

Security Official: Manage Access (Approve or Deny Requests)

[Updated 11/04/2021](#)

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Attention Representatives of Medicare Shared Savings Program (Shared Savings Program) Accountable Care Organizations (ACOs):

Shared Savings Program ACOs have a different Health Care Quality Information System (HCQIS) Access Roles and Profile system (HARP) account creation and Quality Payment Program (QPP) role management process. ACOs will no longer be able to perform these actions on qpp.cms.gov.

If your organization is a Shared Savings Program ACO, please **DO NOT** follow the information in this document. Instead, please refer to the **Medicare Shared Savings Program ACOs: Creating and Managing a HARP Account with a QPP Role in ACO-MS document (PDF)** in the [QPP Account Access Guide](#) (ZIP file) for information on how to obtain a HARP account with a QPP Security Official or Staff User role and manage your role in the [ACO Management System \(ACO-MS\)](#). If you are your ACO's QPP Security Official or Staff User contact in ACO-MS, then you can sign in to qpp.cms.gov using your ACO-MS Username and Password.

Please note that the ACO-MS process only applies to representatives of a Shared Savings Program ACO, and not to the Participant TINs in the ACO. Representatives of a Participant TIN will still need to create an account on harp.cms.gov and request and manage their QPP role on qpp.cms.gov, using the information in this resource.

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Introduction

This document will outline the steps a **Security Official** needs to take to **approve or deny role requests from additional users**, so they can view information about or perform an action, such as submitting performance data, completing an opt-in election, or viewing performance feedback.

All Security Officials will approve role requests by signing into gpp.cms.gov, which allows Security Officials to manage all their Quality Payment Program activities in one place.

The main **difference** between the Security Official role and the Staff User role is that Security Officials are responsible for approving (or denying) role requests from additional users for their organization. If you are the only Security Official for your organization, you will be responsible for approving all role requests.

Note: If you are a representative of a Shared Savings Program ACO, you must manage your HARP account via the [ACO Management System \(ACO-MS\)](#). Contact your ACO to make any modifications.

There are **three steps** for approving (or denying) role requests:

1. Sign into gpp.cms.gov
2. Navigate to Manage Access
3. Approve or deny Pending Requests in your queue

Helpful Hint

Consider adding a second (or third) Security Official to your organization to ensure someone is always available to approve role requests.

There is no limit to the number of Security Officials your organization can have.

Have questions? Contact the Quality Payment Program
By Phone: 1-866-288-8292 (Customers who are hearing impaired can dial 711 to be connected to a TRS Communications Assistant) or By Email: QPP@cms.hhs.gov
Monday – Friday, 8 a.m. – 8 p.m. ET

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Approval/Denial Role Request Workflow with Screenshots

Step 1: Sign in to the QPP Website

Go to qpp.cms.gov and click **Sign In**, in the upper right-hand corner.

Then, 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.)

Home /

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](#)

If you are a representative of a Shared Savings Program ACO and can access the ACO Management System (ACO-MS), then you can sign in to QPP using the same User ID and 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](#)

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?

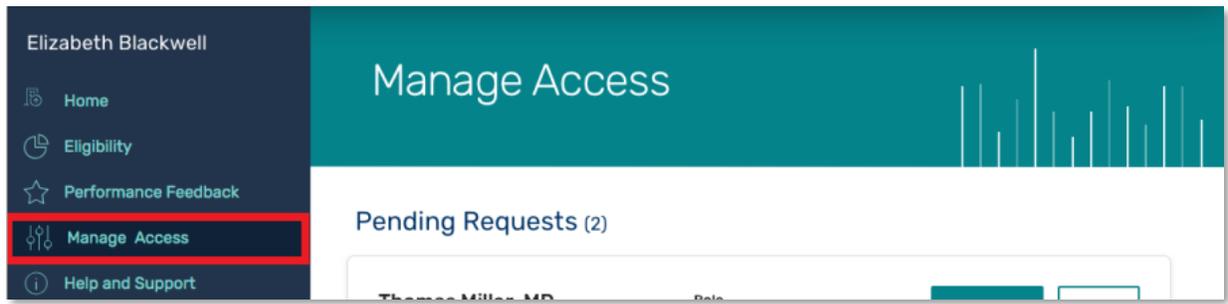
Click [Register](#) next to Sign In and review the **Register for a HARP Account** document in this [guide](#).

