Health Insurance Oversight System

Portal – User Manual

Last updated: October 2016

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Portal User Manual Change History

October 2016 Revisions

- New functionality on the Approvals screen, approving the Issuer creation, authorized users can update the specific ID they would need to be created. For this we have added a new Role called “AddIDApprover” role who will be able to access this functionality. A new button Approve and Add shall be displayed for these specific users.
- On the Approvals screen, Other Org type approvals have been separated for other org’s with US Address and FEIN. We have added a new Approver user role (OtherOrgApprover) who will now be able to approve Other Org types with the following: US Address and Organization without FEIN, Non US Address and Organization with FEIN, Non US Address and Organization without FEIN.
- Updated the Alert message on the Create Issuer screen. An update Alert message shall be displayed at the bottom of the screen when the user selects a Registered State which belongs to the list of non compliant states.
- Update the Role Request process- Users who have requested a role and is currently pending approval, will encounter an error message if they try to request the same role with the same association.
- On the Role management page, the View Existing roles tab has been changed to Manage Roles. On the Manage Roles, users can now Delete their existing role. There will be a Delete hyperlink displayed next to each of the existing roles. There will be a confirmation pop up messages before the role is actually deleted.

April 2016 Revisions

The Manage Data Changes tab and its functionality are added for Admin user and CCIIO Approver roles. Added Release 20.00.00 functionality screens. In this release, the Manage an Organization page of the HIOS Home page, has an extra tab called “Manage Data Changes” tab for Admin users. Company Admins, Issuer Admins, and Organization Admins can create and review data change requests through this tab.

The Approvals tab of the HIOS Home page has an extra tab called “Manage Data Changes” through which CCIIO users will review, approve, or deny the change requests and is implemented in Portal release 20.00.00.

December 2015 Revisions

Added a tool tip for the NAIC Company Code field on the Manage Organization- View Page

Role Management- Removed the User type field for modules ERE, Non Fed, QHP Issuer Module, QHP Benefits and Service Area, QHP Rating, State Evaluation and Unified Rate Review modules.

April 2015 Revisions

Modified to reflect current release and date, updated Figures 9 & 10 and related text for new Portal “Access Catalog” screens.

February 2015 Revisions

Added Release 19.00.00 updated screens and functionality changes. In this release, the HIOS Main Home Page has an extra button at the top navigation bar labeled “Access PM”. The Approval pages have been updated to allow for multiple role request approvals. Lastly, the confirmation message text has changed.

December 2014 Revisions

Added Release 17.00.00 updated screens and functionality changes. In release 17.00.00, the system will be collecting both US and Non-US addresses for Other Organization Type.

October 2014 Revisions

Added Release 16.00.00 updated screens and functionality changes. Main addition for this release is including Other Organization Types as an option in the organization type dropdown.

August 2014 Revisions

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

May 2014 Revisions

The following updates have been made to Section 3.3 to show the new Organizational User Role Approvals page. Has been updated to illustrate the view modules the Organizational User Role Approvals can be used for (ERE and Non-Fed role requests)

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. The Health Insurance Oversight System (HIOS) is a federal system of record and provides a centralized, multi-user interface for insurance issuers and state/territory regulators to submit, and CCIIO to store information on individual and small group major medical insurance. Information submitted to HIOS is transferred in accordance with CCIIO regulations to provide data updates to Healthcare.gov. The Healthcare.gov website displays this information to provide assistance to consumers in locating health insurance coverage available in the market.

1.1 Pre-requisites and Information for HIOS System Access

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)

Prior to accessing HIOS, users will need to obtain their Enterprise Identity Management System (EIDM) credentials. The credentials are obtained by completing registration through the EIDM secure authentication process. Once registered, these credentials will be used to access CMS Enterprise Portal.

CMS Enterprise Portal: CMS Enterprise Portal is used for accessing CMS systems. HIOS is one of the systems that can be accessed through the CMS Portal using EIDM authentication and authorization. Only users who are authenticated with the EIDM procedures will be allowed to access the HIOS system.

Enterprise Identity Management System (EIDM): 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.

2 HIOS System Access

All EIDM authorized and authenticated users will be able to access the HIOS system by navigating to the CMS Enterprise Portal using the secure URL: https://portal.cms.gov/. Users will be required to enter their credentials obtained by registering through the EIDM system to access HIOS.

This manual provides steps and instructions on how new and existing users can get access to HIOS and use its different functionalities.

Figure 1 displays the CMS Enterprise Portal Home page.

Figure 1: CMS Enterprise Portal Main Screen

2.1 New User Registration

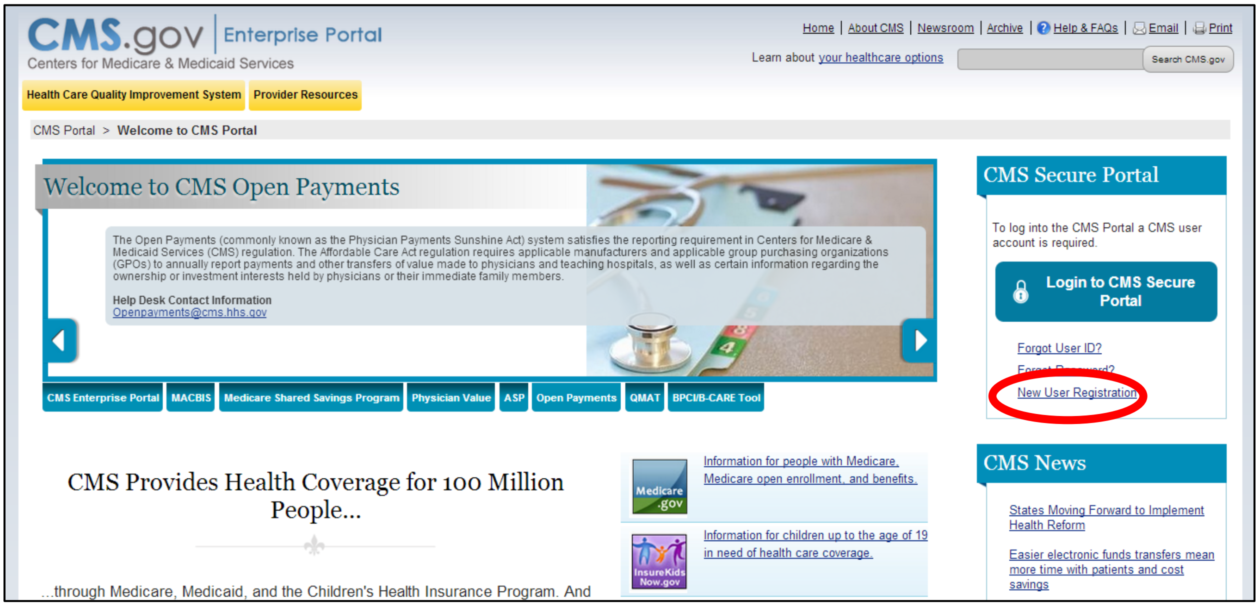
New users must complete the following steps to access HIOS.

1. Register for an EIDM account.
2. Request access to HIOS through the CMS Enterprise Portal.

Step 1: Register for an EIDM Account: New users will navigate to the CMS Enterprise Portal at http://www.portal.cms.gov to start the registration process. This registration process will require some personally identifiable information (PII) such as (Social Security number, Date of Birth, Home Address, Full name, Phone number, etc.).

Figure 2 displays the "New User Registration" link on the CMS Enterprise Portal main screen:

