Chronic Conditions Warehouse

Your source for national CMS Medicare and Medicaid research data

Chronic Conditions Warehouse Virtual Research Data Center

Requesting Access to the CCW VRDC Using the CCW Access Request System (CARS)

JUNE 2025 | VERSION 2.1

Revision Log

Date	Changed by	Revisions	Version
June 2025	M. Lowry	Updated process flow diagram (Figure 1) and added information to include the CCW Access Request Intake (CARI) application	2.1
February 2024	K. Pandullo M. Lowry	Remote identity proofing updates	2.0
January 2015	K. Pandullo	Created initial document	1.0

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1.0 Introduction

The Chronic Conditions Warehouse (CCW) Access Request System (CARS) allows users to request access to the CCW environment. Researchers virtually connect into the CCW Virtual Research Data Center (VRDC) to perform analysis and manipulation of Centers for Medicare & Medicaid Services (CMS) data from their own workstation.

The purpose of this guide is to provide a high-level summary of requesting access to the CCW VRDC via CARS.

2.0 New User Access Request Process Steps

Each step in the process is dependent on the user's relationship to CMS, and the process varies for CMS contractors and external researchers.

2.1 Overview of CARS Request Process

Figure 1 is a graphic representation of the new user access request process flow described in the following sections.

Figure 1. New user access request process flow
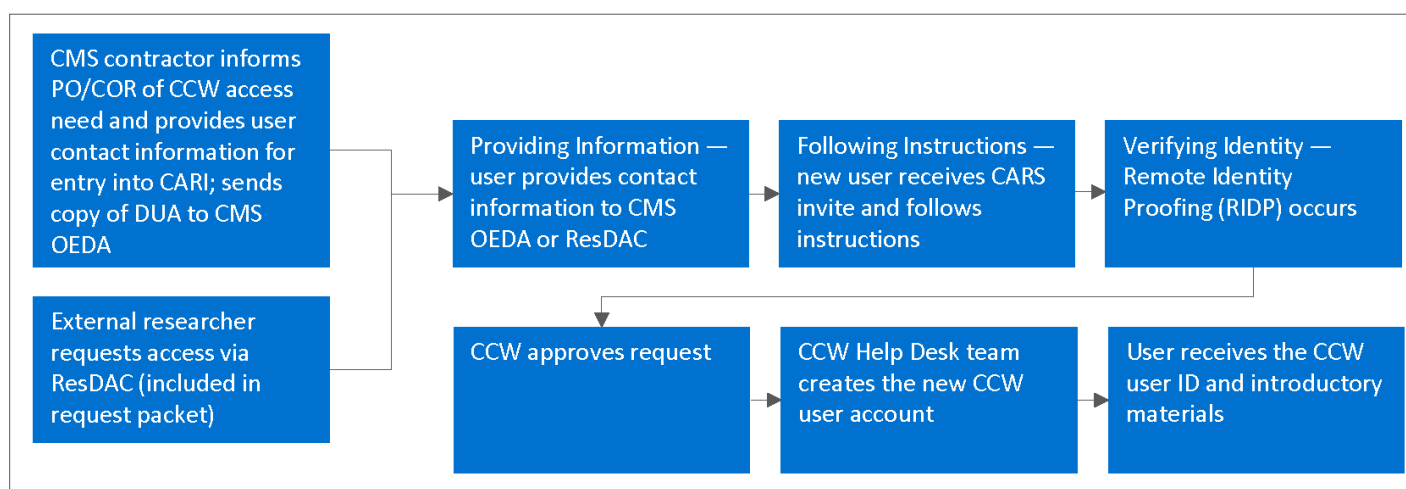
2.2 Step 1 — Making the Request

If the user is a CMS contractor, they should inform their CMS Contracting Officer Representative (COR) assigned to their CCW project or Data Use Agreement (DUA) of the need for access to the CCW VRDC.

If the user is an external researcher, the user must submit a request through the Research Data Assistance Center (ResDAC) at resdac@umn.edu or 1-888-973-7322. **NOTE:** There may be an associated cost with CCW access depending on the requestor's agreement with CMS.

2.3 Step 2 — Providing Information

If the user is a CMS contractor, the COR compiles the contractor's contact information and enters into the CCW Access Request Intake (CARI) application. The COR forwards a copy of the DUA to the CMS Office of Enterprise Data Analytics (OEDA). Approval of the CARI request generates an email to the user with a CARS request invite.

If the user is an external researcher, ResDAC will email the user a request packet. The user completes the packet and returns it to ResDAC. Upon approval, CMS OEDA team creates an invite request in CARS.

2.4 Step 3 — Following Instructions

Users receive an email with a link and instructions. **Select the link**. This link can only be used once.

Hello,
Please follow the link below to accept your invitation to access the Chronic Conditions Warehouse (CCW). Please complete this request before it expires on XX/XX/XXXX, X:XX AM.

