Health Insurance Oversight System

Portal User Manual

Version 29.00.00

October 2018

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Portal User Manual Change History

October 2018 Revisions

- Enhancements have been added including new organization search functionality and user role removal functionality for administrative users.

1 Introduction

The Center for Consumer Information and Insurance Oversight (CCIIO), a division of the Department of Health and Human Services (HHS), is charged with helping implement many provisions of the Affordable Care Act. The Health Insurance Oversight System (HIOS) is a federal system of record and provides a centralized, multi-user interface for insurance issuers and state/territory regulators to submit, and CCIIO to store information on individual and small group major medical insurance. Information submitted to HIOS is transferred in accordance with CCIIO regulations to provide data updates to Healthcare.gov. The Healthcare.gov website displays this information to provide assistance to consumers in locating health insurance coverage available in the market.

1.1 Pre-requisites and Information for HIOS System Access

These technical instructions explain how the HIOS application works within any compatible Internet browser application such as:

1. Internet Explorer (version 7 or higher)
2. Mozilla Firefox (version 5 or higher)

Prior to accessing HIOS, users will need to obtain their Enterprise Identity Management System (EIDM) credentials. The credentials are obtained by completing registration through the EIDM secure authentication process. Once registered, these credentials will be used to access CMS Enterprise Portal.

CMS Enterprise Portal is used for accessing CMS systems. HIOS is one of the systems that can be accessed through the CMS Portal using EIDM authentication and authorization. Only users who are authenticated with the EIDM procedures will be allowed to access the HIOS system.

Enterprise Identity Management System (EIDM) provides authentication and authorization capabilities and is tightly integrated with the CMS Enterprise Portal. Users must register for an EIDM account and obtain an EIDM User ID and Password to access the CMS Enterprise Portal.

Pre-Requisites for HIOS Access:

- All users will be required to complete the Enterprise Portal registration process, which includes Identity Verification (ID Proofing).
- ID Proofing verifies that the individual referenced in the account is the same person creating the account.
- Additional information collected includes the following Personally Identifiable Information (PII) for purposes of the ID Proofing process: Social Security Number, Date of Birth, Home Address and Primary Phone Number.

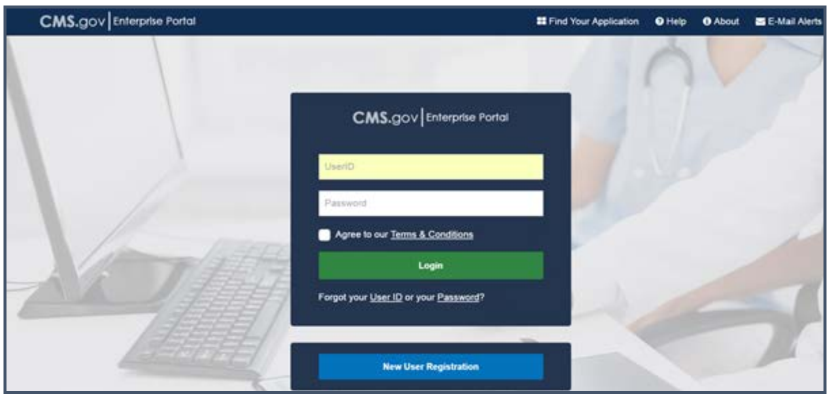
2 HIOS System Access

All EIDM authorized and authenticated users will be able to access the HIOS system by navigating to the CMS Enterprise Portal using the secure URL: https://portal.cms.gov/. Users will be required to enter their credentials obtained by registering through the EIDM system to access HIOS.

This manual provides steps and instructions on how new and existing users can get access to HIOS and use its different functionalities.

Figure 1displays the CMS Enterprise Portal Home page.

Figure 1: CMS Enterprise Portal Main Screen



2.1 New User Registration

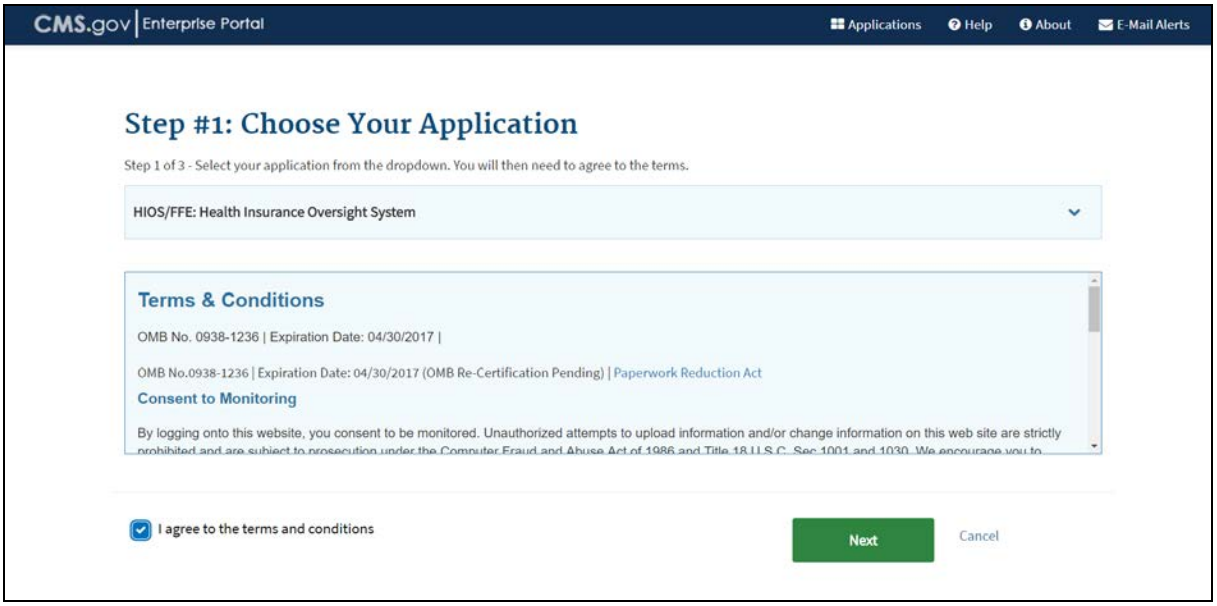
New users must complete the following steps to access HIOS.

1. Register for an EIDM account.
2. Request access to HIOS through the CMS Enterprise Portal.

To register for an EIDM account, new users will need to navigate to the CMS Enterprise Portal at http://www.portal.cms.gov to start the registration process. This registration process will require some personally identifiable information (PII) such as (Social Security number, Date of Birth, Home Address, Full name, Phone number, etc.).

Users must select New User Registration at the bottom of the CMS Enterprise Portal Home page, which will take them to the Step #1: Choose Your Application page (refer to Figure 2).

Figure 2: Choose Your Application Page

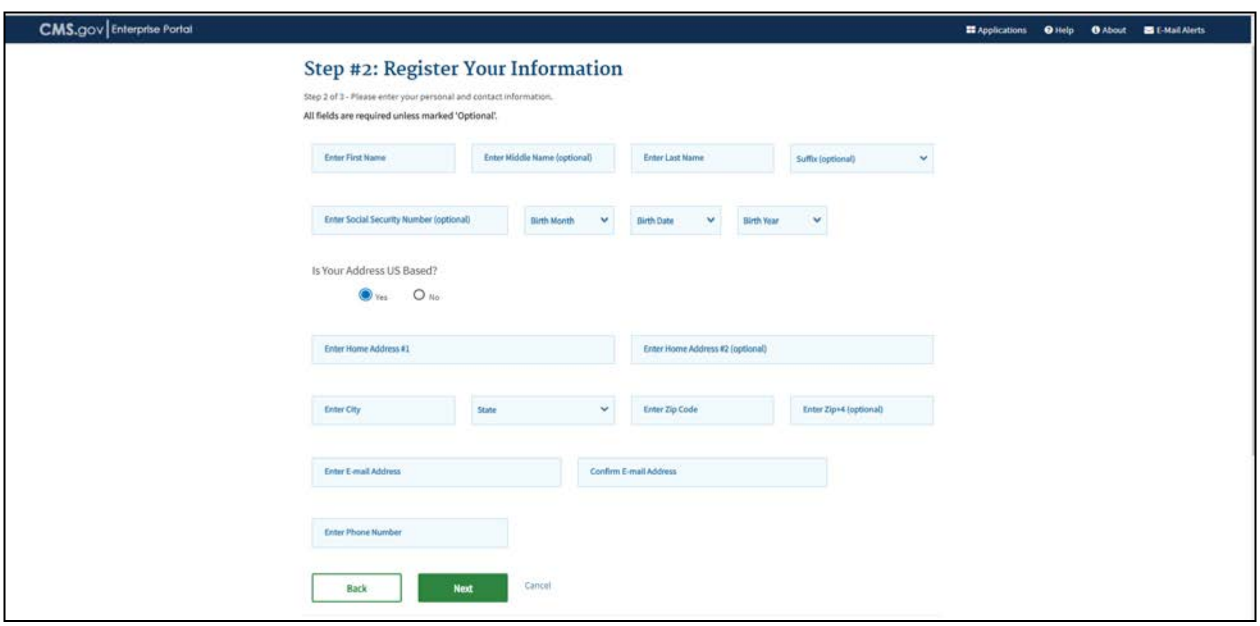


Users must select the HIOS application from the drop-down menu and must agree to the terms and conditions by selecting the 'I agree to the terms and conditions' checkbox. Once that checkbox is selected, the Next button will be made available.

On the Step #2: Register Your Information page, users must provide their personal information and select Next to continue with the registration process.

Figure 3 displays the Step #2: Register Your Information page:

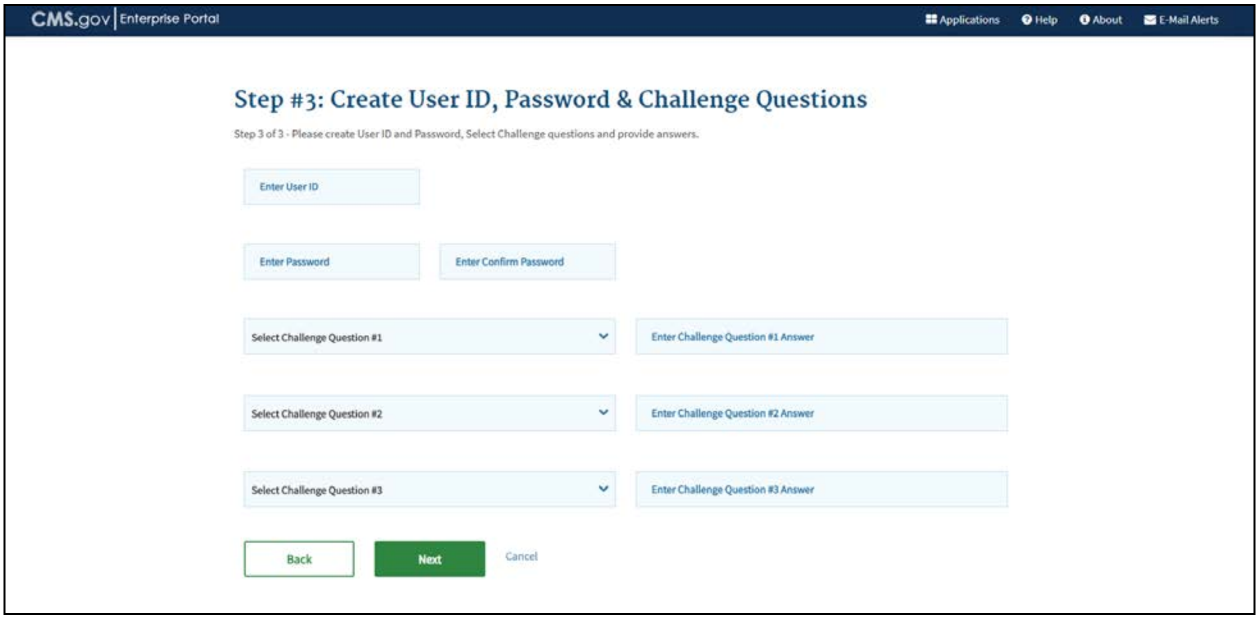
Figure 3: Register Your Information Page



Users will then be navigated to the Step #3: Create User ID, Password & Challenge Questions page, where they must enter a user ID, password, and challenge questions and answers. Once that is completed, users must select Next to continue with the registration process.

Figure 4 displays the Step #3: Create User ID, Password & Challenge Questions:

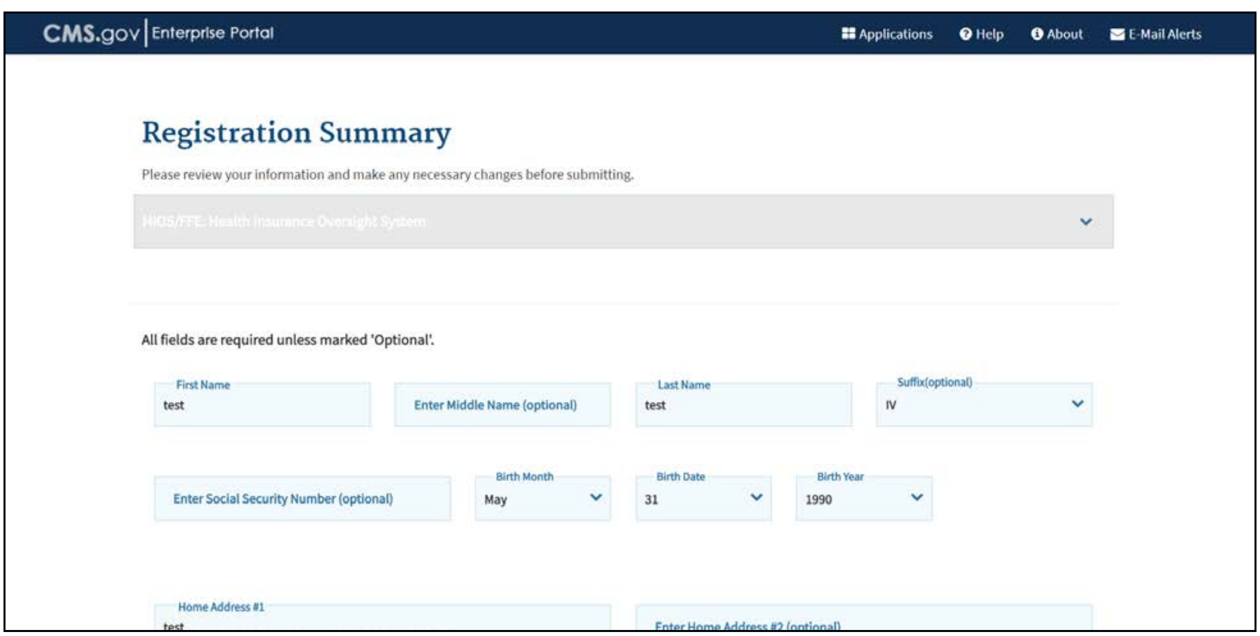
Figure 4: Create User ID, Password & Challenge Questions Page



The user must review the information they have provided on the Registration Summary page. The user should make any necessary changes on this page and select Submit User.

Figure 5 displays the Registration Summary page:

Figure 5: Registration Summary Page

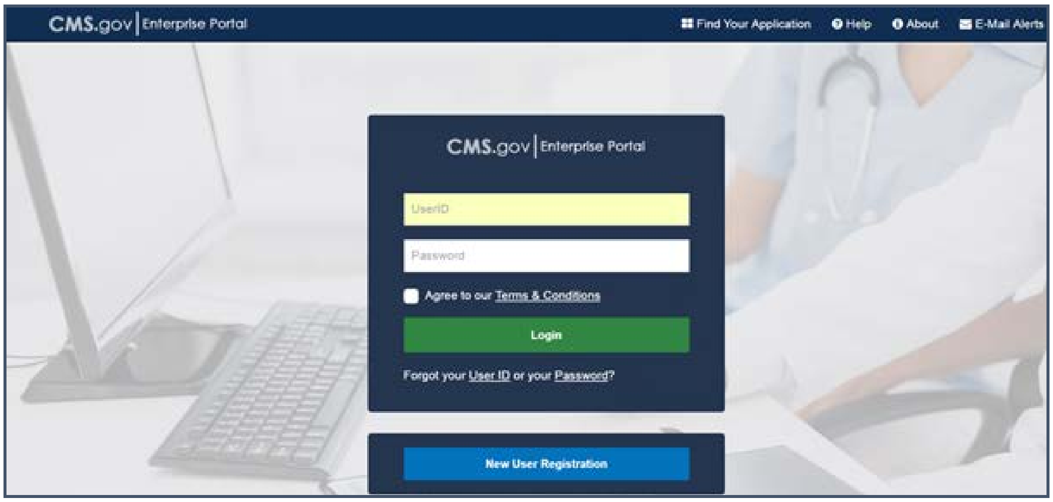


After completing the registration process, users will also receive an email acknowledging successful registration and the email will include the EIDM user ID.

Once users receive the acknowledgement email that contains their User ID, they will need to request access to the HIOS System by signing into CMS Enterprise Portal.

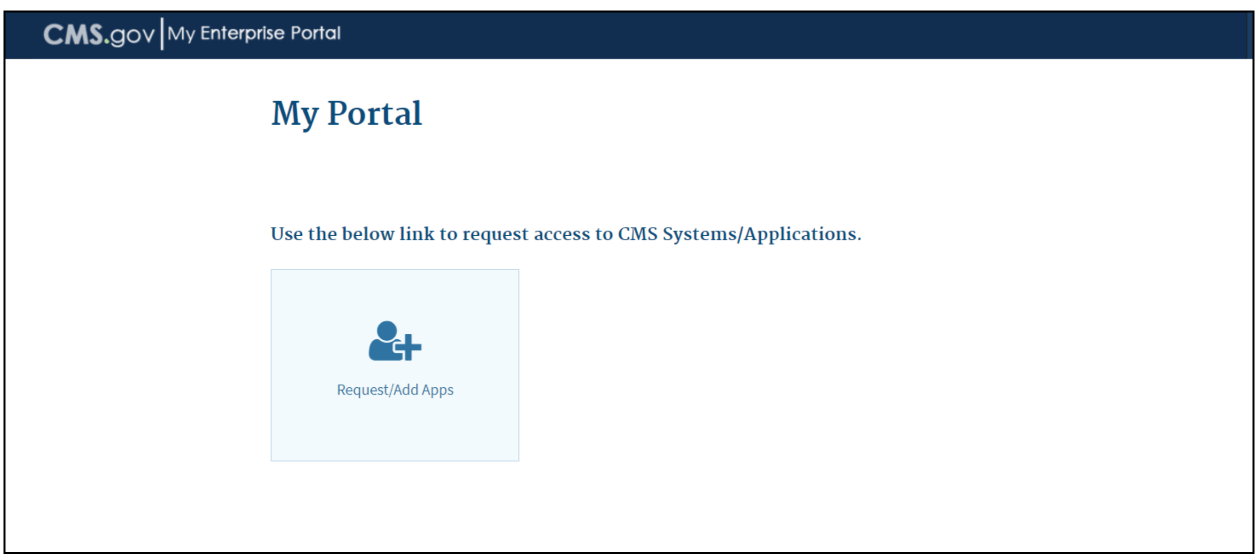
Figure 6 displays the CMS Enterprise Portal login screen:

Figure 6: CMS Enterprise Portal - Login



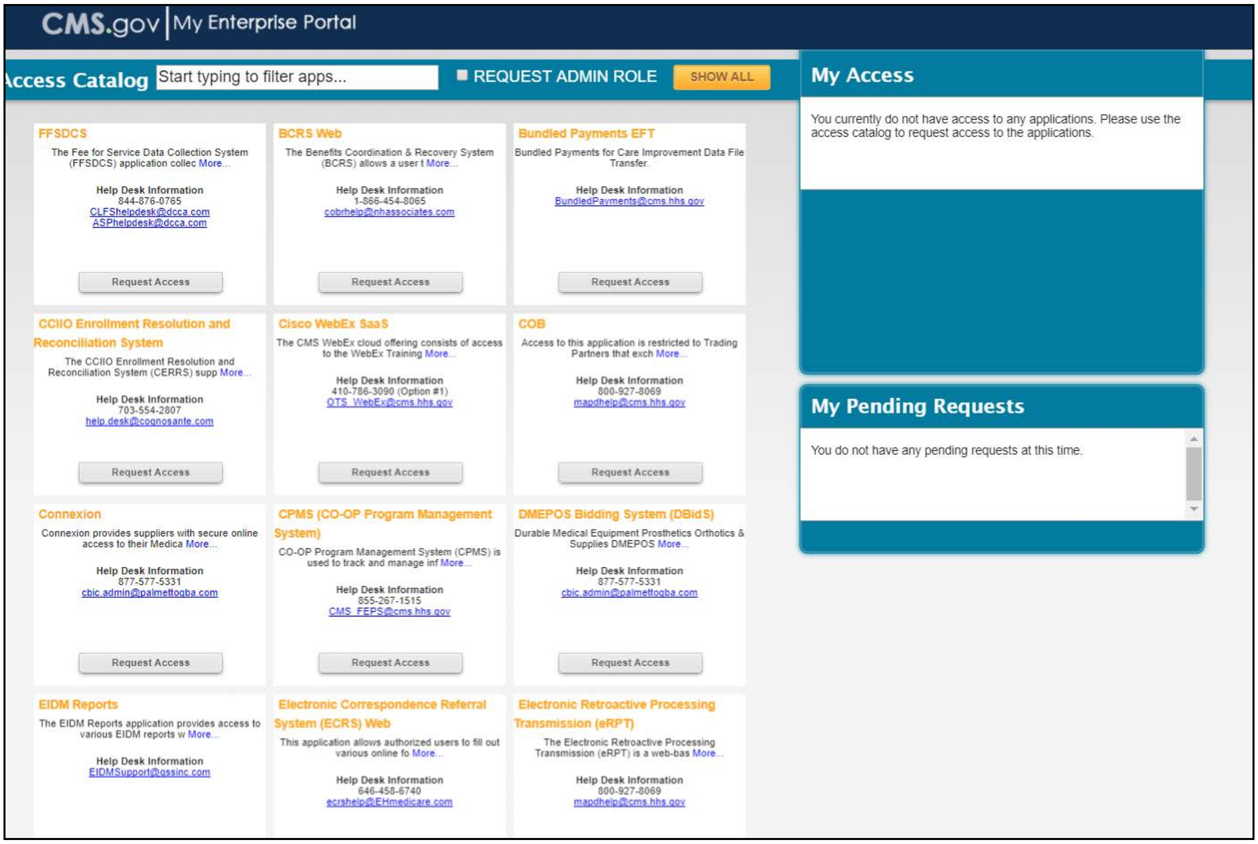
On the My Portal page, users must select Request/Add Apps (refer to Figure 7).

Figure 7: My Portal Page – Request/Add Apps



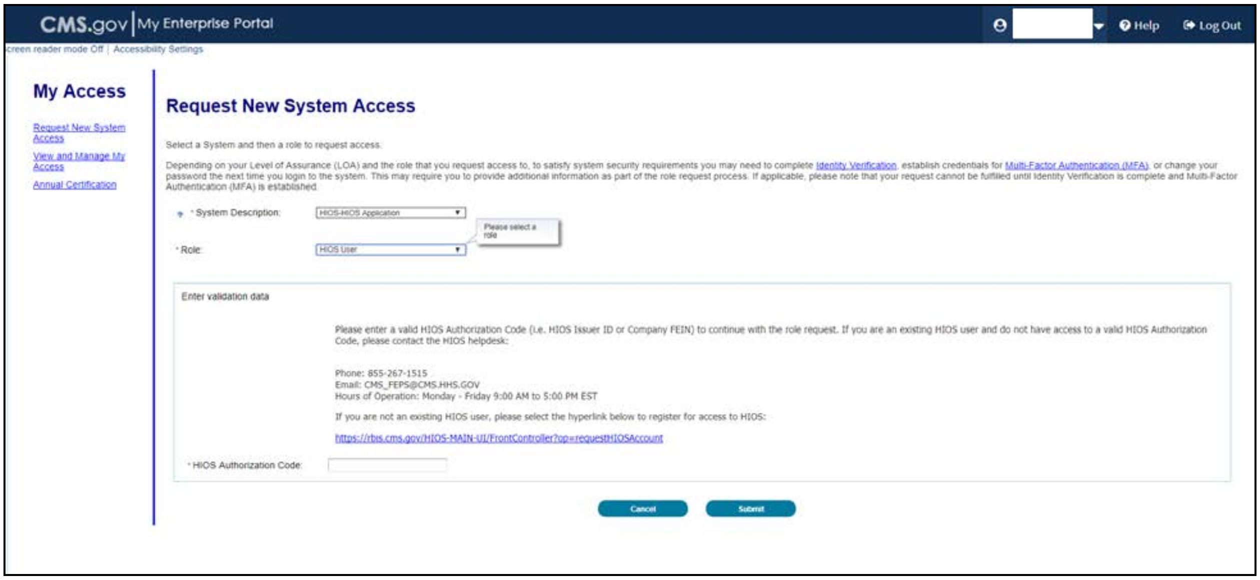
On the Access Catalog page, the user must select Request Access for the HIOS application (refer to Figure 8).

Figure 8: Access Catalog Page



On the Request New System Access page, users must select HIOS Application from the System Description drop-down menu and HIOS User for the Role (refer to Figure 9).

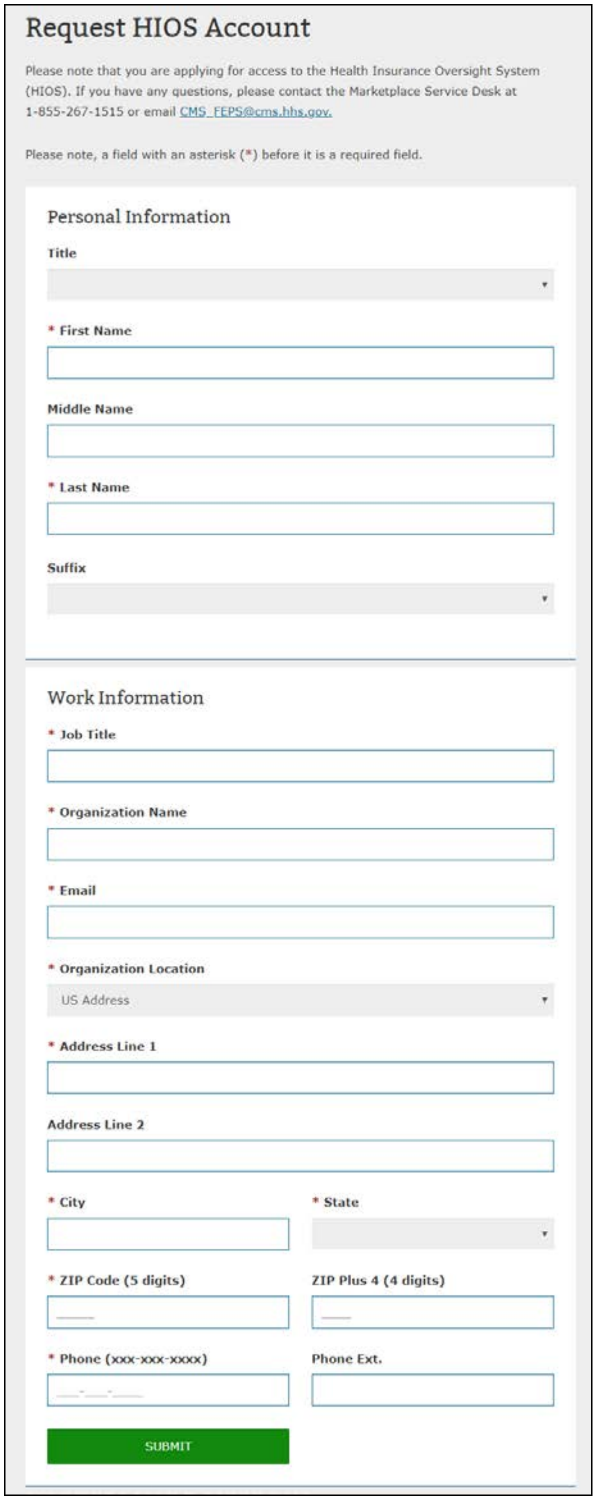
Figure 9: Request New System Access Page



On the Request New System Access page, users must select the hyperlink provided to register for access to HIOS. Users will need to complete the Request HIOS Account form and submit for approval. Please note that the Request HIOS Account form accepts user requests from within and outside the US.

Figure 10 and Figure 11 displays the Request HIOS Account forms for both US and Non-US users:

Figure 10: Request HIOS Account Form – US Address



Request HIOS Account

Please note that you are applying for access to the Health Insurance Oversight System (HIOS). If you have any questions, please contact the Marketplace Service Desk at 1-855-267-1515 or email CMS_FEPS@cms.hhs.gov.

Please note, a field with an asterisk (*) before it is a required field.

Personal Information

Title

* First Name

Middle Name

* Last Name

Suffix

Work Information

* Job Title

* Organization Name

* Email

* Organization Location

US Address

* Address Line 1

Address Line 2

* City

* State

* ZIP Code (5 digits)

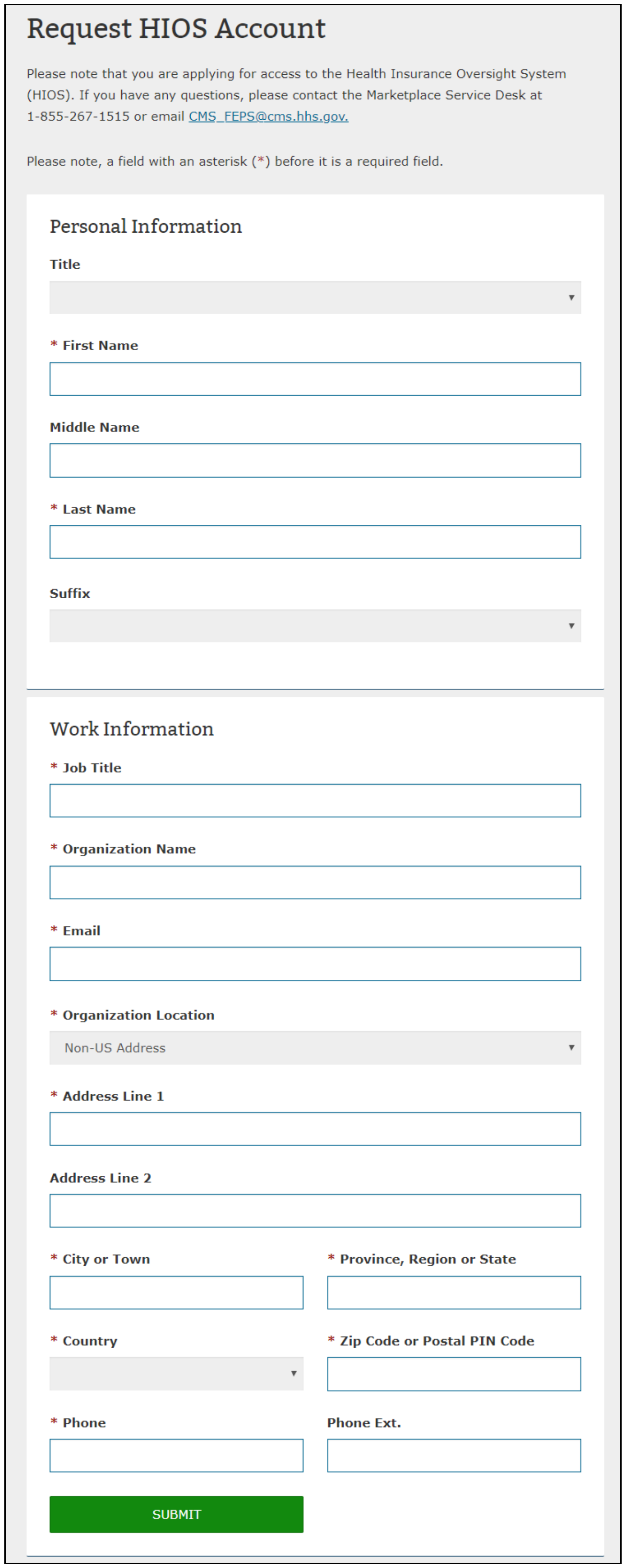
ZIP Plus 4 (4 digits)

* Phone (xxx-xxx-xxxx)

Phone Ext.

SUBMIT

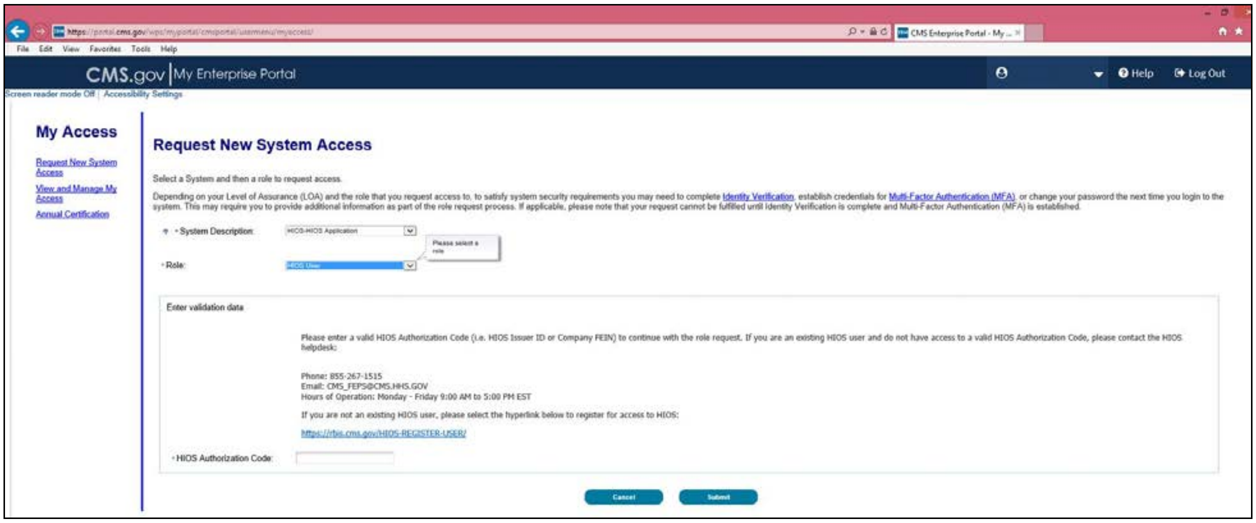
Figure 11: Request HIOS Account Form – Non-US Address



Once approved, authenticated users will receive an email with their HIOS credentials, account information and an authorization code to request access to HIOS in the Enterprise Portal.

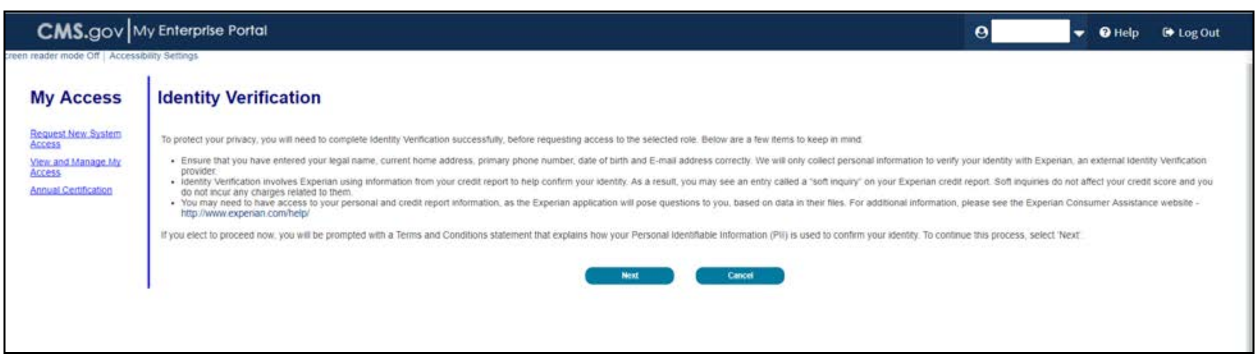
Once the users receive the email from HIOS registration along with the authorization code, they are required to enter the authorization code in the 'HIOS Authorization Code' field on the Request New System Access page as illustrated in Figure 12 and select Submit.

Figure 12: Request New System Access - Enter Authorization Code Screen



Next, the user will be navigated to the Identity Verification page. The user must review the information on the page and select Next to continue (refer to Figure 13).

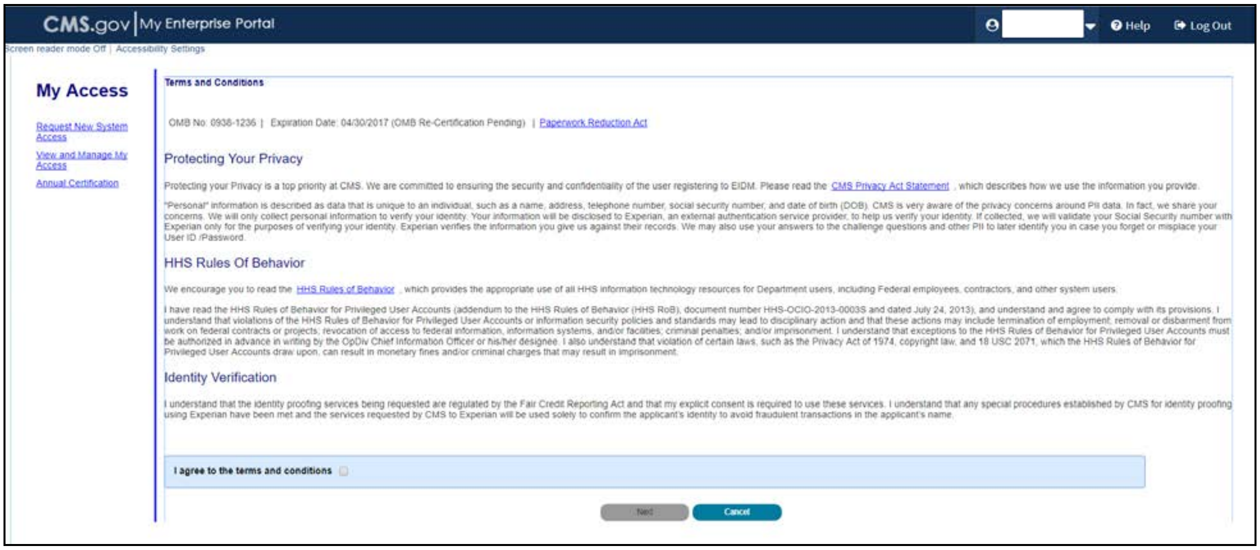
Figure 13: Identity Verification Screen



On the Terms and Conditions page, users must select the checkbox "I agree to the terms and conditions" to accept the terms and conditions and select Next to continue.

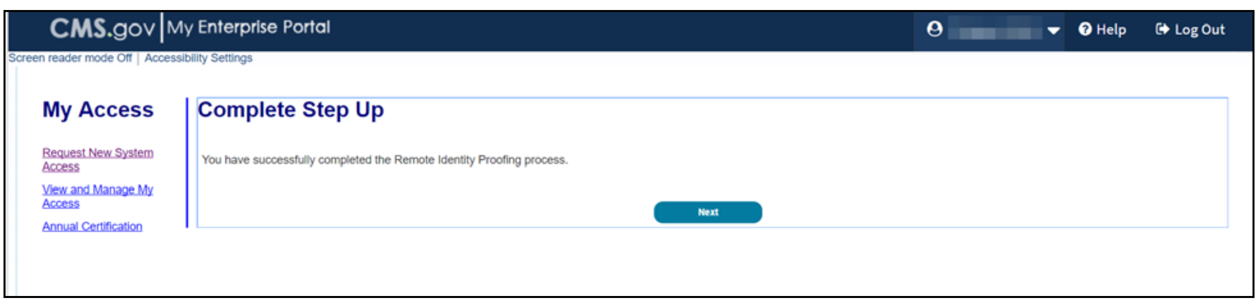
Figure 14 displays the Terms and Conditions page.

Figure 14: Terms and Conditions Page



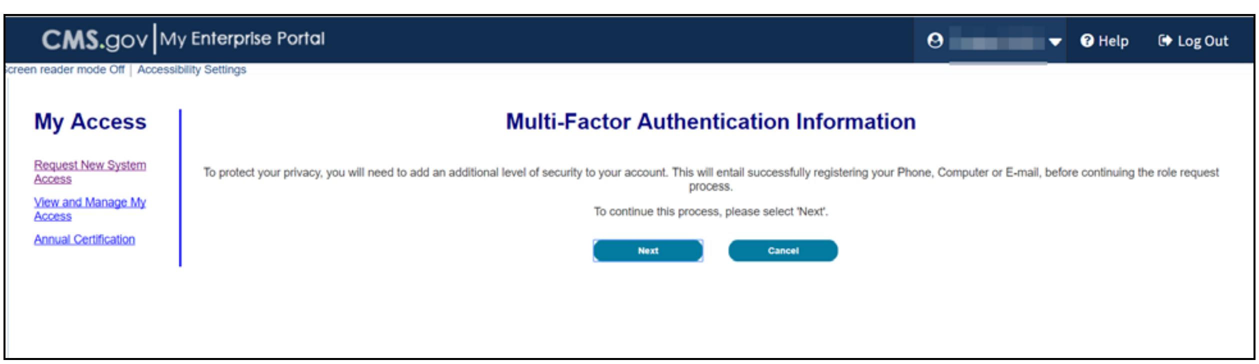
The user must review the information they have entered on the Your Information page, make any necessary updates, and select Next to continue. On the Verify Identity page, the user must answer questions to confirm their identity and select Next to continue. The user should receive the message displayed in Figure 15 once they have completed the Remote Identity Proofing process.

Figure 15: Complete Step Up Page



The user will be navigated to the Multi-Factor Authentication Information page (see Figure 16) and must select Next to continue with the process.

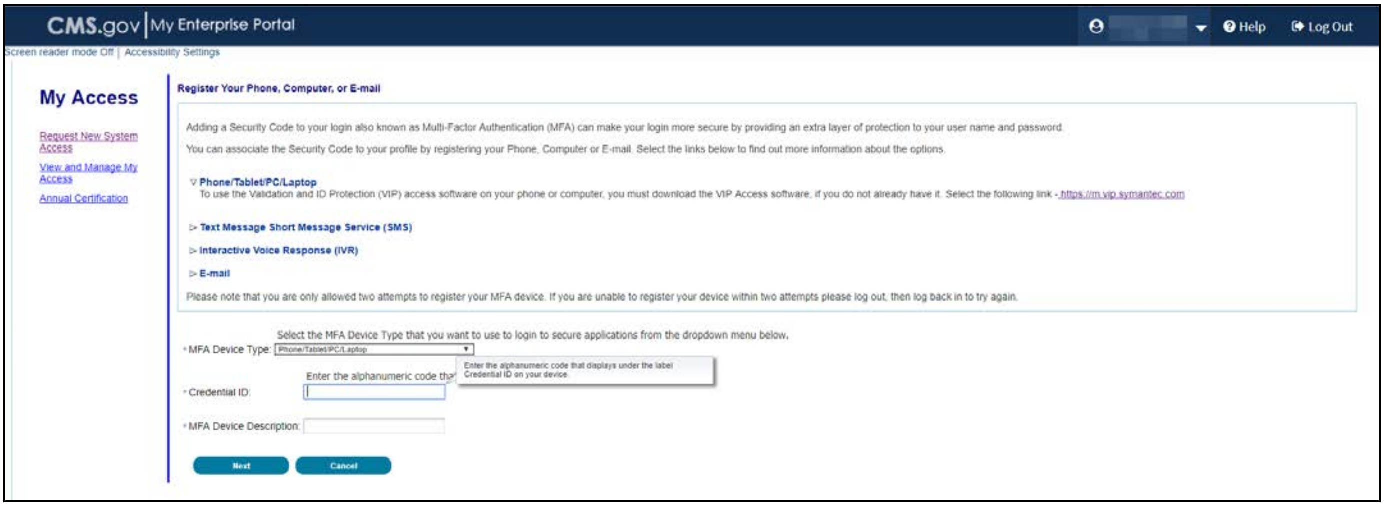
Figure 16: Multi-Factor Authentication Information Page



Users must associate a security code with their Phone, Computer, or E-mail. Users must select the device they wish to use to log in from the MFA Device Type drop-down menu, a Credential ID, and an MFA Device Description. Once that is complete, the user must select Next to continue.

