

Plan Management QHP Modules Health Insurance Oversight User Quick Reference Guide

Issuers participating in the Federally-facilitated Marketplace (FFM) must certify their plans as Qualified Health Plans (QHPs). QHP certification includes a collection and review of Issuer licensure and good standing, accreditation, network adequacy, Essential Community Provider (ECP), essential health benefits, service area, and ratings data. Insurers must register for a CMS IDM account and a Health Insurance Oversight System (HIOS) account to submit data to the Centers for Medicare and Medicaid Services (CMS) via the QHP Issuer Module, QHP Benefits and Service Area Module, and the QHP Rating Module as part of the FFM QHP Application. QHP certification, monitoring, oversight, and management are done through the Plan Management system. This guide provides instructions for user registration for a CMS IDM account and a HIOS account, how to request roles for the QHP modules, and the Plan Management functions performed in HIOS

New users are required to complete the Remote Identity Proofing (RIDP) process as well as Multi-Factor Authentication (MFA). As part of the RIDP process, users will be required to answer questions related to their personal information. Users will also be prompted to complete the MFA registration process, which requires users to provide more than one form of verification in order to access the CMS Enterprise Portal. Once an MFA device is registered for their account, users must use this device to log into the CMS Enterprise Portal.

NOTE: If you encounter any issues with your account or MFA device registration, please contact the Marketplace Service Desk at 1-855-267-1515 or email CMS_FEPS@cms.hhs.gov.

1 Create a CMS Enterprise Portal Account (For New Users)

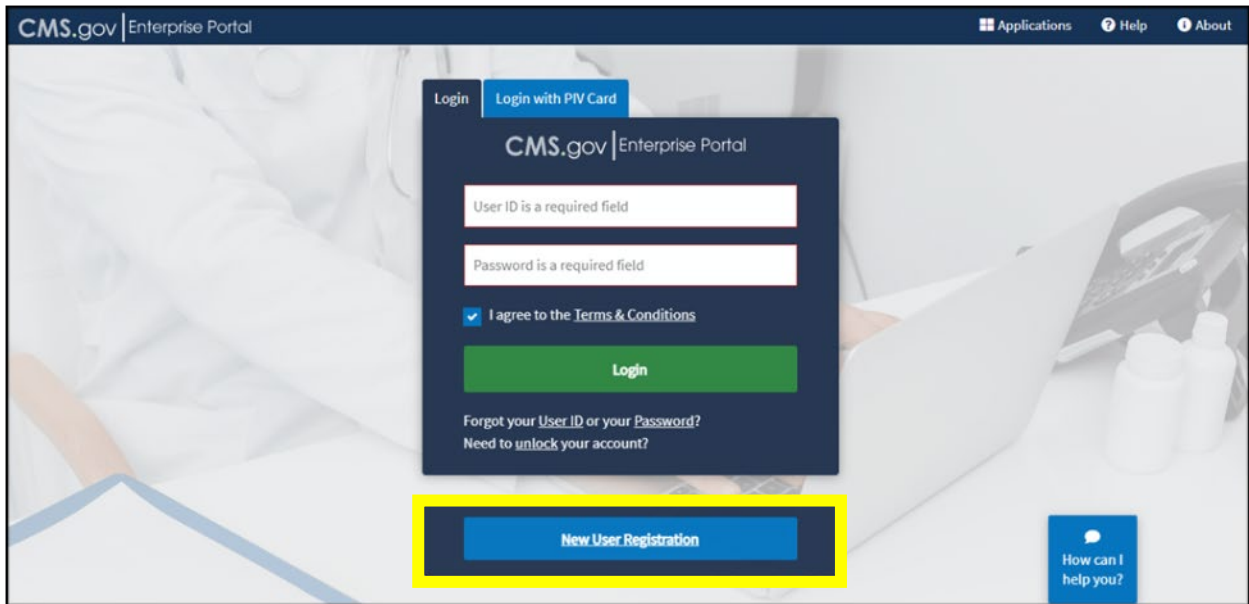
Important Information

- If you are an existing HIOS user with a CMS Enterprise Portal Account skip to section 6.
- Users that are not registered in HIOS will need to create an Enterprise Portal account by completing sections 1-5.

To create a CMS Enterprise Portal Account:

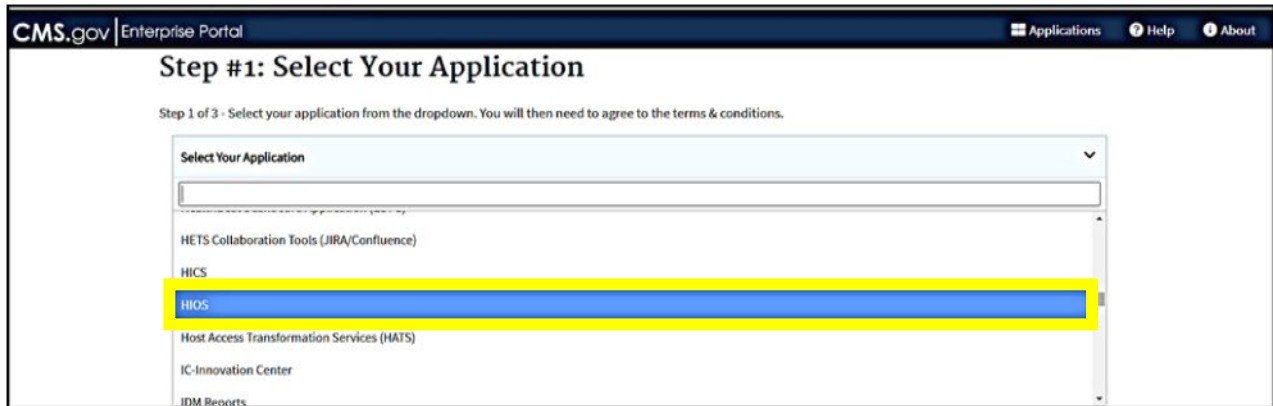
1. Navigate to CMS Enterprise Portal at <https://portal.cms.gov>.
2. Select the **New User Registration** button located at the bottom of the screen (Figure 1).

Figure 1: CMS Enterprise Portal New User Registration



3. Step #1: Select Your Application - Select **HIOS** from the drop-down menu on (Figure 2).

Figure 2: Select HIOS Application



4. Select **I agree to the Terms and Conditions** check box, then select Next (Figure 3).

Figure 3: Agree to Terms & Conditions

CMS.gov | Enterprise Portal

Applications Help About

Step #1: Select Your Application

Step 1 of 3 - Select your application from the dropdown. You will then need to agree to the terms & conditions.

HIOS

Application Description: Health Insurance Oversight System. The Health Insurance Oversight System is the federal government's primary data collection vehicle for regulated health insurance companies. It is used to register companies and their products, obtain identification numbers and report medical loss ratio and other company data. Additionally, HIOS is used for reporting by States and assister organizations for PPACA grant activities.

Terms & Conditions

OMB No.0938-1236 | Expiration Date: 08/31/2025 | Paperwork Reduction Act

Consent to Monitoring

By logging onto this website, you consent to be monitored. Unauthorized attempts to upload information and/or change information on this web site are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sec.1001 and 1030. We encourage you to read the [HIOS Rules of Behavior](#).

[Protecting Your Privacy](#)

I agree to the Terms and Conditions

Next Cancel

How can I help you?

5. Step #2: Register Your Information – **Complete the form** with your personal information and select **Next** (Figure 4).

Figure 4: Register Your Information

CMS.gov | Enterprise Portal

Applications Help About

Step #2: Register Your Information

Step 2 of 3 - Please enter your personal and contact information.

All fields are required unless marked (optional).

Enter First Name Enter Middle Name (optional) Enter Last Name Suffix (optional)

Select Birth Month Select Birth Date Select Birth Year

Is Your Home Address U.S. Based?
 Yes No

Enter Home Address Line 1 Enter Home Address 2 (optional)

Enter City Select State Enter ZIP Code Enter ZIP+4 Code (optional)

Enter Email Address Confirm Email Address

Enter Phone Number

Back Next Cancel

How can I help you?

6. Step #3: Create User ID, Password & Security Question/Answer- **Complete the user information** and select **Next** (Figure 5).

Figure 5: Create User ID & Password

Step #3: Create User ID, Password & Security Question/Answer

Step 3 of 3 - Please create User ID and Password. Select a Security Question and provide Answer.

Enter User ID

Enter Password

Confirm Password

Security answer to be used in case you forget your password or you need to unlock your account.

Select Your Security Question

Enter Security Answer

7. Review the Registration Summary Page and **ensure all the information is correct**. Select **Submit User** (Figure 6).
 - An email will be sent from donotreply@cms.gov acknowledging successful registration. This email will contain your Identity Management System (IDM) **User ID** necessary for Multi-Factor Authentication (Figure 7).

Figure 6: Registration Summary

CMS.gov | Enterprise Portal Applications Help About E-Mail Alerts

Registration Summary

Please review your information and make any necessary changes before submitting.

HIOS/TPE: Health Insurance Oversight System

All fields are required unless marked 'Optional'.

First Name: test

Enter Middle Name (optional)

Last Name: test

Suffix(optional): IV

Enter Social Security Number (optional)

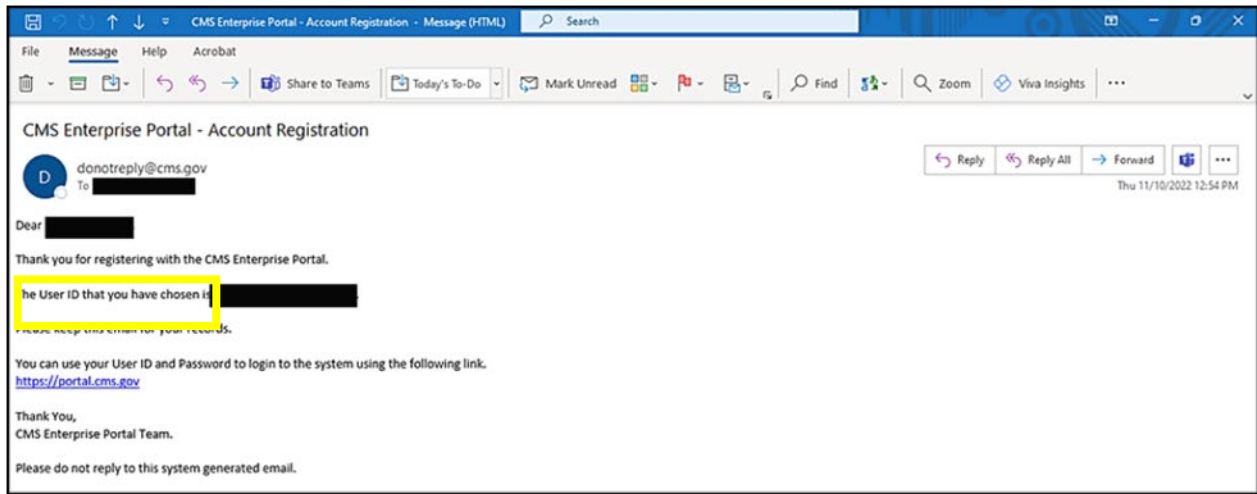
Birth Month: May

Birth Date: 31

Birth Year: 1990

Home Address #1

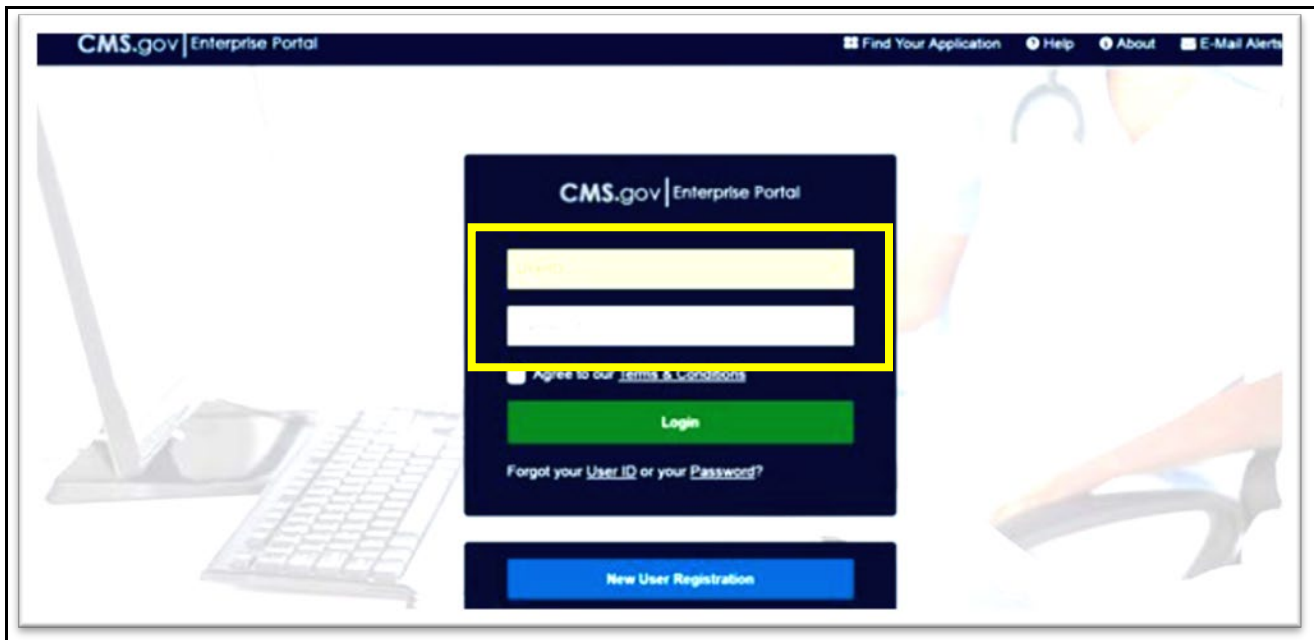
Figure 7: Account Registration Email



2 Register a Multi-Factor Authentication Device (For New Users)

1. After you receive the email with your User ID, return to the CMS Enterprise Portal at <https://portal.cms.gov/> and login with your User ID and password (Figure 8).

Figure 8: CMS Enterprise Portal Login Page



2. First-time users will be prompted to register a multi-factor authentication (MFA) device. Select an option from the drop-down menu. **Enter your preferred option and select Send MFA Code** (Figure 9).
 - The preferred option would be text or email. You may revisit this step in the future to register multiple devices.
 - The code should be sent to your device within a couple of minutes.
 - For further details about setting up your MFA device, consult the **Enterprise Portal User Guide**.

Figure 9: Register a Multi-Factor Device

Register Multi-Factor Authentication (MFA) Device

Adding a MFA Code to your login, also known as Multi-Factor Authentication (MFA), can make your login more secure by providing an extra layer of protection to your User ID and Password.

Select the MFA device type that you want to use to login

Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your MFA device within two attempts please log out, then log back in to try again.

Text Message (SMS)

Text Message (SMS)

The SMS option will send your MFA Code directly to your mobile device via a text message. This option requires you to provide a ten (10) digits U.S. phone number for a mobile device that is capable of receiving text messages. Carrier service charges may apply for this option.

