

**Health Insurance Oversight System
Portal – User Manual**



Last updated: July 22, 2014

Health Insurance Oversight System Portal – User Manual

Table of Contents

1	Introduction	7
2	HIOS System Access	8
2.1	New Users Registration	8
2.2	Existing HIOS Users	20
3	Portal Home Page	24
3.1	Manage an Organization	24
3.2	Role Management	56
3.3	Approvals	60
4	Trouble shooting and FAQ	66
4.1	FAQ's	66
4.2	Support.....	66

Health Insurance Oversight System Portal – User Manual

List of Figures

Figure 1: CMS Enterprise Portal Main Screen.....	8
Figure 2: CMS Enterprise Portal Page- New User Registration.....	9
Figure 3: EIDM ID Proofing Screens	10
Figure 4: Additional Questions Page	11
Figure 5: Identity Verification Screen -1.....	12
Figure 6: Identity Verification Screens -2	12
Figure 7: Confirmation Screen	13
Figure 8: CMS Enterprise Portal Main Screen- Login	13
Figure 9: Terms and Conditions Page.....	14
Figure 10: CMS Enterprise Portal Login Page.....	15
Figure 11: Requesting Access to HIOS- Method 1-Click Request Access Now Button.....	15
Figure 12: Requesting Access to HIOS- Method 2-Click My Access link from Drop down	16
Figure 13: My Access Page -1	16
Figure 14: My Access Page -2.....	17
Figure 15: HIOS Registration Form	18
Figure 16: New HIOS User-Enter Authorization Code screen	19
Figure 17: Request Acknowledgement Screen.....	19
Figure 18: View and Manage My Access Page.....	20
Figure 19: CMS Enterprise Portal Page - Login with EIDM Credentials.....	20
Figure 20: EIDM Portal page - Authorized HIOS Users	21
Figure 21: Access HIOS, Plan Management Landing Page	22
Figure 22: HIOS Home Page	23
Figure 23: HIOS Portal Home Page	24
Figure 24: Manage an Organization button	26
Figure 25: Search Organization	27
Figure 26: Select Organization Type: Company	28
Figure 27: Register New Organization-Company (1 of 2).....	29
Figure 28: Register New Organization-Company (2 of 2).....	30
Figure 29: Review Organization Information	31
Figure 30: New Organization Confirmation	32
Figure 31: Select Organization Type: Non Insurance Company.....	33
Figure 32: Register New Organization-Non Insurance Company (1 of 2).....	34
Figure 33: Register New Organization-Non Insurance Company (2 of 2).....	34

Health Insurance Oversight System Portal – User Manual

Figure 34: Review Organization Information	35
Figure 35: New Organization Confirmation	36
Figure 36: Select Organization Type: Non-Federal Governmental Plans.....	37
Figure 37: Register New Organization- Non-Federal Governmental Plans (1 of 2)	38
Figure 38: Register New Organization- Non-Federal Governmental Plans (2 of 2)	38
Figure 39: Review Organization Information	39
Figure 40: New Organization Confirmation	40
Figure 41: Summary Organization Information	41
Figure 42: View Organization Information page.....	42
Figure 43: Edit Link on Manage an Organization Page.....	43
Figure 44: Edit Organization Fields (Updated)	44
Figure 45: Edit Company Fields – FEIN Validated (Updated).....	45
Figure 46: Edit Company – TPA Attributes (1 of 2).....	46
Figure 47: Edit Company – TPA Attributes (2 of 2).....	47
Figure 48: Add Issuer.....	48
Figure 49: Register New Issuer page.....	49
Figure 50: Summary Issuer Information	50
Figure 51: View Issuer Information page.....	51
Figure 52: Issuer Edit Link on Manage an Organization Page	52
Figure 53: Edit Issuer Information page (Updated)	53
Figure 54: Market Coverage Notification	54
Figure 55: Edit Issuer – TPA Attributes (1 of 2)	55
Figure 56: Edit Issuer – TPA Attributes (2 of 2)	56
Figure 57: Role Request.....	57
Figure 58: View Existing Roles.....	58
Figure 59: TPA EDGE Registration Submitter	59
Figure 60: Issuer EDGE Registration Request Submitter	60
Figure 61: Issuer EDGE Registration Approver.....	60
Figure 62: Approvals Button on HIOS Home Page	61
Figure 63: Approvals Tabs.....	62
Figure 64: Company and Group Creation Approval	62
Figure 65: Issuer Creation Approval	62
Figure 66: Non-Federal Governmental Plans Approval	63
Figure 67: Approve and Deny Hyperlinks.....	63

Health Insurance Oversight System Portal – User Manual

Figure 68: Approval Confirmation.....	64
Figure 69: View Approved Requests on User Account Approvals Page.....	64
Figure 70: View Approved Requests on User Role Requests Page.....	65

Health Insurance Oversight System Portal – User Manual

Portal User Manual Change History

August 2014 Revisions

Added Release 15.02.00 updated screens and text related to the TPA Edge Server Role Requests and prerequisites to be followed.

May 2014 Revisions

The following updates have been made to Section 3 to show the new Organizational User Role Approvals page.

- Section 3.3 – Has been updated to illustrate the view modules the Organizational user Role Approvals can be used for (ERE and Non-Fed role requests)

Health Insurance Oversight System Portal – User Manual

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 Portal will be used for accessing CMS systems. Various CMS systems will be integrated with the Portal in the coming months. HIOS has been integrated with the CMS Enterprise Portal and is only be accessible through the Portal as of March 28, 2013.

Enterprise Identity Management System (EIDM): Enterprise Identity and Access Management System. EIDM provides Authentication and Authorization capabilities and is tightly integrated with the CMS Enterprise Portal. Users must register for an EIDM account and obtain an EIDM 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.

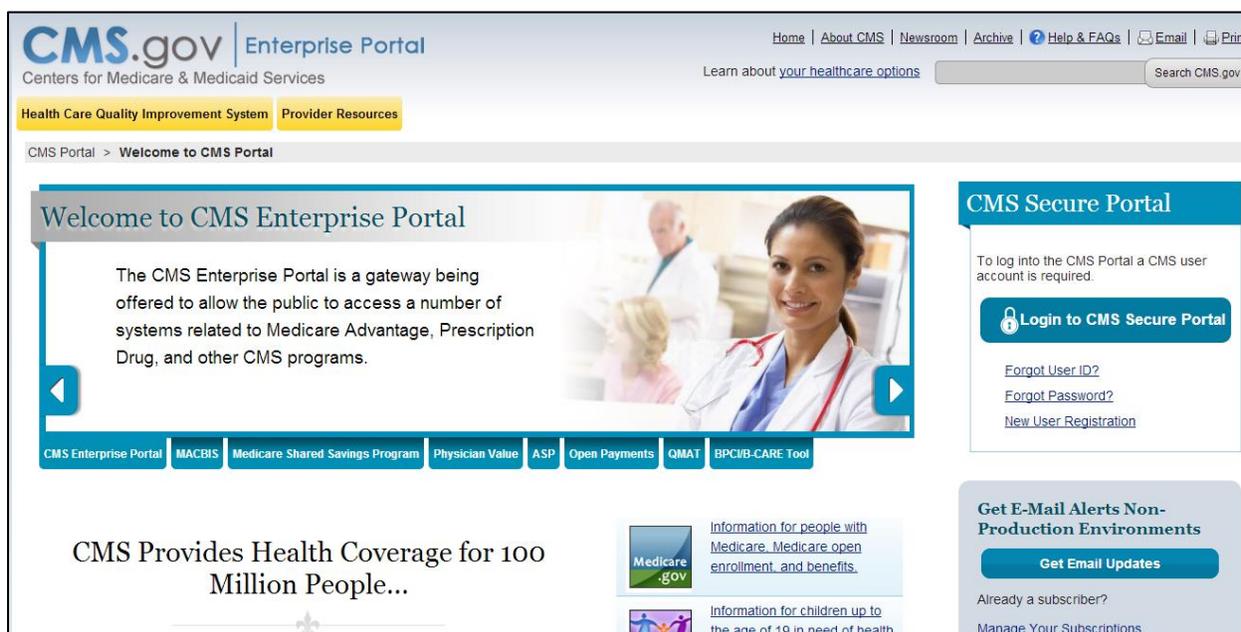
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2 HIOS System Access

Users are able to access HIOS by navigating to the CMS Enterprise Portal Site at: <https://portal.cms.gov/>. Users are required to enter their EIDM (Enterprise Identity Management) credentials to access HIOS.

Figure 1 displays the CMS Enterprise Portal Home page.

Figure 1: CMS Enterprise Portal Main Screen



New HIOS users and Existing HIOS users are able to access the system. Two different scenarios for Existing and New HIOS users are listed below:

New HIOS users:

- Registering for an EIDM account.
- Registering for a HIOS account.
- Accessing HIOS through the CMS Enterprise Portal.

Existing HIOS users:

- Register for New EIDM account.
- Access HIOS through the CMS Enterprise Portal.

2.1 New Users Registration

New HIOS users must complete the following steps to access HIOS:

- Register for an EIDM account
- Register in HIOS
- Request access to HIOS in the CMS Enterprise Portal

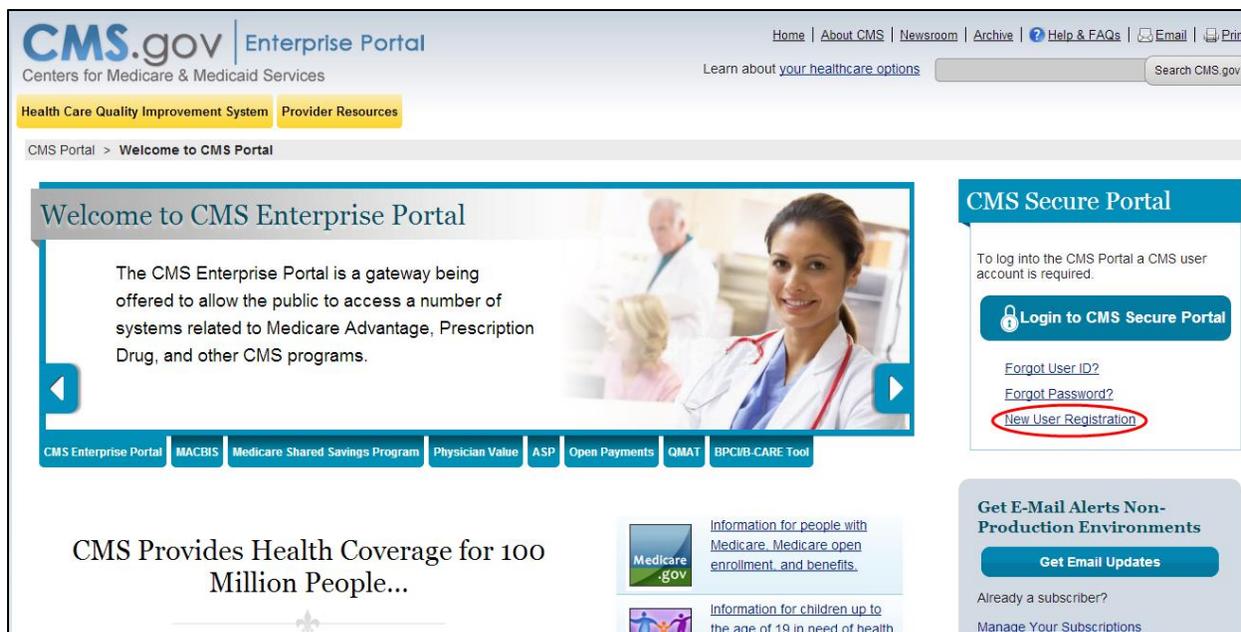
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2.1.1 Register for an EIDM Account

New users must navigate to the Enterprise Portal to start the registration process.

Figure 2 displays the button to click to register a new user.

Figure 2: CMS Enterprise Portal Page- New User Registration



In order to register as a new user, all users must agree to the Terms and Conditions by selecting the “I agree to the terms and conditions” checkbox. Once that checkbox is selected, the ‘Next’ button will be made available.

Figure 3 displays the EIDM identity proofing screen.