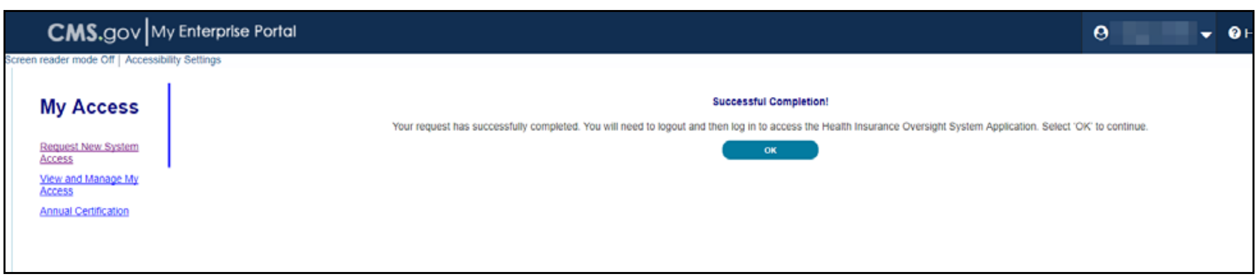
Figure 17 displays the Register Your Phone, Computer, or E-mail page:

Figure 17: Register Your Phone, Computer, or E-mail Page



The user will receive a message that their device has been successfully registered to their user profile. Once the user selects OK on this page, they will receive a message that their request was successfully completed (refer to Figure 18). The user must select OK again to continue.

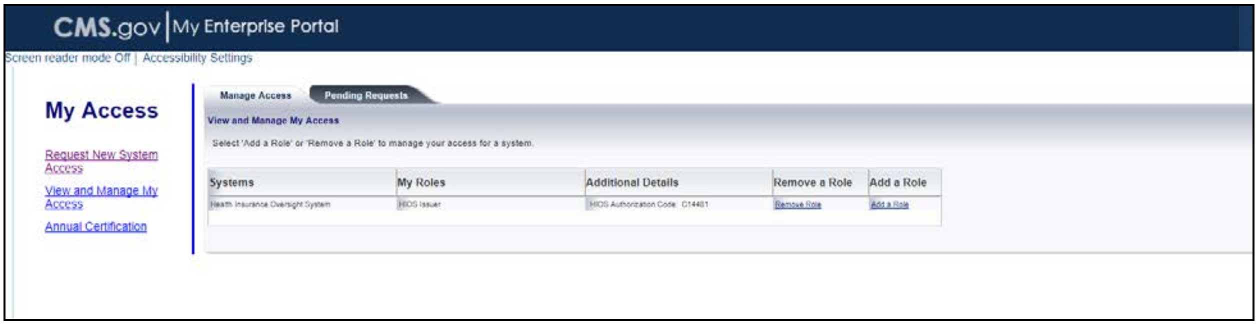
Figure 18: Successful Completion Page



The user will be able to see the HIOS application listed in the Manage Access tab of the View and Manage My Access page (refer to Figure 19).

Figure 19 displays the View and Manage My Access page:

Figure 19: View and Manage My Access Page

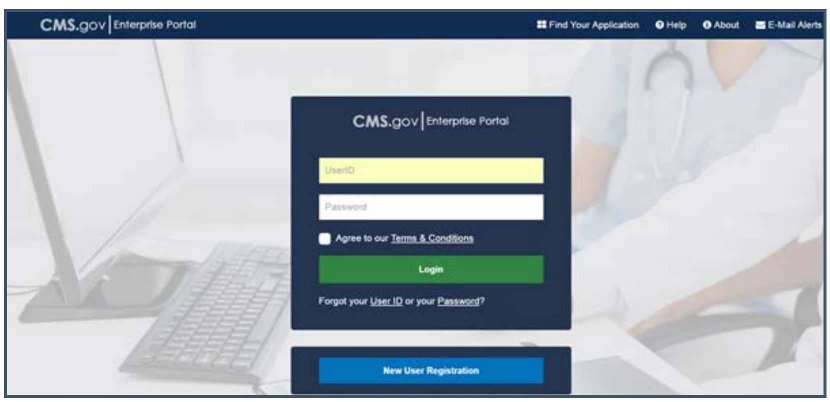


2.2 Existing HIOS Users

Existing HIOS Users will follow the steps below to access HIOS once they have completed the EIDM registration process and have been granted access to the HIOS system. Users must first log out of the system for their profile updates to take effect. Users will then log back into the Enterprise Portal with their EIDM user ID and password.

Figure 20 displays the CMS Enterprise Portal Page.

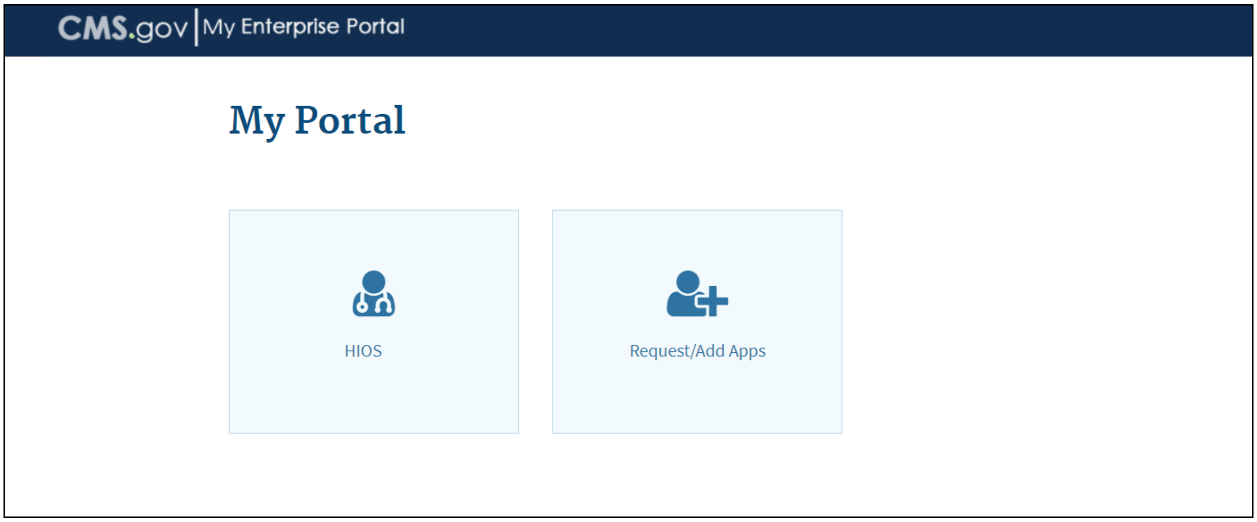
Figure 20: CMS Enterprise Portal Page - Login with EIDM Credentials



After users have logged into the CMS Enterprise Portal, they must select HIOS from the My Portal page and then the Overview link.

Figure 21 displays the My Portal page.

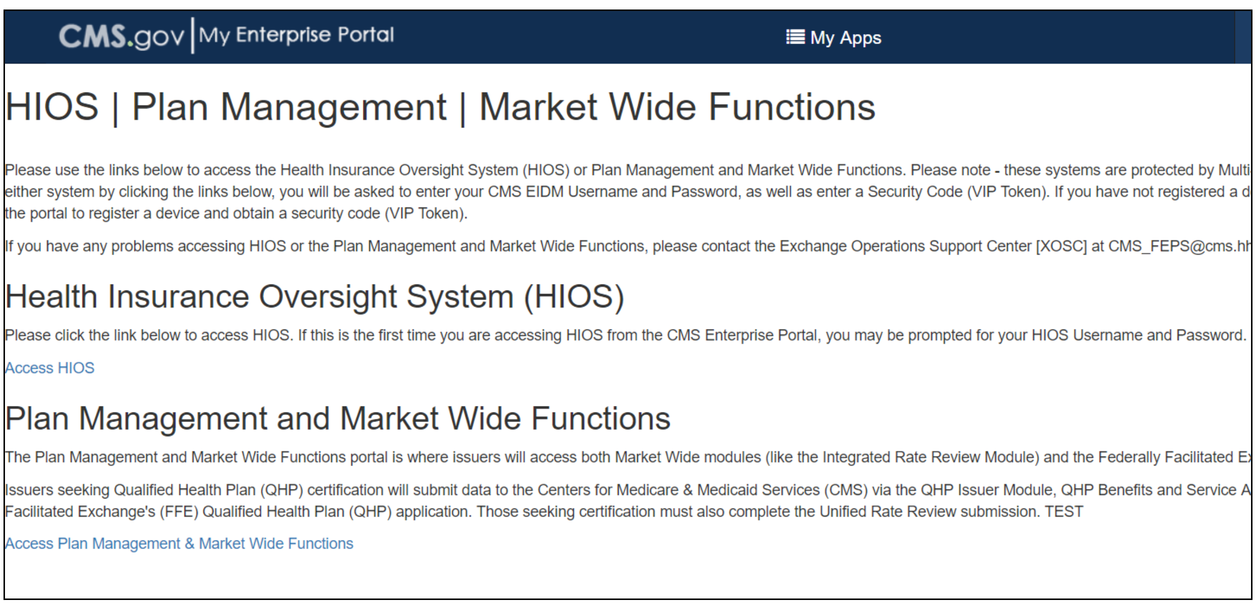
Figure 21: My Portal Page



On the landing page, users must select the **Access HIOS** or the **Access Plan Management & Market Wide Functions** link to access the HIOS functionality.

Figure 22 displays the page that will allow the users to access the HIOS Home page. Users will select the 'Access HIOS' link to navigate to the HIOS Home page.

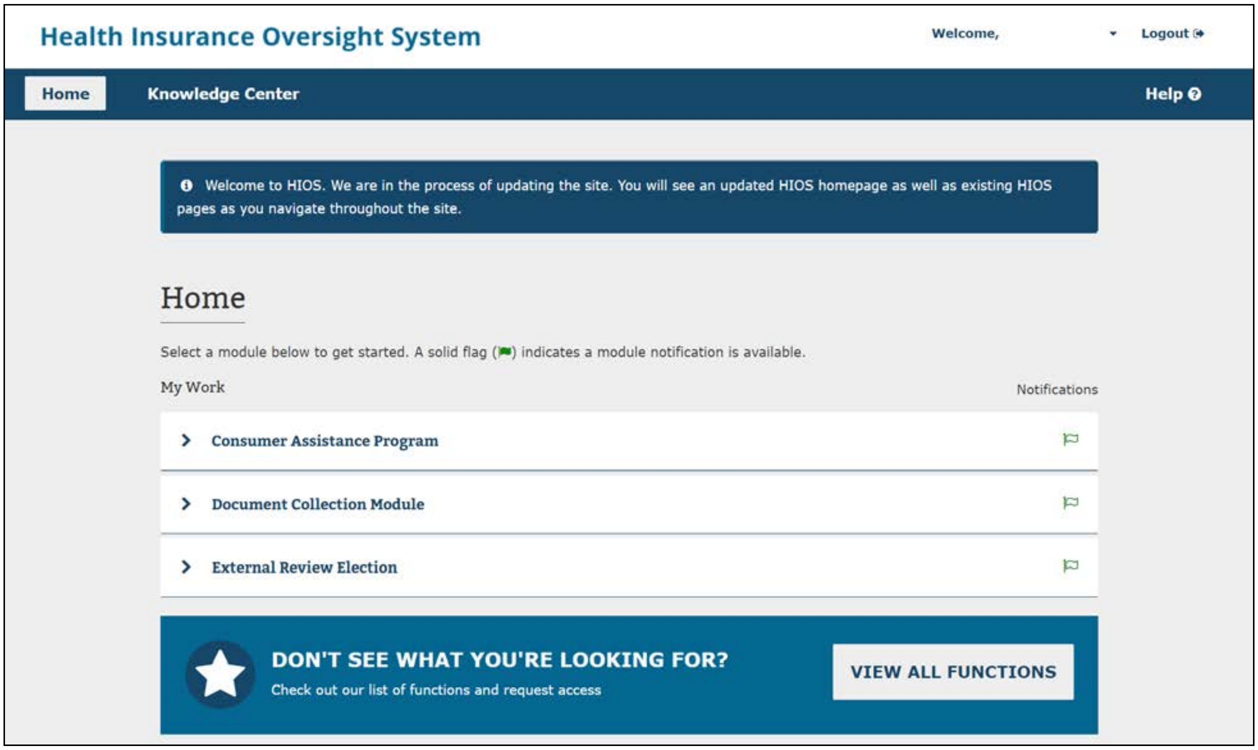
Figure 22: Access HIOS, Plan Management Landing Page



3 HIOS Portal Home Page

Upon successful login, the users will arrive on the HIOS Portal Home Page as shown in Figure 23.

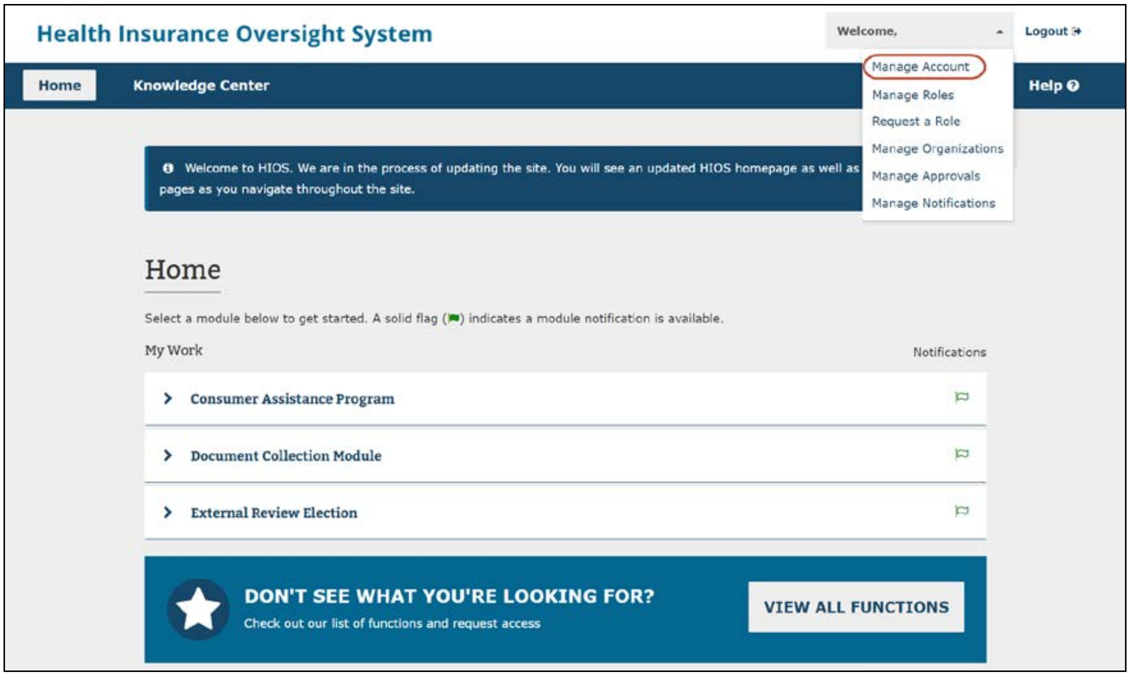
Figure 23: HIOS Portal Home Page



3.1 Manage Account

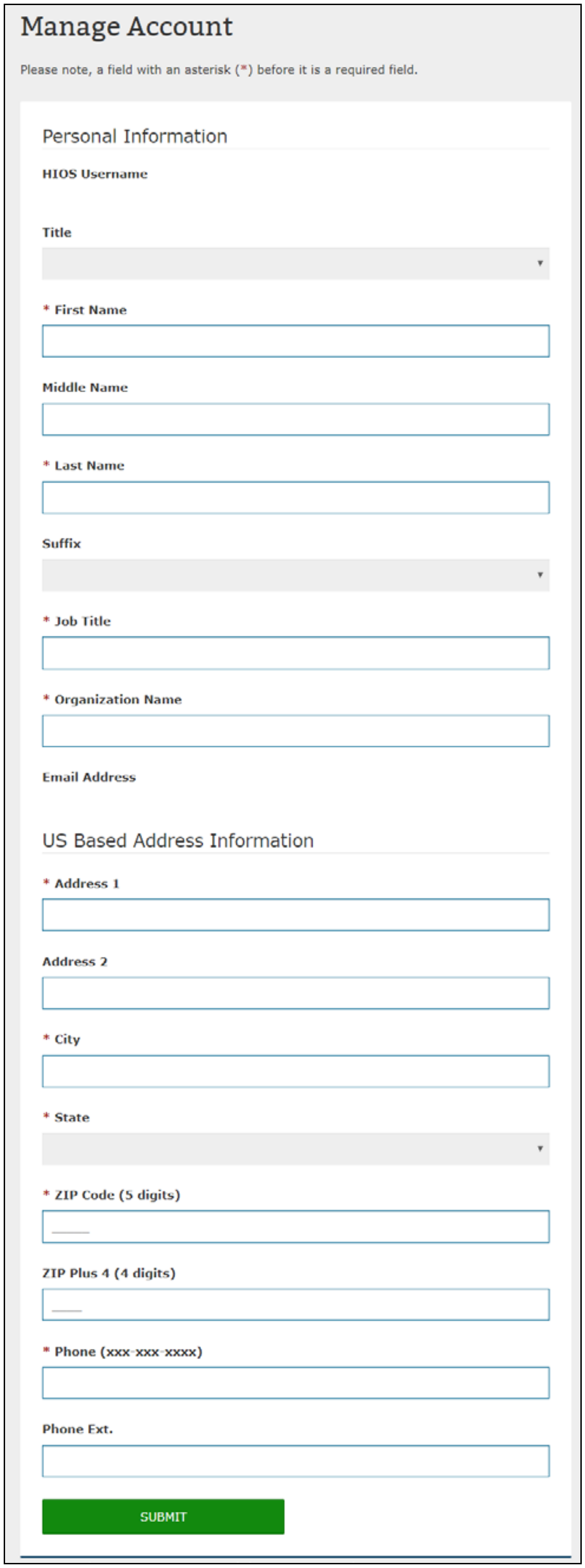
Users with a HIOS user account can edit some of the information they entered when they first created a HIOS account. As illustrated in Figure 24 below, the Manage Account functionality can be accessed from the welcome user drop down on the HIOS home page.

Figure 24: HIOS Home Page – Manage Account Link



Once the users select the link, they will be navigated to the Manage Account page as illustrated below.

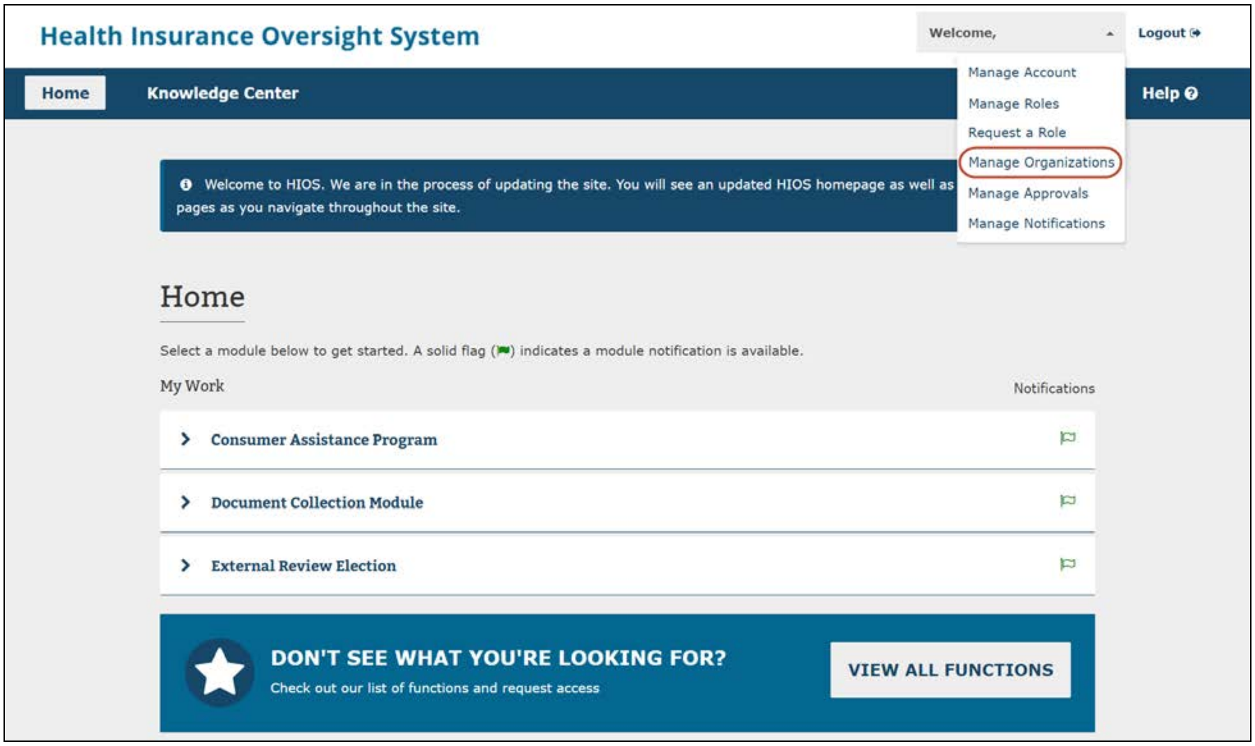
Figure 25: Manage Account Page



3.2 Manage Organizations

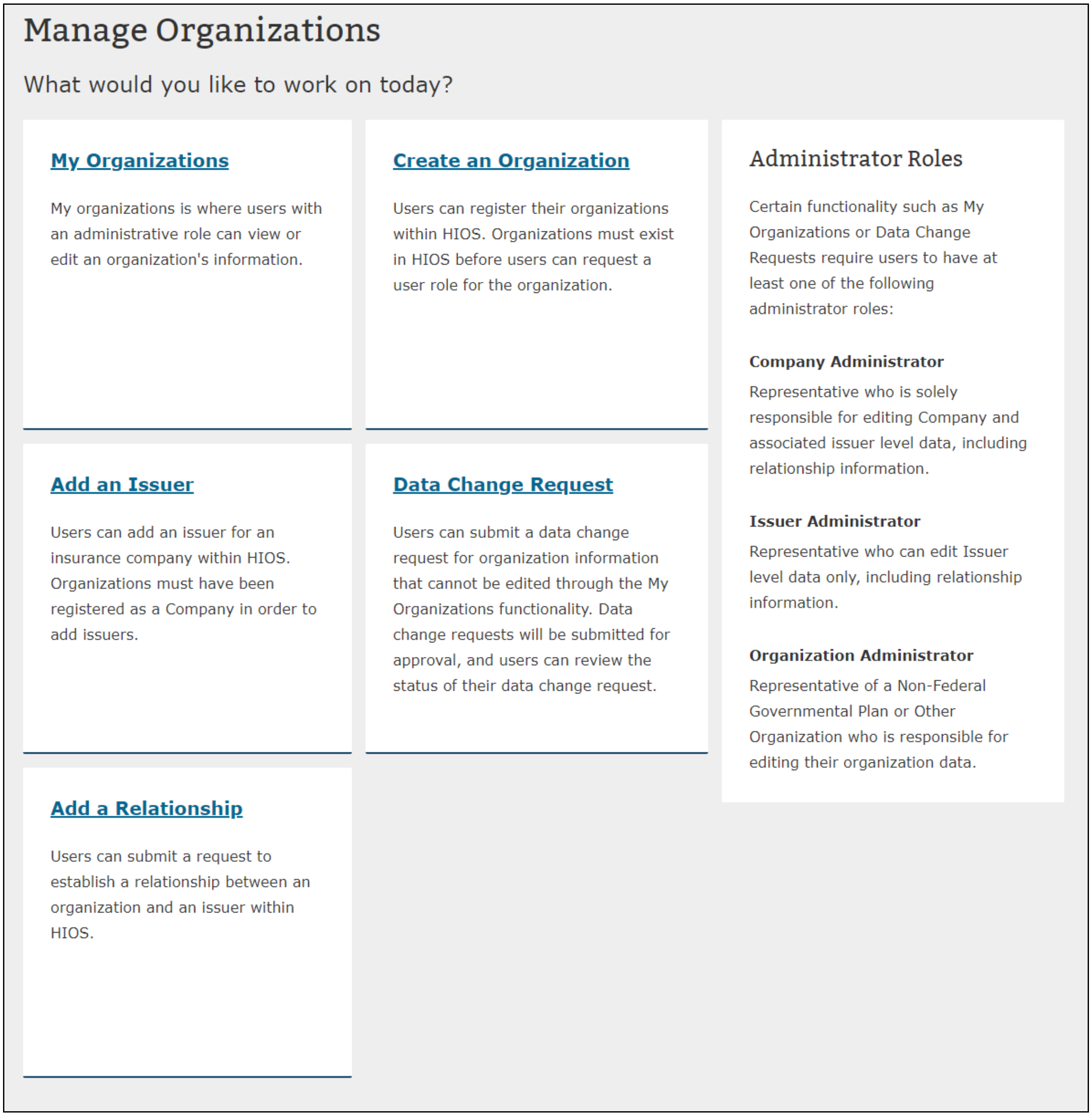
Users can access and view the Manage Organizations landing page from the HIOS Welcome drop-down menu. Please refer to Figure 26 below.

Figure 26: HIOS Portal Home Page – Manage Organizations



On the Manage Organizations landing page, users can view descriptions for and navigate to the following pages: My Organizations, Create an Organization, Add an Issuer, Data Change Request, and Add a Relationship. Users will also be able to see descriptions for the various types of Administrator Roles on the right side of the landing page. Please refer to Figure 27 below.

Figure 27: Manage Organizations Landing Page



3.2.1 My Organizations

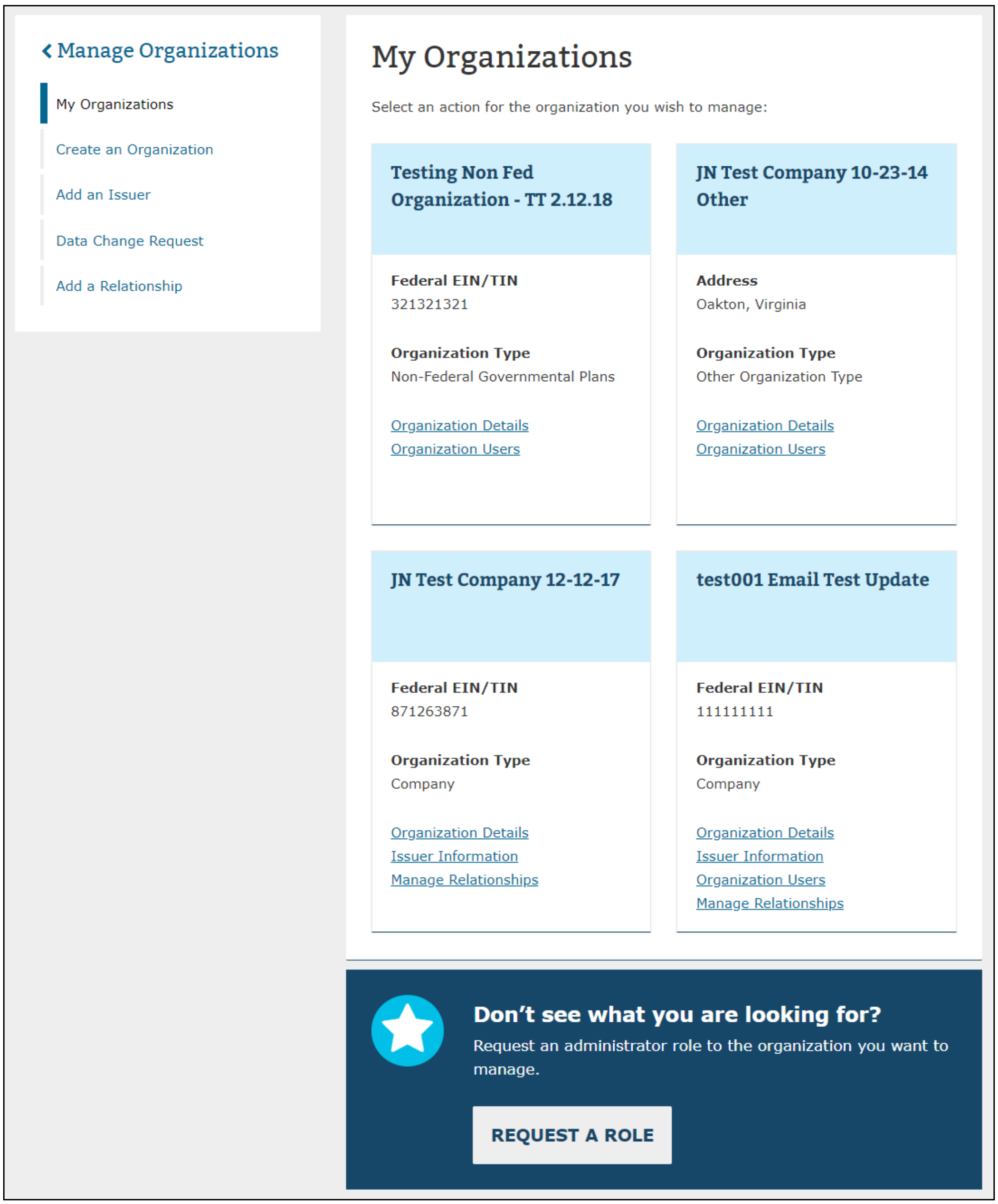
The My Organizations page allows Company, Issuer, and Organization administrator users to view information for the organizations they have an administrative role for. Each organization that a user has an administrator role for will appear as its own card with specific links on the My Organizations page. There is also a left-hand navigation menu that can take a user back to the Manage Organizations landing page, Create an Organization page, Add an Issuer page, and Data Change Request page. Please refer to Figure 28.

If an organization is an Insurance Company, company administrator users will have access to the Organization Details, Issuer Information, Organization Users, and Manage Relationships pages from the organization card. If a user is only an issuer administrator, they will not see the Organization Users page.

If an organization is a Non-Insurance Company, company administrator users will have access to the Organization Details, Organization Users, and Manage Relationships pages from the organization card.

If an organization is a Non-Federal Governmental Health Plan or an Other Organization, organization administrator users will have access to the Organization Details and Organization Users pages from the organization card.

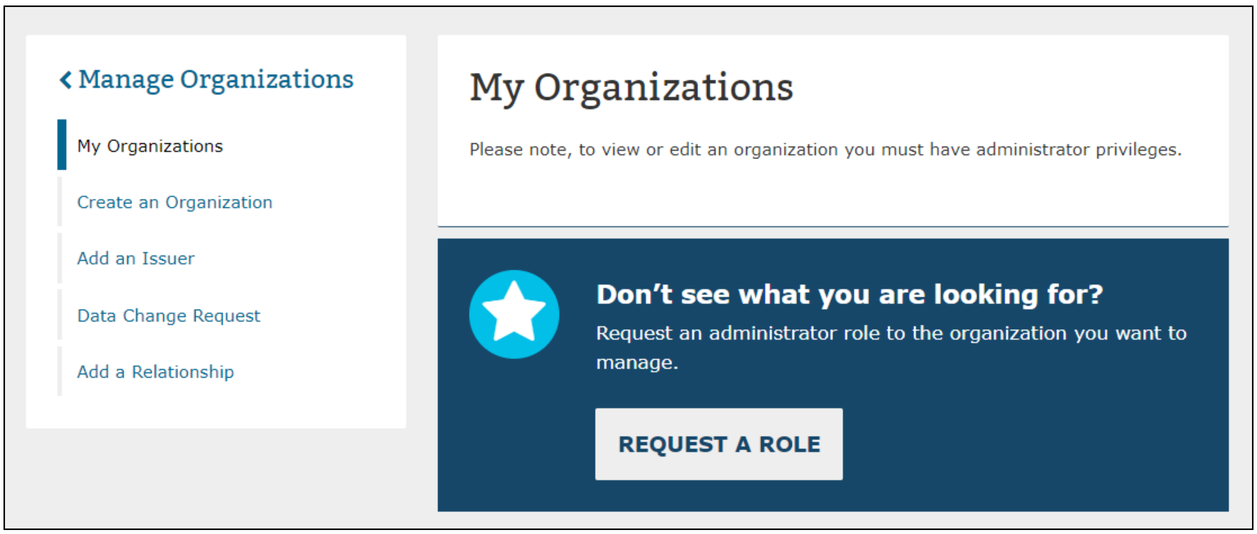
Figure 28: My Organizations Page for User with Administrator Role



Organization Details allows users to view and edit some of the organization's information. If a user is only an issuer administrator user, they will not be able to edit the organization's information and will only see the information in a read-only format. Issuer Information allows users to view all of the issuers associated to the insurance company. Organization Users allows users to view a list of users who have a role associated to that organization. Manage Relationships allows users to view a list of relationships for the insurance or non-insurance company.

If a user does not have any administrator roles, the My Organizations page will appear with no organization cards. Users can navigate to the Request a Role page to request an administrator role. Please refer to Figure 29 below.

Figure 29: My Organizations Page for User without Administrator Role



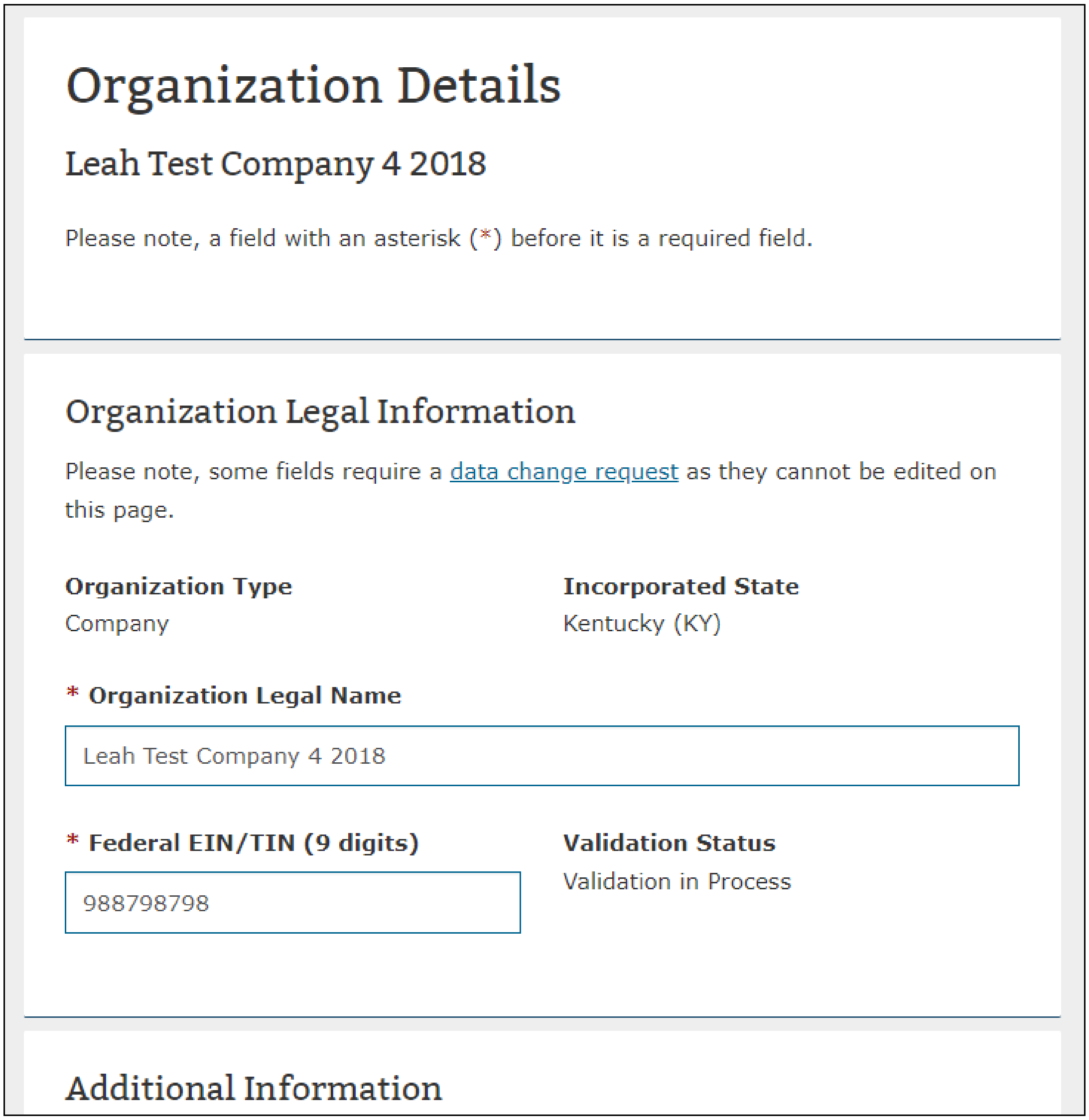
3.2.1.1 Organization Details

After selecting Organization Details, users can view organization information and make edits. Please refer to Figure 30 below. To make other changes related to existing organizational data, a user can select 'Data Change Request'. This functionality is described in detail in 3.5.

Users will also be able to view their organization's FEIN validation status, when applicable. The status is high-level and will only indicate whether the FEIN was successfully validated, failed validation, or is pending validation. As indicated in the failure notifications, the Company Administrator may need to contact the help desk to receive further information on their failure scenario.

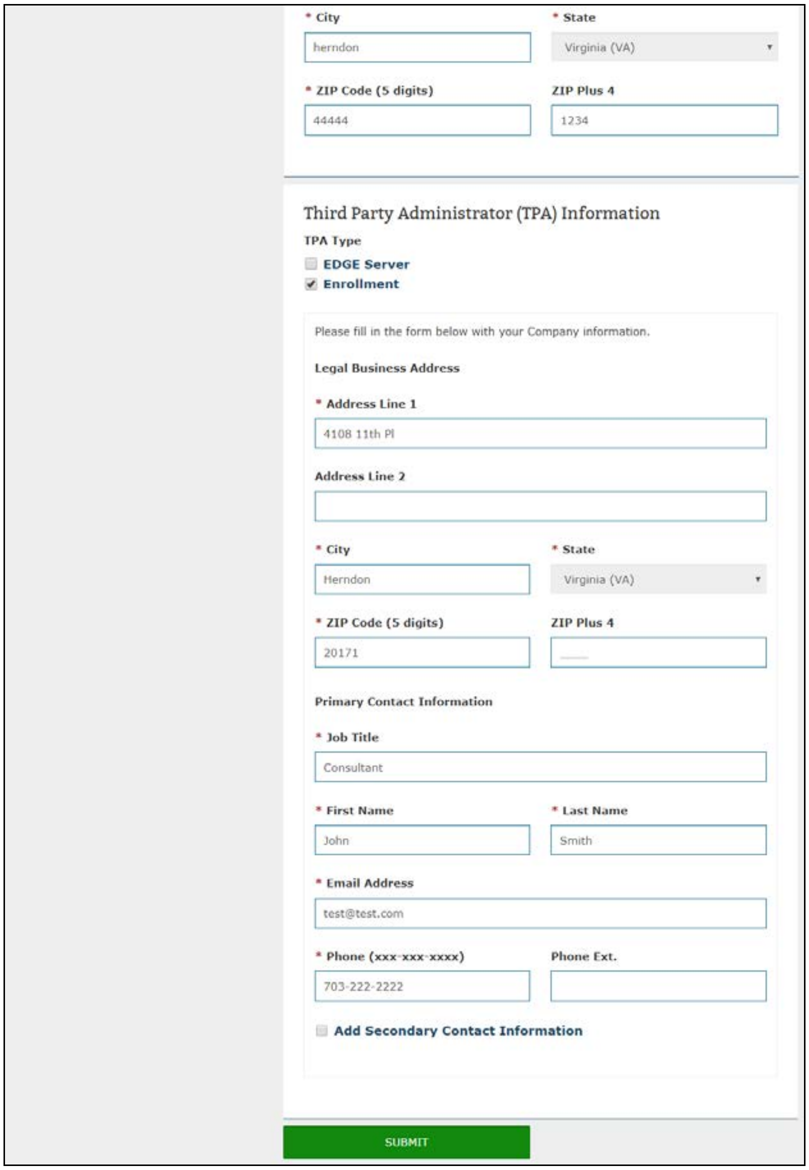
Note: The FEIN and Company Legal Name fields will be locked down and disabled for editing when the FEIN Validation Status is 'Validated'.

Figure 30: Organization Details



For insurance and non-insurance companies, there is an additional set of information collected called Third Party Administrator (TPA) Information. If users select EDGE Server and/or Enrollment as the TPA type, they will be asked to provide additional information for the company. The screenshot below displays the additional information that needs to be provided.

Figure 31: Organization Details – TPA Information



Once the TPA information has been entered, users can submit their updates.