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Step 2: Navigate to Manage Access

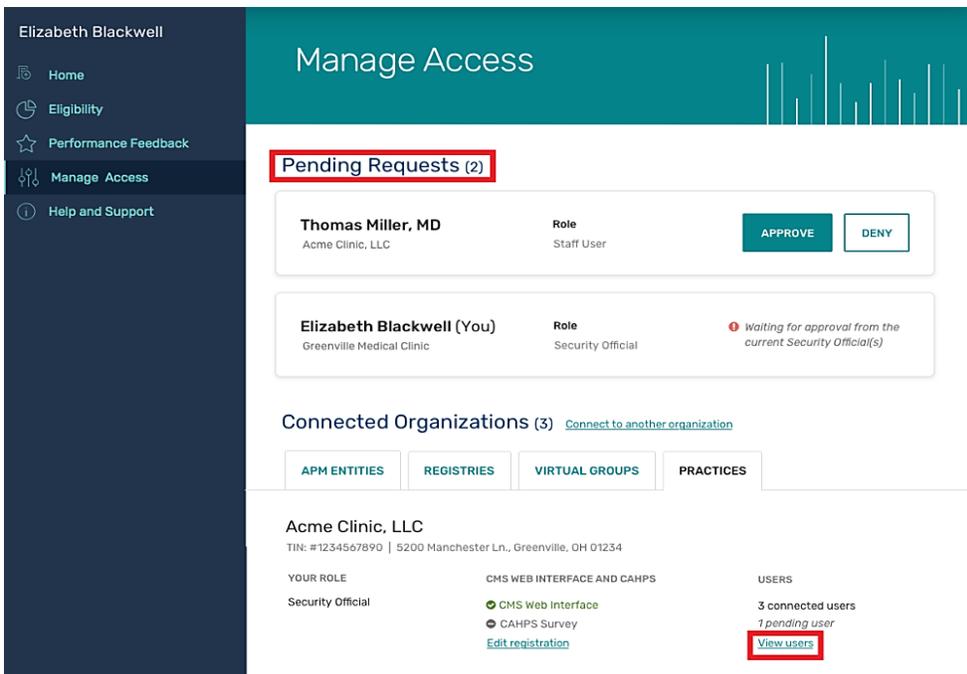
Once you are signed in to your QPP Account on qpp.cms.gov, click **Manage Access** on the left-hand navigation.



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.

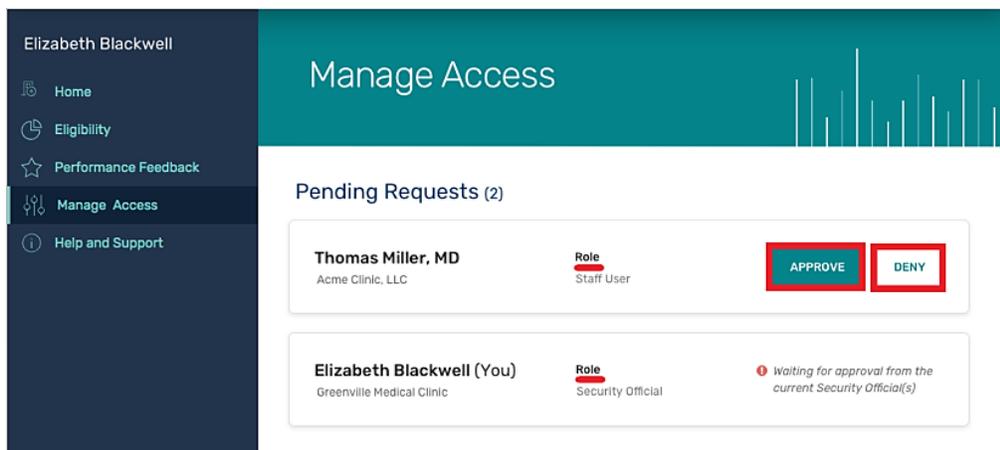
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Pending Requests on the Manage Access Page

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.