Enter Phone Number

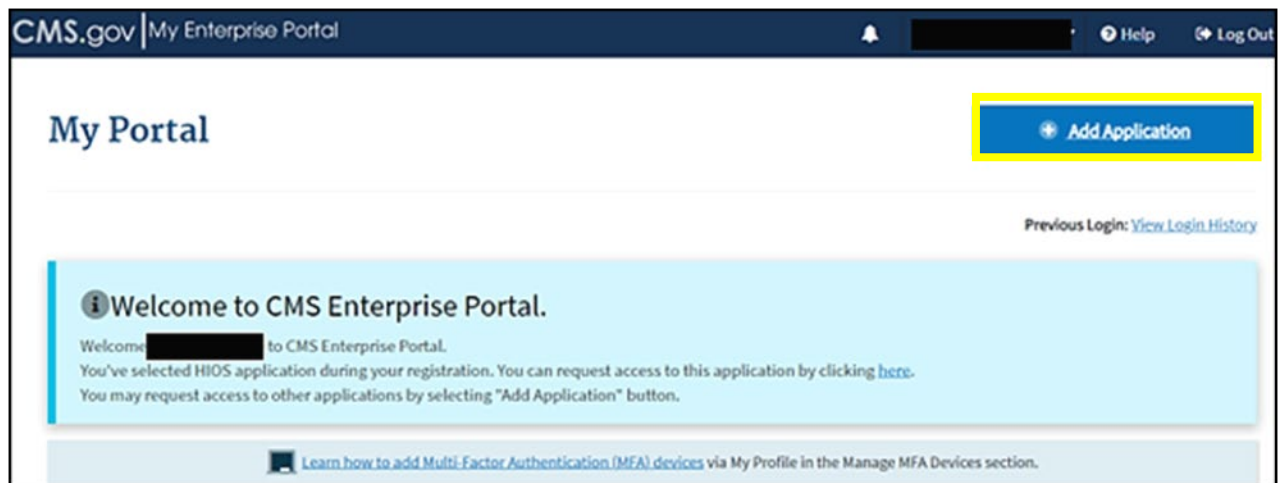
Send MFA Code Cancel

For more details about setting up your MFA device, consult the **Enterprise Portal User Guide**.

3 HIOS Access

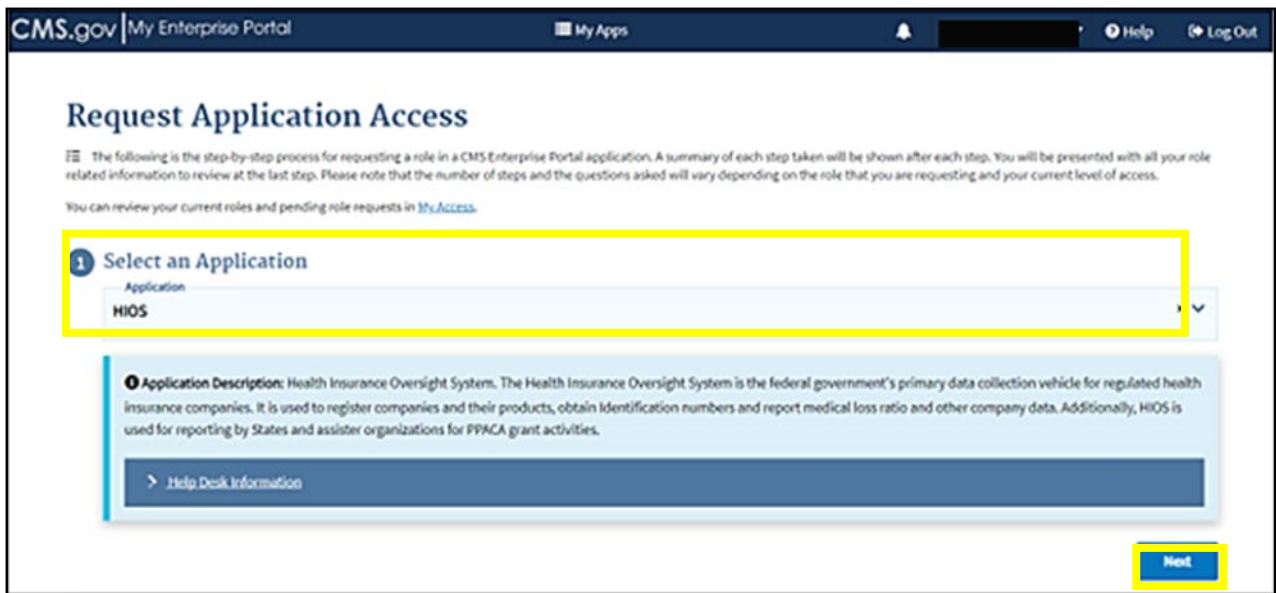
1. After you create your CMS Enterprise Portal Account and set-up your MFA device, return to <https://portal.cms.gov/>. Upon login, you will see your My Portal homepage. Select **Add Application** in the upper right corner (Figure 10).

Figure 10: My Portal Home Page – Add Application



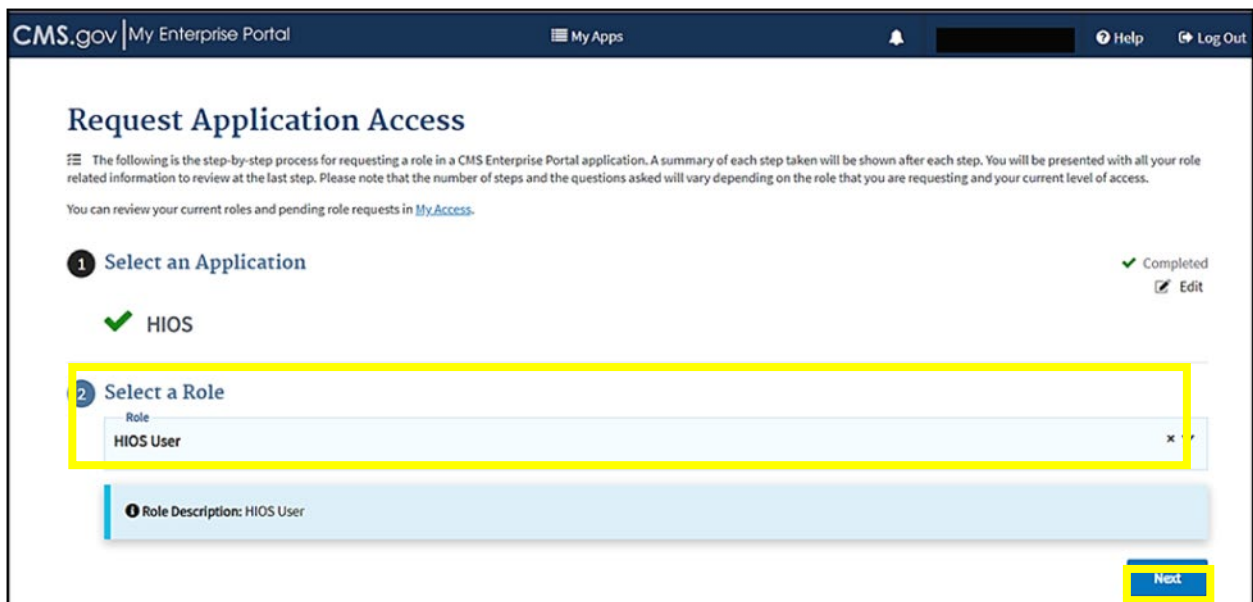
2. On the Request Application Access screen, select **HIOS** from the **Select an Application** drop-down, then select **Next** (Figure 11).

Figure 11: HIOS Application Access



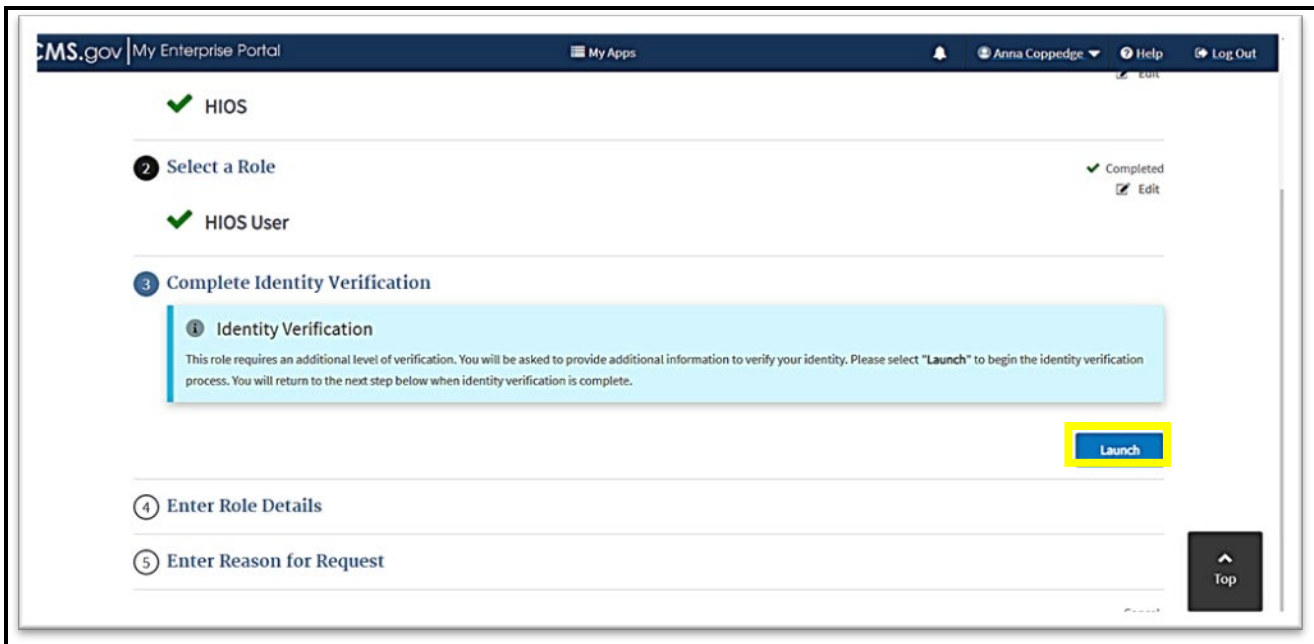
3. Select **HIOS User** in the **Select a Role** drop-down, then select **Next** (Figure 12).

Figure 12: Select the HIOS User Role



4. Select **Launch** to begin the process of completing identity verification (Figure 13).

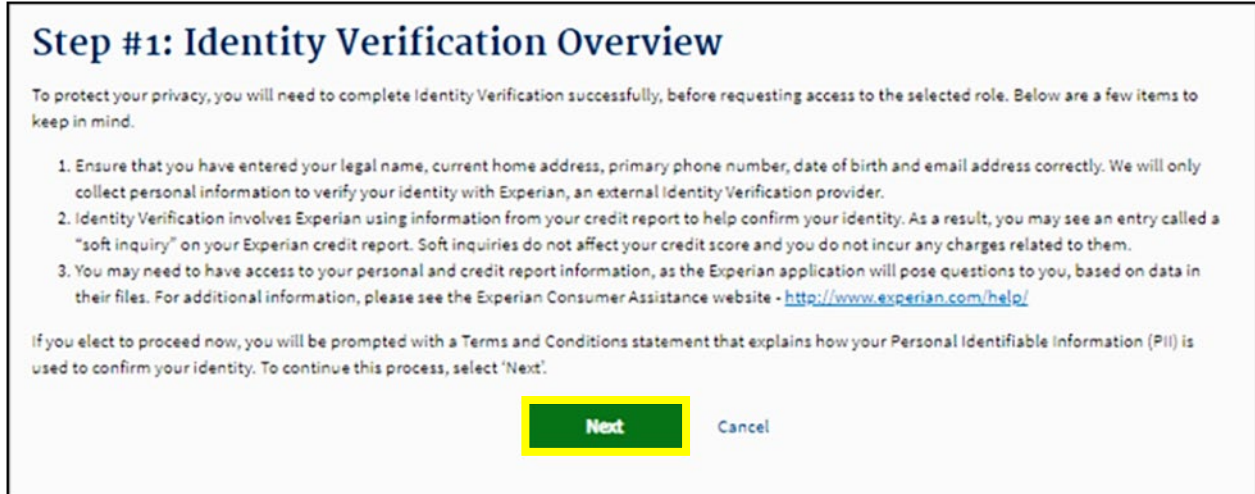
Figure 13: Begin Identity Verification



4 Identity Verification

1. Step #1: Identity Verification Overview - After you select Launch, select **Next** (Figure 14).

Figure 14: Step # 1 - Identity Verification Overview



- Step #2: Accept Terms and Conditions - Check **I agree to Terms & Conditions** box and select **Next** (Figure 15).

Figure 15: Step #2 - Accept Terms & Conditions

The screenshot shows the 'Step #2: Accept Terms & Conditions' page. At the top, it says 'MS.gov My Enterprise Portal'. Below the title, there is a box containing the following text: 'Protecting Your Privacy', 'Protecting your Privacy is a top priority at CMS. We are committed to ensuring the security and confidentiality of the user registering to EIDM. Please read the CMS Privacy Act Statement, which describes how we use the information you provide.', 'Personal information is described as data that is unique to an individual, such as a name, address, telephone number, Social Security Number, and date of birth (DOB). CMS is very aware of the privacy concerns around PII data. In fact, we share your concerns. We will only collect personal information to verify your identity. Your information will be disclosed to Experian, an external authentication service provider, to help us verify your identity. If collected, we will validate your Social Security Number with Experian only for the purposes of verifying your identity. Experian verifies the information you give us against their records. We may also use your answers to the challenge questions and other PII to later identify you in case you forget or misplace your User ID /Password.', 'HHS Rules of Behavior', and 'We encourage you to read the HHS Rules of Behavior, which provides the appropriate use of all HHS information technology resources for Department users, including Federal employees, contractors, and other system users.' Below this text is a checkbox labeled 'I agree to the Terms & Conditions' which is checked. To the right of the checkbox are three buttons: 'Back', 'Next' (highlighted in yellow), and 'Cancel'.

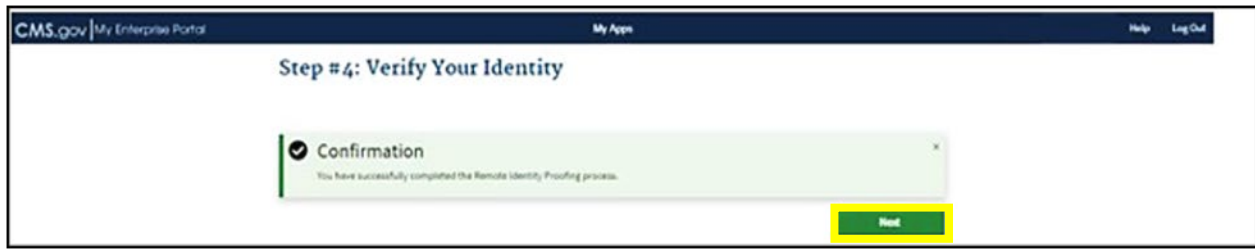
- Complete the form** to verify your identity and then select **Next** (Figure 16).
 - The Social Security Number (SSN) is the primary piece of information that is required.

