Plan Finder Product Data Collection
Health Insurance Oversight System
Quick Reference Guide

The Plan Finder Product Data Collection is a module within the Health Insurance Oversight System (HIOS) responsible for collecting Issuer general identification information, product information, quarterly application data for each product, and requesting standard component IDs for products. Issuers use Plan Finder to submit information about health insurance products in the Individual and Small Group Markets. This guide provides an overview of Plan Finder functionality and how to view and edit Issuer information, create and edit products, and request standard component IDs.

1 Register for a CMS EIDM Account (For New Users)

1. Navigate to the CMS Enterprise Portal (https://portal.cms.gov) and click the 'New User Registration' link on the right side of the page (See Figure 1).
2. Agree to the Terms and Conditions and click the 'Next' button to continue.
3. On the New User Registration page, enter the required personal information and choose the desired User ID and Password. The User ID uniquely identifies you to EIDM, and therefore cannot be changed. You'll need to select challenge questions and answers for identity verification and account management. After completing the registration, an email acknowledging successful registration to EIDM will be sent, along with your User ID.

Figure 1: CMS Enterprise Portal Homepage

2 Request Access to HIOS (For New Users)

1. Navigate to the CMS Enterprise Portal (https://portal.cms.gov) and click the 'Login to CMS Secure Portal' button.
2. Accept the Terms and Conditions and enter your EIDM credentials.
3. Click the 'Request Access Now' button. From the Access Catalog, click the 'Request Access' button for the HIOS application.
4. On the My Access page, click the 'Request New System Access' link. Select 'HIOS Application' from the System Description drop-down menu and 'HIOS Issuer' for the Role.
5. On the Request New System Access page, click the hyperlink provided to register for access to HIOS (See Figure 2). On the Request HIOS Account page, complete the HIOS registration form and submit for approval. Once the HIOS user registration request has been reviewed and approved, you'll receive an email containing the HIOS Authorization Code.
6. Repeat steps 1-4 above. On the Request New System Access page, enter the HIOS Authorization Code and then click the 'Submit' button (See Figure 2). On the Successful Completion page, click the 'OK' button. This concludes the EIDM function. Log out of the CMS Enterprise Portal.

   For CMS Enterprise Portal issues, contact the Exchange Operations Support Center at 1-855-267-1515 or email CMS_FEPS@cms.hhs.gov.
7. Repeat steps 1-2 above. You will see a yellow 'HIOS' button on the top left of the dashboard. Click the yellow 'HIOS' button. On the landing page, click the 'Access HIOS' link (See Figure 3).

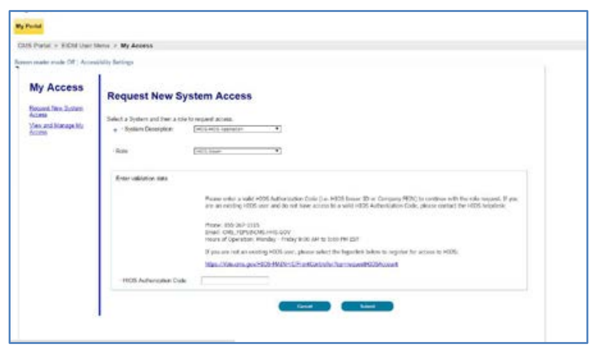

Figure 2: CMS Enterprise Portal – Request New System Access

Figure 3: CMS Enterprise Portal - Access HIOS

3 Register an Organization (For New Users)

Not all users will need to register an organization in HIOS but new users will not have any organizational associations or role permissions. The ‘Manage an Organization’ functionality allows new users to create an organization before requesting a user role(s).

1. Click the ‘Manage an Organization’ button on the HIOS Home Page (See Figure 4).
2. On the Manage an Organization page, select ‘Create new organization’ from the drop-down menu (See Figure 5).
3. Select the ‘Company’ as the organization type. You’ll need to select “Company” as the organization type in order to create Issuer IDs.
4. Provide a Federal EIN/TIN in order to conduct a search to determine if the organization currently exists in HIOS.

