

Health Insurance Oversight System (HIOS)

Portal – User Manual



Last updated March 27, 2013

Health Insurance Oversight System Portal – User Manual

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1 Introduction

The Center for Consumer Information and Insurance Oversight (CCIIO), a division of the Department of Health and Human Services (HHS), is charged with helping implement many provisions of the Affordable Care Act. CCIIO oversees the implementation of the provisions related to private health insurance including providing oversight for the issuer-based data exchanges that populate <http://www.healthcare.gov>.

These technical instructions explain how the HIOS application works within any compatible Internet browser application such as:

1. Internet Explorer (version 7 or higher)
2. Mozilla Firefox (version 5 or higher)
3. Chrome (version 9.0 or higher)

CMS Enterprise Portal: CMS Enterprise web portal will be used for accessing CMS systems. Various CMS systems will be integrated with the portal in the coming months. HIOS will be integrated with the Enterprise Portal and will only be accessible through the portal on March 28th.

Enterprise Identity Management System (EIDM): Enterprise Identity and Access Management System. EIDM provides Authentication and Authorization capabilities and is tightly integrated with the CMS portal. Users will need to register for an EIDM account and obtain a CMS Enterprise Portal User ID and Password to access the CMS Enterprise Portal.

Pre-Requisites for HIOS Access:

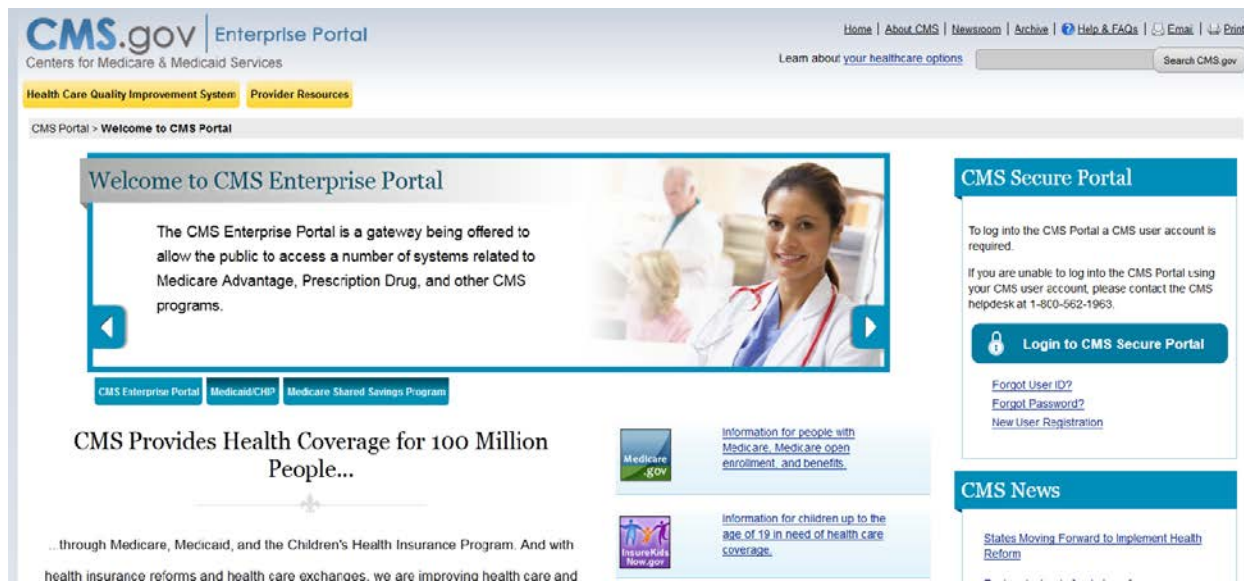
- All users will be required to complete the Enterprise Portal registration process, which includes Identity Verification (ID Proofing).
- ID Proofing verifies that the individual referenced in the account is the same person creating the account.
- Additional information collected includes the following Personally Identifiable Information (PII) for purposes of the ID Proofing Process: Social Security Number, Date of Birth, Home Address and Primary Phone Number

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2 HIOS System Access

Starting March 28th, 2013, users will be able to access HIOS by navigating to the CMS Enterprise Portal Site at: <https://portal.cms.gov/>. Users will be required to enter their CMS Enterprise Portal credentials and then access HIOS.

Figure 1: CMS Enterprise Portal Main Screen



Existing HIOS users will be pre-registered into the CMS Enterprise Portal but will be required to provide some additional information specific to identity verification. New HIOS users will be able to access the system but will be required to register for a CMS Enterprise Portal account, register for a HIOS account and then tie the two accounts together.

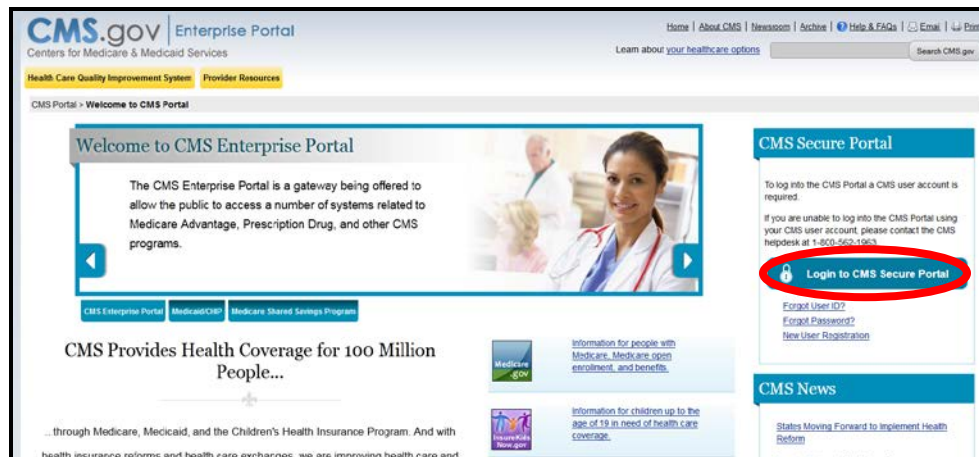
2.1 Existing HIOS Users

All existing HIOS users will automatically receive a CMS Enterprise Portal account to log into the CMS Enterprise Portal. Emails with the new CMS Portal credentials were sent to all registered HIOS users. If you are an existing HIOS user who did not receive the CMS Portal credentials, please contact the Exchange Operations Support Center at 1-855-CMS-1515 or email them at CMS_FEPS@CMS.HHS.gov.