Figure 16: Step #3 - Enter Your Information

The screenshot shows the 'Step #3: Enter Your Information' page. It includes the following fields: 'First Name', 'Middle Name (optional)', 'Last Name', 'Suffix (optional)', 'Enter Social Security Number' (highlighted in red), 'Birth Month', 'Birth Date', 'Birth Year', 'Is Your Address US Based?' (with 'Yes' selected), 'Home Address Line 1', 'Home Address Line 2 (optional)', 'City', 'State', 'ZIP Code', 'ZIP+4 Code (optional)', and 'Phone Number'. The page also includes a 'Required field.' label and a 'Help' button.

- Step #4: Verify Your Identity - Complete **the identity verification questions** and select **Next**. Select **Next** on the Confirmation screen (Figure 17).
 - Examples of the identity verification questions include the dates you lived at an address, worked at a job, or opened a credit card.
 - Entering this information will not impact your credit score.**

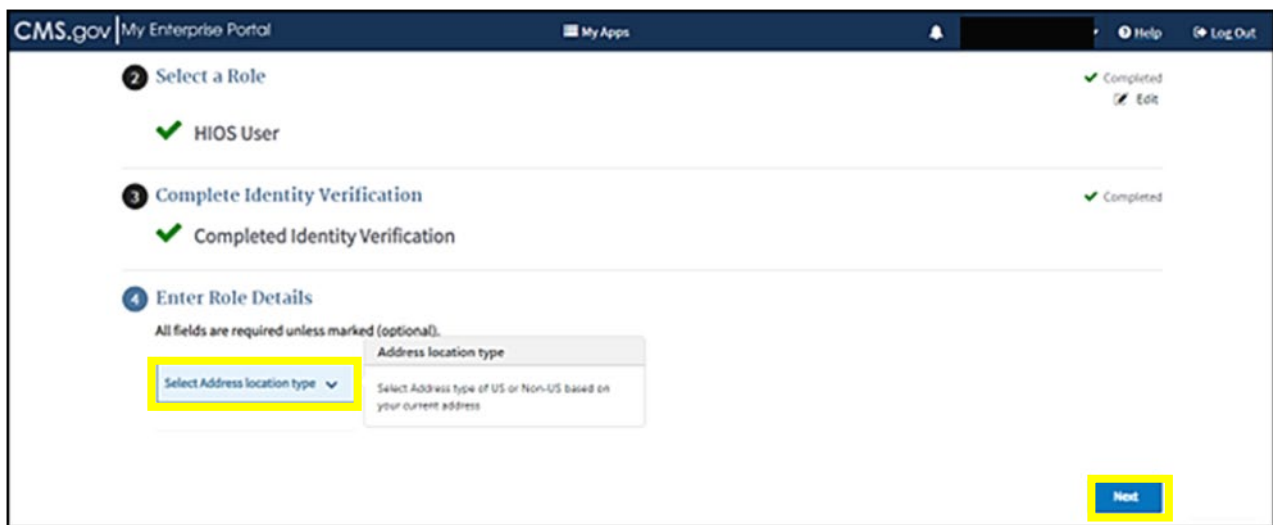
Figure 17: Identity Verification Confirmation



5 Enter Role Details

1. Upon completion of the identity verification, you will be returned to the Request Application Access screen. In the Enter Role Details section, **select Address location type** from the drop-down menu (Figure 18).

Figure 18: Enter Role Details



2. **Complete the form** and select **Next** (Figure 19).

Figure 19: Role Details Address Information

The screenshot shows the 'Role Details Address Information' form in the CMS.gov My Enterprise Portal. The form contains the following fields: 'Enter Email Address', 'Enter Address 1', 'Address 2 (optional)', 'Enter City', 'Enter State/Territory', 'Enter Zip Code', 'Zip Code Extension (optional)', 'Select Title (optional)', 'Select Suffix (optional)', 'Enter Phone Number', and 'Phone Ext (optional)'. A 'Next' button is highlighted in yellow at the bottom right of the form.

3. Fill-in the reason you need access within the **Enter Reason for Request** box and select **Submit** (Figure 20).
 - For example, "I need to submit my data in the RxDC HIOS module."

Figure 20: Enter Reason for Request

The screenshot shows the 'Enter Reason for Request' form. It features a large text area for entering a reason, a 'Submit' button highlighted in yellow, and a 'Cancel' button. A 'Required field.' message is visible below the text area.

4. When the pop-up confirmation message appears, select **OK**.
5. When the Request New Application Access Acknowledgement message appears, select **OK** again.

6 HIOS Home Page

Important Information

- Both new and existing HIOS users will follow the steps in this section to access HIOS once they have a CMS Enterprise Portal account.

To Access the HIOS Home Page:

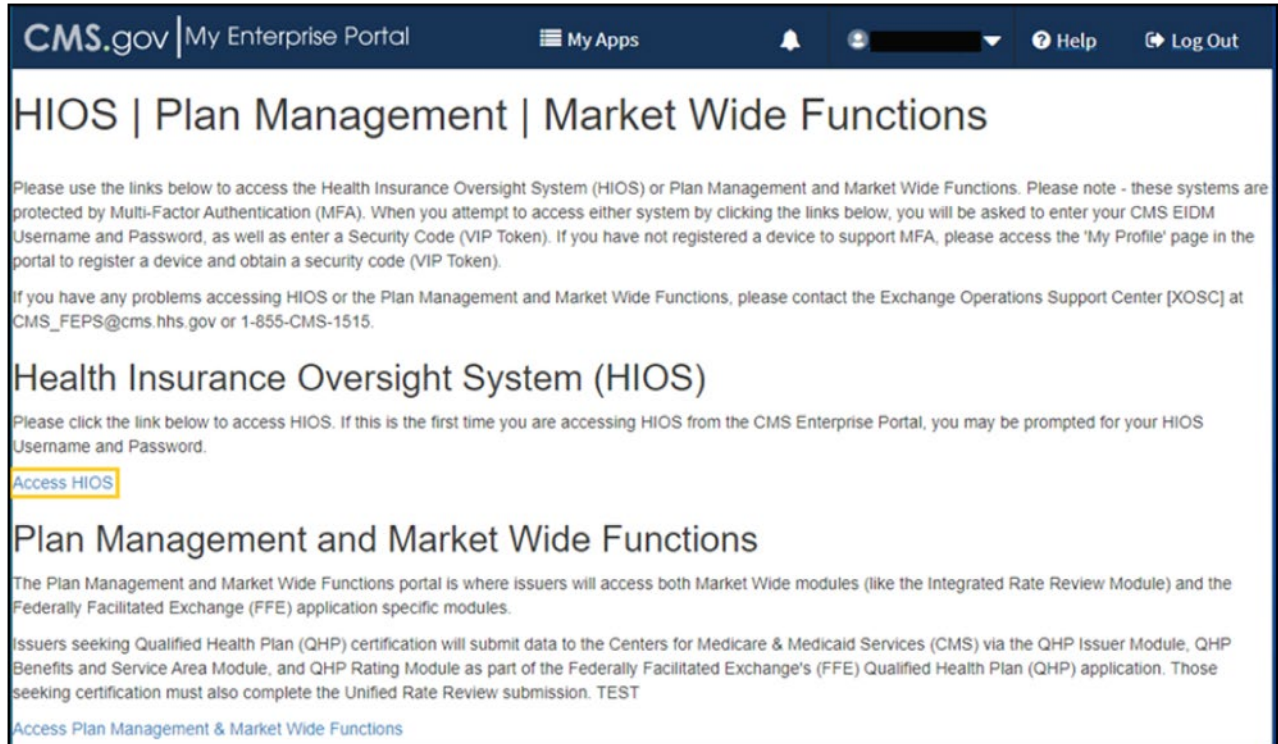
1. After requesting the HIOS application, **log-out of CMS Enterprise Portal and then login again**. On the My Portal homepage, the HIOS application will display. Select **HIOS**, then select **Overview** (Figure 21).

Figure 21: My Portal Page with HIOS Application



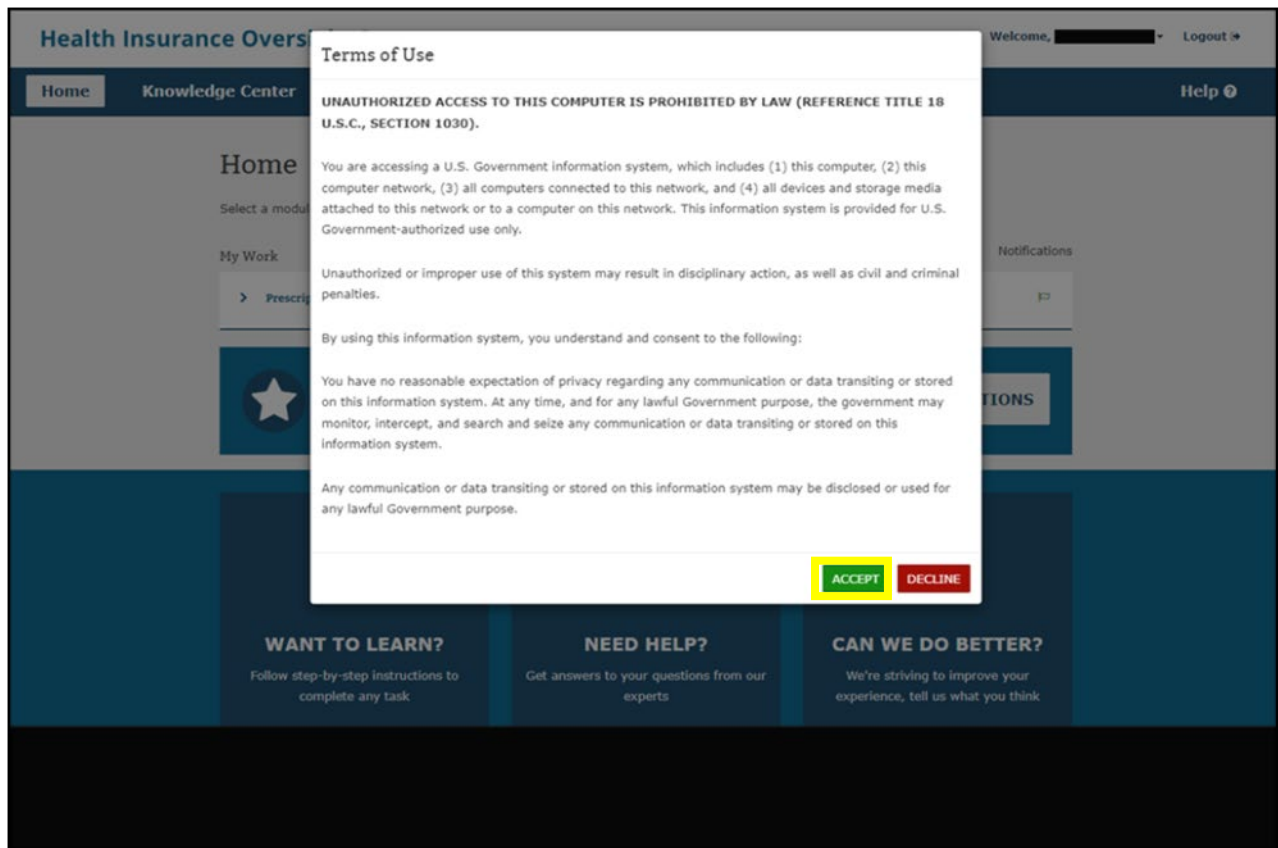
2. Select **Access HIOS** (Figure 22).

Figure 22: Access HIOS Page



3. Read the Terms of Use and select **Accept** (Figure 23).

Figure 23: HIOS Terms of Use



7 Request HIOS Module Roles

Users will need an Issuer ID to submit role requests for the QHP modules. Users also need to request the Issuer Submitter role for the Plan Finder module in order to create Product IDs.

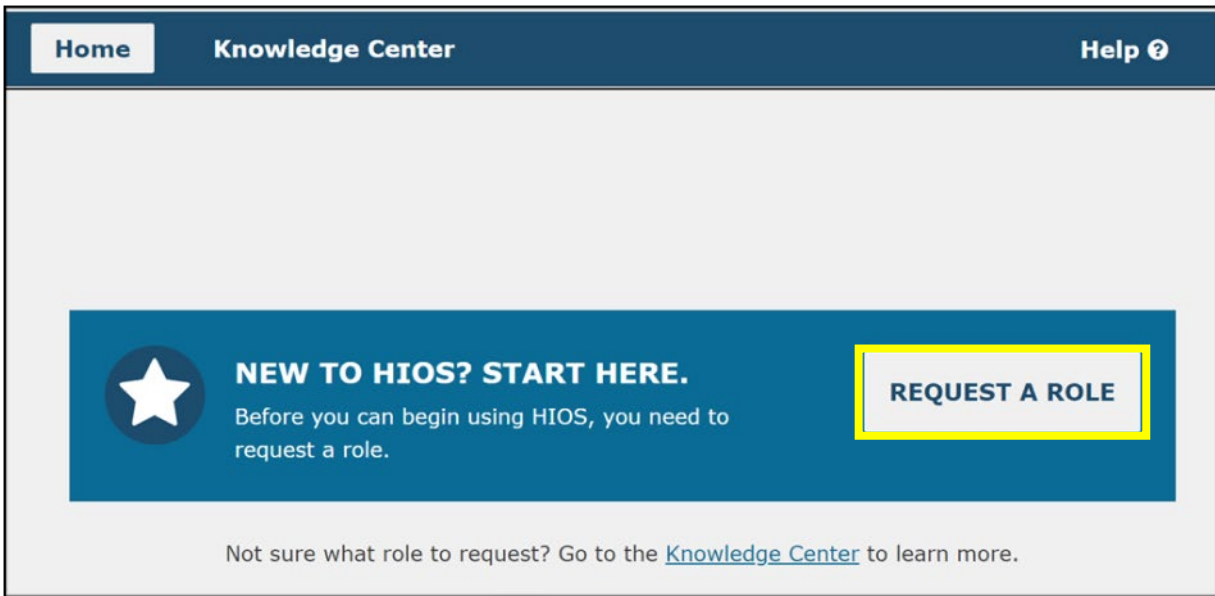
Important Information

- If your organization does not exist in HIOS, skip to section 8 to create the organization. Once the organization has been created and approved in HIOS, you will need to revisit this section to request the role. The organization must exist in HIOS before a role can be requested.
- If you require an issuer role and your issuer does not exist in HIOS, skip to section 9 to create the issuer. Once the issuer has been created and approved in HIOS, you will need to revisit this section to request the role. The organization must exist in HIOS before a role can be requested.

