

# HIOS Document Collection – Form Filing Module Issuer Training



FFM Issuer Training
April 2013

### **Agenda**

- Introduction
- Form Filing Process Flow
- User Registration Overview
- Certifying Officials
- Issuer Submitter Submission Process



### Form Filing Module

- The Centers for Medicare & Medicaid Services (CMS) has the responsibility to enforce provisions of title XXVII of the Public Health Service Act (PHS Act) with respect to health insurance issuers in the group and individual markets when a State informs CMS that it does not have authority to enforce or is not otherwise enforcing one or more of the provisions.
- Policy form review is one of the enforcement tools used by CMS to confirm health insurance Issuers' compliance with the provisions of the PHS Act.
- The Health Insurance Oversight System (HIOS) Form Filing Module supports the collection of policy forms by health insurance Issuers in States where CMS is directly enforcing provisions of the PHS Act.



# Health Insurance Oversight System (HIOS Overview)



#### **HIOS Overview**

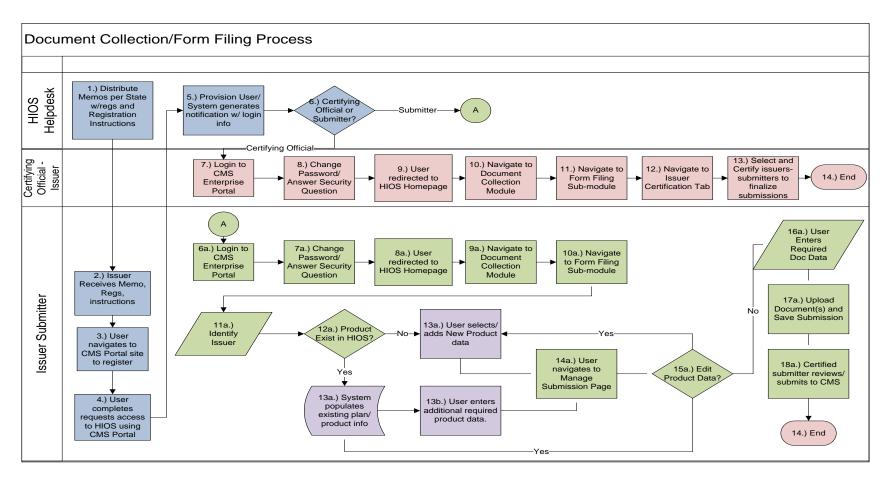
- HIOS Stands for: Health Insurance Oversight System.
- Purpose: HIOS provides a central portal containing multiple modules to assist CMS with consumer support, data collection and review capabilities.
  - The system originally served to collect private insurance Issuer and Product data. Today, HIOS also supports oversight activities and now encompasses Company and Plan data.



# Form Filing Process Flow



#### **Initial Login**





# **User Registration Overview**



#### **Registration Overview**

- Beginning **April 1**<sup>st</sup>, users will access the Form Filing Module (FFM) by going through the CMS Enterprise Portal and selecting the Health Insurance Oversight System (HIOS).
- The Health Insurance Oversight System (HIOS) will be integrated with the Enterprise Portal and Enterprise Identity Management System (EIDM).
  - CMS Enterprise Portal: Enterprise web portal for accessing CMS systems. Various
     CMS systems will be integrated with the portal in the coming months.
  - o Enterprise Identity Management System (EIDM): EIDM provides Authentication and Authorization capabilities and is tightly integrated with the CMS portal.
    - Authentication (establishes who a person is)
    - Authorization (granting permissions to access modules, pages, data, etc.)
- All existing HIOS users will receive an email with their EIDM credentials.
- New HIOS users need to register in EIDM and obtain an EIDM User ID and Password.



# Accessing HIOS through the CMS Enterprise Portal

Starting on 3/28, HIOS will be integrated with the CMS
 Enterprise Portal and users will no longer be able to access
 HIOS via the current URL.

 Users will need to go to the CMS Enterprise Portal at <a href="https://portal.cms.gov/">https://portal.cms.gov/</a> to access HIOS.



# Accessing HIOS through the CMS Enterprise Portal

- Users can be either existing HIOS users or new users of the system.
- In order to gain access to the HIOS Form Filing Module, all users must follow these steps:
  - Users will need to access the CMS Portal using an EIDM User ID and Password.
  - Users will access HIOS.
  - Users will request access to the HIOS Form Filing module and their associated user role.



