

How to Access the 4i Application

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This tip sheet provides information on how to obtain access, register, and sign in to the Centers for Medicare & Medicaid Services (CMS) 4Innovation (4i) application.

Overview

4i is a web-based application used by participants in certain Innovation Center models to manage their operations, automate model business processes, and enable the Innovation Center to review and manage model participants.

The 4i application will be used by Alternative Payment Models (APMs) to review their participation information and download reports containing Health Insurance Portability and Accountability Act (HIPAA) protected data.

Accessing 4i

In order to access the 4i application, you must be invited by a user from your Accountable Care Organization (ACO), participating entity, or practice who already has access to the application. You will receive an email notification with the subject line: “*You have been invited to join the 4i team.*” Please check your spam email if you cannot locate your invitation. Your invitation contains your first name, last name, email, and the model with which you are associated. Your invitation also contains a security key that is specific to your invitation. The invitation will expire within 15 days of receipt.

Note: The Executive contact and/or Primary contact from your ACO, participating entity, or practice will be sent an invitation by CMS. After the user completes registration, they will be able to invite others. If no one from your ACO, participating entity, or practice has received an invitation, please contact [Support](#) via the details provided at the end of this document.

Registration & Login

There are two ways to register depending on if you are an existing user or a new user:

1. Existing 4i User – If you have registered and are a verified user, please skip to the [Login – Existing Users](#) section below for login details.
2. New 4i User – If you are not registered, follow the steps below in the [Register as a New User](#) section.

The 4i application uses the CMS Identity Management (IDM) service for user registration.



Register as a New User (Users Without Existing IDM Account)

To register as a new user without an existing IDM account, follow these instructions:

Step 1: Click the “**Create Account**” button from your email invitation. The “Set Up Your Account” page opens.

Step 2: Click “**Create an Account**” to register a new IDM account. You will be navigated to the “Terms & Conditions” page.

Step 3: Review the information and check the box acknowledging you read and accept the terms and conditions. Click “**Next**”. You will then be redirected to the “User Profile” page.

Step 4: Enter your First and Last name and your email address exactly as they appear on your invitation. You may also complete the optional fields. Click “**Next**”.

Step 6: From the “Security Question for Password” page, select a security question from the drop-down menu and enter your answer. Follow all guidelines on the page. Click “**Next**”.

Step 7: From the “Username & Password” page, create your username and password. Once complete, click “**Submit**”.

Step 8: A message displays confirming your registration is successful. After completing your registration, click on the “**Go to Login**” button to continue.

Step 9: Enter your username and password correctly. You will be navigated to the “Multi-Factor Authentication (MFA)” page to verify your identity.

Multi-Factor Authentication (MFA)

MFA adds an additional layer of security and requires you to enter a security code sent via Google Authenticator, OKTA authenticator, email, text, or phone call in addition to a username and password each time you sign in to the system. You can set up more than one option for MFA. It is recommended that you use one of the authenticator apps as a primary option and email, text, or phone call as an alternative.

- If you have an IDM ID, you can use the MFA device already associated with your IDM ID and do not need to complete this step.
- If you do not have an IDM ID, you will need to set up MFA when you sign in to the 4i application for the first time.

Verify Your Identity via the Risk Based Analysis (RBA)

RBA is the process of validating sufficient information to uniquely identify you. If you are requesting electronic access to protected CMS information or systems, you must be identity proofed to gain access. CMS uses Experian, an external identification verification provider, to perform identity proofing remotely.

You will be asked to provide a set of core credentials which include your full legal name, Social Security number, date of birth, current residential address, personal email address, and personal phone number. The Experian identity verification service will use the information you provide to locate your personal information and attempt to verify your identity to the appropriate level of assurance (the method employed to determine that a person with the asserted identity exists) based on your information. Please note this is a soft inquiry and it will not affect your credit, and the system will not store your information.

Step 1: From the “Verify Your Identity” page, click “**I Don’t have a Reference Number**”.

Note: If you do have a reference number from previous attempts and have been manually verified over the phone with Experian or 4Innovation customer service, click on the “**Enter Reference Number**” button. Enter the number and you will receive a message stating that your identity has been verified. Then click on “**Continue**” and you will be logged in to 4i.

Step 2: Terms and Conditions page is displayed. Check the “I agree to the Terms of Services” checkbox and click “**Next**”.

Step 3: From the “Personal Information” page, fill out the form based on your legal information and click “**Submit**”.

Note: Please use your Full Legal Name, Personal Email, and Phone Number when filling out your personal information.