Figure 4: HIOS Home Page

5. If an organization does not exist, you’ll need to register the new organization by clicking the ‘Create Organization’ button (See Figure 5).
6. On the Register New Organization page, enter your organization’s information and click the ‘Continue’ button.
7. On the Register Attributes for New Organization page, enter your organization’s attribute information and click the ‘Review/Continue’ button (See Figure 6). Review your organization information and then click the ‘Submit’ button.
8. You’ll see a confirmation message notifying you to log back in to HIOS within 1-2 business days to check the status of your request.

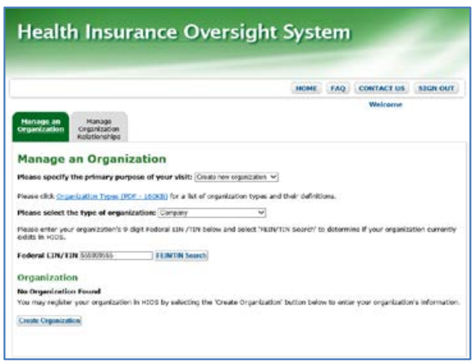

Figure 5: HIOS – Create Organization

Figure 6: HIOS – Register Attributes for New Organization

4 Add Issuer(s)

Users will need to register their organization as a ‘Company’ in HIOS in order to receive an Issuer ID.

1. Click the ‘Manage an Organization’ button on the HIOS Home Page (See Figure 4).
2. On the Manage an Organization page, select ‘Edit existing organization’ from the drop-down menu (See Figure 7).
3. Select ‘Company’ as the organization type.
4. Enter the Federal EIN/TIN and click the ‘FEIN/TIN Search’ button.
5. Click the ‘Add Issuer’ button.
6. On the Register New Issuer page, enter the Issuer information and click the ‘Save and Add Another Issuer’ button.
7. The Issuer(s) that you have requested to create will display on the page. Click the ‘Submit’ button.

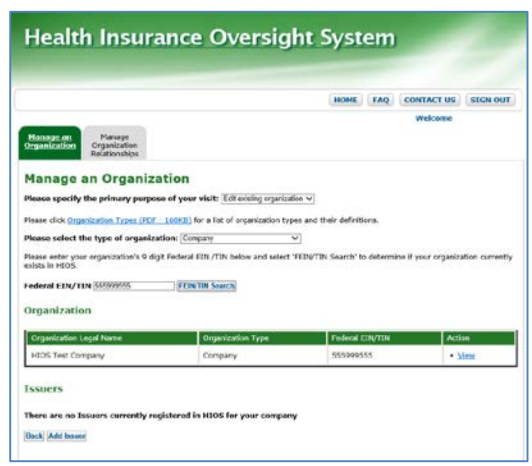

Figure 7: HIOS – Add Issuer

8. Upon submission, a New Issuer Confirmation page will display. Once approved, an Issuer ID will be assigned to the Company. Issuer IDs will be displayed in the Issuers section of the Manage an Organization page.

5 Request Role(s)

Users will need to request the Issuer Submitter role for the Plan Finder module in order to create Product IDs.

1. Click the ‘Role Management’ button on the HIOS Home Page (See Figure 4).
2. Click the ‘Request Role’ tab (See Figure 8).
3. Select ‘HIOS Plan Finder Product Data Collection (PF)’ from the Module drop-down menu.
4. Select the ‘Issuer’ for the Requested Role.
5. Select the applicable ‘Submitter’ User Type and User Sub-Type.
6. Enter the Issuer ID and click the ‘Search’ button.
7. Click the ‘Review/Continue’ button and proceed to submit the role request.
8. You’ll see a confirmation message notifying you to log back in to HIOS within 1-2 business days to check the status of your request. To see your user role(s) and access permissions, click the ‘View Existing Role’ tab.