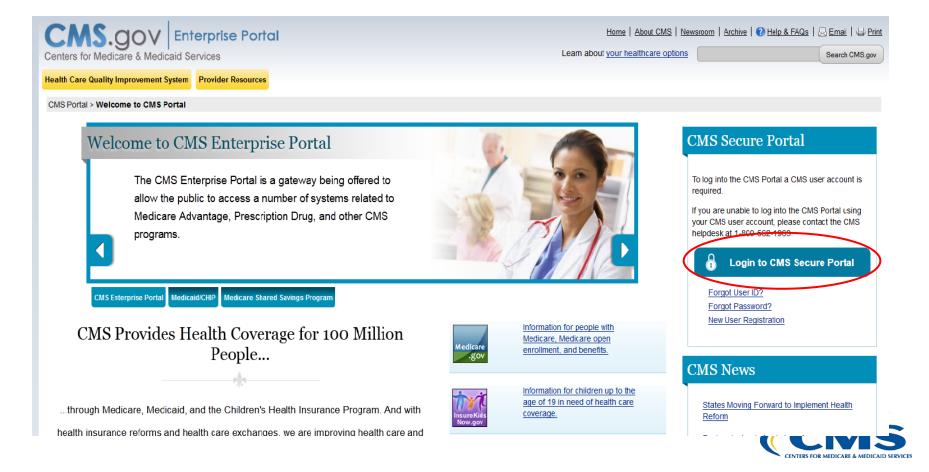
#### **Existing HIOS Users**

- Existing HIOS users should have received an email with their new EIDM credentials that will enable them to log into the CMS Enterprise Portal.
- Upon logging into the Enterprise Portal, HIOS users will be required to provide additional information that is not currently in HIOS to complete the registration process.
  - For MFA code details, please contact the Exchange Operations Support Center (XOSC)
- Once registration is complete, users will be able to access HIOS.
- All existing HIOS users will retain their existing user roles and are not required to submit another user role request.



#### **EIDM Login for Existing HIOS Users**

 Users will receive an email with the Enterprise Portal URL and login to the Portal with their EIDM credentials.



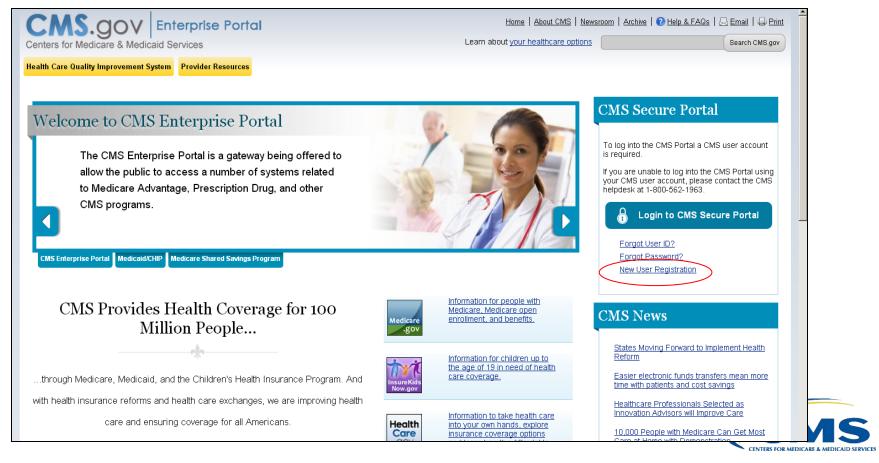
#### **New Users**

- New HIOS users will need to complete the following steps to access HIOS:
  - Register for an EIDM account.
  - Request access to HIOS in the CMS Enterprise Portal.
  - Register a smartphone or computer for multi-factor authentication.
    - For MFA code details, please contact the Exchange Operations Support Center (XOSC)
  - Request access to required roles in HIOS (optional) (example – Issuer Submitter or Certifying Official).



#### **EIDM Account Registration for New Users**

 New users will navigate to the Enterprise Portal to start the registration process (https://portal.cms.gov).