To request the HIOS roles:

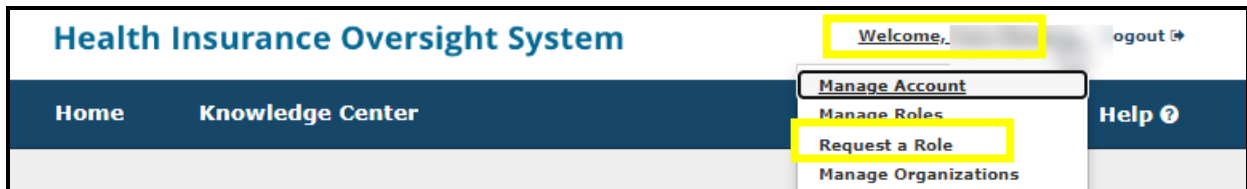
1. New users can select the **Request A Role** button on the page (Figure 24).

Figure 24: HIOS Homepage for New Users



- Existing HIOS users will need to select the **Welcome** drop-down and then select **Request A Role** (Figure 25).

Figure 25: Request a Role Drop-Down



3. Select a **Module** and select **Next** (Figure 26).

Figure 26: Request a Role - Select a Module

1 Select a module

* Please select a module below:

HIOS Modules

<input type="radio"/> Agent Broker Compensation Data Collection	<input type="radio"/> Assister	<input type="radio"/> Enforcement and Consumer Protections	<input type="radio"/> External Review Election
<input type="radio"/> Form Filing	<input type="radio"/> HIOS Portal	<input type="radio"/> Market Conduct	<input type="radio"/> Marketplace Quality Module
<input type="radio"/> Medical Loss Ratio	<input type="radio"/> Minimum Essential Coverage	<input type="radio"/> Navigator Resources	<input type="radio"/> Non-Federal Governmental Plans
<input type="radio"/> Pharmacy Benefit Manager	<input checked="" type="radio"/> Plan Finder Product Data Collection	<input type="radio"/> Prescription Drug Data Collection (RxDC)	<input type="radio"/> Rate Review Grants
<input type="radio"/> Rate Review Justification	<input type="radio"/> Rates & Benefits Information System	<input type="radio"/> State Document Collection	<input type="radio"/> State Flexibility Grant

Plan Management & Market Wide Functions

<input type="radio"/> EDGE Server Management	<input type="radio"/> Financial Management	<input type="radio"/> Plan Management and Market Wide Functions	<input type="radio"/> Plan Validation
<input type="radio"/> QHP Benefits and Service Area Module	<input type="radio"/> QHP Issuer Module	<input type="radio"/> QHP Rating Module	<input type="radio"/> State Evaluation
<input type="radio"/> Unified Rate Review System			

NEXT

4. Select a **Role, Role Type and Contact Type** (if applicable to the module) from step 2 and select **Next** (Figure 27).

Figure 27: Select a Role

The screenshot shows the 'Request a Role' page in the Knowledge Center. At the top, there are navigation links for 'Home', 'Knowledge Center', and 'Help'. The main heading is 'Request a Role'. Below the heading, there are two paragraphs of instructional text. The first paragraph states that fields with an asterisk (*) are required and directs the user to the 'Browse by Module' page. The second paragraph notes that an organization must be registered in HIOS. The form is divided into two steps. Step 1, 'Select a module', is completed with 'Prescription Drug Data Collection (RxDC)' and has a 'Revisit this step' button. Step 2, 'Select a role', is currently active. It includes a sub-heading '* Please select the role below:' and a radio button selection for 'RxDC Submitter'. A green 'NEXT' button is highlighted with a yellow box.

5. Select your **Association Type** and then select the **Search** button (Figure 28).

Figure 28: Add Association

The screenshot shows the 'Request a Role' page, now at step 3: 'Add association'. The previous steps are visible as completed. Step 1 is 'Select a module' with 'Prescription Drug Data Collection (RxDC)'. Step 2 is 'Select a role' with 'RxDC Submitter'. Step 3 is 'Add association', which includes the instruction 'To add an Association to this role request, you must search for it in the system.' Below this, there is a sub-heading '* Association Type' and three radio button options: 'HIOS Issuer ID' (highlighted with a yellow box), 'Organization with FEIN', and 'Organization without FEIN (Other Organization)'. A green 'NEXT' button is visible at the bottom of the step.

6. Within the Search for Association box, enter **Issuer ID** and select **Search** (Figure 29).
 - NOTE: If your company is not already registered in HIOS, you will receive the message "The organization does not exist..." select **Create an Organization** and then skip to the instructions in Section 8 below. After the organization has been approved, you will need to revisit section 7 to request the role.

Figure 29: Search for Association

1 Select a module Prescription Drug Data Collection (RxDC) Revisit this step

2 Select a role RxDC Submitter Revisit this step

3 Add association

To add an Association to this role request, you must search for it in the system.

* Association Type

HIOS Issuer ID

Organization with FEIN

Organization without FEIN (Other Organization)

* Search for association

Please enter the Organization Federal EIN/TIN below. The Federal EIN/TIN must be a 9 digit, numeric value.

SEARCH

NEXT

7. Select your Issuer ID from the results and select **Next** (Figure 30).

Figure 30: Association Search Results

3 Add association

To add an Association to this role request, you must search for it in the system.

* Association Type

HIOS Issuer ID

Organization with FEIN

Organization without FEIN (Other Organization)

* Search for association

Please enter the Organization Federal EIN/TIN below. The Federal EIN/TIN must be a 9 digit, numeric value.

SEARCH

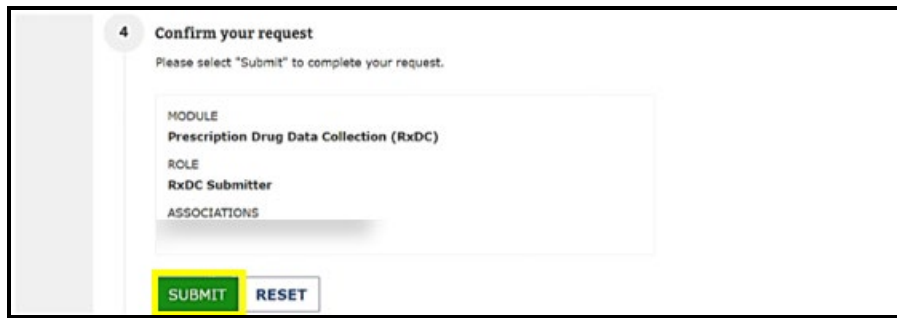
Showing results for

* ASSOCIATION

NEXT

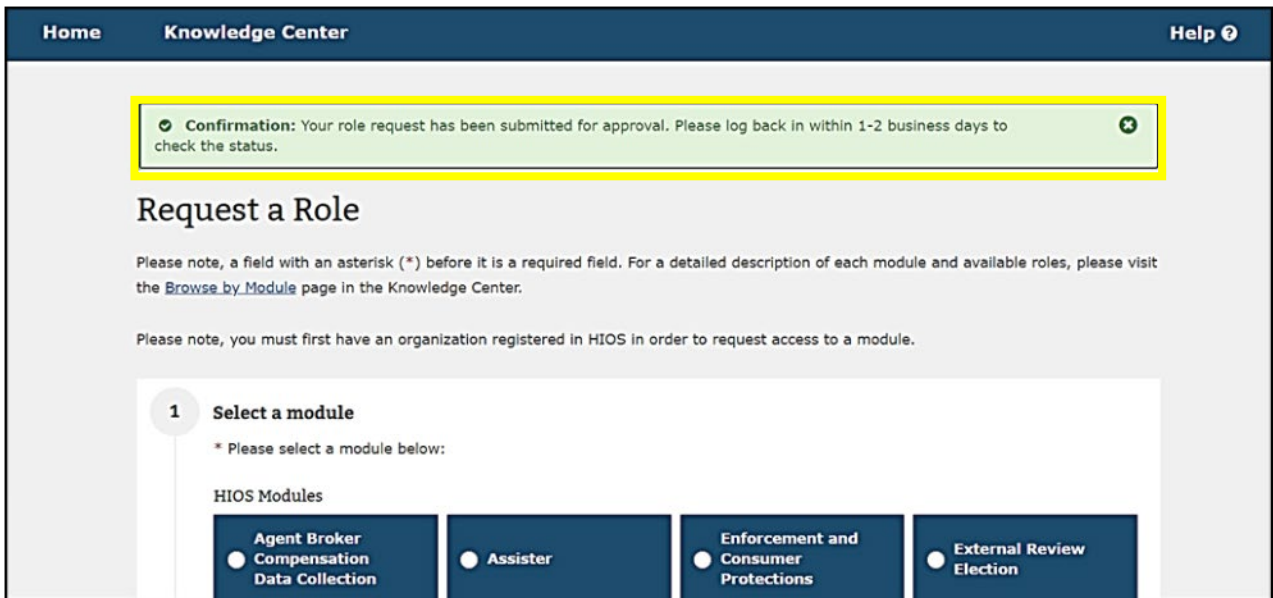
8. Review the information in the Confirm your request section and select **Submit** (Figure 31).
 - If the information is not correct, return to the step where the incorrect information was entered and make the necessary correction.

Figure 31: Confirm Your Request



9. After you select Submit, a confirmation box will show noting that your role request has been submitted for approval (Figure 32).
- You will see a confirmation message notifying you to log back into HIOS within 1-2 business days to check the status of your request. To see your user role(s) and access permissions, select the Manage Roles link from the username drop down menu.

Figure 32: Role Request Confirmation



8 Create an Organization

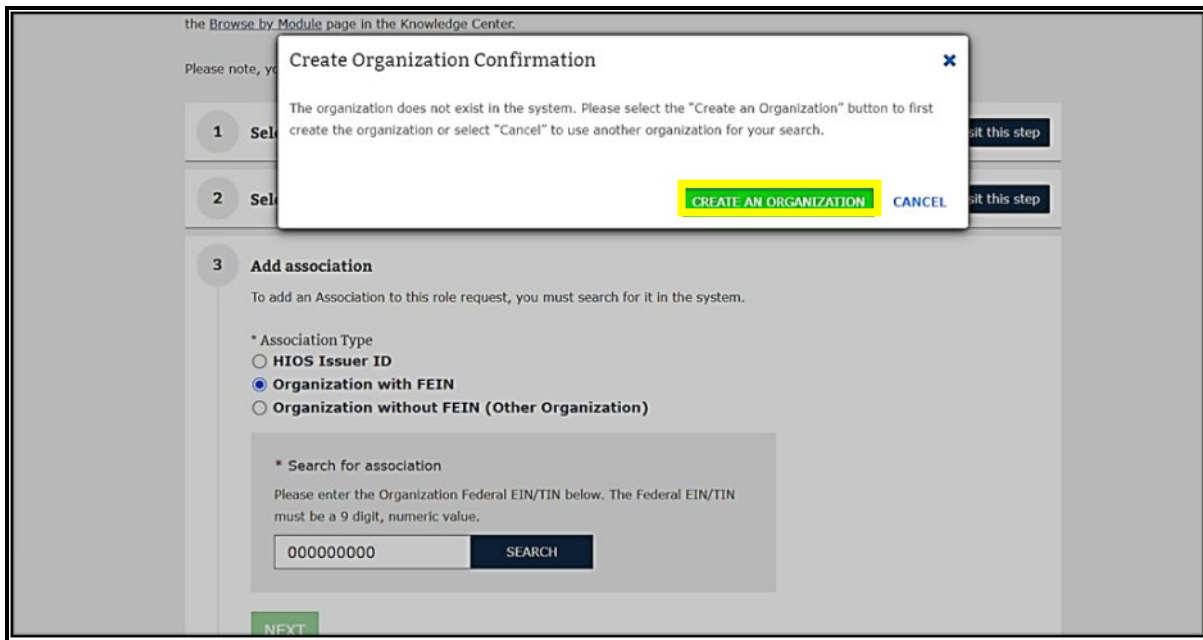
Important Information

- You may skip this section if your organization already exists in HIOS. (Please Note - If you have previously submitted data within HIOS, then your organization is already registered within HIOS.)
- If your organization does not currently exist in HIOS, please complete this section to register your organization in HIOS.

To create a new organization in HIOS:

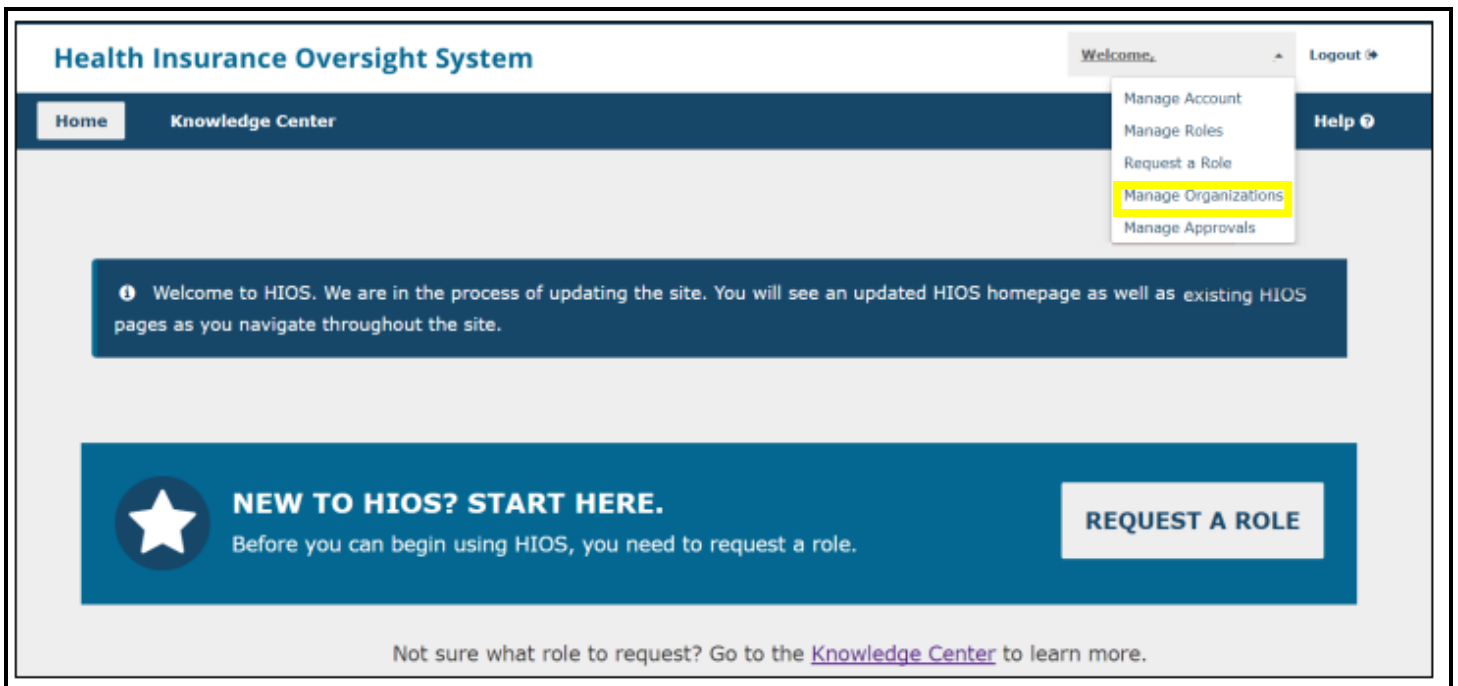
- If your organization does not currently exist in HIOS, you will receive a message “The organization does not exist...” when attempting to Add association during the role request process. Select **Create an Organization** (Figure 33).