CCW cannot establish credentials using a group email resource. If you share this email address with others, including users within your organization, you must provide a unique email address to the CCW Help Desk.

The Centers for Medicare & Medicaid Services (CMS) strictly prohibits sharing CCW user login credentials. Failure to comply may result in immediate locking of your account with no further access until CMS investigates the violation. If CMS determines a violation of these terms has occurred, it may result in CMS prohibiting both you and your organization from any further access to CMS data.

Please keep this email until your request is complete. The link above allows you to access your request during the request process.

Thank you,

CCW Help Desk
ccwhelp@ccwdata.org
1-866-766-1915 | Toll Free
1-515-440-3159 | Fax
www.ccwdata.org

The "New User Request — User Information" page displays. Users will need to read and agree to the CCW User Agreement by checking the box . Complete the **User Information** and **CCW Profile** sections, then select **Save and Continue**.

Required information is marked with an asterisk *.

The "New User Request — Contact Information" page displays. Complete the required fields and select **Save and Continue**.

The user reviews their information and if accurate, select **Submit Request**.

2.5 Step 4 — Verifying Identity

The Remote Identity Process (RIDP), using Experian, supports required CMS security processes for accessing the federally maintained system CCW VRDC. The "New User Request — Verify Identity" page displays. Read and agree to the "Terms and Conditions" by checking the box as pictured below. Enter your personal information (mobile phone number is preferred) to verify your identity, and then select **Submit Information**.

2.5.1 Experian RIDP Outcomes

If Experian identifies the user, the request immediately submits to CCW for review and approval.

> **Thank You!**
>
> Your CCW Access Request has been submitted for review and approval. You will receive email messages at the provided address with updates on your request as it is processed. Please refer to these email messages for next steps.
>
> Prior to approval of access to CCW, you will receive an automated email from CCW Help. Please check your spam/junk mail folder for email notifications from ccwhelp@gdit.com. Internal security systems within some organizations may direct this email to your spam/junk email folder. Please review the information for accuracy.

The user receives an email confirming the successful creation of their CCW registration request.

> Hello,
>
> You have successfully submitted your registration request to the Chronic Conditions Warehouse (CCW) team. If revisions are required you will receive additional communications.
>
> Thank you,
>
> CCW Help Desk
> ccwhelp@ccwdata.org
> 1-866-766-1915 | Toll Free
> 1-515-440-3159 | Fax
> www.ccwdata.org

If Experian does not identify the user, contact the CCW Help Desk at **ccwhelp@ccwdata.org**. The CCW Help Desk team will walk the user through manual identity proofing.

Once the request is approved, the CCW Help Desk team creates the CCW User ID and sends the user instructions for logging into the CCW VRDC.

> Hello,
>
> The Chronic Conditions Warehouse (CCW) team is in the process of provisioning your new account. Your assigned CCW User ID is:
>
> User ID:
>
> You will receive a separate email from CCW Help with your initial temporary password.
>
> Please allow one hour for the CCW team to complete your account set up. If you attempt to log in before the one-hour window, you will receive an error message. To ensure successful login, please do not use your CCW User ID when creating a user id in any other CMS systems.
>
> On your initial login, the CCW system will require you to change your temporary password. The CCW system requires multi-factor authentication. Please review the CCW Okta Factor Enrollment and Management Guide document for instructions on setting up multi-factor authentication. If you are unable to follow the link above, cut and paste the following URL into your browser:
>
> https://www.ccwdata.org/documents/10280/19001850/CCW-Okta-Factor-Enrollment-and-Management-Guide.pdf
>
> **IMPORTANT**: Please remember that you are responsible for keeping your CCW user ID and passwords confidential. The Centers for Medicare & Medicaid Services (CMS) strictly prohibits sharing CCW user login credentials. Failure to comply may result in immediate locking of your account with no further access until CMS investigates the violation. If CMS determines a violation of these terms has occurred, it may result in CMS prohibiting both you and your organization from any further access to CMS data.
>
> For any issues, please email ccwhelp@ccwdata.org or call 1-866-766-1915 for further assistance. Hours of operation are Monday through Friday, 8:00 am-5:00 pm ET.
>
> Thank you,
>
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> www.ccwdata.org

Users will receive a separate email with a temporary password. This email marks the completion of requesting access to the CCW VRDC.

<div style="border:1px solid #000; padding:10px;">

*** PLEASE DO NOT FORWARD OR REPLY TO THIS EMAIL. ***

The Chronic Conditions Warehouse (CCW) team has issued a temporary password for your CCW account. The CCW system will require you to change your password upon your initial login.

First Name: [redacted]
Last Name: [redacted]
Temporary Password:

You will receive a separate email from CCW Help with your CCW User ID.

Please allow one hour for the CCW team to complete your account set up. If you attempt to log in before the one-hour window, you will receive an error message. To ensure successful login, please do not use your CCW User ID when creating a user id in any other CMS systems.