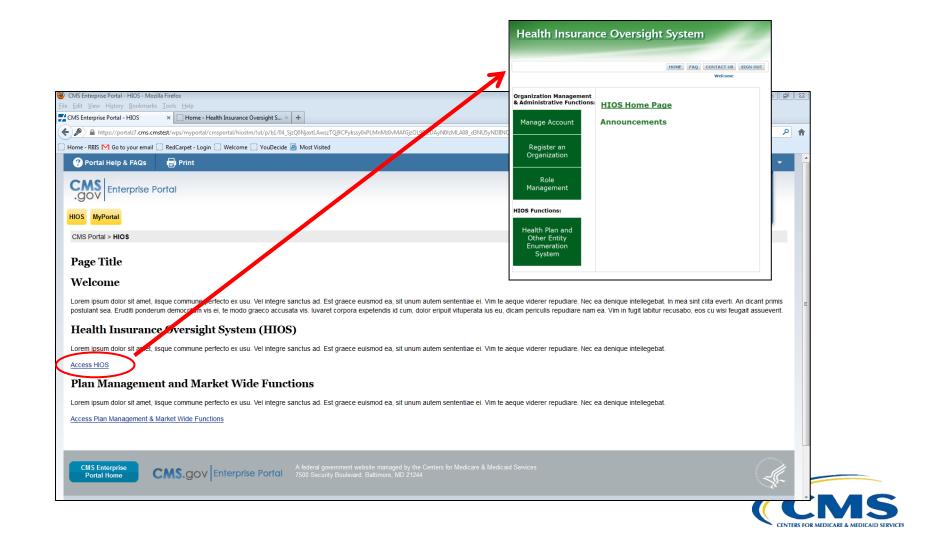


#### **Accessing HIOS in the Enterprise Portal**

 Users that have registered in EIDM, registered in HIOS, and acquired access to HIOS in the portal, will be directed to the My Portal landing page. Selecting the 'HIOS' tab will open the HIOS landing page.



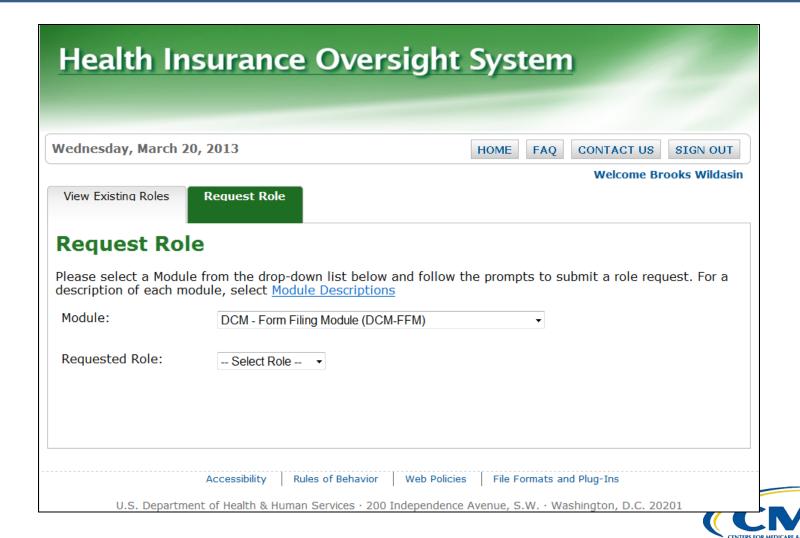
#### **Accessing HIOS in the Enterprise Portal**



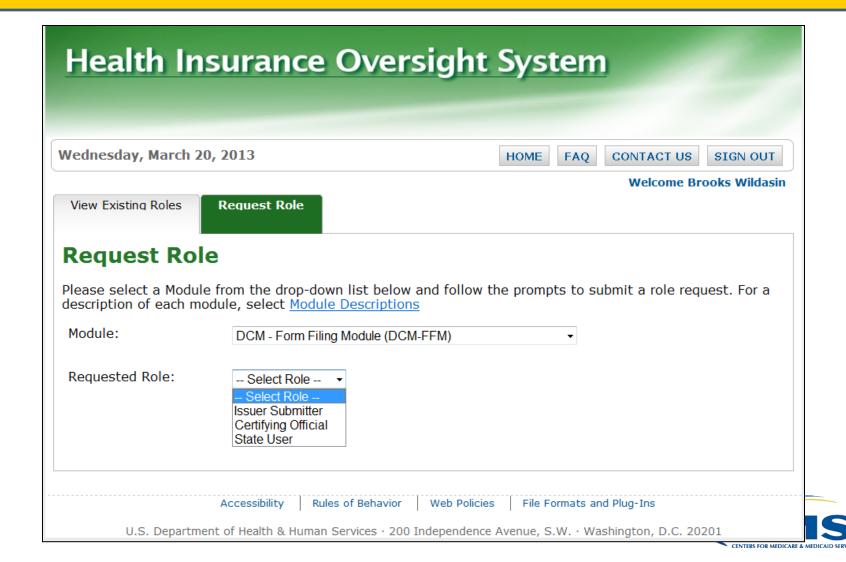
#### **HIOS Main Page – Role Management**