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Figure 3: EIDM ID Proofing Screens

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 data to uniquely identify the user registering with the system. 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 26 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 OPDIV 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 agree to the terms and conditions

Cancel Next

Users will then be navigated to a Questionnaire page, where they must enter additional fields required for ID proofing that are not collected in HIOS. Attributes already collected in HIOS will be pre-populated and read-only.

Figure 4 displays the Additional questions page.

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Figure 4: Additional Questions Page

Your Information Your Information Your Information

Your Information

Enter your legal first name and last name, as it may be required for identity verification.

- First Name: Middle Name:

- Last Name: Suffix:

Enter your email address, as it will be used for account related communications.

- E-mail Address:

Re-enter your email address.

- Confirm E-mail Address:

Enter your full 9 digit social security number, as it may be required for identity verification.

- Social Security Number:

Enter your date of birth in MM/DD/YYYY format, as it may be required for identity verification.

- Date of Birth:

Enter your current or most recent home address, as it may be required for identity verification.

- Home Address Line 1:

Home Address Line 2:

- City: - State: - Zip Code: Zip Code Extension: Country: USA

Enter your primary phone number, as it may be required for identity verification.

- Primary Phone Number:

Based on the information provided, the user will be required to answer four questions for Identity Verification. User information is submitted to Experian and unique questions and answers are provided to each user for ID Proofing.

Figure 5 displays the Identity Verification page.

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Figure 5: Identity Verification Screen -1

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 CRED
 - TRANSAMERICA
 - MITSUBISHI MOTORS CRED 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.
 - 2005
 - 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

Cancel Next

Users must then reset their password and set up challenge questions and answers as shown in Figure 6.

Figure 6: Identity Verification Screens -2

CMS.gov Enterprise Portal
Centers for Medicare & Medicaid Services

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Learn about your [healthcare options](#) Search CMS.gov

Health Care Quality Improvement System Provider Resources

CMS Portal > Registration

Screen reader mode Off | Accessibility Settings

Choose User ID and Password **Create User** Choose User ID and Password

Change Password And Setup Challenge Questions

- Password
- Confirm Password

Select your Challenge Questions and Answers:

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

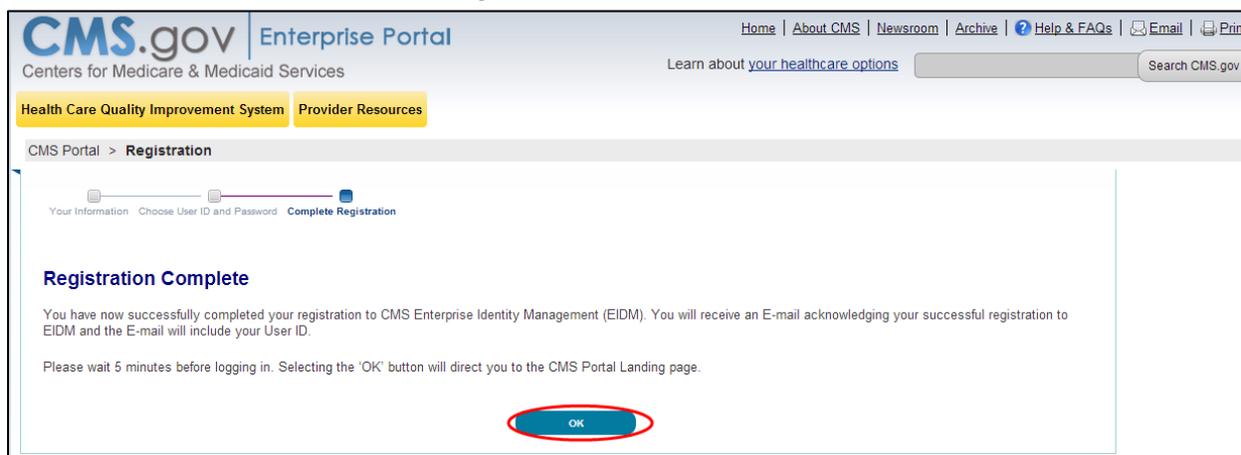
- Question:1 What is your favorite radio station?	- Answer:1 test station
- Question:2 What was your favorite toy when you were a child?	- Answer:2 test child
- Question:3 What is your favorite cuisine?	- Answer:3 test cuisine

Cancel Next

Figure 7 displays the confirmation page.

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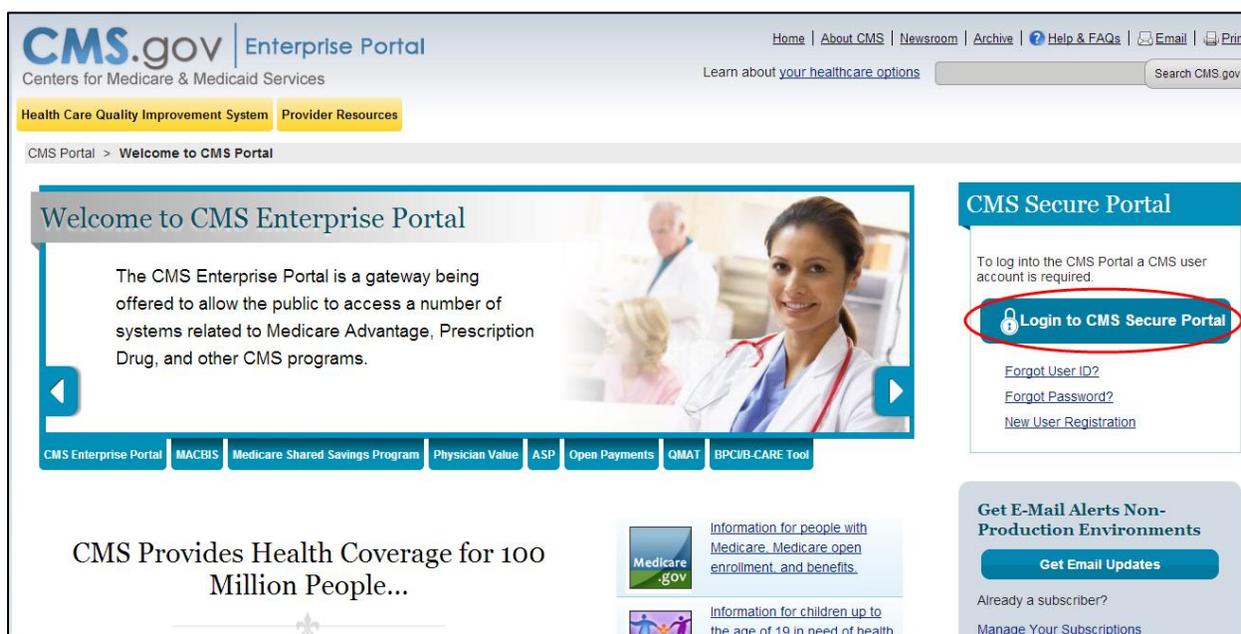
Figure 7: Confirmation Screen



Users will receive an email acknowledging successful registration and the email will include the EIDM user ID.

Figure 8 displays the login page from the CMS Enterprise portal screen.

Figure 8: CMS Enterprise Portal Main Screen- Login



For users that have an existing HIOS account, please request access to HIOS in the CMS Enterprise Portal (refer to section 2.2).

Once the users receive an email with the Enterprise Portal URL, they will select the 'Login to CMS Secure Portal' button.

Figure 9 displays the Terms and Conditions page.

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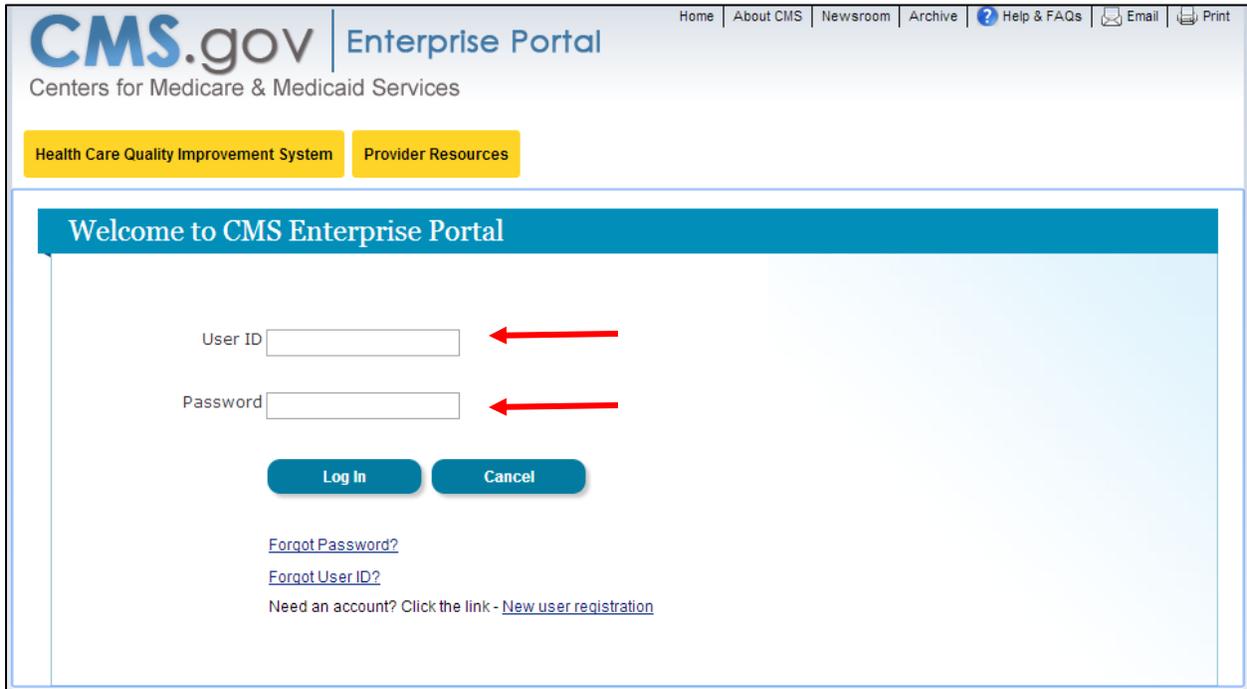
Figure 9: Terms and Conditions Page



Users will then be able to navigate to the CMS Enterprise Portal Login page, where they will enter their EIDM credentials as illustrated in Figure 10.

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Figure 10: CMS Enterprise Portal Login Page

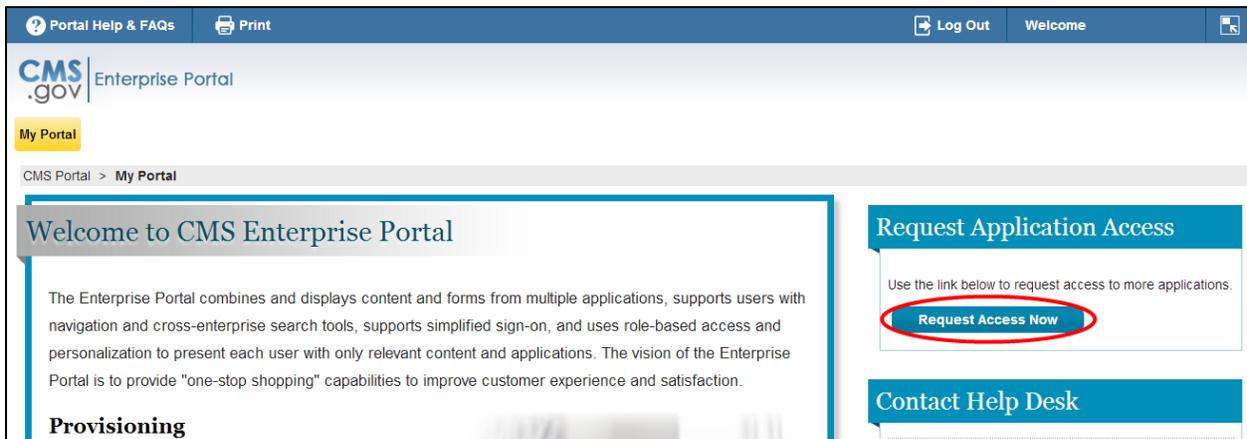


2.1.1.1 Non-Existing HIOS Account- Register with HIOS in CMS Portal

On the CMS Enterprise Portal page, users can select the ‘Login to CMS Secure Portal’ link. The page will redirect the user to the Terms and Conditions page where users can select ‘Accept.’ Once this is complete, the user will be directed to the Login Page where they can enter their EIDM credentials and select ‘Login.’ The user will then be directed to the EIDM Portal page, where they would need to request access to HIOS in two ways as shown in the Figures below.