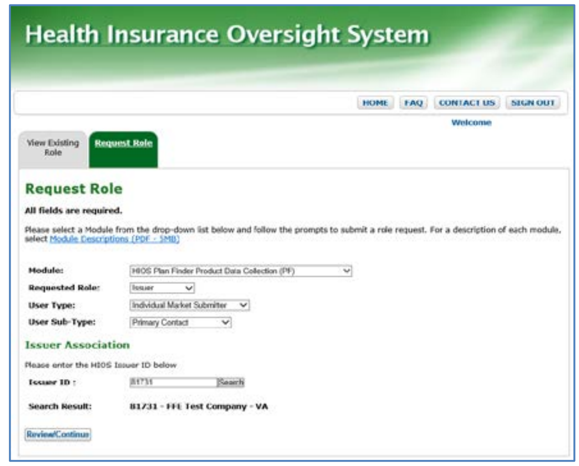

Figure 8: HIOS - Request Role

NOTE: Some company and issuer information is managed in the HIOS Portal Module. To update company information, users will need to request the Company Administrator role. To update issuer specific data, users will need to request the Issuer Administrator role.

Plan Finder Frequently Requested Roles

The table below provides a description of the frequently requested roles.

HIOS Module	Roles and Description
Plan Finder Product Data Collection	**Issuer Submitter User** is a representative of an organization who can submit and view Issuer data. *Primary Submitter contact:* The Primary Submitter is the primary contact for the submission. *Backup Submitter contact:* The Backup Submitter is the backup contact for the submission. **Validator User** is a representative of an organization who can validate the data submitted by the Issuer. *Primary Validator contact:* The Primary Validator is the primary contact for the validation. *Backup Validator contact:* The Backup Validator is the backup contact for the validation. **Attestation User:** An official within an organization, usually CEO or CFO, who attests the data submitted. **NOTE**: The Validator and Attestation roles are optional. The Primary and Backup contacts cannot be edited in Plan Finder. Users need to contact the Exchange Operations Support Center at 1-855-267-1515 or email CMS_FEPS@cms.hhs.gov to submit a change request to the user information.

Access the HIOS Plan Finder Product Data Collection Module

1. On the HIOS Home Page, click the ‘HIOS Plan Finder Product Data Collection (PF)’ button.
2. By default, users will land on the Plan Finder Announcements page. From this home page, users can view Issuer submitted data, download data submission tools, upload a finalized data template, view and request Component IDs (See Figure 9).

Figure 9: HIOS – Plan Finder Home Page

Manage Issuer and Product Information

Users with the Issuer Submitter role can view and edit Issuer general information and Issuer Marketplace information.

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 (See Figure 10).

1. From the Plan Finder Home Page, click the 'View Issuer Submitted Data' tab.
2. Click the 'Issuer General Information' link.
3. Select an Issuer from the 'Issuer Name' drop-down menu and click the 'Get Issuer Information' button.
4. To edit Issuer information, click the 'Edit Issuer General Information' link.
5. Enter all applicable data on the Edit Issuer General Information page.
6. Click the 'Submit' button and the changes will be processed.

Figure 10: Issuer General Information

View and Edit Issuer Marketplace Information

The Issuer Marketplace Information page displays all the Marketplace related data. Only users with the Issuer Submitter role will be able to edit the data (See Figure 11).

1. From the Plan Finder Home Page, click the 'View Issuer Submitted Data' tab.
2. Click the 'Issuer Marketplace Information' link.
3. Select an Issuer from the 'Issuer Name' drop-down menu and click the 'Get Issuer Information' button.
4. To edit information, click the 'Edit Issuer Marketplace Information' link.
5. Enter all applicable data on the Edit Issuer Marketplace Information page.
6. Click the 'Submit' button and the changes will be processed.

Figure 11: Issuer Marketplace General Information

Create Products

All products must be associated to an Issuer ID. Users will need to have an Issuer Submitter role in order to add products.

1. From the Plan Finder Home page, click the 'View Issuer Submitted Data' tab.
2. Click the 'Products Offering Report' link (See Figure 12).
3. Select the Issuer Name and click the 'Get Issuer Information' button.
4. Click the 'Add New Product' link.
5. Enter the required product information and click the 'Submit' button. A new Product ID will be generated upon submission.

Figure 12: Add New Product

View and Edit Products

Product information can be viewed on the Product Level Offering Report page (See Figure 13).