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. Once registration is complete, users will be able to access HIOS. Here is the sequence of screens below.

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Figure 2 - CMS Enterprise Portal Main Screen- Login



1. Navigate to the CMS Enterprise Portal URL included in the CMS Enterprise Portal Account email or go directly to <https://portal.cms.gov/>.
2. Select the **Login to CMS Secure Portal** button.

Figure 3 - Terms and Conditions Page



3. Read the Terms and Conditions for using the CMS Enterprise Portals. Users must select "I Accept" to proceed into the portal.

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Figure 4 - CMS Enterprise Portal Login Page

CMS.gov | Enterprise Portal
Centers for Medicare & Medicaid Services

Home | About CMS | Newsroom | Archive | Portal Help & FAQs | Email | Print

Health Care Quality Improvement System | Provider Resources

Welcome to CMS Enterprise Portal

To log into the CMS Portal a CMS user account is required.

If you are unable to log into the CMS Portal using your CMS user account, please contact the CMS helpdesk at 1-800-562-1963.

User ID

Password

Log In Cancel

[Forgot Password?](#)
[Forgot User ID?](#)
Need an account? Click the link - [New user registration](#)

4. Enter the **User ID** and **Password** credentials included in the email.
5. Select the **Log In** button.

Figure 5 – EIDM ID Proofing Screens

Welcome to EIDM

You are logging into the system for the first time. The system needs to verify your identity in order to complete the registration process and grant access to the requested application. Select 'Next' to proceed.

Next

Terms and Conditions

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 [HHS Rules of Behavior](#) for more details.

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.

Collection Of Personal Identifiable Information (PII)

"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, when you set up an account. Your information will be disclosed to Experian, an external authentication service provider, to help us verify your identity. We will share 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.

I have read the HHS Rules of Behavior (HHS RoB), version 2010-0002 001S, dated August 26th 2010 and understand and agree to comply with its provisions. I understand that violations of the HHS RoB or information security policies and standards may lead to disciplinary action, up to and including termination of employment; removal or debarment from work on Federal contracts or projects; and/or revocation of access to Federal information, information systems, and/or facilities; and may also include criminal penalties and/or imprisonment. I understand that exceptions to the HHS RoB must be authorized in advance in writing by the OPOIV Chief Information Officer or his/her designee. I also understand that violation of laws, such as the Privacy Act of 1974, copyright law, and 18 USC 2071, which the HHS RoB draw upon, can result in monetary fines and/or criminal charges that may result in imprisonment.

I understand that the identity proofing services being requested are regulated by the Fair Credit Reporting Act and that my explicit consent is required to use these services. I understand that any special procedures established by CMS for identity proofing using Experian have been met and the services requested by CMS to Experian will be used solely to confirm the applicant's identity to avoid fraudulent transactions in the applicant's name.

I agree to the terms and conditions ☐

Cancel Next

6. In the **Welcome to EIDM** window, select **Next**.
7. Click to place a checkmark in the **"I agree to the Terms and Conditions"** box then select **Next**.

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Figure 6 – Your Information Page

Your Information

First Name: John Middle Name: Last Name: Doe Suffix: E-mail Address: john.doe@eidntest.com

* Social Security Number: * Date of Birth: MM DD YYYY

* Home Address Line 1: Home Address Line 2: City: State: VA Zip Code: 20112 Zip Code Extension: Country: USA

* Home Address Line 1: 123 Main Terrace

Home Address Line 2: City: Manassas State: VA Zip Code: 20112 Zip Code Extension: Country: USA

* Primary Phone Number: 703 227 6000

overlooks inquiry

Type the two words: CAPTCHA

Cancel Next

8. Some information will be pre-populated for you. Complete any additional information requested.

Please note: The information will be verified against Experian's credit information. If any of your information has recently changed (i.e. change of name or address within 1-6 months), your information may still reflect your previous information. You may be directed to contact the credit agency for verify your identity.

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Figure 7 - Identity Verification Screen -1

Progress bar: Your Information | **Verify Identity** | Create Challenge Questions and Answers | Complete Registration

Verify Identity

- You may have opened an auto loan in or around September 2012. Please select the lender for this account. If you do not have such an auto loan, select NONE OF THE ABOVE/DOES NOT APPLY.
 - ☐ FORD CREDIT
 - ☐ TRANSAMERICA
 - ☐ MITSUBISHI MOTORS CREDIT OF AMERICA
 - ☐ BMW FINANCIAL SVCS
 - ☐ NONE OF THE ABOVE/DOES NOT APPLY
- Please select the term of your auto loan (in months) from the following choices. If your auto loan or auto lease term is not one of the choices please select NONE OF THE ABOVE.
 - ☐ 24
 - ☐ 36
 - ☐ 48
 - ☐ 60
 - ☐ NONE OF THE ABOVE
- You may have opened a (BANK OF AMERICA) credit card. Please select the year in which your account was opened.
 - ☐ 2006
 - ☐ 2007
 - ☐ 2009
 - ☐ 2011
 - ☐ NONE OF THE ABOVE
- You currently or previously resided on one of the following streets. Please select the street name from the following choices.
 - ☐ LOCUST POST
 - ☐ FALKNER
 - ☐ MOUNTAIN
 - ☐ BATTLEFIELD
 - ☐ NONE OF THE ABOVE

Buttons: Cancel Next

9. User information is submitted to Experian whereby four unique questions and answers are provided to each user to respond to for Identity Verification. Answer each question given as accurately as possible.