Figure 33: Create Organization Button



Alternatively, you can create an organization directly from the HIOS home page by selecting **Manage Organizations** from the Welcome drop-down (Figure 34). Either action will take you to the 'Create an Organization' page when you can then complete the steps to register your organization in HIOS.

Figure 34: Manage Organizations

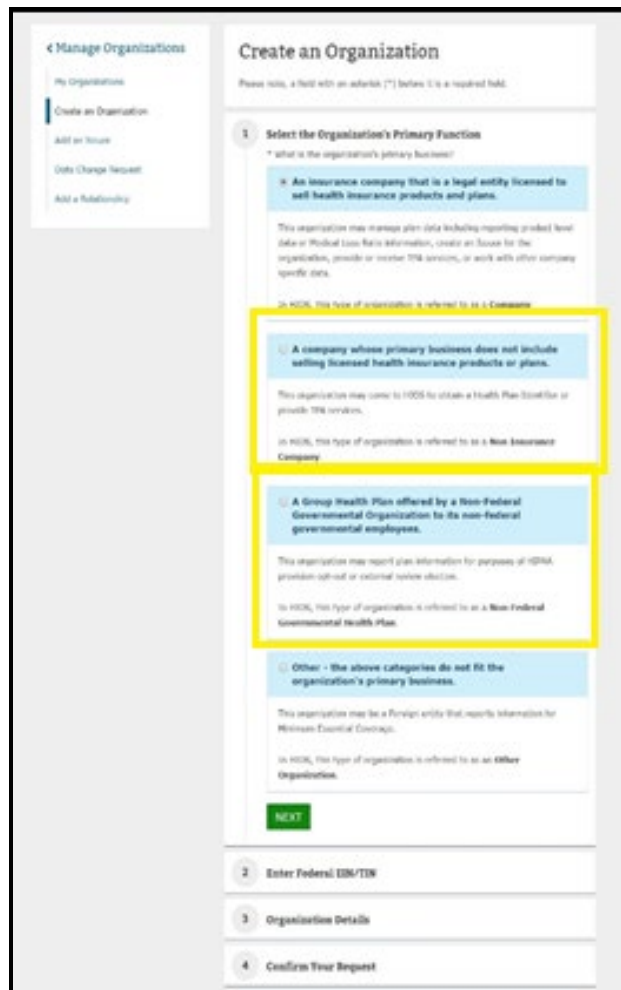


2. On the Create an Organization page, **Select the Organization's Primary Function** according to the instructions below. After selecting your organization's primary function, select **NEXT** (Figure 35) .

Organization Primary Function Notes:

- Organizations that are considered an Insurance Company and are coming into HIOS to submit Plan/Product information should select **Company**.
- TPAs, PBMs, third-party vendors, and other group health plans, should select **Non-Insurance Company**.
- Non-federal governmental health plans (such as school districts and state and local governments) should select **Non-Federal Governmental Health Plans**.
- Foreign entities that are coming into HIOS to report information for Minimum Essential Coverage should select **Other Organization**.

Figure 35: Select the Organization's Primary Function



3. After selecting your organization's primary function, select **NEXT** (Figure 36).

Figure 36: Finalize Selection

A Group Health Plan offered by a Non-Federal Governmental Organization to its non-federal governmental employees.

This organization may report plan information for purposes of HIPAA provision opt-out or external review election.

In HIOS, this type of organization is referred to as a **Non-Federal Governmental Health Plan**.

Other - the above categories do not fit the organization's primary business.

This organization may be a Foreign entity that reports information for Minimum Essential Coverage.

In HIOS, this type of organization is referred to as an **Other Organization**.

NEXT

4. Enter **your company's EIN** in the search box and select **Search**. If the number is not in the system, a confirmation message will appear, stating that the number does not already exist in the system. Select **NEXT** (Figure 37).

Figure 37: Create an Organization: Enter Federal EIN/TIN

2 Enter Federal EIN/TIN

First, let's see if your organization already exists in the system.

* Enter the organization's FEIN and select "Search"

Please enter the Organization Federal EIN/TIN below. The Federal EIN/TIN must be a 9 digit, numeric value.

444666444 **SEARCH**

Confirmation: The FEIN/TIN you entered does not already exist in the system. Please select next below to enter your organization's details.

NEXT

5. **Scroll down** to Organization Details and complete the form for your organization (Figure 38).

Figure 38: Create an Organization: Organization Details

3 Organization Details

Please enter your organization details below.

* Organization Legal Name

* Incorporated State

Domiciliary Address ⓘ

* Address Line 1

Address Line 2

* City

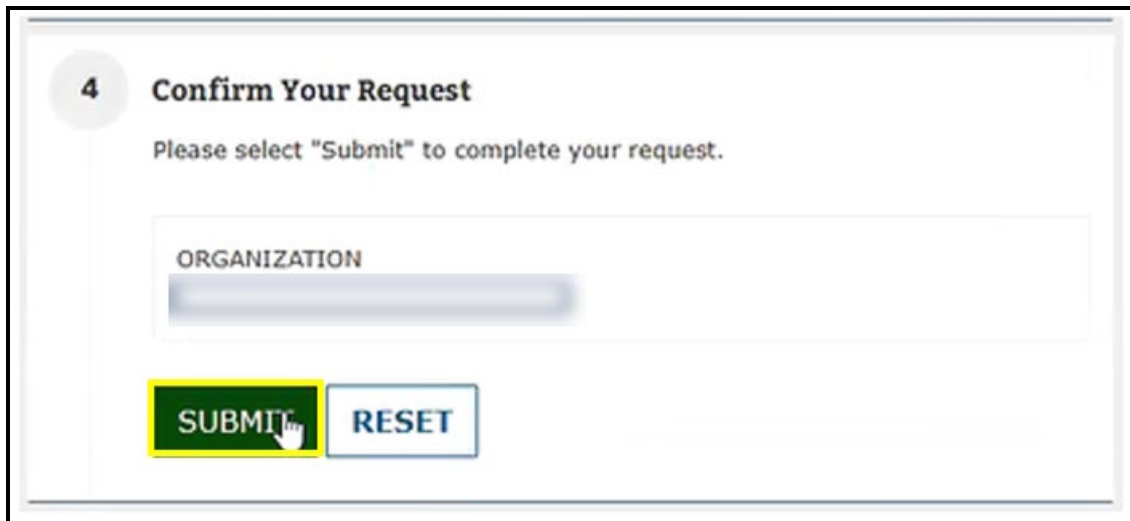
* State

* ZIP Code (5 digits)

ZIP Plus 4 (4 digits)

6. Review the organization's information and scroll down to the Confirm Your Request section and select **SUBMIT** (Figure 39).
- You may revisit any previous steps to make changes prior to confirming your request.
 - It takes 1-2 business days for an organization to be approved. After the organization has been approved, it will then be available for users to submit role requests.

Figure 39: Confirm Your Request



4 Confirm Your Request

Please select "Submit" to complete your request.

ORGANIZATION

SUBMIT **RESET**

9 Create an Issuer

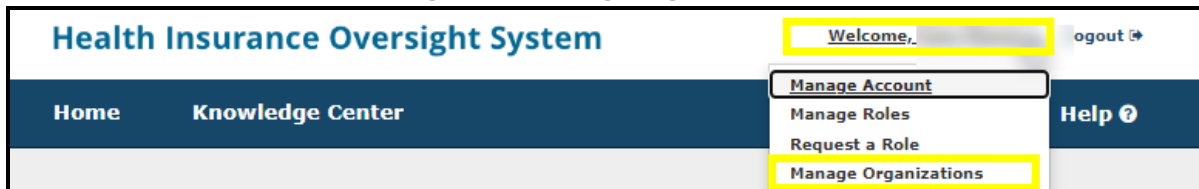
Important Information

- You may skip this section if your issuer already exists in HIOS. (Please Note - If you have previously submitted data within HIOS, then your organization is already registered within HIOS.)
- If your issuer does not currently exist in HIOS, please complete this section to register your organization in HIOS.
- **Please Note** – The parent organization must be registered in HIOS as a **Company** before an issuer can be added. If the parent organization is not registered in HIOS, refer to section 8.
- **Please note**- An Issuer will only be required for certain modules. (Example: Plan Finder, RBIS)

If an organization exists in HIOS, users can add an Issuer(s) to that organization by following the below steps:

1. Select the **Manage Organizations** link on the HIOS Home Page (Figure 40).

Figure 40: Manage Organizations



2. On the Manage Organizations page, select **Add an Issuer** (Figure 41).

Figure 41: Add an Issuer

The screenshot shows a web interface titled "Manage Organizations" with the question "What would you like to work on today?". It features a grid of seven options: "My Organizations", "Create an Organization", "Add an Issuer" (highlighted with a yellow border), "Data Change Request", "Add a Relationship", "Organization Search", and "Administrator Roles". Each option includes a brief description of its function.

Manage Organizations

What would you like to work on today?

- My Organizations**
My Organizations is where users with an administrative role can view or edit an organization's information.
- Create an Organization**
Users can register their organizations within HIOS. Organizations must exist in HIOS before users can request a user role for the organization.
- Add an Issuer**
Users can add an issuer for an insurance company within HIOS. Organizations must have been registered as a Company in order to add issuers.
- Data Change Request**
Users can submit a data change request for organization information that cannot be edited through the My Organizations functionality. Data change requests will be submitted for approval, and users can review the status of their data change request.
- Add a Relationship**
Users can submit a request to establish a relationship between an organization and an issuer within HIOS.
- Organization Search**
Users can search and view details for organizations registered in HIOS.
- Administrator Roles**
Certain functionality such as My Organizations or Data Change Requests require users to have at least one of the following administrator roles:
 - Company Administrator**
Representative who is solely responsible for editing Company and associated issuer level data, including relationship information.
 - Issuer Administrator**
Representative who can edit Issuer level data only, including relationship information.
 - Organization Administrator**
Representative of a Non-Federal Governmental Plan or Other Organization who is responsible for editing their organization data.

3. Search for the organization you would like to add an issuer to by entering the **Federal EIN/TIN** and select **Search**.
4. Select the **Issuer Registered State** and proceed forward to enter the Issuer Details.
5. In Step 3, enter the **Issuer Details** and select **NEXT** (Figure 42).

Figure 42: Issuer Details

6. Review the organization’s information and scroll down to the Confirm Your Request section and select **SUBMIT**.
 - You may revisit any previous steps to make changes prior to confirming your request.
 - It takes 1-2 business days for an issuer to be approved. After the issuer has been approved, it will then be available for users to submit role requests.

10 Access the HIOS Plan Finder Product Data Collection Module

Functions such as viewing and editing Marketplace admin data, creating products, and requesting Standard Component IDs (SCIDs) are done in the Plan Finder Product Data Collection Module.

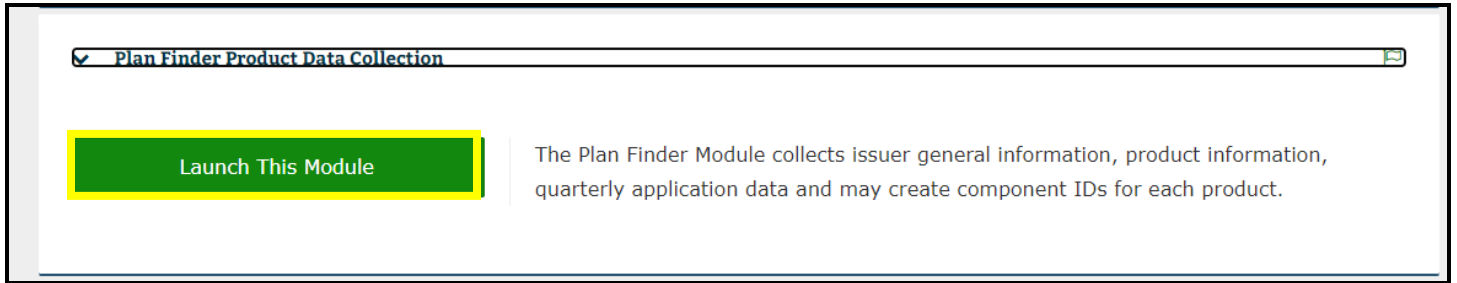
Important Information

- Must be assigned to an issuer that already exists in HIOS with the Issuer Submitter Role to complete the functions of editing Issuer Information, Marketplace Information, Existing Products, and to add new products or request new SCIDs.
- If your issuer does not currently exist in HIOS, please complete section 9 to register your issuer in HIOS.
- **Please Note** – The parent organization must be registered in HIOS as a **Company** before an issuer can be added. If the parent organization is not registered in HIOS, refer to section 8.

Access Plan Finder Data Collection Module (PF):

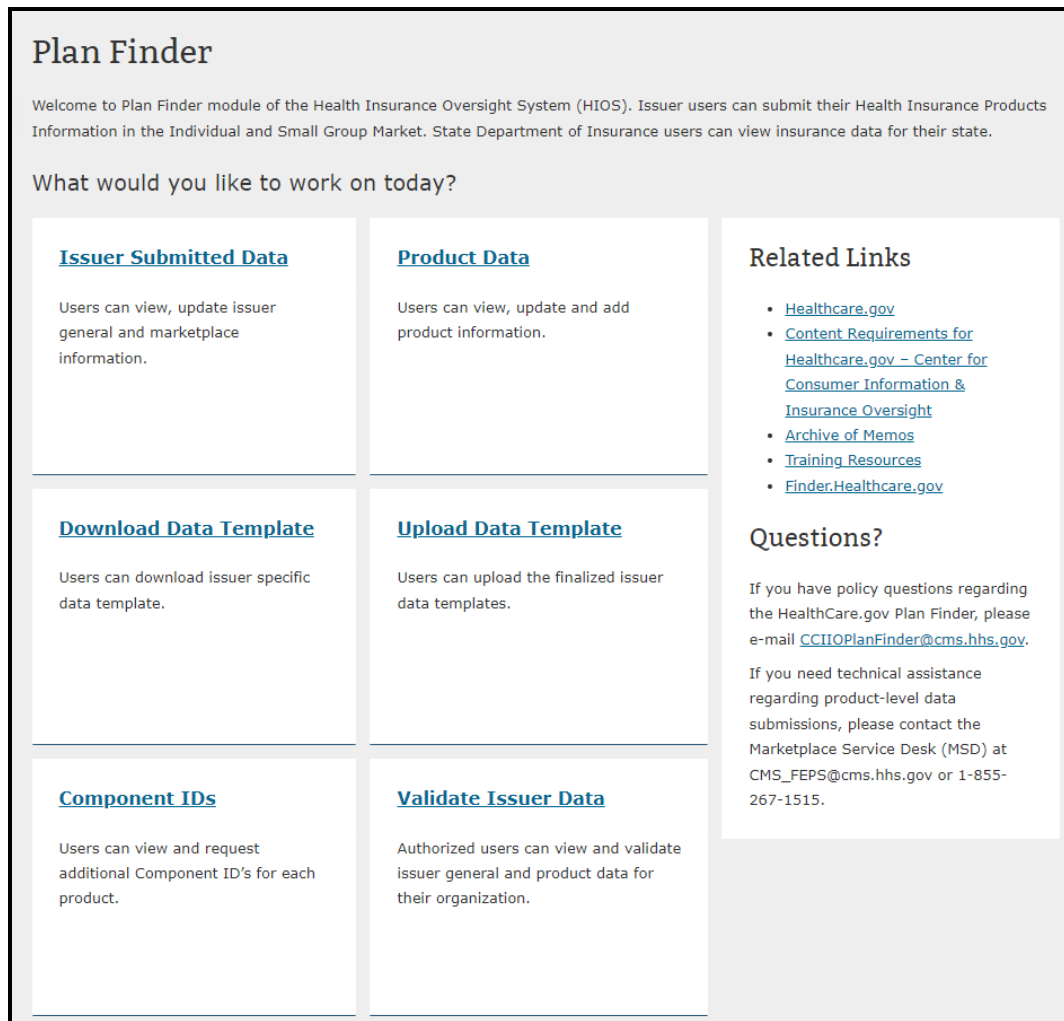
1. Login to the CMS Enterprise Portal (Refer to Section 6 if needed).
2. Select the Plan Finder Product Data Collection (PF) Accordion and then Select Launch Button (Figure 43).