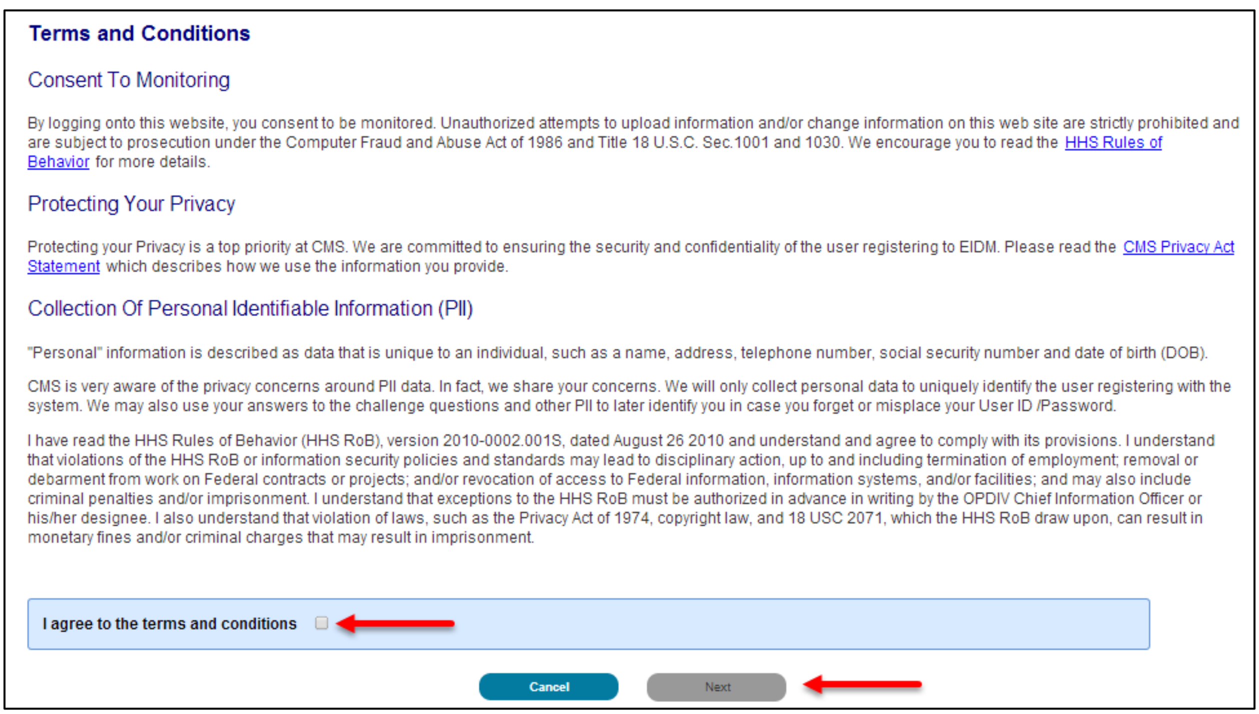
Figure 2: CMS Enterprise Portal



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 ID Proofing Screen:

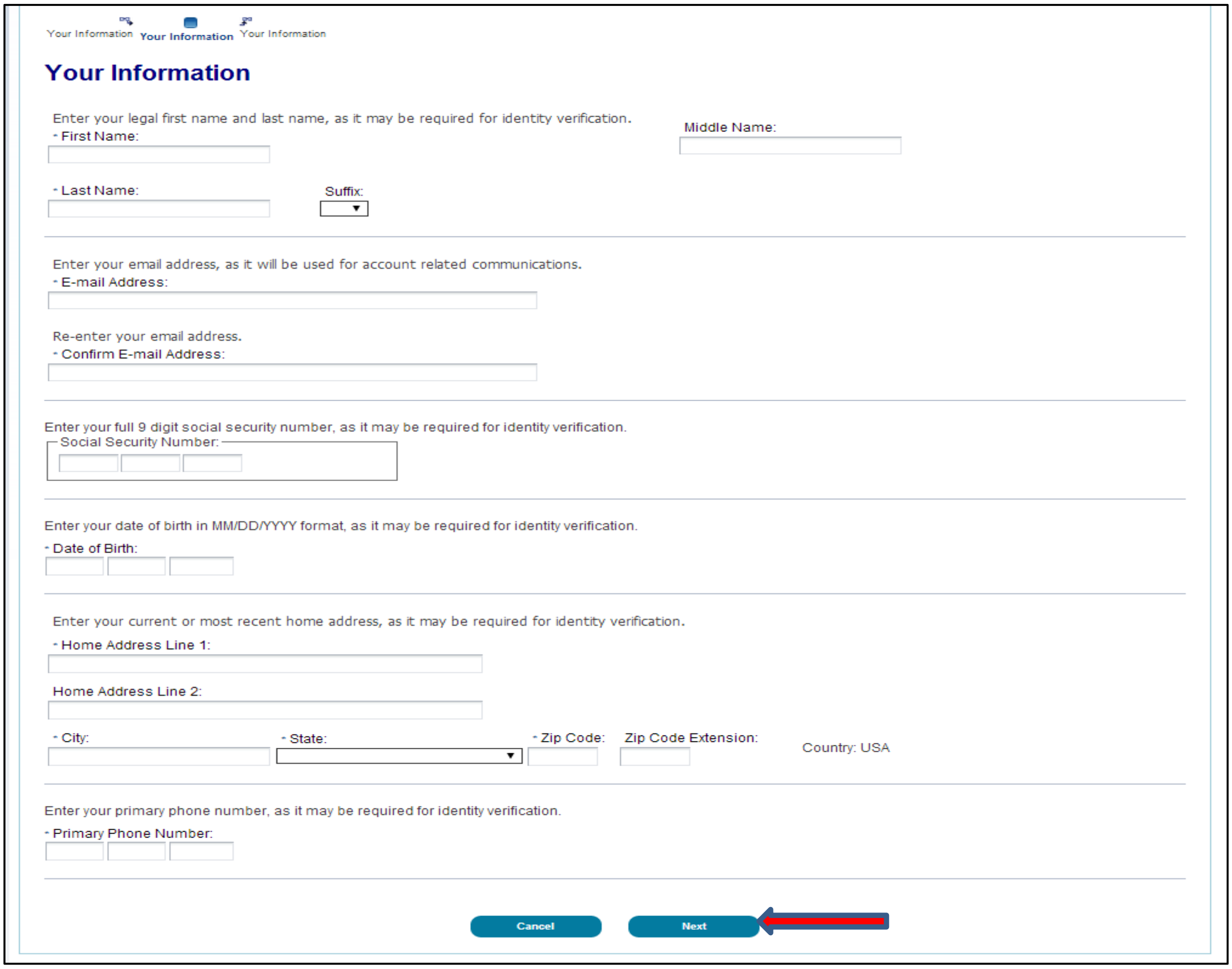
Figure 3: EIDM ID Proofing Screen



Users will then be navigated to an Additional Questions 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:

Figure 4: Additional Questions Page

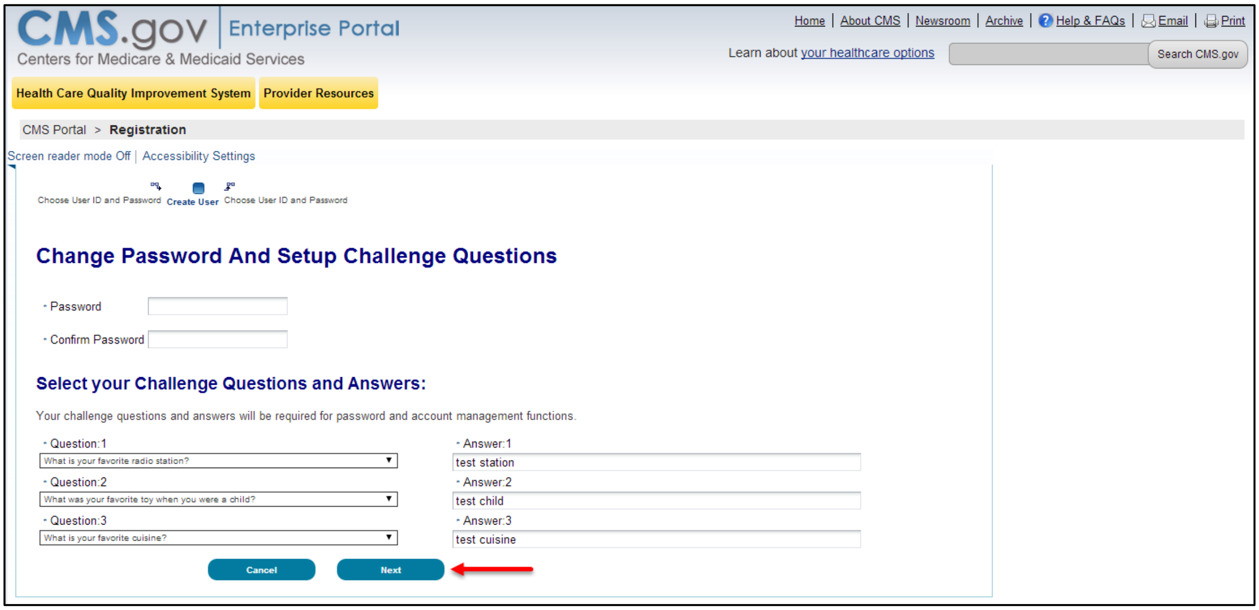


Based on the information provided, the users will be required to answer four questions for identity verification. User information is submitted to Experian and unique questions and answers are provided to each user for ID Proofing.

Users must then set their password and set up challenge questions and answers as shown below.