Figure 8 - Identity Verification Screens -2

CMS.gov Enterprise Portal
Centers for Medicare & Medicaid Services

Home | About CMS | Newsroom | Archive | Help & FAQs | Email | Print
Learn about your healthcare options Search CMS.gov

Health Care Quality Improvement System Provider Resources

CMS Portal > Registration

Progress bar: Your Information | Verify Identity | **Choose User ID and Password** | Complete Registration

Choose User ID and Password

- User ID:
- Password:
- Confirm Password:

Select your Challenge Questions and Answers:

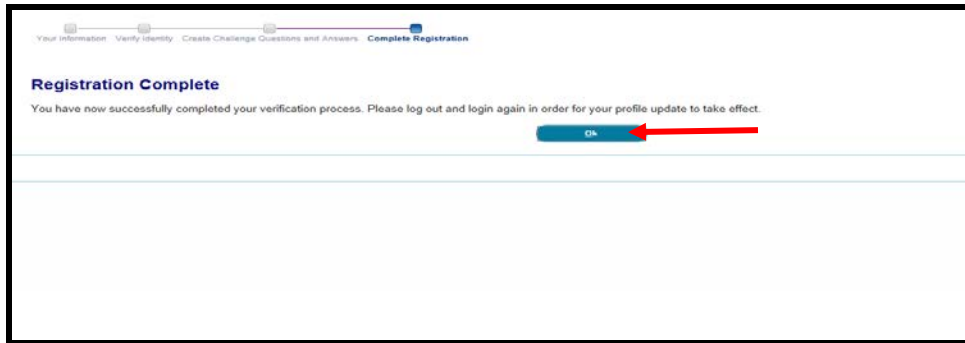
Your challenge questions and answers will be required for password and account management functions.

Question 1 What is your favorite radio station?	Answer 1 pop
Question 2 What is your dream destination?	Answer 2 beach
Question 3 Who was your favorite elementary school teacher?	Answer 3 bob
Question 4 What is the first name of your oldest niece?	Answer 4 victoria

Buttons: Cancel Next

10. Once successfully verified, users must reset their password and setup challenge questions to assist with future password resets and identity verification.
11. After customizing the selected security questions and entering answers, select **Next**.

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12. Once the EIDM registration is complete, existing users will need to log out of the system for their profile updates to take effect.

Figure 9 – CMS Enterprise Portal Page- Login with EIDM Credentials



13. Log into the CMS Enterprise Portal using the credentials just created.

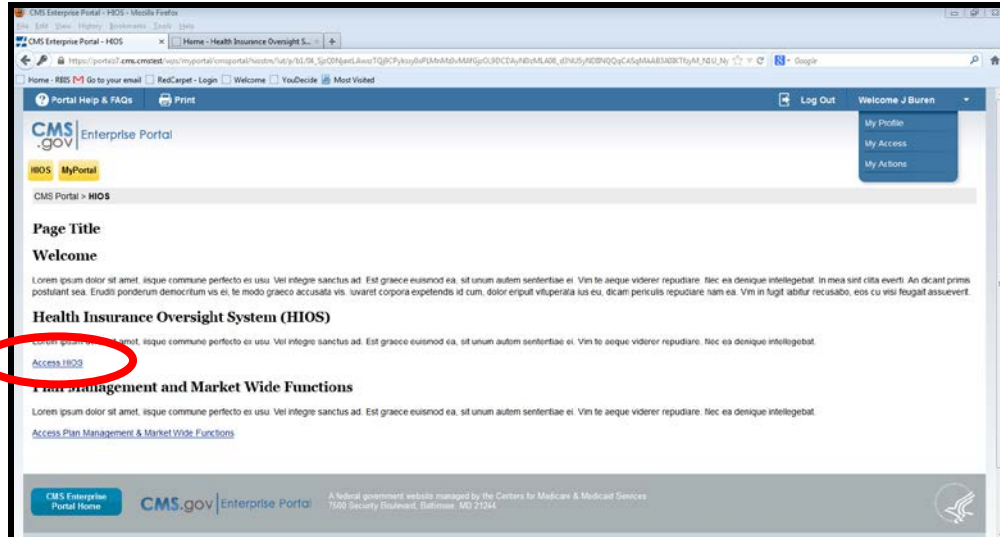
Figure 10 - HIOS Landing Page- Authorized User



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14. Users that have registered in the CMS Enterprise Portal, registered in HIOS and acquired access to HIOS in the portal will be directed to the **My Portal** landing page. Select the **HIOS** tab.

Figure 11 - Access HIOS, Plan Management Landing Page



15. On the HIOS tab, select the **Access HIOS** link to navigate to the **HIOS Home Page**. No additional authentication will be needed.

Figure 12 - HIOS Home Page



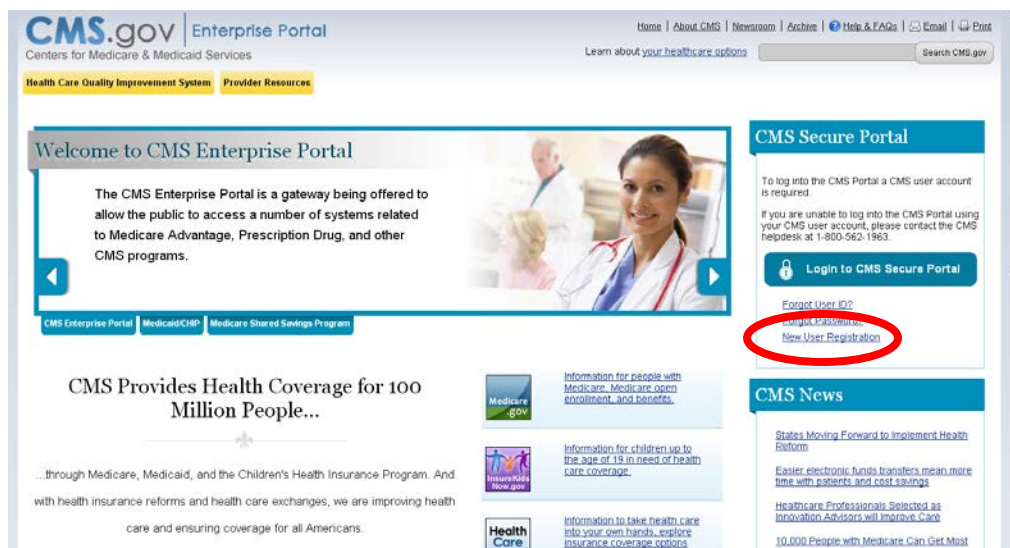
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2.2 New Users Registration

New users to CMS Enterprise Portal and HIOS will be required to complete three parts to set up their account:

