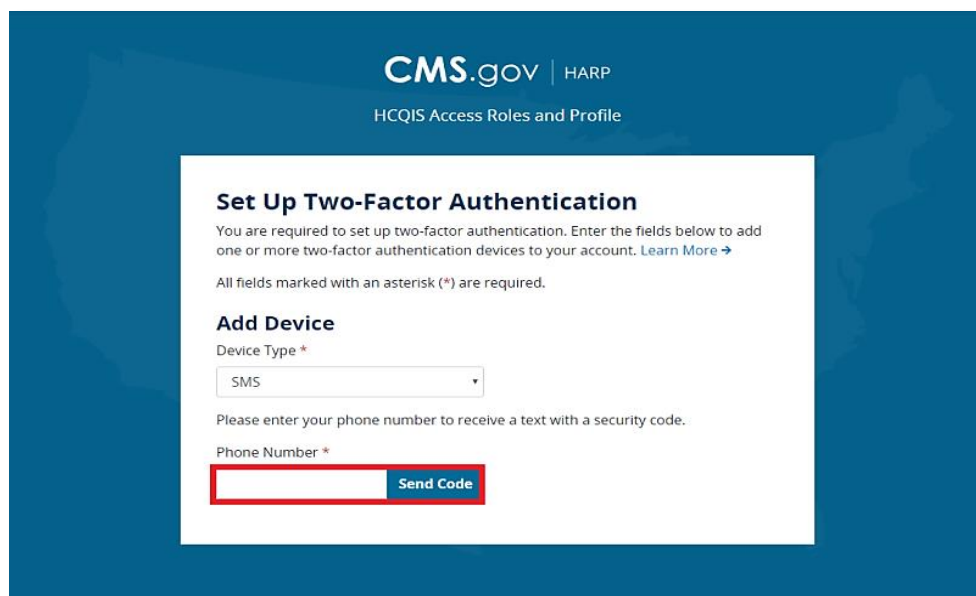
All fields marked with an asterisk (*) are required.

Add Device
Device Type *

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 *

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

Phone Number *
 Send Code

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

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

The screenshot shows the CMS.gov HARP HCQIS Access Roles and Profile page. A white modal box titled "Enter Code" is centered on the page. It contains the instruction "Enter the security code to verify the device." Below this is a text input field labeled "Security Code *". At the bottom of the modal are two buttons: "Submit" (highlighted with a red box) and "Cancel". Below the buttons is a link that says "Need a new code? Resend Code".

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

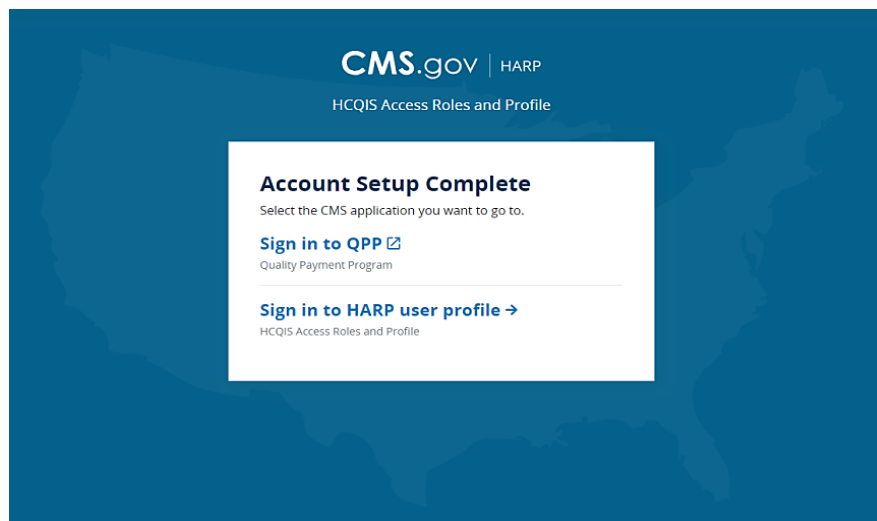
The screenshot shows the CMS.gov HARP HCQIS Access Roles and Profile page at the "Set Up Two-Factor Authentication" step. A white modal box contains the title "Set Up Two-Factor Authentication" and instructions: "You are required to set up two-factor authentication. Enter the fields below to add one or more two-factor authentication devices to your account. [Learn More](#)". Below this is a note: "All fields marked with an asterisk (*) are required." There is a table with three columns: "Device Type", "Contact", and "Status". The first row shows "SMS" as the device type, a redacted contact number, and "ACTIVE" as the status. To the right of the "ACTIVE" status is a "Remove" button (highlighted with a red box). Below the table is an "Add Device" button (highlighted with a red box). Underneath is a "Device Type *" dropdown menu. At the bottom of the modal is a "Complete Setup" button (highlighted with a red box).