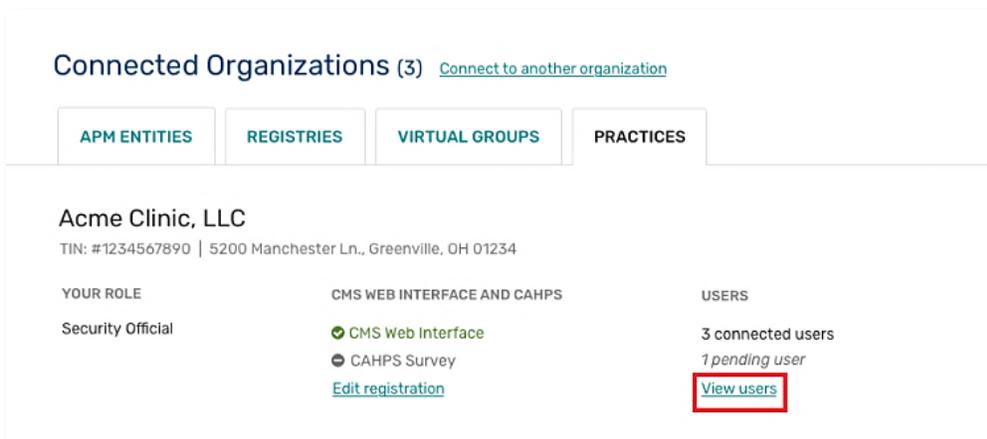


The screenshot shows the 'Manage Access' page for Elizabeth Blackwell. The left sidebar contains navigation links: Home, Eligibility, Performance Feedback, Manage Access (highlighted), and Help and Support. The main content area is titled 'Manage Access' and displays 'Pending Requests (2)'. The first 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 indicator '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

1. Under Connected Organizations, find the **organization name** you are interested in reviewing.
2. 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 selected organization is 'Acme Clinic, LLC' with TIN: #1234567890 and address: 5200 Manchester Ln., Greenville, OH 01234. Under 'YOUR ROLE' (Security Official), there are links for 'CMS WEB INTERFACE AND CAHPS' (CMS Web Interface, CAHPS Survey, Edit registration) and 'USERS' (3 connected users, 1 pending user, View users button highlighted).

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Here you can view **all users** associated with the organization, including users from the organization whose requests have been accepted (connected users) and users whose requests are **pending**. Select **Approve** or **Deny** next to each name as appropriate.

The screenshot displays the 'Manage Access' interface for Greenville Medical Organization. The sidebar on the left includes a back arrow, 'Manage Access', and organization details: 'Greenville Medical Organization' and 'TIN# 000793654'. Below this is a 'Connected Users' section with a user icon. The main content area has a teal header with 'Manage Access' and 'Greenville Medical Organization'. It is divided into two sections: 'Pending Requests (1)' and 'Connected Users (3)'. The 'Pending Requests' section contains one card for 'Thomas Miller, MD' from 'Greenville Medical Clinic' with the role 'Staff User' and 'APPROVE' and 'DENY' buttons. The 'Connected Users' section contains three cards: 'Kelly Dunn' (Security Official), 'Laura Fortran' (Staff User), and 'Liz Lordis' (Security Official), all with email addresses listed as 'kelly@greenvillemedical.com'.

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

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Confirmation of Approval or Denial

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

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



Removal of User Access

As a Security Official, you are responsible for managing your organization's access.

If a staff member leaves your organization or no longer needs access to the organization's QPP information, you and the organization's other Security Officials (if applicable) are responsible for removing their access.

