



## Approval/Denial Role Request Workflow with Screenshots

### Step 1: Sign-in to Quality Payment Program

1. Go to [qpp.cms.gov](http://qpp.cms.gov) and click **Sign In**, in the upper right-hand corner.
2. Enter your **User ID** and **password** in the requested fields, agree to the **Statement of Truth** and click **Sign In** (you will be prompted to provide a security code from your two-factor authentication.)

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](#)

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.

#### Returning users:

Sign in with the same credentials you've previously used.

#### New users:

Sign in with your newly created HARP credentials.

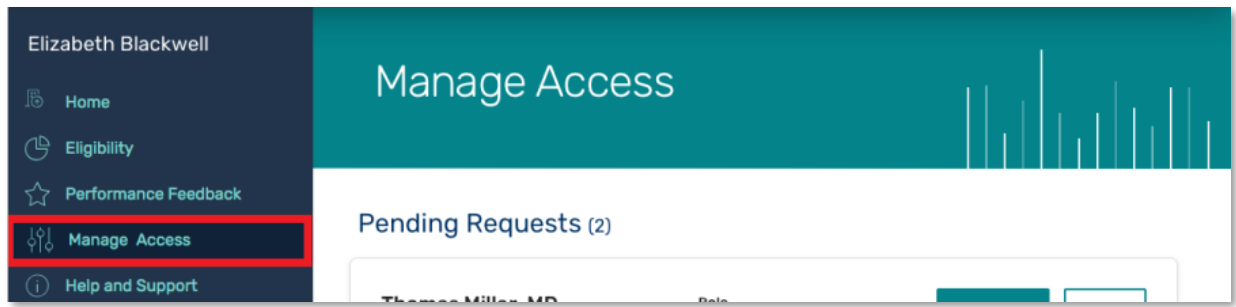
#### Don't have an account?

Click [Register](#) next to Sign In and review the **Register for a HARP Account document** in this [guide](#).

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](mailto:QPP@cms.hhs.gov)  
Monday – Friday, 8am – 8pm EST

## Step 2: Navigate to Manage Access

Once you are signed in to your QPP Account on [qpp.cms.gov](http://qpp.cms.gov), click **Manage Access** on the left-hand navigation.

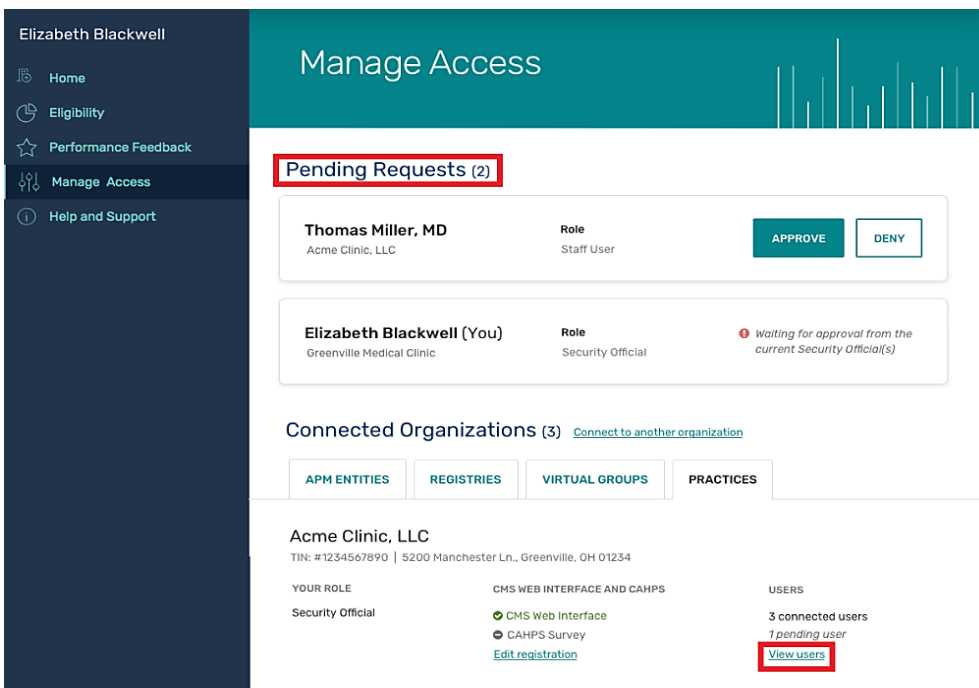


## Step 3: View Pending Role Requests

As a **Security Official**, you are responsible for **reviewing** outstanding role requests from other users and either **approving** or **denying** their requests.

