

# 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.

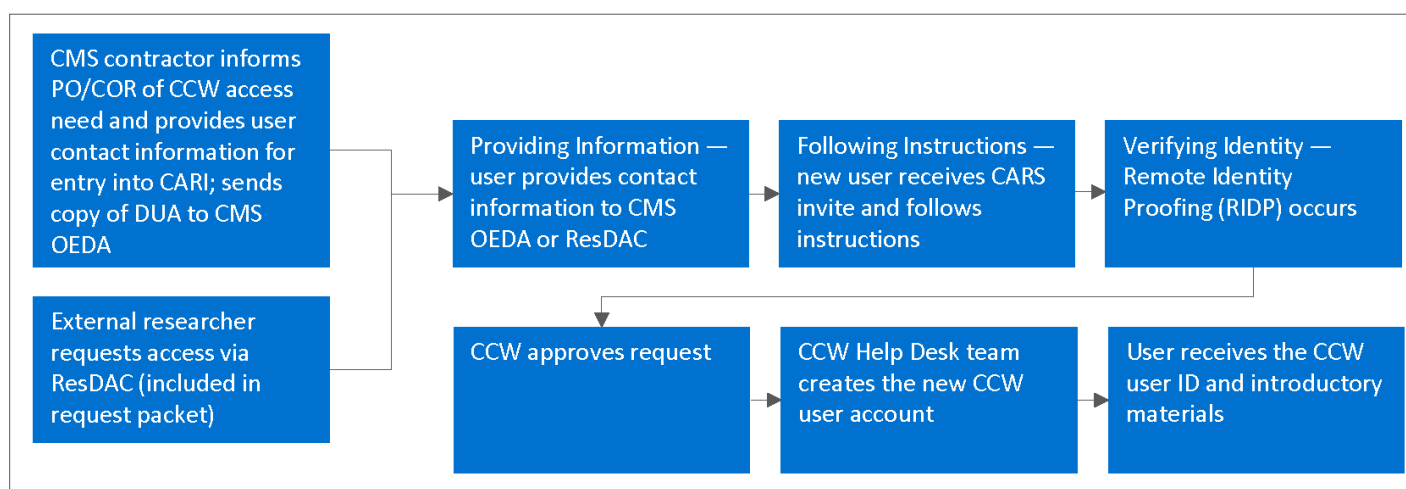
## 2.0 New User Access Request Process Steps

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](mailto: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](mailto:ccwhelp@ccwdata.org)  
1-866-766-1915 | Toll Free  
1-515-440-3159 | Fax  
[www.ccwdata.org](http://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 \*.

New User Requests

### New User Request - User Information

Step 1 User Information      Step 2 Contact Info      Step 3 Review

**NOTE:** The information below is required to grant access to secure areas of the CCW environment. Only authorized users will be granted access.

\* Indicates required fields. Disabled fields are read-only and have been filled out by the form initiator.

#### CCW User Agreement

CCW User Agreement:

The Chronic Condition Data Warehouse (CCW) is provided with funding from the Centers for Medicare & Medicaid Services (CMS) for use by CMS approved research projects (including pilots), healthcare reform projects, interagency agreement projects, and/or CMS staff. In order to ensure the integrity, security, and confidentiality of information maintained by CCW, and to permit appropriate disclosure and use of such data as permitted by law, the User enters into this Agreement with CCW to comply with the following:

- This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.
- The CCW is provided for Government authorized use only.
- Unauthorized or improper use of the CCW is prohibited and may result in disciplinary action and/or civil and criminal penalties.
- Personal use of social media and networking sites on this system is not allowed.
- By using the CCW, the User understands and consents to the following:
  - The Government may monitor, record, and audit system usage, including usage of personal devices and email systems for official duties or to conduct CMS Health and Human Services (HHS) business. Therefore, the User has no reasonable expectation of privacy regarding any communication or data transferred or stored on this system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transferred or stored on this system.

The User represents and warrants further that he/she shall not disclose, release, reveal, show, sell, rent, lease, loan, or otherwise grant access to their CCW User ID and Password to any individual(s). The User agrees to notify the CCW Help Desk should they suspect their CCW User ID and Password to be compromised. The User agrees to use the CCW VRDC only while they are physically present within the United States. The User further agrees to make no attempt to access the CCW VRDC from outside the United States. The User agrees to establish appropriate administrative, technical, and physical safeguards to protect the confidentiality of the information accessed through CCW and to prevent unauthorized use or access to it. The User agrees that no findings, files, or information derived from the use of CCW may be released to unauthorized individuals, other than those findings, files or information specifically approved for public dissemination as stated in the official CMS Data Use Agreement between the User and CMS. The User acknowledges that criminal, administrative, or civil penalties under the Privacy Act may apply if it is determined that the individual knowingly and willfully released information under false pretenses.

By accepting this User Agreement, the User agrees to abide by all provisions set out in this Agreement for protection of the data and acknowledges having received notice of potential criminal, administrative, or civil penalties for violation of the terms of the Agreement. In accordance with federal government standards and compliance, Cybersecurity Awareness Training must be completed prior to receiving a CCW User ID and maintained annually thereafter. In addition, by using the CCW, the User agrees with the terms of this User Agreement. Should a violation of these terms be detected, the User's account will be immediately frozen with no further access until CMS investigates the violation. If CMS determines a violation of the terms has occurred, it may result in both the User and the User's organization being prohibited from any further access to CMS data.

