Suppliers must maintain accurate information on their CMS-855S enrollment application with the National Supplier Clearinghouse (NSC) and in the Provider Enrollment, Chain, and Ownership System (PECOS). Contract suppliers must also maintain the accuracy of the information with its competitive bidding contract(s).

**Round 1 Recompete Contract Suppliers**

Round 1 Recompete contract suppliers will continue using the forms on the Round 1 Recompete section of the Competitive Bidding Implementation Contractor (CBIC) website to maintain the accuracy of its Round 1 Recompete competitive bidding contract until the end of the contract period, December 31, 2016.

**Round 2 Recompete (R2RC) Contract Suppliers**

**National Mail-Order Recompete (NMORC) Contract Suppliers**

**Round 1 2017 (R1 2017) Contract Suppliers**

R2RC and/or NMORC contract suppliers, and R1 2017 contract suppliers must use CMS’ Enterprise Identity Management (EIDM) system to make the following updates:

- **Role Changes**: To change, remove, or add a role (authorized official (AO), backup authorized official (BAO), end user (EU)) in Connexion – the DMEPOS Competitive Bidding Program’s secure portal – and to update the competitive bidding contract record accordingly
- **Update E-mail Address**

R2RC and/or NMORC and R1 2017 contract suppliers must complete a **Contract Supplier Change of Location/Information Update** form in **Connexion** to:

- Add a location to a product category(s) on your contract
- Remove a location(s) from a product category(s) on your contract
- Add a product(s) in a product category on your contract for a location on your contract
- Remove a product(s) in a product category on your contract for a location(s) on your contract
- Add or update a toll-free number for the Supplier Directory on the Medicare website
- Update contact information as a result of a stock purchase/sale

Note: The correspondence address or the phone number for an AO or a BAO must be updated with the NSC using the CMS-855S enrollment application or PECOS.

**Role Changes**

You can have only one role in EIDM for Connexion. Only an individual identified as an AO on your company’s CMS-855S enrollment application and in PECOS can register as an AO or BAO. EUs can be anyone in your organization that is approved by the AO or a BAO, and does not have to be identified as an AO on your CMS-855S enrollment application. Updates to the CMS-855S application may be submitted to the NSC or by internet-based PECOS. The NSC has up to 45 days to verify and update PECOS.
• AO – you can remove your own role if you are the only member of your organization registered in EIDM (no one is registered as a BAO or EU). However, if other members of your organization are registered, then you must call the CBIC customer service center at 877-577-5331 to do any of the following:
  o Remove your role
  o Remove another user’s role
  o Promote someone into another role

• BAO or EU – you may remove your own role completely or remove it to associate with another role.

Remove and/or Change a Role

To change your role, you must first remove your current role. Complete the following steps to remove the old role. You should also complete the steps below to completely remove your role.

1. From the CBIC website, go to the Connexion page.
2. Select the Access Connexion button.
3. Click on Login to CMS Secure Portal.
4. Accept the Terms and Conditions.
5. Enter your user ID and select Next.
6. Enter your password and select Log In.
7. Click the Request Access Now button on the right side of the screen.
8. In the My Access panel in the middle of the screen, your current role will appear. Select Remove a Role.
9. Your role will be listed on the Request to Remove a Role page. Under the Remove a Role column, select Remove for the role you want to remove.
10. A box will appear with a confirmation statement. Select OK to remove the role.

Add New Role

After removing your old role, wait five minutes then complete the following steps to add your new role.

1. From the CBIC website, go to the Connexion page.
2. Select the Access Connexion button.
3. Click on Login to CMS Secure Portal.
4. Accept the Terms and Conditions.
5. Enter your EIDM user ID and click Next.
6. Enter your password and click Log In.
7. Click on the Request Access Now button on the right side of the screen.
8. Locate the Connexion application in the Access Catalog and click the Request Access button.
9. Select your new role (Connexion AO, Connexion BAO, or Connexion EU) and click Next.
10. Review instructions regarding multi-factor authentication (MFA) and select one of the choices provided: Add MFA, Skip MFA, or Cancel. (See “Multi-Factor Authentication” below for more information.)
11. Complete Identity Verification by agreeing to the Terms and Conditions, entering your information, and answering a series of questions. 
   Note: a user is only prompted to complete identity verification one time. If you have already requested a role; you will not be prompted again. However, if you are a new user, you will be requested to complete identity verification.
13. Enter a Provider Transaction Access Number (PTAN) that you provided on your respective round’s bid.
14. Submit application request once information is reviewed for accuracy.
15. If you are the AO, you will receive an e-mail confirming you now have access to Connexion. If you are a BAO or EU, you will receive an e-mail confirming you have access to Connexion after the AO approves your request to add Connexion.

New User Registration

If you have never registered in EIDM and are a new user, review the EIDM Reference Guide, section A - New User Registration, for additional guidance.

- continued pg. 3 -
Multi-Factor Authentication

Multi-factor authentication (MFA) adds an extra layer of protection to your user ID and password by adding a security code. You have the option to associate the security code to your profile by registering your phone, computer, or e-mail. You will only be prompted to add MFA once. However, you may add MFA at any time by accessing the My Profile link from the Welcome Menu at the top right corner of the Connexion page.

Update E-Mail Address

1. From the CBIC website, go to the Connexion page.
2. Select the Access Connexion button.
3. Click on Login to CMS Secure Portal.
4. Accept the Terms and Conditions.
5. Enter your user ID and select Next.
6. Enter your password and select Log In.
7. On the Welcome to CMS Enterprise Portal page, select the down arrow next to your name on the upper right side of the page.
8. Select My Profile from the drop down menu.
9. In the left hand navigation page, click the arrow next to the Change My Profile to display the changes you can make to your EIDM profile.
10. Select Change E-mail Address.
11. Enter the new e-mail address and select Next.
12. Once you complete the change, an acknowledgement page will display.
13. Select OK to close the page.

If you need assistance, please call the CBIC customer service center at 877-577-5331 between 9 a.m. and 5:30 p.m. prevailing Eastern Time, Monday through Friday.