#### **HIOS Main Page – Request Role**



#### HIOS Main Page – Request Role



# **Accessing Form Filing**

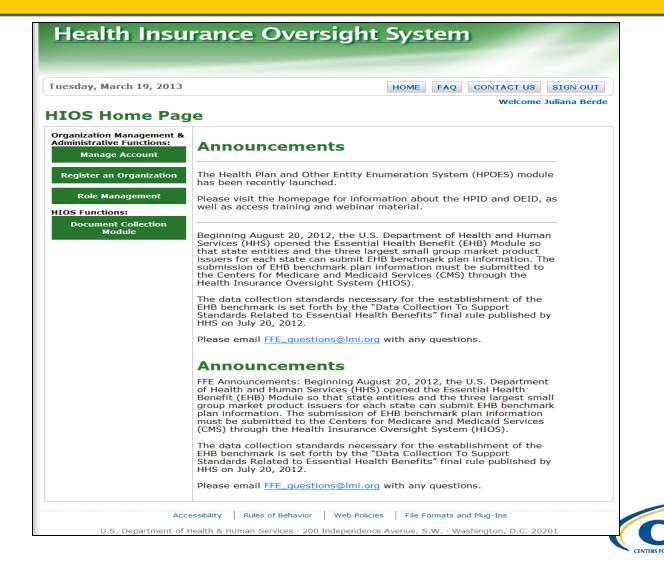


#### **CMS Security Message**





#### **HIOS Home Page**



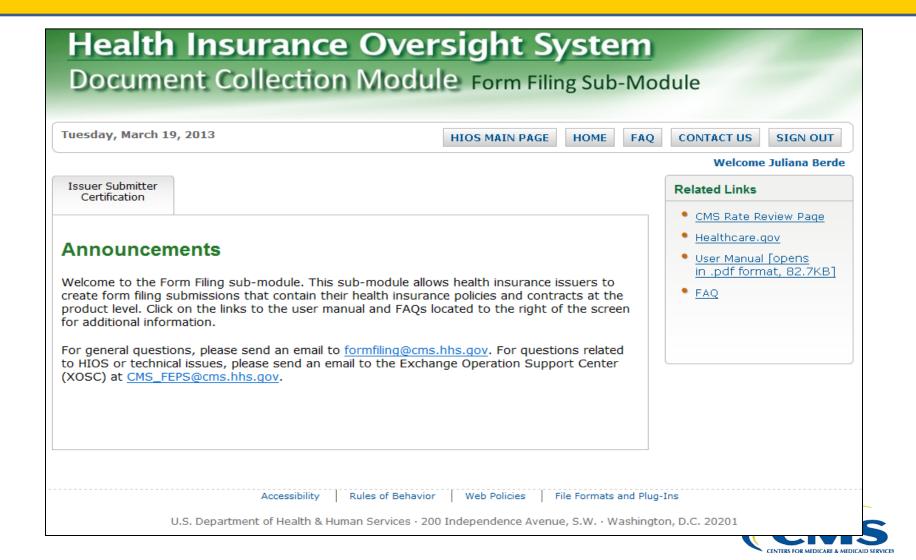
#### **Document Collection Module Home Page**