1. From the Plan Finder Home Page, click the 'View Issuer Submitted Data' tab.
2. Select the 'Products Offering Report' link. Select an Issuer from the 'Issuer Name' drop-down menu and click the 'Get Issuer Information' button.
3. Click the 'Show' buttons to display the full list of data.
4. To edit an existing product, select the 'Product ID' hyperlink for the desired product.
5. Enter all applicable data on the Edit Product Data Elements page and click the 'Submit' button.

Figure 13: Product Level Offering Report

NOTE: 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.

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. Users must have a Submitter role to request component IDs for products. The SCID is used to create the official Plan ID once it is processed by the receiving system (i.e., Plan Management and RBIS).

1. From the Plan Finder Home Page, click the ‘Component IDs’ tab.
2. Select the ‘Request Component IDs’ link. Select an Issuer from the ‘Issuer’ drop-down menu and a Product.
3. Enter the number of IDs (maximum of 50 IDs per request) and click ‘Submit’. Additional Component IDs associated with that product can be viewed on the ‘View Component IDs’ page.

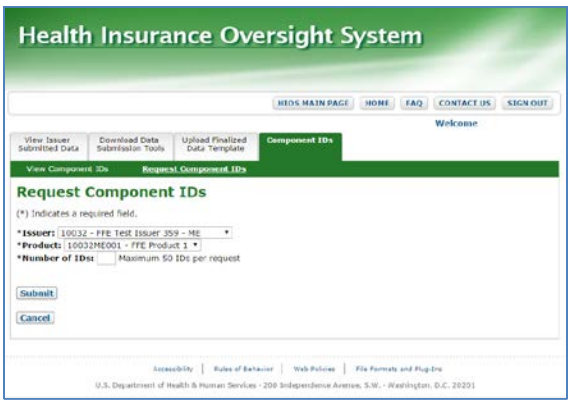

Figure 14: Request Component IDs

View Component IDs

1. From the Plan Finder Home Page, click the ‘Component IDs’ tab.
2. Select the ‘View Component IDs’ link. Select an Issuer from the ‘Issuer’ drop-down menu and the Product(s).
3. Click the ‘View Results’ button. The Component IDs for the selected product(s) will display on the page.

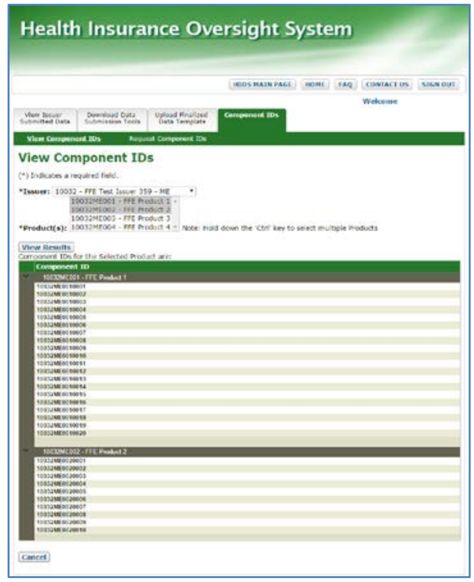

Figure 15: View Component IDs

Issuer Submission Tools

Product information in Plan Finder gets updated every quarter. There are three available mechanisms for Issuers to submit product data: Microsoft Excel templates, XSD templates for XML submissions, and web-entry forms.

Users can download a pre-populated Excel template (version 2003, 2007, or 2010) with the selected Issuer’s latest submitted data and save the file.

1. From the Plan Finder Home Page, click the ‘Download Data Submission Tools’ tab.
2. Select the ‘Issuer Submission Tools’ link.
3. Select the Excel format for the Pre-Populated Issuer template and select an Issuer from the ‘Issuer’ drop-down menu.
4. Click ‘Download Pre-Populated Issuer Template’ button. Follow the file download instructions to save to the desktop.