To remove a user's access, you will follow four steps:

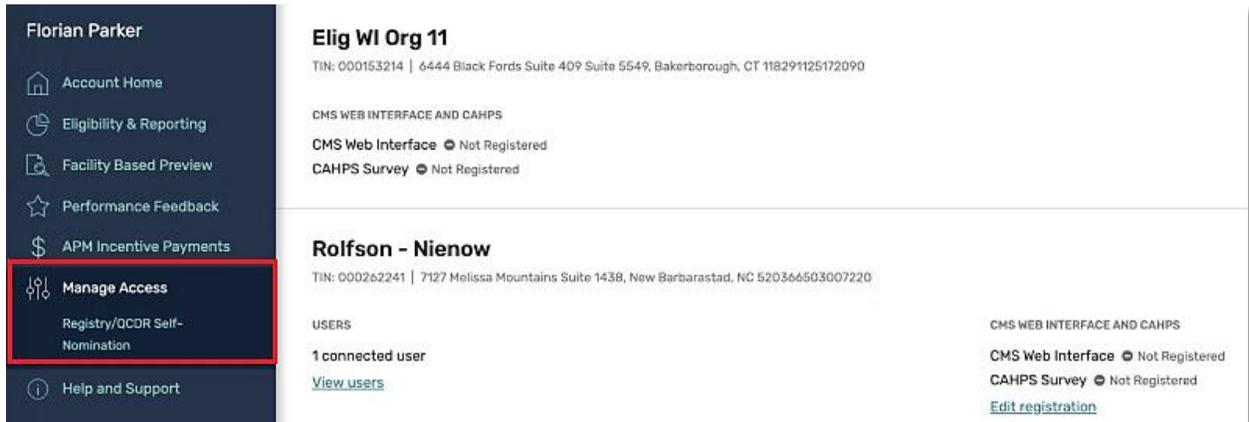
1. Navigate to Manage Access
2. Find User's Organization
3. Remove User's Access
4. Confirm Removal of User's Access

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Step 1: Navigate to Manage Access

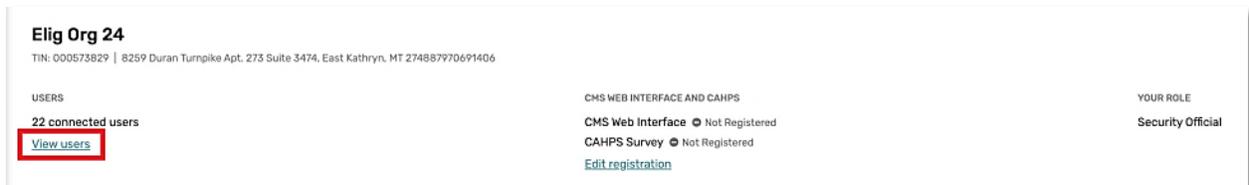
Click **Manage Access** on the left-hand navigation.



The screenshot shows a user interface with a dark blue navigation menu on the left and a white main content area. The navigation menu includes options like 'Account Home', 'Eligibility & Reporting', 'Facility Based Preview', 'Performance Feedback', 'APM Incentive Payments', 'Manage Access', and 'Help and Support'. The 'Manage Access' option is highlighted with a red box. The main content area displays information for two organizations: 'Elig WI Org 11' and 'Rolfson - Nienow'. For each organization, there are sections for 'USERS' and 'CMS WEB INTERFACE AND CAHPS'. The 'Elig WI Org 11' section shows '1 connected user' and a 'View users' link. The 'Rolfson - Nienow' section shows '1 connected user' and a 'View users' link. The 'CMS WEB INTERFACE AND CAHPS' section for both organizations shows 'CMS Web Interface' and 'CAHPS Survey' with 'Not Registered' status and an 'Edit registration' link.

Step 2: Find the User's Organization

From your Connected Organizations, find the organization that the user is associated with and click **View Users**.



The screenshot shows a card for 'Elig Org 24' with the following information: TIN: 000573829 | 8259 Duran Turnpike Apt. 273 Suite 3474, East Kathryn, MT 274887970691406. The card is divided into three columns: 'USERS', 'CMS WEB INTERFACE AND CAHPS', and 'YOUR ROLE'. The 'USERS' column shows '22 connected users' and a 'View users' link highlighted with a red box. The 'CMS WEB INTERFACE AND CAHPS' column shows 'CMS Web Interface' and 'CAHPS Survey' with 'Not Registered' status and an 'Edit registration' link. The 'YOUR ROLE' column shows 'Security Official'.

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Step 3: Remove User's Access

From the organization's Connected Users, find the user's name, and click **Remove Access**.