Can I update devices later?

Yes, you can always log back in later to update your device(s).

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

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**.



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?

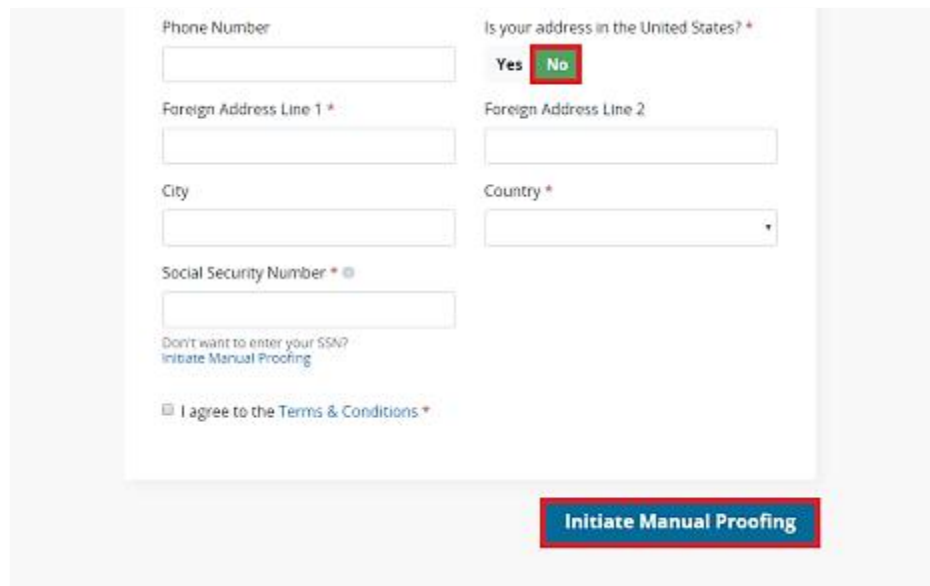
Complete the required (*) Profile Information fields (you can leave SSN blank) and check that you agree to the terms and conditions, then click the link to Initiate Manual Proofing below the Social Security Number field.

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

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.

A screenshot of a web form titled "Initiate Manual Proofing". The form is set against a light gray background. It contains several input fields: "Phone Number", "Foreign Address Line 1 *", "City", "Social Security Number * ⓘ", "Foreign Address Line 2", and "Country *". Above the "Phone Number" field is the question "Is your address in the United States? *". Below this question are two radio buttons: "Yes" and "No". The "No" button is selected and highlighted with a red border. Below the "Social Security Number" field, there is a link that says "Don't want to enter your SSN? Initiate Manual Proofing". At the bottom of the form, there is a checkbox labeled "I agree to the Terms & Conditions *". A large blue button with white text "Initiate Manual Proofing" is located at the bottom right of the form area.

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;
- 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 into the Quality Payment Program website until you have completed the **manual proofing process**.

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**.

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

Create an Account

HCQIS Access Roles and Profile

Profile Information Account Information Remote Proofing **4 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).

1. **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
2. **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

User ID

PASSWORD

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

Frequently Asked Questions

1. 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.

2. 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](#).

3. 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.

4. What if my identity 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 identity.

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

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



request is closed, you will need to start the account creation process and manual proofing process again.

5. 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.

6. 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.

Version History

Date	Description of change
12/18/18	Original posting
07/01/19	Added version history Corrected stretched images

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