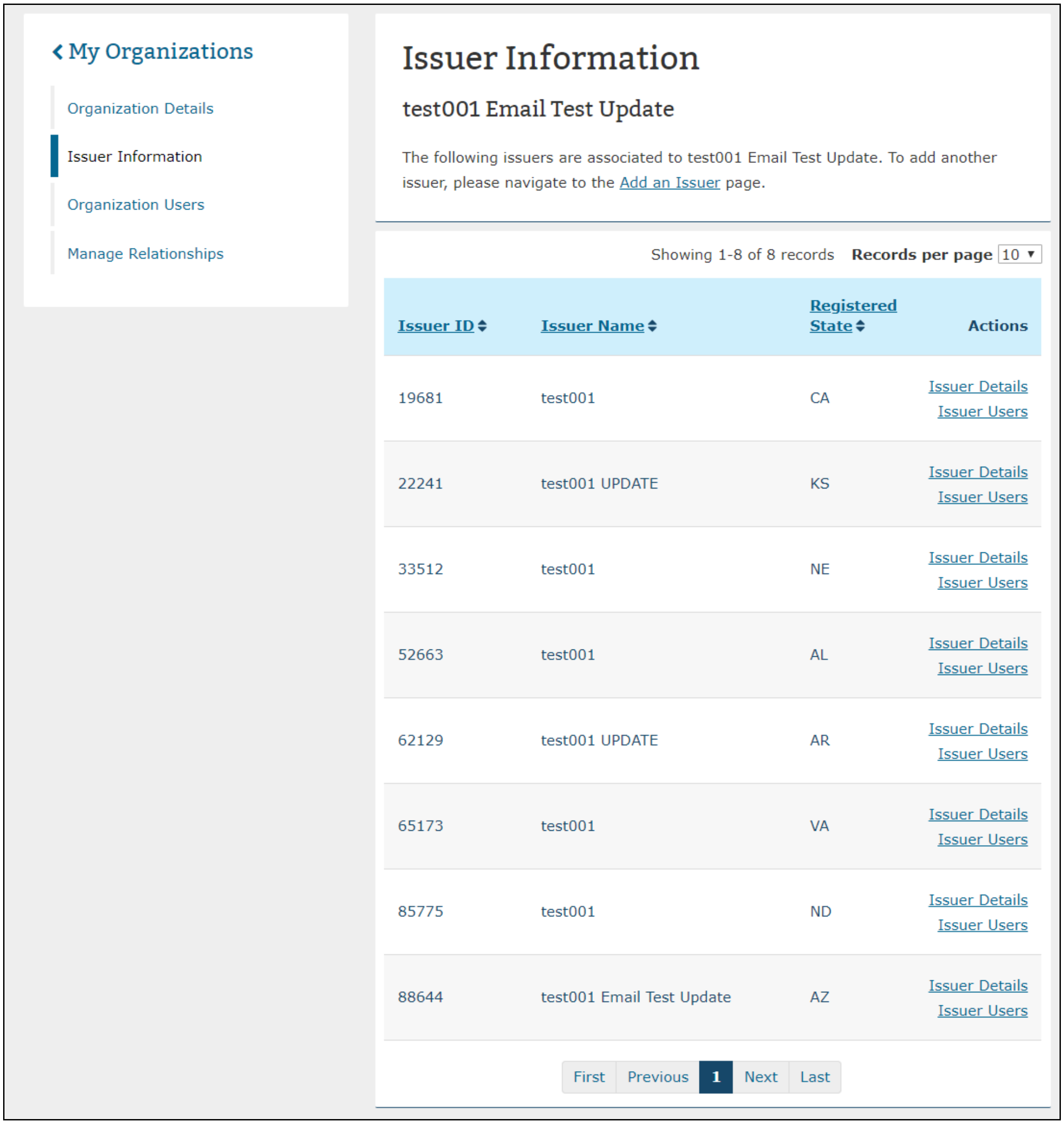
If a user is only an Issuer Administrator, they will only see a read-only page of the insurance company information after selecting Organization Details. Please refer to Figure 32 below.

Figure 32: Organization Details Page - View

3.2.1.2 Issuer Information

Users that are either a Company Administrator or an Issuer Administrator can view Issuers associated to the company on the Issuer Information page. Please refer to Figure 33 below. From the table, users also have access to the Issuer Details or the Issuer Users page.

Figure 33: Issuer Information Page



3.2.1.2.1 Issuer Details

From the Issuer Information page, Company and Issuer administrator users can view Issuer Details and make edits. Fields that are editable on this page are Issuer Marketing Name, Market Type and Line of Business, and Domiciliary Address. Please refer to Figure 34 below. To make other changes related to existing organizational data, a user can select 'Data Change Request'.

If a user is not an Issuer administrator for the selected issuer, they will only see the information in a read-only page. Please refer to Figure 35 below.

Figure 34: Issuer Details Page

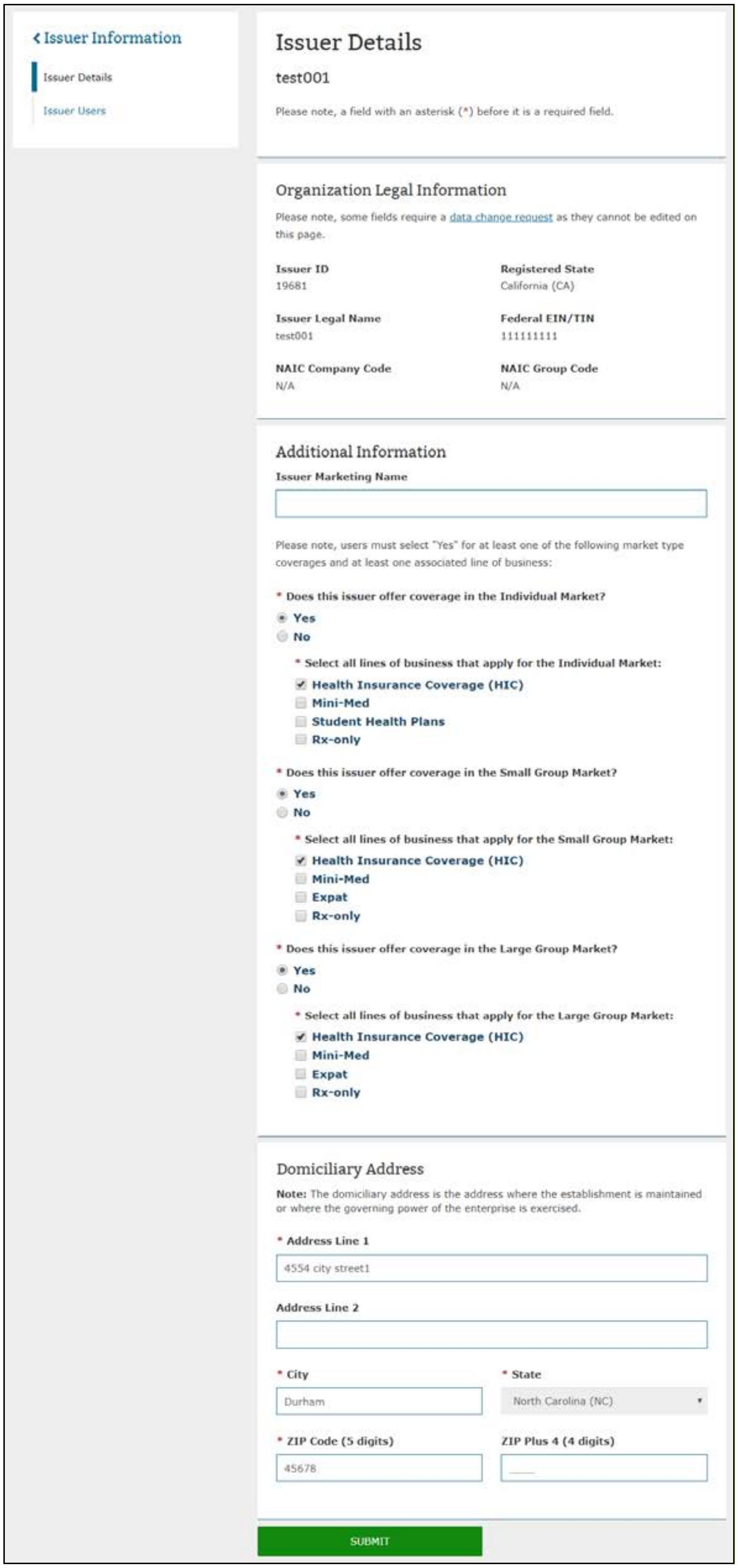
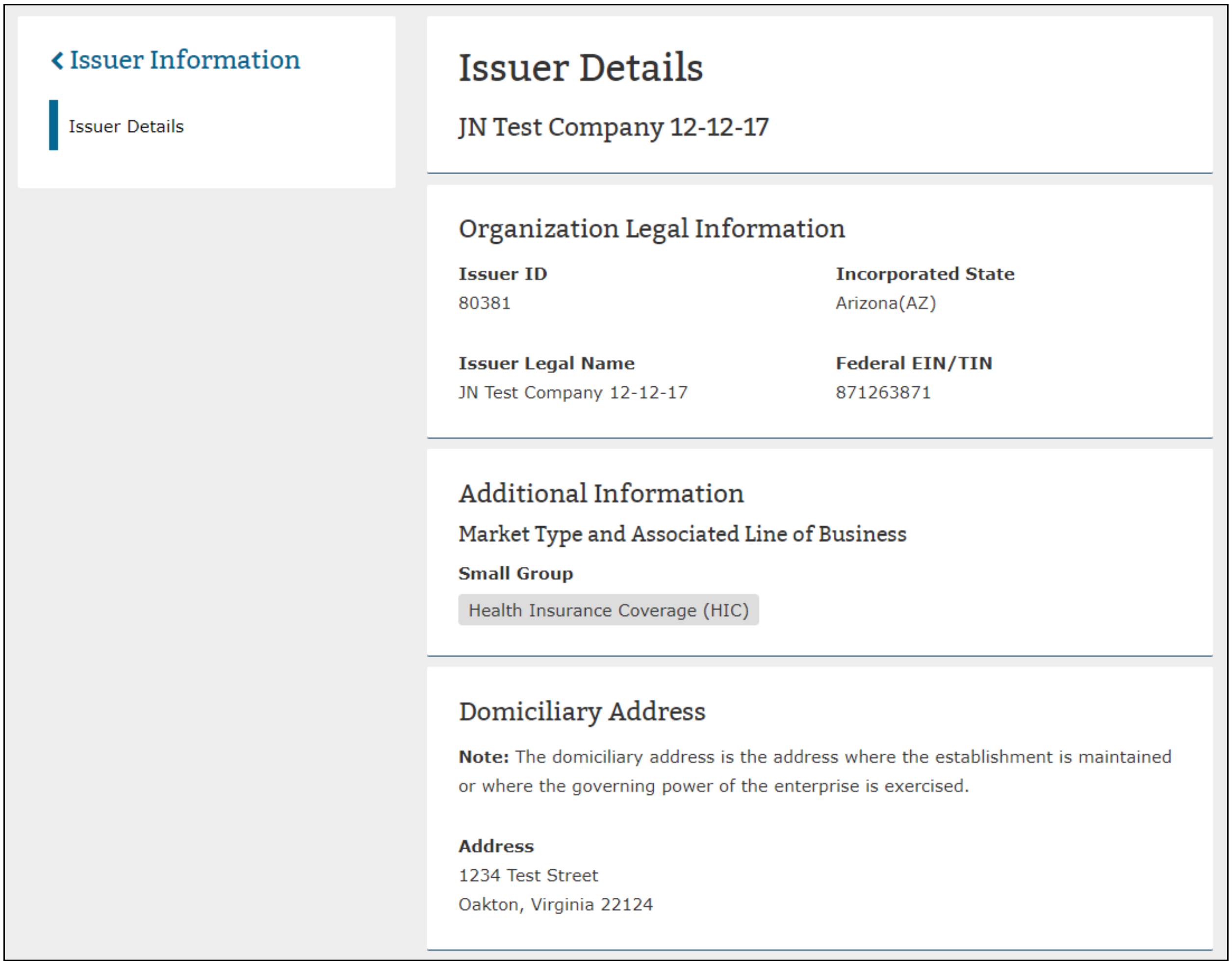


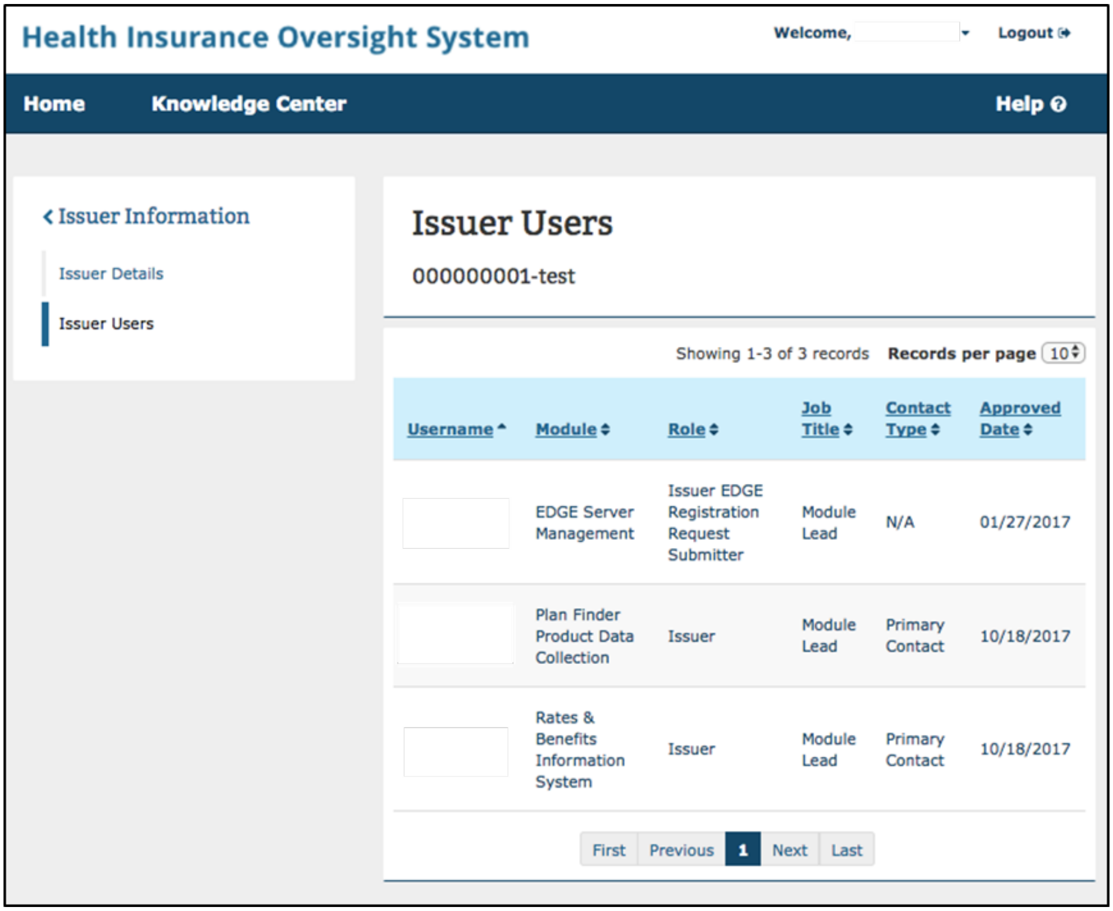
Figure 35: Issuer Details Page - View



3.2.1.2.2 Issuer Users

The Issuer Users page displays a table which lists all users that have a role associated at the issuer level. Users can view or sort by the User Name, Module Name, Role, Job Title, Contact Type, or Approved Date. Only users that have the Company or Issuer administrator role can view the Issuer Users page for their specific issuer. Please refer to Figure 36 below.

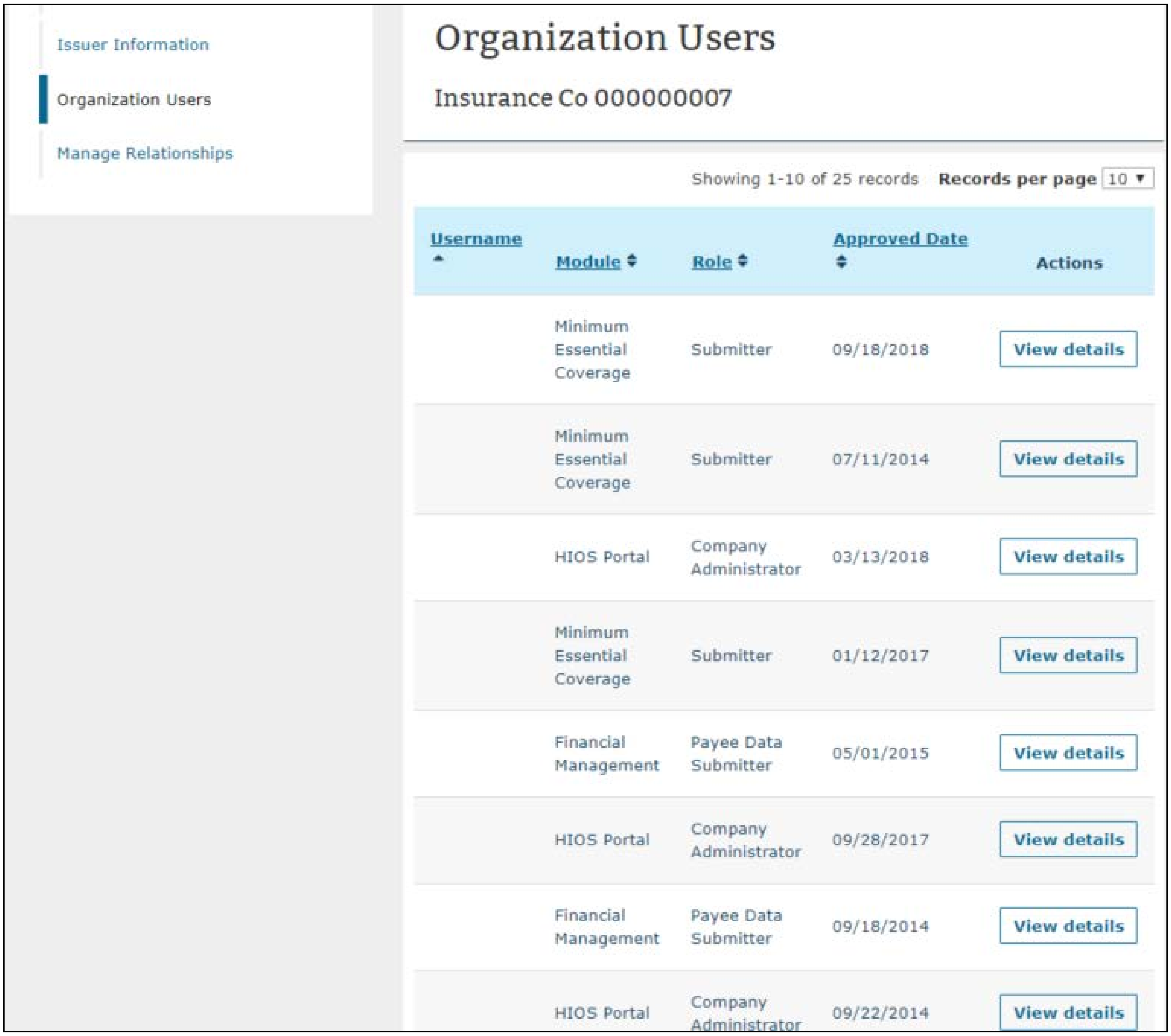
Figure 36: Issuer Users



3.2.1.3 Organization Users

The Organization Users page displays a table which lists all users that have a role associated to that organization. Users can view or sort by the User Name, Module Name, Role Name, Job Title, Contact Type, Requested Approved Date. Only users that have the Company or Organization administrator role can view the Organization Users page for their specific organization. If a user is only an Issuer administrator, then they will not have access to the Organization Users page. Please refer to Figure 37 below.

Figure 37: Organization Users



3.2.1.3.1 Organization Users – User Role Removal

Users with the Company and Organization Administrator has the ability to remove the user access from HIOS for a specific module and a specific role at the organization level. Please note, for roles not available for deletion on the Organization Users page, users may contact the Help Desk for assistance.

The Company and Organization Administrator can remove the user access for a specific role from the Organization Users page by selecting the 'View Details' button and selecting the 'Remove Role' button. The user will receive a confirmation message that the role has been deleted and is directed back to the Organization Users page. Once the role is removed, an email is sent out to the user whose role has been removed alerting them of the change. Additionally, once removed, the role will no longer appear on the Organization Users table. Please see Figures 38 – 41.

Figure 38: Organization Users with View Details button

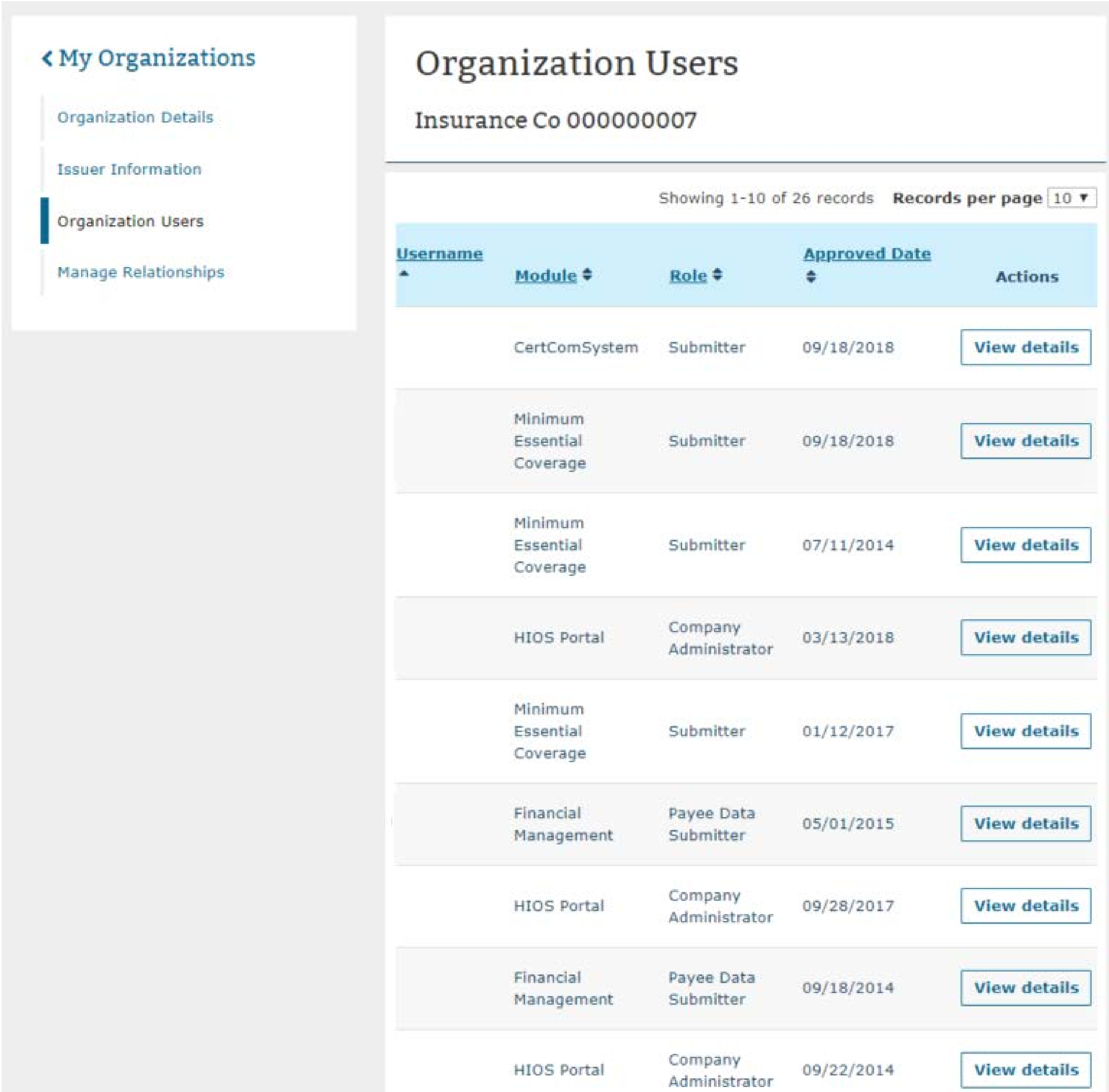


Figure 39: View User Details page

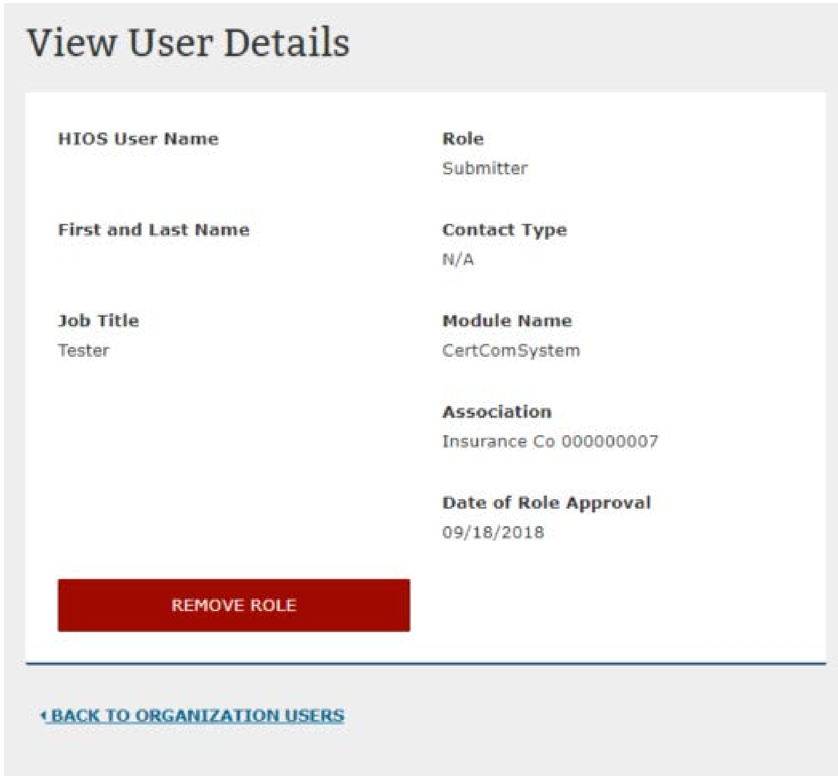


Figure 40: View User Details - Confirmation Pop-up

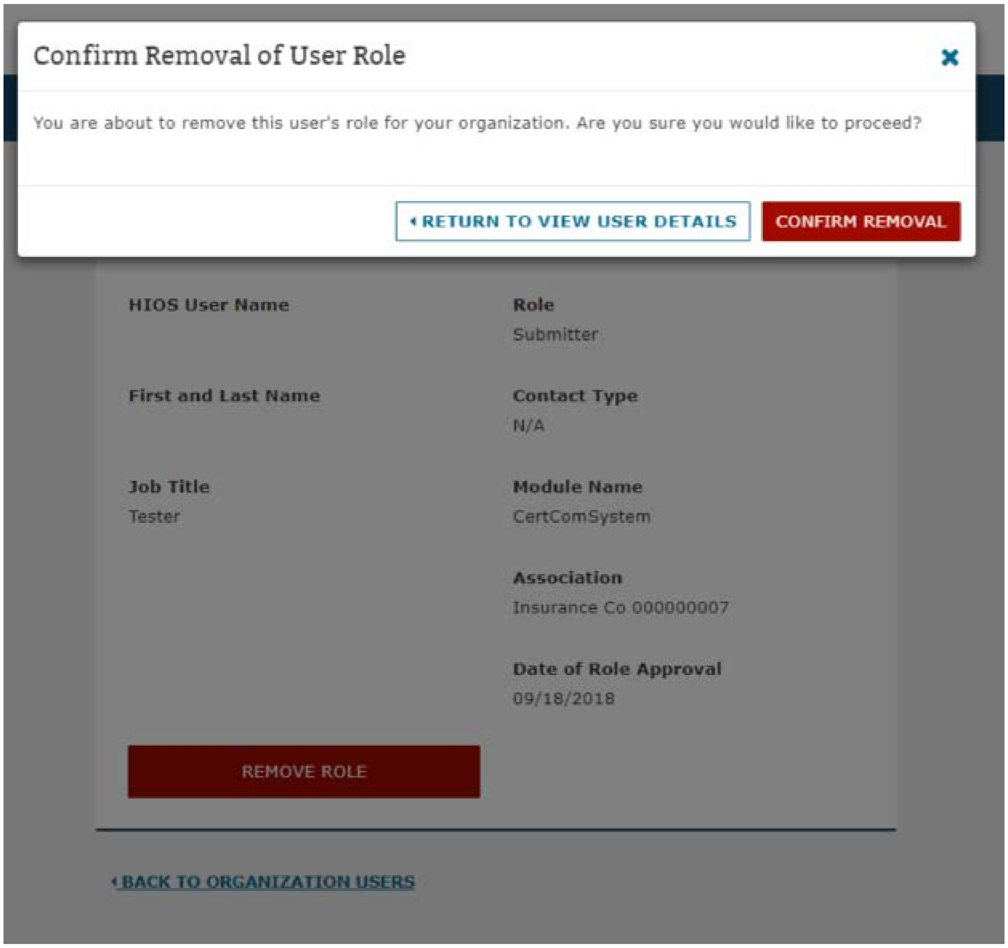
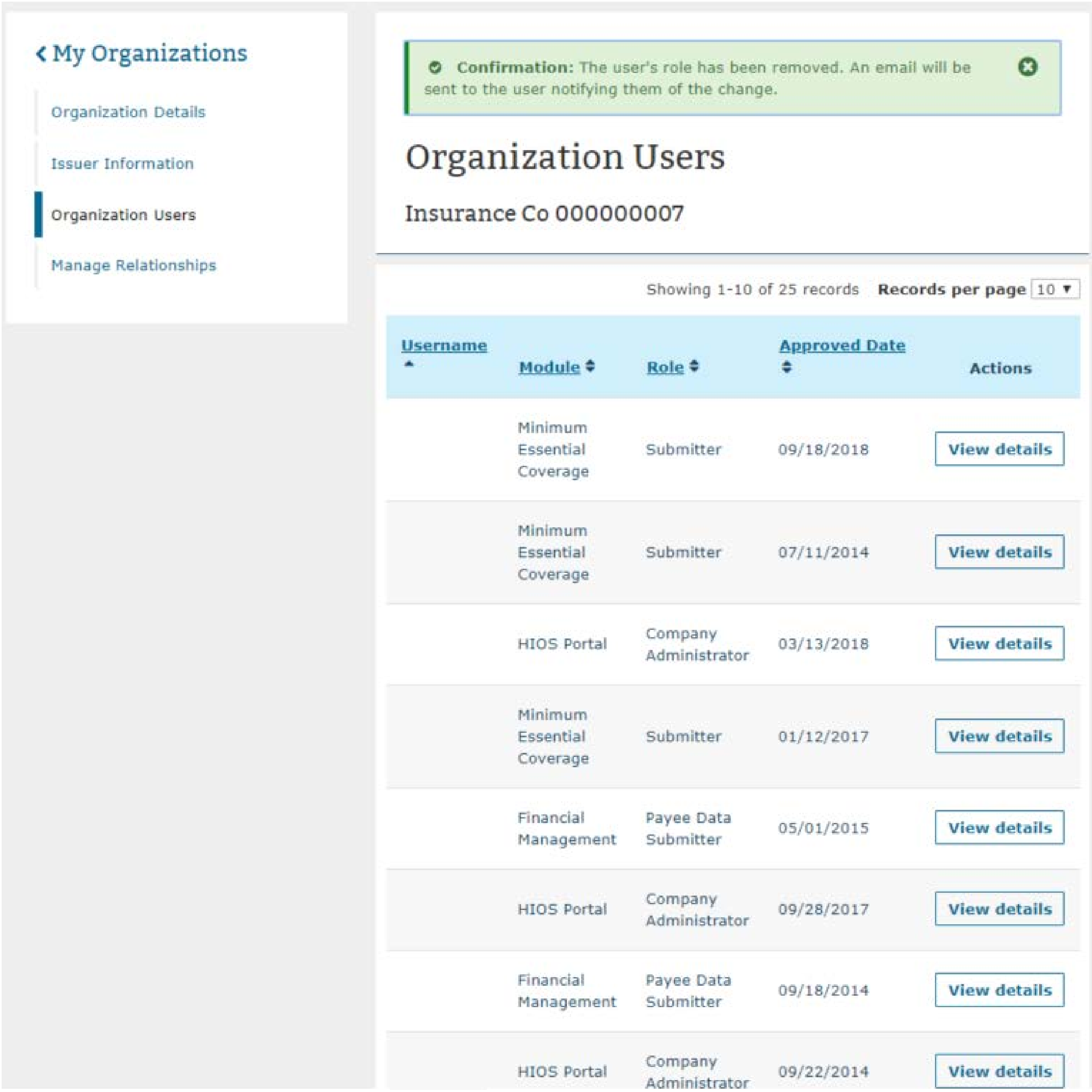


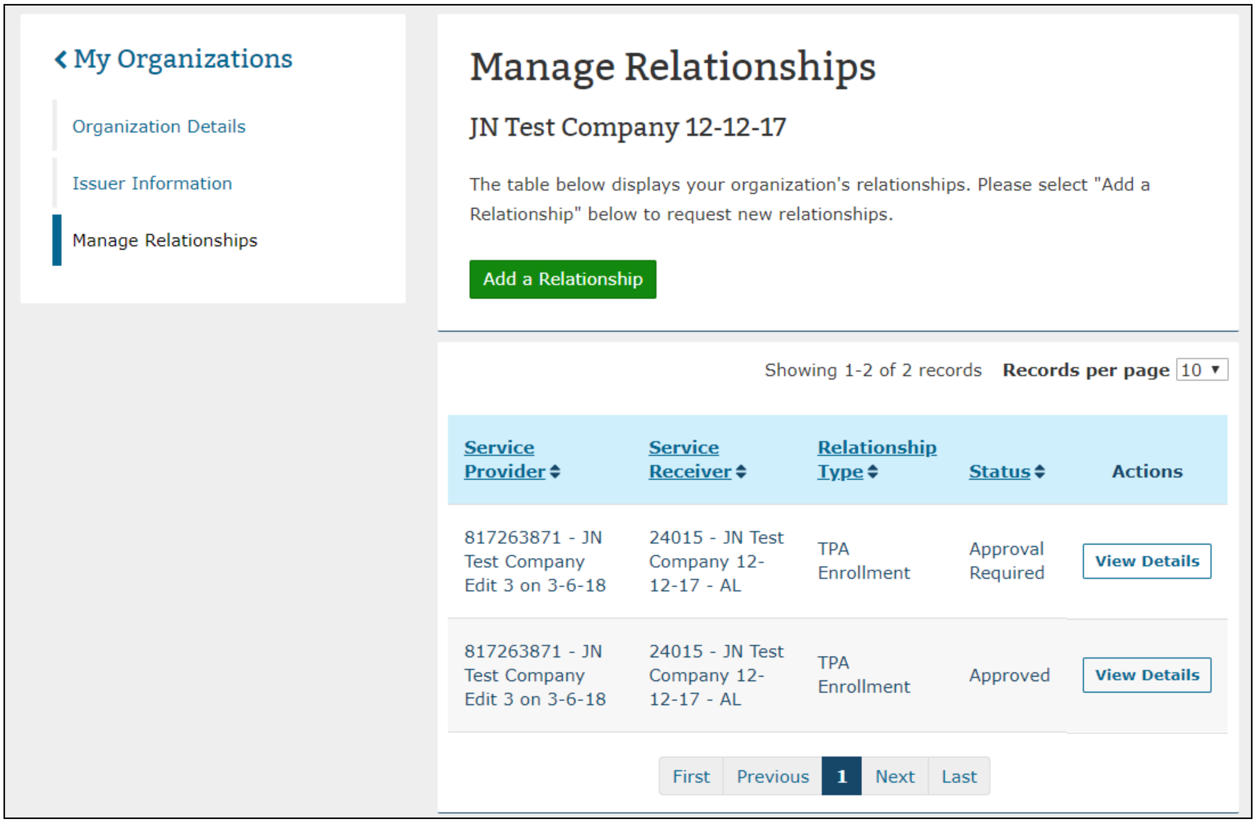
Figure 41: Organization Users - Confirmation message after removal is complete



3.2.1.4 Manage Relationships

Users that are either a Company Administrator or an Issuer Administrator can view relationship information associated to the company or issuers on the Manage Relationships page. The relationship information will appear in a sortable table format with the following statuses: Pending, Approval Required, Approved, or Denied. Please refer to Figure 42 below.

Figure 42: Manage Relationships Page



Users have the option to select View Details from within the table to view additional details for the relationship. If the status of the relationship is Approval Required, users will have the option to Approve or Deny the relationship from the View Relationship Details page. Once Approve or Deny is selected, a pop-up confirmation will appear for users to confirm their action. Please refer to Figure 43 and Figure 44 below.

Figure 43: View Relationship Details Page – Approve/Deny

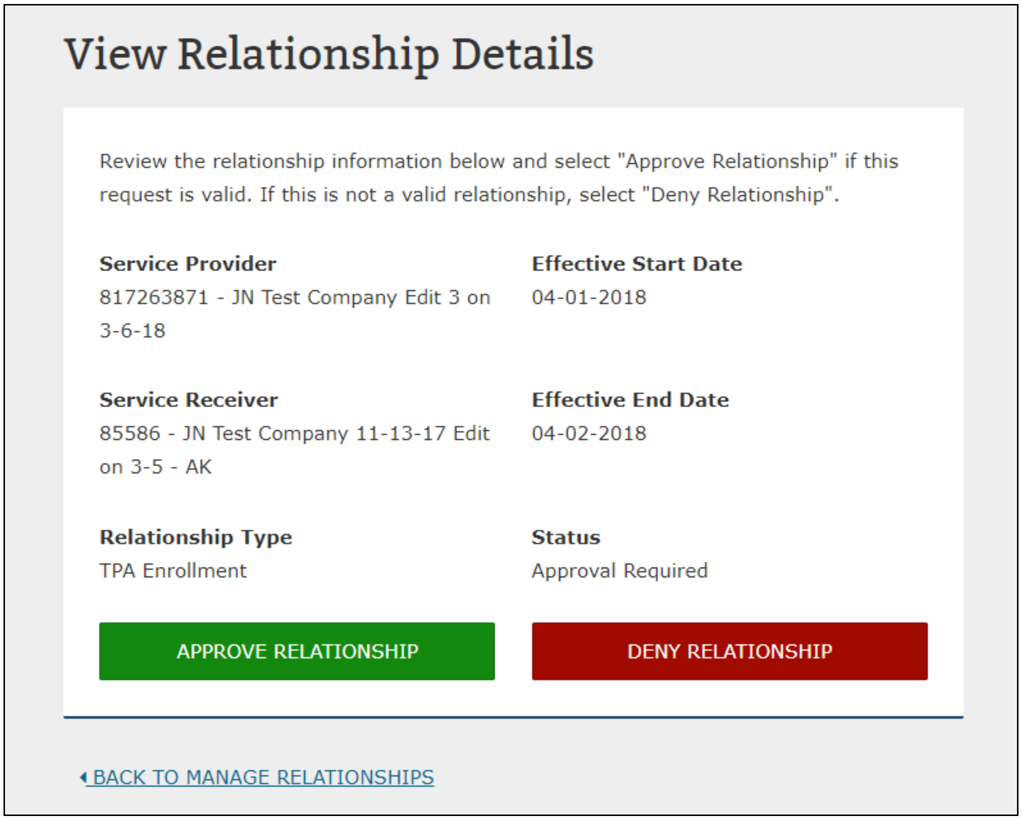
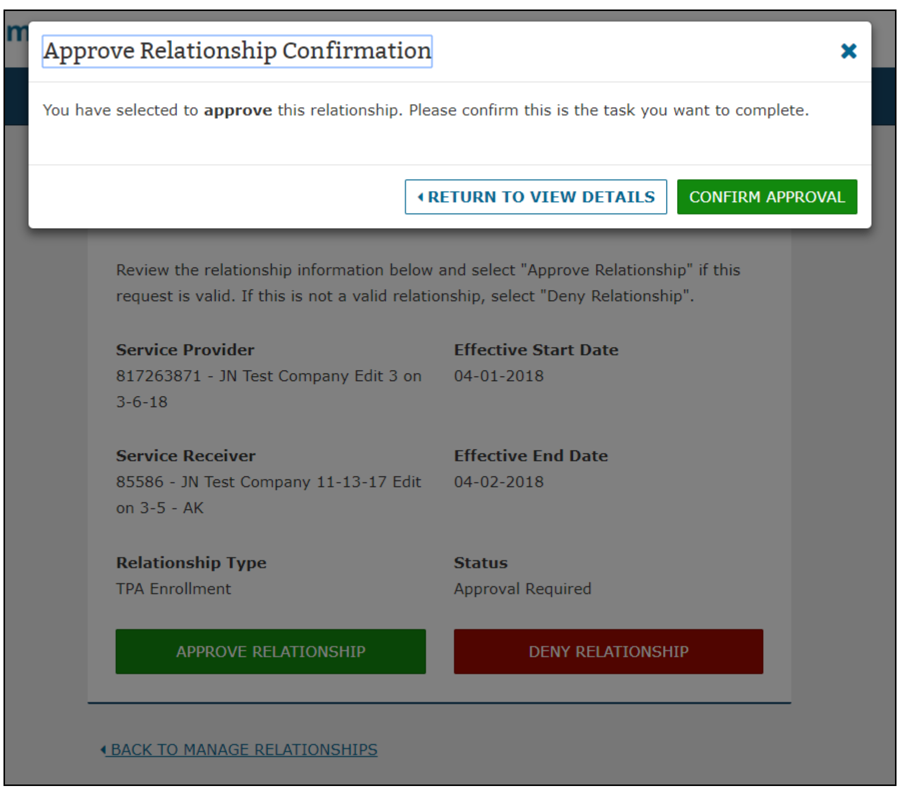


Figure 44: Approve Relationship Confirmation



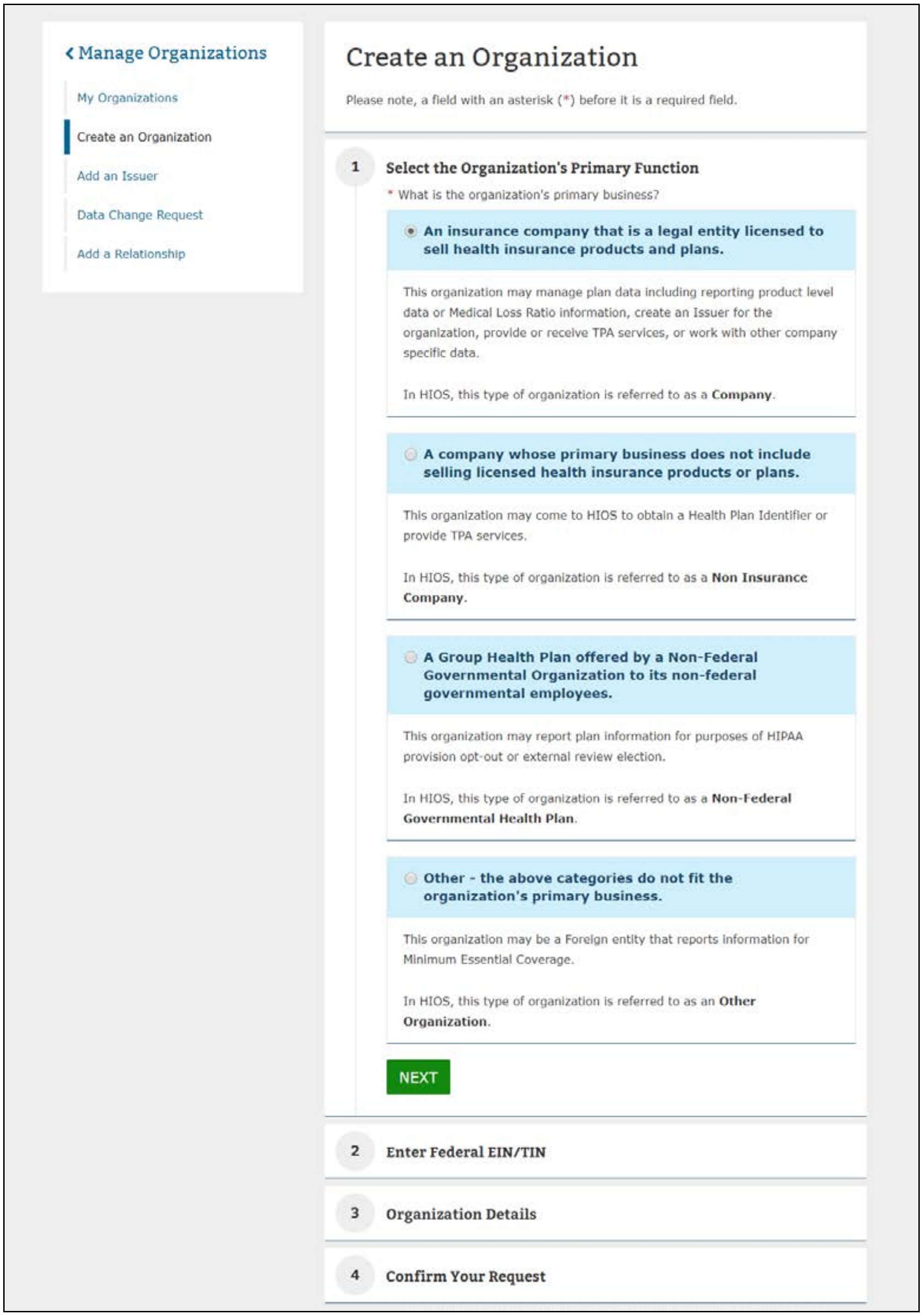
If a relationship's effective end date has passed or if a relationship is already in an Approved or Denied status, users will not have access to the Approve/Deny functionality on the View page. Please refer to Figure 45 below.