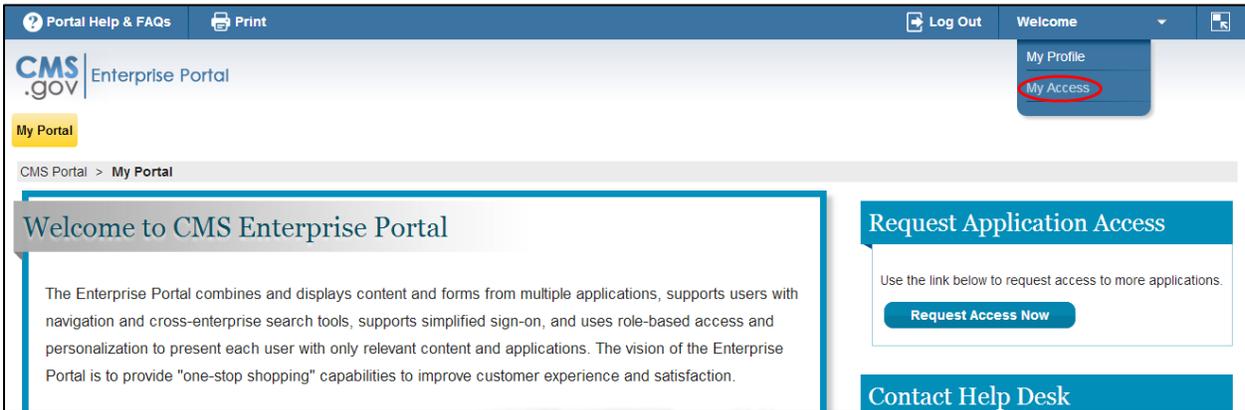
Figure 11 and Figure 12 display the two methods to request access to an application.

Figure 11: Requesting Access to HIOS- Method 1-Click Request Access Now Button



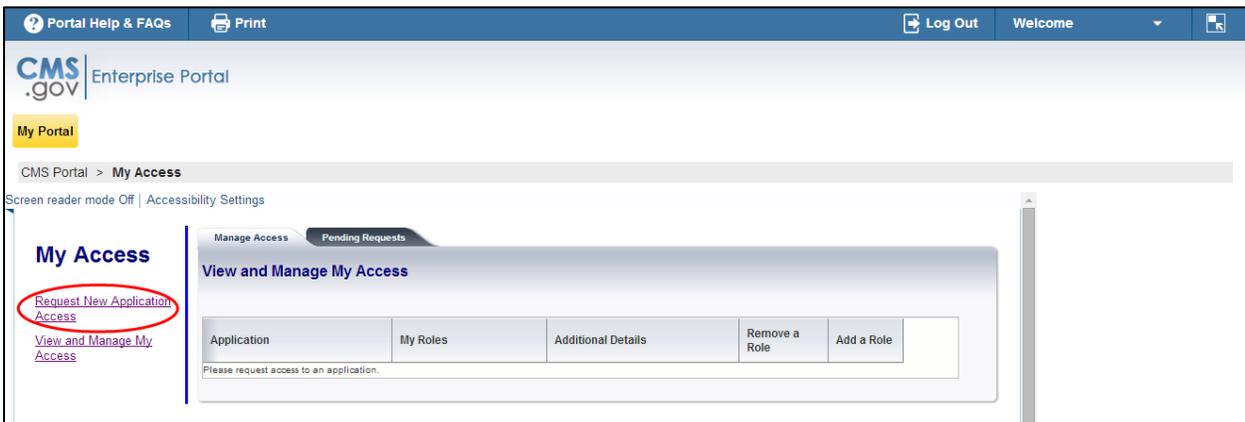
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Figure 12: Requesting Access to HIOS- Method 2-Click My Access link from Drop down



Once on the My Access page, the users will select the 'Request New Application Access' link as shown in Figure 13 and Figure 14.

Figure 13: My Access Page -1



Users will select HIOS from the 'Application Description' Dropdown and 'HIOS Issuer' from the Role Dropdown. New users will need to register in HIOS by clicking on the hyperlink circled below. The HIOS Registration page will open.

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Figure 14: My Access Page -2

Portal Help & FAQs | Print | Log Out | Welcome

CMS.gov Enterprise Portal

My Portal

CMS Portal > My Access

Screen reader mode Off | Accessibility Settings

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 HIOS 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 HIOS Authorization Code, please contact the HIOS helpdesk:

Phone: 855-267-1515
Email: CMS_FEPS@CMS.HHS.GOV
Hours of Operation: 9am-6pm

If you are not an existing HIOS user, please select the hyperlink below to register for access to HIOS:
<https://rbiaval.cms.gov/HIOS-MAIN-UI/FrontController?op=requestHIOSAccount>

- HIOS Authorization Code:

Cancel Submit

Once the HIOS Registration page opens up, users will need to complete the HIOS Registration form and submit for Approval as shown in Figure 15.

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Figure 15: HIOS Registration Form

Health Insurance Oversight System

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 Exchange Operations Support Center (XOSC) at Phone: 1-855-267-1515 or Email: CMS_FEPS@cms.hhs.gov.

(*) Indicates a required field

Title (Name):	<input type="text"/>
*First Name:	<input type="text"/>
Middle Name:	<input type="text"/>
*Last Name:	<input type="text"/>
Suffix:	<input type="text"/>
*Job Title:	<input type="text"/>
*Organization Name:	<input type="text"/>
*Email Address:	<input type="text"/>
Phone Type:	<input type="text"/>
*Phone: (Format: 123-456-7890):	<input type="text"/>
Phone Ext:	<input type="text"/>
Address Type:	<input type="text"/>
Address Line 1:	<input type="text"/>
Address Line 2:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
ZIP code:	<input type="text"/> - <input type="text"/>

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

Users must log into the Enterprise Portal to request access to HIOS.

Once the users receive the email from HIOS registration along with the Authorization Code, they will be required to follow the same steps as above. The user will enter the Authorization code in Figure 16 below.

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Figure 16: New HIOS User-Enter Authorization Code screen

Portal Help & FAQs | Print | Log Out | Welcome

CMS.gov Enterprise Portal

My Portal

CMS Portal > My Access

Screen reader mode Off | Accessibility Settings

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 HIOS 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 HIOS Authorization Code, please contact the HIOS helpdesk:

Phone: 855-267-1515
Email: CMS_FEPS@CMS.HHS.GOV
Hours of Operation: 9am-6pm

If you are not an existing HIOS user, please select the hyperlink below to register for access to HIOS:
<https://rbisval.cms.gov/HIOS-MAIN-UI/FrontController?op=requestHIOSAccount>

- HIOS Authorization Code:

Cancel Submit

Once the system has acknowledged the request, users will be granted permission to access HIOS as shown in Figure 17.

Figure 17: Request Acknowledgement Screen

Portal Help & FAQs | Print | Log Out | Welcome

CMS.gov Enterprise Portal

My Portal

CMS Portal > My Access

Screen reader mode Off | Accessibility Settings

My Access

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

Request Acknowledgement

Your request has successfully completed. You will need to log out and then log in to access the Health Insurance Oversight System Application. Select 'OK' to continue.

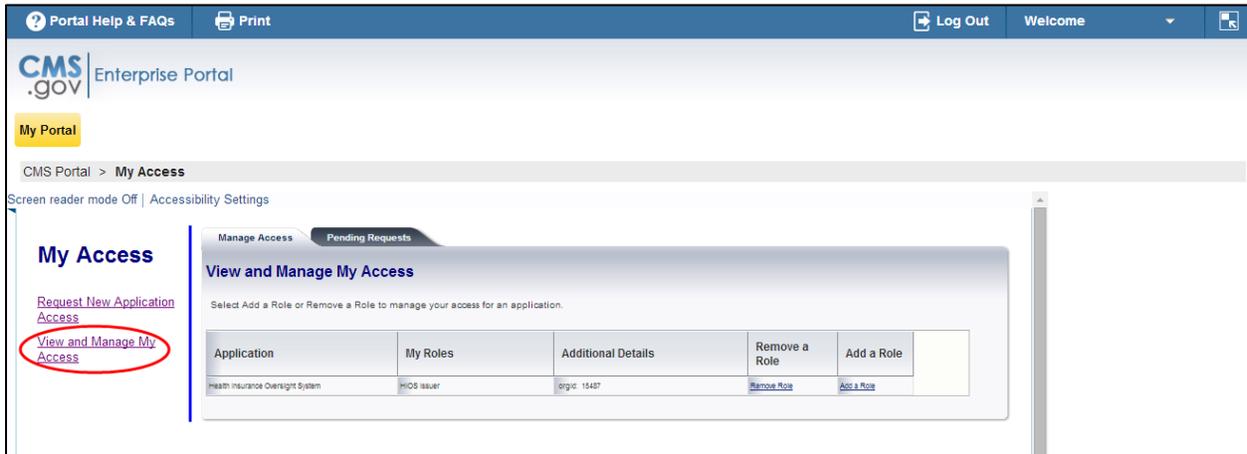
OK

Access to HIOS will now appear under the 'View and Manage My Access' page. The user must log out of the Portal for the changes to take effect.

Figure 18 displays the View and Manage My Access page.

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Figure 18: View and Manage My Access Page



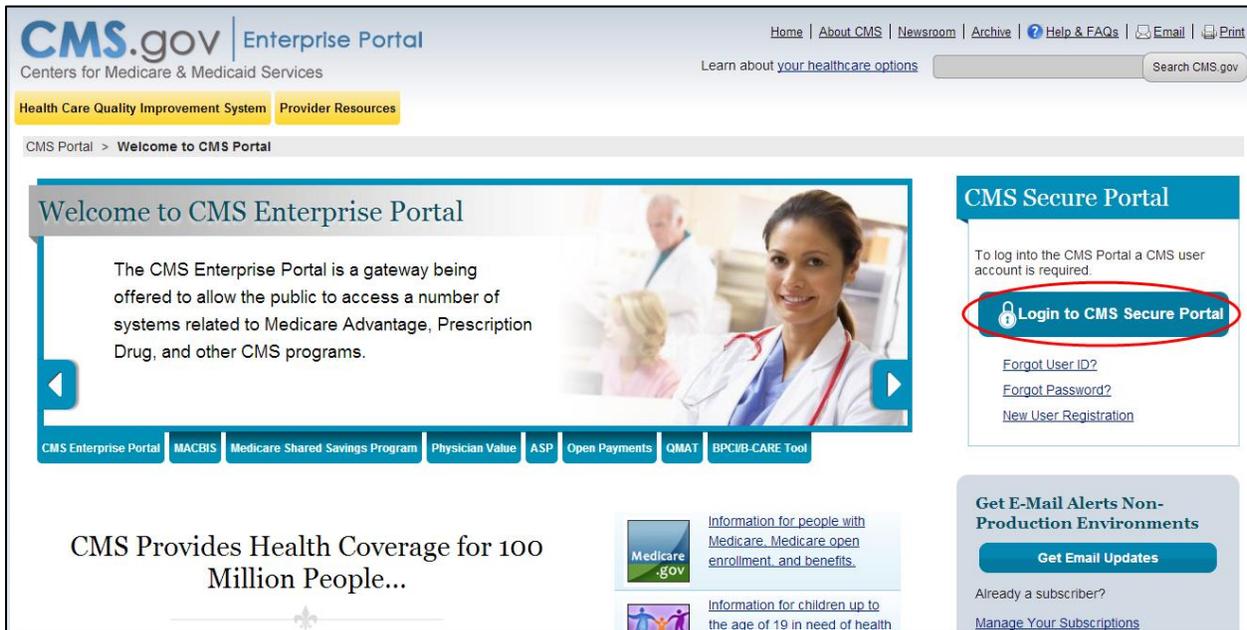
Upon logging back into the Portal, users will be directed to the My Portal landing page in the CMS Enterprise Portal. From there, users can access the HIOS landing page.

2.2 Existing HIOS Users

Existing HIOS Users will follow the steps below to access HIOS once they have completed the EIDM registration process. Users must first log out of the system for their profile updates to take effect. Users will then log back into the Enterprise Portal with their EIDM user ID and password.

