

# Chapter 1: Instructions for the Administrative Application Section

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## Contents

1. Overview.....	1-1
2. Data Display and Updates.....	1-1

### 1. Overview

Starting in plan year 2017, the Administrative section will not be part of the Issuer Module of the Qualified Health Plan (QHP) Application System, so issuers will no longer have to submit an Administrative Template as part of the QHP Application.

Administrative information displayed on the [www.healthcare.gov](http://www.healthcare.gov) website will be pulled from the *Issuer General Information Fields* and the *Marketplace General Information Fields* in the Health Insurance Oversight System (HIOS). This applies to all QHP and stand-alone dental plan (SADP) issuers, including those who file through the System for Electronic Rate and Form Filing (SERFF).

Updates to the data displayed for plan compare, QHP Landscape, and My Account must be completed by issuers in HIOS Plan Finder. Updates to the system are made periodically. If you need to change your Marketplace Marketing Name or customer service information (phone numbers or URL), note the following:

- a. You must have a submitter role in HIOS to make changes.
- b. Instructions on how to update fields in the HIOS Plan Finder Module are contained in Sections 5.1 and 5.3 of the HIOS Plan Finder—Issuer User Manual at <https://www.cms.gov/CCIIO/Resources/Forms-Reports-and-Other-Resources/Downloads/HIOS-PF-UserManual-032015.pdf>

Issuers offering plans in the Federally-facilitated Small Business Health Options Program (FF-SHOP) market should ensure that their *Issuer General Information Fields* and *Marketplace General Information Fields* are correct in HIOS, where SHOP will directly extract names for display.

### 2. Data Display and Updates

The data displayed on [www.healthcare.gov](http://www.healthcare.gov) for the individual market are drawn from HIOS Administrative data. Issuers are responsible for ensuring that HIOS Administrative information is populated, specifically the *Issuer General Information Fields* and the *Marketplace General Information Fields* and that the information is correct (see Figure 1-1 for specific fields displayed on [www.healthcare.gov](http://www.healthcare.gov)).

Issuers offering plans in the FF-SHOP market should ensure that their *Issuer General Information Fields* and *Marketplace General Information Fields* are correct in HIOS, where SHOP will directly extract names for display.

Figure1-1 shows the fields displayed on [www.healthcare.gov](http://www.healthcare.gov).

**Figure 1-1. Plan Compare—QHP Landscape**

Data element	Displayed on Plan Compare?		Displayed on QHP Landscape?		Displayed on My Account?		SHOP Display	
	2016	2017	2016	2017	2016	2017	2016	2017
Issuer ID	No	No	Yes	Yes	No	No	No	No
Issuer State	No	No	Yes	Yes	Yes	Yes	No	No
Issuer Address	No	No	No	No	No	No	No	No
Issuer Legal Name	Displayed if Issuer marketing name is blank		Yes	Yes	Displayed if Issuer marketing name is blank		Yes	Yes
Company Legal Name	No	No	Displayed if Issuer legal name is blank		No	No	No	No
Issuer Marketing Name	Yes	Yes	No	No	Yes	Yes	No	No
Customer Service-Individual Market-Customer Service Phone	Yes, if extension exists	No	Yes	Yes	Yes	Yes	No	No
Customer Service-Individual Market-Customer Service Phone Extension	Yes	No	Yes	Yes	Yes	Yes	No	No
Customer Service-Individual Market-Customer Service Toll Free	Yes, if different from toll free	No	Yes, if different from toll free	Yes, if different from toll free	Yes, if different from toll free	Yes, if different from toll free	No	No
Customer Service-Individual Market-Customer Service TTY	Yes	No	Yes	Yes	Yes	Yes	No	No
Customer Service-Individual Market-Customer Service URL	Yes	No	Yes	Yes	Yes	Yes	No	No
Customer Service-SHOP (Small Group)-Customer Service Phone	No	No	Yes	Yes	Yes	No	Yes	Yes
Customer Service-SHOP (Small Group)-Customer Service Phone Extension	No	No	Yes, if extension exists	Yes, if extension exists	Yes, if extension exists	No	No	No
Customer Service-SHOP (Small Group)-Customer Service Toll Free	No	No	Yes	Yes	Yes	No	No	No
Customer Service-SHOP (Small Group)-Customer Service TTY	No	No	Yes, if different from toll free	Yes, if different from toll free	Yes, if different from toll free	No	No	No
Customer Service-SHOP (Small Group)-Customer Service URL	No	No	Yes	Yes	Yes	No	No	No
Marketplace Administrative Data-Issuer Marketplace Marketing Name	No	Yes	No	No	No	Yes	No	No
Customer Service-Marketplace Issuer Billing Address-Marketplace Issuer Billing Address	No	No	No	No	No	Yes (Individual) N/A (SHOP)*	N/A*	N/A*
Marketplace Customer Service-Phone, Phone Extension, URL-IFP Customer Service Phone	No	Yes	No	No	No	Yes	No	No
Marketplace Customer Service-Phone, Phone Extension, URL-IFP Customer Service Phone Extension	No	Yes, if extension exists	No	No	No	Yes, if extension exists	No	No
Marketplace Customer Service-Phone, Phone Extension, URL-IFP Customer Service Toll Free	No	Yes	No	No	No	Yes	No	No
Marketplace Customer Service-Phone, Phone Extension, URL-IFP Customer Service TTY	No	Yes, if different from toll free	No	No	No	Yes, if different from toll free	No	No
Marketplace Customer Service-Phone, Phone Extension, URL-IFP Customer Service URL	No	Yes	No	No	No	Yes	No	No
Marketplace Customer Service-Phone, Phone Extension, URL-SHOP Customer Service Phone	No	No	No	No	No	No	No	No
Marketplace Customer Service-Phone, Phone Extension, URL-SHOP Customer Service Phone Extension	No	No	No	No	No	No	No	No
Marketplace Customer Service-Phone, Phone Extension, URL-SHOP Customer Service Toll Free	No	No	No	No	No	No	No	No
Marketplace Customer Service-Phone, Phone Extension, URL-SHOP Customer Service TTY	No	No	No	No	No	No	No	No
Marketplace Customer Service-Phone, Phone Extension, URL-SHOP Customer Service URL	No	No	No	No	No	No	No	No

\*SHOP Issuers should not complete the billing address fields

Instructions on how to update data contained in HIOS (but **not** displayed on [www.healthcare.gov](http://www.healthcare.gov)) are contained in Sections 5.1 and 5.3 of the HIOS Plan Finder—Issuer User Manual at <https://www.cms.gov/CCIIO/Resources/Forms-Reports-and-Other-Resources/Downloads/HIOS-PF-UserManual-032015.pdf>.

If you find that uneditable information in HIOS is incorrect, submit a change request to the CMS Help Desk, Exchange Operations Support Center (XOSC), at 1-855-CMS-1515 or via e-mail at [CMS\\_FEPS@CMS.HHS.gov](mailto:CMS_FEPS@CMS.HHS.gov). Specify your issuer ID, the updates that need to be made, and that you are requesting a change be made to the data in the HIOS Plan Finder Module.