Figure 5 displays one of the Identity Verifications screen:

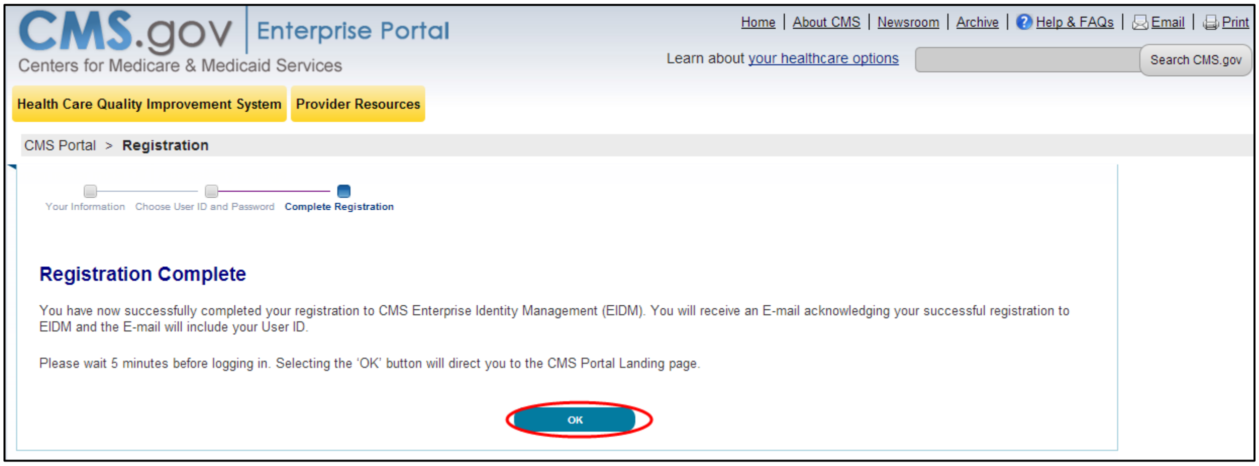
Figure 5: Identity Verification Screen - 2



After completing the registration process, users will receive the below confirmation message. Users will also receive an email acknowledging successful registration and the email will include the EIDM user ID.

Figure 6 displays the registration confirmation screen:

Figure 6: Confirmation Screen



Step 2: Once users receive the acknowledgement email that contains their User ID, they will need to request access to the HIOS System by signing into CMS Enterprise Portal.

Figure 7 displays the CMS Enterprise Portal login screen:

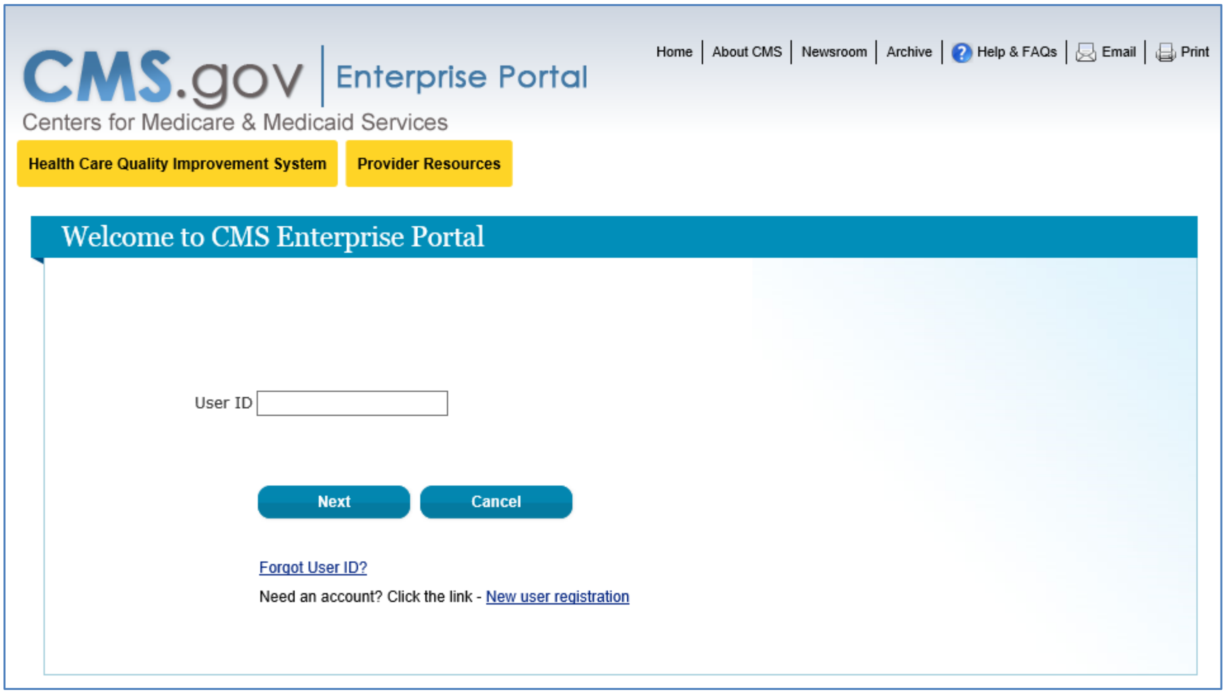
Figure 7: CMS Enterprise Portal - Login

Figure 8 displays the Terms and Conditions page through CMS Portal:

Figure 8: Terms and Conditions Page - CMS Portal

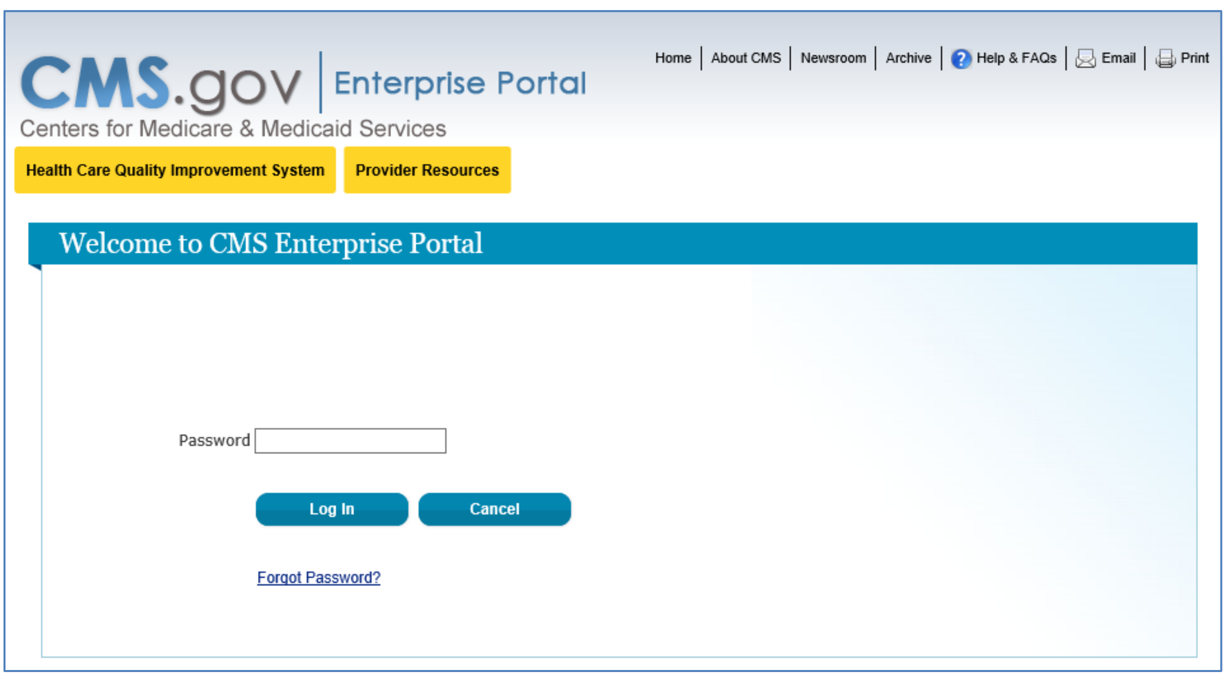
Enter your User ID and select the “Next” button in Figure 8a:

Figure 9a: CMS Enterprise Portal – Enter User ID



Enter your Password and select the “Log In” button in Figure 8b:

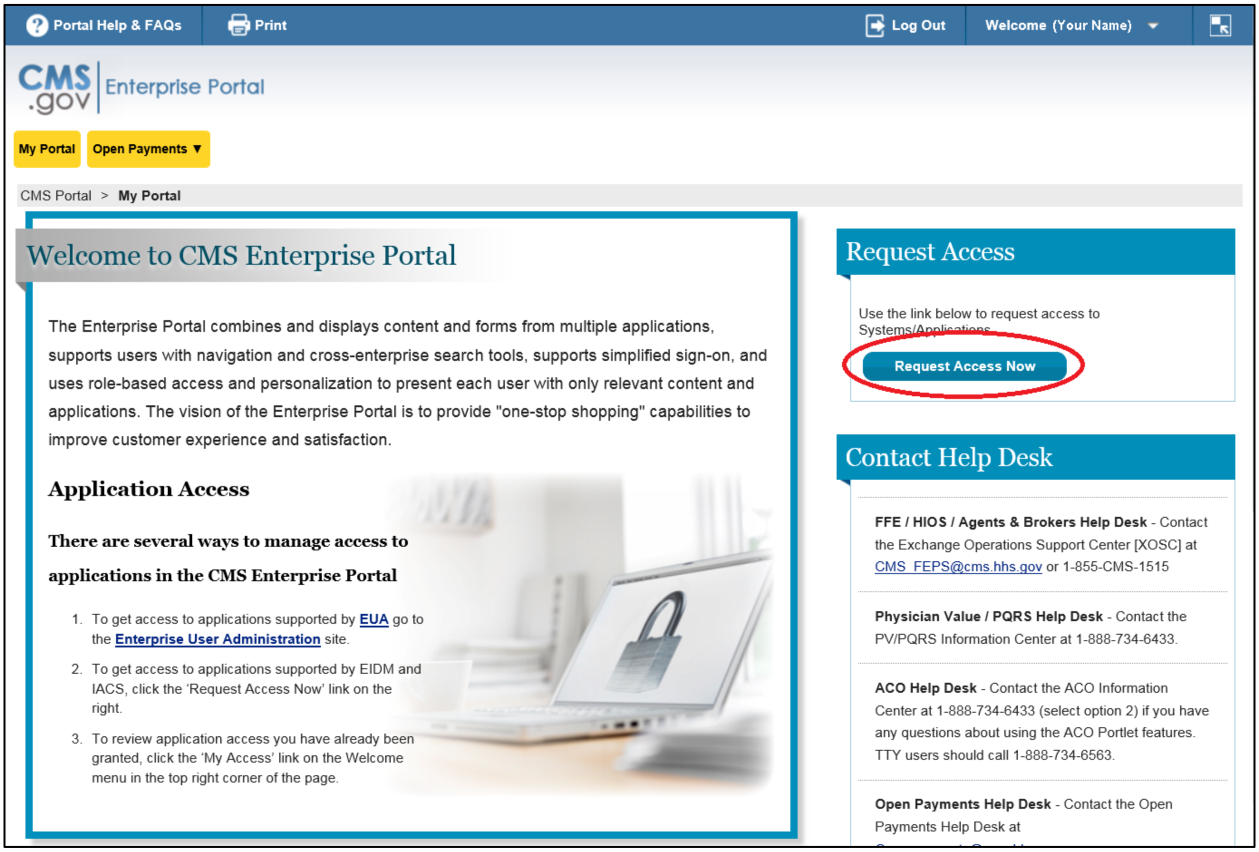
Figure 8b: CMS Enterprise Portal – Enter Password



Once the Terms and Conditions have been accepted, the users will need to log in by entering their EIDM credentials. The users would then select "Request Access Now" as shown in the image below.

Figure 9 displays the "Request Access Now" link through the CMS Portal:

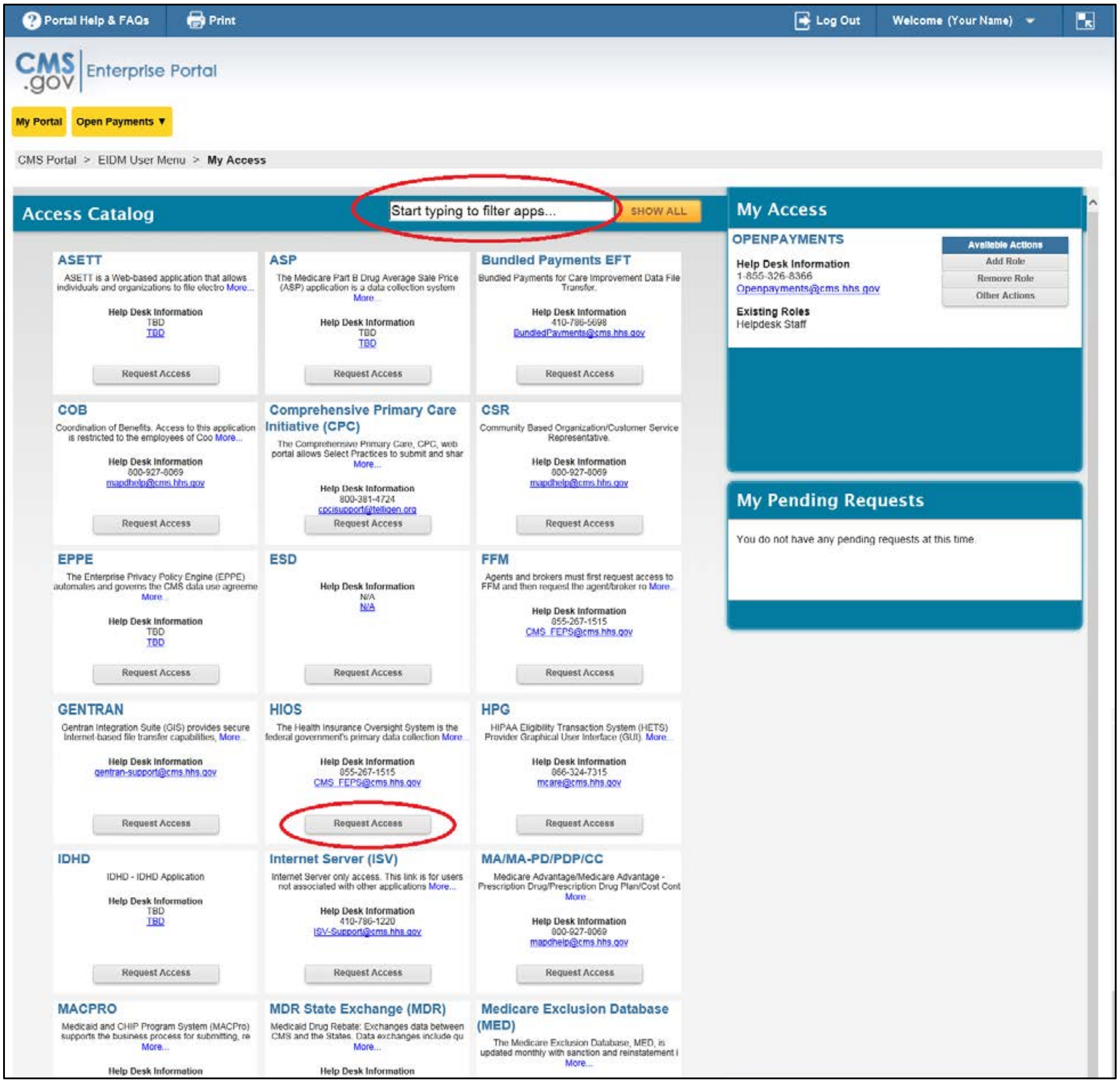
Figure 10: CMS Enterprise Portal Page



From the Access Catalog page, users will select the "Request Access" link by scrolling down to the HIOS application, or filtering the list by entering "HIOS" in the filter box, as shown below.

Figure 10 below displays the "Request Access" Link:

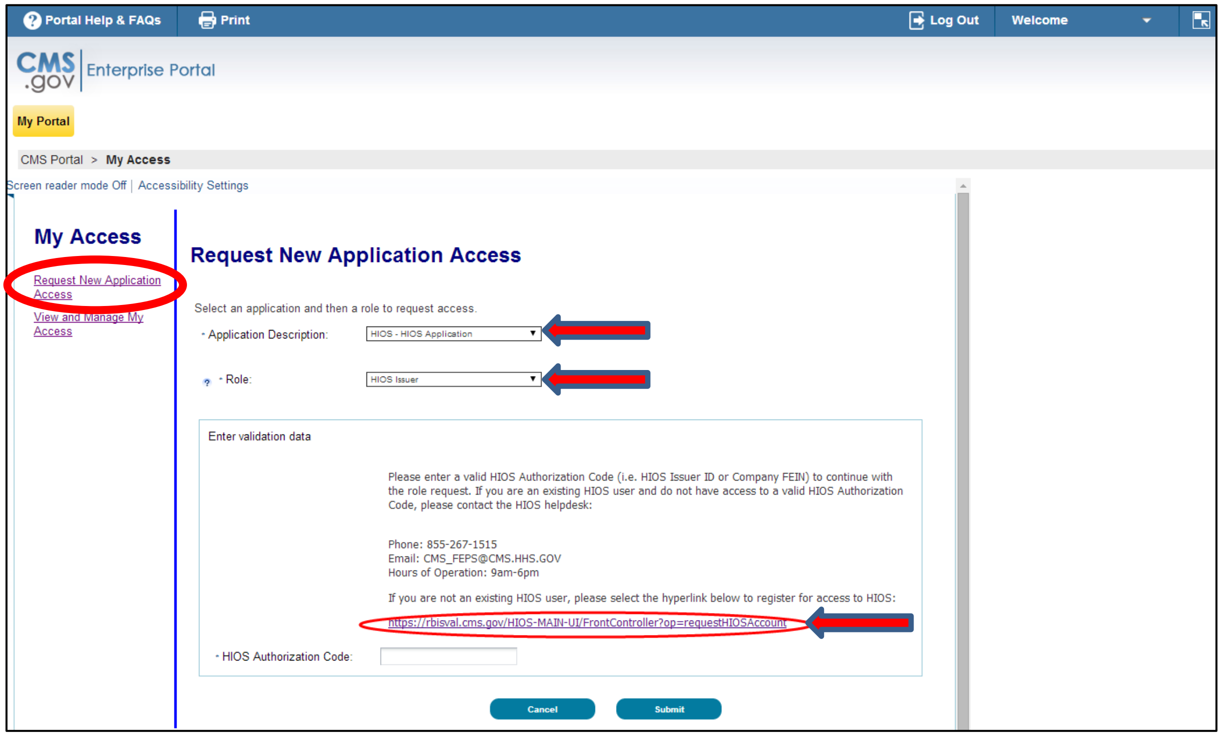
Figure 11: Request Access Link



Users will select “HIOS Issuer” from the Role Dropdown. New users will need to register in HIOS by selecting the link circled below. The HIOS Registration page will open.

