Quality Payment
PROGRAM

Security Official: Manage Access (Approve or Deny Requests)

Updated 10/23/2025

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Attention Representatives of Medicare Shared Savings Program (Shared Savings Program) Accountable Care Organizations (ACOs):

Shared Savings Program ACOs have a different Health Care Quality Information System (HCQIS) Access Roles and Profile system (HARP) account creation and Quality Payment Program (QPP) role management process. ACOs will no longer be able to perform these actions on qpp.cms.gov.

If your organization is a Shared Savings Program ACO, please **DO NOT** follow the information in this document. Instead, please refer to the **Medicare Shared Savings Program ACOs: Creating and Managing a HARP Account with a QPP Role in ACO-MS document (PDF)** in the QPP Access User Guide (ZIP file) for information on how to obtain a HARP account with a QPP Security Official or Staff User role and manage your role in the ACO Management System (ACO-MS). If you are your ACO's QPP Security Official or Staff User contact in ACO-MS, then you can sign in to qpp.cms.gov using your ACO-MS Username and Password.

Please note that the ACO-MS process only applies to representatives of a Shared Savings Program ACO, and not to the Participant TINs in the ACO. Representatives of a Participant TIN will still need to create an account on harp.cms.gov and request and manage their QPP role on qpp.cms.gov, using the information in this resource.

Introduction

This document will outline the steps a **Security Official** needs to take to **approve or deny role requests from additional users**, so they can view information about or perform an action, such as submitting performance data, completing an opt-in election, or viewing performance feedback.

All Security Officials will approve role requests by signing into qpp.cms.gov, which allows Security Officials to manage all their Quality Payment Program activities in one place.

The main **difference** between the Security Official role and the Staff User role is that Security Officials are responsible for approving (or denying) role requests from additional users for their organization. If you are the only Security Official for your organization, you will be responsible for approving all role requests.

Note: If you are a representative of a Shared Savings Program ACO, you must manage your HARP account via the ACO Management System (ACO-MS). Contact your ACO to make any modifications.

There are **three steps** for approving (or denying) role requests:

1. Sign into qpp.cms.gov
2. Navigate to Manage Access
3. Approve or deny Pending Requests in your queue

Helpful Hint

Consider adding a second (or third) Security Official to your organization to ensure someone is always available to approve role requests.

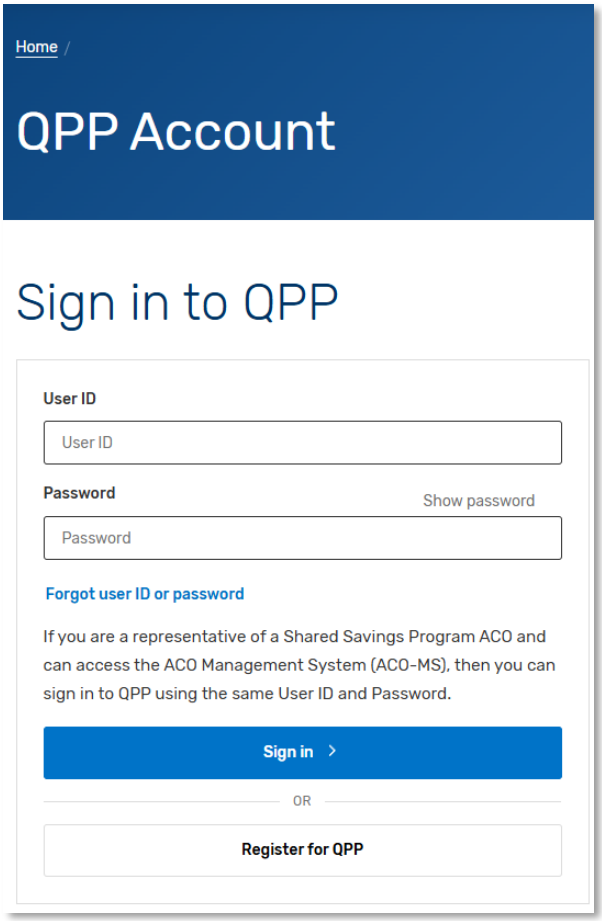
There is no limit to the number of Security Officials your organization can have.

Approval/Denial Role Request Workflow with Screenshots

Step 1: Sign in to the QPP Website

Go to qpp.cms.gov and click **Sign In,** in the upper right-hand corner.