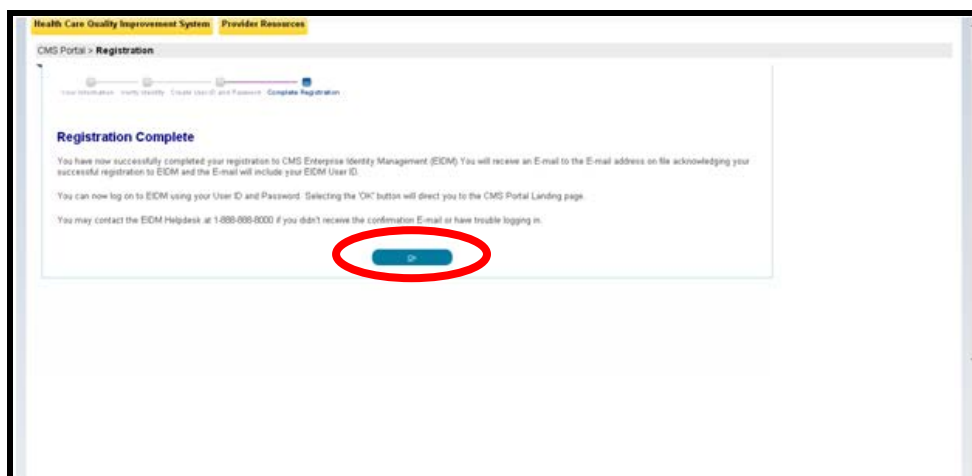
- Register within CMS Enterprise Portal for an account.
- Register within HIOS.
- Associate the two accounts to enable single sign-on from the Enterprise Portal directly into HIOS.

Figure 13 - CMS Enterprise Portal Page- New User Registration



1. New users will navigate to the Enterprise Portal at <https://portal.cms.gov/>.
2. Complete steps 7-13 in the previous section 2.1 Existing HIOS Users to complete the registration form and identity verification.
3. When the user receives a **Registration Complete** confirmation screen, select the **OK** button.

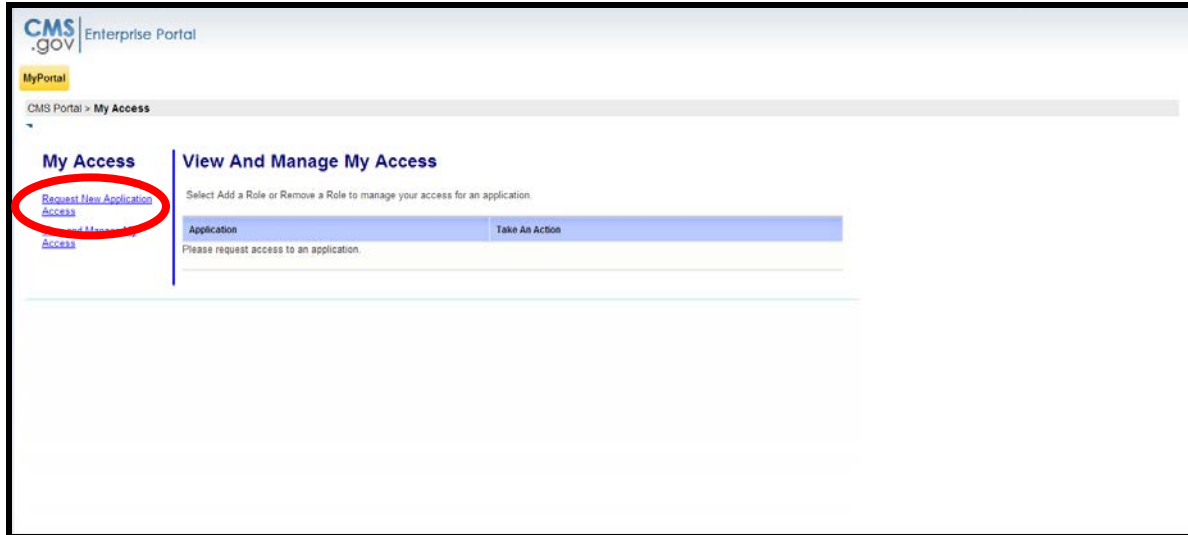
Figure 14 - Confirmation Screen



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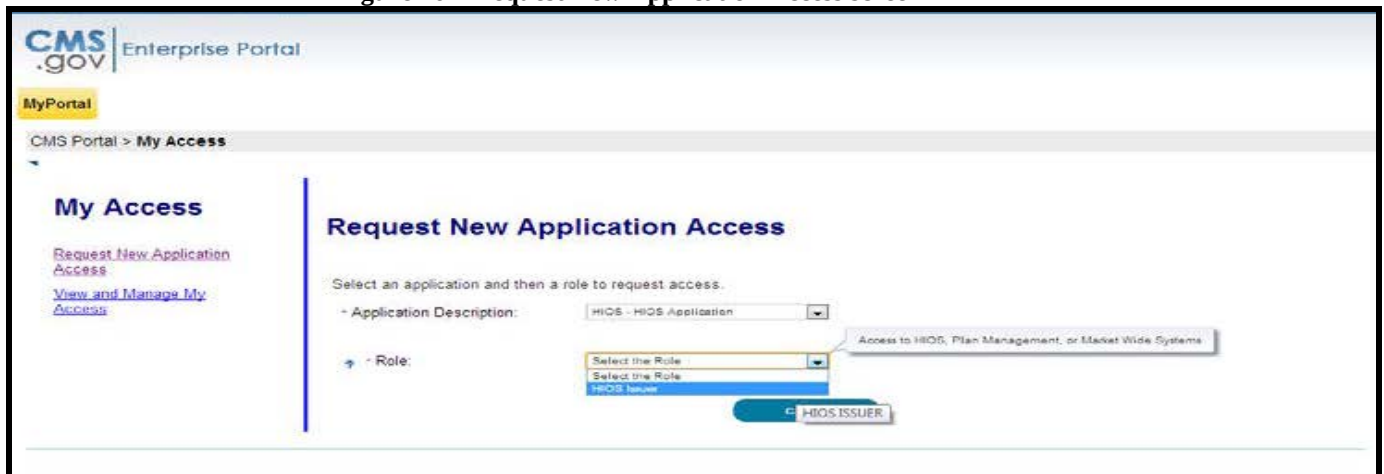
- Users will receive an email acknowledging successful registration and the email will include the CMS Enterprise Portal User ID.

Figure 15 - My Access Page -1



- For users who do not have a HIOS account, one the **My Portal** page, select the **Request New Application Access** link in the **My Access** navigation panel.

Figure 16 – Request New Application Access screen



- In the **Application Description** field, select **HIOS – HIOS Application**.
- In the **Role** field, select **HIOS Issuer**.