Figure 45: View Relationship Details

3.3 Creating an Organization

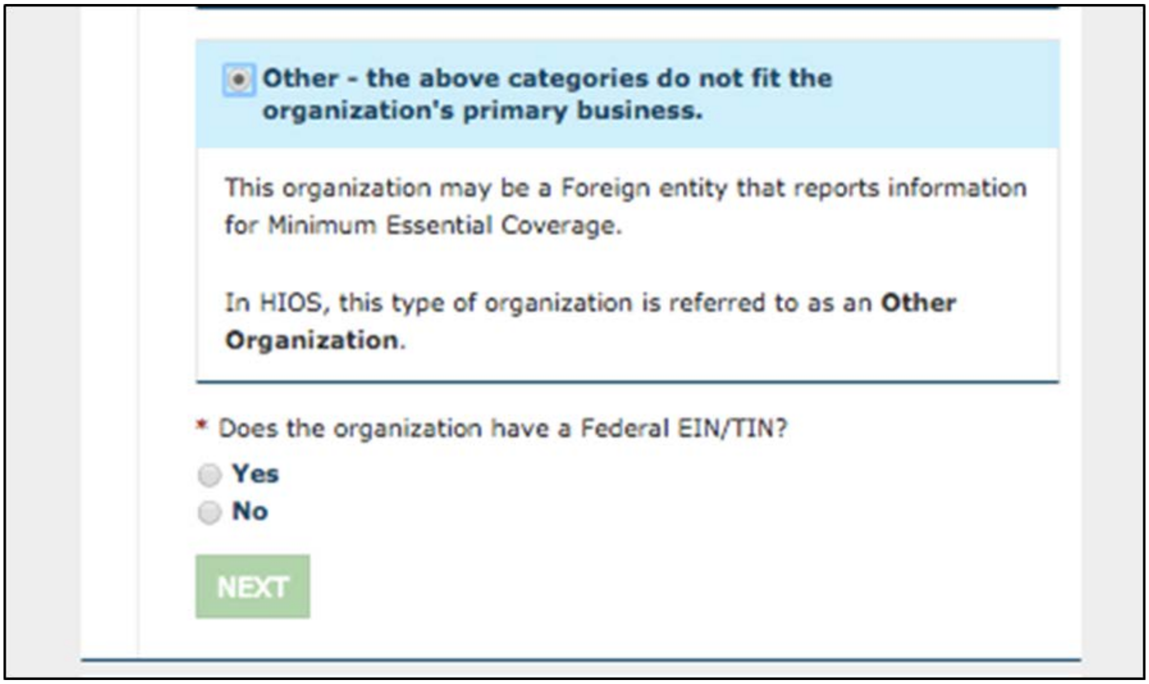
Users can access the Create an Organization functionality from the Manage Organizations landing page. Through the Create an Organization functionality, users can register an organization in HIOS by completing four steps. In Step 1, users must select the organization's primary function. Users are required to select the type of organization from the available options: Company, Non-Insurance company, Non-federal, and Other Organization. Please refer to Figure 46 below.

Figure 46: Create an Organization – Step 1



If a user selects 'Other', an additional question will prompt the user to indicate if the organization has a Federal Employee Identification Number or Tax Identification Number (FEIN/TIN) or not. Please refer to Figure 43 below. Depending on if a user answers Yes or No, Step 2 will either be to Enter an FEIN or Enter an Organization Name.

Figure 47: Create an Organization – Select Other

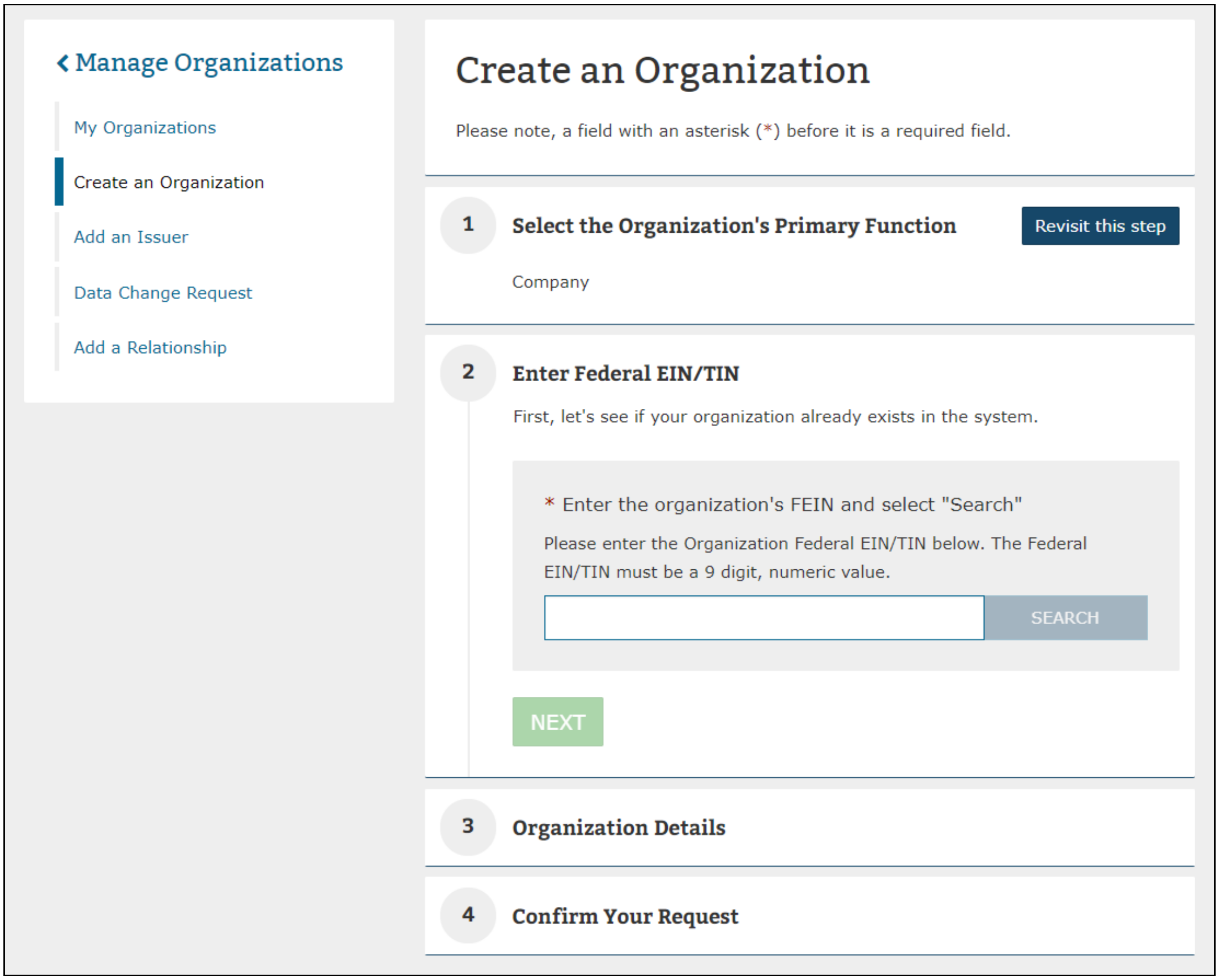


3.3.1 Company

This section will cover the process of creating a new Company organization in HIOS.

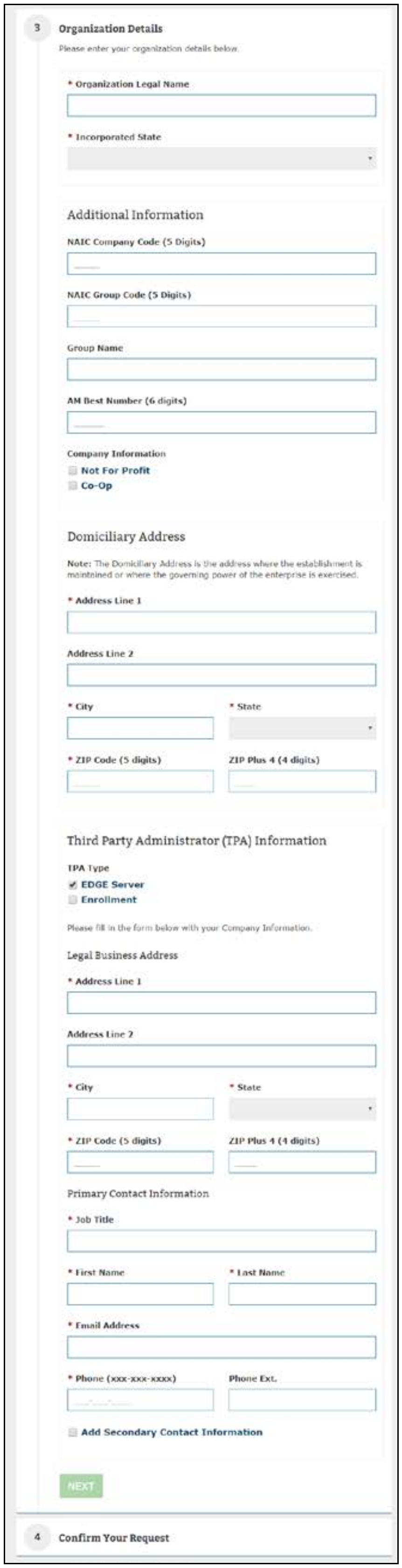
In Step 1, users will select that they are an insurance company that is a legal entity licensed to sell health insurance products and plans, which is a Company in HIOS. Step 2 will require users to enter the FEIN/TIN. Please refer to below Figure 48.

Figure 48: Create an Organization – Company – Step 2



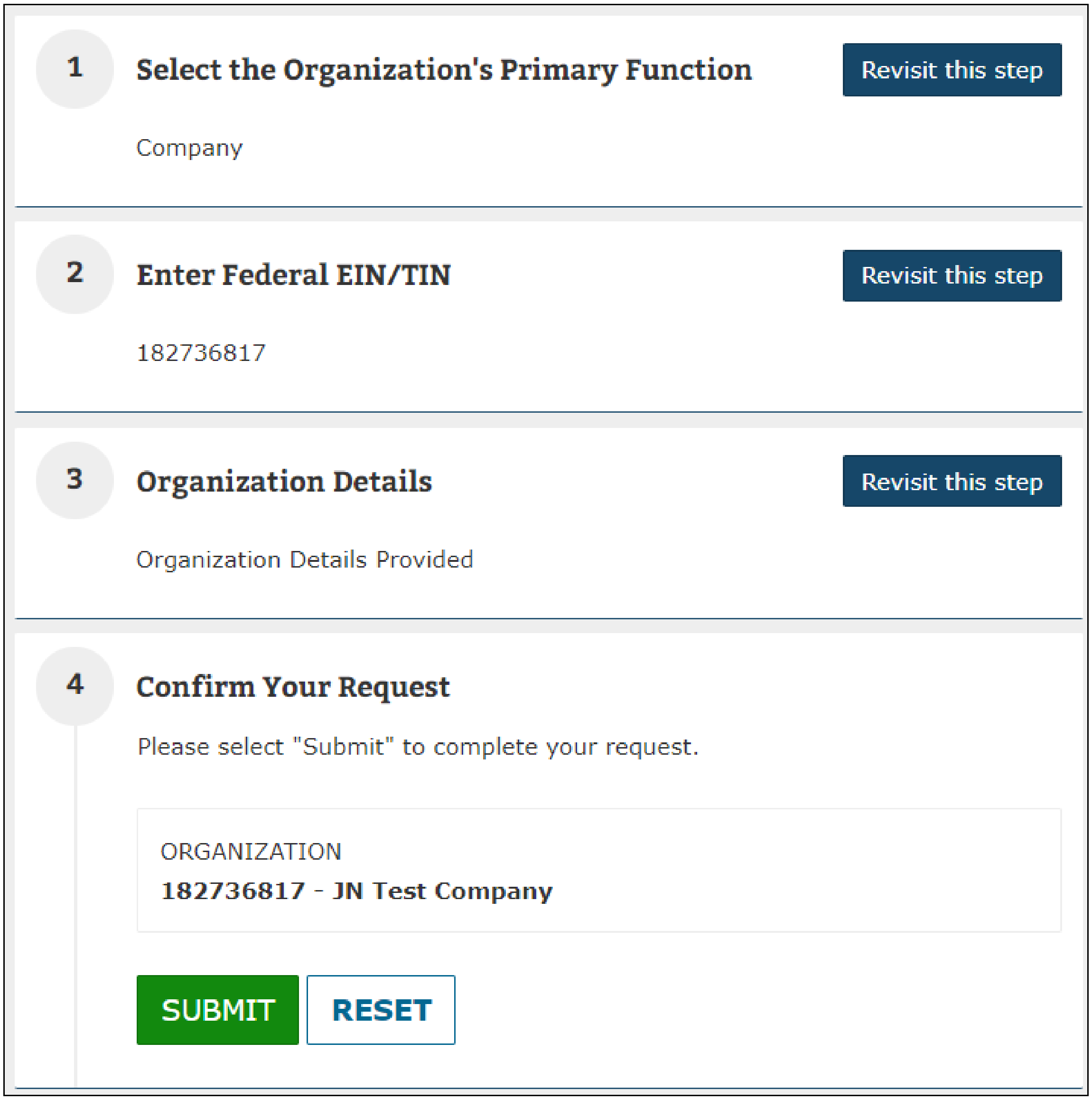
In Step 3, users will need to enter the organization details. For Company organization types, the following fields are required: Organization Legal Name, Incorporated State. They can enter details for the following fields: NAIC Company Code, NAIC Group Code, Group Name, AM Best Number, Not for Profit, Co-op, and Third Party Administrator information. Users are required to enter the following fields for the Domiciliary Address: Address Line 1, City, State, and ZIP. Please refer to Figure 49 below.

Figure 49: Create an Organization – Company – Step 3



Users will get a chance to review a high-level summary of their request in Step 4 as shown in Figure 50. Once a user has reviewed the information, they may submit their request for approval. The requesting users will receive an email once the new organization has been approved.

Figure 50: Create an Organization – Company – Step 4

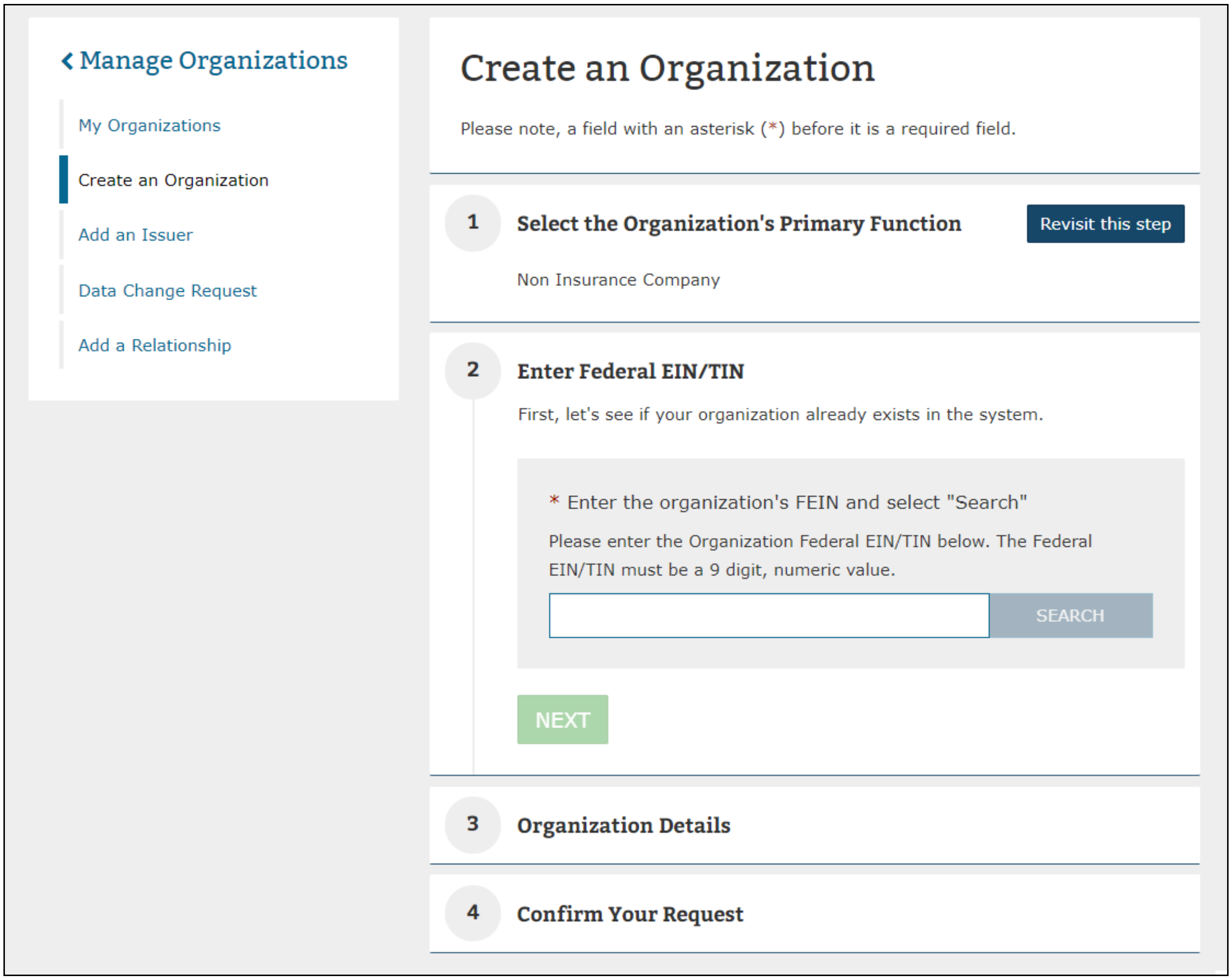


3.3.2 Non Insurance Company

This section will cover the process of creating a new Non Insurance Company organization in HIOS.

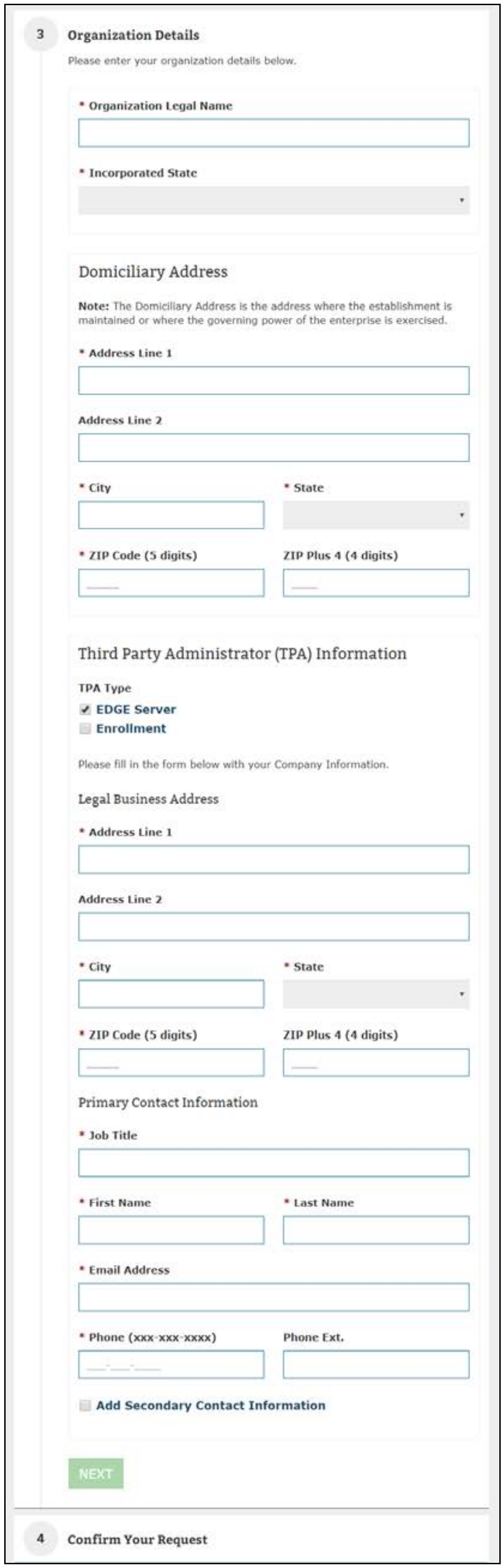
In Step 1, users will select that they are a company whose primary business does not include selling licensed health insurance products or plans, which is a Non Insurance Company in HIOS. Step 2 will require users to enter the FEIN/TIN. Please refer to below Figure 51.

Figure 51: Create an Organization – Non Insurance Company – Step 2



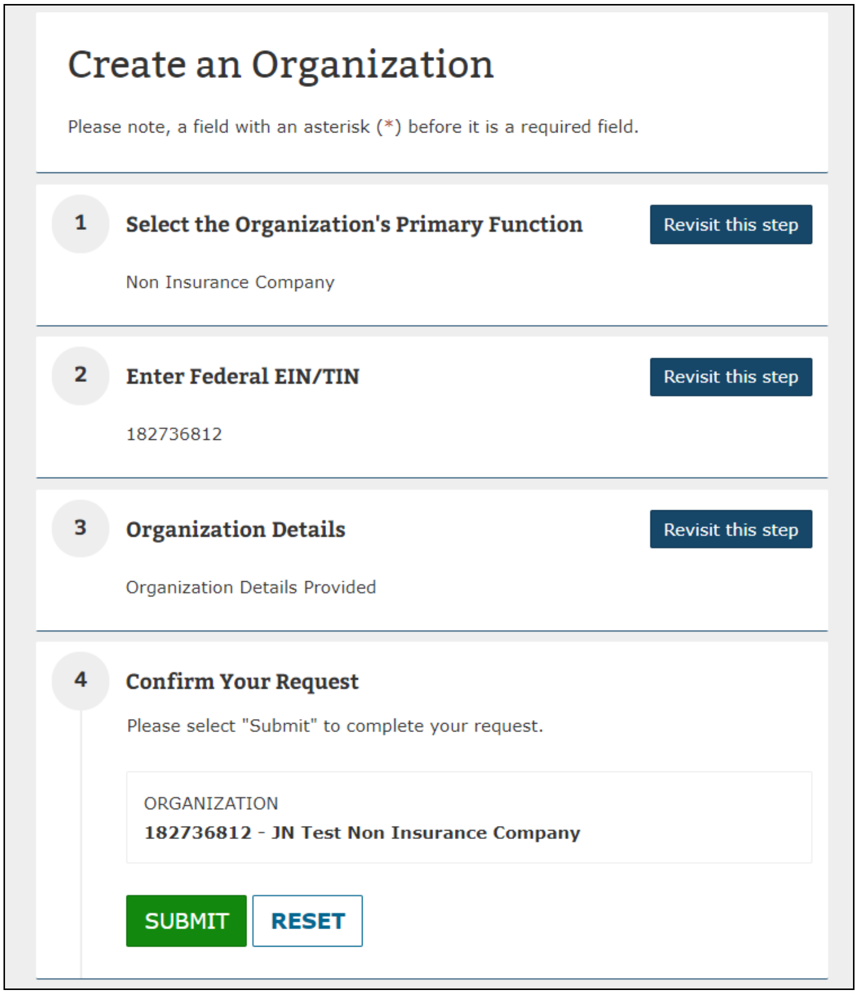
In Step 3, users will need to enter the organization details. For Non Insurance Company organization types, the following fields are required: Organization Legal Name, Incorporated State, and Domiciliary Address. Users can also enter Third Party Administrator information. Please refer to Figure 52 below.

Figure 52: Create an Organization – Non Insurance Company – Step 3



Users will get a chance to review a high-level summary of their request in Step 4 as shown in Figure 53. Once a user has reviewed the information, they may submit their request for approval. The requesting users will receive an email once the new organization has been approved.

Figure 53: Create an Organization – Non Insurance Company – Step 4

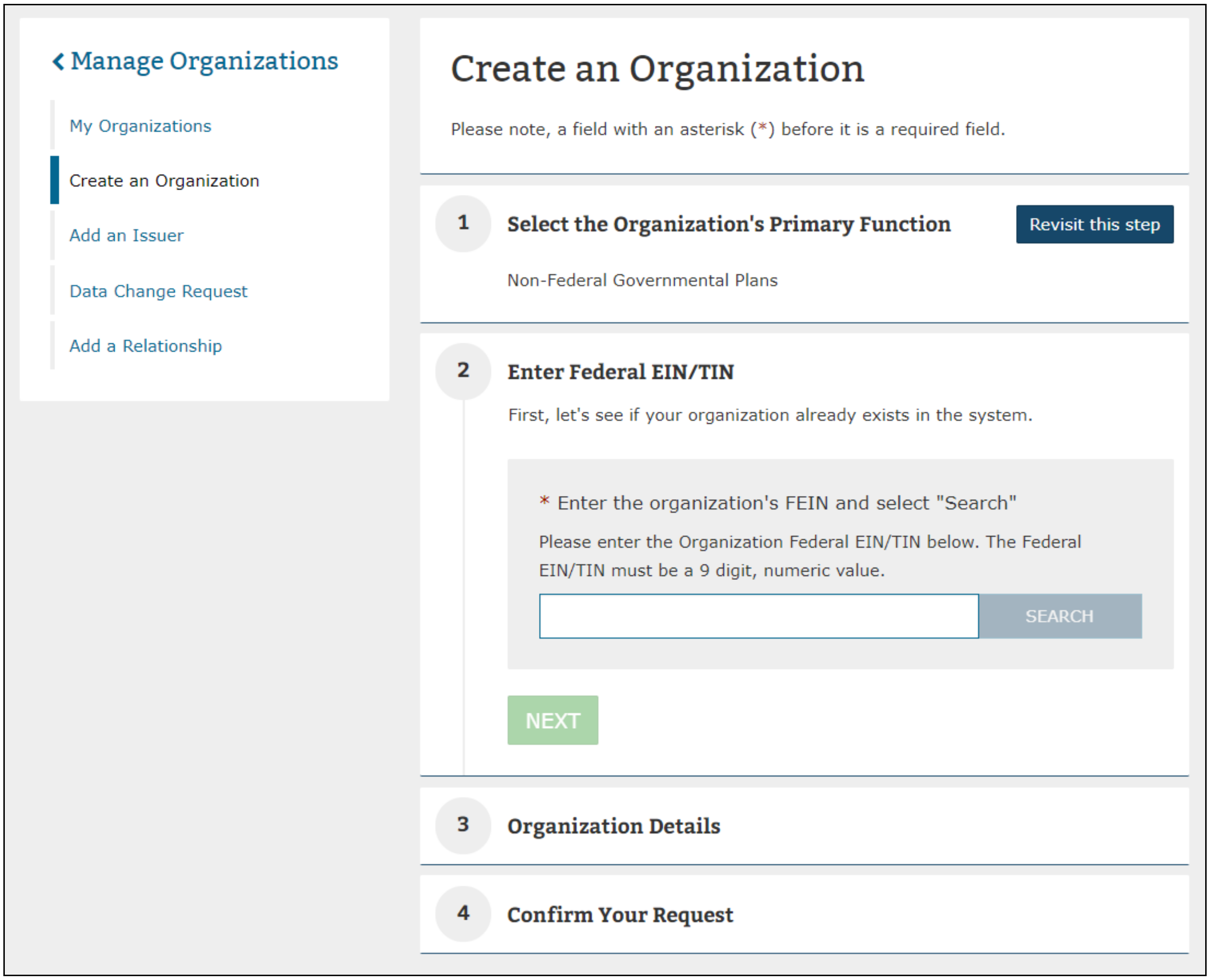


3.3.3 Non-Federal Governmental Health Plans

This section will cover the process of creating a new Non-Federal Governmental Health Plan organization in HIOS.

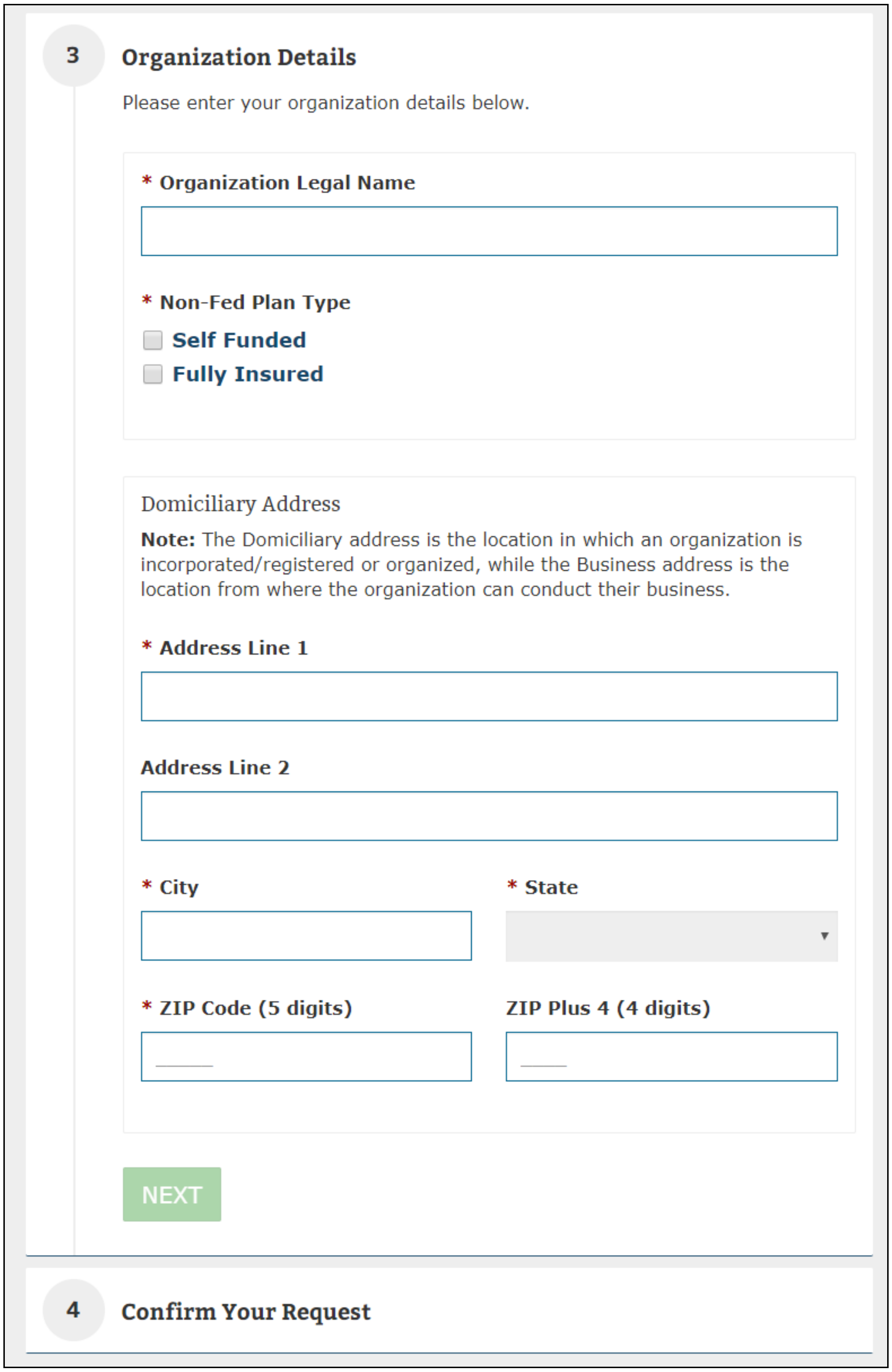
In Step 1, users will select that they are a group health plan offered by a Non-Federal Governmental Organization to its non-federal governmental employees, which is a Non-Federal Governmental Health Plan in HIOS. Step 2 will require users to enter the FEIN/TIN. Please refer to below Figure 54.

Figure 54: Create an Organization – Non-Federal Governmental Health Plan – Step 2



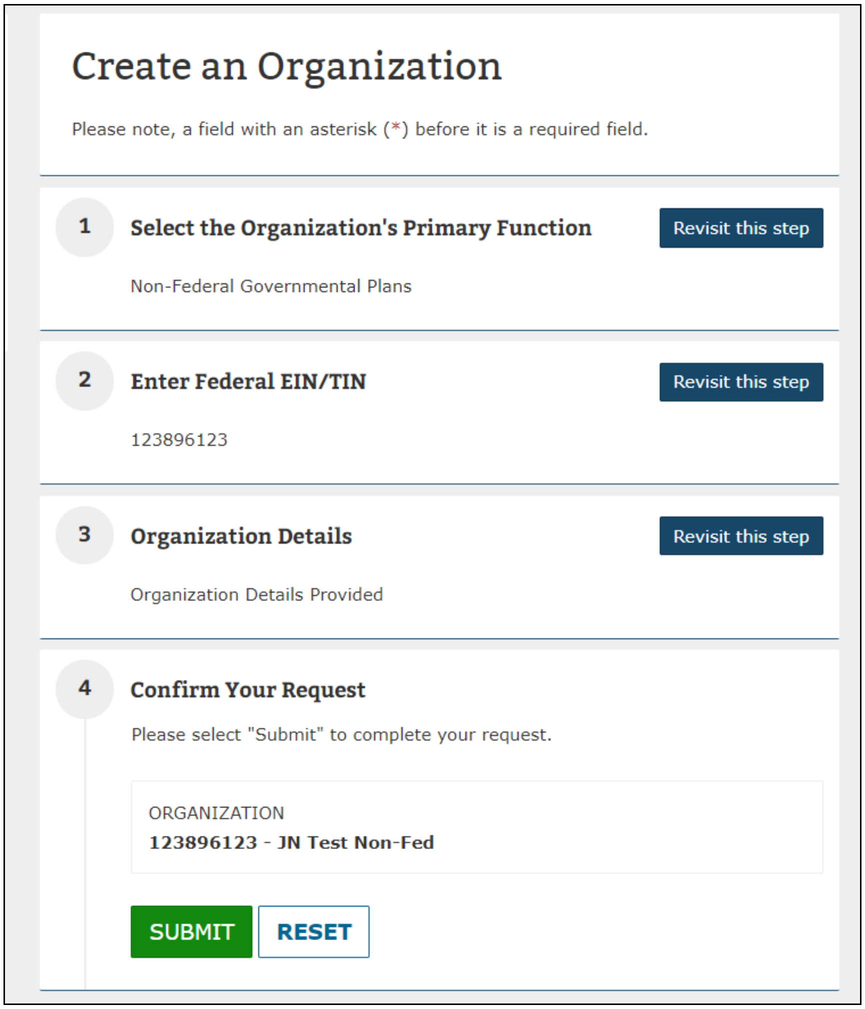
In Step 3, users will need to enter the organization details. For Non-Federal Governmental Health Plan organization types, users will need to enter the Organization Legal Name, select Self Funded and/or Fully Insured as the Non-Fed Plan Type, and enter the Domiciliary Address. Please refer to Figure 55 below.

Figure 55: Create an Organization – Non-Federal Governmental Health Plan – Step 3



Users will get a chance to review a high-level summary of their request in Step 4 as shown in Figure 56. Once a user has reviewed the information, they may submit their request for approval. The requesting users will receive an email once the new organization has been approved.

Figure 56: Create an Organization – Non-Federal Governmental Health Plan – Step 4



3.3.4 Other Organization Type

This section will cover the process of creating a new Other Organization Type organization in HIOS.

In Step 1, users will select the option of Other – the above categories do not fit the organization's primary business, which is an Other Organization type in HIOS. Step 2 will vary depending on if the organization indicates they have an FEIN/TIN. If they do have one, then Step 2 will be to enter the FEIN/TIN. If they do not have one, then Step 2 will be to enter the Organization Name. Please refer to below Figure 57 and Figure 58.

Figure 57: Create an Organization – Other Organization – Step 2 FEIN

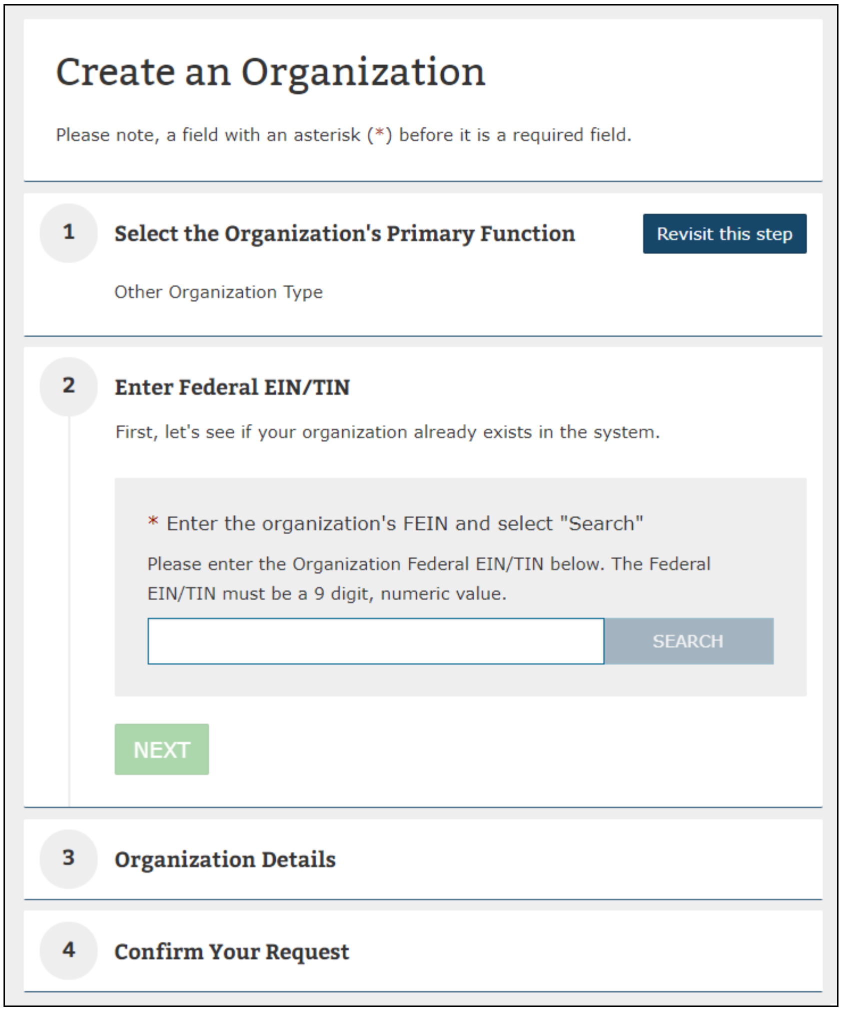
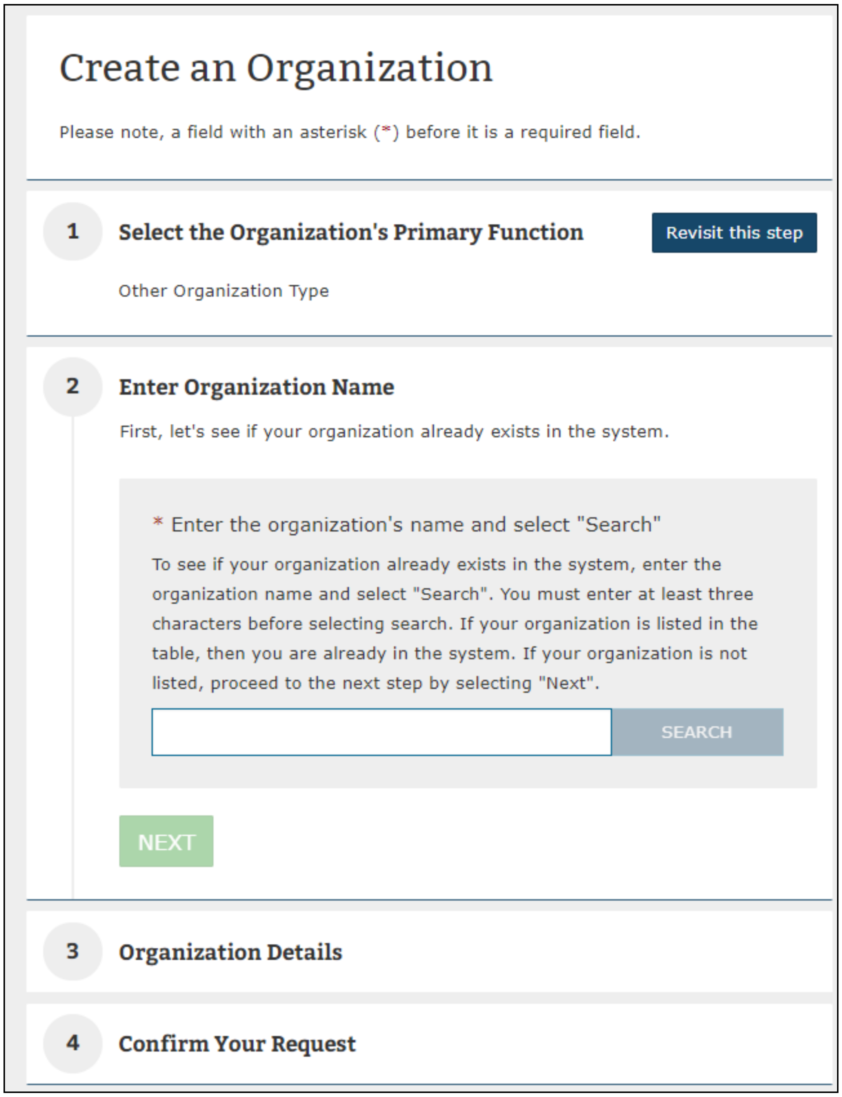
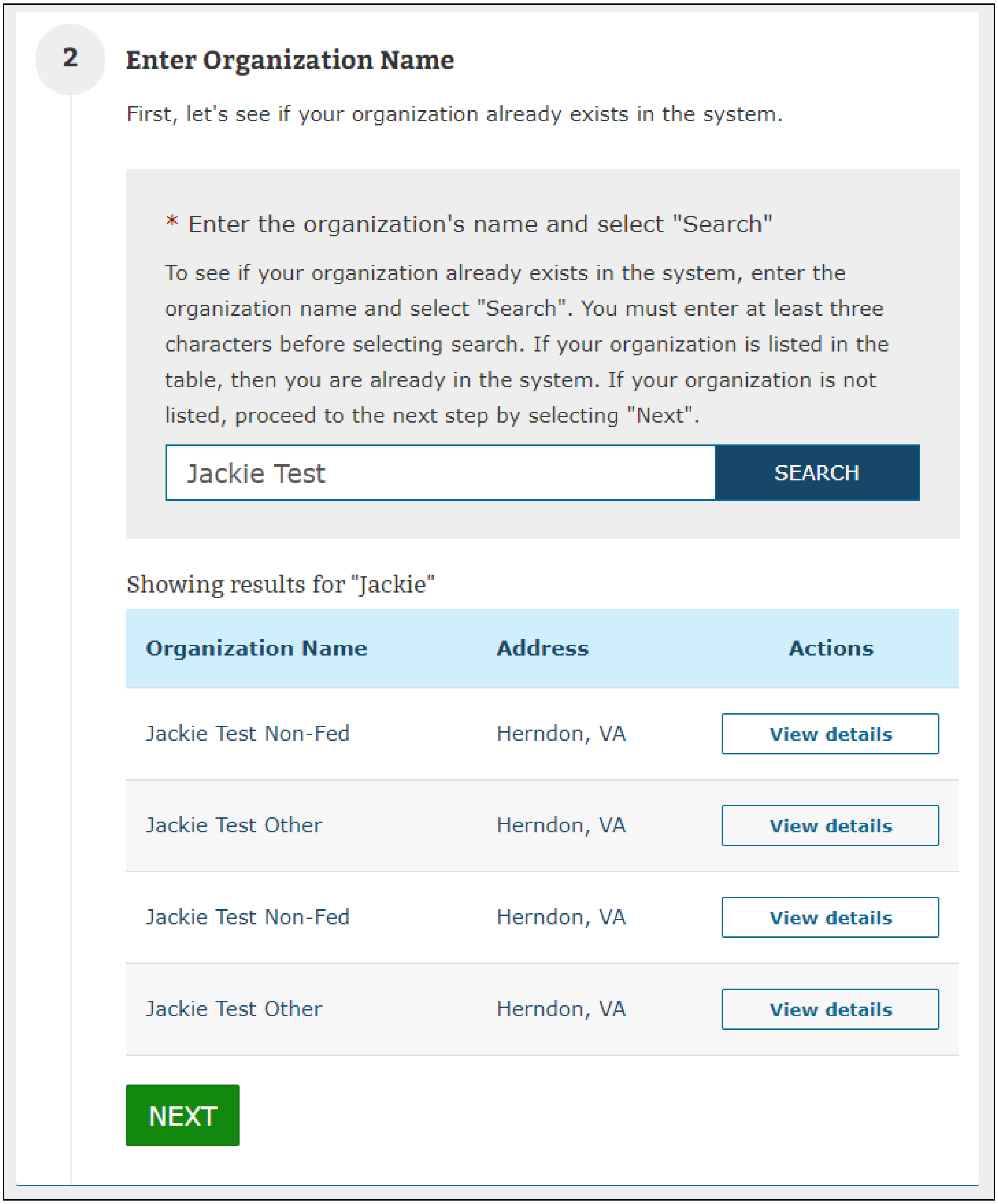