Figure 19 displays the CMS Enterprise Portal Page.

Figure 19: CMS Enterprise Portal Page - Login with EIDM Credentials

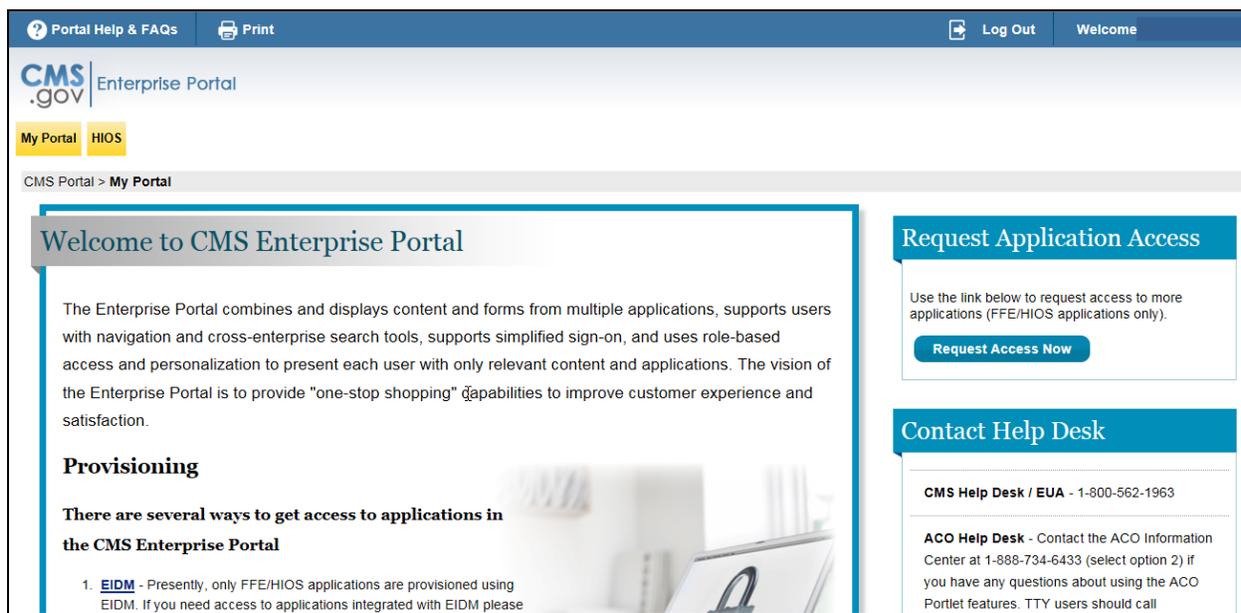


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After users have logged into the CMS Enterprise Portal they will have access to HIOS in the Portal. Selecting the ‘HIOS’ tab will open the HIOS landing page.

Figure 20 displays Authorized HIOS users CMS Portal page.

Figure 20: EIDM Portal page - Authorized HIOS Users



Users will click on the ‘HIOS’ tab to be navigated to a landing page from where they can access HIOS.

Figure 21 displays the page that will allow the users to access the HIOS home page. Users will click on the ‘Access HIOS’ link to navigate to the HIOS home page.

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Figure 21: Access HIOS, Plan Management Landing Page

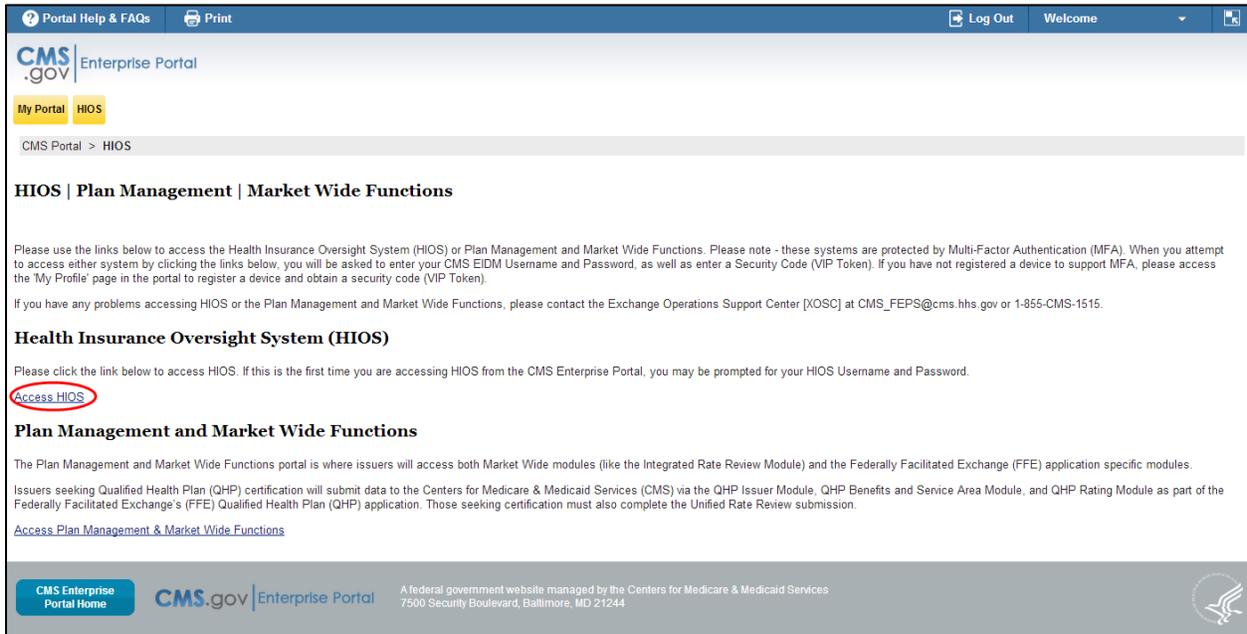


Figure 22 displays the HIOS Home page.

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Figure 22: HIOS Home Page

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT

Welcome

HIOS Home Page

Organization Management & Administrative Functions:

- Manage Account
- Manage an Organization
- Role Management
- Approvals

HIOS Functions

HIOS Main Page Announcements:

Welcome to the Health Insurance Oversight System (HIOS).

The following Modules are now live in HIOS:

- Plan Finder and Product Data Collection Module (PF)
- Rates and Benefits Information System (RBIS)
- Consumer Assistance Program (CAP)
- Medical Loss Ratio Data Collection System (MLR)
- Rate Review System (RRJ)
- Rate Review Grants Reporting System (RRG)
- Health Plan and Other Entity Enumeration System (HPOES)

For any further inquiries or questions, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.

Please review the following memo sent on March 28th, 2013 from CCIIO Data Collection and Management Division Director, Brian James. This memo provides additional information and guidance regarding access to the CMS Enterprise Portal, the Enterprise Identity Management System (EIDM), and the Personally Identifiable Information (PII) collected during the user registration process.

[PortalAccessEIDMComments_03282013.pdf](#)

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3 Portal Home Page

Upon successful login, the users will arrive on the HIOS Portal Home Page as shown in Figure 23.

Figure 23: HIOS Portal Home Page



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

3.1 Manage an Organization

The Manage an Organization functionality allows the users to verify an organization exists in HIOS or create a new organization or attach an issuer to an organization within HIOS. The

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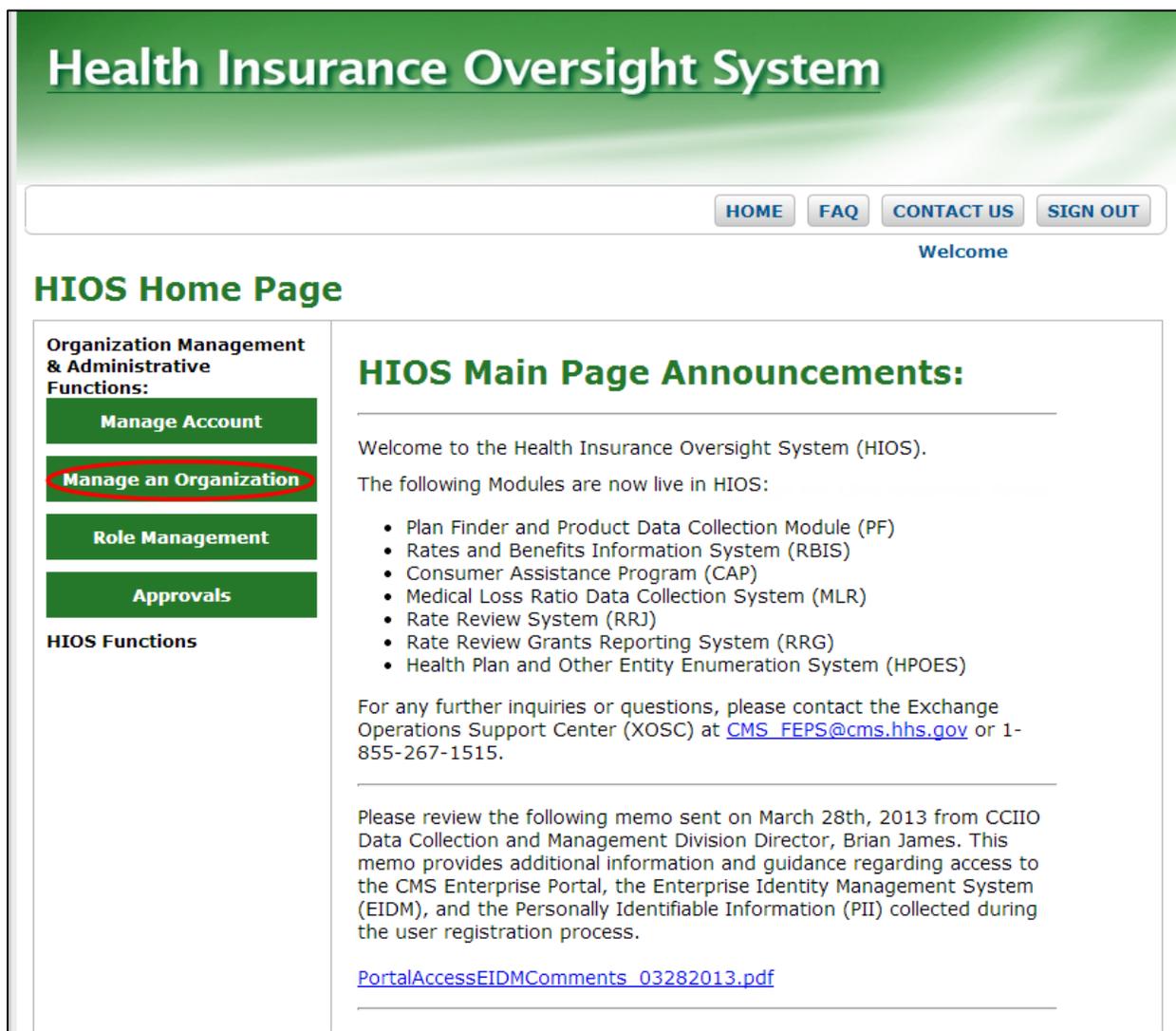
organization must be actively registered in HIOS in order for a user to request access or role permissions to the account.

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

In order to view or add an organization to HIOS, the users will need to navigate to the Manage an Organization page. It can be access by clicking on its corresponding button as illustrated in Figure 24.

Health Insurance Oversight System Portal – User Manual

Figure 24: Manage an Organization button



3.1.1 Creating an Organization

Once the users are in the Manage an Organization page, they will be able to first search if their organization already exists within HIOS by entering their organization's FEIN/TIN.

Figure 25 displays the search organization screen.

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Figure 25: Search Organization

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT

Welcome

Manage an Organization Manage Organization Relationships

Manage an Organization

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

If your organization is not located in the United States or its territories, and does not have a Federal Employer Identification Number (FEIN) or U.S. Tax Identification Number (TIN), you will need to contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515 for assistance in registering within HIOS.

Please select your Organization Identifier Type

Federal EIN/TIN

Federal EIN/TIN Search

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If there is an existing organization within HIOS, it will be displayed under the search box. Section 3.1.2 explains this portion in detail. If there is no existing organization with the FEIN/TIN the users provided, they will have the option to create a new organization. HIOS allows users to create three types of organizations:

1. Company
2. Non Insurance Company
3. Non-Federal Governmental Plans

3.1.1.1 Company

Since an organization was not found, the users can now choose the type of organization they want to create; this section will cover the Organization creation of type Company.