Then, enter your **User ID** and **Password** in the requested fields, click **Sign In, and** agree to the **Statement of Truth**, (you will be prompted to provide a security code from your two-factor authentication.)



Returning users:

Sign in with the same credentials you've previously used.

New users:

Sign in with your newly created HARP credentials.

Don't have an account?

Click **Register** next to Sign In and review the **Register for a HARP Account document** in this guide.

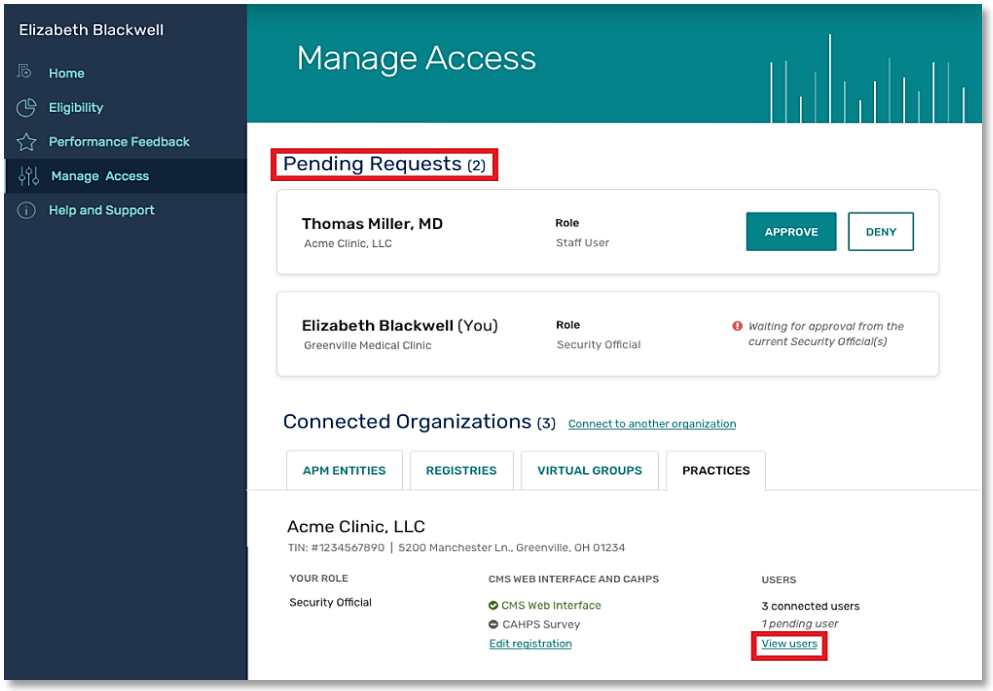
Step 2: Navigate to Manage Access

Once you are signed in to your QPP Account on qpp.cms.gov, click **Manage Access** on the left-hand navigation.

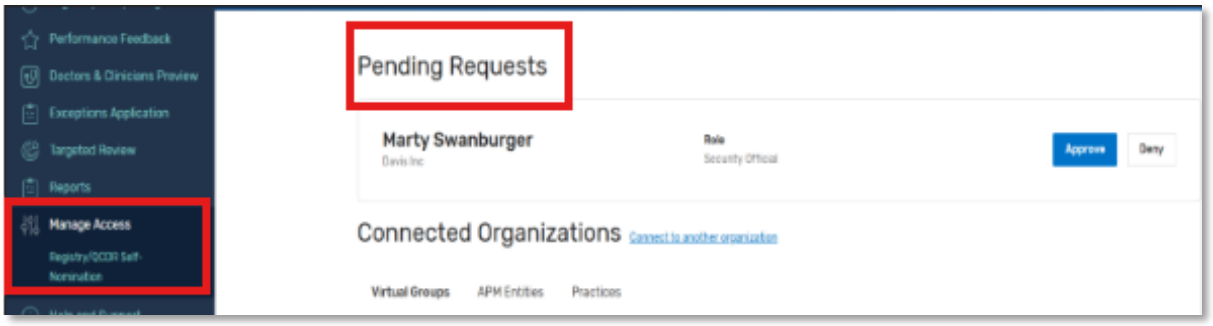
Step 3: View Pending Role Requests

As a **Security Official**, you are responsible for **reviewing** outstanding role requests from other users and either **approving** or **denying** their requests.