Figure 43: Plan Finder Accordion



3. PF Homepage is displayed (Figure 44).

Figure 44: Plan Finder Homepage



11 View and Edit Issuer General Information

The Issuer General Information page displays the data entered for the Issuer's corporate information, contacts, customer service contact details, and Individual and Small Group Market Ratings

Important Information:

- Must be assigned to an issuer that already exists in HIOS with the Issuer Submitter Role to complete the functions of editing Issuer Information.
- Only certain data can be edited under the PF module all other items would require a Data Change Request (DCR).
- If an issuer is only in Individual Market (IFP) then only IFP data will display.
- If an issuer is only in Small Group/SHOP Market (SMG) then only SMG data will display.
- If an issuer is in both markets, then data for both IFP and SMG will display.

To View and/or edit Issuer Marketplace Data:

1. From the PF Homepage Select **Issuer Submitted Data** Card.
2. Select **Issuer Name** from Drop-Down Menu (Note if only assigned to one issuer it will be by default be selected).
3. Select **Get Issuer Information** Button (Figure 45).

Figure 45: Issuer Submitted Data

Issuer Submitted Data

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

Select an Issuer

Please select an Issuer from the Issuer Name dropdown menu below and then activate the "Get Issuer Information" button to view the Issuer General and Issuer Marketplace Information.

* Issuer Name

Select an Issuer

Get Issuer Information

4. The Issuer General Information Page is displayed, and user is able to view the Issuer Submitted Data (Figure 46).

Figure 46: Issuer Submitted Data

Issuer Submitted Data

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

Select an Issuer

Please select an Issuer from the Issuer Name dropdown menu below and then activate the "Get Issuer Information" button to view the Issuer General and Issuer Marketplace Information.

* Issuer Name

Submission Uploaded Date
07/14/2021 04:02:10 PM

Product Data for Quarter
Q1, 2021 [Jan. 1 - Mar. 31]

Data Last Validated By
01/19/2022 01:41:35 PM as "Data displayed is accurate and needs no change."

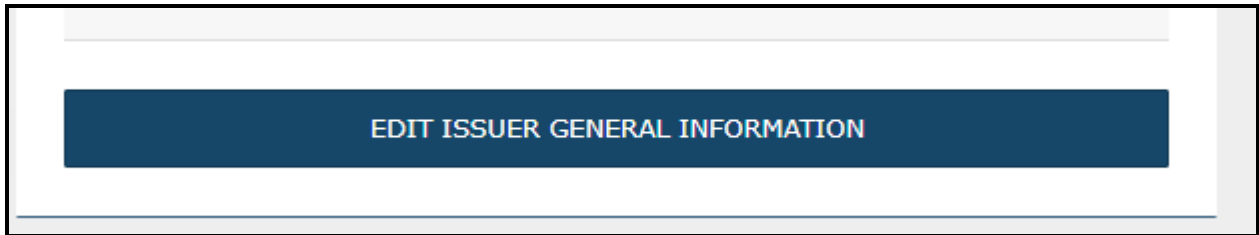
[Issuer General Information](#) [Issuer Marketplace Information](#)

Corporate Information

Issuer Legal Name [Redacted]	Issuer ID [Redacted]
State [Redacted]	Issuer Marketing Name [Redacted]
Market Coverage Both	Federal EIN [Redacted]
NAIC Company Code [Redacted]	NAIC Group Code [Redacted]

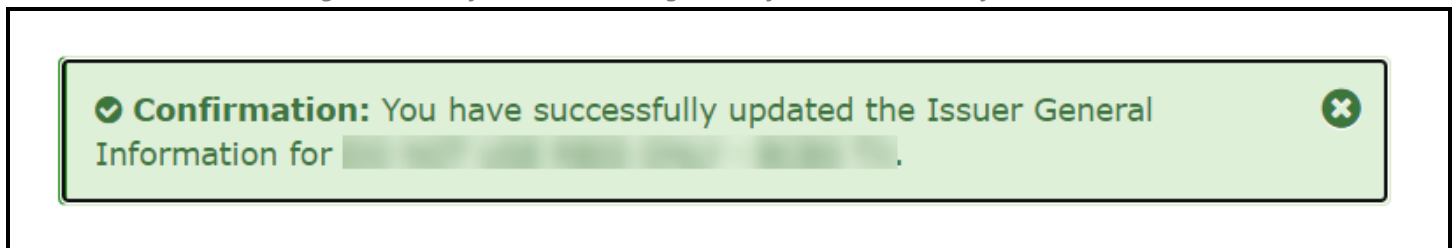
5. If the data needs to be edited, scroll to the bottom of the page and Select the **Edit Issuer General Information** Button (Figure 47).

Figure 47: Edit Issuer General Information Button



6. Update the fields that need to be updated and then Select the **Submit** Button at the bottom of the page.
7. Confirmation message will appear at the top of the page that says: Confirmation: You have successfully Updated the Issuer General Information for <insert Issuer Name and State> (Figure 48).

Figure 48: Confirmation Message Edit of Issuer General Information



12 View and Edit Issuer Marketplace Information

The Issuer General Information page displays all the Marketplace related data.

Important Information:

- Must be assigned to an issuer that already exists in HIOS with the Issuer Submitter Role to complete the functions of editing Issuer Information.
- Only certain data can be edited under the PF module all other items would require a Data Change Request (DCR).
- If an issuer is only in Individual Market (IFP) then only IFP data will display.
- If an issuer is only in Small Group/SHOP Market (SMG) then only SMG data will display.
- If an issuer is in both markets, then data for both IFP and SMG will display.

To View and/or edit Issuer Marketplace Data:

1. From the PF Homepage Select **Issuer Submitted Data** Card.
2. Select **Issuer Name** from Drop-Down Menu (Note if only assigned to one issuer it will be by default be selected).
3. Select **Get Issuer Information** Button (Figure 49).

Figure 49: Issuer Submitted Data

Issuer Submitted Data

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

Select an Issuer

Please select an Issuer from the Issuer Name dropdown menu below and then activate the "**Get Issuer Information**" button to view the Issuer General and Issuer Marketplace Information.

* Issuer Name

Select an Issuer

Get Issuer Information

4. The Issuer General Information Page is displayed, and user is able to select **Issuer Marketplace Information** Tab (Figure 50).

Figure 50: Issuer Submitted Data

Issuer Submitted Data

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

Select an Issuer

Please select an Issuer from the Issuer Name dropdown menu below and then activate the "Get Issuer Information" button to view the Issuer General and Issuer Marketplace Information.

* Issuer Name

Get Issuer Information

Submission Uploaded Date

07/14/2021 04:02:10 PM

Product Data for Quarter

Q1, 2021 [Jan. 1 - Mar. 31]

Data Last Validated By

01/19/2022 01:41:35 PM as "Data displayed is accurate and needs no change."

Issuer General Information

Issuer Marketplace Information

Corporate Information

Issuer Legal Name

Issuer ID

State

Issuer Marketing Name

Market Coverage

Both

Federal EIN

NAIC Company Code

NAIC Group Code

5. The Issuer Marketplace Page is displayed, and user is able to view the Issuer Marketplace data. (Figure 51).

Figure 51: Issuer Marketplace Information

* Issuer Name

Get Issuer Information

Submission Uploaded Date
07/14/2021 04:02:10 PM

Product Data for Quarter
Q1, 2021 [Jan. 1 - Mar. 31]

Data Last Validated By
[Redacted] on 01/19/2022 01:41:35 PM as "Data displayed is accurate and needs no change."

Issuer General Information **Issuer Marketplace Information**

Corporate Information

Issuer Legal Name **Issuer Marketplace Marketing Name**

[Redacted] [Redacted]

Market Coverage **State**

Both [Redacted]

Marketplace Billing Information

Marketplace Billing Name **Marketplace Address Line 1**

[Redacted] [Redacted]

Marketplace Address Line 2 **Marketplace City**

[Redacted] [Redacted]

Marketplace State **Marketplace Zip**

[Redacted] [Redacted]

Marketplace Zip Extension

[Redacted]

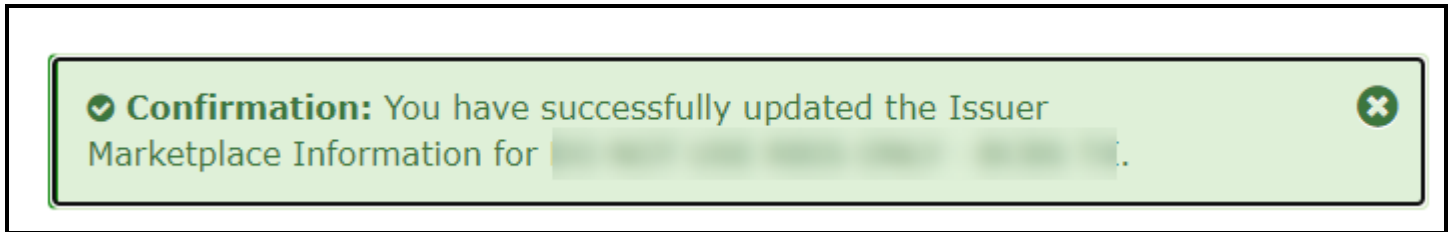
6. If the date needs to be updated, scroll to the bottom of the page and select the Edit Issuer Marketplace Information Button (Figure 52).

Figure 52: Edit Issuer Marketplace Information Button



7. Update the fields that need to be updated and then Select the **Submit** Button at the bottom of the page.
8. Confirmation message will appear at the top of the page that says: Confirmation: You have successfully Updated the Issuer Marketplace Information for <insert Issuer Name and State> (Figure 53).

Figure 53: Confirmation Message Edit of Issuer Marketplace Information



13 Create Products

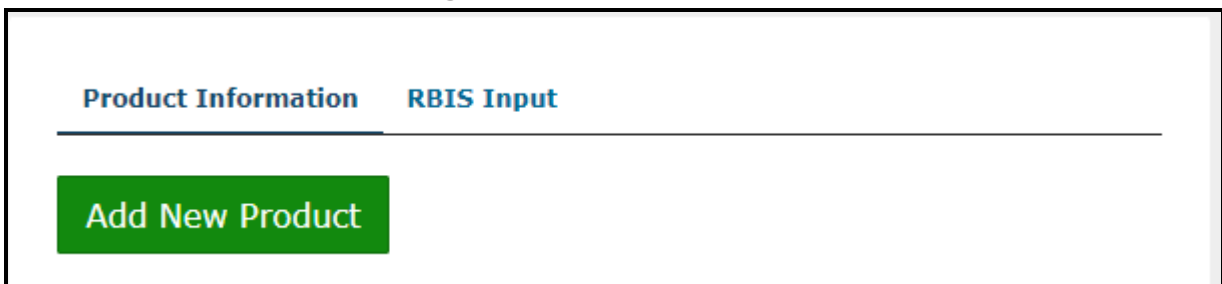
Important Information:

- Must be assigned to an issuer that already exists in HIOS with the Issuer Submitter Role to add new Product(s).
- All Products must be associated to an Issuer ID.
- Can only add IFP Products if Issuer is IFP only.
- Can only add SMG Products if Issuer is SMG only.
- Will be able to select IFP or SMG when adding new product(s) if Issuer is in both market types.

To Create New Products:

1. From the PF Homepage Select **Product Data** Card.
2. Select **Issuer Name** from Drop-Down Menu (Note if only assigned to one issuer it will be by default be selected) and then Select **Get Issuer Information** Button.
3. Select **Add New Product** Button (Figure 54).

Figure 54: Add New Product Button



4. The Add New Product Page is displayed, and user is able to fill in the required and optional data fields as needed. Once fields have the required and optional data fields needed, Select **Submit** Button (Figure 55).

Figure 55: Add New Product

Add New Product

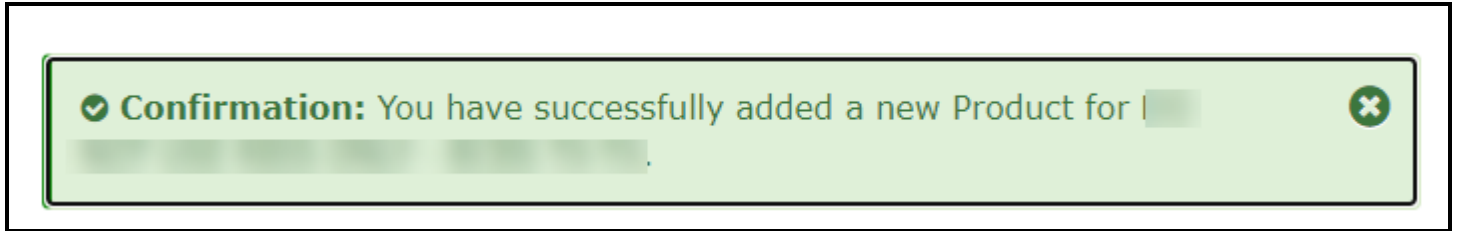
Please note, a field with an asterisk (*) before it is a required field.

Product ID Not assigned yet	* Product Name <input type="text"/>
* Product Enrollment <input type="text"/> (Less than 8 digit number)	Enrollment Code/Group Number <input type="text"/> (Maximum 30 characters allowed)
* Approved Product <input type="text"/>	SERFF Number <input type="text"/> (4 letters - 9 Alphanumeric)
* Product Type <input type="text"/>	* Open or Closed <input type="text"/>
* Association Product <input type="text"/>	* Individual/Small Group Market <input type="text"/>
* Website Address (Benefit at a Glance) <input type="text"/>	* Effective Start Date <input type="text"/> (MMDDYYYY)
* Website Address (Provider) <input type="text"/>	Effective End Date <input type="text"/> (MMDDYYYY)
Website Address (Formulary) <input type="text"/>	

[← BACK TO PRODUCT DATA](#)

- Confirmation Message is displayed at top of page that says Confirmation: You have successfully added a new product for <insert issuer name and state>. (Figure 56).