If any information is incorrect, a message will appear saying your identity could not be verified. If this occurs, click “**Retry**” or call the Experian customer service number displayed on your screen. Please make sure that you note the failure key displayed on your screen. You will have to provide this to Experian when you call.

Step 4: Once all information has been verified, you will receive a message that says, “Your identity has been verified”. Click “**Continue**” and you will be logged in to 4i.

Note: If you are unable to be verified initially, you will be directed to call the Experian customer service at 833-985-0709 or the 4Innovation customer service at 888-734-6433.

Register as an Existing User (Users with Existing IDM Account)

If you already have an existing IDM account, follow these instructions:

Step 1: Click the “**Create Account**” button from your email invitation. The “Set Up Your Account” page opens.

Step 2: If you have an IDM account, click “**Login with your IDM Credentials**”.

Step 3: Ensure the name and email address in your existing IDM account match exactly with the details on the email invitation.

Note: If it differs, you can ask the person inviting you to send another invitation with the correct details, or you will have to create a new account.

Step 4: Enter your Username and Password to access 4i.

Note: If your identity has not been verified on your existing IDM account, you will be directed to the “Verify Your Identity” page. See the [RBA section](#) above for details.

Login – Existing Users

To log in to 4i as a verified user, please follow the steps below. If you are not a verified user, follow the steps mentioned above under the [Registering as a New User](#) section.

Step 1: Open the 4i landing page: <https://4innovation.cms.gov/>

Step 2: Click on the “**LOGIN**” button.

Step 3: The portal will open a login “Welcome!” page. Enter your username and password.

Step 4: Once you enter your credentials, click “**Sign In**”.

Step 5: You are navigated to another screen for a second authentication. Select your authentication method (if you have set up multiple methods).

Step 6: Click on “Send code” button (if applicable), enter the code sent to you and click on “Verify button”. See the [MFA section](#) for more details.

Accepting Multiple Invitations

If you receive multiple invitations for multiple ACOs, participating entities, or practices, there is an option in 4i to accept all the invitations at once instead of clicking through multiple invitations. Please note that you are still required to accept at least one invitation via email to access 4i before using this option.

To accept multiple invitations via the User Interface (UI), please follow the steps below.

Step 1: Log in to the 4i application.

Step 2: On the top right of the application, click on the envelope icon to navigate to the “**My Invitations**” page under “Account Settings”.

OR

Click on your Profile Name at the top right of the application, and then click on “**Profile**” to display “**Account Settings**”. Then select the invitation.

Note: The number by the envelope icon displays how many invitations are pending your review.

Step 3: Review your pending invitations under the “**Pending**” tab.

Note: The “Accepted” and “Expired” tabs will display all the invitations you have already accepted and your invitation(s) that are expired. Invitation(s) expire after 15 days from date of receipt.

Step 4: Use the check box next to each invitation to select the invitation you would like to accept or use the **“Select All”** option to accept all pending invitations.

Step 5: Click on the **“Accept”** button at the top right on the invitation table. A confirmation message is displayed.

Step 6: Click on the **“Accept”** button in the confirmation message. The invitations are accepted and you will now have access to the ACOs, entities, or practices for which you have accepted invitations.

Inviting others to 4i

Depending on your role, you can invite other users to your participating entity. To invite others to 4i to have access to your participating entity, please follow the steps below:

Note: Executive, Primary, or Secondary contact can invite other users to the same role or lower to their participating entity.

Step 1: Navigate to the **“My Entities/My Practices/My Details”** tab.

Step 2: Click on one of your ACOs, participating entities, or practices.

Step 3: Click on the **“Contacts”** tab.

Step 4: If you can invite contacts to the ACO, participating entity, or practice, you will see the **“Add New Contact”** button on the right. Click on the button.

Step 5: Fill out the new user’s required information and click **“Send Invite”**.

Step 6: The invitation is sent and the record is displayed under the **“Invited”** section.

Note: The invitation will expire within 15 days of receipt.

Support

If you have questions or require technical assistance, please contact us using the options provided below.

Email:

- GPDC/ACO REACH Model: DPC@cms.hhs.gov or ACOReach@cms.hhs.gov
- KCC Model: KCF-CKCC-CMMI@cms.hhs.gov
- PCF Model: PCFTechnicalSupport@cms.hhs.gov
- ETC Model: ETC-CMMI@cms.hhs.gov

Phone:

Call 1-888-734-6433 and select Option 1, then select one of the following:

- GPDC/ACO REACH Model: option 3
- KCC: option 5
- PCF: option 6