You can view pending role requests directly on the **Manage Access** page or by clicking a link to **View Users** associated with an organization.



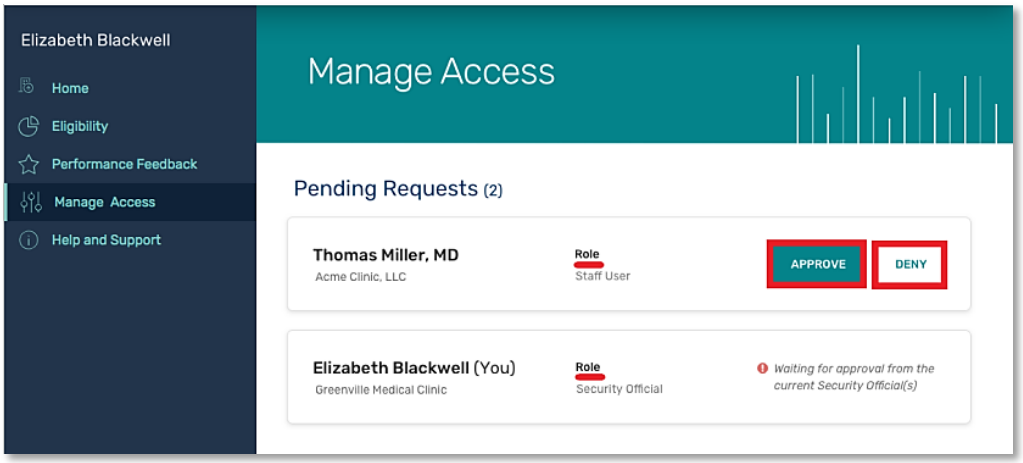
Note: This option **only** displays for Security Officials.



Pending Requests on the Manage Access Page

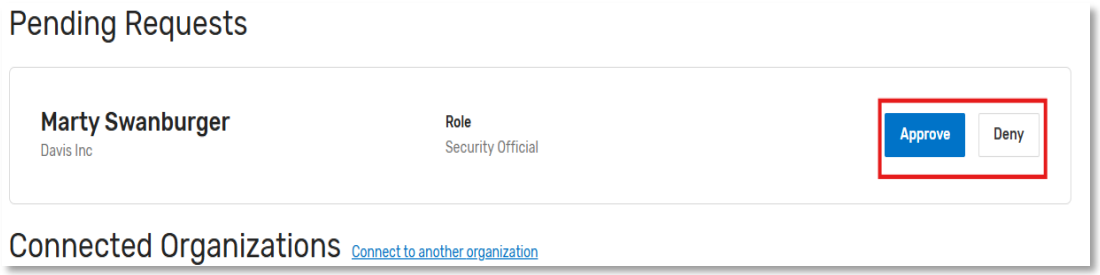
This page includes any role requests you have **initiated** and any **pending requests from other users** that you need to approve or deny as a current Security Official for an organization(s).

If you are a Security Official for multiple organizations, you will see pending requests for all associated organizations on this page.



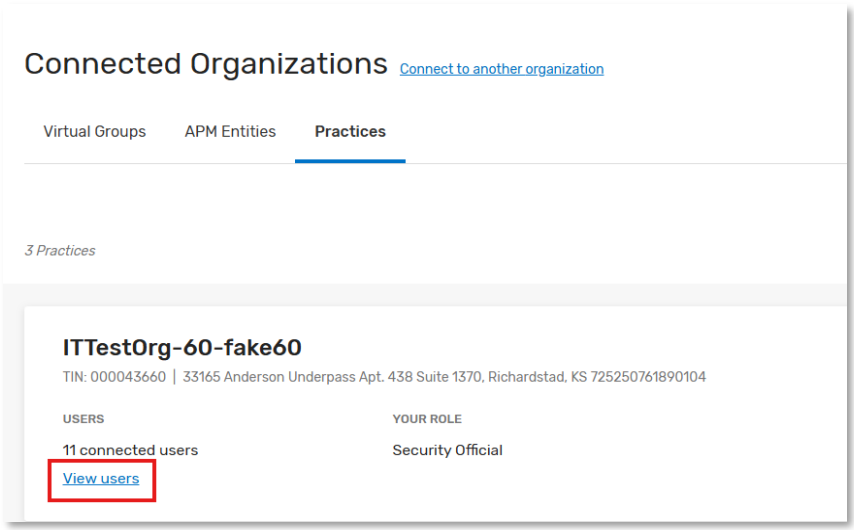
Each request will identify the name of the requester, the role they are requesting, and the organization they represent.