Figure 58: Create an Organization – Other Organization – Step 2 Name



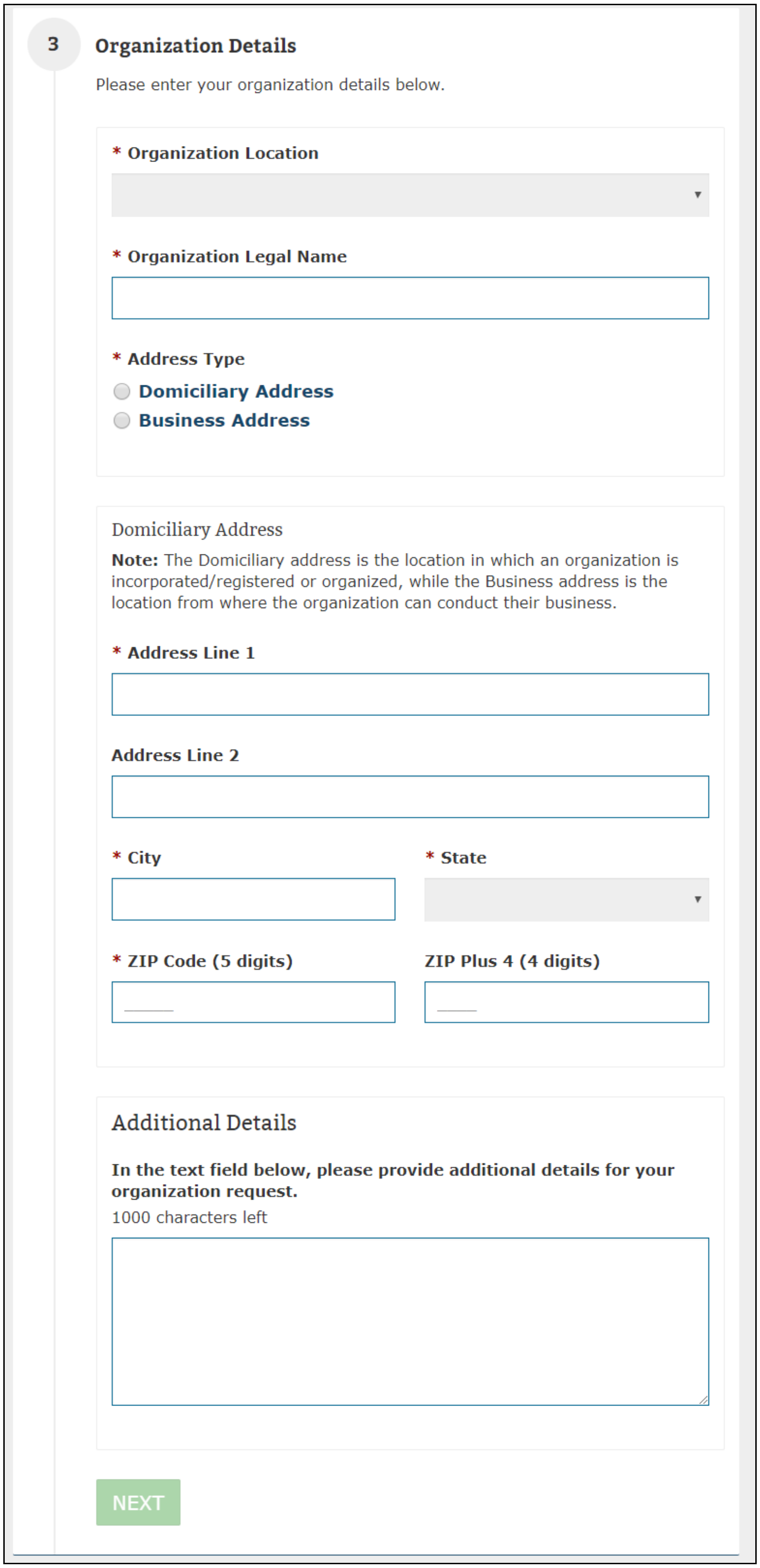
If a user needs to search by Organization Name, the system will check to confirm that the user's organization is not already in the system based on resemblance to the name entered and display the results in a table. If the user sees that the listed organizations are not their intended organization, then they can proceed forward. Please refer to Figure 59 below.

Figure 59: Create an Organization – Other Organization – Step 2 Name Results



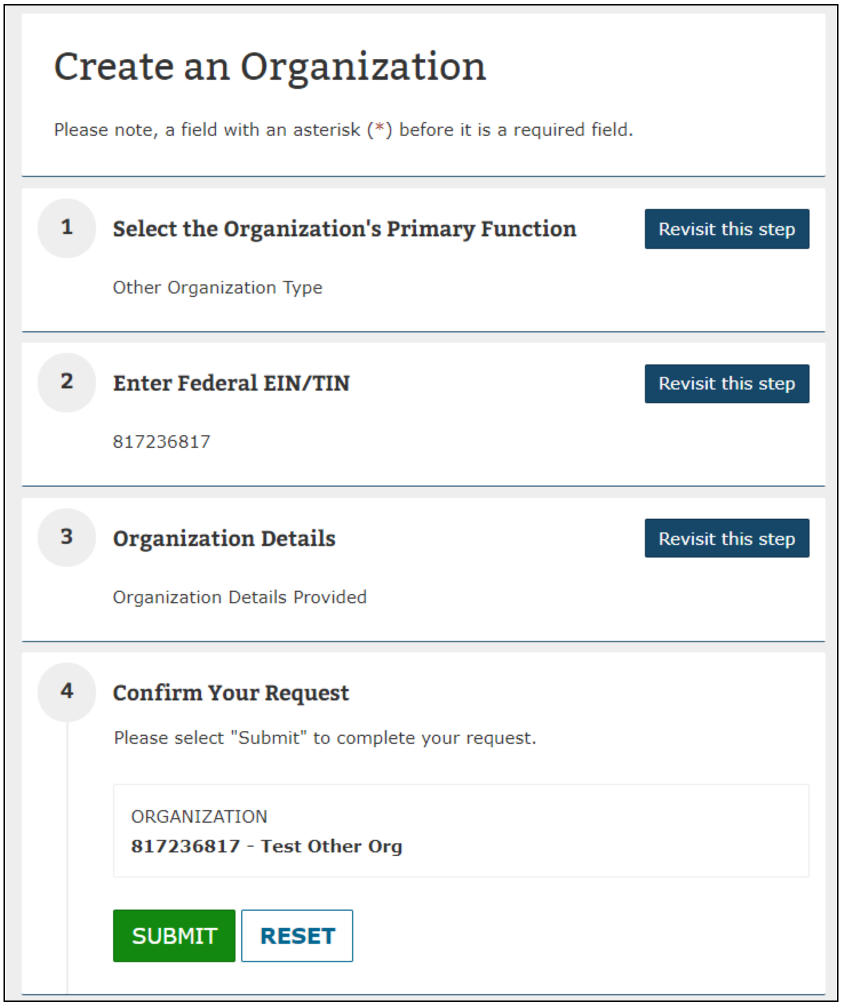
In Step 3, users will need to enter the organization details. For Other Organization types, users will need to provide the Organization Location (US Address or Non-US address), enter the Organization Legal Name, the FEIN/TIN unless provided in Step 2, select the Address Type (Domiciliary Address or Business Address), and enter the address of the previously selected address type. Please refer to Figure 60 below.

Figure 60: Create an Organization – Other Organization – Step 3



Users will get a chance to review a high-level summary of their request in Step 4 as shown in Figure 61. Once a user has reviewed the information, they may submit their request for approval. The requesting users will receive an email once the new organization has been approved.

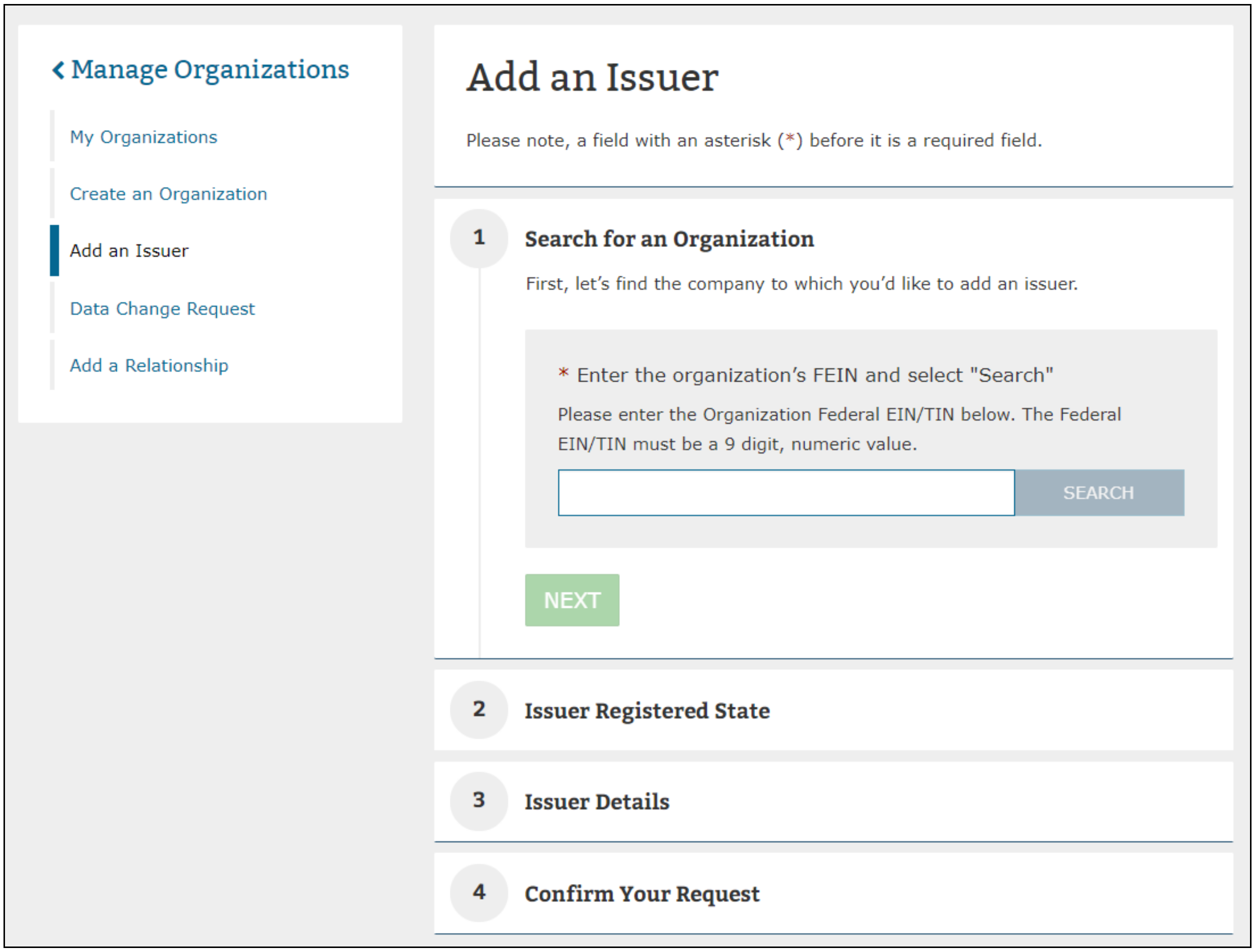
Figure 61: Create an Organization – Other Organization – Step 4



3.4 Add an Issuer

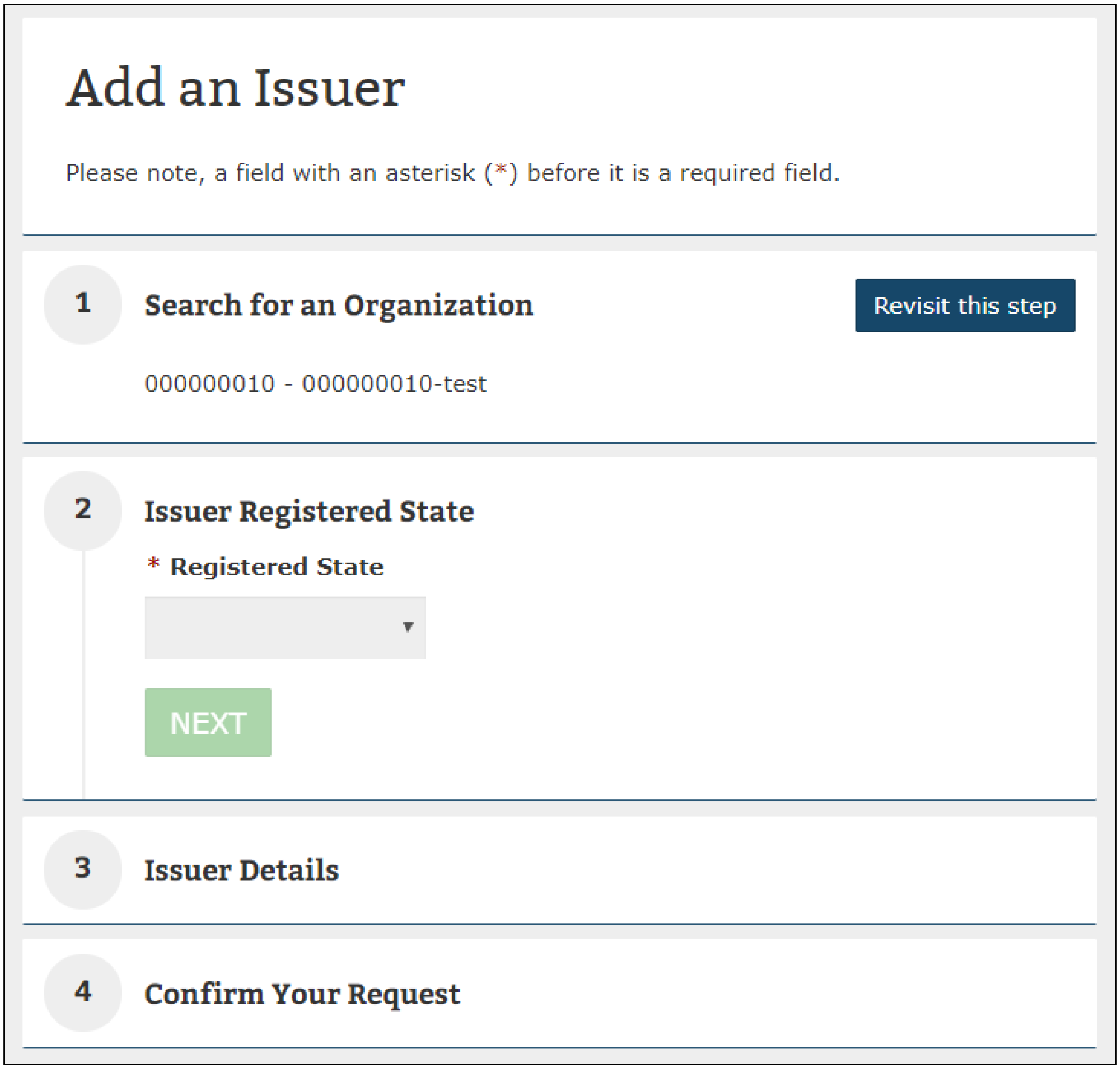
Users can access the Add an Issuer functionality from the Manage Organizations landing page. Through the Add an Issuer functionality, users can register an issuer under an existing insurance company in HIOS by completing four steps. In Step 1, users must identify the insurance company by searching by the FEIN/TIN. Please refer to Figure 62 below.

Figure 62: Add an Issuer – Step 1



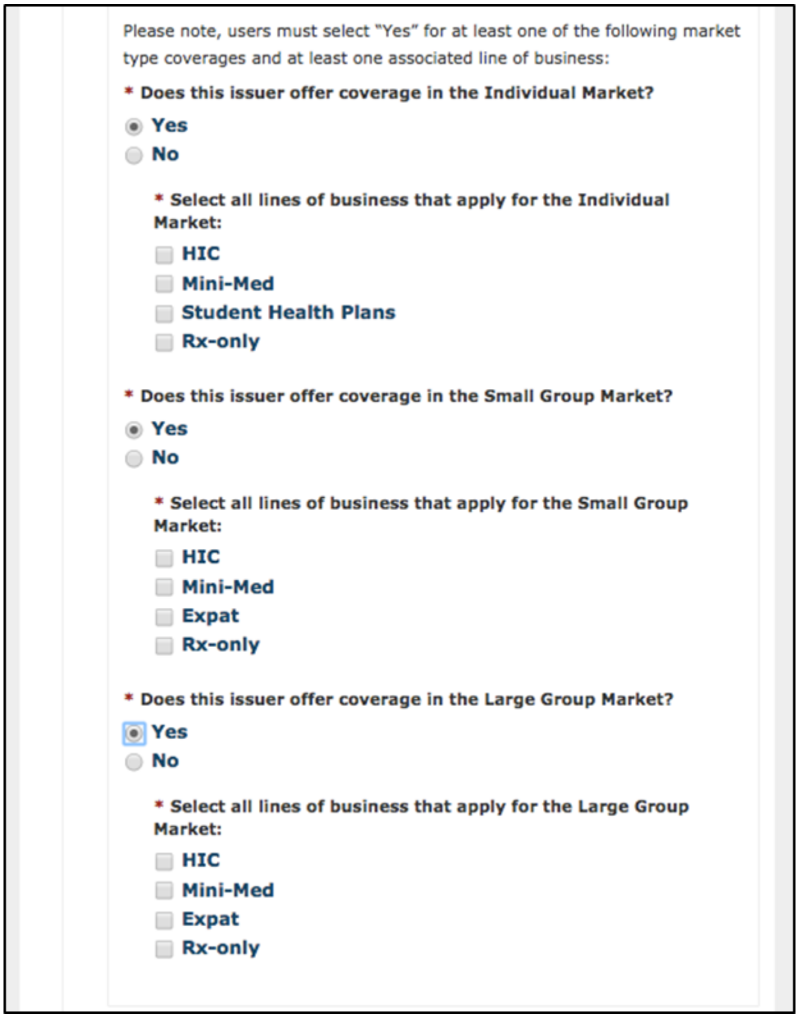
Users are required to identify the issuer's registered state as part of Step 2 of the Add an Issuer process as shown in Figure 63 below.

Figure 63: Add an Issuer – Step 2



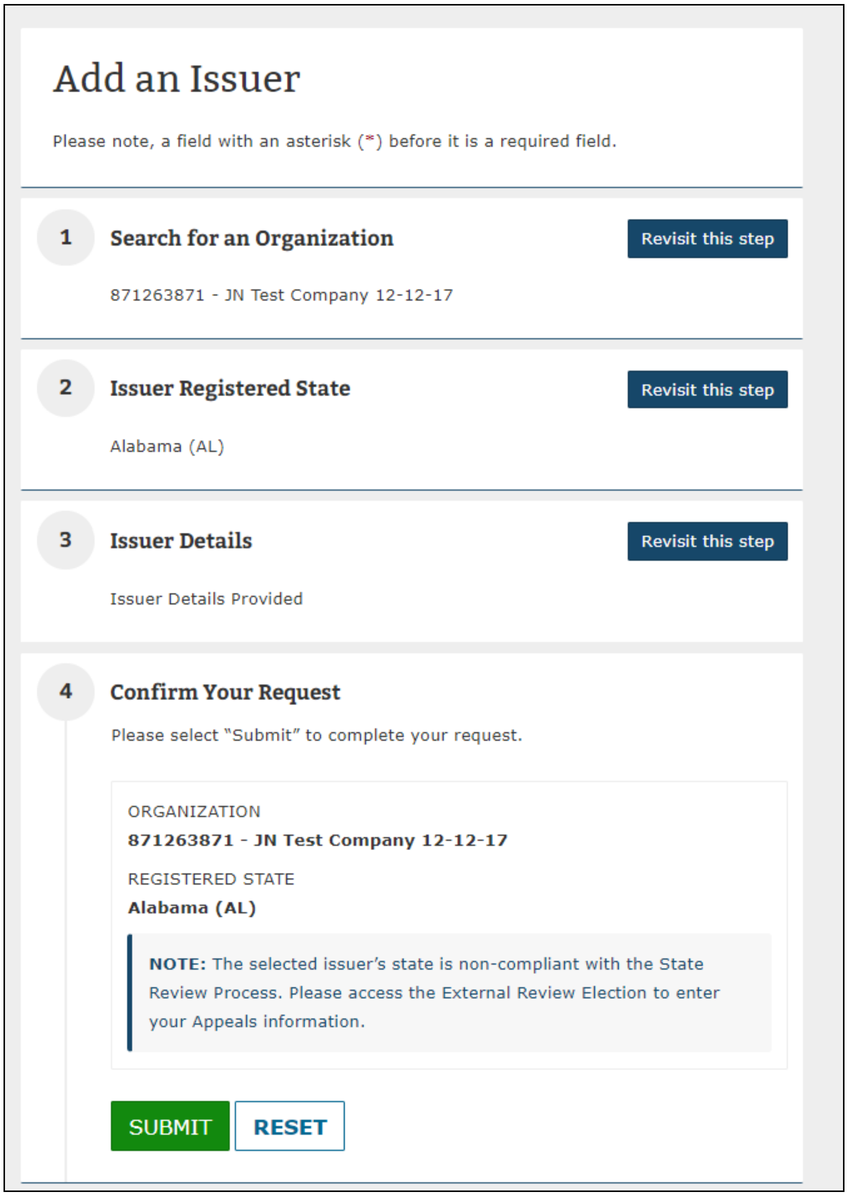
In Step 3 users will need to enter the Issuer Details. Users have the option to enter the Issuer Marketing Name. Users are required to enter information on if they offer coverage in the Individual Market, Small Group Market, and/or the Large Group Market by selecting 'Yes' or 'No'. If users select 'Yes' to any of the market type coverages, additional fields will display for the lines of business. Users are also required to enter the Domiciliary Address. Once all the required fields are provided, users can proceed to step 4. Please refer to Figure 64 below.

Figure 64: Add an Issuer – Step 3



Users will view a summary of information that was provided as part of the Add an Issuer process which includes the organization FEIN, organization name, and registered state displayed in Step 4. If the user has selected a non-compliant state or territory (AL, AK, FL, GA, PA, WI, AS, GU, MP, VI), additional text will appear informing users they need to access the ERE module. If the information is deemed correct by the user, they can select 'Submit' for the request to be approved. Please refer to Figure 65 below.

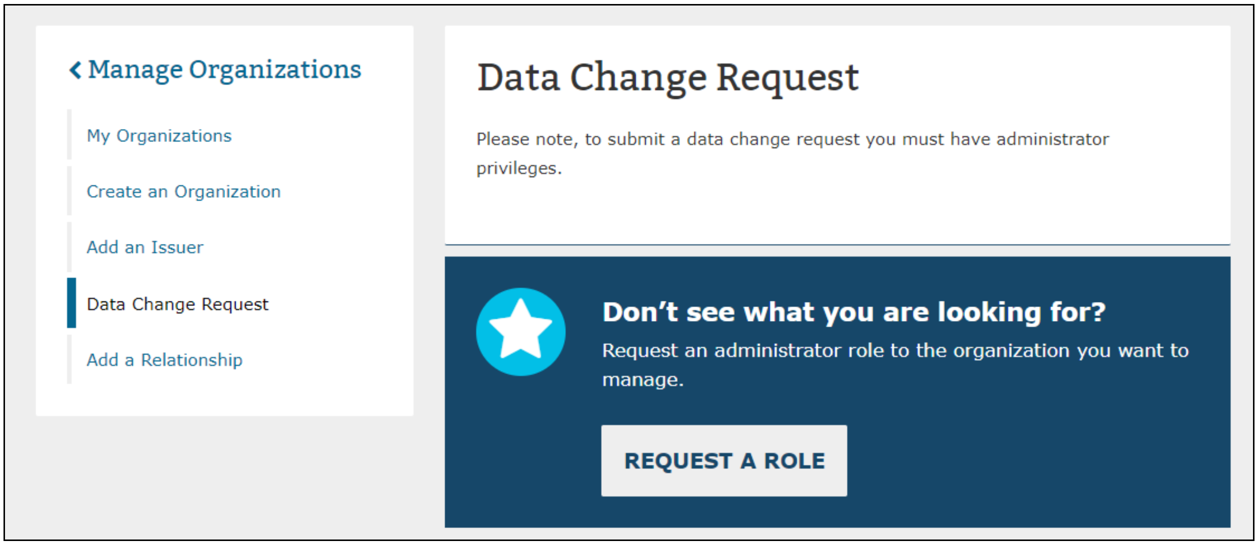
Figure 65: Add an Issuer – Step 4



3.5 Data Change Request

Users can access the Data Change Request functionality from the Manage Organizations landing page. Users who do not have a company, issuer, or organization administrator role will not have access to submit a data change request. Instead, they can navigate to the Request a Role page on a separate Data Change Request page. Please refer to Figure 66 below.

Figure 66: Data Change Request – No Administrator Roles

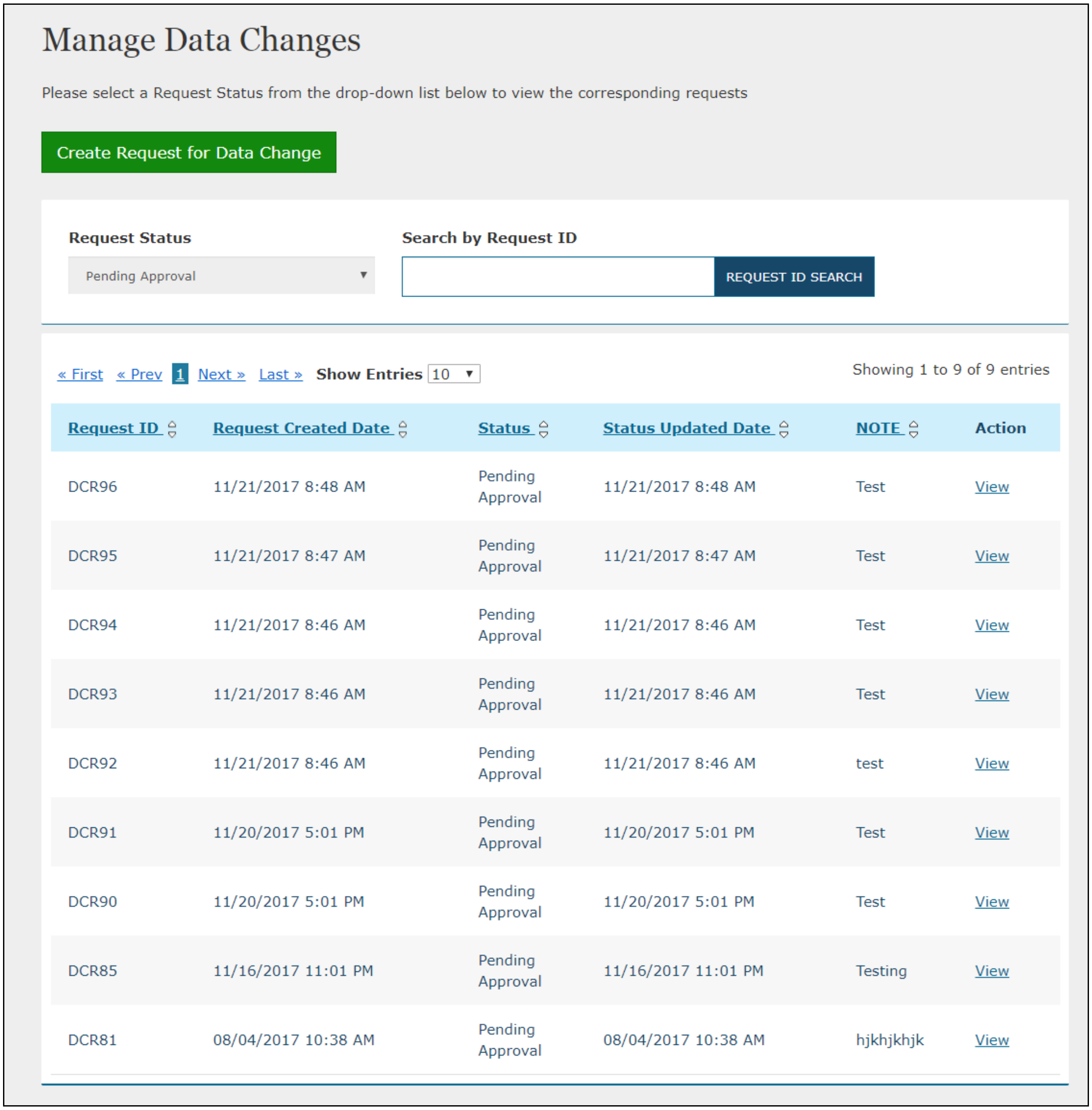


If the user has a company, issuer, or organization administrator role, they will be navigated to the Manage Data Changes tab. Administrator roles may create change requests for editing certain data elements related to Organization, Issuers, Products, etc. along with a reason for the change.

In addition to submitting data change requests, company, issuer, or organization administrators can view the latest status of their data change requests and view previous requests and request statuses.

To create new data change requests, users will select 'Create Request for Data Change' on the Manage Data Changes page as illustrated in Figure 67. In addition, 'Data Change Request' will also be available on the Organization Details page for Company Administrator, Issuer Administrator, and Organization Administrators. It can be accessed by navigating through the link demonstrated in Figure 68 and Figure 69.

Figure 67: HIOS Portal – Manage Data Changes



Manage Data Changes

Please select a Request Status from the drop-down list below to view the corresponding requests

Create Request for Data Change

Request Status: Pending Approval

Search by Request ID: REQUEST ID SEARCH

« First « Prev 1 Next » Last » Show Entries 10

Showing 1 to 9 of 9 entries

Request ID	Request Created Date	Status	Status Updated Date	NOTE	Action
DCR96	11/21/2017 8:48 AM	Pending Approval	11/21/2017 8:48 AM	Test	View
DCR95	11/21/2017 8:47 AM	Pending Approval	11/21/2017 8:47 AM	Test	View
DCR94	11/21/2017 8:46 AM	Pending Approval	11/21/2017 8:46 AM	Test	View
DCR93	11/21/2017 8:46 AM	Pending Approval	11/21/2017 8:46 AM	Test	View
DCR92	11/21/2017 8:46 AM	Pending Approval	11/21/2017 8:46 AM	test	View
DCR91	11/20/2017 5:01 PM	Pending Approval	11/20/2017 5:01 PM	Test	View
DCR90	11/20/2017 5:01 PM	Pending Approval	11/20/2017 5:01 PM	Test	View
DCR85	11/16/2017 11:01 PM	Pending Approval	11/16/2017 11:01 PM	Testing	View
DCR81	08/04/2017 10:38 AM	Pending Approval	08/04/2017 10:38 AM	hjkhjkhjk	View

Figure 68: Organization Details Page

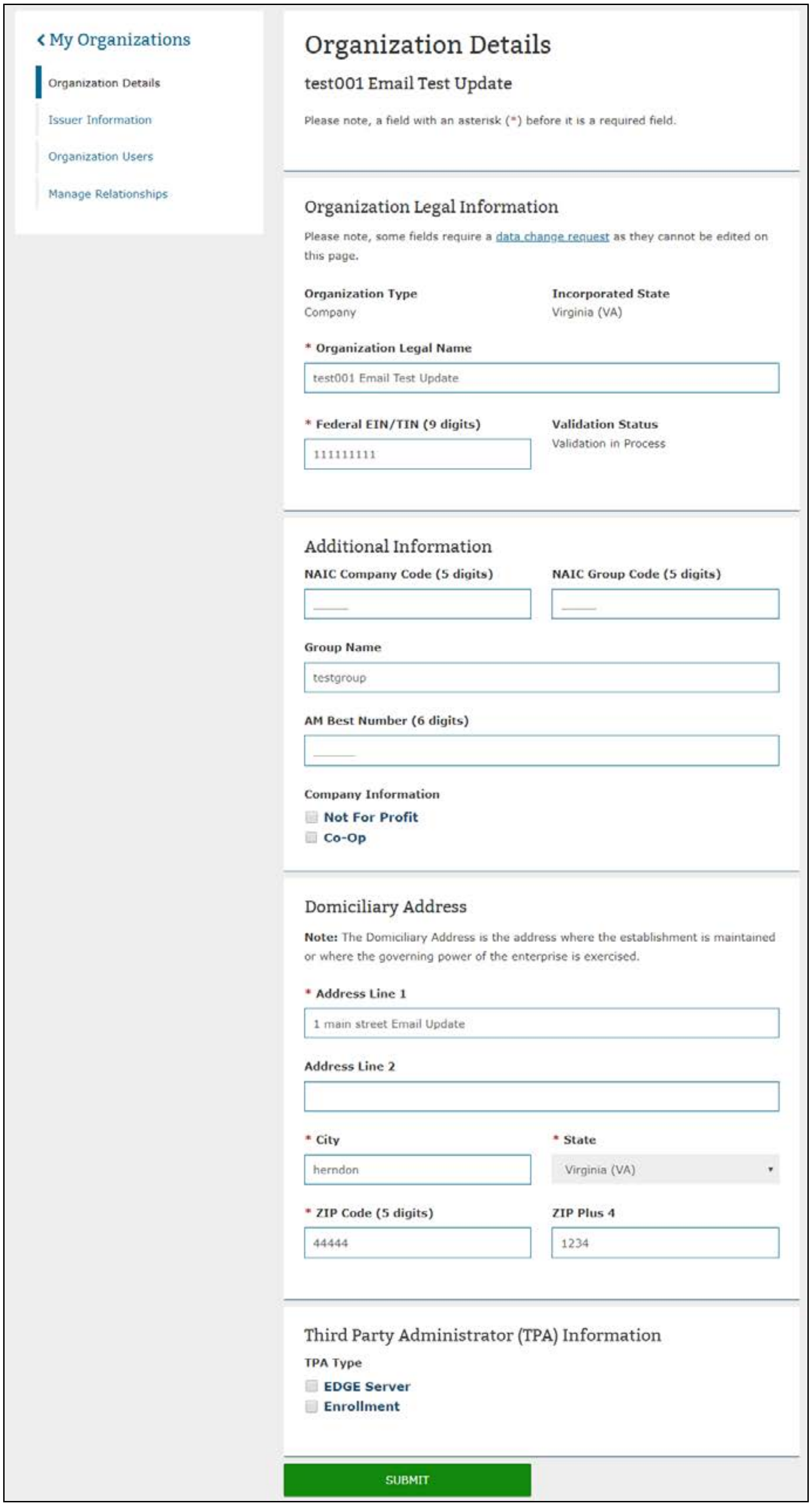
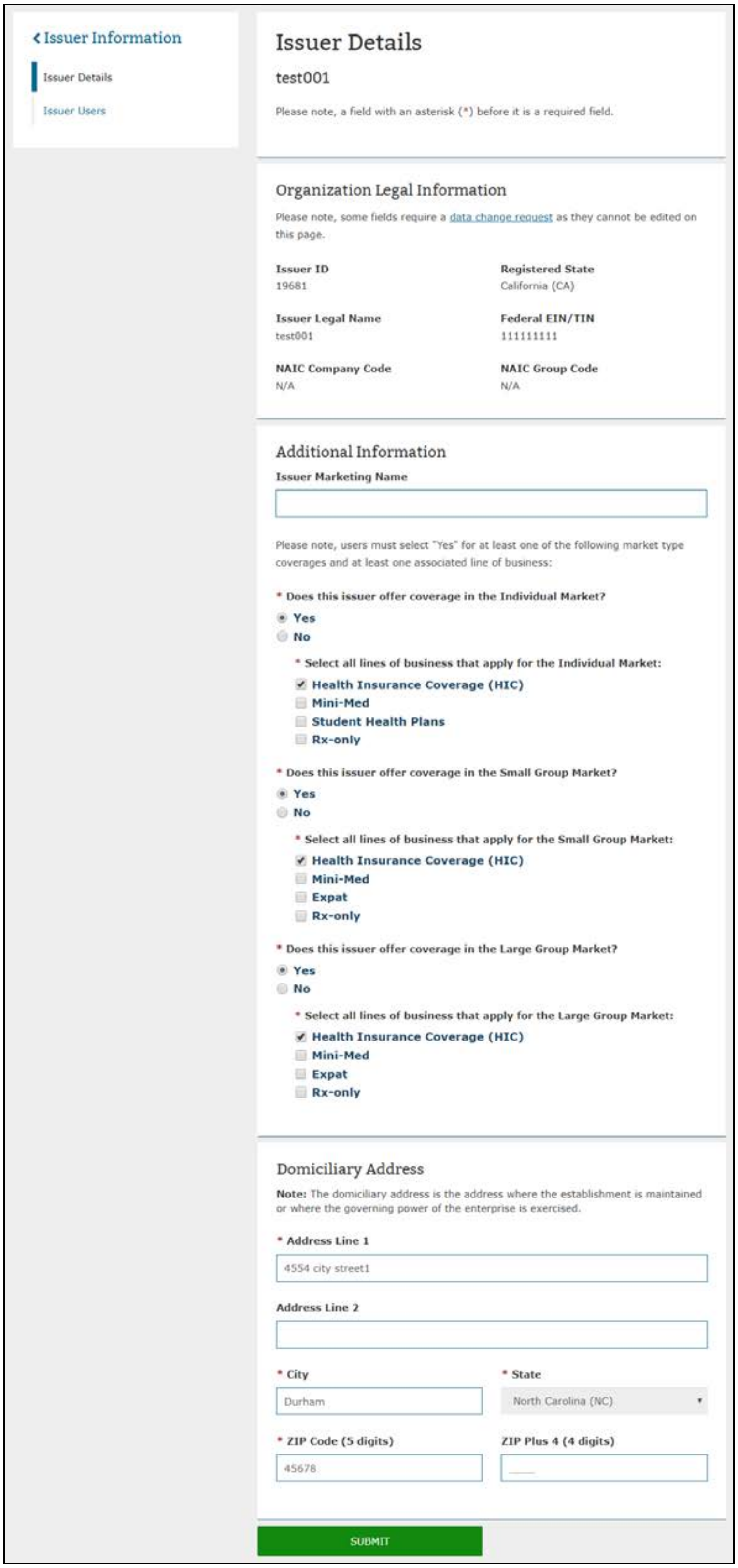


Figure 69: Issuer Details Page



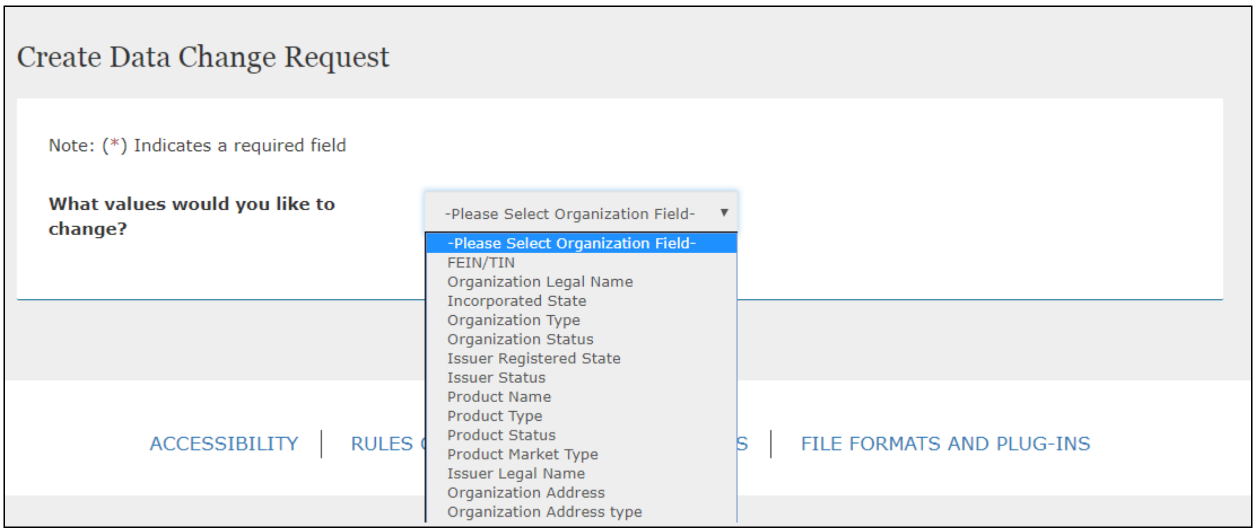
3.5.1 Company Administrator – Data Changes

Company Administrators can create, review, and submit data change requests through the Manage Data Changes tab. Company Administrators can also create new data change requests through the 'Data Change Request' link available on the Organization Details page.