The CCW system requires multi-factor authentication. Please review the CCW Okta Factor Enrollment and Management Guide document for instructions on setting up multi-factor authentication. If you are unable to follow the link above, cut and paste the following URL into your browser:

https://www.ccwdata.org/documents/10280/19001850/CCW-Okta-Factor-Enrollment-and-Management-Guide.pdf/

IMPORTANT: Please remember that you are responsible for keeping your CCW user ID and passwords confidential. The Centers for Medicare & Medicaid Services (CMS) strictly prohibits sharing CCW user login credentials. Failure to comply may result in immediate locking of your account with no further access until CMS investigates the violation. If CMS determines a violation of these terms has occurred, it may result in CMS prohibiting both you and your organization from any further access to CMS data.

For any issues, please email ccwhelp@ccwdata.org or call 1-866-766-1915 for further assistance. Hours of operation are Monday through Friday, 8:00 am-5:00 pm ET.
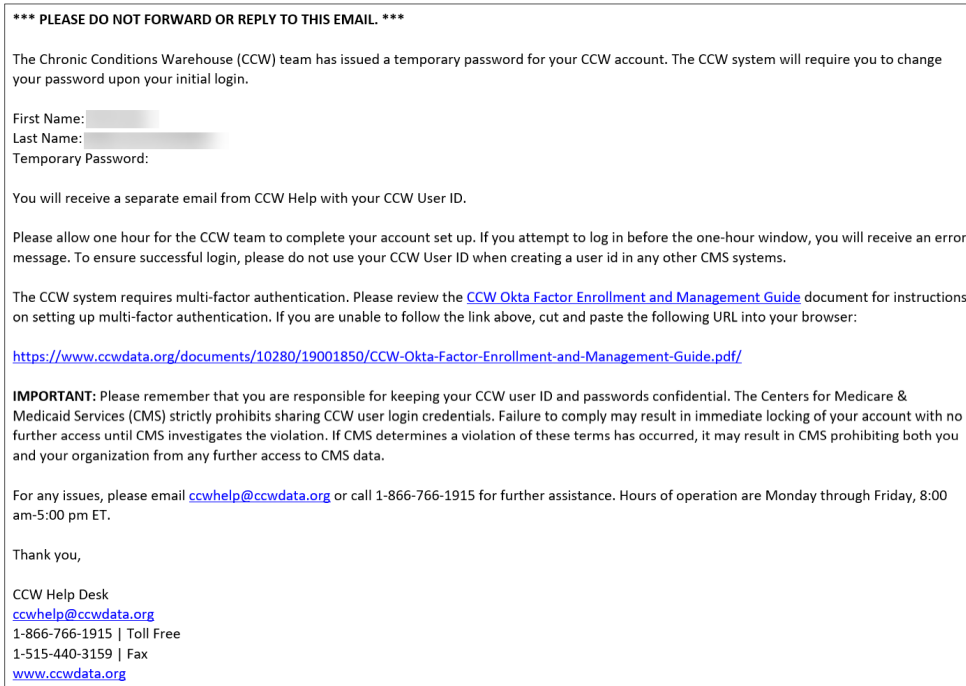
Thank you,

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2.6 Questions Specific to Experian's RIDP

(For more information, refer to the CMS website "Frequently Asked Questions" and search for Questions and Answers about Remote Identity Proofing and multi-factor authentication.)

Q: What happens if the Experian RIDP service is down or the request does not go through?

A: Experian RIDP provides system codes to identify errors. Users can contact the CCW Help Desk if there are questions.

Q: What if Experian RIDP results indicate that the person is deceased or was a victim of identity theft?

A: Users that cannot be identity proofed will be directed to Experian RIDP for further evaluation where they may be able to be identity proofed over the phone. Manual identity proofing may be necessary. Users can contact the CCW Help Desk if there are questions.

Q: What happens if a user cannot be identity proofed?

A: The user is directed to Experian RIDP for further evaluation where they may be able to be identity proofed over the phone. Manual identity proofing may be necessary. Contact the CCW Help Desk if you have questions.

Q: Will this impact my credit score?

A: Experian RIDP does not impact credit score.

NOTE: The CCW CARS application system does not store any of user's personal identity proofing information.

3.0 Where to Get Assistance

The CCW Help Desk staff provides assistance between 8:00 am to 5:00 pm ET, Monday through Friday (excluding most federal holidays). Contact the CCW Help Desk at ccwhelp@ccwdata.org or 1-866-766-1915.

Appendix A — List of Acronyms

Acronym	Definition
CARI	CCW Access Request Intake
CARS	CCW Access Request System
CCW	Chronic Conditions Warehouse
CMS	Centers for Medicare & Medicaid Services
COR	Contracting Officer Representative
DUA	Data Use Agreement
OEDA	Office of Enterprise Data Analytics
ResDAC	Research Data Assistance Center
RIDP	Remote Identity Process
VRDC	Virtual Research Data Center