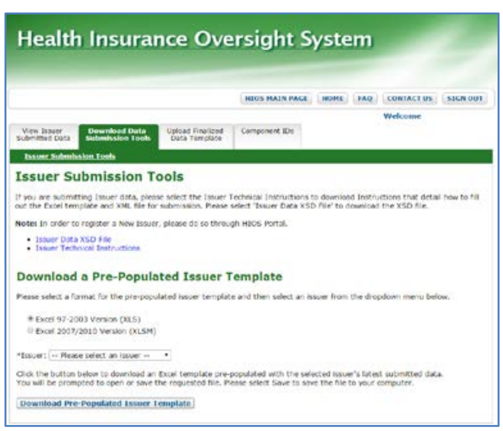

Figure 16: Issuer Submission Tools

File Macro Settings

The Issuer Template may not work as intended if the macro security setting is too high. To enter data, validate, and finalized the file in preparation for submission, users will need to adjust the macro setting. Depending on the user's computer configurations, the following steps may vary slightly between Microsoft Excel 2003, 2007, and 2010 versions. Users will need to enable the Excel standard toolbar and set the macro security settings as follows:

For Excel 2003:

1. Select **Tools** from the menu bar.
2. Select **Macro** on the dropdown menu.
3. Select **Security**.
4. Select **Medium (*recommended*)**.
5. Select **OK**. When the workbook is opened, the workbook will fully function.

For Excel 2007 or 2010:

1. Select the **Office Button** in the upper left corner of the window.
2. Select the **Excel Options** button at the bottom of the menu.
3. Select **Trust Center** on the left navigation pane.
4. Select **Trust Center Settings**.
5. Select **Macro Settings** on the left navigation pane.
6. Select the radio button in front of **Disable all macros with notifications**.
7. Select **OK**.
8. When the workbook is opened, select the **Options** button and select **Enable Content** then select **OK**.

Validate, Finalize, and Upload Templates

The Validate and Finalize macros are built into the template. The Validate function performs the critical validations and will display red circles for cells that do not pass validation rules. 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 & Finalize function to perform the critical validations and create the read-only finalized data file.

Users need to submit the finalized data file in the following format. 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.
Final_<IssuerNameWithNoSpaces><stateabbreviation>_<IssuerID>_<year><month><day>.xml

Follow the steps below to upload the finalized data file:

1. From the Plan Finder Home Page, click the 'Upload Finalized Data Template' tab.
2. Click the 'Browse' button to select the finalized data file (.xls, .xlsx, .xml, or .zip).
3. Click 'Upload' to start the submission.

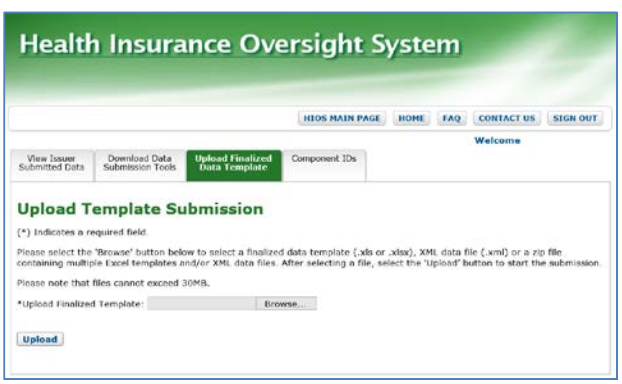

Figure 17: Upload Finalized Data Template

NOTE: Once the template is loaded, there is a confirmation message which states that the upload was successful, but additional processing occurs after this which may result in failed validations which need to be addressed. These validation failures will cause the file submission to fail and an email will be generated with the error(s). Successfully uploaded and processed files will generate an email message to the submission contacts verifying the successful submission.

Plan Finder Frequently Asked Questions

Questions	Answers
Who can users contact for system support?	For Production system support, users can call the Exchange Operations Support Center 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 Marketplace admin fields for this to be pulled into the Plan Management system. Refer to the "View and Edit Issuer Marketplace Information" section on page 4.
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 file submission will fail and generate an email with an error.
What are the system requirements for Issuer data submission?	Users must have Microsoft Excel 2003, 2007, or 2010 installed on their computer and enable the Excel standard toolbar for macro security settings. Refer to the Plan Finder User Manual available on CMS' website, http://www.cms.gov/CCIIO/Resources/Forms-Reports-and-Other-Resources.
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. For detailed steps on how to validate and finalize file templates, refer to the Plan Finder User Manual available on CMS' website, http://www.cms.gov/CCIIO/Resources/Forms-Reports-and-Other-Resources.
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.
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.