3.5.1.1 Create Data Change Requests

Once the Company Administrator is on the Manage Data Changes page, they will be able to 'Create Request for Data Change' by selecting on the button at the top of the 'Manage Data Changes' page. The 'What values would you like to change' drop down menu displays the data values that can be changed for Company, Issuer, and Product as illustrated in Figure 70.

Figure 70: Create Data Change Requests



Once the value for the data change is selected, Company Administrators of multiple organizations will see a list of companies displayed in the drop-down menu. Company Administrators will then select the Company for which they are making the data change (FEIN/TIN, Organization Legal Name, Organization Type) in the drop-down menu. The current value will be displayed, and the Company Administrator will need to enter the New Value, or select from a predefined list of values, and enter a Reason for change (250 characters max) before selecting the 'Submit' button. Refer to Figure 71 and Figure 72.

Figure 71: Company Data Changes – Select the Company

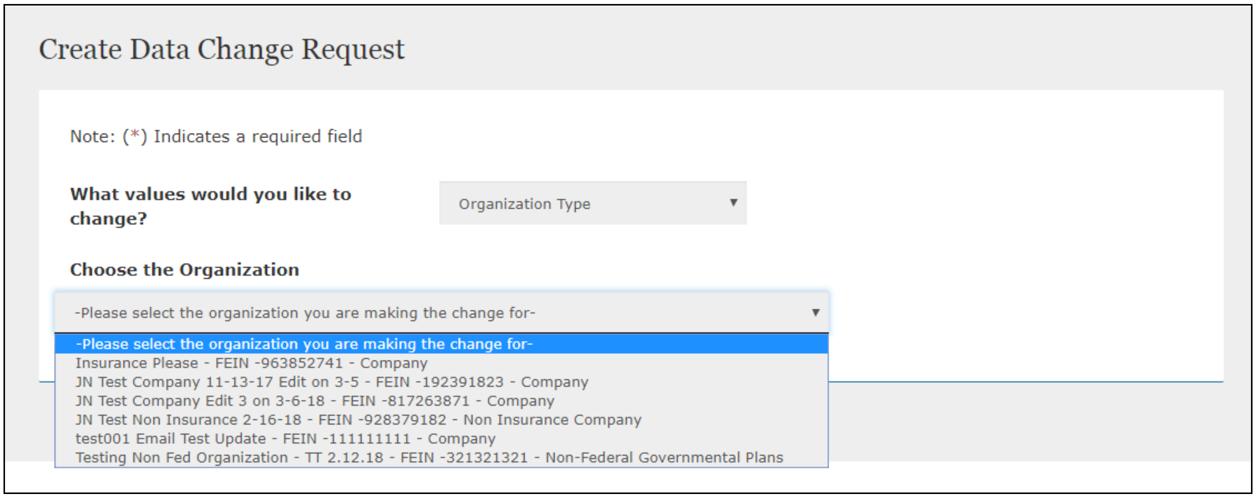
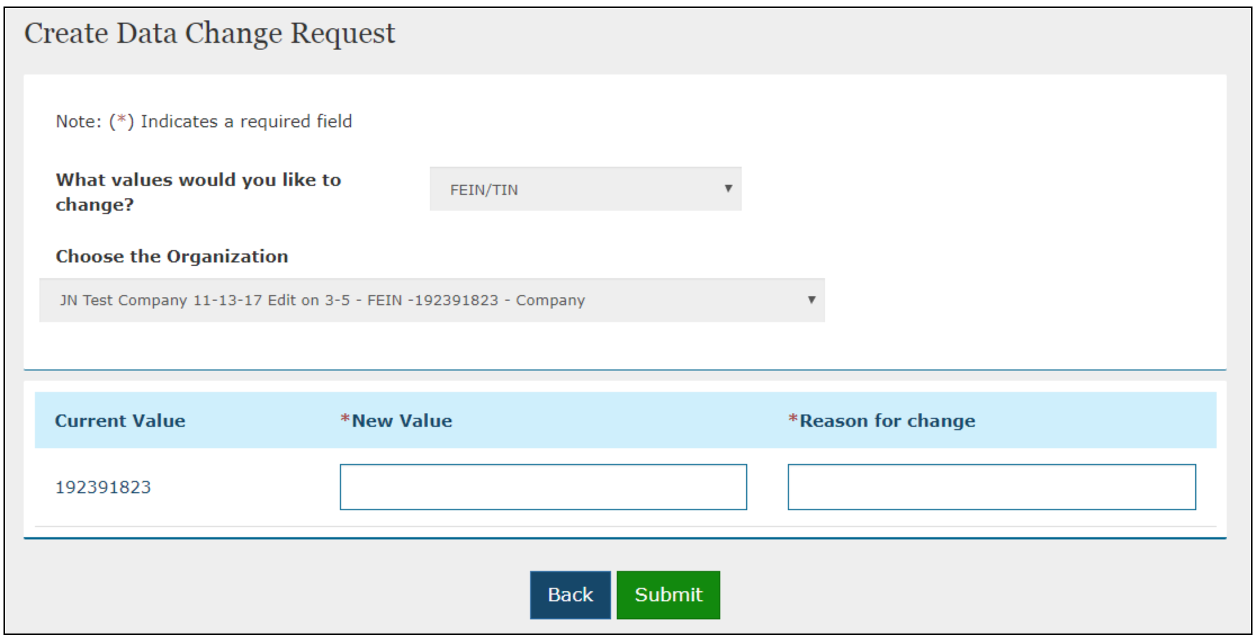
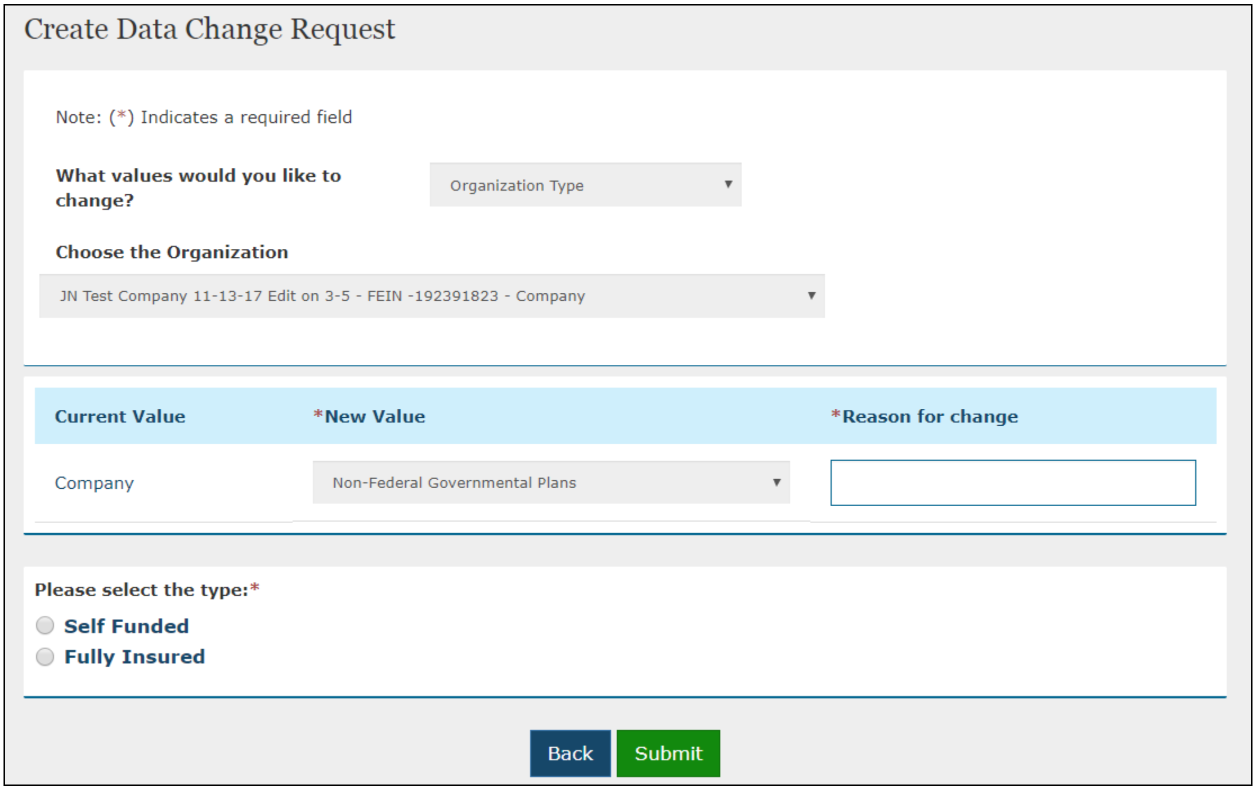


Figure 72: Company Data Changes – Select the Field to Change



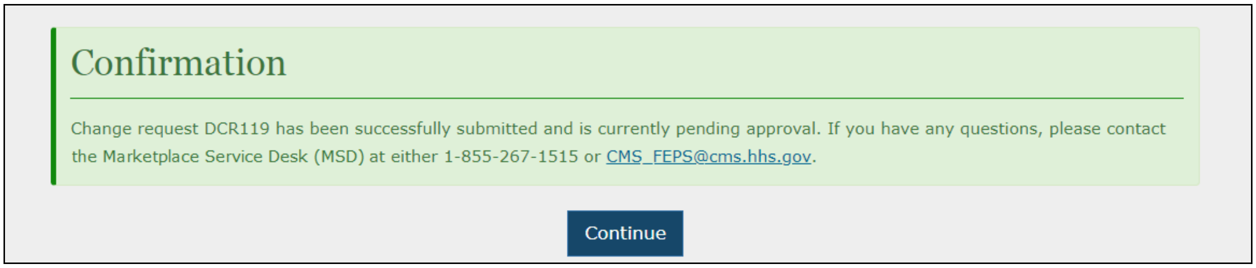
If a change to the Organization Type from Company or Non Insurance to Non-Federal Governmental Plans is needed, then the Company Administrator will need to select the 'Self-Funded' or 'Fully Insured' radio button before selecting the 'Submit' button as illustrated in Figure 73.

Figure 73: Company or Non-Insurance to a Non-Federal Governmental Plan – Select Self-Funded or Fully Insured Radio Button



Once the Company Administrator selects the 'Submit' button on the Manage Change Request page, a Request ID will be assigned, along with a 'Pending Approval' status. An on-screen Confirmation message will display as illustrated in Figure 74.

Figure 74: Confirmation Page for Change Request

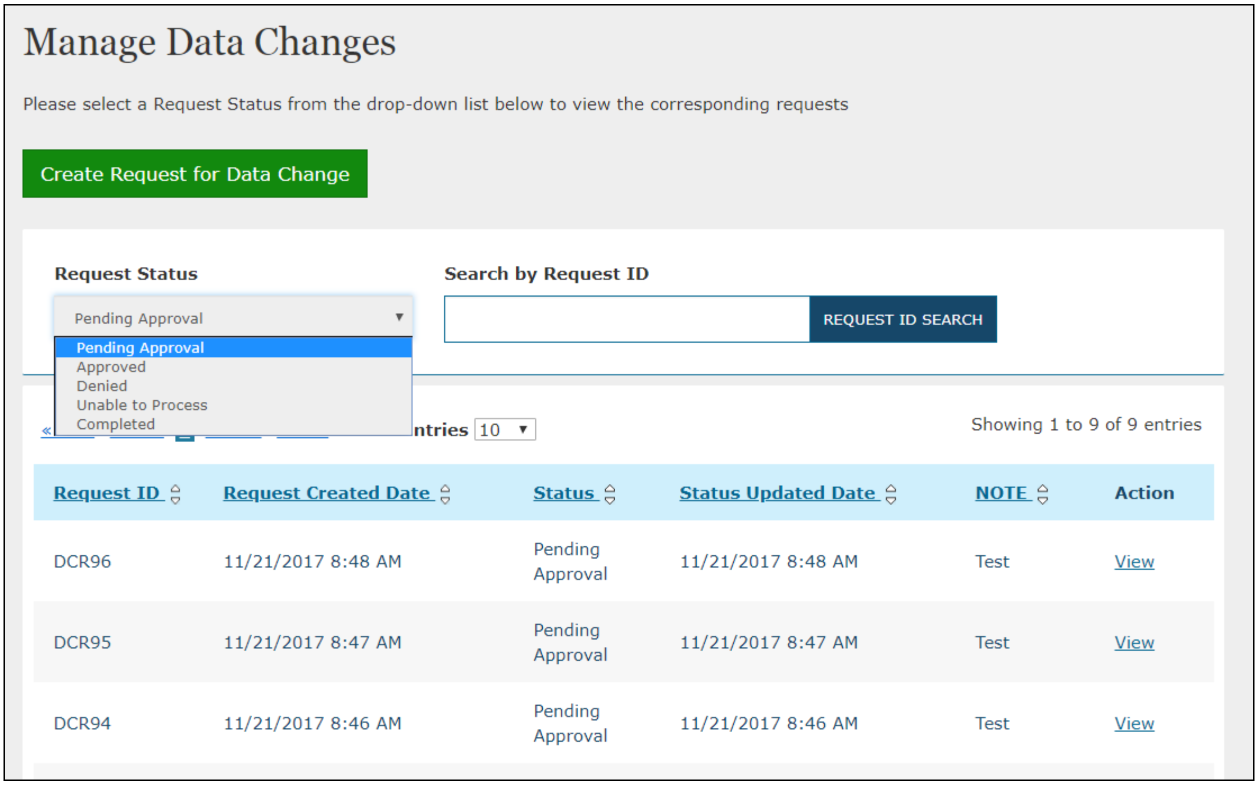


3.5.1.2 View Data Change Requests

Company Administrators can view data change requests on the Manage Data Changes page. When the users select the status of the change request from the 'Request Status' drop-down menu or enter a valid Request ID in the 'Request ID field' and select the 'Request ID Search' button, a summary of the change requests and its statuses will be displayed in search results. The following statuses can be filtered as illustrated in Figure 75.

- Pending Approval
- Approved
- Denied
- Unable to Process
- Completed

Figure 75: Change Request Statuses



Company Administrators can select on the ‘View’ link of the Action column as shown in Figure 86 and review the details of the change request as illustrated in Figure 76.

Figure 76: View a Change Request

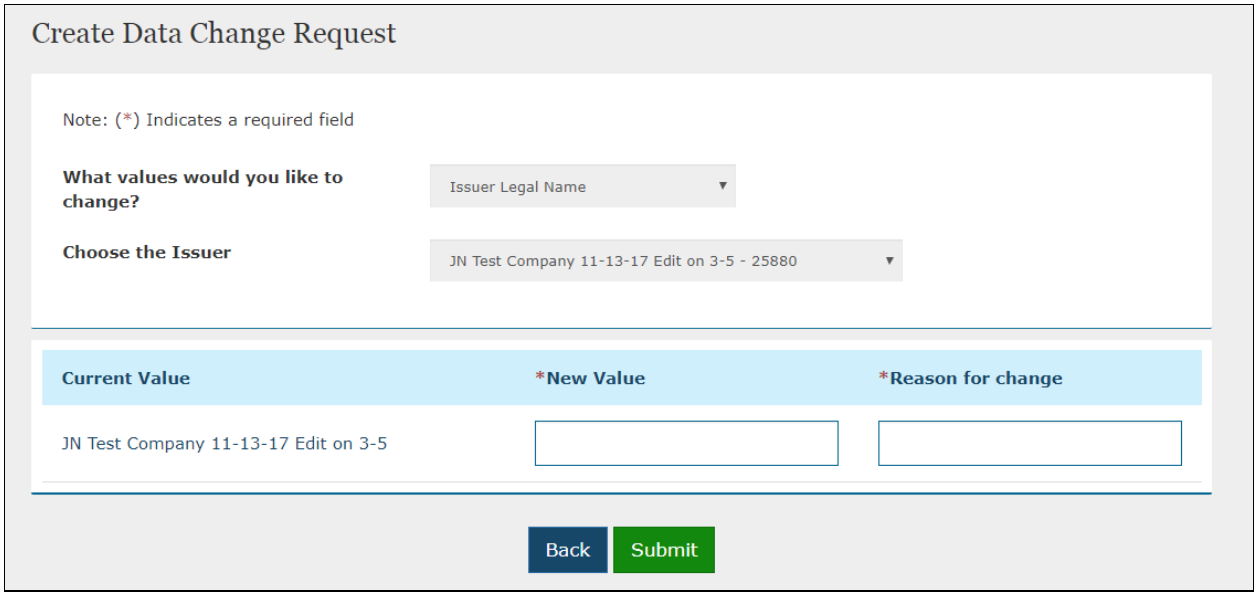
3.5.2 Issuer Administrator – Data Changes

Issuer Administrators can create, review, and submit data change requests through the Manage Data Changes tab. Issuer Administrators can also create new change requests through the 'Data Change Request' on the Issuer Details page.

3.5.2.1 Create Data Change Requests

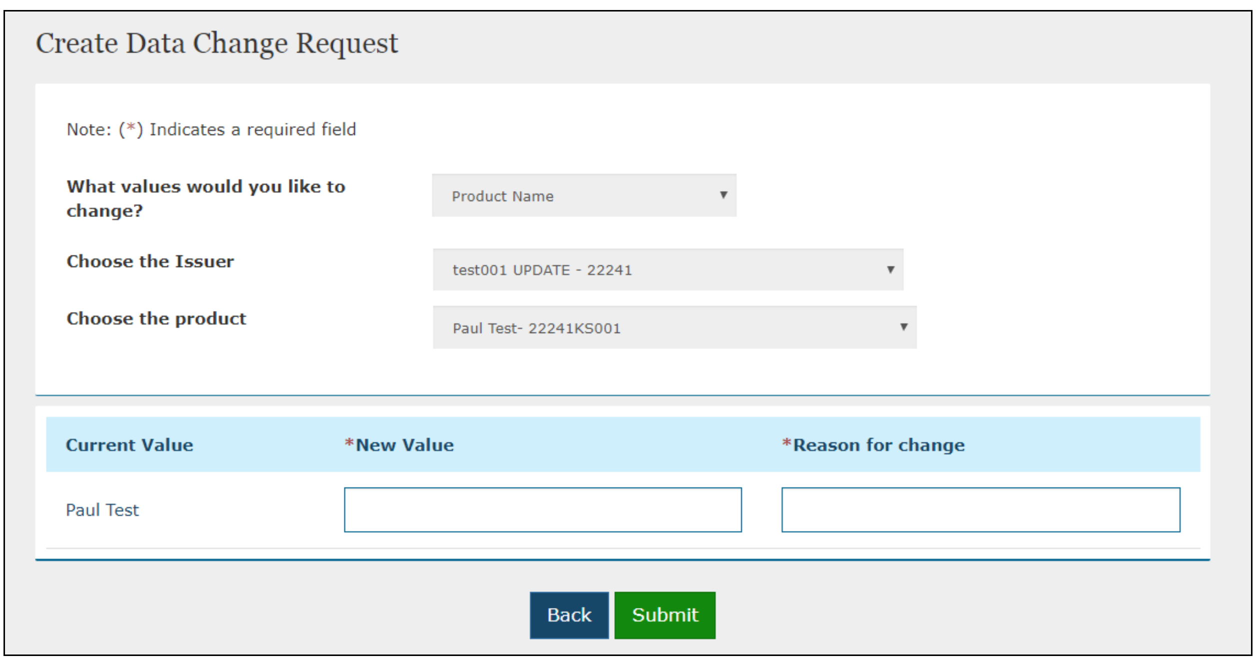
Once the Issuer Administrator is on the Manage Data Changes page, they will be able to 'Create Request for Data Change' through the button at the bottom of the Manage Data Changes page. The 'What values would you like to change' drop-down menu displays the values for the Issuer, and Product. Once the value for the data change is selected, Issuers will be displayed in the 'Choose the Issuer' drop-down menu as illustrated in Figure 77.

Figure 77: Issuer Change Request



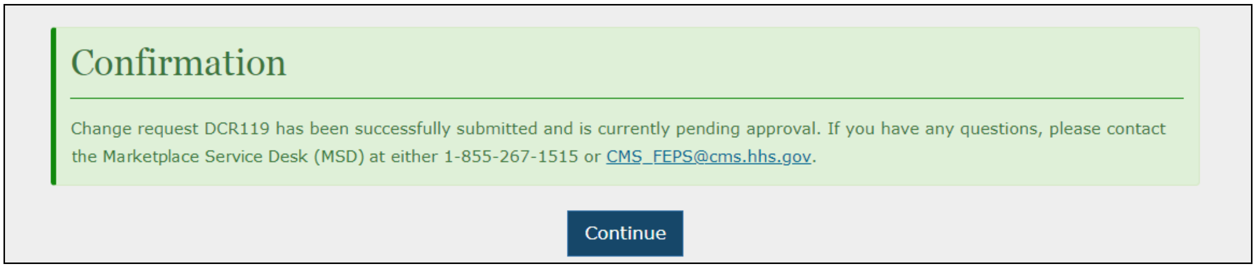
If the change value is selected for a Product, then 'Choose the Issuer' and 'Choose the product' drop-down menus will be displayed for selection as illustrated in Figure 78. Once all the required fields are selected, the current value of the field to be changed will be displayed and the Issuer Administrator will need to enter the New Value, or select from a predefined list of values, and enter a Reason for change (250 characters max) before selecting the 'Submit' button.

Figure 78: Product Change Request



Once the Issuer Administrator selects the 'Submit' button on the Manage Change Request page, a **Request ID** will be assigned, along with a 'Pending Approval' status. An on-screen Confirmation message will display as illustrated in Figure 79.

Figure 79: Confirmation Page for Change Request

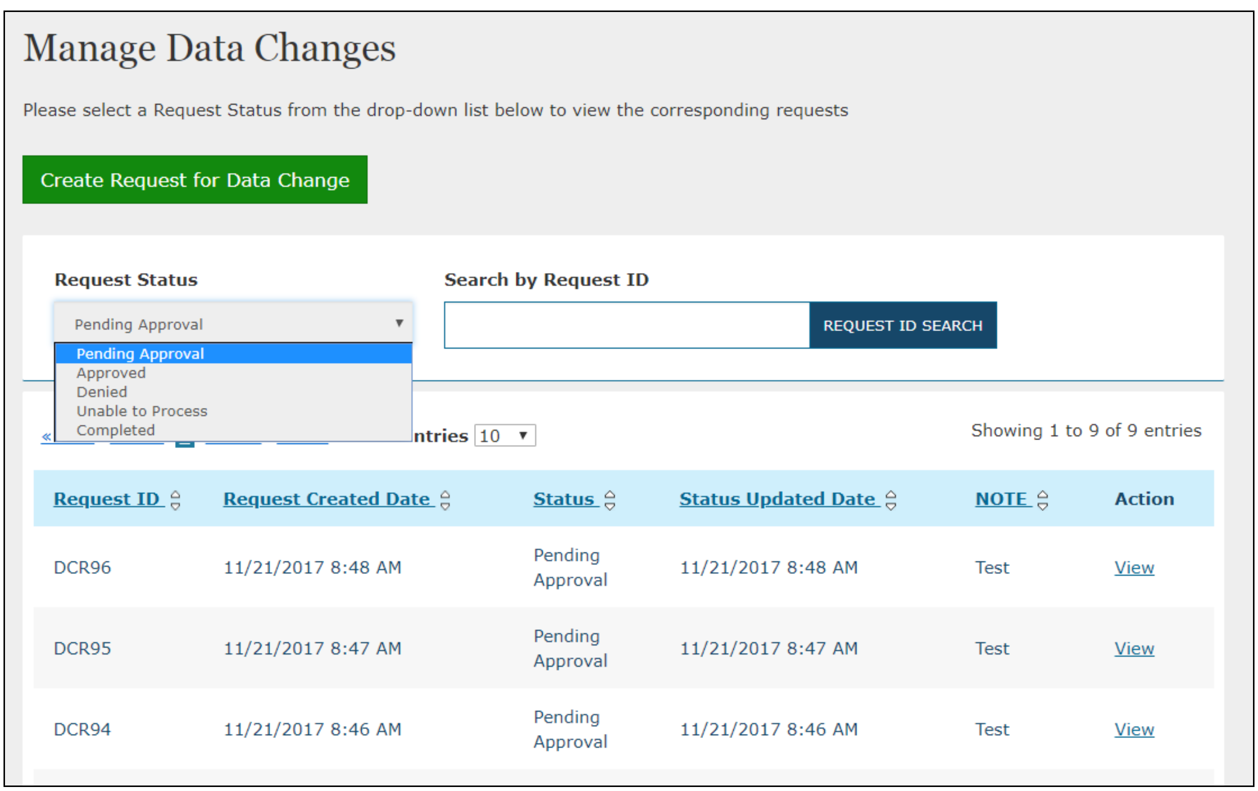


3.5.2.2 View Data Change Requests

Issuer Administrators can view data change requests on Manage Data Changes page. When the users select the status of the change request from the 'Request Status' drop down menu or enter a valid request ID in the 'Request ID field' and select the 'Request ID Search' button a summary of the change requests and its statuses will be displayed in search results as illustrated in Figure 80. The following statuses can be filtered on the Manage Data Changes page.

- Pending Approval
- Approved
- Denied
- Unable to Process
- Completed

Figure 80: Change Request Statuses



Issuer Administrators can review the data of the change requests displayed through the 'View' link of the Action column as illustrated in Figure 81.

Figure 81: View Change Request

3.5.3 Organization Administrator – Data Changes

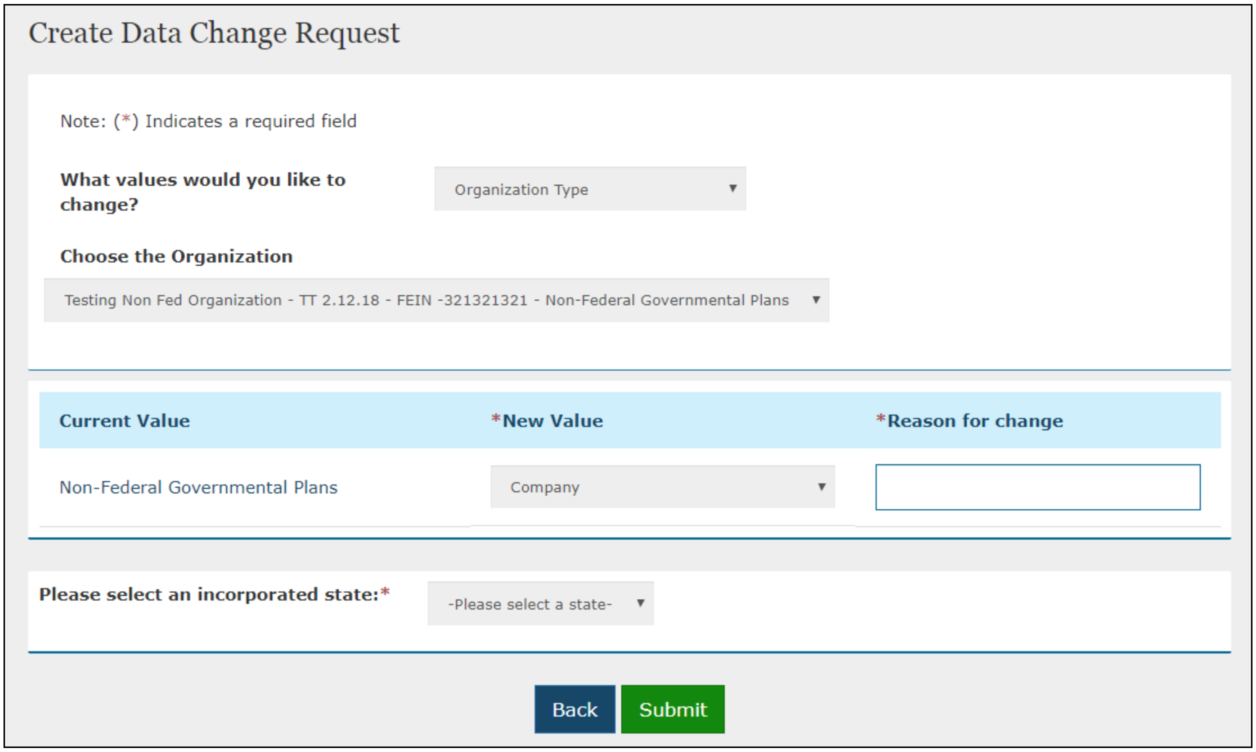
Organization Administrator can create, review, and submit data change requests through the Manage Data Changes tab. Organization Administrator can also create new change requests through the 'Create Request for Data Change' link available on the 'Edit' page for Organization Administrator.

3.5.3.1 Create Data Change Requests

Once the Organization Administrator is on the Manage Data Changes page, they will be able to 'Create Request for Data Change' through the button at the bottom of the Manage Data Changes page. The 'What values would you like to change' drop-down menu displays the values for that particular Organization. Once the value for the data change is selected, the current value of the field to be changed will be displayed and the Organization admin will need to enter the New Value, or select from a predefined list of values, and enter a Reason for change (250 characters max) before selecting the 'Submit' button.

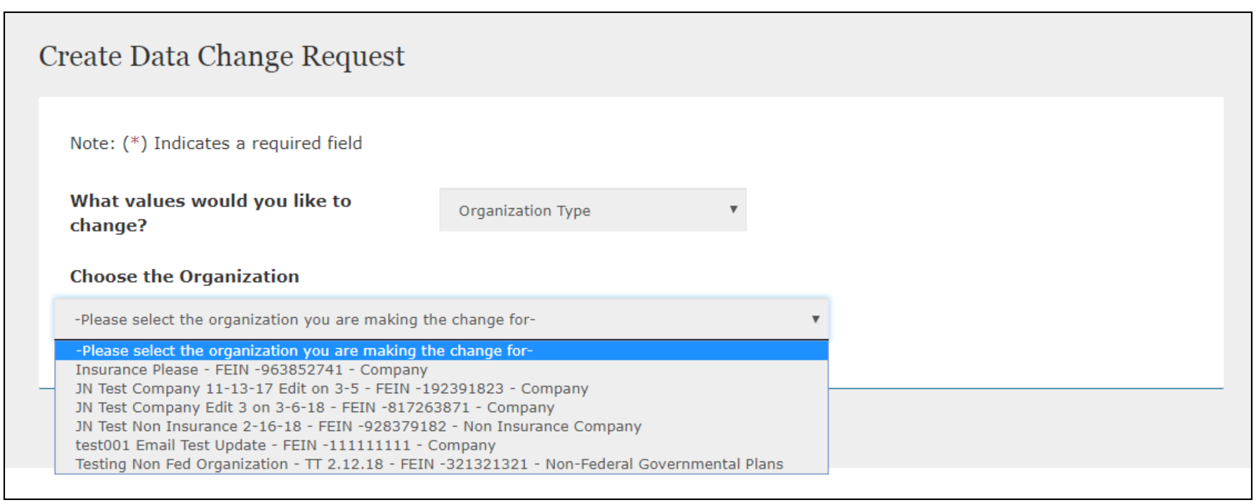
Organization Administrator will have to select the incorporated state, if changing the Organization Type from Non Fed to either Company or Non Insurance Company as illustrated in Figure 82.

Figure 82: Non-Federal Government Plans to Company



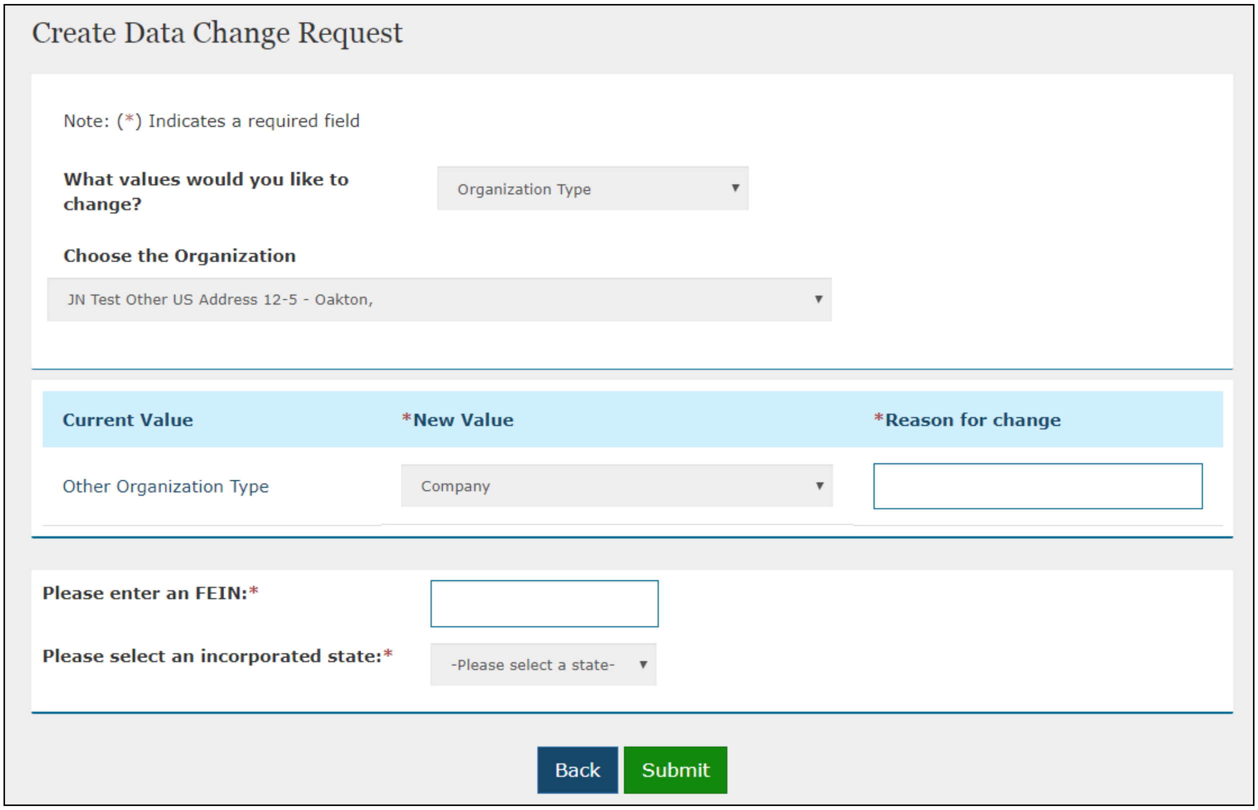
Organization Administrator of 'Other Org' selects the fields displayed for that particular type of organization. For multiple organizations, the Organization Administrator will see a list of organizations displayed in the drop-down menu and will need to select the organization for making the data change as illustrated in Figure 83. The current value will be displayed, and the user will need to enter the New Value, or select from a predefined list of values, and enter a Reason for change (250 characters max) before selecting the 'Submit' button.

Figure 83: Multiple Organizations



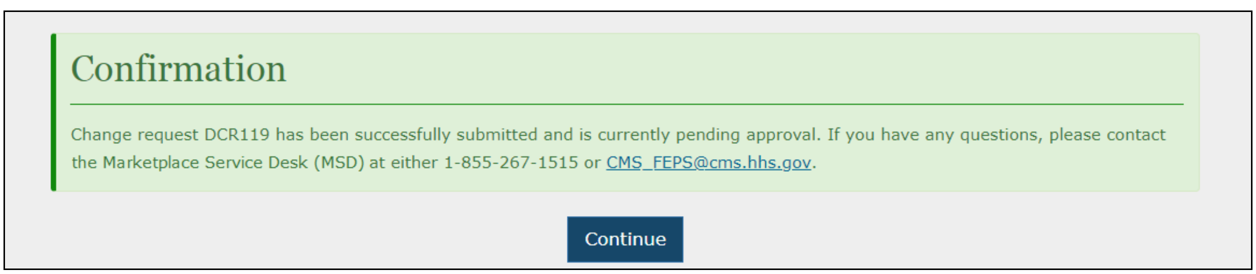
If the Organization Administrator changes the Organization Type from Other organization to either Company or Non Insurance Company, then an FEIN is required, and the user needs to select an incorporated state drop-down menu as illustrated in Figure 84.

Figure 84: Other Organization to a Company



Once the Organization Administrator selects the 'Submit' button on the Manage Change Request page, a **Request ID** will be assigned, along with a 'Pending Approval' status. An on-screen Confirmation message will display as illustrated in Figure 85.

Figure 85: Confirmation Page for Change Request



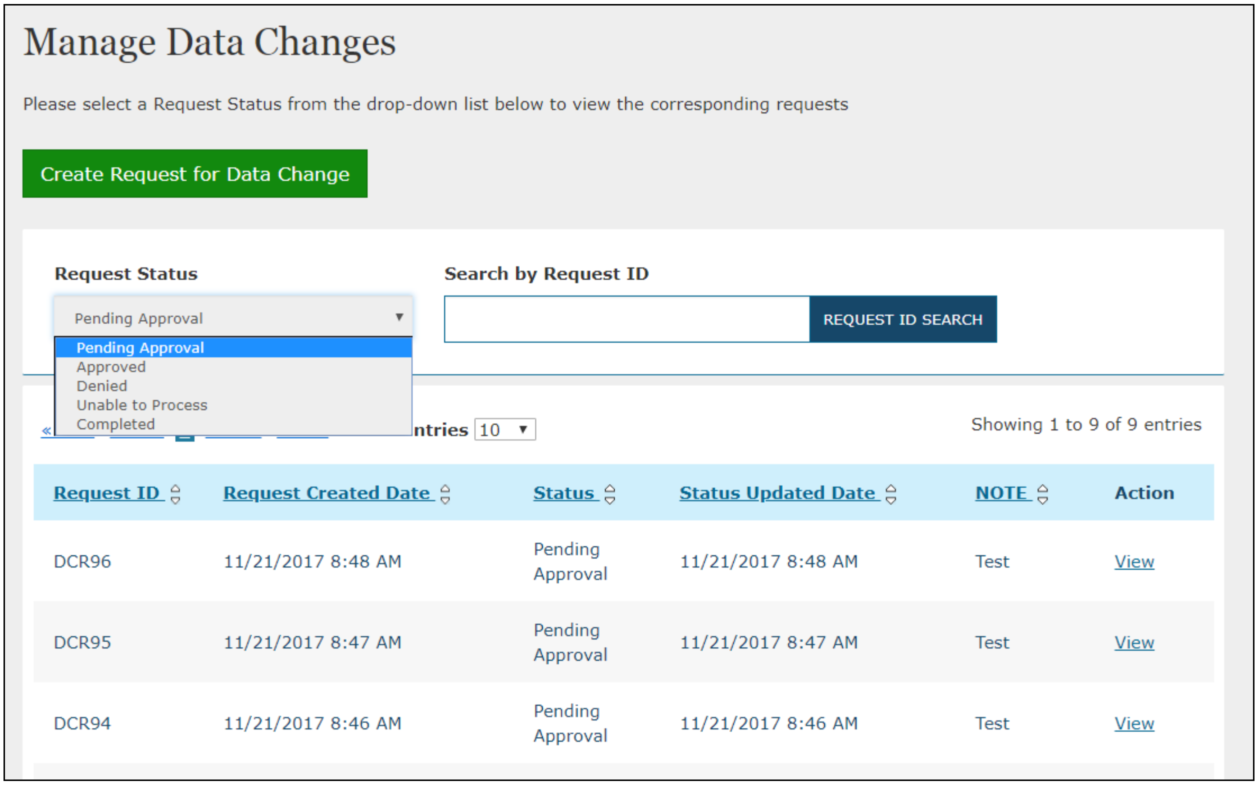
3.5.3.2 View Data Change Requests

Organization Administrators can view data change requests on Manage Data Changes page. When the user selects the status of the change request from the 'Request Status' drop-down menu or enters a valid Request ID in the 'Request ID field' and selects the 'Request ID Search' button a summary of the change requests and its statuses will be displayed in search results as illustrated in Figure 86. The following statuses can be filtered on the Manage Data Changes page.

- Pending Approval
- Approved

- Denied
- Unable to Process
- Completed

Figure 86: Change Request Statuses



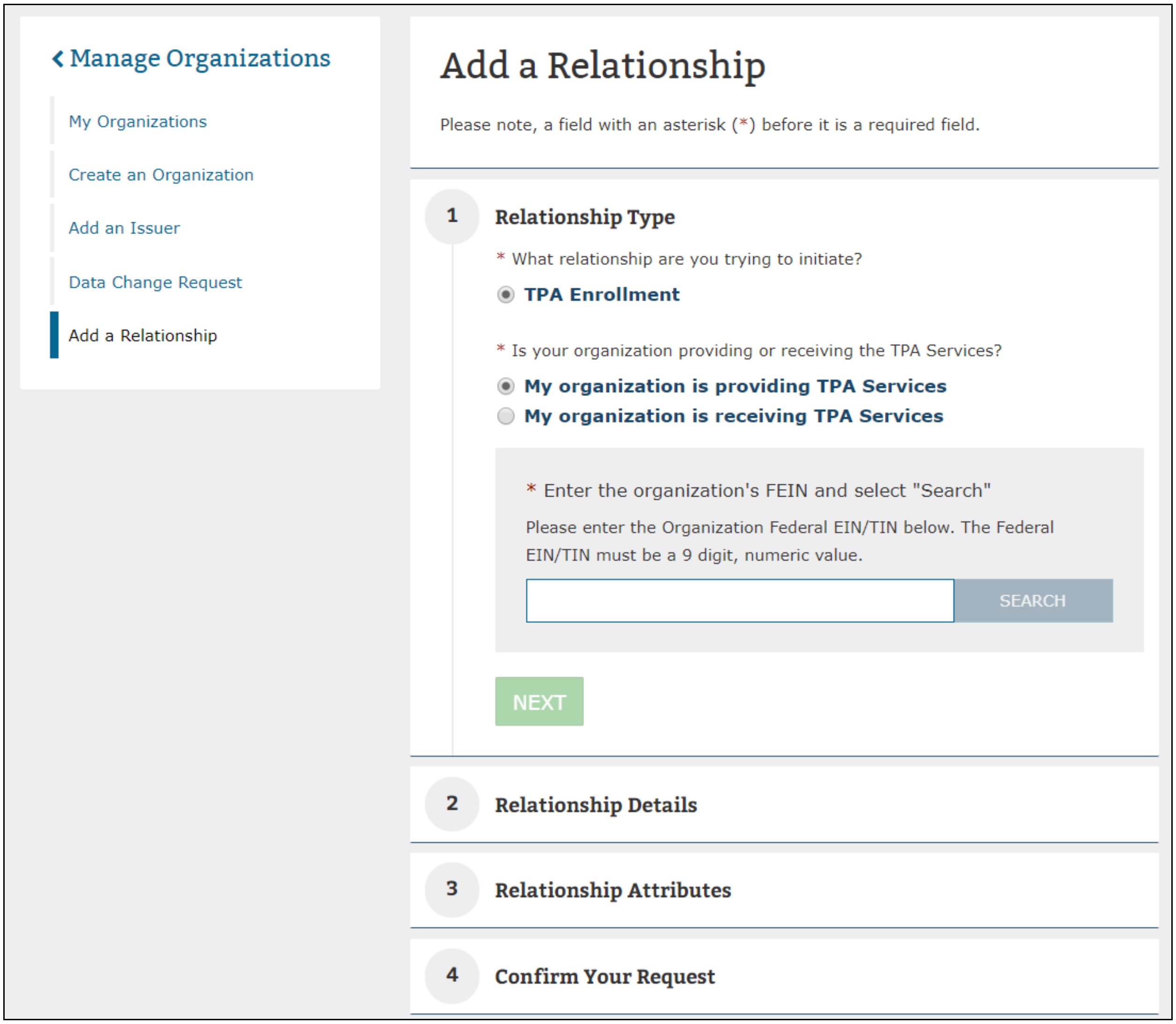
Organization Administrators can review the details of the data change request by selecting the ‘View’ link in the Action column as illustrated in Figure 87.