Figure 11 displays the Request New Application Access page:

Figure 12: My Access - HIOS



Users will need to complete the HIOS registration form and submit for approval. Please note that the HIOS registration form accepts user requests from within and outside the US.

Figure 12 and Figure 13 displays the HIOS Registration forms for both US and Non-US users, respectively:

Figure 13: HIOS Registration Form – US Address

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

To initialize the request for a HIOS user account, please select if the base address for the requesting user is located in the United States by selecting "US User" or "Non-US User".

Title (Name):	
***First Name:**	
Middle Name:	
***Last Name:**	
Suffix:	
***Job Title:**	
***Organization Name:**	
***Email Address:**	
Organization Address:	US Address

US based Address Information

Address Type:	
Address Line 1:	
Address Line 2:	
***City:**	
***State:**	
ZIP code:	-
***Phone (Format: 123-456-7890):**	
Phone Ext:	

Reset Submit

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

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Figure 14: HIOS Registration Form – Non-US Address

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

To initialize the request for a HIOS user account, please select if the base address for the requesting user is located in the United States by selecting "US User" or "Non-US User".

Title (Name):	
***First Name:**	
Middle Name:	
***Last Name:**	
Suffix:	
***Job Title:**	
***Organization Name:**	
***Email Address:**	
Organization Address:	Non-US Address
Non-US based Address Information	
Address Type:	
Address Line 1:	
Address Line 2:	
***City:**	
***Province, Region or State:**	
***Country:**	
ZIP code or Postal PIN Code:	
***Telephone Number:**	
Phone Ext:	

Reset   Submit

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

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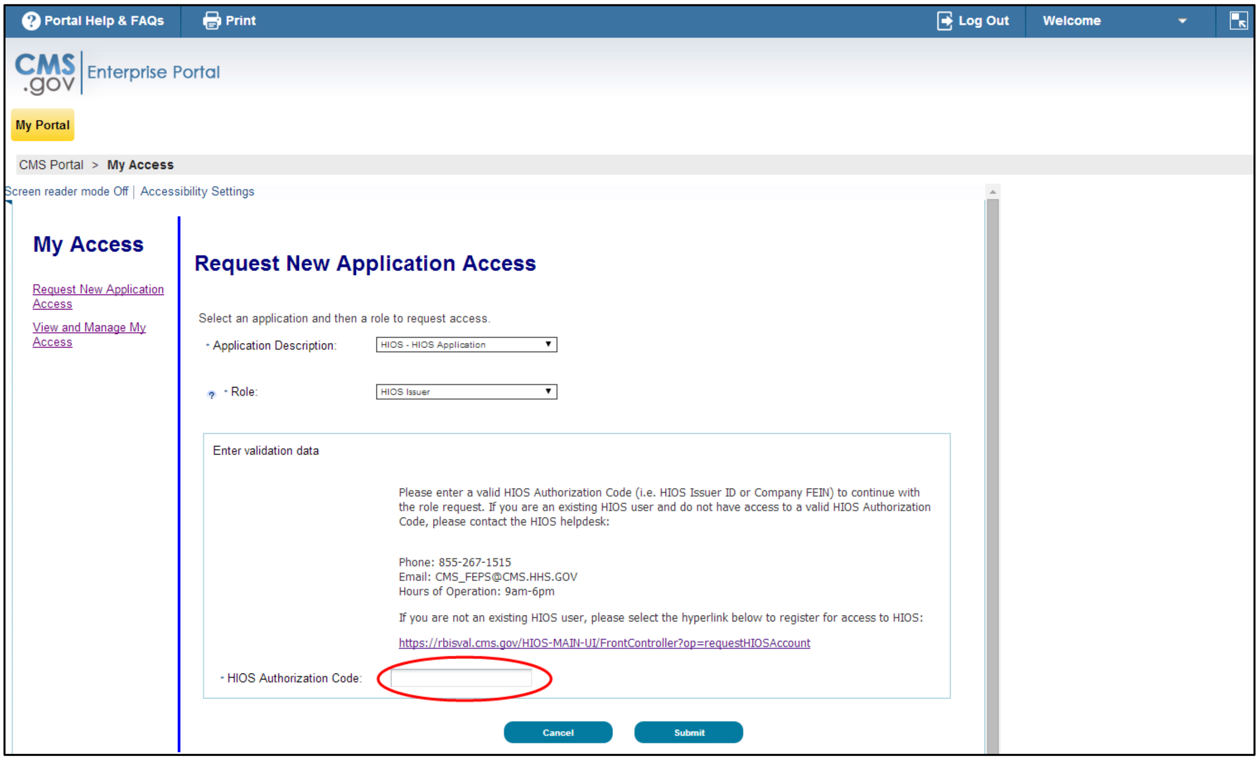
Once approved, authenticated users will receive an email with their HIOS credentials, account information and an authorization code to request access to HIOS in the Enterprise Portal.

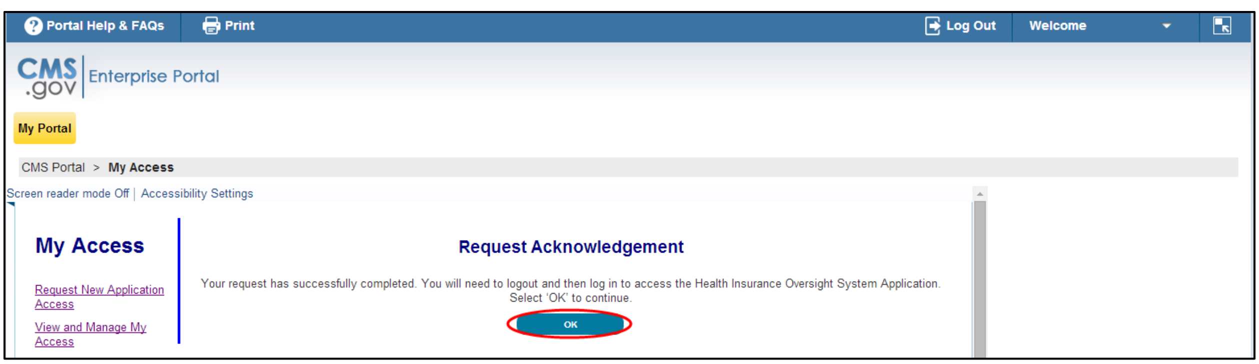
Once the users receive the email from HIOS registration along with the authorization code, they are required to enter the authorization code in the “HIOS Authorization Code” field on the Request New Application Access page as illustrated in Figure 14.

Figure 15: New HIOS User-Enter Authorization Code screen



Once the system has acknowledged the request, users will be granted permission to access HIOS as shown in Figure 15.

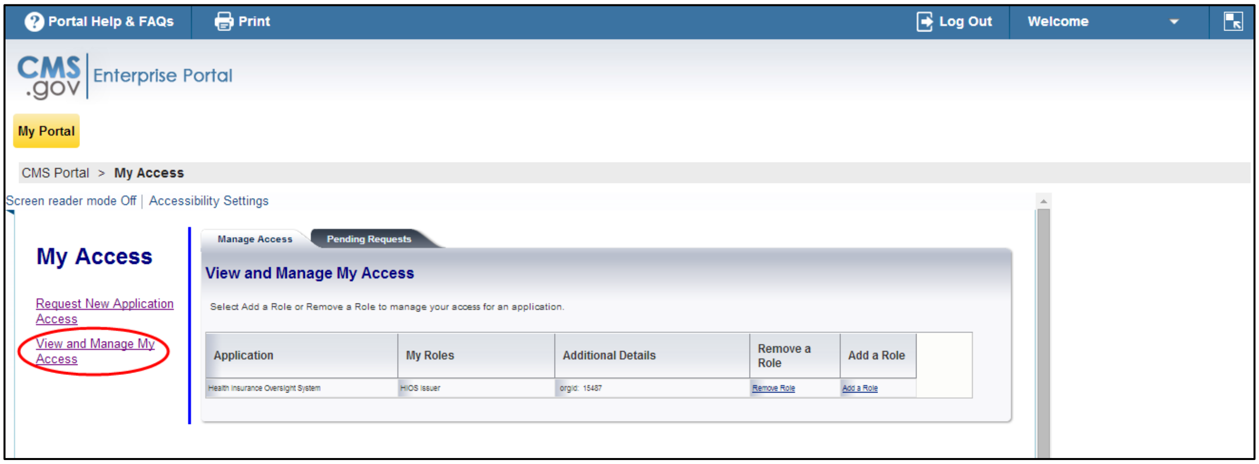
Figure 16: Request Acknowledgement Screen



Access to HIOS will appear under the View and Manage My Access page, after the user logs out of the Portal and logs back in for the changes to take effect.