Figure 56: Add New Product Confirmation



14 View and Edit Products

Important Information:

- Must be assigned to an issuer that already exists in HIOS with the Issuer Submitter Role to edit Product(s).
- Product Name, Product Market, and Product Type are not editable from the PF module. If changes are needed to these then a new product must be created.

To View and Edit Products:

- From the PF Homepage Select **Product Data** Card.
- Select **Issuer Name** from Drop-Down Menu (Note if only assigned to one issuer it will be by default be selected) and then Select **Get Issuer Information** Button.
- Select **View Data** Button next to a Product ID (Figure 57).

Figure 57: View Data

Product ID ▲	Product Name ◆	Product Type ◆	Individual/ Small Group Market ◆	Open/ Closed? ◆	Action
[Redacted]	[Redacted]	[Redacted]	Individual	Open	View Data

- The View Product Data field is displayed. If data needs to be changed scroll to bottom of page and select **Edit Product Information** Button (Figure 58).

Figure 58: View Product Data Page

View Product Information

To edit the data elements of the current product, please select "Edit Product Information" button below.

Product ID 33602TX031	Product Name PPO Select Saver - Series IV
Product Enrollment 44497	Enrollment Code/Group Number 6
Approved Product? Yes	Product Type PPO
SERFF Number HCTE-126629475	Other Product Type Description N/A
Association Product? No	Open or Closed? Open
Individual/Small Group Market Individual	Closed Reason N/A
Website Address <small>(Benefit at a Glance)</small> http://www.bcbstx.com/coverage/individual/series4.html	Other Closed Reason N/A
Website Address <small>(Formulary)</small> N/A	Effective Start Date 01/01/2018
Website Address <small>(Provider)</small> http://www.bcbstx.com/onlinedirectory/index.htm	Effective End Date N/A

EDIT PRODUCT INFORMATION

5. Edit Product Information Page is displayed, and user can edit the fields. Once the edits have been completed, Select the Submit Button (Figure 59).

Figure 59: Edit Product Information Page

DO NOT USE RBIS ONLY - BCBS TX-TX

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

Please note, some fields require a data change request as they cannot be edited on this page.

Product ID 33602TX031	Product Name PPO Select Saver - Series IV
* Product Enrollment <input type="text" value="44497"/> (Less than 8 digit number)	Enrollment Code/Group Number <input type="text" value="6"/> (Maximum 30 characters allowed)
* Approved Product Yes <input type="button" value="v"/>	SERFF Number <input type="text" value="HCTE-126629475"/> (4 letters - 9 Alphanumeric)
Product Type PPO	* Open or Closed Open <input type="button" value="v"/>
* Association Product No <input type="button" value="v"/>	Individual/Small Group Market Individual
* Website Address (Benefit at a Glance) <input type="text" value="http://www.bcbstx.com/coverage/indiv"/>	* Effective Start Date <input type="text" value="01/01/2018"/> (MMDDYYYY)
* Website Address (Provider) <input type="text" value="http://www.bcbstx.com/onlinedirectory"/>	Effective End Date <input type="text"/> (MMDDYYYY)
Website Address (Formulary) <input type="text"/>	

- Confirmation Message is displayed at top of page that says Confirmation: You have successfully updated the product information for <insert issuer name and state> (Figure 60).

Figure 60: Edit Product Confirmation



15 View and Request Component IDs

Users can request a Standard Component ID (SCID) used to identify an insurance plan prior to it being submitted as an On exchange, Off exchange, or both Plan.

Important Information:

- Must be assigned to an issuer that already exists in HIOS with the Issuer Submitter Role to request Component IDs.
- The Numbers are auto generated.

To View and Request Component IDs:

1. From the PF Homepage Select **Component IDs** Card.
2. Select Issuer from Issuer Name Drop-Down (Note if only assigned to one issuer it will be selected by default) and then Select **Product(s)** from the Product List.
3. Select View Results Button (Figure 61).

Figure 61: View Component IDs

Component IDs

View Component IDs **Request Component IDs**

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

*** Issuer Name**

[Drop-down menu]

*** Product(s)**

[Multi-select drop-down menu]

Note: Hold down the "ctrl" key to select multiple products.

VIEW RESULTS

Component IDs for the Selected Product are:

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

Component ID
[Redacted]

4. Select **Request Component IDs** Tab.
5. Select **Issuer** from Issuer Name Drop-Down and then Select **Product** from Product Drop-Down.
6. Input number of IDs being requested (maximum of 50 at a time).
7. Select **Submit** Button (Figure 62).

Figure 62: Request Component IDs

Component IDs

[View Component IDs](#) [Request Component IDs](#)

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

* Issuer Name

[Redacted]

* Product

[Redacted]

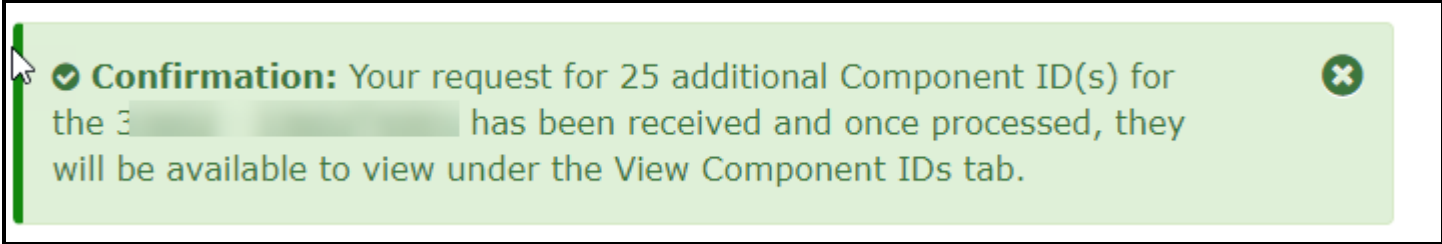
* Number of IDs

(Maximum 50 IDs per request, enter a value within 1 to 50)

SUBMIT

- 8. Confirmation is displayed at top of page that says: Confirmation: Your Request for <insert number> additional Component ID(s) for the <insert Issuer ID – product name> has been received and once processed, they will be available for view under the View Component IDs tab (Figure 63).

Figure 63: Request Component IDs Confirmation Message



16 Download Pre-Populated Template

Product Information in Plan Finder is updated every quarter. There are three available mechanisms for Issuers to submit product: Pre-populated (Excel) Template, XSD templates for XML Submissions, and web-entry updates.

Users are able to download a pre-populated Excel Template with the selected Issuer’s latest submitted data and save the file.

Important Information:

- Must be assigned to an issuer that already exists in HIOS with the Issuer Submitter to download the template.

To Download the Template:

1. From the PF Homepage Select **Download Data Template** Card.
2. Select Issuer from Issuer Name Drop-Down (Note if only assigned to one issuer it will be selected by default) and then Select **Next** button (Figure 64).

Figure 64: Step 1 Download Data Template

Download Data Template

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

1 **Select Issuer**

Please select an Issuer below:

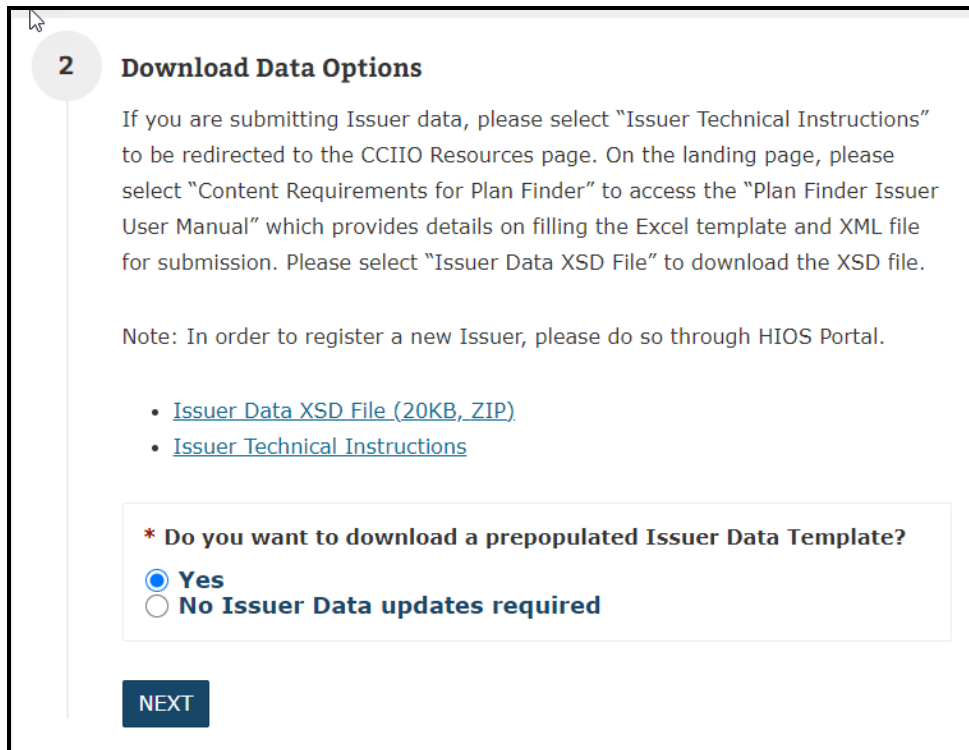
*** Issuer Name:**

[Dropdown menu]

NEXT

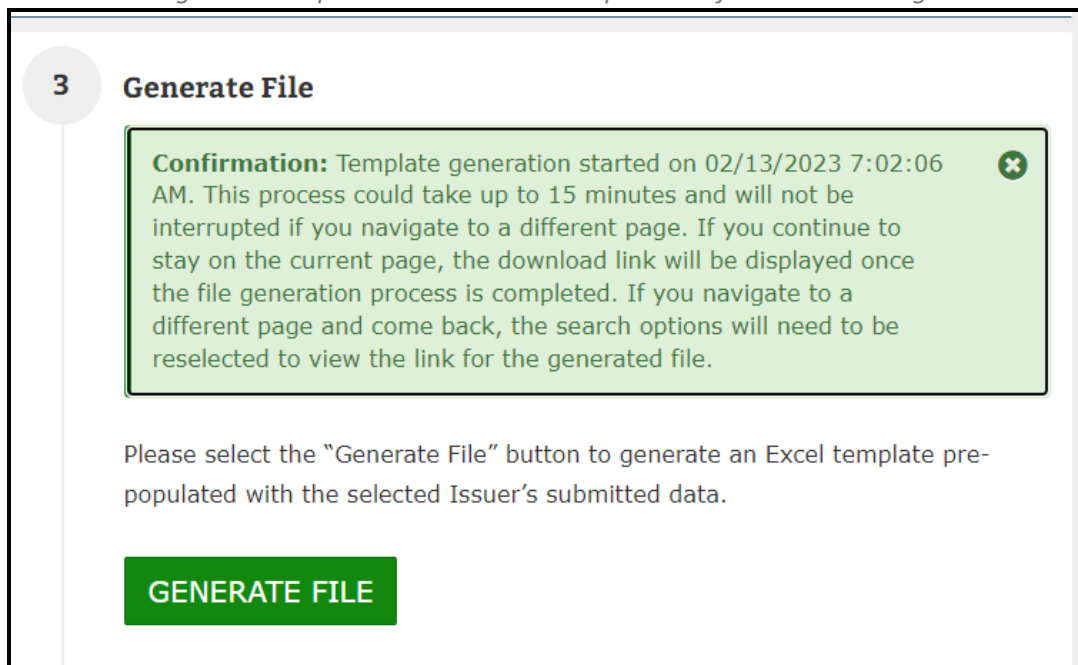
3. Select **Yes** Radio Button and then Select Next (Figure 65).

Figure 65: Step 2 Download Data Template



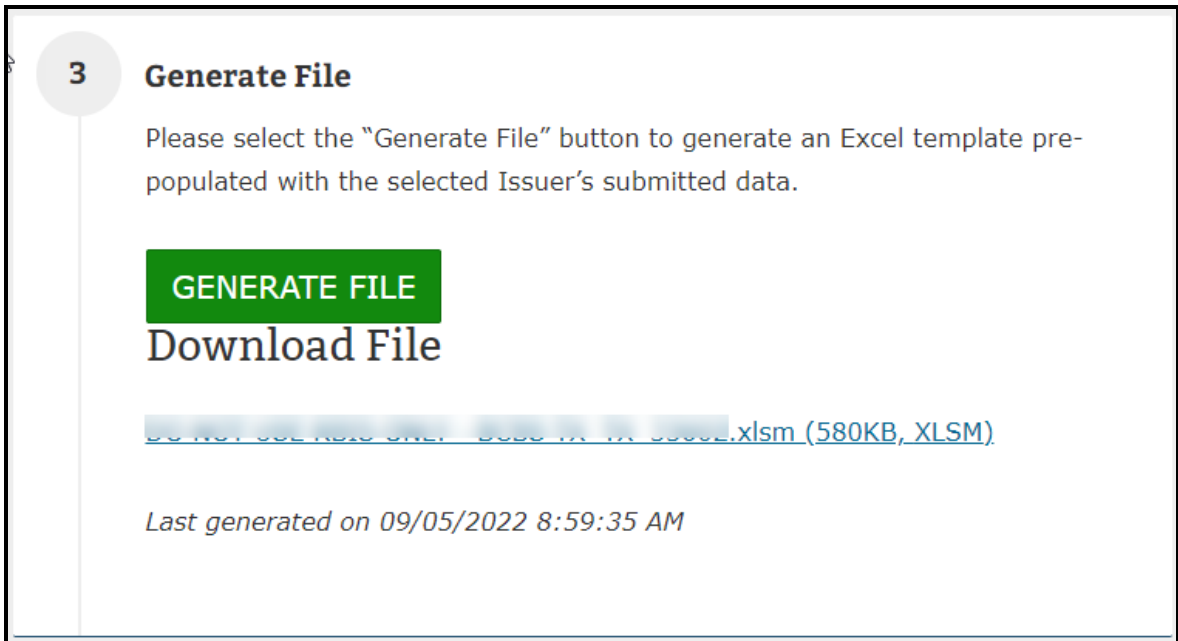
4. Select **Generate File** Button. Confirmation Message is received that says: Confirmation: Template generation started on <Insert date and time>. This process could take up to 15 minutes and will not be interrupted if you navigate to a different page. If you continue to stay on the current page, the download link will be displayed once the file generation process is completed. If you navigate to a different page and come back, the search options will need to be reselected to view the link for the generated file (Figure 66).

Figure 66: Step 3 Download Data Template Confirmation Message



5. Select **Hyperlink** that contains Issuer Name, State, and Issuer ID (Figure 66). Follow the file download instructions to save to local computer (Figure 67).