Once the organization type is selected, the users will need to click the Create Organization button to begin the process.

Figure 26 displays the select organization type screen.

Health Insurance Oversight System Portal – User Manual

Figure 26: Select Organization Type: Company

Health Insurance Oversight System

HOME | FAQ | CONTACT US | SIGN OUT

Welcome

Manage an Organization | Manage Organization Relationships

Manage an Organization

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

If your organization is not located in the United States or its territories, and does not have a Federal Employer Identification Number (FEIN) or U.S. Tax Identification Number (TIN), you will need to contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515 for assistance in registering within HIOS.

Please select your Organization Identifier Type

Federal EIN/TIN

Federal EIN/TIN

Organization

No Organization Found

You may register your organization in HIOS by selecting the 'Create Organization' button below to enter your organization's information.

*What is your Organization Type?

- Select Organization Type --
- Company**
- Non Insurance Company
- Non-Federal Governmental Plans

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The users will be asked to complete the following forms to create their organization.

Figure 27 and Figure 28 display the Register New Organization of type Company.

Health Insurance Oversight System Portal – User Manual

Figure 27: Register New Organization-Company (1 of 2)

Health Insurance Oversight System

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

Welcome

Register New Organization

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

Note: (*) Indicates a required field.

Organization Type:	Company
*Organization Legal Name:	<input type="text" value="Alpha Insurance"/>
Federal EIN/TIN:	123098765
Domiciliary Address	
*Address Line 1:	<input type="text" value="123 Main St."/>
Address Line 2:	<input type="text"/>
*City:	<input type="text" value="Miami"/>
*State:	<input type="text" value="FL"/>
*ZIP code:	<input type="text" value="33133"/>
ZIP Plus 4:	<input type="text"/>

[Back](#) [Continue](#)

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

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Health Insurance Oversight System Portal – User Manual

Figure 28: Register New Organization-Company (2 of 2)

The screenshot displays the 'Health Insurance Oversight System' portal. At the top, there is a green header with the system name. Below the header is a navigation bar with buttons for 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. A 'Welcome' message is centered below the navigation bar. The main heading is 'Register Attributes For New Organization'. Below this heading is a instruction: 'Please fill in the form below with your Company's attribute information.' A note states: 'Note: (*) Indicates a required field.' The form includes the following fields: '*Incorporated State:' with a dropdown menu showing 'FL'; 'NAIC Company Code:' with a text input field; 'NAIC Group Code:' with a text input field; 'Group Name:' with a text input field; 'AM Best Number:' with a text input field; 'Not For Profit:' with a checkbox; and 'Co-Op:' with a checkbox. At the bottom of the form are two buttons: 'Back' on the left and 'Review/Continue' on the right. Below the form is a footer with links for 'Accessibility', 'Rules of Behavior', 'Web Policies', and 'File Formats and Plug-Ins', followed by the address: 'U.S. Department of Health & Human Services · 200 Independence Avenue, S.W. · Washington, D.C. 20201'.

1. Enter in the details of the company. Be sure to complete required fields, which are marked with an asterisk (*).
2. Click the 'Review/Continue' button.

Figure 29 displays the Review Organization Information page.

Health Insurance Oversight System Portal – User Manual

Figure 29: Review Organization Information

Health Insurance Oversight System

HOME | FAQ | CONTACT US | SIGN OUT

Welcome

Review Organization Information

Organization

Organization Type:	Company
Organization Legal Name:	Alpha Insurance
Incorporated State:	FL
Federal EIN/TIN:	123098765
NAIC Company Code:	
NAIC Group Code:	
Group Name:	
AM Best Number:	
Not For Profit:	No
Co-Op:	No

[Domiciliary Address](#)

Address Line 1:	123 Main St.
Address Line 2:	
City:	Miami
State:	FL
ZIP code:	33133
ZIP Plus 4:	

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

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

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3. Confirm the accuracy of the information provided. Click 'Back' to correct any information or 'Submit' to complete the request.

Figure 30 displays the new organization submission confirmation page.

Health Insurance Oversight System Portal – User Manual

Figure 30: New Organization Confirmation

The screenshot displays the 'Health Insurance Oversight System' portal. At the top, there is a green header with the system name. Below the header is a navigation bar with buttons for 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. A 'Welcome' message is centered below the navigation bar. The main content area is titled 'Confirmation' and contains a message: 'Your request to register the organization below has been submitted for approval. Once approved, you shall receive a notification email.' Below this message is a section titled 'Organization' with the following details:

Organization Type:	Company
Organization Legal Name:	Alpha Insurance
Incorporated State:	FL
Federal EIN/TIN:	123098765
NAIC Company Code:	
NAIC Group Code:	
Group Name:	
AM Best Number:	
Not For Profit:	No
Co-Op:	No

Below the organization details is a section titled 'Domiciliary Address' with the following details:

Address Line 1:	123 Main St.
Address Line 2:	
City:	Miami
State:	FL
ZIP code:	33133
ZIP Plus 4:	

At the bottom right of the form area is a 'Continue' button. Below the form area is a footer with links for 'Accessibility', 'Rules of Behavior', 'Web Policies', and 'File Formats and Plug-Ins'. The footer also contains the text: 'U.S. Department of Health & Human Services · 200 Independence Avenue, S.W. · Washington, D.C. 20201'.

4. Click the 'Continue' button to return to the HIOS Portal Home Page.

The request will be submitted for approval. The requesting users will receive an email once the new organization has been approved.

3.1.1.2 Non Insurance Company

This section will cover the process of creating Non Insurance Company organization.

Health Insurance Oversight System Portal – User Manual

Once the organization type is selected, the users will need to click the ‘Create Organization’ button to begin the process.

Figure 31 displays the organization type screen with non insurance company highlighted.

Figure 31: Select Organization Type: Non Insurance Company

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT

Welcome

Manage an Organization Manage Organization Relationships

Manage an Organization

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

If your organization is not located in the United States or its territories, and does not have a Federal Employer Identification Number (FEIN) or U.S. Tax Identification Number (TIN), you will need to contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515 for assistance in registering within HIOS.

Please select your Organization Identifier Type

Federal EIN/TIN

Federal EIN/TIN

Organization

No Organization Found

You may register your organization in HIOS by selecting the 'Create Organization' button below to enter your organization's information.

*What is your Organization Type?

- Select Organization Type --
- Company
- Non Insurance Company**
- Non-Federal Governmental Plans

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The users will be asked to complete the following forms to create their organization.

Figure 32 and Figure 33 display the Register New Organization for a Non Insurance Company.

Health Insurance Oversight System Portal – User Manual

Figure 32: Register New Organization-Non Insurance Company (1 of 2)

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT

Welcome

Register New Organization

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

Note: (*) Indicates a required field.

Organization Type: **Non Insurance Company**

*Organization Legal Name:

Federal EIN/TIN: **554541514**

[Domiciliary Address](#)

*Address Line 1:

Address Line 2:

*City:

*State:

*ZIP code:

ZIP Plus 4:

[Back](#) [Continue](#)

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

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Figure 33: Register New Organization-Non Insurance Company (2 of 2)

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT

Welcome

Register Attributes For New Organization

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

Note: (*) Indicates a required field.

*Incorporated State:

[Back](#) [Review/Continue](#)

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

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Health Insurance Oversight System Portal – User Manual

1. Enter in the details of the company. Be sure to complete required fields, which are marked with an asterisk (*).
2. Click the ‘Review/Continue’ button.

Figure 34 displays the Review Organization Information page.

Figure 34: Review Organization Information

The screenshot shows the 'Review Organization Information' page. At the top, there is a green header with the text 'Health Insurance Oversight System'. Below the header is a navigation bar with buttons for 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. A 'Welcome' message is displayed below the navigation bar. The main content area is titled 'Review Organization Information' and 'Organization'. It contains a form with the following fields and values:

Organization Type:	Non Insurance Company
Organization Legal Name:	Alpha Health Inc
Incorporated State:	VA
Federal EIN/TIN:	554541514
Domiciliary Address	
Address Line 1:	123 Main St
Address Line 2:	
City:	Alexandria
State:	VA
ZIP code:	22206
ZIP Plus 4:	

At the bottom of the form, there are two buttons: 'Back' and 'Submit'. Below the form is a footer with links for 'Accessibility', 'Rules of Behavior', 'Web Policies', and 'File Formats and Plug-Ins'. The footer also contains the text: 'U.S. Department of Health & Human Services · 200 Independence Avenue, S.W. · Washington, D.C. 20201'.

3. Confirm the accuracy of the information provided. Click ‘Back’ to correct any information or ‘Submit’ to complete the request.

Figure 35 displays the new organization confirmation page.

Health Insurance Oversight System Portal – User Manual

Figure 35: New Organization Confirmation

The screenshot shows the 'New Organization Confirmation' page. At the top, there is a green header with the text 'Health Insurance Oversight System'. Below the header is a navigation bar with buttons for 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. A 'Welcome' message is displayed below the navigation bar. The main content area is titled 'Confirmation' and contains the text: 'Your request to register the organization below has been submitted for approval. Once approved, you shall receive a notification email.' Below this is a section titled 'Organization' with the following details: Organization Type: Non Insurance Company; Organization Legal Name: Alpha Health Inc; Incorporated State: VA; Federal EIN/TIN: 554541514. A link for 'Domiciliary Address' is provided, followed by address details: Address Line 1: 123 Main St; Address Line 2: (blank); City: Alexandria; State: VA; ZIP code: 22206; ZIP Plus 4: (blank). A 'Continue' button is located at the bottom right of the form. At the bottom of the page, there are links for 'Accessibility', 'Rules of Behavior', 'Web Policies', and 'File Formats and Plug-Ins', along with the footer text: 'U.S. Department of Health & Human Services · 200 Independence Avenue, S.W. · Washington, D.C. 20201'.

4. Click the 'Continue' button to return to the HIOS Portal Home Page.

The request will be submitted for approval. The requesting users will receive an email once the new organization has been approved.

3.1.1.3 Non-Federal Governmental Plans

This section will cover the process of creating a Non-Federal Governmental Plans organization.

Once the organization type is selected, the users will need to click the 'Create Organization' button to begin the process.

Figure 36 displays the organization type screen with non-federal governmental plans highlighted.

Health Insurance Oversight System Portal – User Manual

Figure 36: Select Organization Type: Non-Federal Governmental Plans

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT

Welcome

Manage an Organization Manage Organization Relationships

Manage an Organization

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

If your organization is not located in the United States or its territories, and does not have a Federal Employer Identification Number (FEIN) or U.S. Tax Identification Number (TIN), you will need to contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515 for assistance in registering within HIOS.

Please select your Organization Identifier Type

Federal EIN/TIN

Federal EIN/TIN

Organization

No Organization Found

You may register your organization in HIOS by selecting the 'Create Organization' button below to enter your organization's information.

*What is your Organization Type?

- Select Organization Type --
- Company
- Non Insurance Company
- Non-Federal Governmental Plans**

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The users will be asked to complete the following forms to create their organization.

Figure 37 and Figure 38 display the Register New Organization for a Non-Federal Governmental Plans organization.

Health Insurance Oversight System Portal – User Manual

Figure 37: Register New Organization- Non-Federal Governmental Plans (1 of 2)

Health Insurance Oversight System

HOME | FAQ | CONTACT US | SIGN OUT

Welcome

Register New Organization

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

Note: (*) Indicates a required field.

Organization Type: **Non-Federal Governmental Plans**

*Organization Legal Name:

Federal EIN/TIN:

[Domiciliary Address](#)

*Address Line 1:

Address Line 2:

*City:

*State:

*ZIP code:

ZIP Plus 4:

[Back](#) [Continue](#)

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

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Figure 38: Register New Organization- Non-Federal Governmental Plans (2 of 2)

Health Insurance Oversight System

HOME | FAQ | CONTACT US | SIGN OUT

Welcome

Register Attributes For New Organization

Please select the attributes that apply to your organization.

Note: (*) Indicates a required field.

*Non-Fed Plan Type:

Self Funded Fully Insured

[Back](#) [Review/Continue](#)

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

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Health Insurance Oversight System Portal – User Manual

1. Enter in the details of the company. Be sure to complete required fields, which are marked with an asterisk (*).
2. Click the ‘Review/Continue’ button.