You can view pending role requests directly on the **Manage Access** page or by clicking a link to **View Users** associated with an organization.

**Note:** This option **only** displays for Security Officials.



**Do role requesters know who their Security Official(s) are?**

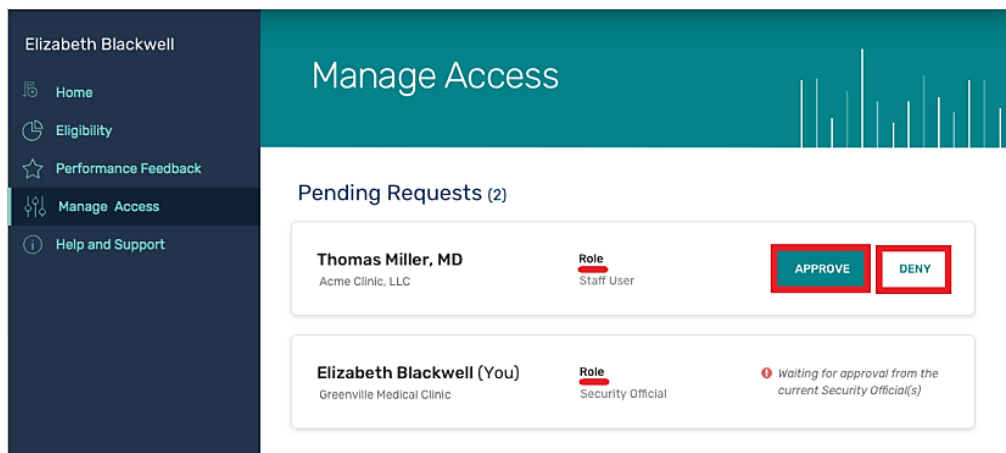
Yes, individuals with pending role requests will be given the name of their organization's Security Official(s) for whom they can contact for role updates.

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## Pending Requests on the Manage Access page

This page includes any role requests you have **initiated** and any **pending requests from other users** that you need to approve or deny as a current Security Official for an organization(s).

If you are a Security Official for multiple organizations, you will see pending requests for all of the organizations you represent on this page.

