

# EQRS Communications Hub Home



## EQRS Communications Hub



### Welcome to the EQRS Communications Hub

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[blocked URL](#)

[Electronic Data Interface Submitters](#)

[CCSQ Support Central](#)  
[How To Use CCSQ Support Central](#)



The table below contains contact information organized by question type:

| Question or Issue Type   | *Contact Information  |
|--|---|
| <b>EQRS &amp; ESRD QIP Questions:</b> <ul style="list-style-type: none"><li>General ESRD QIP questions</li><li>General EQRS data entry questions</li><li>CMS reporting requirement questions</li></ul>   | <b>QualityNet Question &amp; Answer (Q&amp;A) Tool:</b><br><a href="https://cmsqualitysupport.servicenowservices.com/qnet_qa">https://cmsqualitysupport.servicenowservices.com/qnet_qa</a><br><br><b>Note:</b> To access EQRS training and/or educational materials, visit the <a href="#">Education page</a> on <a href="http://MyCROWNWeb.org">MyCROWNWeb.org</a> .   |
| <b>EQRS System-related Questions or Issues:</b> <ul style="list-style-type: none"><li>Healthcare Quality Information System (HCQIS) Access Roles and Profile (HARP)/EQRS account <b>lockout</b></li><li>EQRS reporting errors and/or system issues (i.e., making modifications on a submitted CMS-2728 (version 2014 or older), multiple Patient IDs, batching errors, etc.)</li><li>Other technical issues with EQRS not working properly</li></ul> | <b>The Center for Clinical Standards and Quality (CCSQ) Service Center:</b><br>The CCSQ Service Center can be reached Monday through Friday 8 a.m.-8 p.m. ET via:<br><br><b>Phone:</b> (866) 288-8912<br><b>Email:</b> <a href="mailto:qnetsupport-esrd@cms.hhs.gov">qnetsupport-esrd@cms.hhs.gov</a><br><b>CCSQ Support Central</b> (to create and track a ticket):<br><a href="https://cmsqualitysupport.servicenowservices.com/ccsq_support_central">https://cmsqualitysupport.servicenowservices.com/ccsq_support_central</a> |



## EQRS and EDI Development Alignment Process

### System States

#### EQRS

**EQRS: System Status -**

OPERATIONAL

#### HARP

**HCQIS Access Roles and Profile (HARP) System Status -**

### Creating a HARP Account



For security reasons, all users creating a HARP account are required to complete identity proofing to verify their identity.

| I am a...  | HARP<br>signup<br>instructions  |
|--|---|
| CMS<br>employee  | <a href="#">Scenario #1</a>   |
| CMS<br>contractor<br>with an EIDM<br>and/or EUA<br>account             | <a href="#">Scenario #1</a>   |
| CMS<br>contractor <i>wit<br/>hout</i> an<br>EIDM and/or<br>EUA account | <a href="#">Scenario #2</a> ,<br>otherwise go<br>to <a href="#">Scenario #3</a> |
| Provider,<br>vendor, or<br>other<br>external user                      | <a href="#">Scenario #2</a> ,<br>otherwise go<br>to <a href="#">Scenario #3</a> |

## Scenario #1: EIDM or EUA

If you are an existing EIDM or EUA user, you may bypass registration and log into HARP directly with your EIDM or EUA account.

Log into HARP using your EIDM or EUA credentials to migrate your EIDM/EUA account to HARP via the steps below.

**Step 1:** Click on the following link: <https://harp.cms.gov/>

**Step 2:** Enter your EIDM or EUA User ID and Password.

**Step 3:** Select **Login**.

*If you have an EIDM or EUA account, but you experience issues following the above steps, please contact the QualityNet Help Desk at 1-866-288-8912.*

**Note:** CMS users must log into HARP using their EUA credentials at least once before the PIV card login feature is activated. If you are having trouble with utilizing PIV to log in, please sign in using EUA first. If you have been using your HARP account rather than your EUA account to log into HARP, then you cannot use PIV card authentication. If you choose to start using your EUA account so you can use PIV card authentication, then you will need to re-request all your user roles.

EUA users may routinely encounter a **403 App Not Assigned** error when logging into some CMS Systems. This issue occurs when logging in using both HARP account credentials and EUA/PIV credentials in the same browser.