Figure 39 displays the Review Organization Information page.

Figure 39: Review Organization Information

The screenshot shows the 'Review Organization Information' page. At the top, there is a green header with the text 'Health Insurance Oversight System'. Below the header, there is a navigation bar with buttons for 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. A 'Welcome' message is displayed below the navigation bar. The main content area is titled 'Review Organization Information' and 'Organization'. It displays the following information:

Organization Type:	Non-Federal Governmental Plans
Organization Legal Name:	Beta Insurance
Non-Fed Plan Type:	Self Funded
Federal EIN/TIN:	554541514
Domiciliary Address	
Address Line 1:	457 Main St
Address Line 2:	
City:	Addis
State:	LA
ZIP code:	70170
ZIP Plus 4:	

At the bottom of the form, there are two buttons: 'Back' and 'Submit'. Below the form, there is a footer with links for 'Accessibility', 'Rules of Behavior', 'Web Policies', and 'File Formats and Plug-Ins'. The footer also contains the text: 'U.S. Department of Health & Human Services · 200 Independence Avenue, S.W. · Washington, D.C. 20201'.

3. Confirm the accuracy of the information provided. Click ‘Back’ to correct any information or ‘Submit’ to complete the request.

Figure 40 displays the new organization confirmation page.

Health Insurance Oversight System Portal – User Manual

Figure 40: New Organization Confirmation

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT

Welcome

Confirmation

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

The notification email will contain instructions on how to gain access to the ERE module and complete the review election process. This message is subject to the Self-Funded attribute being selected.

Organization

Organization Type: Non-Federal Governmental Plans
Organization Legal Name: Beta Insurance
Non-Fed Plan Type: Self Funded
Federal EIN/TIN: 554541514

[Domiciliary Address](#)

Address Line 1: 457 Main St
Address Line 2:
City: Addis
State: LA
ZIP code: 70170
ZIP Plus 4:

Continue

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

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4. Click the 'Continue' button to return to the HIOS Portal Home Page.

The request will be submitted for approval. The requesting users will receive an email once the new organization has been approved.

Note: Those that select the Self-Funded Non-Fed Plan Type will see the text highlighted in yellow. This is the instructional text to submit External Review Elections data in the ERE Module of HIOS. Only those that select Fully insured will get confirmation of their submission.

3.1.2 Viewing Existing Organization Information

HIOS users can view company information on the Manage an Organization page. When the users enter a valid Federal EIN/TIN into the search box and select 'Search', a summary of the organization's information will be displayed in the search results as illustrated in Figure 41.

Health Insurance Oversight System Portal – User Manual

Figure 41: Summary Organization Information

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT

Welcome

Manage an Organization Manage Organization Relationships

Manage an Organization

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

If your organization is not located in the United States or its territories, and does not have a Federal Employer Identification Number (FEIN) or U.S. Tax Identification Number (TIN), you will need to contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515 for assistance in registering within HIOS.

Please select your Organization Identifier Type

Federal EIN/TIN

Federal EIN/TIN

Organization

Organization Legal Name	Federal EIN/TIN	Action
Alpha Insurance	123098765	View

Under the 'Action' column, a 'View' hyperlink will be displayed. When selected, the users will be redirected to a page containing the organization's detailed information in read-only format.

Figure 42 displays the information recorded for an organization.

Health Insurance Oversight System Portal – User Manual

Figure 42: View Organization Information page

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT

Welcome

Organization

Organization Type:	Company
Organization Legal Name:	Alpha Insurance
Incorporated State:	FL
Federal EIN/TIN:	123098765
Validation Status:	Not Validated
NAIC Company Code:	
NAIC Group Code:	
Group Name:	
AM Best Number:	
Not For Profit:	No
Co-Op:	No
Domiciliary Address	
Address Line 1:	123 Main St.
Address Line 2:	
City:	Miami
State:	FL
ZIP code:	33133
ZIP Plus 4:	

[Back](#)

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

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3.1.3 Editing Company Information

Users with the Company Administrator role who are cross-referenced to an organization can edit the company’s information. The following fields on the Edit Organization page are editable: Company Legal Name, Federal EIN/TIN, AM Best Number, Not for Profit, Co-Op, Address Line 1, Address Line 2, City, State, ZIP Code, and ZIP Plus 4. **New for Release 15.02.00:** “Are you a TPA?” and “TPA Type” have been added. **Note:** The NAIC Company Code, NAIC Group Code and Group Name fields shall be locked down and disabled for editing unless there are existing values. A **Company Administrator** is defined as: A representative of the Company who will be solely responsible for the editing of Company-level information. A company can

Health Insurance Oversight System Portal – User Manual

have any number of Company Administrators. **Note:** A user with a submitter or validator role for an organization cannot be a Company Administrator.

When Company Administrators and Non-Administrator users access HIOS and locate their organization records they will be able to check their company’s FEIN validation status. The status is high-level and will only indicate whether the FEIN was successfully validated, failed validation, or is pending validation. As indicated in the failure notifications, the Company Administrator may need to contact the help desk to receive further information on their failure scenario.

Figure 43 displays the Organization summary page with the additional ‘Edit’ action.

Figure 43: Edit Link on Manage an Organization Page

The screenshot shows the 'Manage an Organization' page in the Health Insurance Oversight System. At the top, there is a navigation bar with links for HOME, FAQ, CONTACT US, and SIGN OUT. Below this, there are tabs for 'Manage an Organization' (selected) and 'Manage Organization Relationships'. The main content area is titled 'Manage an Organization' and contains instructions for searching by Federal EIN/TIN. A search form is present with the text 'Federal EIN/TIN' and a 'Search' button. Below the search form, there is a table with the following data:

Organization Legal Name	Federal EIN/TIN	Action
Alpha Insurance	123098765	View Edit

Below the table, there is a note: 'Company information can only be edited by an approved Company Administrator role. This role can be requested through the role request page.' Underneath, there is a section for 'Issuers' with the text 'There are no Issuers currently registered in HIOS for your company' and two buttons: 'Back' and 'Add Issuer'.

Once the user selects the ‘Edit’ hyperlink, they will be redirected to the illustrated in Figure 44 where they can edit the company’s information.

Health Insurance Oversight System Portal – User Manual

Figure 44: Edit Organization Fields (Updated)

Health Insurance Oversight System

Monday, June 16, 2014 [HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#) Welcome Jolene Nguyen

Edit Company

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

Note: (*) Indicates a required field.

*Organization Type:	Company
*Organization Legal Name:	JN 9-23 SHP Change 3
*Incorporated State:	IN
*Federal EIN/TIN:	404040404
Validation Status:	Validation in Process
NAIC Company Code:	<input type="text"/>
NAIC Group Code:	<input type="text"/>
Group Name:	<input type="text"/>
AM Best Number:	<input type="text"/>
Not For Profit:	<input type="checkbox"/>
Co-Op:	<input type="checkbox"/>
Domiciliary Address	
*Address Line 1:	123 R Street
Address Line 2:	<input type="text"/>
*City:	Fairfax
*State:	VA ▾
*ZIP code:	22124
ZIP Plus 4:	<input type="text"/>
*Are you a TPA?	<input checked="" type="radio"/> Yes <input type="radio"/> No
*TPA Type:	<input checked="" type="checkbox"/> EDGE Server

[Back](#) [Review/Continue](#)

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

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Note: The FEIN and Company Legal Name fields will be locked down and disabled for editing when the FEIN Validation Status is 'Validated' as illustrated in Figure 45.

Health Insurance Oversight System Portal – User Manual

Figure 45: Edit Company Fields – FEIN Validated (Updated)

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

Welcome

Edit Company

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

Note: (*) Indicates a required field.

*Organization Type:	Company
*Organization Legal Name:	IN 9-23 SHP Change 3
*Incorporated State:	IN
*Federal EIN/TIN:	404040404
Validation Status:	Validated
NAIC Company Code:	
NAIC Group Code:	
Group Name:	
AM Best Number:	
Not For Profit:	<input type="checkbox"/>
Co-Op:	<input type="checkbox"/>
Domiciliary Address	
*Address Line 1:	123 R Street
Address Line 2:	
*City:	Fairfax
*State:	VA
*ZIP code:	22124
ZIP Plus 4:	
*Are you a TPA?	<input checked="" type="radio"/> Yes <input type="radio"/> No
*TPA Type:	<input checked="" type="checkbox"/> EDGE Server

[Back](#) [Review/Continue](#)

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

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Note: The Insurance Organization's FEIN and Legal Business Name will be validated when the editing request has been submitted. Once the FEIN validation has been processed, the Validation Status will be displayed on this page.

Updating FEIN/LBN:

1. Request Organization Administrator role.
2. Access HIOS as Organization Administrator.
3. Click 'Manage an Organization.'
4. Enter FEIN/TIN in Search field.
5. Click 'Search' button.
6. Click 'Edit' in the Action column.
7. Review the Validation Status.
8. Edit Organization Legal Name (LBN) or Federal EIN/TIN as necessary.
9. Click 'Review/Continue' button.
10. Review updated information.

Health Insurance Oversight System Portal – User Manual

11. Click ‘Submit’ button.

If the answer to the “Are you a TPA?” question is “Yes”, the user will be asked to identify the Type of TPA and provide additional information for the company. The screenshots below display the additional information that needs to be provided.

Figure 46: Edit Company – TPA Attributes (1 of 2)

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT

Welcome

Edit Company

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

Note: (*) Indicates a required field.

Legal Business Address:

*Address Line 1:

Address Line 2:

*City:

*State:

*ZIP code:

ZIP Plus 4:

Authorizing Official Contact Information:

Title:

First Name:

Last Name:

Email Address:

Phone Number:

Phone Ext:

Back Continue

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

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Health Insurance Oversight System Portal – User Manual

Figure 47: Edit Company – TPA Attributes (2 of 2)

Health Insurance Oversight System

Monday, June 16, 2014 [HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)

Welcome Jolene Nguyen

Edit Company

Please fill in the form below with your Organization's information.
Note: (*) Indicates a required field.

Primary Contact Information:

*Title:
*First Name:
*Last Name:
*Email Address:
*Phone Number:
Phone Ext:

Secondary Contact Information:

Same as Primary Contact Information

Title:
First Name:
Last Name:
Email Address:
Phone Number:
Phone Ext:

Supplemental Contact One Information:

Title:
First Name:
Last Name:
Email Address:
Phone Number:
Phone Ext:

Supplemental Contact Two Information:

Same as Supplemental Contact One Information

Title:
First Name:
Last Name:
Email Address:
Phone Number:
Phone Ext:

[Back](#) [Review/Continue](#)

[Accessibility](#) | [Rules of Behavior](#) | [Web Policies](#) | [File Formats and Plug-Ins](#)
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Once the EDGE Server TPA attributes have been entered, the user will be asked to review the information and confirm that the information is correct.

3.1.4 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 48 displays the beginning of the process to add a new issuer.

Health Insurance Oversight System Portal – User Manual

Figure 48: Add Issuer

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT

Welcome

Manage an Organization Manage Organization Relationships

Manage an Organization

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

If your organization is not located in the United States or its territories, and does not have a Federal Employer Identification Number (FEIN) or U.S. Tax Identification Number (TIN), you will need to contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515 for assistance in registering within HIOS.

Please select your Organization Identifier Type

Federal EIN/TIN

Federal EIN/TIN

Organization

Organization Legal Name	Federal EIN/TIN	Action
Alpha Insurance	123098765	View

Company information can only be edited by an approved Company Administrator role. This role can be requested through the role request page.

Issuers

There are no Issuers currently registered in HIOS for your company

To search for an organization, complete the following steps:

1. Select 'Manage an Organization' link from the HIOS Portal Home Page.
2. Key in the organization's Federal EIN.
3. Click the 'Search' button.
4. If the organization is not found, the user must create the organization first. See section 3.1.1 to register a new organization.
5. If the organization is found in the search results, check the existing list of Issuers associated to the organization to ensure the issuer does not already exist.
6. If the issuer does not already exist, click the 'Add Issuer' button.

Figure 49 displays the new issuer registration page.

Health Insurance Oversight System Portal – User Manual

Figure 49: Register New Issuer page

Health Insurance Oversight System

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

Welcome

Register New Issuer

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

Note: (*) Indicates a required field.