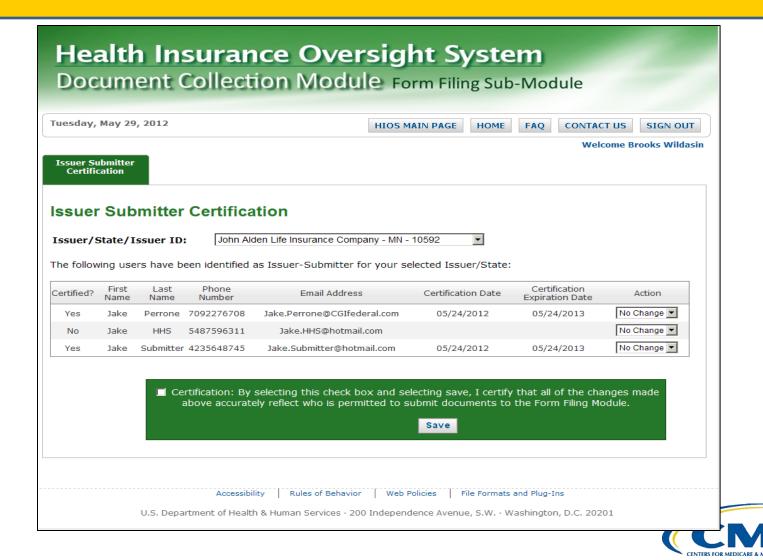
# **Certifying Official (Issuer)**



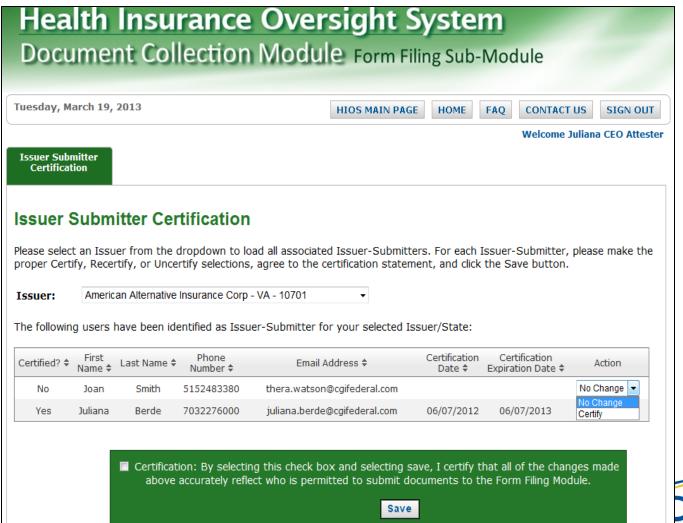
#### **Issuer Submitter Certification**



#### **Issuer Submitter Certification - Action**

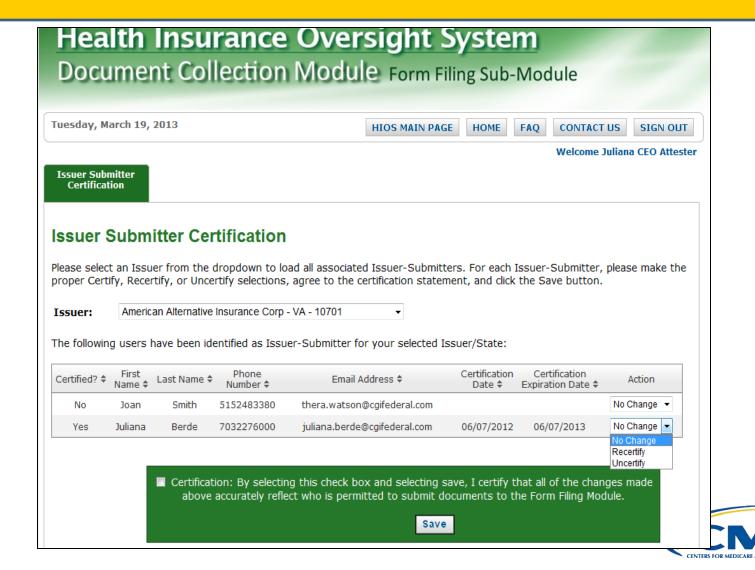


#### **Issuer Submitter Certification - Action**





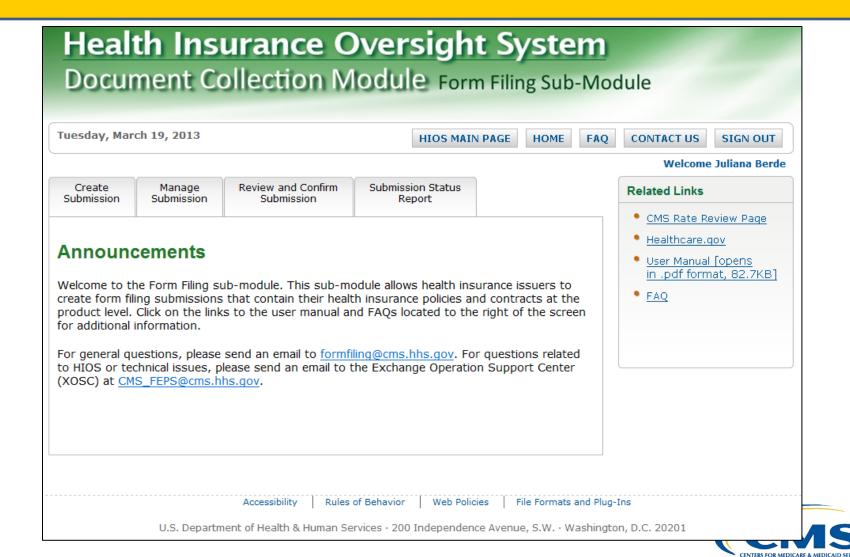
#### **Issuer Submitter Certification - Action**



### **Issuer Submitter**



### **Issuer Submitter Landing Page**



# **Create Submission – Existing HIOS Product**

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# **Create Submission – Existing HIOS Product**

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Grandfather Status:		Non-GrandFathered		
Open/Closed Status:		Open		
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Product Effective End Date	::	N/A		
		Add Product		
		Create Submission		



# **Create Submission – Existing HIOS Product**

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#### **Create Submission – New FFM Product**

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# Create Submission – New FFM Product with Filing Tracking Number Type of SERFF