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Figure 17: Request New Application Access

Portal Help & FAQs Print Log Out Welcome Cheryl Carter

CMS.gov Enterprise Portal

MyPortal

CMS Portal > My Access

My Access

[Request New Application Access](#)
[View and Manage My Access](#)

Request New Application Access

Select an application and then a role to request access.

- Application Description:

- Role:

Enter validation data

Please enter a valid Authorization Code (i.e. HIOS Issuer ID or Company FEIN) to continue with the role request. If you are an existing HIOS user and do not have access to a valid Authorization Code, please contact the Exchange Operations Support Center:

Phone: 855-267-1515
Email: CMS_FEPS@CMS.HHS.GOV
Hours of Operation: 9am-5pm EST

If you are not an existing HIOS user, please select the hyperlink below to register for access to HIOS:
<https://www.insuranceoversight.hhs.gov/HIOS/RequestHIOSAccount.aspx>

- Authorization Code:

Cancel Submit

- The screen will add an “Enter Validation Data” section to the page. Select the <https://www.insuranceoversight.hhs.gov/HIOS/RequestHIOSAccount.aspx> link on the screen.

Figure 18 - HIOS Registration Form

Health Insurance Oversight System

Thursday, February 21, 2013 SIGN-IN

Request HIOS Account

Please note that you are applying for access to the Health Insurance Oversight System (HIOS). If you have any questions, please contact the HIOS Helpdesk at Phone: 1-877-343-6507 or Email: insuranceoversight@hhs.gov.

(*) Indicates a required field

Title (Name):

*First Name:

Middle Name:

*Last Name:

Suffix:

*Job Title:

*Organization Name:

*Email Address:

Phone Type:

*Phone:

(Format: 123-456-7890)

Phone Ext:

Address Type:

Address Line 1:

Address Line 2:

City:

State:

ZIP code:

Reset Submit

Accessibility | Rules of Behavior | Web Policies | File Formats and Plug-Ins

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- Users will need to complete the **Request HIOS Account** form and submit for approval.

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10. Once approved, users will receive an email with their HIOS account information and an Authorization Code to request access to HIOS within the Enterprise Portal.

Figure 19 - New HIOS User-Enter Authorization Code screen

The screenshot shows the 'Request New Application Access' screen in the CMS Enterprise Portal. The page has a sidebar with 'My Access' and links for 'Request New Application Access' and 'View and Manage My Access'. The main content area has a title 'Request New Application Access' and instructions to 'Select an application and then a role to request access.' There are two dropdown menus: 'Application Description' (set to 'HIOS - HIOS Application') and 'Role' (set to 'HIOS Issuer'). Below these is a section for 'Enter validation data' which includes a text input for 'Authorization Code' (highlighted with a red circle) and 'Cancel' and 'Submit' buttons. There is also contact information for the HIOS Support Center and a link to request access if the user is not an existing HIOS user.

11. Navigate back to the My Access section of My Portal within the CMS Enterprise Portal.
12. Select the Request New Application Access link.
13. In the **Application Description** field, select **HIOS – HIOS Application**.
14. In the **Role** field, select **HIOS Issuer**.
15. Enter the Authorization Code provided within the HIOS Account Request Approved email received.
16. Select the Submit button.

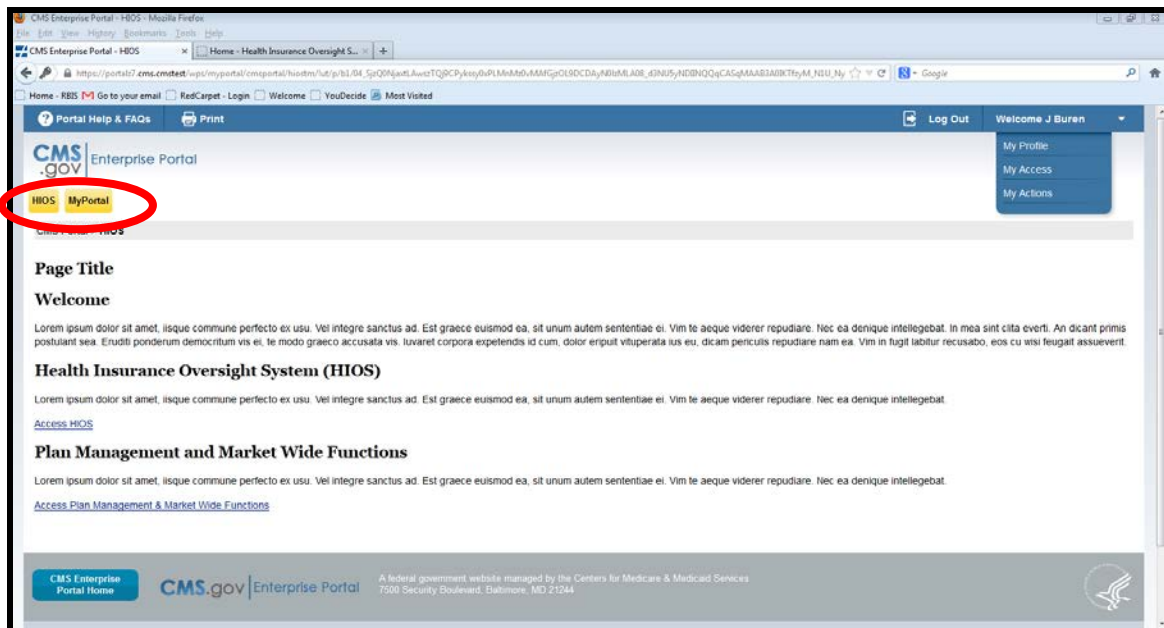
Figure 20 - Request Acknowledgement Screen

The screenshot shows the 'Request Acknowledgement' screen in the CMS Enterprise Portal. The page has a sidebar with 'My Access' and links for 'Request New Application Access' and 'View and Manage My Access'. The main content area has a title 'Request Acknowledgement' and a message: 'You will now be able to access the HIOS Application. Please select OK to continue.' Below the message is an 'OK' button (highlighted with a red circle).

17. Select OK on the Request Acknowledgement screen.
18. Logout of the CMS Enterprise Portal.
19. Wait approximately 2 minutes and log back in.
20. Users must log into the Enterprise Portal to request access to HIOS.