Issuer Legal Name: **Alpha Insurance**

Issuer Marketing Name:

***Registered State:**

Federal EIN: **123098765**

NAIC Company Code:

NAIC Group Code:

***Market Type and Line of Business:**

Individual
 Individual Line of Business
 Health Insurance Coverage
 Mini-Med
 Student Health Plans
 Rx-only

Small Group
 Small Group Line of Business
 Health Insurance Coverage
 Mini-Med
 Expatriate
 Rx-only

Large Group
 Large Group Line of Business
 Health Insurance Coverage
 Mini-Med
 Expatriate
 Rx-only

[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	Actions
Alpha Insurance	AZ	View Delete

[Submit](#)

Health Insurance Oversight System Portal – User Manual

7. Complete the required 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 using the ‘View’ and ‘Delete’ hyperlinks, and then click the ‘Submit’ button.

3.1.4.1 Viewing Issuer Information

HIOS users can view issuer information on the Manage an Organization page. When the user enters a valid Federal EIN/TIN into the search box and selects ‘Search’, a summary of the organization’s information and associated issuers will be displayed in the search results as illustrated in Figure 50.

Figure 50: Summary Issuer Information

The screenshot displays the 'Manage an Organization' interface. At the top, there are two tabs: 'Manage an Organization' (active) and 'Manage Organization Relationships'. Below the tabs, the main heading is 'Manage an Organization'. A message prompts the user to enter a 9-digit Federal EIN/TIN and select 'Search'. A search box contains '123098765' and a 'Search' button. Below this, the 'Organization' section shows a table with one entry for 'Alpha Insurance' with EIN/TIN '123098765' and 'View' and 'Edit' links. A note states that company information can only be edited by an approved Company Administrator. The 'Issuers' section features a table with three rows, each representing an issuer for 'Alpha Insurance' in different states (FL, LA, GA), with 'View' links. A note indicates that issuer information can only be edited by an approved Issuer Administrator. At the bottom, there are 'Back' and 'Add Issuer' buttons.

Organization Legal Name	Federal EIN/TIN	Action
Alpha Insurance	123098765	View Edit

Issuer ID	Issuer Legal Name	Registered State	Action
20022	Alpha Insurance	FL	View
28540	Alpha Insurance	LA	View
67347	Alpha Insurance	GA	View

Under the ‘Action’ column, a ‘View’ hyperlink will be displayed. When selected, the users will be redirected to a page containing the issuer’s detailed information in read-only format as illustrated in Figure 51 below.

Health Insurance Oversight System Portal – User Manual

Figure 51: View Issuer Information page

Health Insurance Oversight System	
HOME FAQ CONTACT US SIGN OUT	
Welcome	
Issuer	
Issuer ID:	67347
Issuer Legal Name:	Alpha Insurance
Issuer Marketing Name:	Test Issuer
Registered State:	GA
Federal EIN/TIN:	123098765
NAIC Company Code:	
NAIC Group Code:	
Market Type(s):	Line of Business:
Individual	Health Insurance Coverage
Small Group	Health Insurance Coverage
Large Group	Health Insurance Coverage
Domiciliary Address	
Address Line 1:	345 Main
Address Line 2:	
City:	Atlanta
State:	GA
ZIP code:	33133
ZIP Plus 4:	
Back	

3.1.4.2 Editing Issuer Information

Users with the Issuer Administrator role who are cross-referenced to an issuer can edit the information for that issuer. The following fields on the Edit Issuer page are editable: Issuer Marketing Name, Market Coverage, Line of Business, Address Line 1, Address Line 2, City, State, ZIP Code, and ZIP Plus 4. **New:** “Are you a TPA?” and “TPA Type” have been added. An **Issuer Administrator** is defined as: A representative of the Issuer who will be solely responsible for the editing of Issuer-level information. An Issuer can have any number of Issuer Administrators. **Note:** A user with a submitter or validator role for an issuer cannot be an Issuer Administrator.

Figure 52 displays the issuer edit links under the Manage an Organization page.

Health Insurance Oversight System Portal – User Manual

Figure 52: Issuer Edit Link on Manage an Organization Page

The screenshot displays the 'Manage an Organization' page. At the top, there are two tabs: 'Manage an Organization' (active) and 'Manage Organization Relationships'. Below the tabs, the page title is 'Manage an Organization'. A message asks the user to enter their organization's 9-digit Federal EIN/TIN and select 'Search' to determine if the organization exists in HIOS. A search form contains the text 'Federal EIN/TIN: 123123123' and a 'Search' button. Below this is the 'Organization' section, which contains a table with the following data:

Company Legal Name	Federal EIN/TIN	Action
Test Demo Insurance Rename	123123123	View

Below the table, a note states: 'Company information can only be edited by an approved Company Administrator role. This role can be requested through the role request page.' The 'Issuers' section follows, featuring a table with columns for Issuer ID, Issuer Legal Name, Registered State, and Action. The table contains three rows of data. The 'Edit' link for the issuer with ID 57494 is highlighted with a red box.

Issuer ID	Issuer Legal Name	Registered State	Action
18970	Test Demo Insurance	MI	View
42723	Test Demo Insurance	VA	View
57494	Test Demo Insurance	CA	Edit

At the bottom of the page, there are 'Back' and 'Add Issuer' buttons.

Once the users select the 'Edit' hyperlink, they will be redirected to the page illustrated in Figure 53 where they can edit the issuer's information.

Health Insurance Oversight System Portal – User Manual

Figure 53: Edit Issuer Information page (Updated)

Health Insurance Oversight System

Tuesday, June 17, 2014 [HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#) Welcome Jolene Nguyen

Edit Issuer

Please fill in the form below with your Issuer's information.
Note: (*) Indicates a required field.

Issuer ID: 64362

***Issuer Legal Name:** JN Test 3 Company 8-22

Issuer Marketing Name:

Registered State: VA

Federal EIN/TIN: 987656789

NAIC Company Code:

NAIC Group Code:

***Market Type and Line of Business:**

- Individual
Individual Line of Business:
 - Health Insurance Coverage
 - Mini-Med
 - Student Health Plans
 - Rx-only
- Small Group
Small Group Line of Business:
 - Health Insurance Coverage
 - Mini-Med
 - Expatriate
 - Rx-only
- Large Group
Large Group Line of Business:
 - Health Insurance Coverage
 - Mini-Med
 - Expatriate
 - Rx-only

[Domiciliary Address](#)

***Address Line 1:**

Address Line 2:

***City:**

***State:**

***ZIP code:**

ZIP Plus 4:

***Are you a TPA?** Yes No

***TPA Type:** EDGE Server

[Back](#) [Review/Continue](#)

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

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Note: Users can select multiple Market Coverage types. A validation check will be implemented to prevent a user from unselecting a Market Coverage type if that Issuer has a valid Product in that same Market Coverage type. Users can also select multiple Lines of Business for each Market Coverage type selected.

Figure 54 displays the market coverage notification page.

Health Insurance Oversight System Portal – User Manual

Figure 54: Market Coverage Notification

The screenshot displays the Health Insurance Oversight System portal interface. At the top, there is a green header with the system name. Below the header, a navigation bar includes the date 'Tuesday, December 03, 2013' and buttons for 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. A 'Welcome' message is visible on the right. A red error message is centered on the page, stating: 'Error(s): Issuer Market Coverage cannot be changed as there exist product for the market coverage'. Below the error, there is a section titled 'Edit Issuer' with instructions to fill in the form. The form includes fields for 'Issuer ID' (38118), '*Issuer Legal Name' (World Insurance Company), and 'Issuer Marketing Name' (testing marketing name).

Health Insurance Oversight System

Tuesday, December 03, 2013 HOME FAQ CONTACT US SIGN OUT

Welcome

Error(s):

- Issuer Market Coverage cannot be changed as there exist product for the market coverage

Edit Issuer

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

Note: (*) Indicates a required field.

Issuer ID: 38118

*Issuer Legal Name: World Insurance Company

Issuer Marketing Name: testing marketing name

If an Issuer has been identified as an EDGE Server TPA, the user will need to provide further information unique to this type of Issuer as shown below in Figure 55 and Figure 56.

Health Insurance Oversight System Portal – User Manual

Figure 55: Edit Issuer – TPA Attributes (1 of 2)

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT

Welcome

Edit Issuer

Please fill in the form below with your Issuer's information.
Note: (*) Indicates a required field.

Legal Business Address:

*Address Line 1:

Address Line 2:

*City:

*State:

*ZIP code:

ZIP Plus 4:

Authorizing Official Contact Information:

Title:

First Name:

Last Name:

Email Address:

Phone Number:

Phone Ext:

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

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Health Insurance Oversight System Portal – User Manual

Figure 56: Edit Issuer – TPA Attributes (2 of 2)

Health Insurance Oversight System

Monday, June 16, 2014 [HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)

Welcome Jolene Nguyen

Edit Issuer

Please fill in the form below with your Issuer's information.
Note: (*) Indicates a required field.

Primary Contact Information:

*Title:
*First Name:
*Last Name:
*Email Address:
*Phone Number:
Phone Ext:

Secondary Contact Information:

Same as Primary Contact Information

Title:
First Name:
Last Name:
Email Address:
Phone Number:
Phone Ext:

Supplemental Contact One Information:

Title:
First Name:
Last Name:
Email Address:
Phone Number:
Phone Ext:

Supplemental Contact Two Information:

Same as Supplemental Contact One Information

Title:
First Name:
Last Name:
Email Address:
Phone Number:
Phone Ext:

[Back](#) [Review/Continue](#)

[Accessibility](#) | [Rules of Behavior](#) | [Web Policies](#) | [File Formats and Plug-Ins](#)
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When the users have finished reviewing and submitting their Issuer Edit request, it will be queued up for approval. Once approved, the users will receive an email notification informing them that their request has been approved.

3.2 Role Management

All module access and role requests are to be completed in the Role Management section. The users will be able to submit module access permission requests and cross-reference requests to registered companies, issuers, and states (for state users only) all under the Role Management tab. Users will also be able to view their existing roles and access status.

Figure 57 displays the role request page.

Health Insurance Oversight System Portal – User Manual

Figure 57: Role Request

The screenshot shows the 'Health Insurance Oversight System' portal. At the top, there is a green header with the system name. Below the header, the date 'Monday, December 09, 2013' is displayed on the left, and navigation buttons for 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT' are on the right. A 'Welcome' message is centered below the navigation. Two tabs are visible: 'View Existing Role' (inactive) and 'Request Role' (active). The 'Request Role' section contains a heading, a paragraph of instructions, and a dropdown menu labeled 'Module:' with the placeholder text '--Select Module--'.

3.2.1 View Existing Roles

The users can view their existing roles and access permissions on the View Existing Roles tab as displayed below in Figure 58.

Health Insurance Oversight System Portal – User Manual

Figure 58: View Existing Roles

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT

Welcome

View Existing Role Request Role

View Existing Roles

Username:

External Review Election (ERE) HIOS Portal

Role	Association Type	Association
HIOS Organization Approver		
Role Approver Administrator	Issuer	
HIOS User Account Approver		
HIOS User Role Approver	Module	External Review Election (ERE)
HIOS User Role Approver	Module	HIOS Portal

EDGE Server Management

Role	Association Type	Association	User Type	User Sub-Type
Issuer EDGE Registration Request Submitter	Company	10085 - FFE RR Test Issuer 526 - NE	Submitter	Primary Contact
Issuer EDGE Registration Request Approver	Issuer	10085 - FFE RR Test Issuer 526 - NE	Approver	Primary Contact
TPA EDGE Registration Submitter	Issuer	10085 - FFE RR Test Issuer 526 - NE	Submitter	Primary Contact

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.

3.2.2 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 users request the correct module and role within the module.

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.

Health Insurance Oversight System Portal – User Manual

5. If applicable for the module selected, select the User Type from the drop down menu.
6. If applicable for the module selected, selected 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.
9. Select the ‘Submit’ button. The ‘Back’ button is also an option if the user needs to make changes to prior to this page.

Figure 59, Figure 60, and Figure 61 display the role request for EDGE Server Management (ESM) roles.