Select **Approve** or **Deny** next to each name as appropriate.

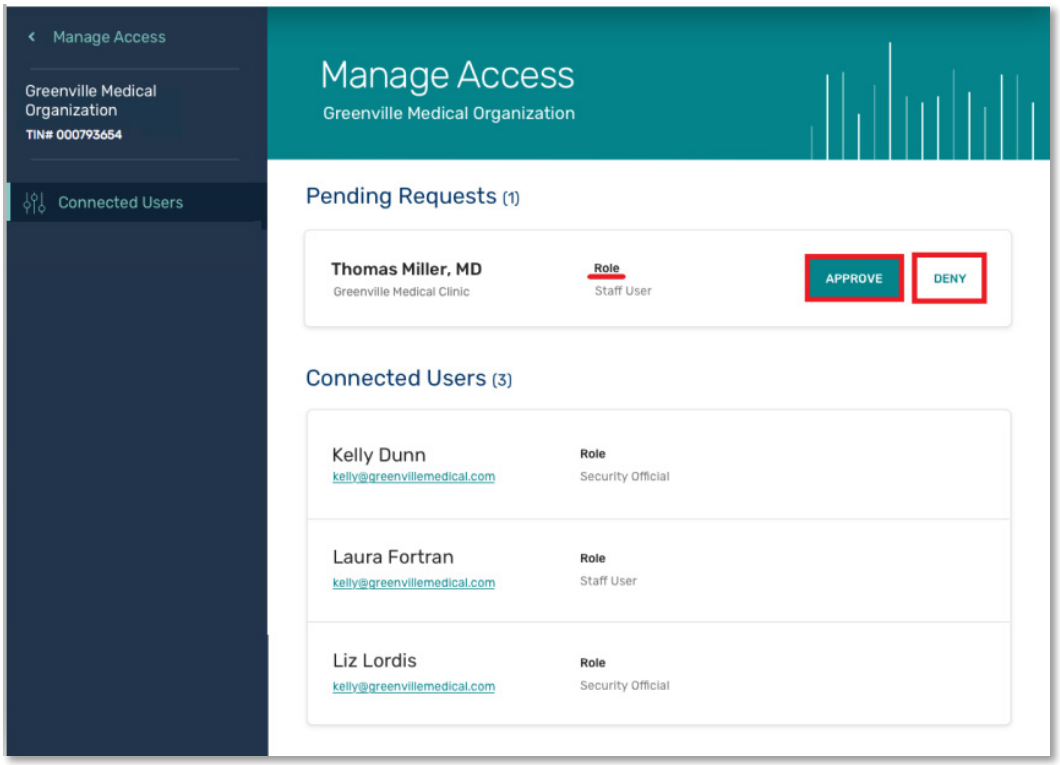


Pending Requests Connected Users Page

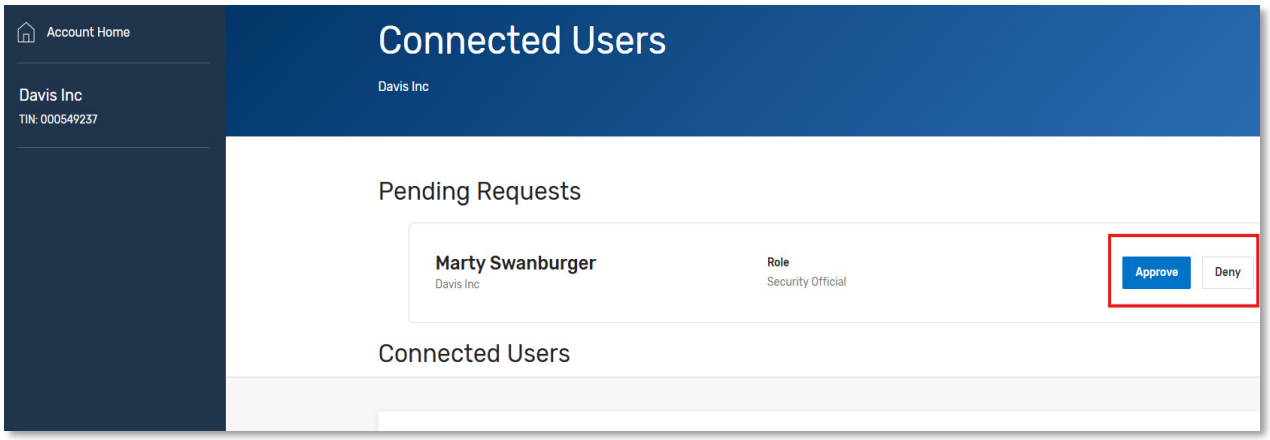
1. Under Connected Organizations, you can filter by the **organization name** you are interested in reviewing.
2. Click **View Users** (only visible to Security Officials) to view all of that organization's **connected users**.