☐ Yes, I have read and agree to these terms \*

#### User Information

First Name: \*

Last Name: \*

Business Email: \*

User's Company or Organization: \*

#### CCW Profile

Program Name: \*

Project Name: \*

Save Changes    Save and Continue →

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

New User Requests

✓ The Access Request changes has been successfully saved.

New User Request - Contact Information

✓

Step 1  
User Information

Step 2  
Contact Info

Step 3  
Review

• indicates required fields.

Contact Information

Business Address: •

City: •

State: •

Zip Code: •

Telephone: •

Telephone Ext:

Mobile Phone:

Fax:

Save Changes

Save and Continue →

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

New User Requests

The Access Request changes has been successfully saved.

New User Request - Review

Step 1  
User Information

Step 2  
Contact Info

Step 3  
Review

• Indicates required fields.

User Information

First Name: \*

Last Name: \*

Business Email: \*

User's Company or Organization: \*

ization

CCW Profile

Program Name: \*

Project Name: \*

Contact Information

Business Address: \*

City: \*

State: \*

Zip Code: \*

Telephone: \*

Telephone Ext:

Mobile Phone:

Fax:

Save Changes

Submit Request →

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## 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**.

New User Requests

New User Request - Verify Identity

The information below is required to grant access to secure areas of the CCW environment. Only authorized users will be granted access.

Permissible Purpose Statement

Terms and Conditions:

You understand that by clicking on the I AGREE button immediately following this notice, you are providing "written instructions" to Centers for Medicare & Medicaid Services (CMS) under the Fair Credit Reporting Act authorizing CMS to obtain information from your personal credit profile or other information from Experian. You authorize CMS to obtain such information solely to confirm your identity to avoid fraudulent transactions in your name. You authorize your wireless carrier to use or disclose information about your account and your wireless device, if available, to the CMS or its service provider for the duration of your business relationship, solely to help them identify you or your wireless device and to prevent fraud. See our Privacy Policy for how we treat your data.

☐ Yes, I have read and agree to these terms:

Personal Information

Suffic:

-- Select One --

First Name:

Middle Name:

Last Name:

Personal E-mail Address:

Date of Birth (MM-DD-YYYY):

SSN (000000000):

☐ I do not have an SSN

Personal Phone Number:

Personal Address Line 1:

Personal Address Line 2:

PO Box:

City:

State:

-- Select One --

☐ I have a Non-US address

Zip Code:

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](mailto: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](mailto:ccwhelp@ccwdata.org)

1-866-766-1915 | Toll Free

1-515-440-3159 | Fax

[www.ccwdata.org](http://www.ccwdata.org)

If Experian does not identify the user, contact the CCW Help Desk at [ccwhelp@ccwdata.org](mailto: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](mailto: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,

CCW Help Desk

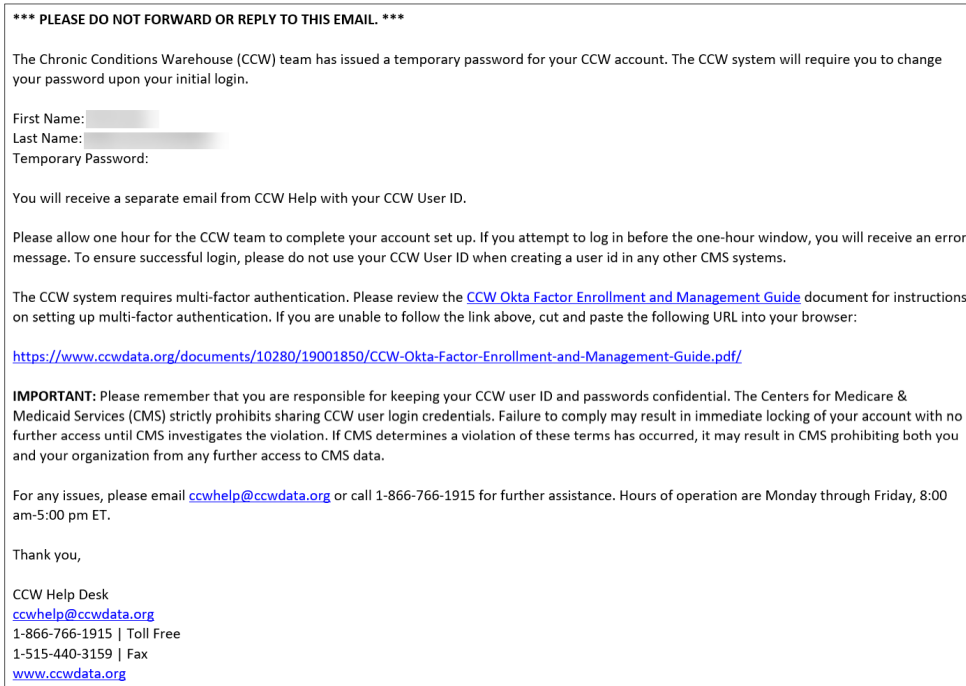
[ccwhelp@ccwdata.org](mailto:ccwhelp@ccwdata.org)

1-866-766-1915 | Toll Free

1-515-440-3159 | Fax

[www.ccwdata.org](http://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.



## 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](mailto: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