Figure 59: TPA EDGE Registration Submitter

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT

Welcome

View Existing Role Request Role

Request Role

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 \(PDF\)](#)

Module: EDGE Server Management (ESM)

Requested Role: TPA EDGE Registration Submitter

Association

Please choose

Organization Issuer

Please enter the Organization Federal EIN/TIN below

Federal EIN/TIN : 7575757 Search

Search Result: Test Company 123

Review/Continue

Prerequisite for requesting the TPA EDGE Registration Submitter role:

The TPA EDGE Registration Submitter role can be requested for the EDGE Server Management (ESM) module, only when the Organization (FEIN) or Issuer being associated to the role has the TPA attributes selected. If the Organization radio button is selected and user enters an FEIN for an organization which does not have the TPA attributes, the system will return an Error message

“The Federal EIN/TIN entered does not belong to a TPA”. Similarly if the Issuer Radio button is selected and the user enters a 5 digit HIOS Issuer ID to search, and if it does not

Health Insurance Oversight System Portal – User Manual

have the TPA attributes, the system shall display an error message: “The Issuer ID entered does not belong to a TPA”

Figure 60: Issuer EDGE Registration Request Submitter

The screenshot shows a web interface with two tabs: 'View Existing Role' and 'Request Role'. The 'Request Role' tab is active. Below the tabs, the heading 'Request Role' is displayed in green. A paragraph of instructions follows: '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 \(PDF\)](#)'. Below this, there are two dropdown menus: 'Module:' with 'EDGE Server Management (ESM)' selected, and 'Requested Role:' with 'Issuer EDGE Registration Request Submitter' selected. A second heading, 'Issuer Association', is shown in green. Below it, the text 'Please enter the HIOS Issuer ID below' is present. There is an input field for 'Issuer ID:' containing '41453' and a 'Search' button. Below the input, the 'Search Result:' is '41453 - Company 2 - VI'. At the bottom left, there is a 'Review/Continue' button.

Figure 61: Issuer EDGE Registration Approver

The screenshot shows a web interface with two tabs: 'View Existing Role' and 'Request Role'. The 'Request Role' tab is active. Below the tabs, the heading 'Request Role' is displayed in green. A paragraph of instructions follows: '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 \(PDF\)](#)'. Below this, there are two dropdown menus: 'Module:' with 'EDGE Server Management (ESM)' selected, and 'Requested Role:' with 'Issuer EDGE Registration Request Approver' selected. A second heading, 'Issuer Association', is shown in green. Below it, the text 'Please enter the HIOS Issuer ID below' is present. There is an input field for 'Issuer ID:' containing '41453' and a 'Search' button. Below the input, the 'Search Result:' is '41453 - Company 2 - VI'. At the bottom left, there is a 'Review/Continue' button.

These two roles, Issuer EDGE Registration Request Submitter and Issuer EDGE Registration Request Approver can be requested by any HIOS Issuer. There is not pre-requisite for the Issuer to select the TPA attributes.

3.3 Approvals

Based on the user role’s access, users will be able to approve new organizations, user accounts and user approvals on the web.

Health Insurance Oversight System Portal – User Manual

Figure 62 displays the ‘Approvals’ button on the HIOS main page.

Figure 62: Approvals Button on HIOS Home Page



Figure 63, Figure 64, Figure 65, and Figure 66 display the different type of organizations that can be that can be approved through ‘New Organization Approvals’ tab.

Health Insurance Oversight System Portal – User Manual

Figure 63: Approvals Tabs

The screenshot shows a navigation bar with four tabs: 'New Organization Approvals' (highlighted in green), 'User Account Approvals', 'User Role Approvals', and 'Organizational User Role Approvals'. Below the tabs, the 'New Organization Approvals' section is displayed. It includes a heading 'New Organization Approvals' and a prompt: 'Please select a Request Type from the drop-down list below to view the corresponding requests'. A 'Request Type:' dropdown menu is shown with the value '-- Select Type --'.

Figure 64: Company and Group Creation Approval

The screenshot shows the 'New Organization Approvals' tab selected. The 'Request Type:' dropdown is set to 'Company and Group Creation' and the 'Request Status:' dropdown is set to 'Pending Approval'. Below this, a prompt says: 'Please select either the 'Approve' or 'Deny' link in the table below to approve or deny the request in that row'. A table with one row is shown, containing the following data:

Requestor Username	Requested Dates	Company Name	Federal EIN	View	Approve	Deny
Tester01@insurance.com	05-01-2014 11:57:54 PM	Test Org	333223423	View	Approve	Deny

Navigation controls at the top of the table include 'Page size: 10' and '1 item in 1 page'.

Figure 65: Issuer Creation Approval

The screenshot shows the 'New Organization Approvals' tab selected. The 'Request Type:' dropdown is set to 'Issuer Creation' and the 'Request Status:' dropdown is set to 'Pending Approval'. Below this, a prompt says: 'Please select either the 'Approve' or 'Deny' link in the table below to approve or deny the request in that row'. A table with two rows is shown, containing the following data:

Requestor Username	Requested Dates	Issuer Legal Name	Registered State	Federal EIN	View	Approve	Deny
testaccount@insurance.com	05-02-2014 3:48:35 PM	Alpha Insurance	KY	987654321	View	Approve	Deny
insurance@test.com	05-02-2014 3:48:35 PM	Beta Insurance	CO	987654321	View	Approve	Deny

Navigation controls at the top of the table include 'Page size: 10' and '2 items in 1 page'.

Health Insurance Oversight System Portal – User Manual

Figure 66: Non-Federal Governmental Plans Approval

New Organization Approvals

Please select a Request Type from the drop-down list below to view the corresponding requests

Request Type:

Request Status:

Please select either the 'Approve' or 'Deny' link in the table below to approve or deny the request in that row

Requestor User Name	Requested Dates	Organization Name	FederalEIN	View	Approve	Deny
tester@insurance.com	2014-05-02 16:03:22.377	Non-Fed Alpha	879879234	View	Approve	Deny
insurer@testing.com	2014-05-02 16:04:08.0	Beta Non-Fed	987878973	View	Approve	Deny

An 'Approve' and 'Deny' link will be available for users with an approver role. **Note:** Organization Relationship requests must pass two levels of approvals (Requestor and Requestee Organizations) to be considered 'Approved'.

Figure 67 displays the approve/deny hyperlinks.

Figure 67: Approve and Deny Hyperlinks

User Account Request Approvals

Please select a Request Status test from the drop-down list below to view the corresponding requests

Request Status:

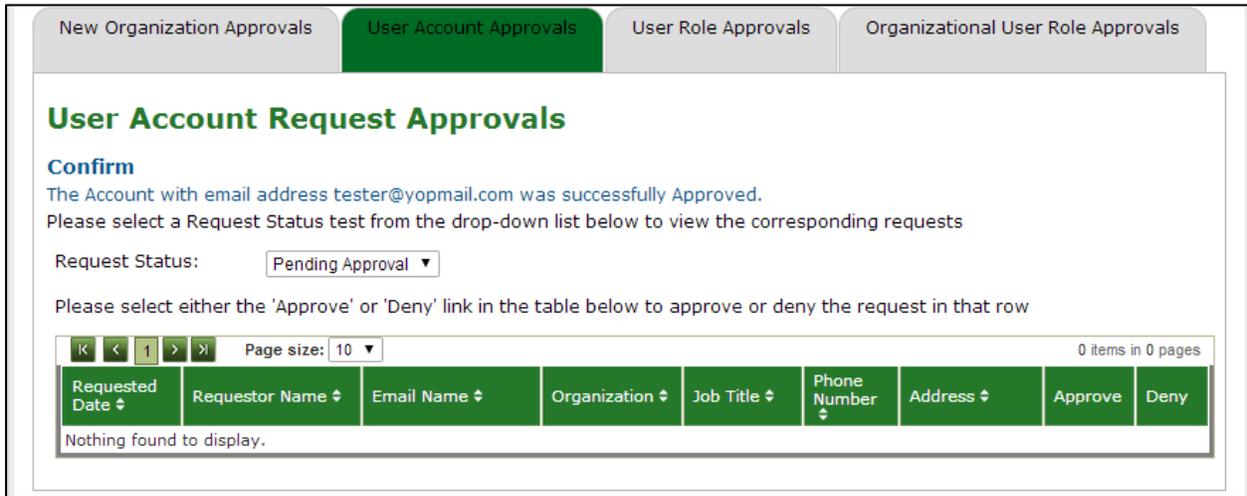
Please select either the 'Approve' or 'Deny' link in the table below to approve or deny the request in that row

Requested Date	Requestor Name	Email Name	Organization	Job Title	Phone Number	Address	Approve	Deny
2014-05-01 16:29:57.387	Mr. Testing	testing@yopmail.com	Alpha	Consultant	4515444945	123 Narrow St, Alexandria, VA 14310	Approve	Deny
2014-05-01 16:29:57.387	Mr. tester	tester@yopmail.com	Beta	Insurer	7415444944	123 Main St Addis, GA 70710	Approve	Deny

When the users select *Approve*, a confirmation will appear as illustrated by Figure 68.

Health Insurance Oversight System Portal – User Manual

Figure 68: Approval Confirmation



Users can also view all Approved, Denied, and Pending Approval requests under each tab as illustrated by Figure 69.

Figure 69: View Approved Requests on User Account Approvals Page

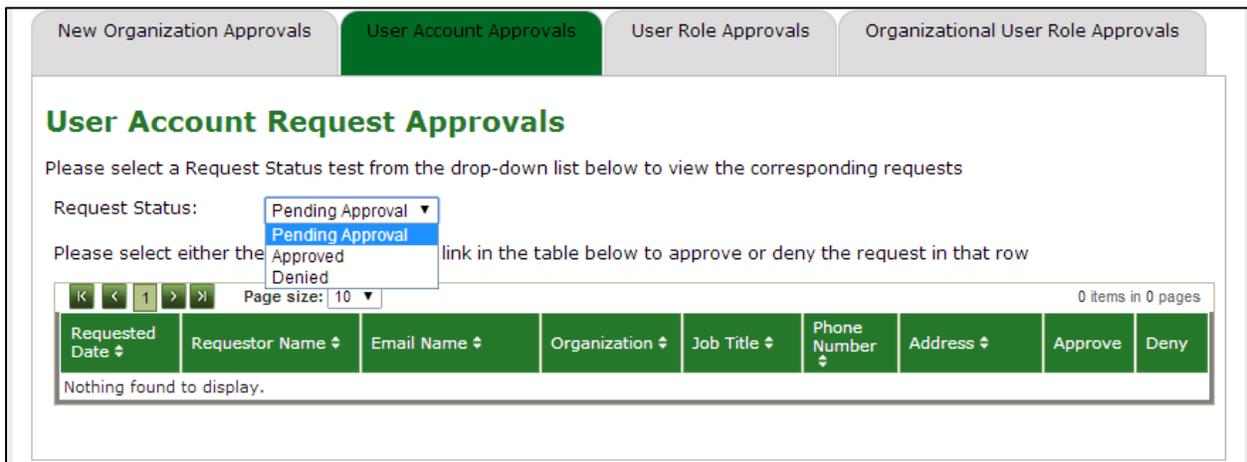


Figure 70 displays the User Role Request page.

Health Insurance Oversight System Portal – User Manual

Figure 70: View Approved Requests on User Role Requests Page

The screenshot shows the 'Health Insurance Oversight System' portal. At the top, there is a green header with the system name. Below the header is a navigation bar with buttons for 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. A 'Welcome' message is displayed below the navigation bar. The main content area features a tabbed interface with four tabs: 'New Organization Approvals', 'User Account Approvals', 'User Role Approvals' (which is currently selected and highlighted in green), and 'Organizational User Role Approvals'. Under the 'User Role Approvals' tab, the heading 'User Role Request Approvals' is displayed. Below this heading, a message reads: 'Please select a Module from the drop-down list below to view the corresponding requests'. A label 'Module:' is followed by a drop-down menu with the text '-- Select Module --' and a downward arrow. At the bottom of the page, there is a footer with links for 'Accessibility', 'Rules of Behavior', 'Web Policies', and 'File Formats and Plug-Ins', along with the address: 'U.S. Department of Health & Human Services · 200 Independence Avenue, S.W. · Washington, D.C. 20201'.

Health Insurance Oversight System Portal – User Manual

4 Troubleshooting and FAQ

4.1 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.

4.2 Support

CMS Help Desk

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