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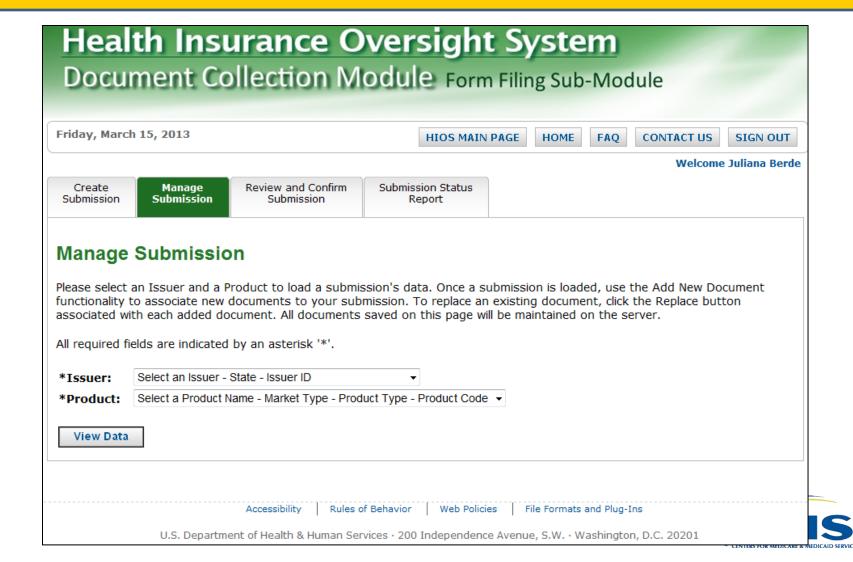
# Create Submission – New FFM Product with Filing Tracking Number Type of Other

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## Manage Submission – New FFM Product

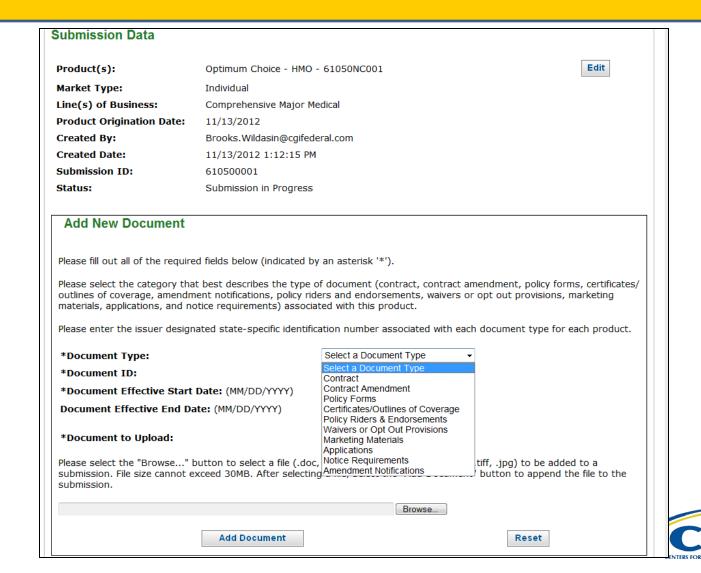
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## **Manage Submission – Replace Document**

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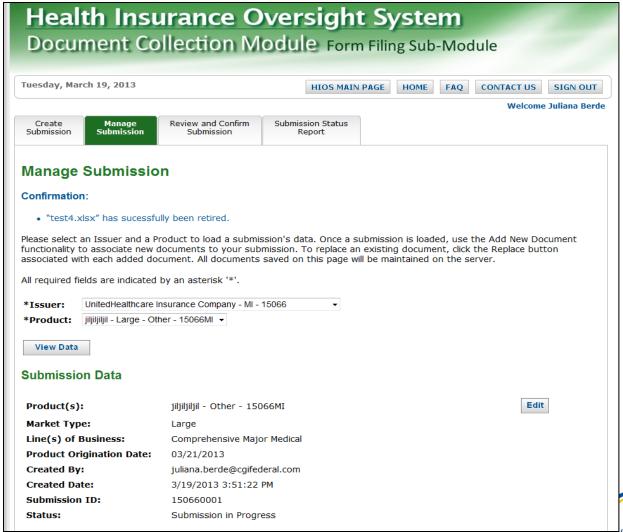
#### **Manage Submission – Replace Document**

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#### **Manage Submission – Retire Document**





## Manage Submission – New FFM Products

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## **Manage Submission – New FFM Products**