Figure 67: Step 3 Download Data Template Hyperlink



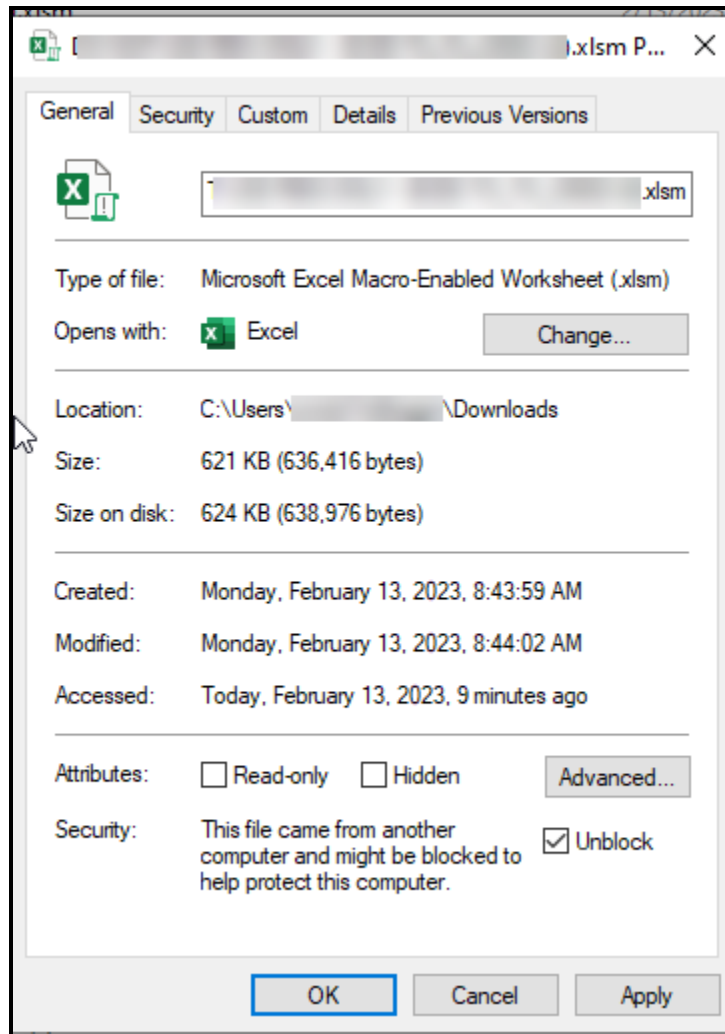
17 File Macro Settings

The Pre-populated Issuer Template will need to have macros enabled after download prior to opening the file and making the edits to existing data and/or creating new products.

Enable Macros:

1. Browse to location where file from Section 16 was saved, Right-Click and Select **Properties** and then Select the Check-box next to the word Unblock (Figure 68).

Figure 68: Properties Menu



2. Select **Apply** Button and Close the Properties Menu.

18 Validate, Finalize, and Upload Template

The Validate and Finalize macros are built into the template. The Validate functions performs the critical validations and will display red circles for cells that do not pass validation rules along with an error message pop-up. Once the validations are corrected, the red circles will disappear. When the workbook is complete and ready for submission, users will need to use the Validate and Finalize function to perform the critical validations and created the read-only finalized data file.

Important Information:

- Users need to submit the finalized data file in the following format:
Final__<IssuerNameWithNoSpaces><StateAbbreviation>_<FiveDigitIssuerID>_<year><month><Day>_<HHMMSS>.xml Use of this naming convention is a requirement for a successful submission. If the name of the finalized file is modified, it will not be processed. (For Example: Final_TestIssuerTX_00000_20230104_110810.xml)

Edit Template and Upload xml:

1. Browse to location where file from Section 16 was saved and open it.
2. Select Enable Content.

3. Make changes as needed to the Issuer General Info Sheet.
4. Make changes as needed to existing products on the Product Info Sheet.
5. Add new products as needed on the Product Info Sheet.
6. Select **Validate** Button.
7. Correct any errors if needed.
8. Select **Validate and Finalize** Button.
9. Login to the CMS Enterprise Portal (Refer to Section 6 if needed).
10. Select the **Plan Finder Product Data Collection (PF) Accordion** and then Select **Launch** Button.
11. Select the **Upload Data Template** Card.
12. Browse to the location of the xml file saved and select it.
13. Select **Add** Button (Figure 69).

Figure 69: Upload Data Template Page

Upload Data Template

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

Select a File

Please select a finalized data template XML data file (.xml) or a zip file containing multiple xml templates.

Please note that the file cannot exceed 30 MB.

*** Browse (Select .xml/.zip file)**

BROWSE **Add**

SUBMIT

14. Select **Submit** button (Figure 70).

Figure 70: Upload Data Template Page Submit Button Enabled

Upload Data Template

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

Select a File

Please select a finalized data template XML data file (.xml) or a zip file containing multiple xml templates.

Please note that the file cannot exceed 30 MB.

*** Browse (Select .xml/.zip file)**

BROWSE Add

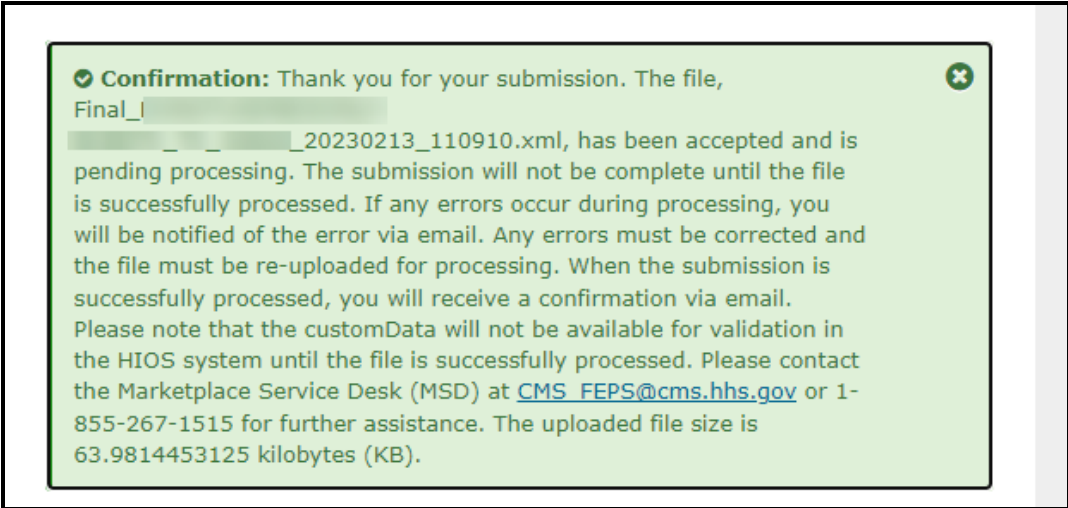
File(s) to Upload

Final_ [redacted] _20230213_110910.xml REMOVE

SUBMIT

15. Confirmation Message is displayed at top of page that says: Confirmation: Thank you for your submission. The file, Final_<IssuerName><StateAbbreviation>_<IssuerID>_<Year><Month><Day>_<HHMMSS>.xml, has been accepted and is pending processing. The submission will not be complete until the file is successfully processed. If any errors occur during processing, you will be notified of the error via email. Any errors must be corrected, and the file must be re-uploaded for processing. When the submission is successfully processed you will receive a confirmation via email. Please note that the custom Data will not be available for validation in the HIOS system until the file is successfully processed. Please contact the Marketplace Service (MSD) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515 for further assistance. The uploaded file size is <insert number> kilobytes (KB) (Figure 71).

Figure 71: File Upload Confirmation



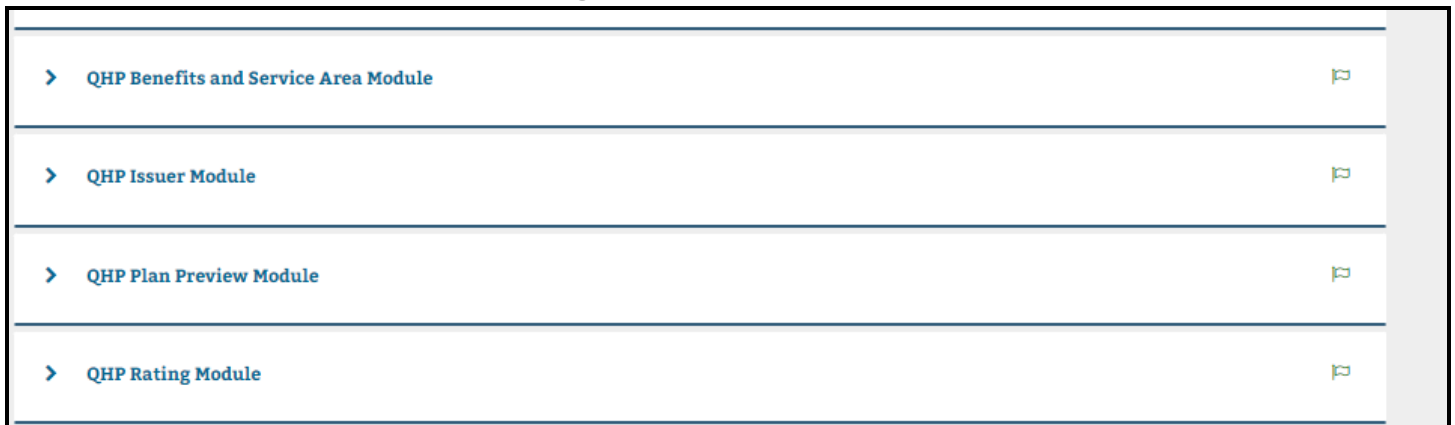
19 Access the QHP Modules for Plan Management Functions

To submit QHP templates to the Plan Management system user must have a role assigned for QHP Benefits and Service Area Module, QHP Issuer Module and/or QHP Rating Module.

Access QHP Modules:

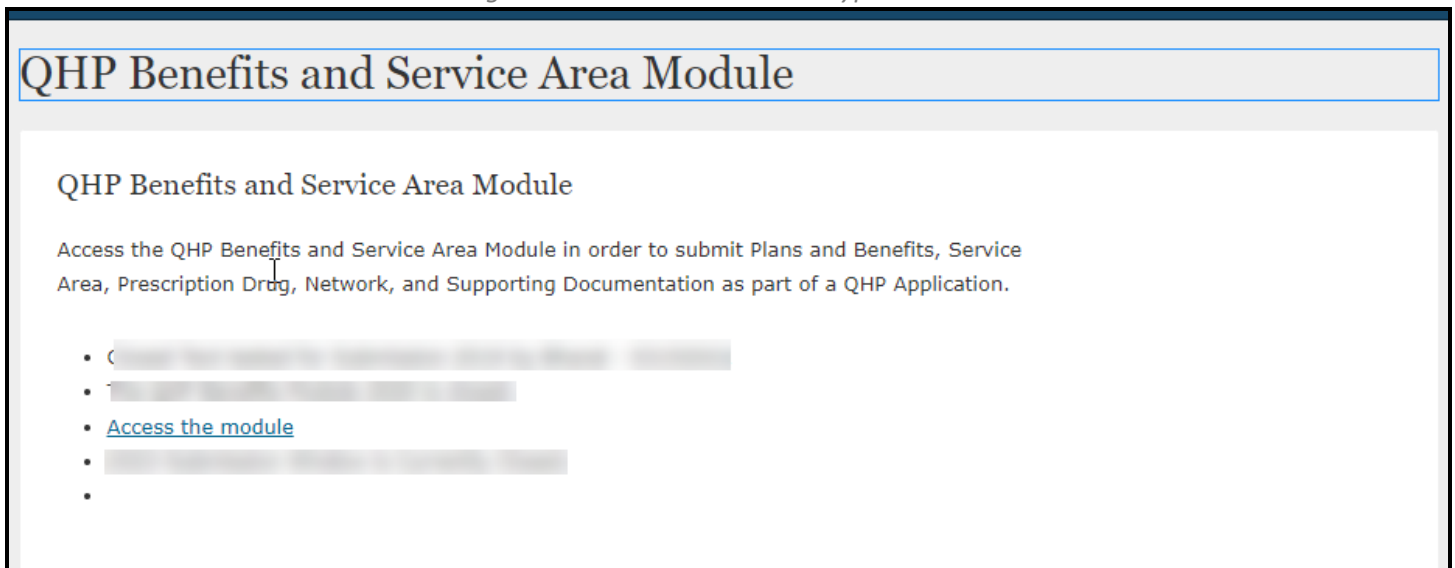
1. Login to the CMS Enterprise Portal (Refer to Section 6 if needed).
2. Select one of the of following accordions: QHIP Benefits and Service Area Module, QHP Issuer Module, or QHP Rating Module and then Select **Launch** Button (Figure 72).

Figure 72: QHP Modules



3. Select the **Access This Module** hyperlink (Figure 73).

Figure 73: Access this Module Hyperlink



20 Help Desk Information

Contact the CMS help desk at CMS_FEPS@cms.hhs.gov or 1-855-267-1515 if you have questions about setting up your account. You can typically expect a confirmation email on the same day and a full resolution within 1-2 weeks.

21 Frequently Asked Questions

Table 1: Frequently Asked Questions

Questions	Answers
Who can users contact for system support?	For Production system support, users can call the Marketplace Service Desk at 1-855-267-1515 or email CMS_FEPS@cms.hhs.gov.
What contact information should users enter for the Plan Management, QHP submission?	Users must enter data in the Plan Finder Marketplace admin fields for this to be pulled into the Plan Management system. Refer to the View and Edit Issuer Marketplace Information section.
Why can't users have a Submitter and Validator role for an Issuer organization?	Users can have either a Submitter or Validator role for one Issuer organization. Data submission and validation contacts cannot be the same ONE person. There must be at least two contacts for the Issuer organization. The combination of Issuer Name, State, and Market Type is unique. NOTE: Attestation contacts cannot be any type of submission or validation contact for the same Issuer. The Plan Finder data template submission will fail and generate an email with an error.
Where can users find data templates for QHP submission?	Information about the QHP Application and requirements for data template submissions is available on the CMS website: https://www.cms.gov/ccio/programs-and-initiatives/health-insurance-marketplaces/qhp.html .
What are the system requirements for data submission?	Users must have Microsoft Excel installed on their computer and enable macro security settings.
Why do users see a red circle(s) on the submission template?	When users select the Validate and Finalize button, the file template will indicate missing required fields. The template will not allow users to Validate and Finalize until all field validation errors have been addressed.
Why can't users edit the Issuer ID?	The Issuer ID cannot be changed since it is a primary key to other HIOS modules.
Why can't users update Product data such as Product Type and Market Type?	Product data such as Product Type and Market Type cannot be updated via the Plan Finder user interface. If a change to this information is needed, a new product needs to be created.

Questions	Answers
Can users delete a product?	Users cannot edit the Product Name or the Product ID. Deletion of a product must be submitted to CMS for approval.