Figure 87: View Change Requests

3.6 Add a Relationship

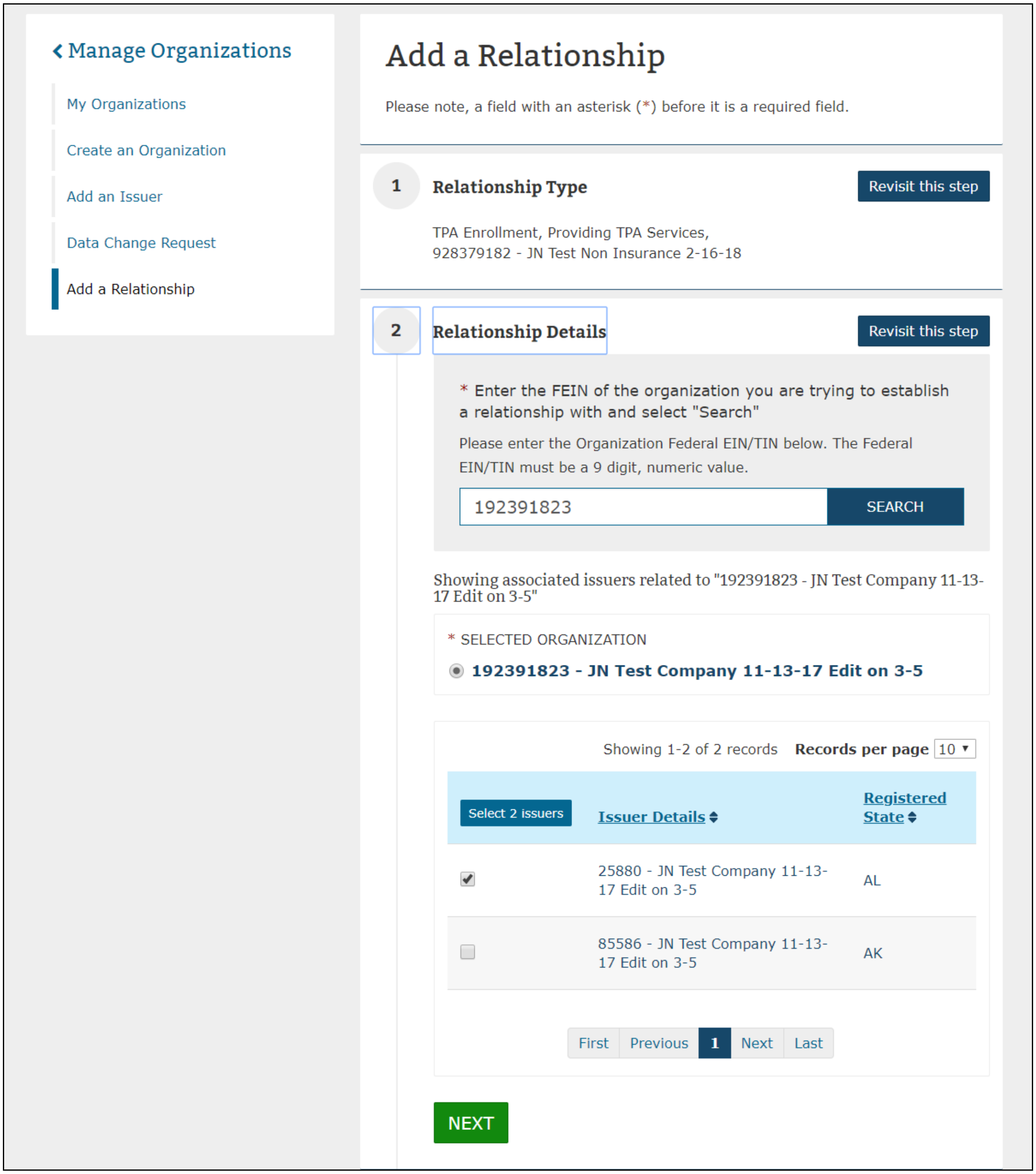
Users can access the Add a Relationship functionality from the Manage Organizations landing page. Through the Add a Relationship functionality, users can add a relationship between a third-party administrator (TPA) organization and issuers in HIOS by completing four steps. The relationship can be initiated by either the TPA or the issuer(s). In Step 1, users must identify the relationship type and answer if they are providing or receiving TPA services. Please refer to Figure 88 below.

Figure 88: Add a Relationship – Step 1



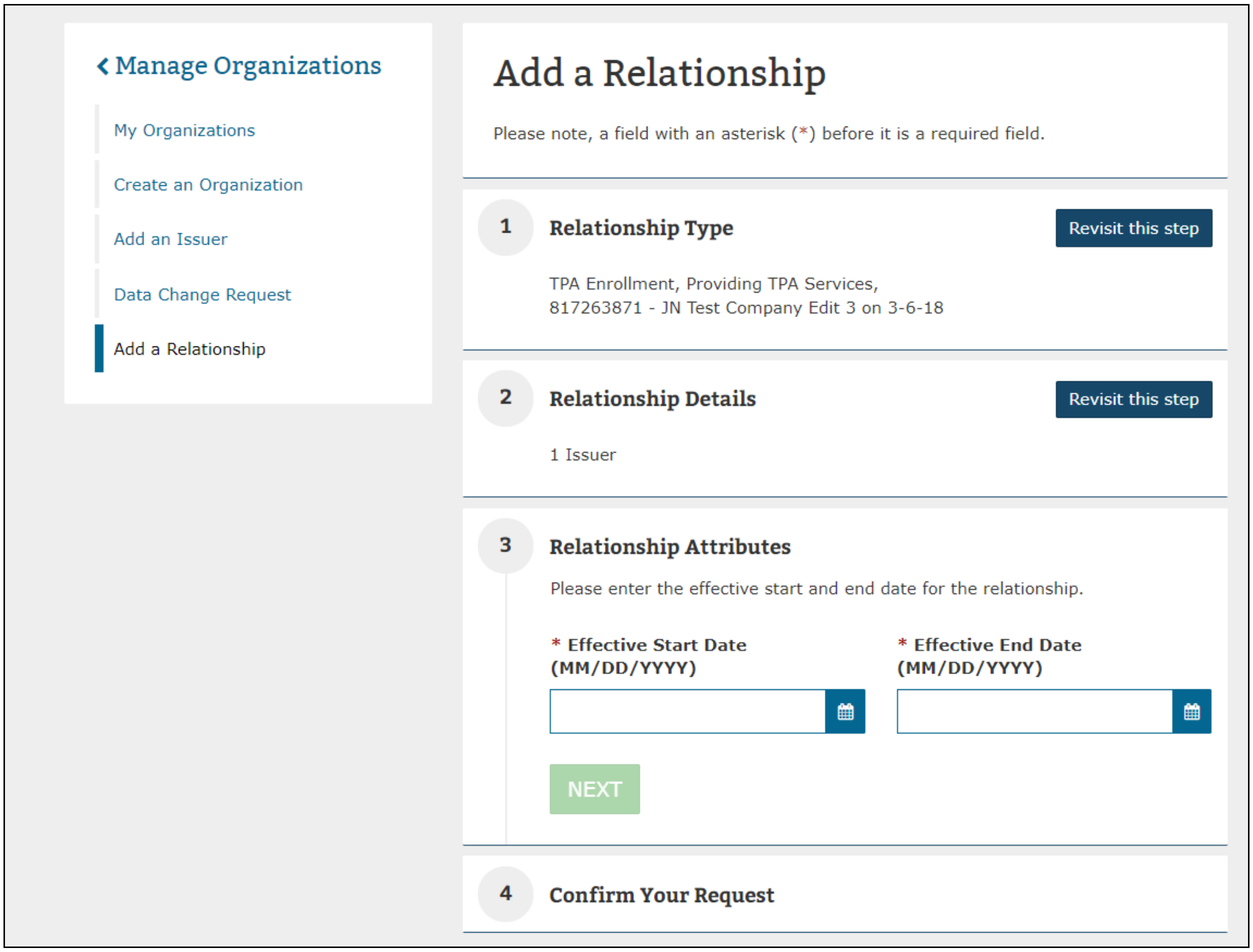
Users will need to identify the other half of the relationship in Step 2, either the issuer(s) or the TPA depending on the answer provided in Step 1. Please refer to Figure 89 below.

Figure 89: Add a Relationship – Step 2



In Step 3, users will provide the relationship's effective start date and the effective end date. Please refer to Figure 90 below.

Figure 90: Add a Relationship – Step 3



Users will view a summary of information that was provided as part of the Add a Relationship process which includes the relationship type, organization and issuer information, and the effective start and end date displayed in Step 4. If the information is deemed correct by the user, they can select ‘Submit’ for the request to be approved. Please refer to Figure 91 and Figure 92 below.

Figure 91: Add a Relationship – Step 4

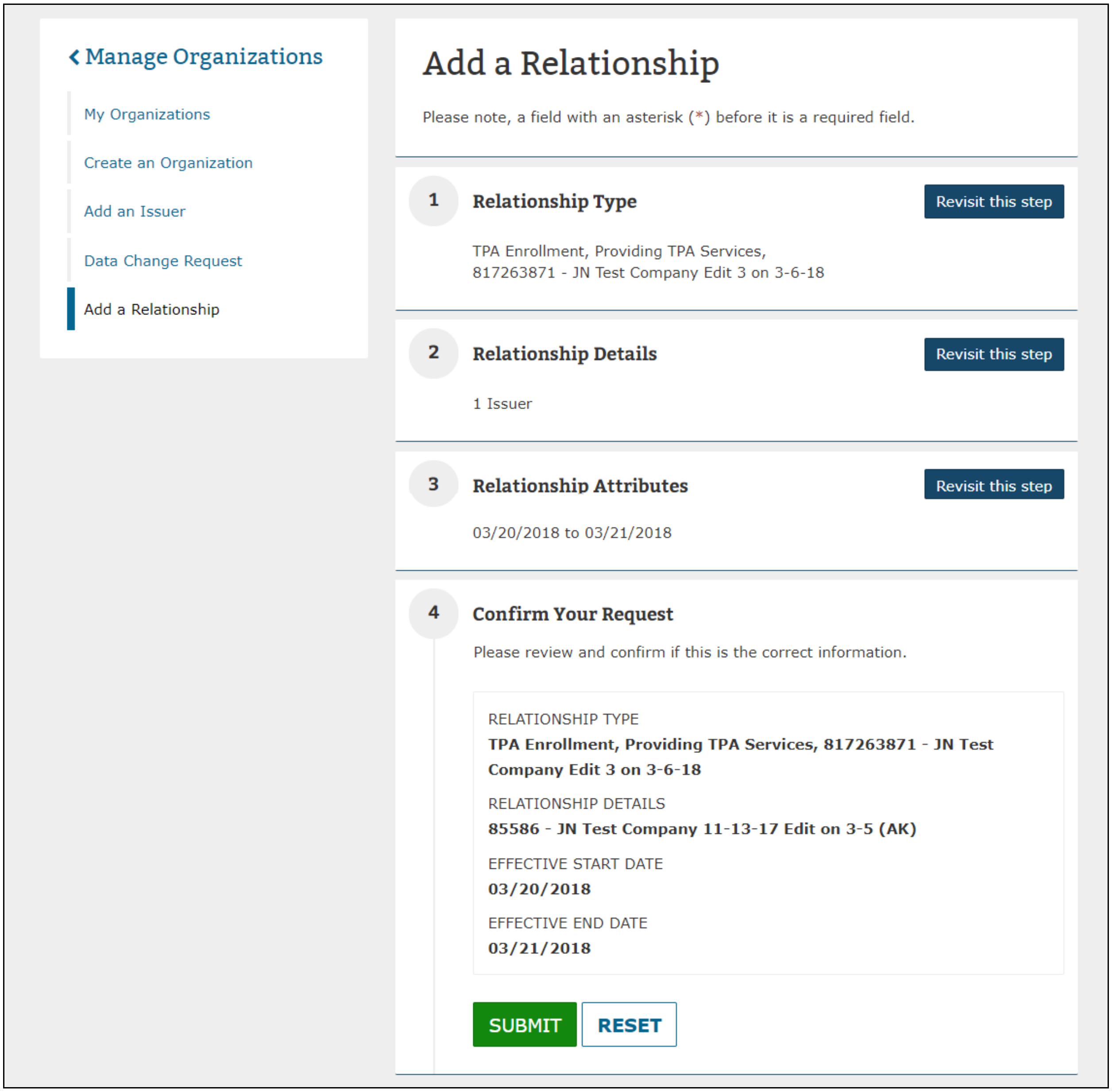
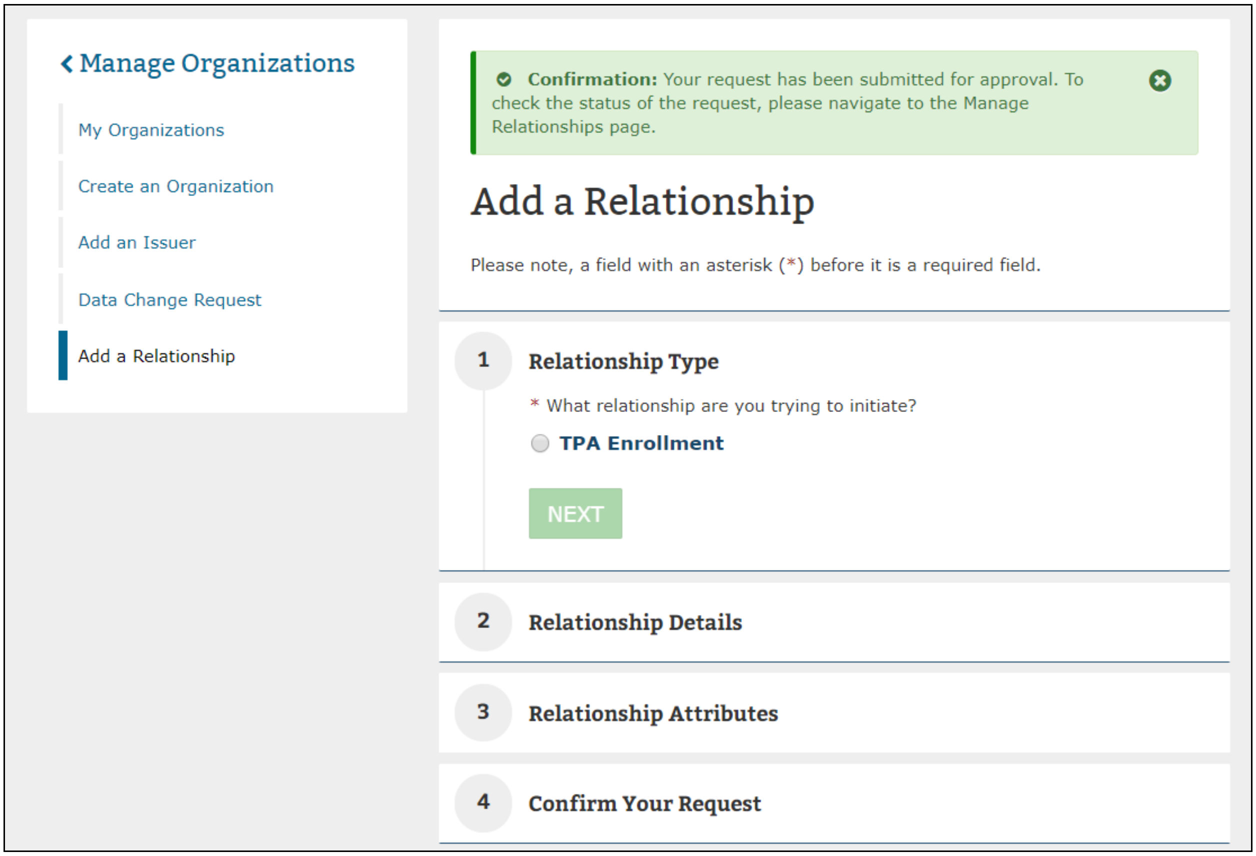


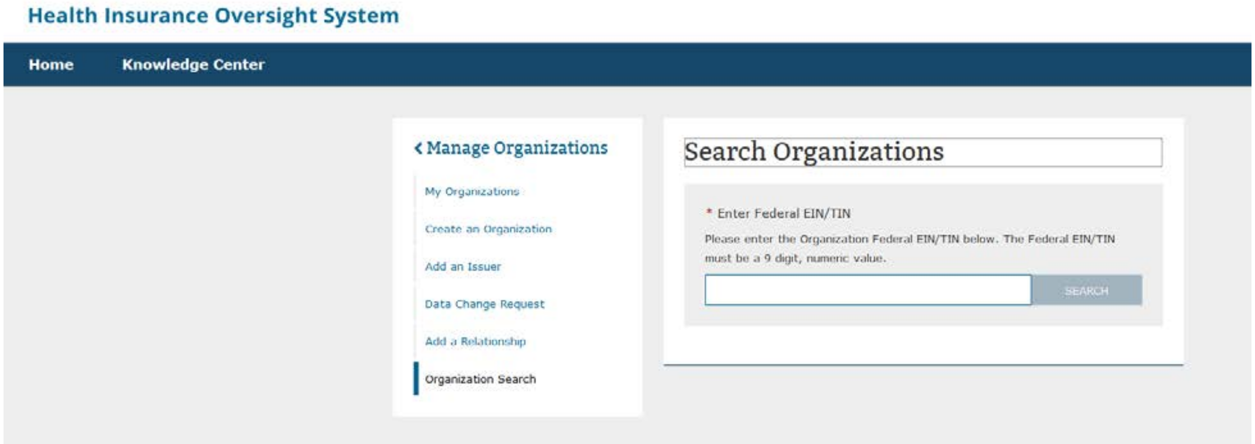
Figure 92: Add a Relationship – Confirmation Message



3.7 Organization Search

On the Organization Search page, users can search and view details for organizations registered in HIOS with a valid Federal Employee Identification Number (FEIN). The organization details are displayed in an editable format for users who already have the company administrator and organization administrator for the specific organization that is returned in the search.

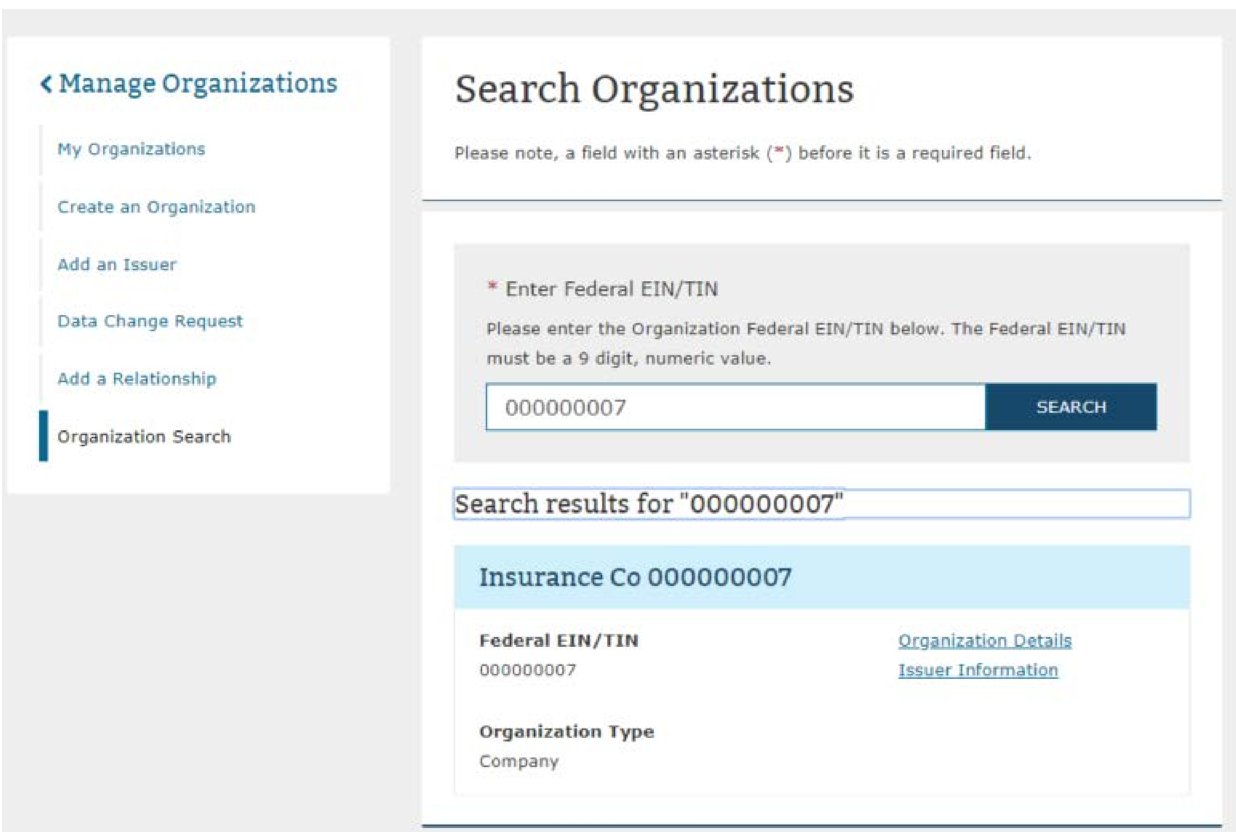
Figure 93: Organization Search



3.7.1 Company/Organization Administrator view

The organization details are displayed in an editable format for users who already have the company administrator and organization administrator for the specific organization that is returned in the search.

Figure 94: Organization Search Results



3.7.2 All HIOS users view

The organization details are displayed in a read-only format for all the HIOS users who do not have company administrator or organization administator role. The Issuer details are also displayed in a read-only format for all the HIOS users who do not have company administrator or organization administrator role.

Figure 95: Organization Search – Organization Details Page for All HIOS Users

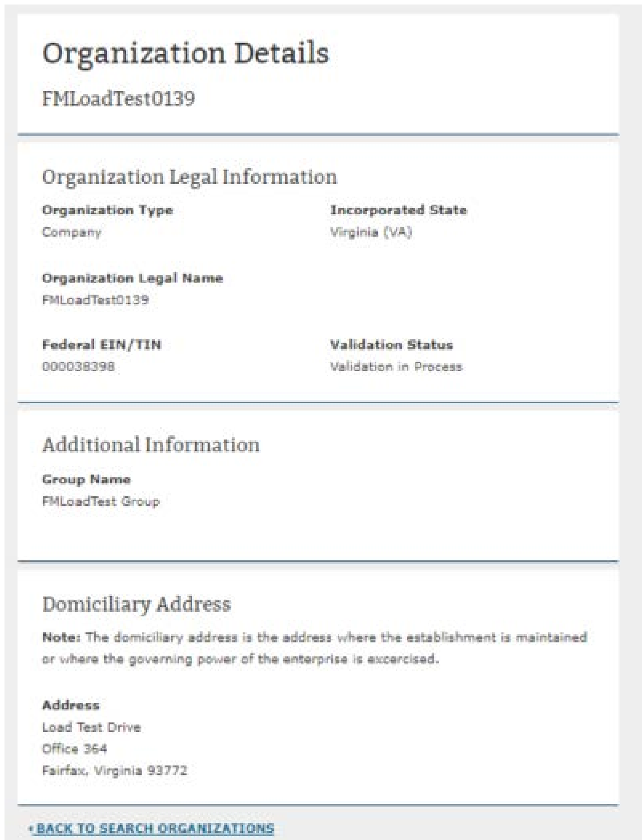
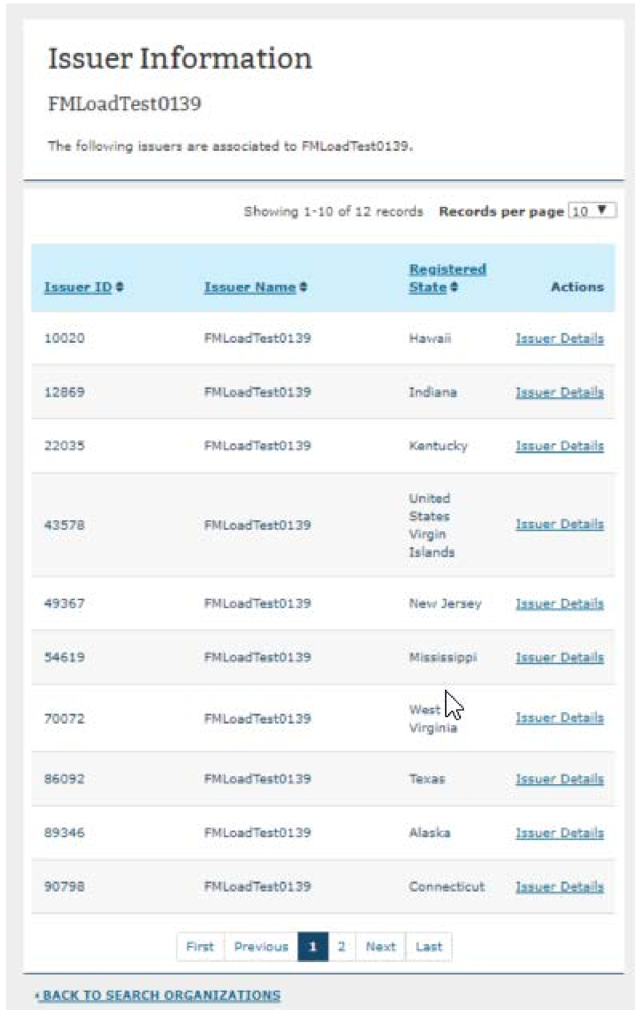


Figure 96: Organization Search - Issuer Information for all HIOS users



Issuer Information

FMLoadTest0139

The following issuers are associated to FMLoadTest0139.

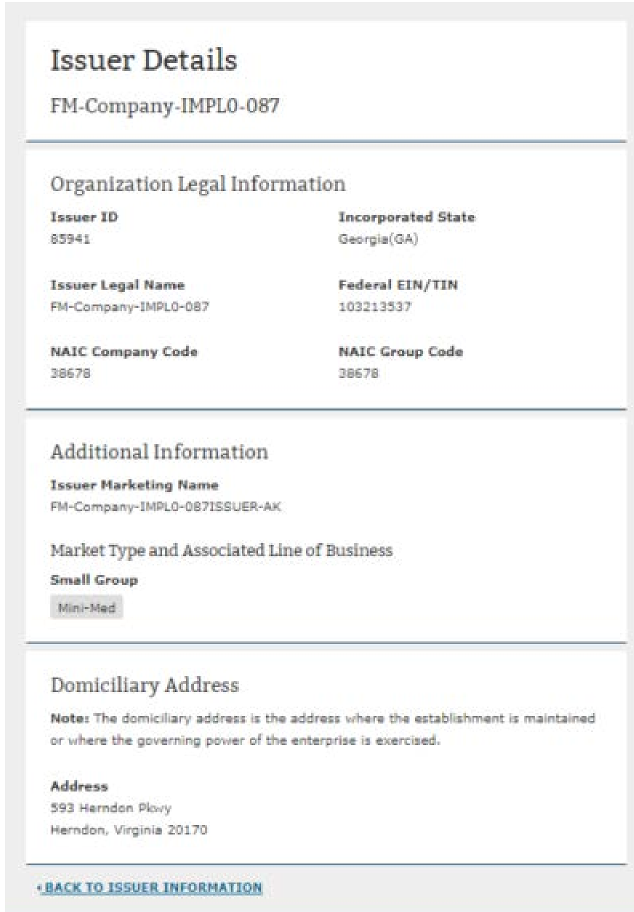
Showing 1-10 of 12 records **Records per page** 10

Issuer ID	Issuer Name	Registered State	Actions
10020	FMLoadTest0139	Hawaii	Issuer Details
12869	FMLoadTest0139	Indiana	Issuer Details
22035	FMLoadTest0139	Kentucky	Issuer Details
43578	FMLoadTest0139	United States Virgin Islands	Issuer Details
49367	FMLoadTest0139	New Jersey	Issuer Details
54619	FMLoadTest0139	Mississippi	Issuer Details
70072	FMLoadTest0139	West Virginia	Issuer Details
86092	FMLoadTest0139	Texas	Issuer Details
89346	FMLoadTest0139	Alaska	Issuer Details
90798	FMLoadTest0139	Connecticut	Issuer Details

First Previous 1 2 Next Last

‹ BACK TO SEARCH ORGANIZATIONS

Figure 97: Organization Search - Issuer Details for all HIOS users

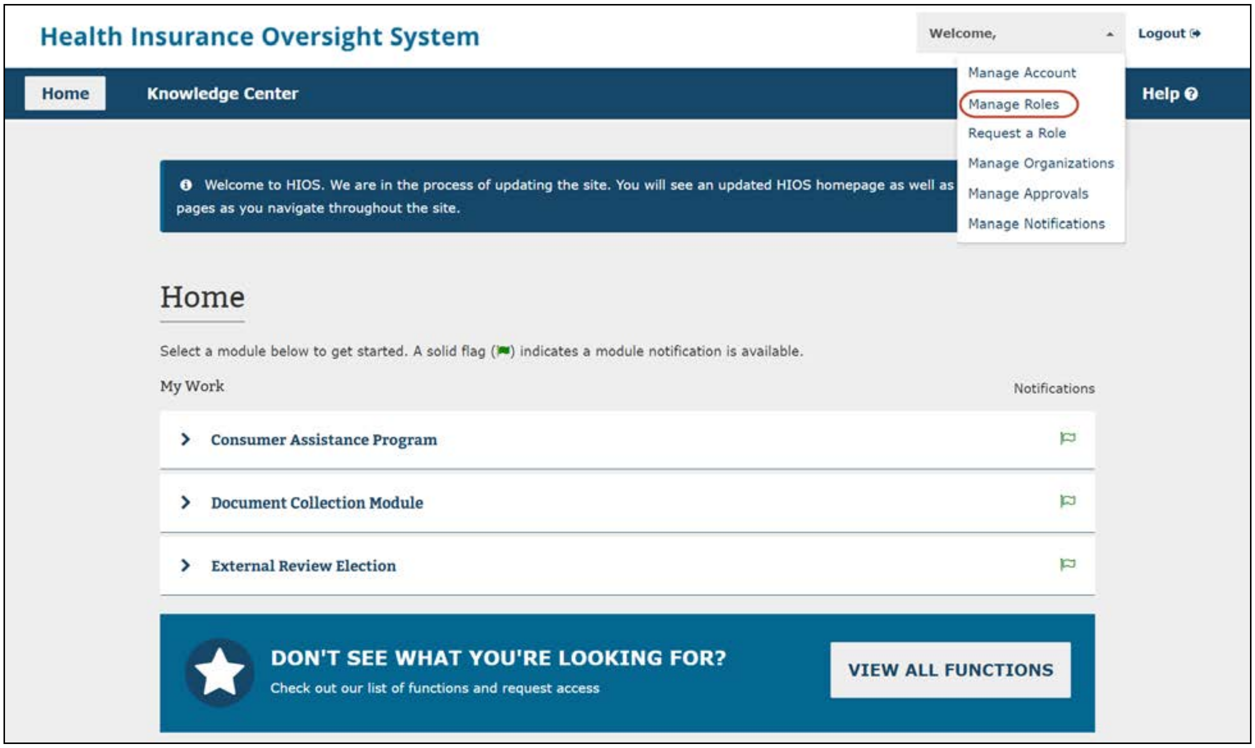


3.8 Role Management

All module access and role requests are to be completed in the Role Management section. Users will be able to view their existing roles and access status. Users will also be able to submit module access permission requests and cross-reference requests to registered companies, issuers, and states (for state users only) all under Role Management.

The HIOS home page will display a Manage Roles link from the drop down as illustrated in Figure 98 below.

Figure 98: HIOS Portal Home Page – Manage Roles

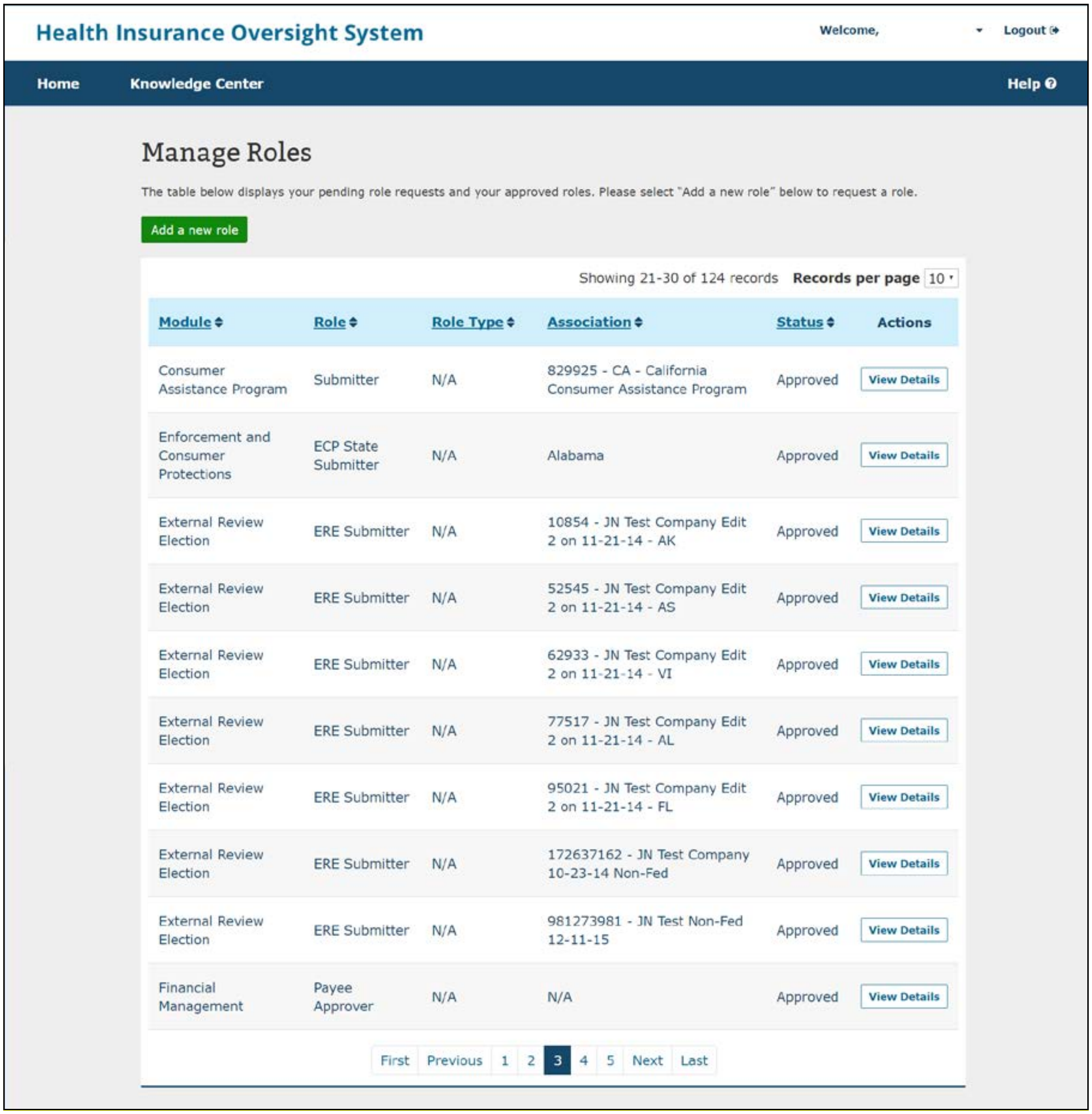


3.8.1 Manage Roles Page

The users can view their existing roles and pending role requests on the Manage Roles page as displayed below in Figure 99 and Figure 100.

The table will display the pending role requests first and then the approved requests after.

Figure 99: Manage Roles



Module	Role	Role Type	Association	Status	Actions
Consumer Assistance Program	Submitter	N/A	829925 - CA - California Consumer Assistance Program	Approved	View Details
Enforcement and Consumer Protections	ECP State Submitter	N/A	Alabama	Approved	View Details
External Review Election	ERE Submitter	N/A	10854 - JN Test Company Edit 2 on 11-21-14 - AK	Approved	View Details
External Review Election	ERE Submitter	N/A	52545 - JN Test Company Edit 2 on 11-21-14 - AS	Approved	View Details
External Review Election	ERE Submitter	N/A	62933 - JN Test Company Edit 2 on 11-21-14 - VI	Approved	View Details
External Review Election	ERE Submitter	N/A	77517 - JN Test Company Edit 2 on 11-21-14 - AL	Approved	View Details
External Review Election	ERE Submitter	N/A	95021 - JN Test Company Edit 2 on 11-21-14 - FL	Approved	View Details
External Review Election	ERE Submitter	N/A	172637162 - JN Test Company 10-23-14 Non-Fed	Approved	View Details
External Review Election	ERE Submitter	N/A	981273981 - JN Test Non-Fed 12-11-15	Approved	View Details
Financial Management	Payee Approver	N/A	N/A	Approved	View Details

Users may select 'View Details' to view additional information about the Pending or Approved role request. Users will be navigated to the View Role Details page which will vary depending on the status of the role request. The two variations of the page are displayed below.

Figure 100: View Role Details – Pending Role Request

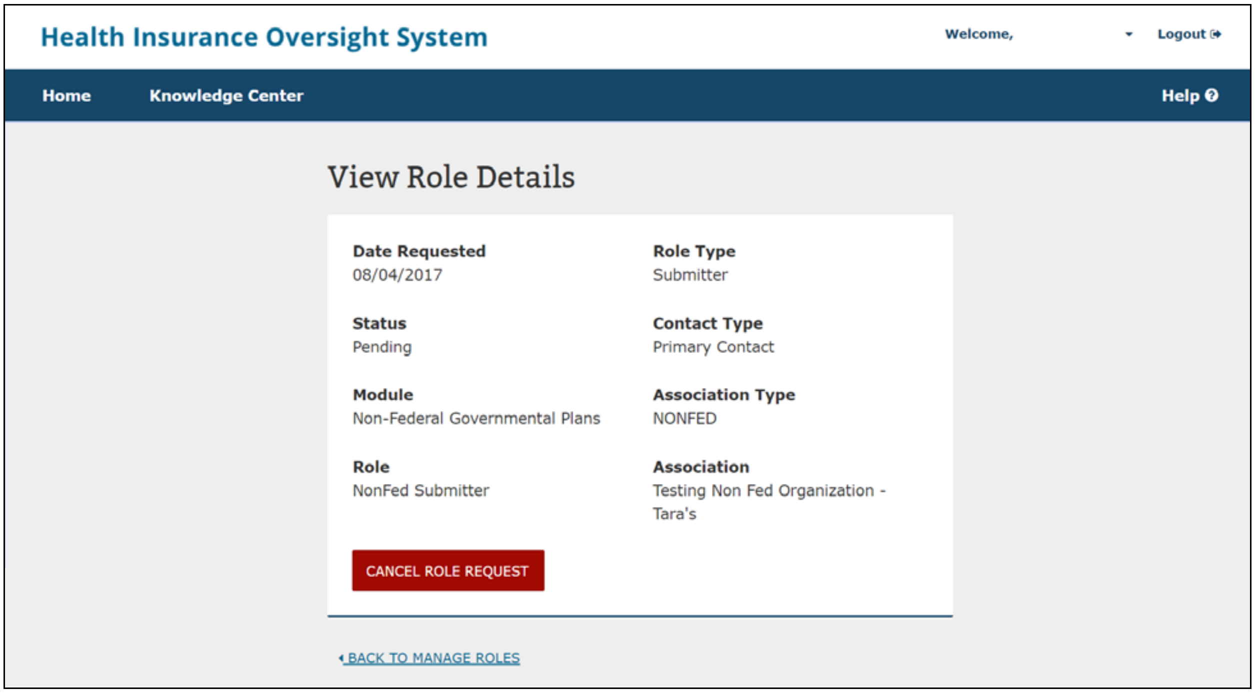
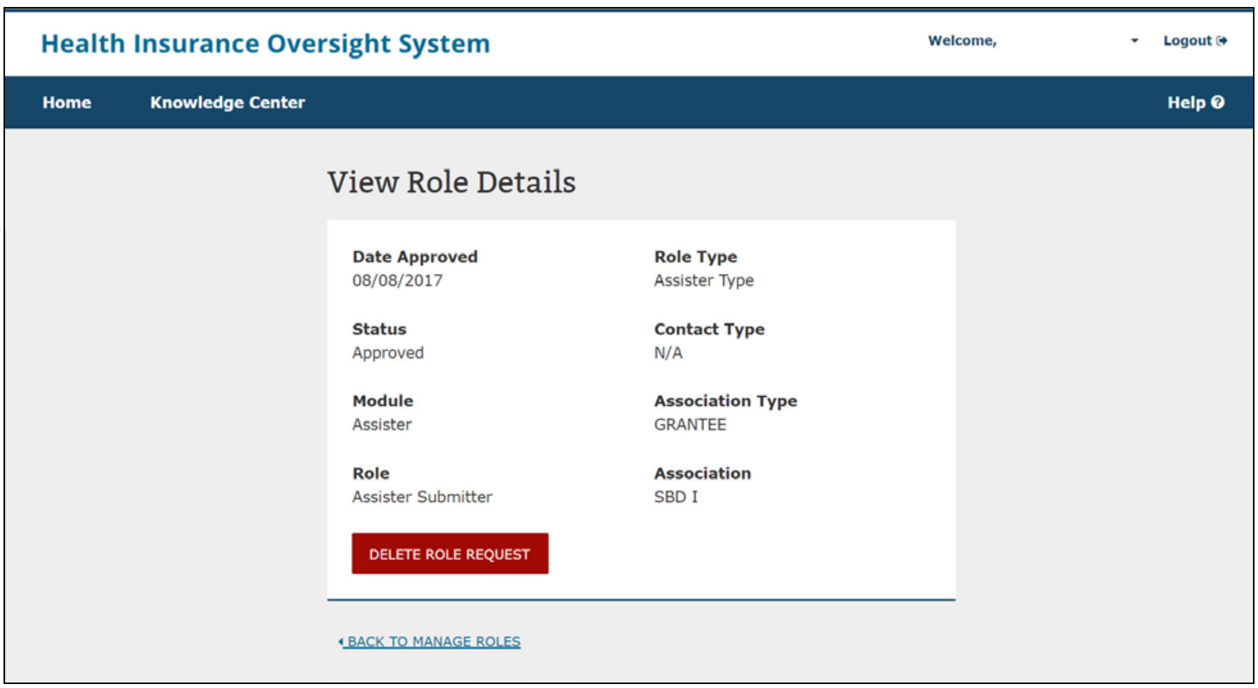


Figure 101: View Role Details – Approved Role Request



If the user selects Cancel Role Request or Delete Role Request from the View Role Details page, the following confirmation pop-ups will be displayed.