Here you can view **all users** associated with the organization, including users from the organization whose requests have been accepted (connected users) and users whose requests are **pending**. Select **Approve** or **Deny** next to each name as appropriate.



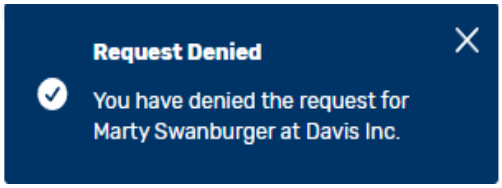
The **Pending Requests** section will identify the name of the requester and the role they are requesting.



Confirmation of Approval or Denial

You will receive a pop-up notification and an email notification confirming your decision to approve or deny a role request.

The users you are approving and denying roles for will also receive an email notification informing them of your decision.

Role Approval Notification	Role Denial Notification
	

Removal of User Access

As a Security Official, you are responsible for managing your organization's access.

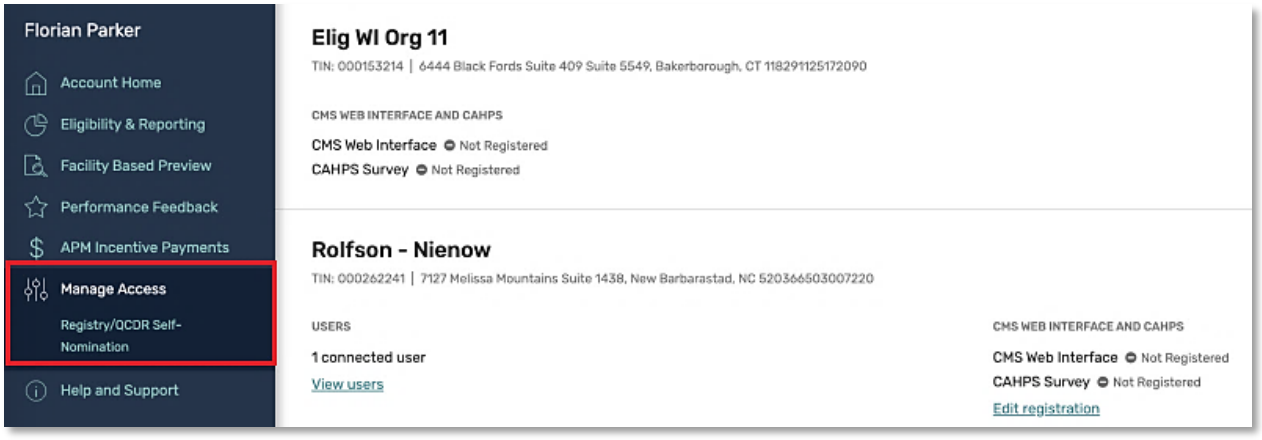
If a staff member leaves your organization or no longer needs access to the organization's QPP information, you and the organization's other Security Officials (if applicable) are responsible for removing their access.

To remove a user's access, you will follow four steps:

1. Navigate to Manage Access
2. Find User's Organization
3. Remove User's Access
4. Confirm Removal of User's Access

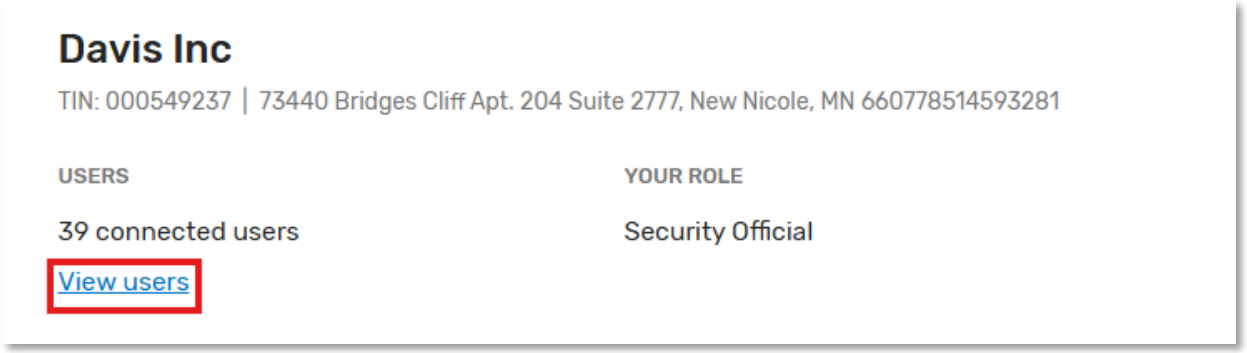
Step 1: Navigate to Manage Access

Click **Manage Access** on the left-hand navigation.



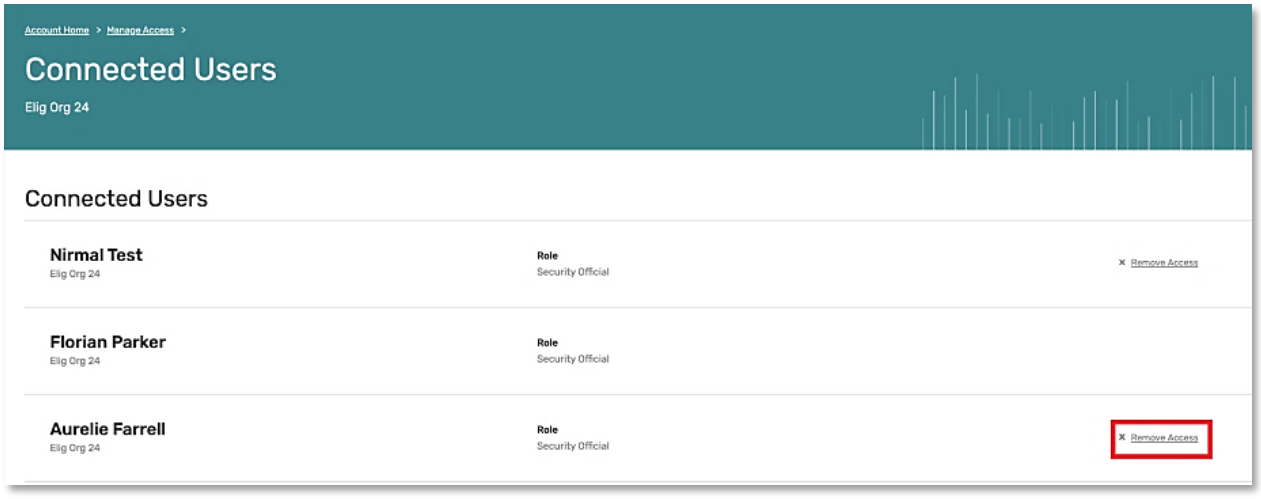
Step 2: Find the User's Organization

From your Connected Organizations, find the organization that the user is associated with and click **View Users**.



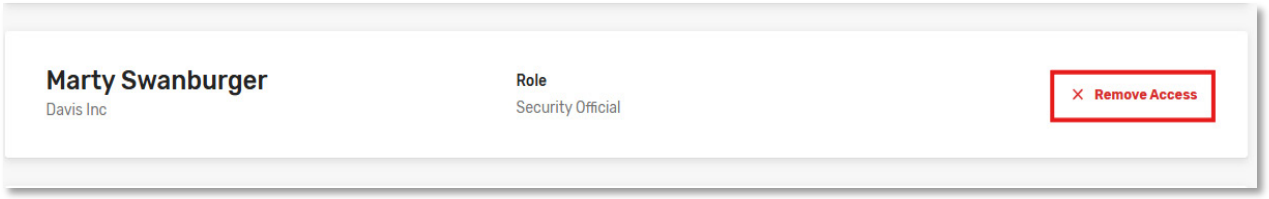
Step 3: Remove User's Access

From the organization's Connected Users, find the user's name, and click **Remove Access**.



Note: You cannot remove your own access. If you need to remove your access, another Security Official associated with the organization must do so.