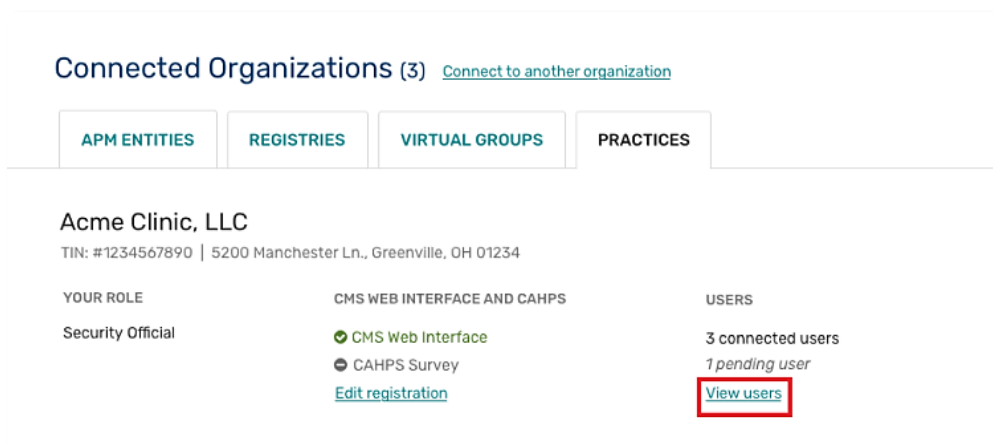


The screenshot shows the 'Manage Access' page for Elizabeth Blackwell. The left sidebar contains navigation links: Home, Eligibility, Performance Feedback, Manage Access (highlighted), and Help and Support. The main content area is titled 'Manage Access' and displays 'Pending Requests (2)'. The first request is for Thomas Miller, MD (Acme Clinic, LLC) with the role of Staff User, featuring 'APPROVE' and 'DENY' buttons. The second request is for Elizabeth Blackwell (You) (Greenville Medical Clinic) with the role of Security Official, with a status message: 'Waiting for approval from the current Security Official(s)'.

Each request will identify the name of the requester, the role they are requesting and the organization they represent. Select **Approve** or **Deny** next to each name as appropriate.

## Pending Requests Connected Users page

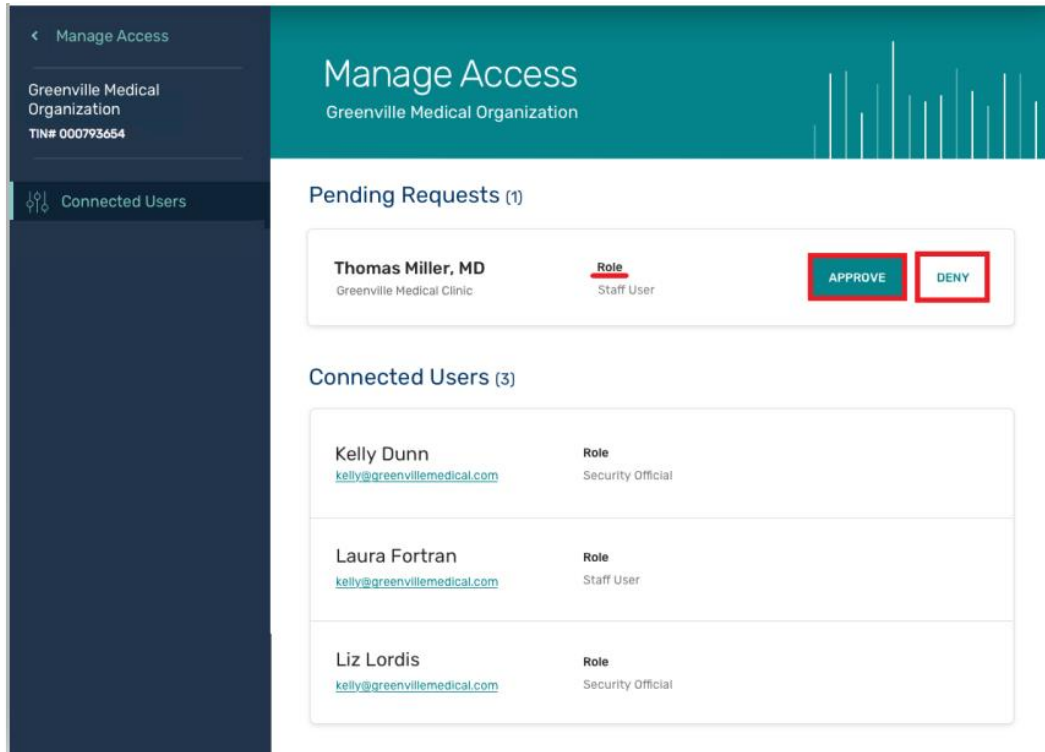
- Under the Connected Organizations section, find the **organization name** you are interested in reviewing.
- Then, click **View Users** (only visible to Security Officials) to view all of the organization's **connected users**.



