IPHCA

IMPORTANT NOTICE REGARDING TRAINING AND CERTIFICATION

On 11/1/2022 CMS Expired all CAC and NAV ID Numbers for those individuals who had not completed training by 10/31/2022 11:59PM ET.

Here is what we know:

- The expiration effects **returning** CACs and NAVs

- You will get an error message when you try to sign in to complete training.

- If you were partially finished with training - your work was saved.

- Some ID Numbers were cancelled for people who did complete training.
  - If you are a CAC and completed training and find that you were expired in error – contact the CAC Help Desk @ **CACQuestions@cms.hhs.gov** send a copy of your certificate along with your ILCDOA number.
  - If you are a NAV that was terminated in error, please work with your contacts with IPHCA for correction.

- If you did not complete training prior to 10/31 and you are now in expired status, you will need a new CAC or Nav number assigned to you.
  - If you are a CAC, your CDO Organization will need to issue a new ILCDOA number.
    - Then update the roster in the
  - If you are a Navigator, please request a new Navigator ID number

- We are working with CMS to make this process as smooth as possible.