Figure 102: Role Cancellation Confirmation

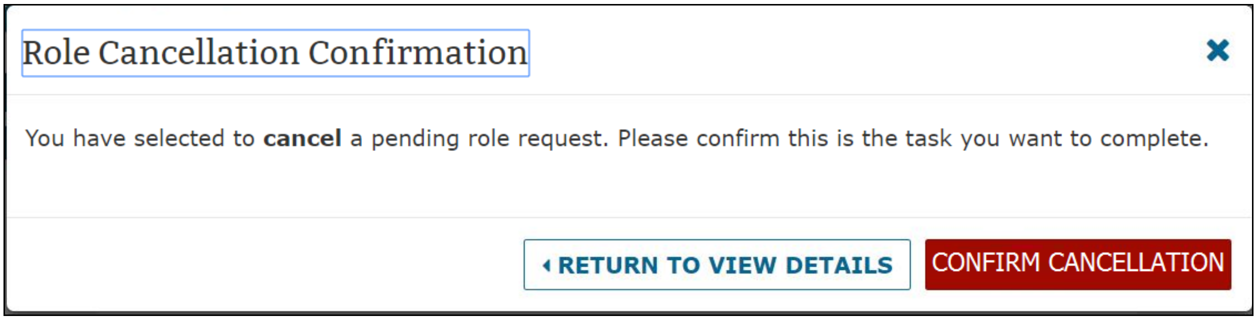


Figure 103: Role Deletion Confirmation

To view existing roles, complete the following steps:

1. From the HIOS Portal Home Page, select the ‘Manage Roles’ link.
2. Users can view additional details for the role request by selecting View Details in the Actions column.
3. Users can cancel or delete their pending or approved role requests from the View Role Details page.
4. Users will need to confirm their action on the pop-up. Once the request is submitted, the system shall display a confirmation message on the Manage Roles page.

3.8.2 Requesting a Role

To request an additional role or module access, a role request must be submitted. Be sure to review the Browse by Module page to ensure that the correct module and role is requested within the module.

To request a role, complete the following steps:

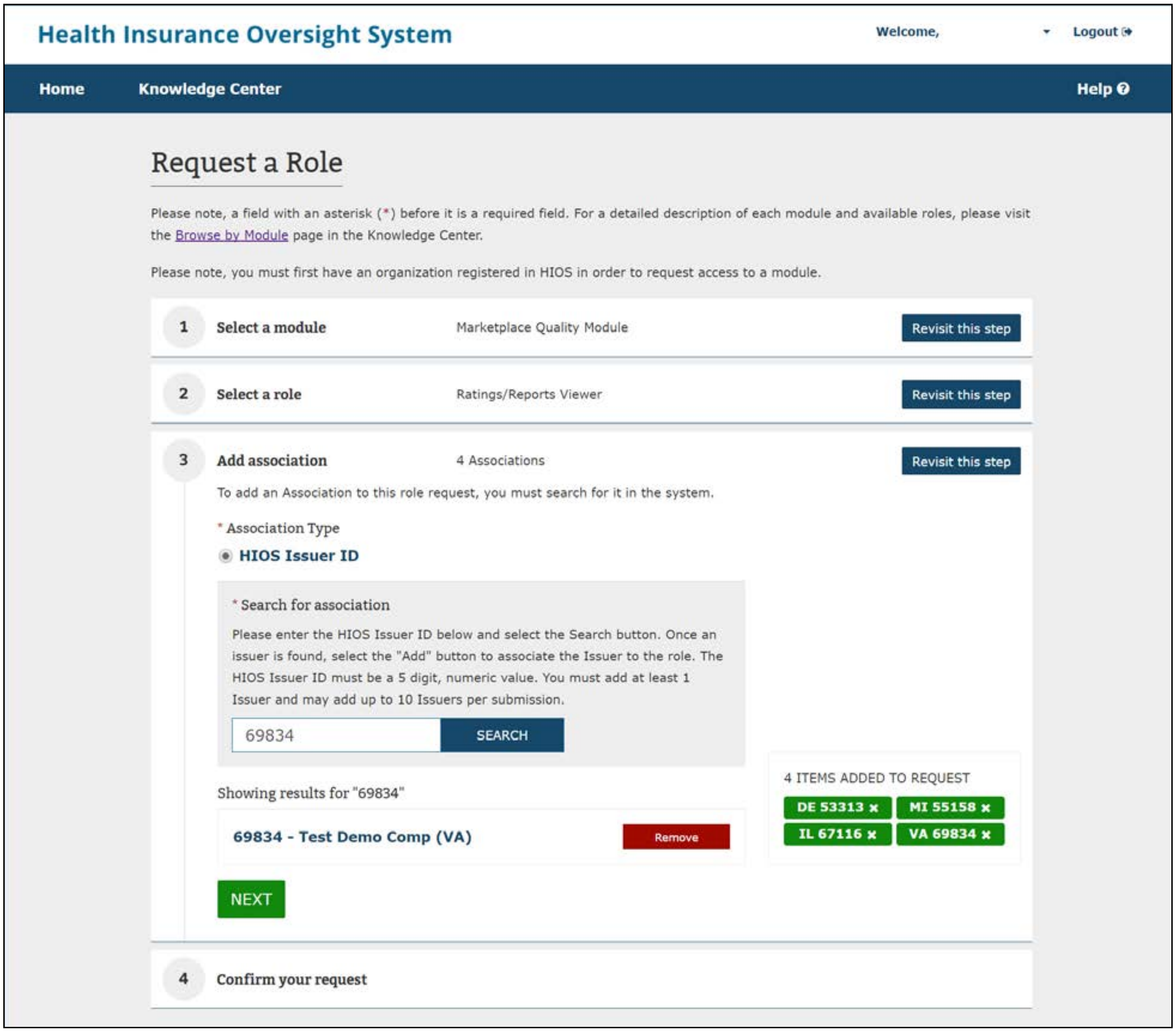
1. From the HIOS Portal Home Page, select the ‘Request a Role’ link.
2. Select the Module needed.
3. Select the Requested Role. The system will only display the specific roles that apply to the module selected.
4. If applicable for the module and role selected, select the role type.
    - The role type radio buttons shall **NOT** be displayed for the following modules:
        - ERE

- Non-Fed
- Financial Management
- QHP Issuer Module
- QHP Rating Module
- QHP Benefits and Service Area
- State Evaluation module
- Unified Rate Review System

5. If applicable for the module, role, and role type selected, select the contact type.
6. Select the Association Type. Enter the information and select Search. If a search result is not displayed, the user must register the organization first or verify that the issuer, site, or state reference provided is accurate.
7. Review the role request and select the Submit button. The Reset button is also an option if the user wants to reset the steps and start over.

Figure 104 displays the role request for the Ratings/Reports Viewer role within the Marketplace Quality Management (MQM) module.

Figure 104: Ratings/Reports Viewer Role Request

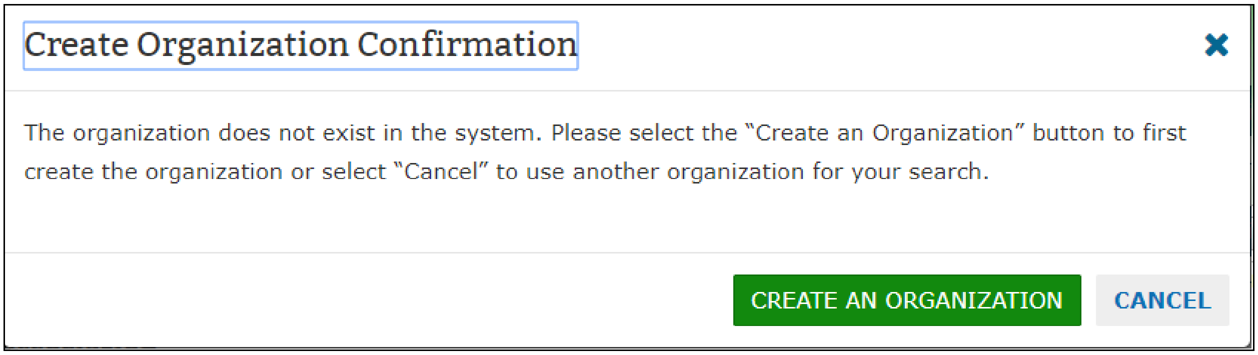


Users seeking to request the Ratings/Reports Viewer role can associate themselves to multiple Issuers per request. These users need to Search a valid Issuer and then select the Add button.

The system shall validate if there is an existing role request (for same role and association) in the Pending Requests. The system shall throw an error message if the user already has a duplicate pending or approved role request.

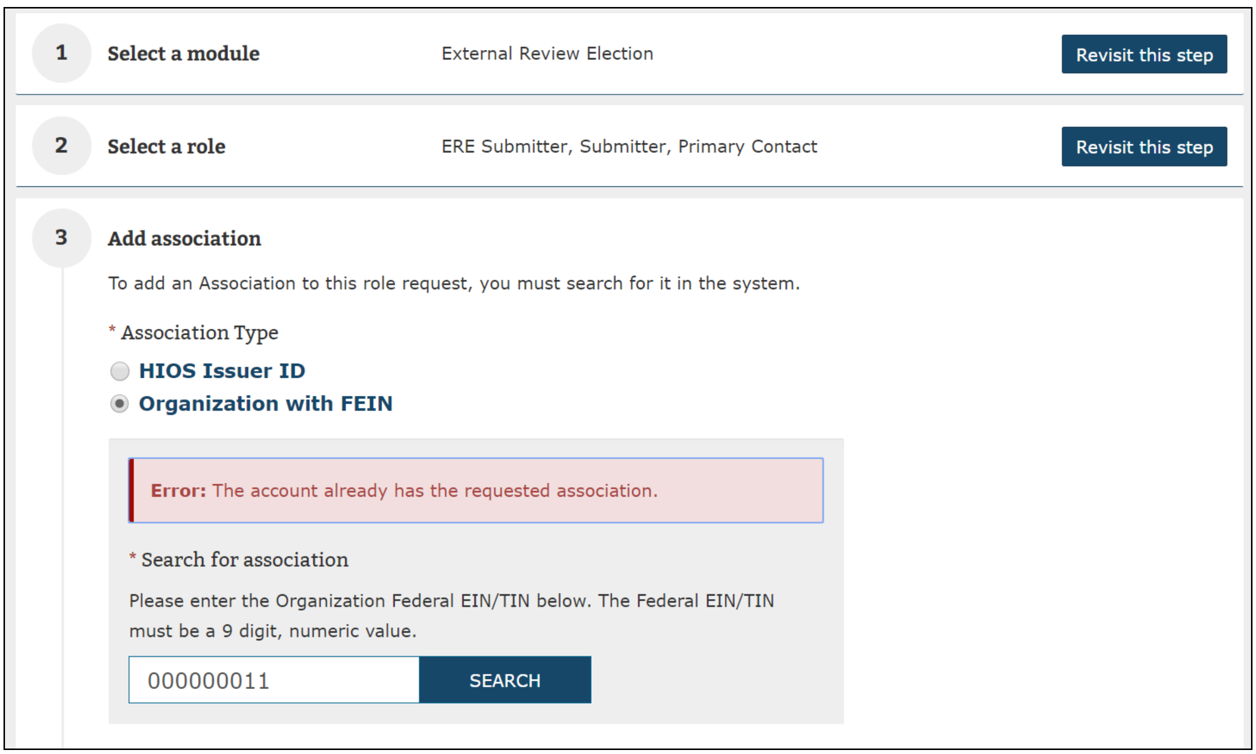
The system will check that the Issuer IDs entered exist within HIOS and that the users do not already have an existing association with the selected Organization. If an organization does not exist in the system, a pop-up message will display that allows users to first create the organization as displayed by Figure 105.

Figure 105: Organization Not Found – Navigate to Create an Organization



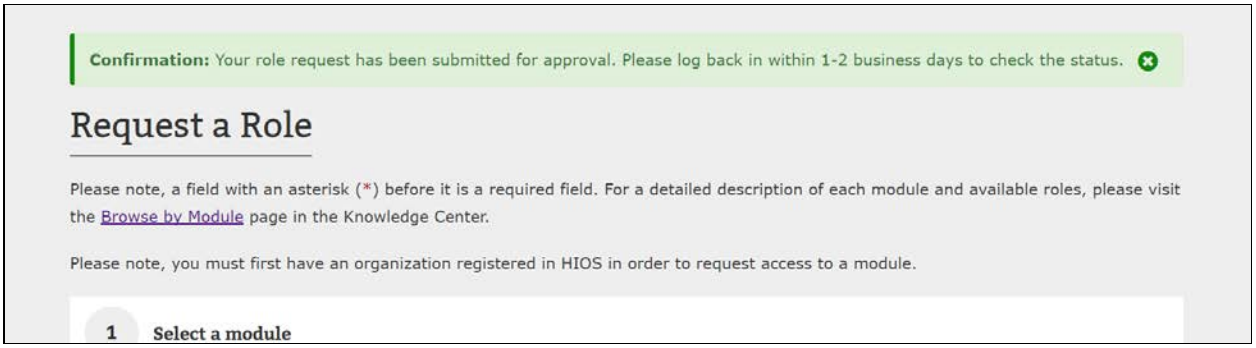
The system shall display the error message as in Figure 106 if the user already has a role associated with the ID entered.

Figure 106: Existing Association Error Message



Once the users have submitted the desired role request, the system will display a Confirmation screen, displayed in Figure 107, to notify the users of the successful submission.

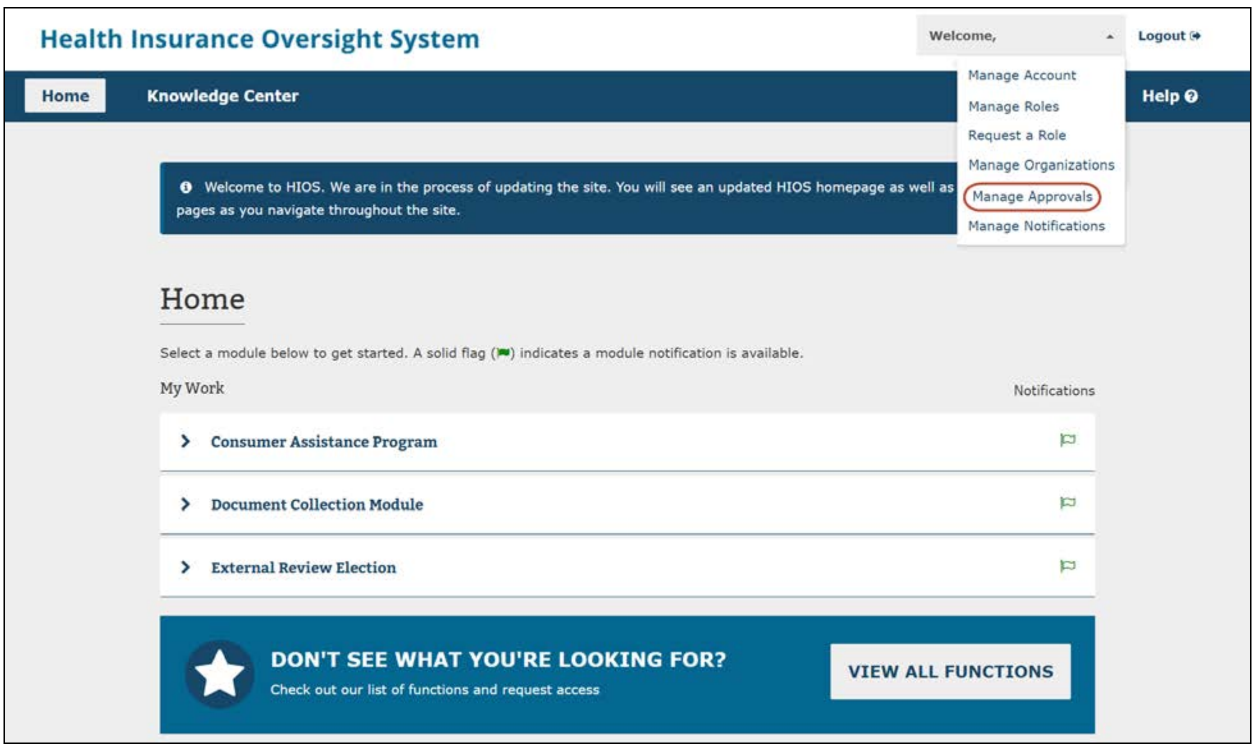
Figure 107: Role Request Confirmation Page



3.9 Approvals

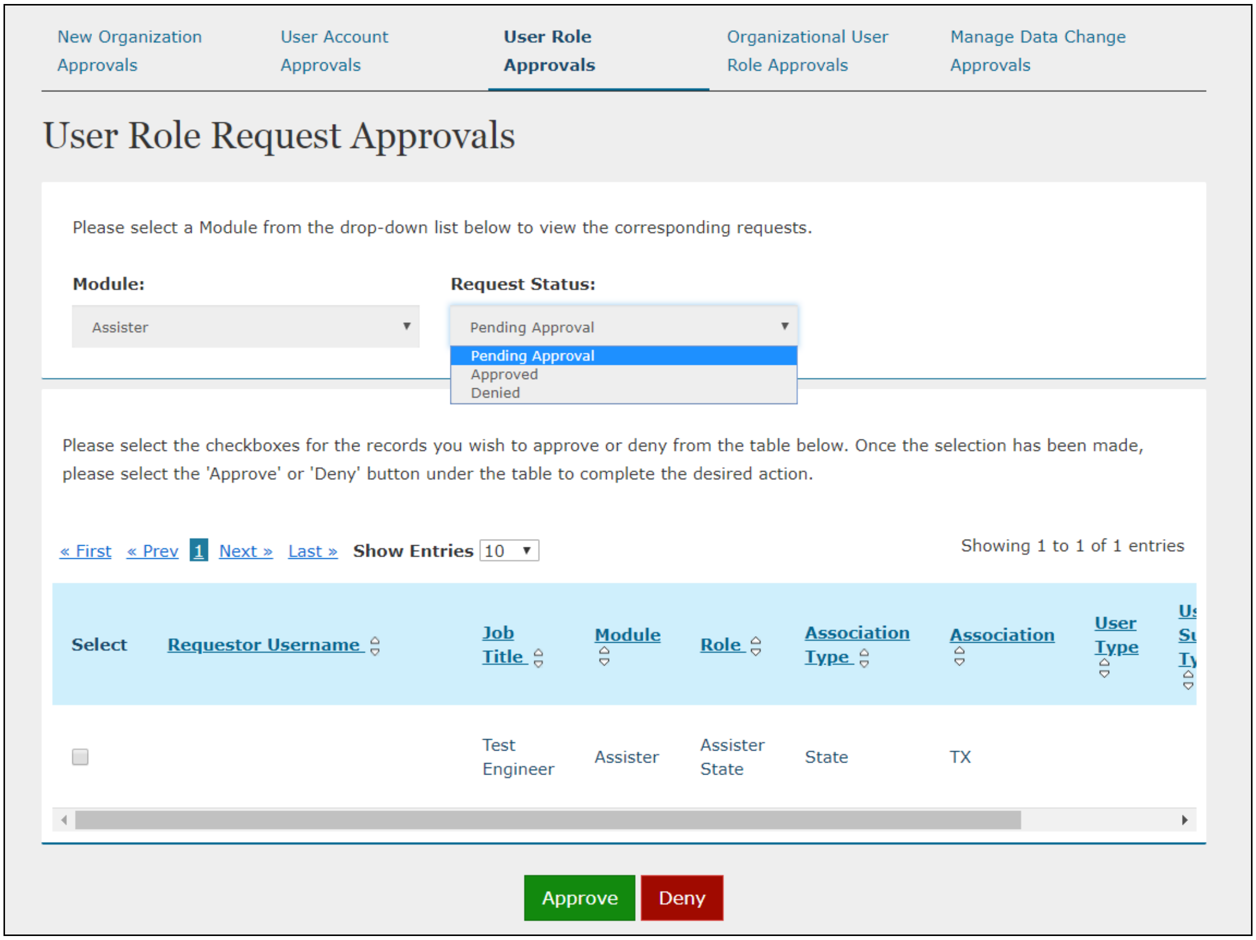
Users, with the appropriate role for their module, have the ability to Approve or Deny user role requests at both the module and organizational level. Users with approval roles will have the Manage Approvals link displayed in the drop down on the HIOS Portal Home page as displayed in Figure 108.

Figure 108: HIOS Portal Home Page – Manage Approvals



Under the Approvals tabs, users will have the option to view all Pending Approval, Approved, and Denied requests as displayed in Figure 109.

Figure 109: Approval Tabs – Request Status



Users with the HIOS User Role Approver role will see the User Role Approvals tab, as displayed in Figure 110. Under this tab, users can approve or deny role requests for the modules for which they have permissions.

Figure 110: User Role Request Approvals

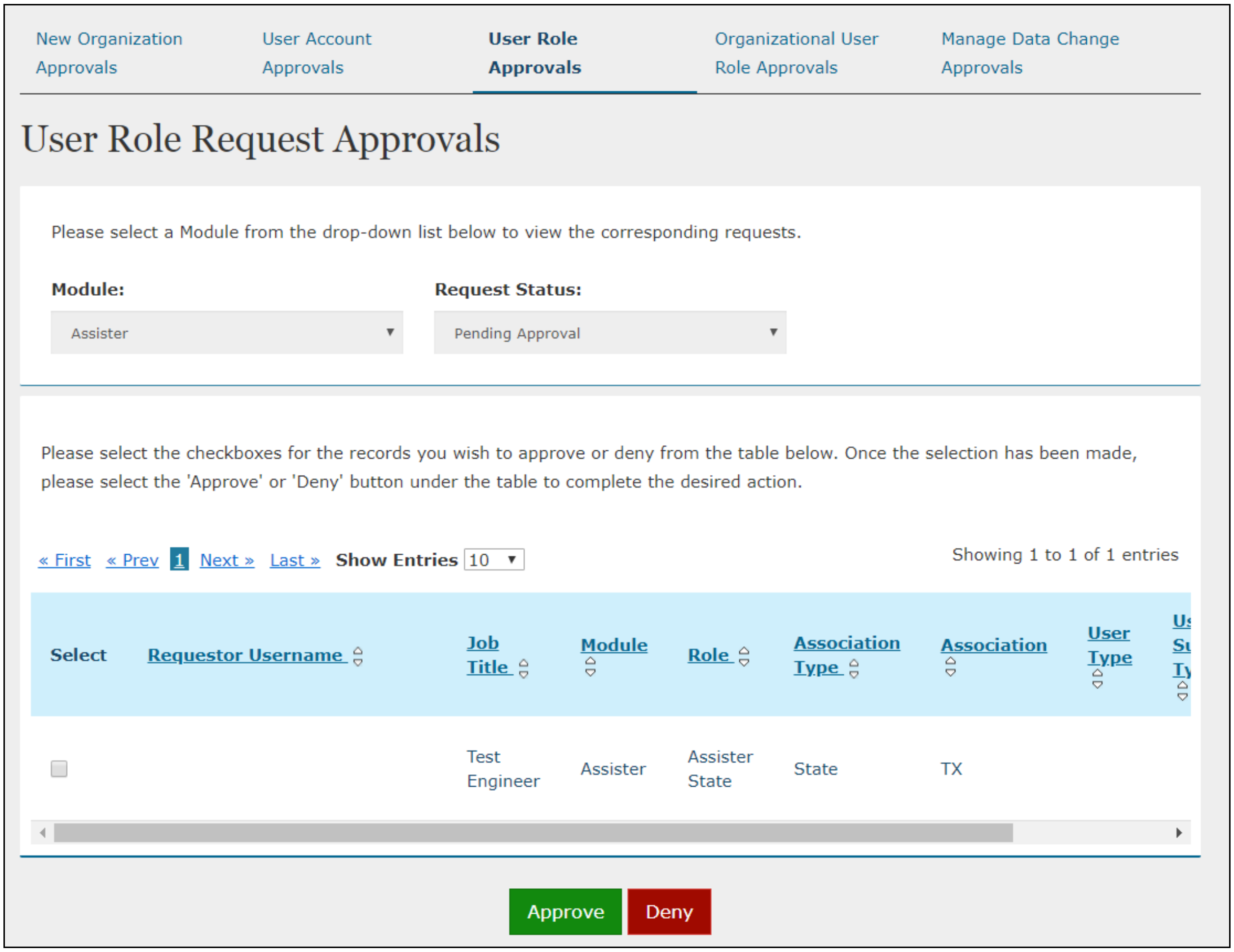
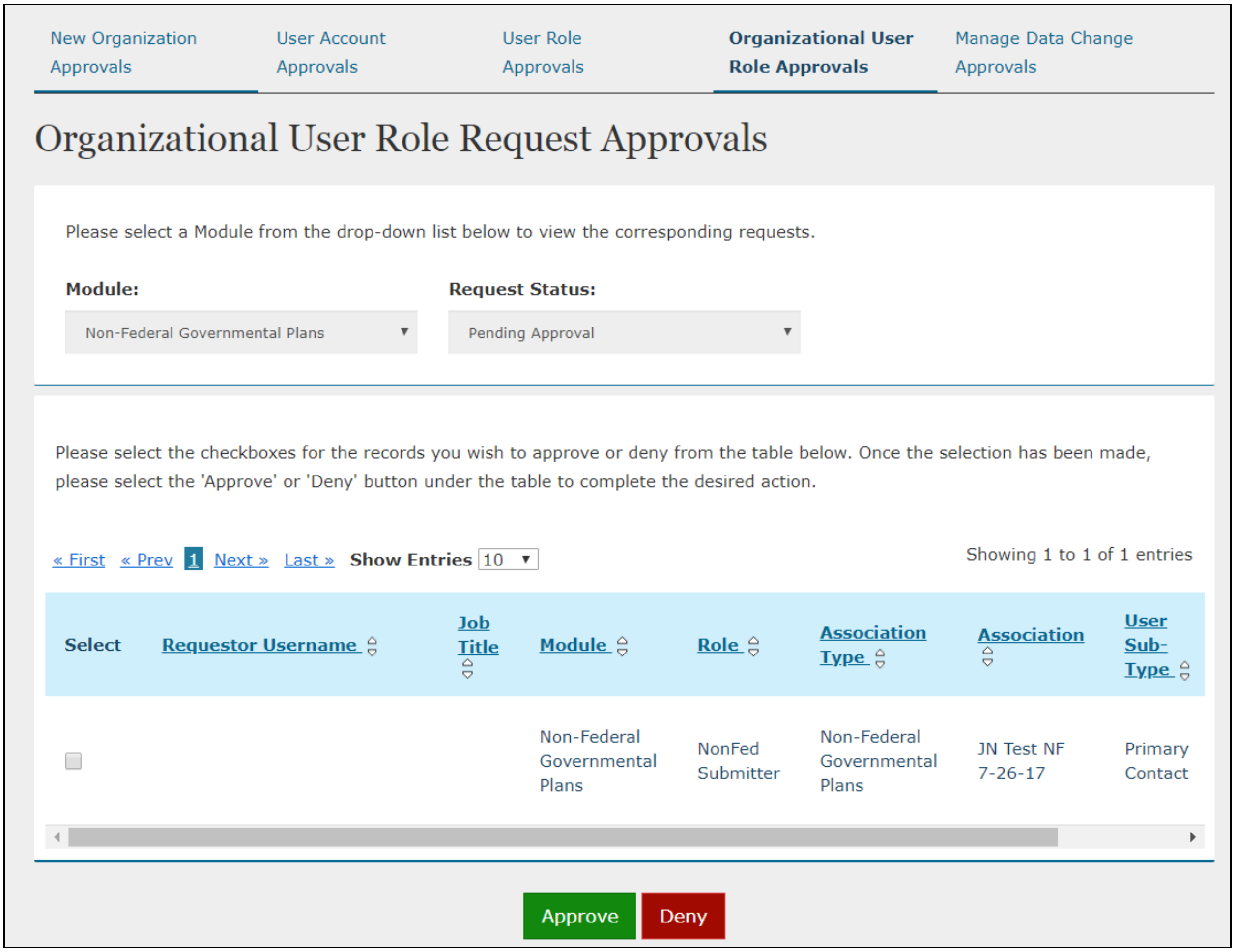


Figure 111 displays the Organizational User Role Approvals tab which only users with the Role Approver Administrator role will be able to see. This role allows users to approve or deny requested associations between a user and a module for a particular Organization.

Figure 111: Organizational User Role Approvals



In order to approve or deny a record within one of the approvals tabs, the users would need to select the checkboxes next to the record, and then select the Approve or Deny button to approve or deny the selected records.

Once the users have selected at least one record's checkbox and selected the Approve or Deny button, the users will be redirected to a Confirmation page where the users will be notified of a successful request, and/or if the system encountered any errors in processing the request.

Figure 112 displays the User Role Approvals Confirmation page where the system encountered an error in processing an Approval or Denial request.

Figure 112: User Role Request Approvals Confirmation Page

Records that encountered an error will return to the ‘Pending Approval’ Request Status once the users select the Continue button if it was not already successfully approved by any other user.

Some approval requests may be partially successful. The confirmation page will display the records that encountered error on top of the records that were successfully approved or denied.

To approve or deny further records, the users may select the Continue button to be redirected to the previous page.

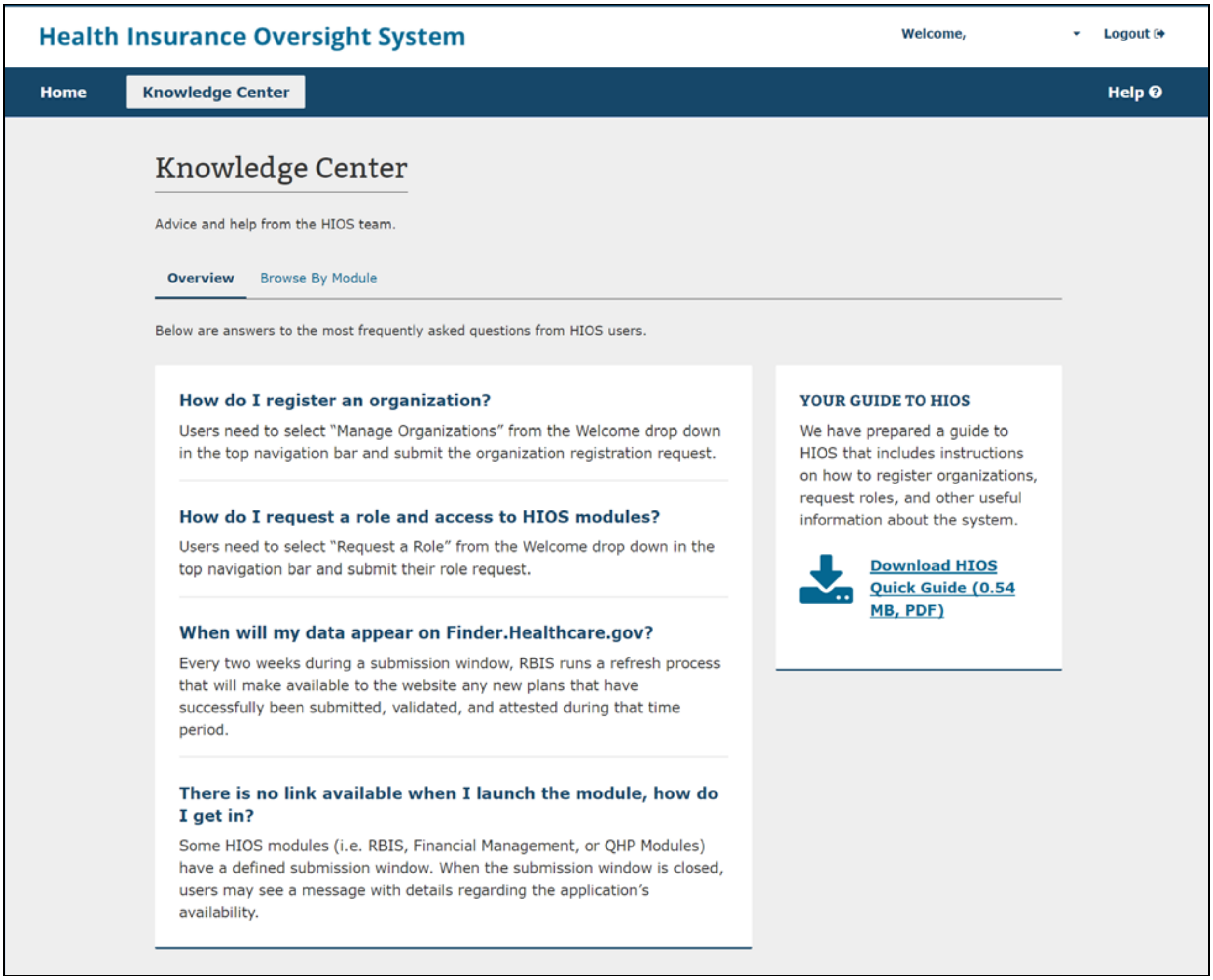
3.10 Knowledge Center

The following sections describe the two pages within the Knowledge Center.

3.10.1 Overview Page

The Knowledge Center – Overview page displays some of the most frequently asked questions from HIOS users. The page provides answer to these high-level questions. Additionally, users have the ability to download the HIOS Portal quick guide PDF document which provides more in-depth detail to the main Portal functionality. Please refer to Figure 113.

Figure 113: Knowledge Center – Overview Page



3.10.2 Browse by Module Page

The Knowledge Center – Browse by Module page displays the list of modules available within HIOS. When a user expands a module accordion, users may read about the purpose of the module, the roles available to request in the module, and documents available for download if applicable. Figure 114 displays a portion of the Knowledge Center – Browse by Module page and Figure 115 displays one of the expanded accordions.

Figure 114: Knowledge Center – Browse by Module Page

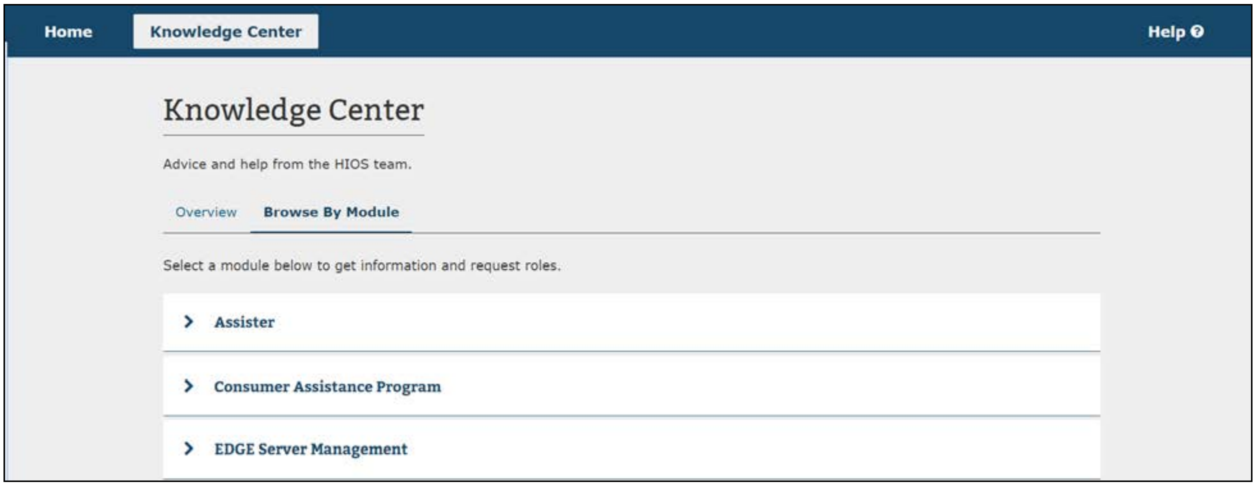
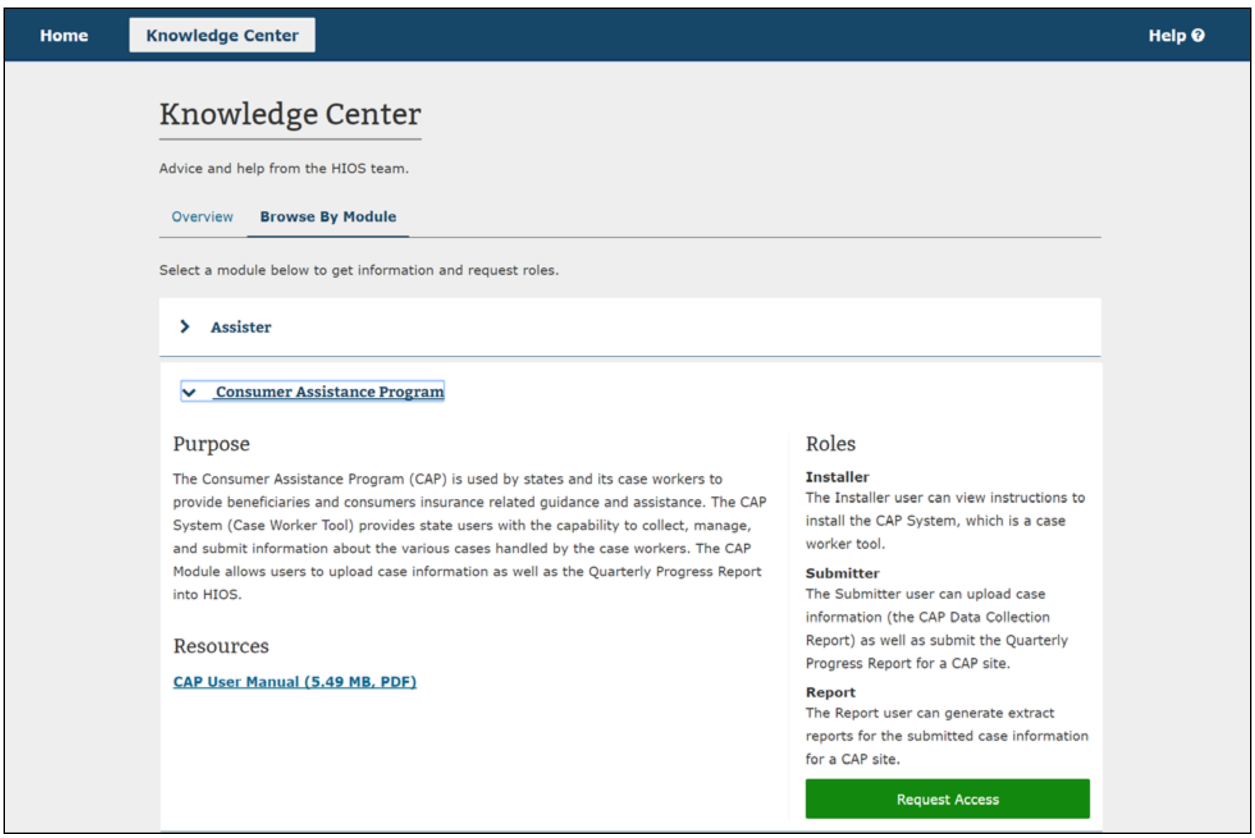


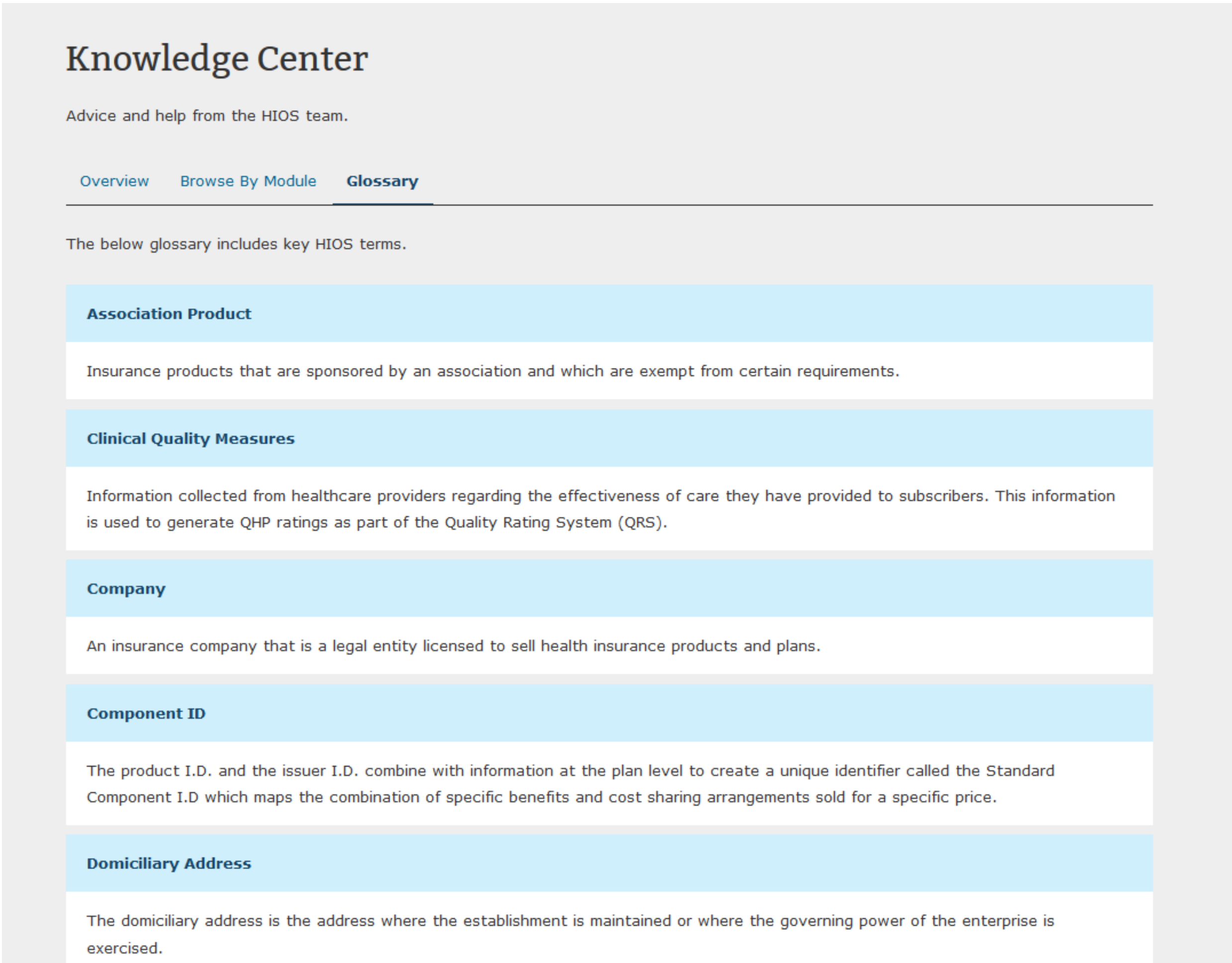
Figure 115: Knowledge Center – Browse by Module Expanded Accordion



3.10.3 Glossary Page

The Knowledge Center – Glossary page: A new tab has been added to the Knowledge Center called Glossary. When a user selects the Glossary tab, a static page displays each of the HIOS terms with the definition underneath listed in alphabetical order.

Figure 116: Knowledge Center – Glossary



4 Trouble Shooting and FAQ

4.1 FAQs

Table 1: Frequently Asked Questions

Question	Answer
I forgot my password. What do I do?	Select the 'Forgot Password' link on the CMS Enterprise Portal.
I do not see the module access button for the application I would like to access. What do I do?	Refer to the User Role Request section.
I received an error stating that I am locked out of my account. What should I do?	Contact the Marketplace Service Desk (MSD) at 1-855-CMS-1515 or email them at CMS_FEPS@cms.hhs.gov.
I do not see the specific issuer or company information I am looking for within for a specific module. What should I do?	Refer to User Role Request section.

4.2 Support

For additional assistance, please contact the Marketplace Service Desk (MSD) at CMS_FEPS@cms.hhs.gov or at 1-855-267-1515. This is the CMS Help Desk.