

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard, Mail Stop C2-21-15  
Baltimore, Maryland 21244-1850



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DATE: August 18, 2011

TO: Issuers of Health Insurance

FROM: Doug Pennington  
Division Director, Healthcare.gov Plan Finder

SUBJECT: Entering Small Group Product Information into HIOS

This memo is to provide guidance on entering Small Group information into the HIOS templates.

When filling out the HIOS templates for Individual and Family products, issuers are required to enter the number of applications, denials, and up-rates. The procedure for entering Individual and Family product information is unchanged.

However, CCIIO is not collecting or displaying this information for the Small Group market at this time or planning to use or display it in the known future. Therefore, for Small Group submissions, issuers should enter zero for those three columns (number of applications, denials, and up-rates).

For policy questions regarding the HealthCare.gov Plan Finder, please email [CCIIOPlanFinder@cms.hhs.gov](mailto:CCIIOPlanFinder@cms.hhs.gov).

For technical assistance regarding product-level data submissions, please contact the HIOS Help Desk at 1-877-343-6507 or [insuranceoversight@hhs.gov](mailto:insuranceoversight@hhs.gov).