The screenshot shows a web interface for managing users. At the top, there is a breadcrumb trail: "Account Home > Manage Access >". Below this is a header section titled "Connected Users" with a sub-header "Elig Org 24". The main content area is titled "Connected Users" and contains a table with three rows of user information. Each row includes the user's name, their role, and a "Remove Access" button. The button for Aurelie Farrell is highlighted with a red box.

Name	Role	Action
Nirmal Test Elig Org 24	Security Official	Remove Access
Florian Parker Elig Org 24	Security Official	Remove Access
Aurelie Farrell Elig Org 24	Security Official	Remove Access

Note: You cannot remove your own access. If you need to remove your access, another Security Official associated with the organization must do so.

If you are the organization's only Security Official, contact the Quality Payment Program using the information at the bottom of each page of this document. When you contact the Quality Payment Program, please be prepared with your organization's TIN.

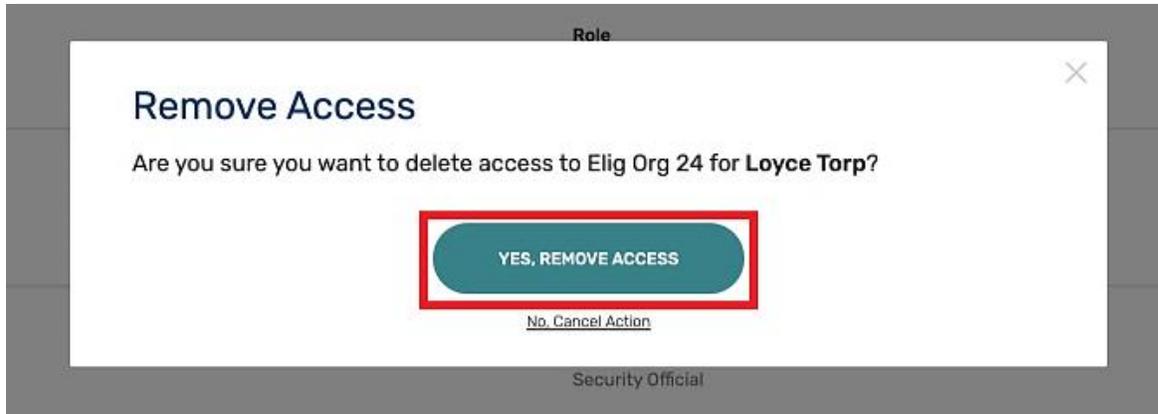
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Step 4: Confirm Removal of User's Access

After clicking Remove Access, you will be asked to confirm the removal of the user's access by clicking **Yes, Remove Access**.

If you accidentally selected the wrong user, you can cancel by clicking **No, Cancel Action**.



Confirmation of Successful Access Removal

Once you confirm the removal of a user's access, you will be redirected back to your Connected Organizations and receive a **confirmation notification** in the lower right corner.



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Next Steps

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

Helpful Hint

Consider creating a recurring calendar reminder to sign in to qpp.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?

The number of requests you receive will depend on the size of your organization and how your organization will submit data. Generally, you should anticipate a higher volume of requests before and during the submission period and the targeted review period. For additional information on the submission period for this program year, please visit the [QPP website](#).

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

If you are a Security Official, you can remove another user's access for your organization under **Manage Access**. For step-by-step instructions on removing a user's access, visit [Removal of Roles and Access](#) in this resource.

You cannot remove your own access. If your access needs to be removed, ask another Security Official at your organization to remove your access. If you are the only Security Official at your organization, contact the Quality Payment Program using the information at the bottom of each page of this resource for assistance. Please come prepared with your organization's Tax Identification Number (TIN).

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Version History

Date	Change Description
11/04/2021	<ul style="list-style-type: none">Added Shared Savings Program ACO Management (ACO-MS) callout in introduction.
3/20/2020	<ul style="list-style-type: none">Identified additional actions one can perform with QPP access. Corrected typos about the number of steps needed.Added Quality Payment Program contact information for those who are hearing impaired.
12/2/2019	Updated to include user access removal process
07/01/2019	Updated Supporting documents in the guide
12/18/2018	Original posting

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