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Figure 21: HIOS Tab



21. Select the **HIOS** tab.
22. Select the **Access HIOS** link.

Figure 22: HIOS Portal Home Page



New accounts will not have any organizational associations or role permissions. Those requests must be made separately.

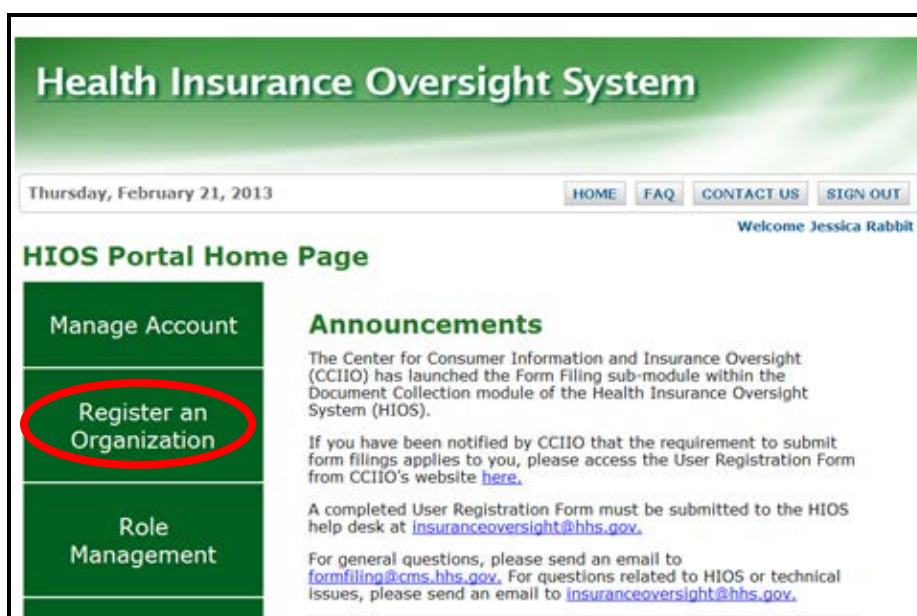
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3 Register an Organization

Register an Organization module allows the user to verify a company existence in HIOS or create a new company or issuer within HIOS. The organization must be actively registered in HIOS in order for a user to request access to the account or role permissions to the account.

Most of the modules within and controlled by HIOS will require the user to be cross-referenced (or associated to) at least one organization, company, issuer, or state (for state modules only) before a user can even have access to the module. The user will not have the module's access button until the user has an approved role request to an existing or approved new organization.

Figure 23: Register Organization

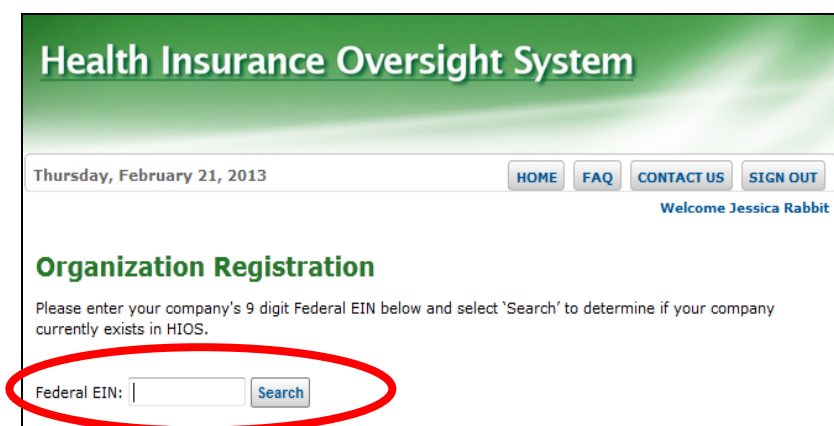


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3.1 Company

Before creating a new company, the user must perform a Federal EIN Search to ensure the company is not already registered within HIOS. If any of the details of the company are incorrect, please contact the Help Desk to submit corrections.

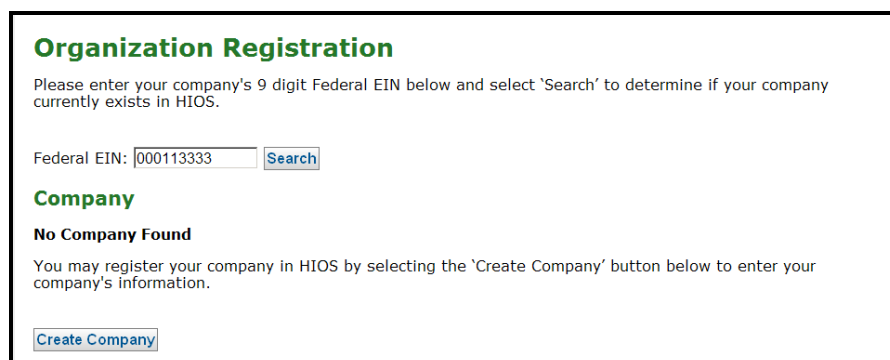
Figure 24: Register an Organization



The user must complete the steps below to register a company.

1. Select **Register an Organization** link on the HIOS Portal Home Page.
2. Key in the company's **Federal EIN**.
3. Select the **Search** button.

Figure 25: Organization Registration page - No company found



4. If the company is found in the search results, the user may proceed to Section 4.2 to set up a new Issuer, if needed.
5. If the company is not found, select the **Create Company** button.

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Figure 26: Register New Company

Health Insurance Oversight System

Thursday, February 21, 2013 [HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)

Welcome Jessica Rabbit

Register New Company

Please fill in the form below with your Company's information.

Note: (*) Indicates a required field.

*Company Legal Name:

*Incorporated State:

Federal EIN:

NAIC Company Code:

NAIC Group Code:

Group Name:

AM Best Number:

Not For Profit: ☐

Co-Op: ☐

[Domiciliary Address](#)

*Address Line 1:

Address Line 2:

*City:

*State:

*ZIP code:

ZIP Plus 4:

[Review/Continue](#)

6. Enter in the details of the company. Be sure to complete required fields, which are marked with an asterisk (*).
7. Select the **Review/Continue** button.