The screenshot shows the 'Connected Organizations (3)' page. It has tabs for 'APM ENTITIES', 'REGISTRIES', 'VIRTUAL GROUPS', and 'PRACTICES'. The 'Acme Clinic, LLC' organization is selected, showing its TIN and address. Under 'YOUR ROLE', the user is listed as a Security Official. Under 'CMS WEB INTERFACE AND CAHPS', there are links for 'CMS Web Interface', 'CAHPS Survey', and 'Edit registration'. Under 'USERS', it shows '3 connected users' and '1 pending user', with a 'View users' button highlighted in a red box.

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Here, you can view **all users** associated with the organization, this includes **connected** users and users with **pending role requests**. Select **Approve** or **Deny** next to each name as appropriate.

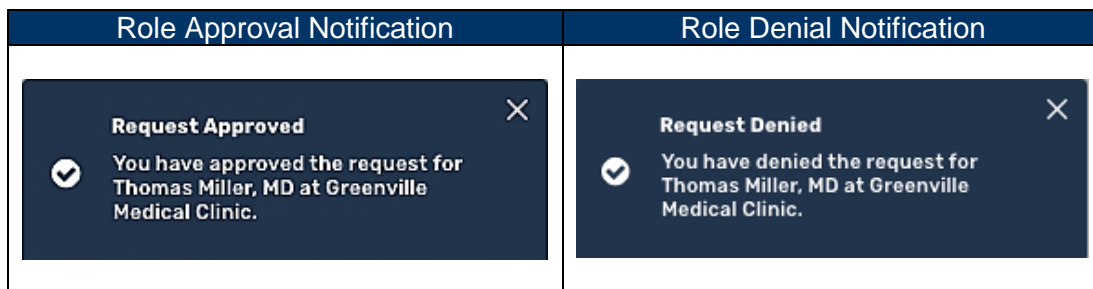


The Pending Requests section will identify the name of the requester and the role they are requesting.

## Step 4: Confirmation

You will receive a pop-up notification and an email notification confirming your decision to approve or deny a request.

The users you are approving and denying roles for will also receive an email notification informing them of your decision.



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## Next Steps

- Monitor your email for pending request notifications so you can approve them quickly.
- Consider asking another person in your organization to request the Security Official role so there is always someone available to approve requests.

### Best practice

Consider creating a recurring calendar reminder to sign in to [gpp.cms.gov](http://gpp.cms.gov) so you can review and approve any pending requests during high volume request periods.

## Frequently Asked Questions

### 1. How are requesters notified of my decision to approve or deny their request?

Requesters will receive an email telling them whether their request was approved or denied. This email will be sent to the email address they provided when registering for their HARP account.

### 2. I accidentally denied a request that I meant to approve. What do I do?

Contact the person whose request you denied and ask them to resubmit their request. If you don't know how to contact the person, you will need to wait for them to resubmit the request on their own.

### 3. How many requests should I expect to approve?

This depends on the size of your organization and how your organization will submit data. Generally, you should anticipate a higher volume of requests prior to and during the submission period, and during the targeted review period. For additional information on the submission period for this program year, please visit the [Quality Payment Program Website](#).

### 4. How do I remove a user who should no longer be authorized for my organization?

Contact the Quality Payment Program using the information at the bottom of each page of this document.

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## 5. What does the Edit Registration link do?

If your organization registered for the CMS Web Interface and/or CAHPS for MIPS survey, this will be indicated by a green checkmark in your QPP Account under the organization's information and you will see a link to Edit Registration.

Connected Organizations (3) [Connect to another organization](#)

### Practices

Acme Clinic, LLC  
TIN: #1234567890 | 5200 Manchester Ln., Greenville, OH 01234

YOUR ROLE	<b>CMS WEB INTERFACE AND CAHPS</b>	USERS
Security Official	<ul style="list-style-type: none"><li>✔ CMS Web Interface</li><li>● CAHPS Survey</li><li><a href="#">Edit registration</a></li></ul>	3 connected users 1 pending user <a href="#">View users</a>

This feature is only available during the registration period, which is typically April 1 – June 30 of the performance period. Information on this process is updated annually and available prior to the registration period.

## Version History

Date	Description of change
12/18/18	Original posting
07/01/19	Updated Supporting documents in guide

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