**Workaround:** If you encounter a 403 error for this situation, please do the following:

- Go to <https://idm.cms.gov>
- Log out of IDM by clicking on your name in the top right and selecting "Sign out"
- Close your current browser
- Open a new browser and try to log into the desired system

Note: If the issue persists, then you may try clearing your browser's cache or using a different browser. A long-term fix is being reviewed and is currently being piloted. We apologize for the inconvenience.

## Scenario #2: Remote Identity Proofing

Your identity is verified remotely via a series of personal questions.

**Step 1:** Click on the following link: <https://harp.cms.gov/register>

*HARP will verify your identity through personal information, such as Date of Birth and Social Security Number, which utilizes Experian to generate a list of personal questions that will verify your identity.*

**Step 2:** Enter your profile information (please use your corporate email address) and select **Next**.

*Because your HARP ID can be used to login to several CMS applications which access sensitive information such as PHI or PII, identity proofing is required. This includes providing your SSN. If you do not wish to provide your SSN, a manual proofing option is available. Manual proofing may, however, delay the process.*

**Step 3:** Choose your user ID, password, and challenge question and select **Next**.

*Note: You will not be able to change your user ID after registration.*

**Step 4:** If remote proofing questions were successfully generated, answer the five identity proofing questions to verify your identity and select **Next**.

*If you were unable to generate remote proofing questions OR you answered your remote proofing questions incorrectly, you have two options:*

- a. *If you think you know what you entered incorrectly, you can retry remote proofing by returning to the Profile Information screen and selecting **Retry Remote Proofing**. This will pre-populate the fields below.*
- b. *Call Experian to verify your identity over the phone and then enter your reference number on the Profile Information screen by selecting **Enter Reference Number**. This will pre-populate the fields below.*

**Step 5:** Your account has been created and you will receive a confirmation email.

**Step 6:** For security reasons, all HARP accounts are required to have two-factor authentication. Select **Login to Complete Setup** to log into HARP and set up two-factor authentication. Once you have set up two-factor authentication, feel free to log into your respective CMS application. Follow your application's instructions for how to request a role.

**CONGRATULATIONS! You're done! You are now registered with HARP.**

*If you are unable to successfully complete remote proofing, you will need to initiate manual proofing.*

### **Scenario #3: Manual Identity Proofing**

Your identity is verified by physically sending identification documents.

**Step 1:** Click on the following link: <https://harp.cms.gov/register>

*If you were unable to successfully complete remote proofing or you do not want to enter your full SSN, then you will need to initiate manual proofing.*

**Step 2:** Enter your Profile Information and select **Initiate Manual Proofing** below the SSN field.

*SSN field is optional if you initiate manual proofing.*

**Step 3:** Choose your user ID, password, and challenge question and select **Next**.

*Note: You will not be able to change your user ID after registration.*

**Step 4:** Send the following documents to your application's help desk via email, fax, or mail

1. **One** of three approved forms of Government Photo IDs:
  - a. Current driver's license issued by state or territory; OR
  - b. Federal or State government issued photo identification card; OR
  - c. 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.
3. If you choose not to fill out the HARP SSN field, you will need to provide only the **last four digits of your SSN** to your application's help desk

**Step 5:** The help desk will contact you via email if they need to request additional information. When your documents have been verified, you will receive an email confirming your account creation.

**Step 6:** For security reasons, all HARP accounts are required to have two-factor authentication. Select **Login to Complete Setup** to log into HARP and set up two-factor authentication. Once you have set up two-factor authentication, feel free to log into your respective CMS application. Follow your application's instructions for how to request a role.

**CONGRATULATIONS! You're done! You are now registered with HARP**

For any questions related to manual proofing, contact the Identity Access Management (IAM) team, Monday-Friday 7am-7pm CST by phone 1-888-599-0426 or email [identityproofing@cms.hhs.gov](mailto:identityproofing@cms.hhs.gov) for manual proofing questions.

MFT

Managed File Transfer (MFT):  
System Status -

**OPERATIONAL.**

## System Status Legend

For additional information on Service Interruptions, please visit the associated Service Page.

**OPERATIONAL**

All services are working. No issues reported.

**ISSUES REPORTED**

Issues have been reported. There may be some service interruptions or general access issues.

**PLANNED OUTAGE**

Current or scheduled outage is underway.

**SYSTEM OUTAGE**

System is currently down. Some or all services are interrupted.