Figure 27: Review Company Information

Review Company Information

Company

Company Legal Name	Registered State	Federal EIN	NAIC Company Code	AM Best Number	Not For Profit	Co-Op	Address Line 1	Address Line 2	City	State	ZIP Code	ZIP Plus 4
Any Insurance Company	DC	000112222			No	No	123 Main Street		Anytown	MD	21200	

Company Group

NAIC Group Code	Group Name
	Any Insurance Company

[Back](#) [Submit](#)

8. Confirm the accuracy of the information provided. Select **Back** to correct any information or **Submit** to complete the request.

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Figure 28: New Company Confirmation

Health Insurance Oversight System

Thursday, February 21, 2013

[HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)

Welcome Jessica Rabbit

New Company Confirmation

Your request to register the Company below has been submitted for approval. Once approved, you shall receive a notification email.

Company

Company Legal Name	Registered State	Federal EIN	NAIC Company Code	AM Best Number	Not For Profit	Co-Op	Address Line 1	Address Line 2	City	State	ZIP Code	ZIP Plus 4
Any Insurance Company	DC	000112222			No	No	123 Main Street		Anytown	MD	21200	

Company Group

NAIC Group Code	Group Name
	Any Insurance Company

Continue

9. Select the **Continue** button to return to the HIOS Portal Home Page.

The requests will be submitted for approval. The requesting user will receive an email once the new company has been approved.

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3.2 Issuer

Before creating a new issuer within HIOS, an associated company must be registered and approved in the system. The user must perform a Federal EIN Search to ensure the company is already registered within HIOS. If any of the details of the company are incorrect, please contact the Help Desk to submit corrections

Figure 29: Organization Registration

Health Insurance Oversight System

Thursday, February 21, 2013

[HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)

Welcome Jessica Rabbit

Organization Registration

Please enter your company's 9 digit Federal EIN below and select 'Search' to determine if your company currently exists in HIOS.

Federal EIN: [Search](#)

Company

Company Legal Name	Registered State	Federal EIN	NAIC Code	Address Line 1	Address Line 2	City	State	ZIP Code	ZIP Plus 4
Any Insurance Company	DC	000112222		123 Main Street		Anytown	MD	21200	

Issuers

There are no Issuers currently registered in HIOS for your company

[Back](#) [Add Issuer](#)

[Accessibility](#) | [Rules of Behavior](#) | [Web Policies](#) | [File Formats and Plug-Ins](#)

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To search for an FEIN, complete the following steps:

1. Select **Register an Organization** link from the HIOS Portal Home Page.
2. Key in the company's **Federal EIN**.
3. Select the **Search** button.
4. If the company is not found, the user must create the company first. See Section 4.1 to set up a new company.
5. If the company is found in the search results, check the existing list of **Issuers** associated to the company to ensure the issuer does not already exist.
6. If the issuer does not already exist, select the **Add Issuer** button.

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Figure 30: Register New Issuer page

Health Insurance Oversight System

Thursday, February 21, 2013 [HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#) Welcome Jessica Rabbit

Register New Issuer

Please fill in the form below with your Issuer's information.

Note: (*) Indicates a required field.

Issuer Legal Name: **Any Insurance Company**

*Registered State:

Federal EIN: **000112222**

NAIC Company Code:

NAIC Group Code:

*Market Coverage:

[Domiciliary Address](#)

*Address Line 1:

Address Line 2:

*City:

*State:

*ZIP code:

ZIP Plus 4:

[Back](#) [Save and Add Another Issuer](#)

Below are the Issuers that you have requested to create. To remove an Issuer from the table, you may select the Delete link on that row.

Issuer Legal Name	Registered State	Federal EIN	NAIC Company Code	NAIC Group Code	Market Coverage	Address Line 1	Address Line 2	City	State	ZIP Code	ZIP Plus 4	Actions
Any Insurance Company	VA	000112222			Both	123 Main Street		Anytown	MD	2120	0	Delete

[Submit](#)

[Accessibility](#) | [Rules of Behavior](#) | [Web Policies](#) | [File Formats and Plug-Ins](#)

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7. Complete the fields and confirm you have selected the Registered State of the new issuer. All required fields are marked with an asterisk (*).
8. When complete, select the **Save and Add Another Issuer** button.
9. When all new issuer requests are completed, confirm the accuracy of the issuer details in the summary table at the bottom of the page, and then select the **Submit** button.

The requests will be submitted for approval. The requesting user will receive an email once the new issuer has been approved.

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4 Role Request

All modular access and role requests are to be completed in the Role Request functionality. The user will be able to submit module access permission request and cross-reference request to registered companies, issuers, and state (for state users only) all in one location. Users will also be able to view their existing roles and access status.

Figure 31: Role Request

The screenshot displays the 'Health Insurance Oversight System' portal interface. At the top, a green header bar contains the system name. Below this, a navigation bar shows the date 'Thursday, February 21, 2013' and four buttons: 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. A user greeting 'Welcome Jessica Rabbit' is positioned on the right. The main content area features two tabs: 'View Existing Roles' and 'Request Role', with the latter being the active tab. The 'Request Role' section has a title 'Request Role' and a descriptive paragraph: 'Please select a Module from the drop-down list below and follow the prompts to submit a role request. For a description of each module, select [Module Descriptions](#)'. Below this text is a form with a label 'Module:' and a dropdown menu currently showing '-- Select Module --'. The footer of the page includes a horizontal line, followed by links for 'Accessibility', 'Rules of Behavior', 'Web Policies', and 'File Formats and Plug-Ins', and a final line with the address 'U.S. Department of Health & Human Services • 200 Independence Avenue, S.W. • Washington, D.C. 20201'.

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4.1 Module Description Chart

Before requesting a role or access to a module, it is important to review the Module Description chart to ensure the user only requests access to the modules needed. Select the **Module Description** link to view the chart.

