Centers for Medicare & Medicaid Services
Chronic Conditions Warehouse
Introduction for New Users
Requesting Access to CCW Access Request System (CARS)
New User Access Request Process
The purpose of this guide is to provide a high-level summary of the user experience when requesting access to the CCW VRDC via CARS.
New User Access Request Process Flow

1. CMS Contractor Informs PO/COR of Access Need to the CCW and provides User Contact Information
2. External Researcher Requests Access via ResDAC (Included in Request Packet)
3. User Contact Information Provided to CMS OEDA to Send CARS Invite
4. New User Receives CARS Invite
5. New User Accesses CARS to Confirm & Complete User Information
6. Remote Identity Proofing (RIDP) Occurs
7. CCW Approves Request
8. CCW Help Creates the New CCW User Account
9. Utilize Experian Per CMS
10. User Receives CCW User ID and Introductory Materials
**New User Access Request Process Steps**

**Step 1**

- **CMS Contractor:** Informs their CMS Project Officer/Contracting Officer Representative (PO/COR) assigned to their CCW Project/DUA of the need for access to the CCW VRDC

- **External Researcher:** Requests access via ResDAC

Note: There may be a cost associated with CCW access depending on the requestor’s agreement with CMS.
Access Request Process Steps

Step 2

- **CMS Contractors:** The PO/COR will compile the specific information for the Contractor (your User, Contact, and IT information) and forward to CMS OEDA for creation of an invite request in CARS.

- **External Researchers:** Request information will be included in the request packet available through ResDAC.

Required information (marked by asterisk *) is pre-populated.

- **User Information includes:**
  - First Name*
  - Last Name*
  - User’s Business Email*
  - User’s Company or Organization*

- **Contact Information includes:**
  - Business Address*
  - City*
  - State*
  - Zip Code*
  - Telephone*
  - Telephone Extension
  - Mobile Phone
  - FAX

- **CCW Profile information includes:**
  - Program Name*
  - Project Name*
  - CMS Department*
You will receive an email with a link and instructions. Select the link and complete the access request information.
The **New User Request – User Information** page will display. Confirm and complete then select **Save and Continue**.
The **New User Request – Contact Information** page will display. Confirm and complete then select **Save and Continue**.

**Step 5**
The **New User Request – Review** page will display. Confirm the information displayed and select **Submit Request**.
The Remote Identity Process (RIDP) begins as a part of the required CMS Security processes. The **Permissible Purpose Statement** page will display. Enter your personal information to verify your identity and then select **Submit Information**. Please see Appendix A for example questions related to RIDP.
You will have ten minutes to answer five (5) security questions (which are specific to you)
Experian RIDP outcomes:

If you pass the Experian identity proofing algorithm, the request immediately continues for CCW approvals.
Experian RIDP outcomes (cont.):

You will receive an email confirming the successful submission of your registration request

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Hello John,

You have successfully submitted your registration request to the Chronic Condition Data Warehouse (CCW). Your request will be reviewed by the initiator who invited you to access CCW. If revisions are required you will receive additional communications. The initiator will also setup your program access.

Sincerely,
The CCW Team
Step 10b

If you are not identified through Experian, CCW Help will receive a notification. You will receive information from CCW Help to proceed with manual identity proofing.
Step 11

Once approved, CCW Help will create your CCW User ID and send you instructions for logging in to the CCW VRDC
Example Questions Specific to Experian’s Remote Identify Proofing (RIDP)
(For the latest information, please refer to the CMS Website "Frequently Asked Questions" and search for Questions and Answers about Remote Identity Proofing and Multi-Factor Authentication.)

Q: What do I need to get started?
A: There is an operational set up document which will guide you through the step by step process needed to provision accounts and begin the appropriate planning process.

Q: Where can I find technical documentation in support of the implementation?
A: CMS website has all the associated documentation. [http://www.cms.gov](http://www.cms.gov). If you need an account to access or support please contact your GTL. If you do not have access, please contact your GTL to make an official request for RIDP account access. When access accounts are created and credentials provided, the technical documentation will be provided.
Q: What should happen if the Experian Precise ID service is down or if CMS cannot make the outbound requests (e.g., CMS firewall issue)? Is the user held up at that point and they get a message to come back and try later?
A: PID provides system codes to identify errors (Description included in the provided APIs). Additionally, per the contract the uptime SLA is 24x7x365 at 99.9%.

Q: What should happen if the 1st set of data is sent to Experian and the data is sufficient for Experian to identify the user, but Experian does not have enough other data on the user to generate OOW questions?
A: PID is configurable once the business finalizes their process flow and Experian will provide a recommendation based on industry best practices to handle such scenarios.

Q: What does the application do if the results sent back indicate that the person is dead or was a victim of identity theft?
A: PID is configurable once the business finalizes their process flow and Experian will provide a recommendation based on industry best practices. If the ID that is validated comes back as deceased, the system will respond with a REF code and the session will not proceed further. If a previous victim of Identity theft the initial score will be assessed as such as part of the overall scoring methodology.
Q: What happens if user cannot be proofed?
A: The user will be directed to the NCAC for further evaluation where they may be able to be proofed over the phone.

Q: Will this impact my credit score?
A: The following statement has been issued by SSA in concert with Experian on their websites prior to collection of the core attributes.

- We may use an external authentication service provider, Experian, to help us verify your identity.
- We verify your information against our records. Experian verifies your information against its records.
- Experian will only keep the information we share for the period of time required by federal laws, regulations, or guidelines.
ccwhelp@ccwdata.org
866-766-1915
(six menu options available)
8:00am–5:00pm ET
Monday–Friday
(excluding government holidays)