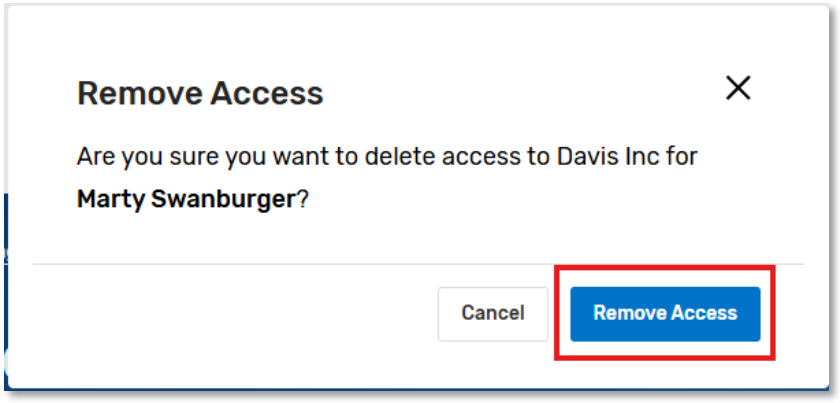
If you are the organization's only Security Official, contact the Quality Payment Program using the information at the bottom of each page of this document. When you contact the Quality Payment Program, please be prepared with your organization's TIN.



Step 4: Confirm Removal of User's Access

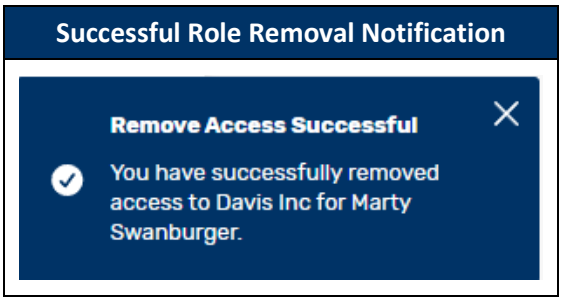
After clicking Remove Access, you will be asked to confirm the removal of the user's access by clicking **Yes, Remove Access**.

If you accidentally selected the wrong user, you can cancel by clicking **No, Cancel Action**.



Confirmation of Successful Access Removal

Once you confirm the removal of a user's access, you will be redirected back to your Connected Organizations and receive a **confirmation notification** in the lower right corner.



Next Steps

- Monitor your email for pending role request notifications so you can quickly approve them.
- Consider asking another person in your organization to request the Security Official role, so there is always someone available to approve requests.

Helpful Hint

Consider creating a recurring calendar reminder to sign in to qpp.cms.gov so you can review and approve any pending requests during high volume request periods.

Frequently Asked Questions

1. How are requesters notified of my decision to approve or deny their request?

Requesters will receive an email telling them whether their request was approved or denied. This email will be sent to the email address they provided when registering for their HARP account.

2. I accidentally denied a request that I meant to approve. What do I do?

Contact the person whose request you denied and ask them to resubmit their request. If you don't know how to contact the person, you will need to wait for them to resubmit the request on their own.

3. How many requests should I expect to approve?

The number of requests you receive will depend on the size of your organization and how your organization will submit data. Generally, you should anticipate a higher volume of requests before and during the submission period and the targeted review period. For additional information on the submission period for this program year, please visit the QPP website.

4. How do I remove a user who should no longer be authorized for my organization?

If you are a Security Official, you can remove another user's access for your organization under **Manage Access**. For step-by-step instructions on removing a user's access, visit Removal of Roles and Access in this resource.

You cannot remove your own access. If your access needs to be removed, ask another Security Official at your organization to remove your access. If you are the only Security Official at your organization, contact the Quality Payment Program using the information at the bottom of each page of this resource for assistance. Please come prepared with your organization's Tax Identification Number (TIN).

Version History

Date	Change Description
10/23/2025	Updated workflow and screenshots to align with current functionality.
09/13/2024	Updated QPP Access User Guide link on page 1.
11/04/2021	Added Shared Savings Program ACO Management (ACO-MS) callout in introduction.
03/20/2020	• Identified additional actions one can perform with QPP access. Corrected typos about the number of steps needed. • Added Quality Payment Program contact information for those who are hearing impaired.
12/02/2019	Updated to include user access removal process.
07/01/2019	Updated Supporting documents in the guide.
12/18/2018	Original posting.