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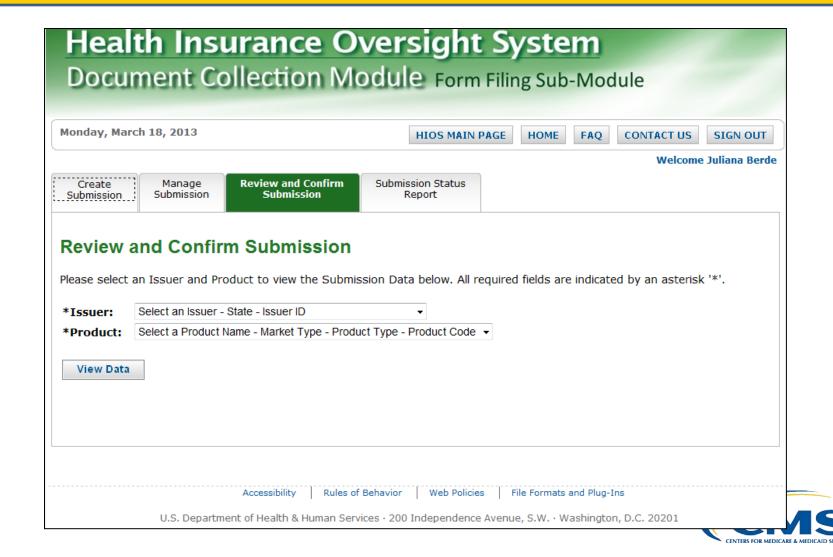
## **Edit Submission – Existing HIOS Products**

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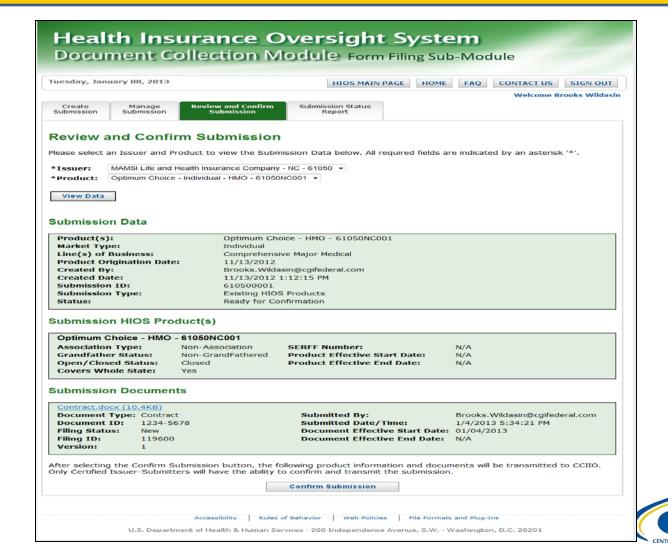
#### **Edit Submission – New FFM Products**

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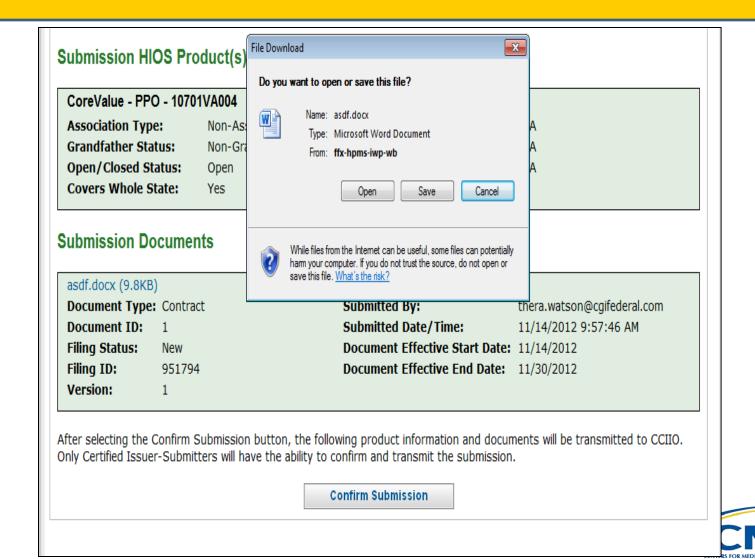
## Review and Confirm Submission – New FFM Products



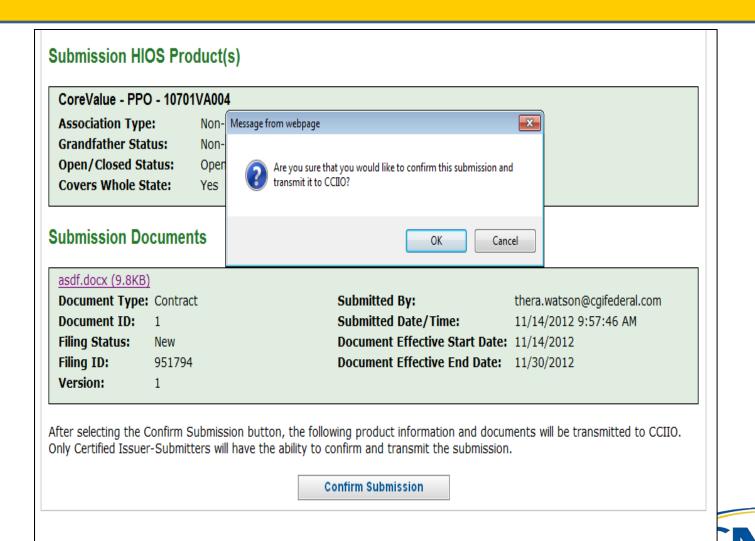
#### **Review and Confirm – Existing HIOS Products**



