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## Frequently Asked Questions – Provider PS&R Registration Process

1. **Where can I obtain a complete list of the documentation required by CMS for IACS registration?**  
The e-mail sent to the Security Official at the time of registration contains the specified document (IRS Form CP-575) and the list of acceptable alternatives.
2. **If I only use the PS&R reports once a year, do I still need to register in IACS?**  
Yes. In order to obtain a PS&R report you must be registered in IACS.
3. **Do I have to register in IACS if I am not required to file a cost report?**  
No. However, if you ever want a PS&R report you must register in IACS.
4. **I have one TIN number for multiple facilities; can I register all of the facilities in IACS?** Yes. However, you must register each organization separately in order to obtain a PS&R report for each organization. (See response to Question #10.)
5. **If I am a home office that manages numerous facilities, do I need to register as an end user for each of the facilities in IACS?**  
Yes.
6. **What is EUS?**  
External User Services (EUS) is a Help Desk offered by CMS for assisting with the registration and use of the IACS system for Provider and FI/MAC users. The EUS Help Desk can be reached at 1-866-484-8049, TTY/TDD at 1-866-523-4759 (Monday - Friday 7am-7pm EST) or via e-mail at [EUSsupport@cgi.com](mailto:EUSsupport@cgi.com)
7. **What should I do if my organization is not shown in the pick list during the IACS registration process?**  
Until an organization is established by the Security Official, it does not exist in IACS. If you are registering as a User Group Administrator or End User, and cannot find the organization you are looking for, you should contact your Security Official to verify that they have completed the registration of the Organization.  
  
If you verify that the organization has been created, and still cannot find it during registration, consider broadening your search criteria (enter just the TIN and State, or only enter part of the name). If you still cannot find your organization, contact EUS.
8. **If this is my first time registering in IACS can I register more than one organization at a time?**  
No.

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9. **Do I need to submit another IRS document if I register another organization with the same legal business name and tax ID number?**  
No, unless specified otherwise during a later discussion with EUS, IACS, or CMS.
10. **How do I register another provider in IACS with the same legal business name and tax ID number?**  
Enter the TIN exactly as it should be, enter the legal business name, and append the CCN (formerly OSCAR) number of the additional provider to the end of the legal business name separated by a single space.
11. **What is the minimum number of authentication questions that I am required to answer during IACS registration?**  
Two.
12. **I have already registered in IACS, but I have forgotten my password, who should I contact to have it reset?**  
There is a password reset functionality built into IACS. It can be found by accessing the “My Profile” link, found at <https://applications.cms.hhs.gov> in the “Account Management” section. If this does not work (because you have not answered the Authentication questions, or because your account has been inactive for more than 6 months), then you should contact EUS.
13. **I have received my IACS user ID; can I now obtain my PS&R reports via the Internet?**  
No. You must have requested and been granted PS&R system access for your IACS User ID before your account will let you into the PS&R system. This process has been documented by CMS and is available here:  
[http://www.cms.gov/psrr/downloads/Registration\\_Tips\\_Providers.pdf](http://www.cms.gov/psrr/downloads/Registration_Tips_Providers.pdf)
14. **I have access to the PS&R system, but I don’t see my provider number(s) on the pick list, who should I contact?**  
If you are associated to multiple cost reporting organizations in IACS, and you are not being offered the option to choose among them upon logging into PS&R, or are not seeing everything you expect on the “User Organization Selection” screen immediately after login, contact EUS.
- If you are referring to missing Subunit Providers on the “Select Provider(s)” screen at the beginning of a Summary or Detail Report Request, contact your designated FI/MAC
- If you are unable to select your Subunit Providers on the “Select Provider(s)” screen at the beginning of a Summary or Detail Report Request, contact your designated FI/MAC.

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15. **I have access to the PS&R system but I am seeing providers on my pick list that do not belong to my organization, who do I contact to correct this problem?**

If the “pick list” in question is the “User Organization Selection” screen which appears immediately after logging into PS&R, you should contact EUS.

If the “pick list” in question is the list of providers on the “Select Provider(s)” screen of a Detail or Summary Report Request you should contact your designated FI/MAC.

16. **Do I need to have a person listed as a system administrator in the PS&R system?**

No.

17. **Can my organization have more than one User Group Administrator?**

Yes.

18. **Why does it take so long to register in IACS?**

The on-screen registration process should take no more than 10 minutes for the initial registration of an organization and a Security Official. The remainder of the time is taken up by postal-delays (documents being mailed), followed by the amount of time it takes for EUS to process the application (which itself varies based on the number of applications being submitted in a given week), and verifying the employment of the Security Official at the organization in question.

All other registrations (User Group Administrators and End Users) and requests for PS&R access approval should similarly take no more than 10 minutes to complete. Additional wait time is based on how long it takes your Security Official or your User Group Administrator to approve your requests. Beyond that, if you have 20 people to sign up for PS&R, the total amount of time taken to register will be 20 times longer than an organization that only has one person.

19. **We submit separate cost reports with the same tax identification number, can we have more than one security official?**

Yes.

20. **If the IACS help desk is unable to resolve my registration issues should I call the FI/MAC or CMS?**

If you are unable to reach a satisfactory answer with EUS, you should contact your designated FI/MAC.

21. **I have made a request for PS&R reports, can the IACS help desk check on the status of my request?**

No. Your designated FI/MAC is the only organization capable of checking on your requests.

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22. **What are the responsibilities of the IACS help desk?**  
EUS is responsible for assisting with anything and everything related to IACS (your account/profile and your access rights).
- Any issue encountered prior to reaching the PS&R “Home” screen should be directed to EUS.
- Any issue encountered after reaching the PS&R “Home” screen should be directed to your FI/MAC.
23. **Does the FI/MAC have the ability to track my IACS registration process and to help me resolve registration issues?**  
No. You must contact the EUS help desk regarding all IACS registration issues.
24. **What are reasons why an FI/MAC would deny my request for access to the PS&R system?**  
FI/MACs do not deny requests for access to PS&R.
25. **Why does the IACS helpdesk always tell me to contact the FI/MAC?**  
In many cases, EUS has eliminated the common IACS-related reasons for your issue. A variety of issues are also outside the purview of EUS, and the next available resource for resolving your issue is the FI/MAC.
26. **If I am having difficulty registering and need my PS&R reports quickly, can the FI/MAC send me the reports?**  
FI/MACs are no longer required to send PS&R reports to providers unless specifically instructed to do so by CMS.
- Providers are required to register in IACS and to obtain their PS&R reports via the Internet. Providers are reminded to start the IACS registration process at least 60 days prior to their cost report due date.
27. **Where can I obtain additional information related to IACS?**  
CMS has included an overview of IACS, IACS user guides and other information at:  
<http://www.cms.gov/IACS/>

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