Figure 16 displays the View and Manage My Access page.

Figure 17: View and Manage My Access 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 and have been granted access to the HIOS system. 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.

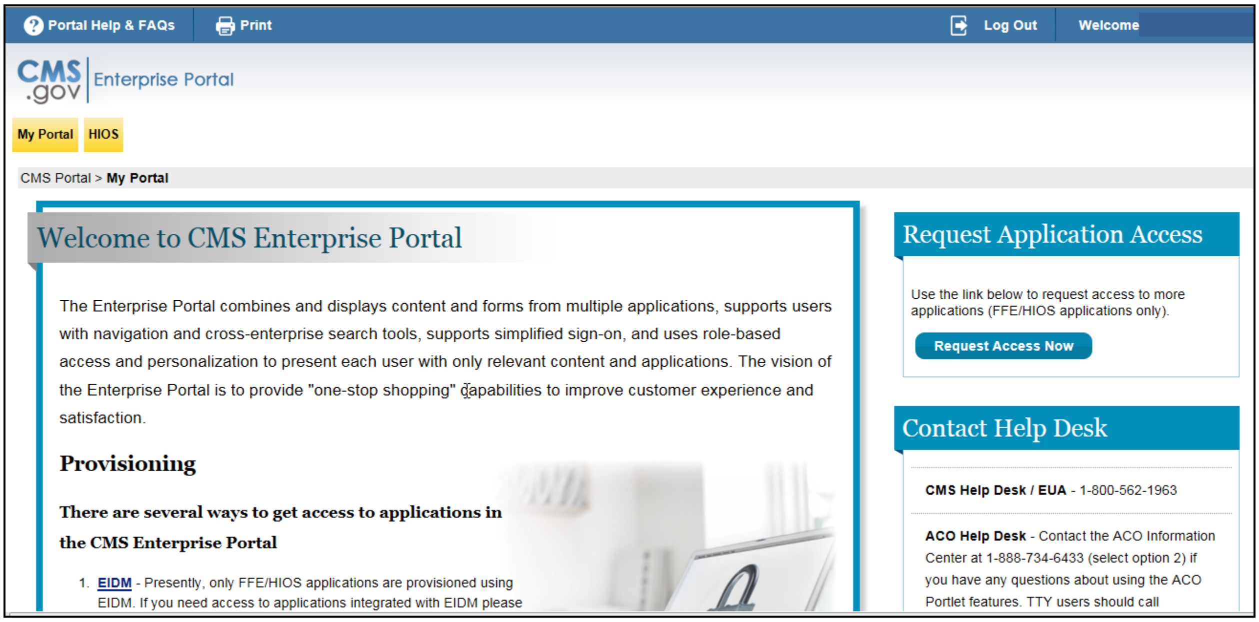
Figure 17 displays the CMS Enterprise Portal Page.

Figure 18: CMS Enterprise Portal Page - Login with EIDM Credentials

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 18 displays Authorized HIOS users CMS Portal page.

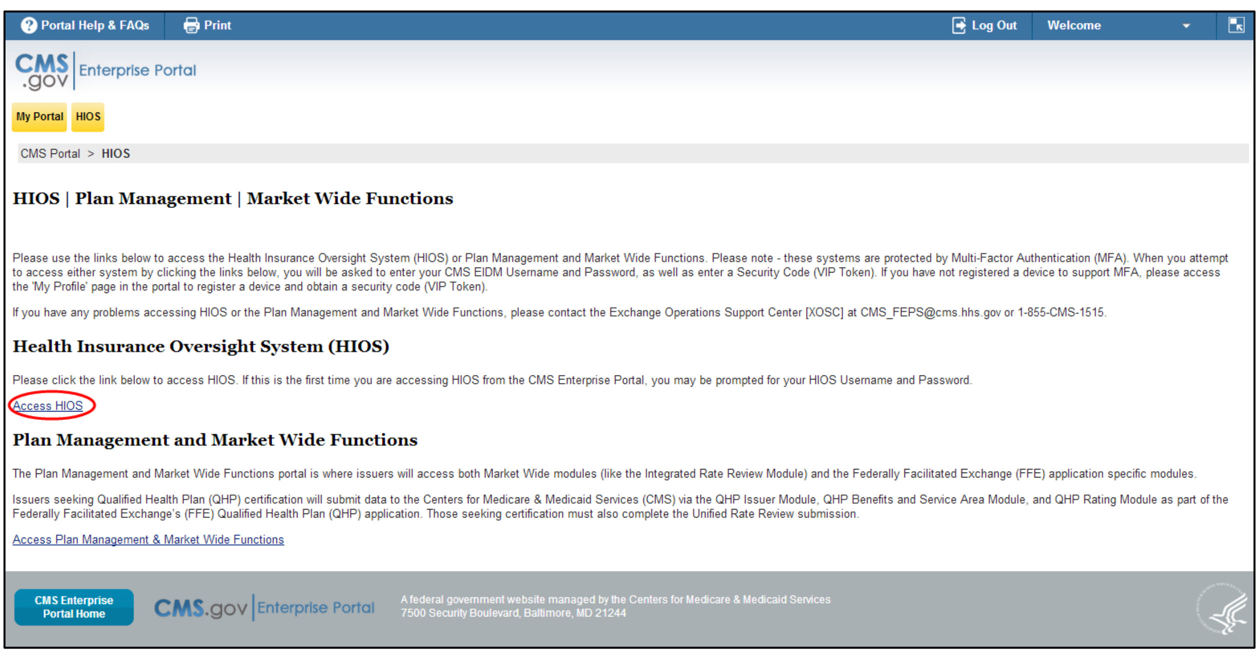
Figure 19: EIDM Portal page - Authorized HIOS Users



Users will select the "HIOS" tab to be navigated to a landing page from where they can access HIOS.

Figure 19 displays the page that will allow the users to access the HIOS Home page. Users will select the "Access HIOS" link to navigate to the HIOS home page.

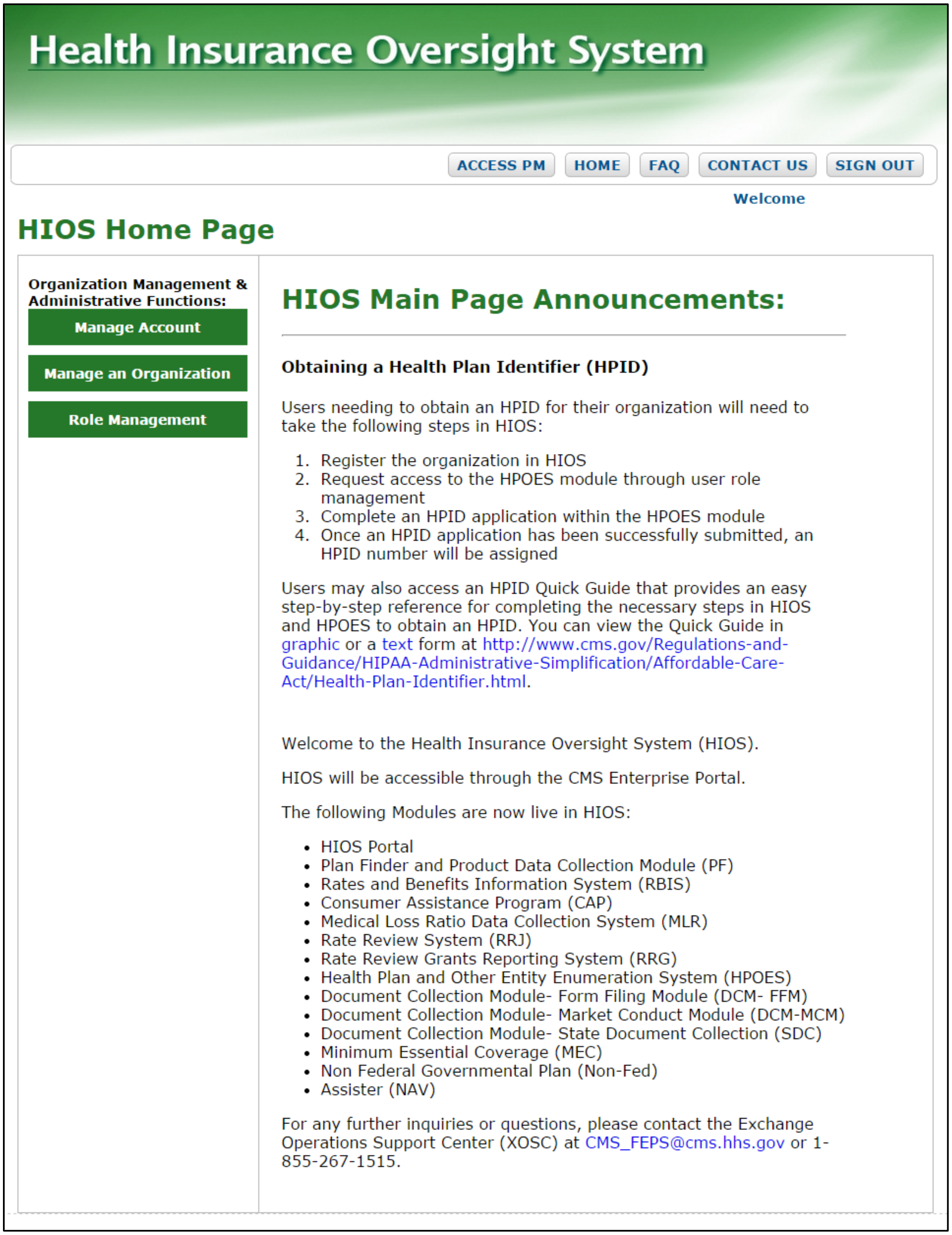
Figure 20: Access HIOS, Plan Management Landing Page



3 Portal Home Page

Upon successful login, the users will arrive on the HIOS Portal Home Page as shown in Figure 20.