Figure 32: Module Description chart

Acronym	Module Name	Module Purpose	Role Functionality
HIOS- PF	Plan Finder Product Data Collection	Plan Finder collects State, Issuer, and Product information regarding the private health insurance industry. For State users, Plan Finder collects data regarding the insurance companies within that state and the products sold to individual and small group markets to compare to the data filings of those issuers. Issuer Submission users can download a pre-populated template, update product information, then upload the file on the "Upload Finalized Data Template" tab.	State Users: The state representative can view all the issuer organizations assigned to that state. Issuer Users: Submitter user is a representative of an organization who can submit and view issuer data. <i>Primary Submitter contact:</i> The primary submitter is the primary contact for the submission issues. <i>Backup Submitter contact:</i> The backup submitter is the backup contact for the submission issues. Validator user is a representative of an organization who can validate the data submitted by the issuer. <i>Primary Validation contact:</i> The primary Validator is the primary contact for validation issues. <i>Backup Validation contact:</i> The backup Validator is the backup contact for the validation issues. Attestation User: An official within an organization usually CEO or CFO who attests the data submitted. Administrator User: An official within CCHIO who can access and view all issuer submitted data and state data.
HIOS-CAP	Consumer Assistance Program	The Consumer Assistance Program (CAP) is used by states and its case workers to provide beneficiaries and consumers insurance related guidance and assistance. Provide state users with the capability to collect, manage and submit information about the various	Install CAP System (Installer) has the ability – System setup for user authorized ability Data Collection Upload Process (Submitter) – Reported Data

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4.2 View Existing Roles

The user can view their existing roles and access permissions on the View Existing Roles tab as displayed below in Figure 19.

Figure 33: View Existing Roles

Health Insurance Oversight System

Thursday, February 21, 2013 [HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)

Welcome Jessica Rabbit

View Existing Roles Request Role

View Existing Roles

Username: **jessicarabbit.cgitest@yahoo.com**

Plan Finder Module (PF)

Role	Association Type	Association	User Type	User Sub-Type
Issuer	Issuer	85511 - ACME Insurance Company - DC	Individual Market Validator	Backup Contact
Issuer	Issuer	85511 - ACME Insurance Company - DC	Small Group Market Submitter	Primary Contact

Rate & Benefits Information System (RBIS)

Role	Association Type	Association	User Type	User Sub-Type
Issuer	Issuer	85511 - ACME Insurance Company - DC	Individual Market Validator	Backup Contact
Issuer	Issuer	85511 - ACME Insurance Company - DC	Small Group Market Submitter	Primary Contact

[Accessibility](#) | [Rules of Behavior](#) | [Web Policies](#) | [File Formats and Plug-Ins](#)

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To view existing roles, complete the following steps:

1. From the HIOS Portal Home Page, select the **Role Request** button.
2. Select the **View Existing Roles** tab.

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4.3 Requesting a Role

To request an additional role or module access, a role request must be submitted. Be sure to review the Module Descriptions chart to ensure the user requests the correct module and role within the module.

Figure 34: Request a Role

The screenshot displays the 'Request Role' page of the Health Insurance Oversight System. At the top, there's a green header with the system name. Below it, a navigation bar includes links for HOME, FAQ, CONTACT US, and SIGN OUT, along with a date (Friday, February 22, 2013) and a welcome message (Welcome Jessica Rabbit). The main content area has two tabs: 'View Existing Roles' and 'Request Role' (which is active). The 'Request Role' section contains a form with the following fields: 'Module' (set to 'Rate & Benefits Information System (RBIS)'), 'Requested Role' (set to 'Issuer'), 'User Type' (set to 'Small Group Market Submitter'), and 'User Sub-Type' (set to 'Backup Contact'). Below these is the 'Issuer Association' section, which prompts the user to enter the HIOS Issuer ID. The 'Issuer ID' field contains '85511', and a 'Search' button is next to it. The search result is displayed as '85511 - ACME Insurance Company - DC'. At the bottom of the form is a 'Review/Continue' button. The footer of the page includes links for Accessibility, Rules of Behavior, Web Policies, and File Formats and Plug-Ins, followed by the U.S. Department of Health & Human Services address and the year 20201.

To request a role, complete the following steps:

1. From the HIOS Portal Home Page, select the **Role Request** button.
2. Select the **Request Role** tab.
3. Select the **Module** needed.
4. Select the **Requested Role**. The system will only display the specific roles that apply to the module selected.
5. If applicable for the module selected, select the **User Type** from the drop down menu.
6. If applicable for the module selected, select the **User Sub-Type** from the drop down menu.
7. If the module requires a cross-reference to a company, issuer, or state, enter the information and select **Search**. If a Search Result is not displayed, the user must register the organization first or verify that the issuer or state reference provided is accurate.
8. Select the **Review/Continue** button.

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Figure 35: Request Role Confirmation page

The screenshot shows the 'Request Role' page of the Health Insurance Oversight System. The page has a green header with the system name. Below the header, there is a navigation bar with links for HOME, FAQ, CONTACT US, and SIGN OUT. The date 'Friday, February 22, 2013' is displayed on the left. A welcome message 'Welcome Jessica Rabbit' is on the right. The main content area has two tabs: 'View Existing Roles' and 'Request Role', with the latter being selected. Below the tabs, the 'Request Role' section contains a paragraph of instructions and a list of selected options: Module (Rate & Benefits Information System (RBIS)), Requested Role (Issuer), User Type (Small Group Market Submitter), User Sub-Type (Backup Contact), and Selected Issuer (8511 - ACME Insurance Company - DC). At the bottom, there are 'Back' and 'Submit' buttons.

Health Insurance Oversight System

Friday, February 22, 2013

[HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)

Welcome Jessica Rabbit

[View Existing Roles](#) **Request Role**

Request Role

Please review your selections below, and select 'Submit' to submit the new role request for approval, or select 'Back' to make changes.

Module: **Rate & Benefits Information System (RBIS)**

Requested Role: **Issuer**

User Type: **Small Group Market Submitter**

User Sub-Type: **Backup Contact**

Selected Issuer: **8511 - ACME Insurance Company - DC**

[Back](#)

[Submit](#)

9. Select the **Submit** button. The **Back** button is also an option if the user needs to make changes to prior to this page.

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5 Troubleshooting and FAQ

5.1 FAQ's

Question 1: I forgot my password. What do I do?

Answer: Select the *Forgot Password link on the CMS Enterprise Portal*

Question 2: I do not see the module access button for the application I would like access. What do I do?

Answer: Refer user to User Role Request.

Question 3: I received an error stating that I am locked out of my account. What should I do?

Answer: Contact the Exchange Operations Support Center (XOSC).

Question 4: I do not see the specific issuer or company information I am looking for within a specific module. What should I do?

Answer: Refer to User Role Request instructions.

5.2 Support

CMS Help Desk

For additional assistance, please call the Exchange Operations Support Center (XOSC) at 1-855-CMS-1515 or email them @ CMS_FEPS@CMS.HHS.gov.