#### **Review and Confirm – Submission Documents**



#### Review and Confirm - Confirmation Prompt



## Review and Confirm – Confirmation Existing Product

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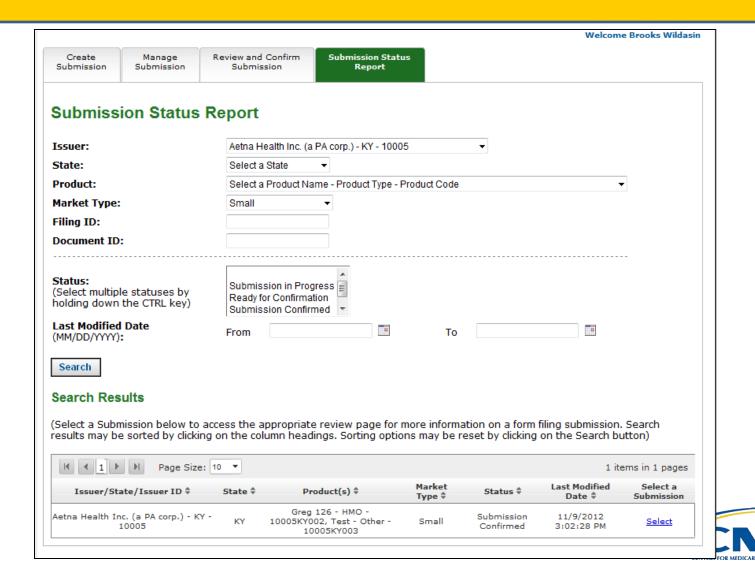
#### **Submission Status Report**



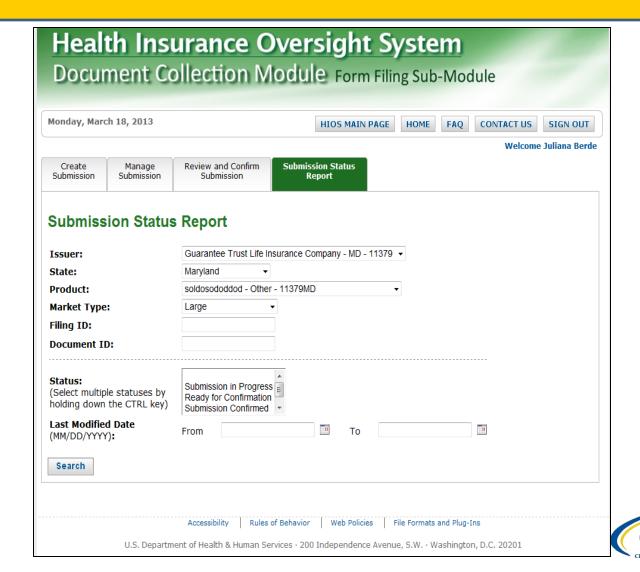
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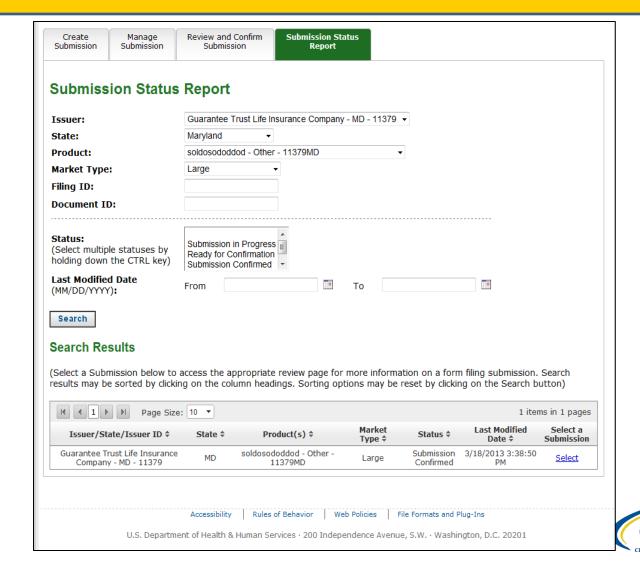
## Submission Status Report – Existing HIOS Product



#### **Submission Status Report – New FFM Product**



#### **Submission Status Report – New FFM Product**



## **Question and Answer**