Figure 21: HIOS Portal Home Page



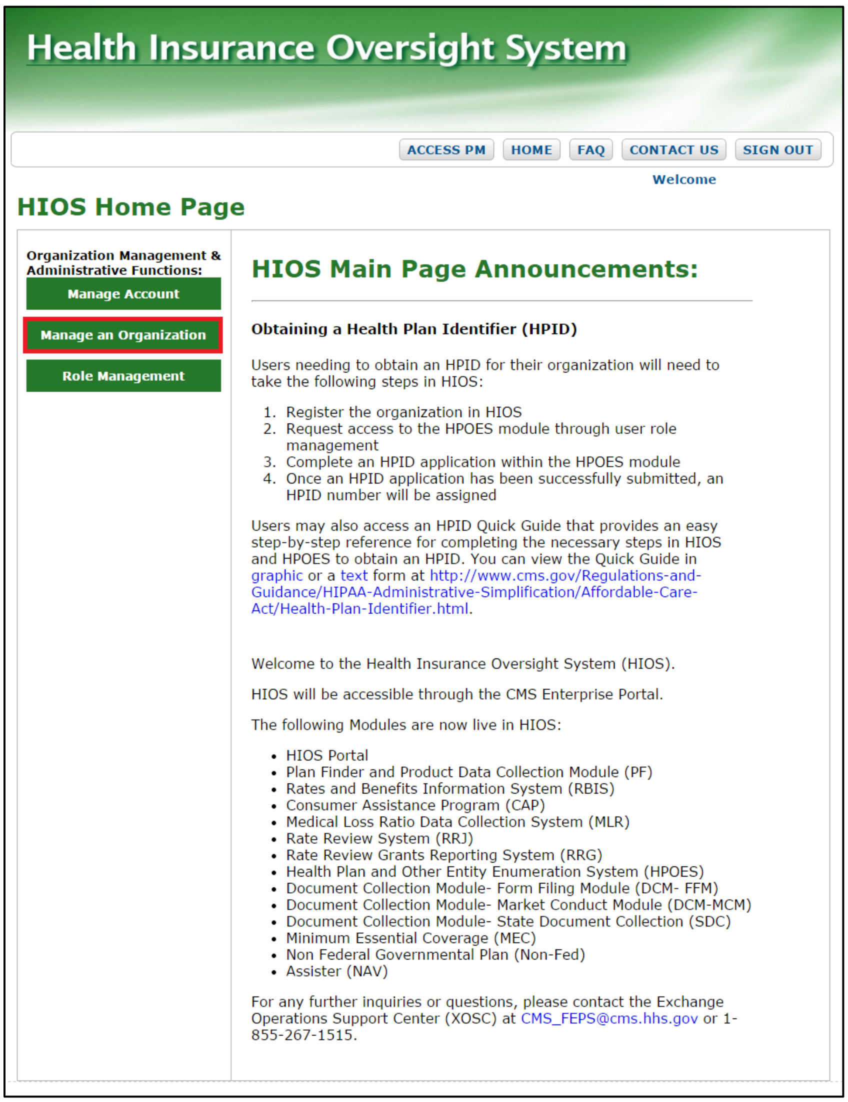
3.1 Manage an Organization

The Manage Organization functionality allows users to verify an organization exists in HIOS, or create a new organization or attach an issuer to an organization within HIOS. The organization must be actively registered in HIOS in order for users to request access 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 self-funded, non-federal governmental plans 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 accessed by selecting its corresponding button as illustrated in Figure 21.

Figure 22: HIOS Portal – Manage an Organization

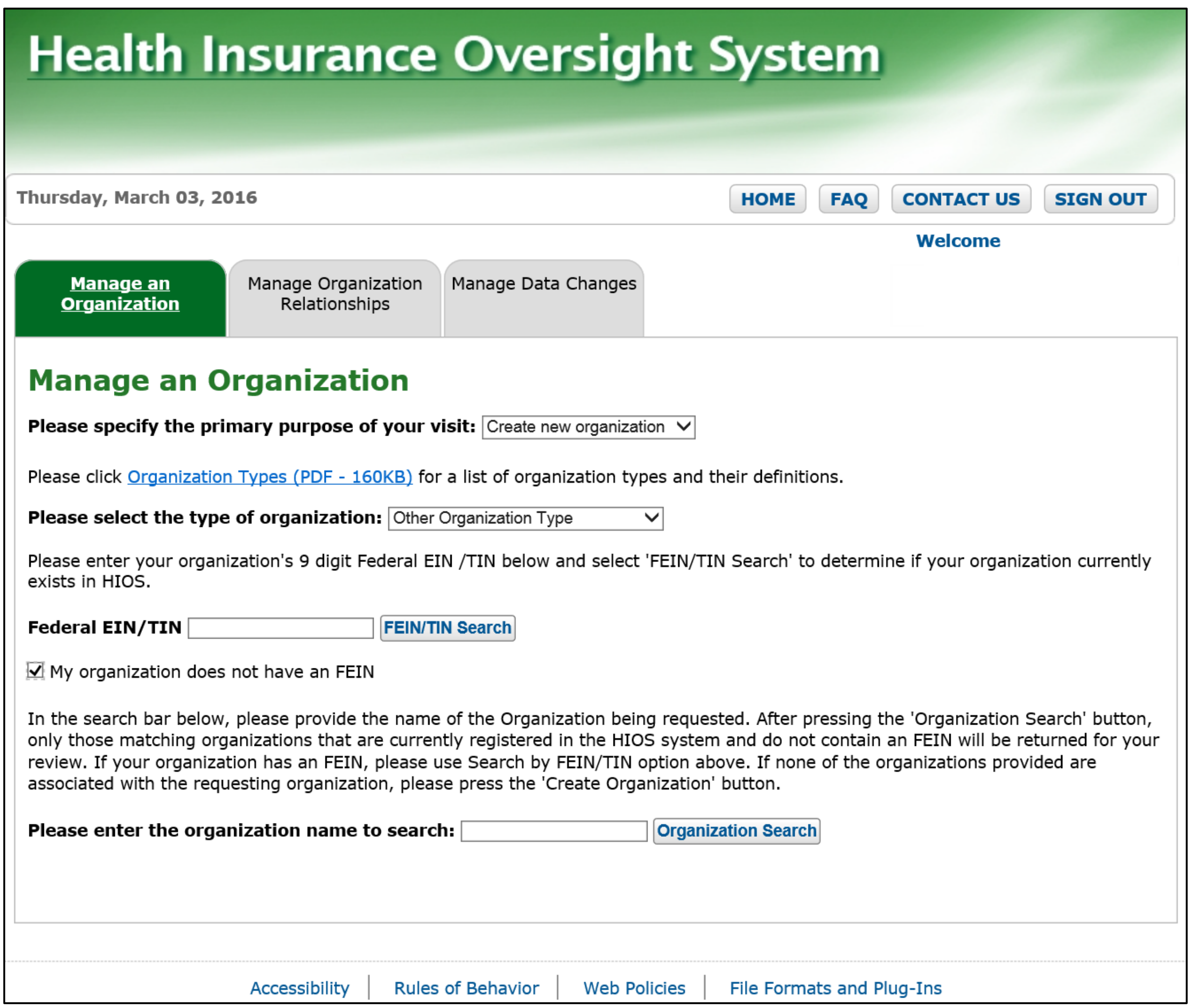


3.1.1 Creating an Organization

Once the user is on the Manage an Organization page, they will be able to input three or four fields, depending on Organization Type. The first selection will be the primary purpose of the visit to the Manage an Organization page, selecting either Create New Organization or Edit Existing Organization in the dropdown menu. The user can then select the hyperlink to view the list of organization types and their definitions, and then select the appropriate Organization Type from the options: Company, Non Insurance, Non-Federal Governmental Plans, and Other Organization Type. The final input will be Federal Employee Identification Number or Tax Identification Number (EIN/TIN), unless the user selects Other Organization Type as the Organization Type. If the user selects Other Organization Type, the Manage an Organization menu will display a checkbox stating the following: My Organization does not have an FEIN. If the checkbox is checked, a free form text box will appear where the users can input the Organization name being searched.

Figure 22 displays the search organization screen.

Figure 23: Search Organization



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 or Organization Name (only when Other Organization Type is selected) the users provided, they will have the option to create a new organization.

Note: If the users logged in belong to an Organization with a Non-US address, the checkbox for My Organization does not have an FEIN will be selected by default. Users can uncheck the check box if they would like to enter an FEIN for their organization.

3.1.1.1 Company

This section will cover the process of creating a new Company organization.

If organization type selected is Company and no FEIN was found, the users will have the option to create a new organization. The user can select the Create Organization button to begin the process.

Figure 23 displays the select organization type screen.

Figure 24: Select Organization Type: Company

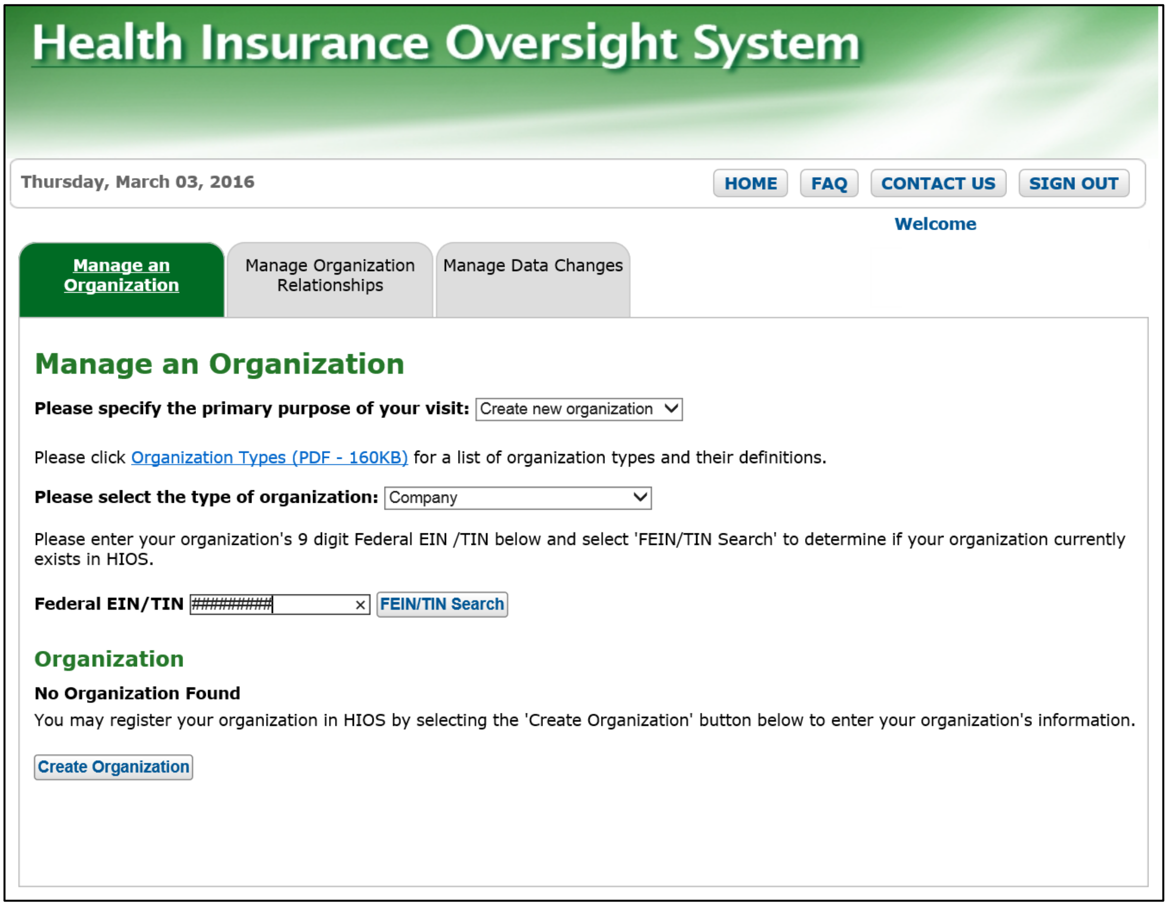


Figure 24 and Figure 25 display the Register New Organization for a Company.

Figure 25: Register New Organization-Company (1 of 2)

Figure 26: Register New Organization-Company (2 of 2)

1. Enter in the details of the company where applicable. Be sure to complete required fields, which are marked with an asterisk (*).
2. NAIC Company Code tool tip - Indicating the correct definition.
3. Select the "Review/Continue" button.

Figure 26 displays the Review Organization Information page.

Figure 27: Review Organization Information

4. Confirm the accuracy of the information provided. Select “Back” to correct any information or “Submit” to complete the request.

Figure 27 displays the New Organization Confirmation page.

Figure 28: New Organization Confirmation

5. Select 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.

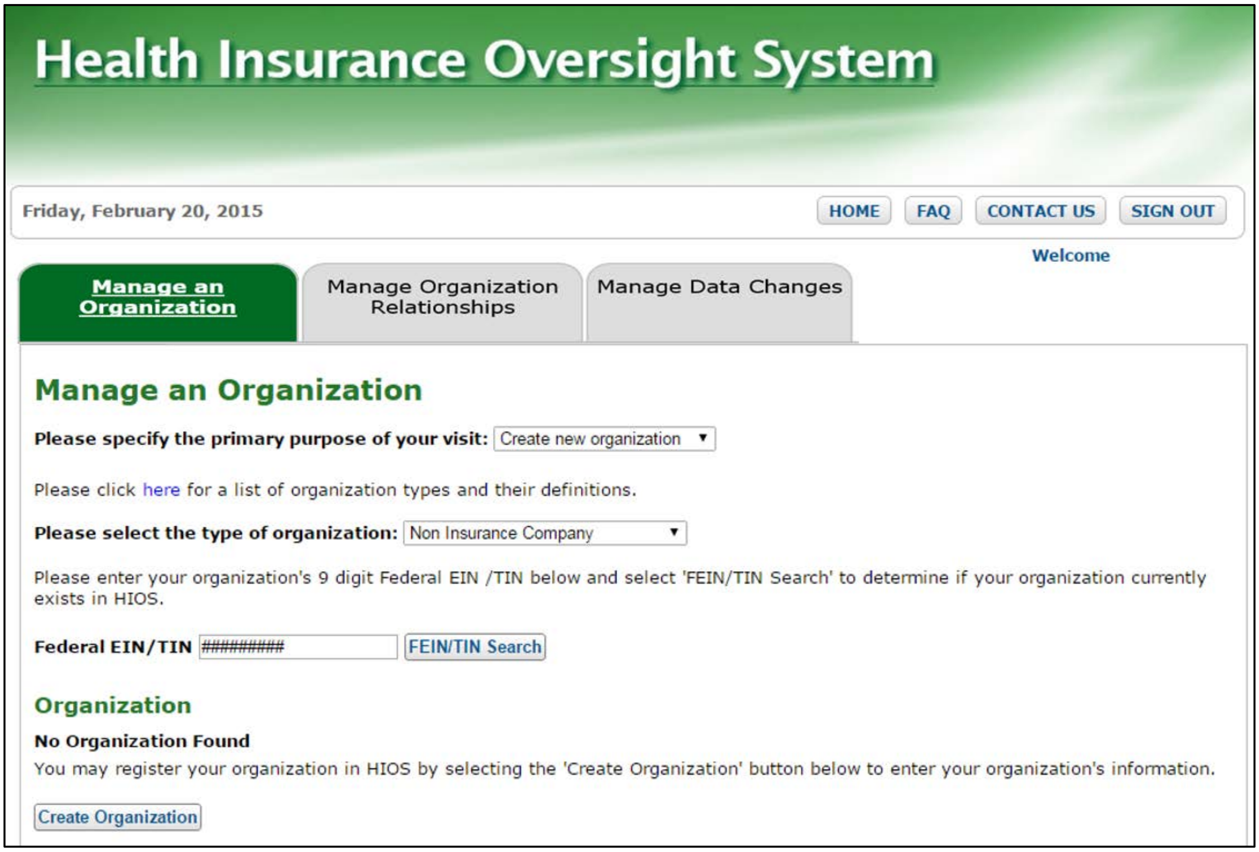
3.1.1.2 Non Insurance Company

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

If organization type selected is Non Insurance Company and no FEIN was found, the users will have the option to create a new organization. The Users can select the Create Organization button to begin the process.

Figure 28 displays the organization type screen with non-insurance company highlighted.

Figure 29: Select Organization Type: Non Insurance Company



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

Figure 29 and Figure 30 display the Register New Organization for a Non Insurance Company.

Figure 30: Register New Organization – Non Insurance Company (1 of 2)

Figure 31: Register New Organization – Non Insurance Company (2 of 2)

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

Figure 31 displays the Review Organization Information page.

Figure 32: Review Organization Information (Non Insurance)

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

Figure 32 displays the new organization confirmation page.

Figure 33: New Organization Confirmation (Non Insurance)

4. Select 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.

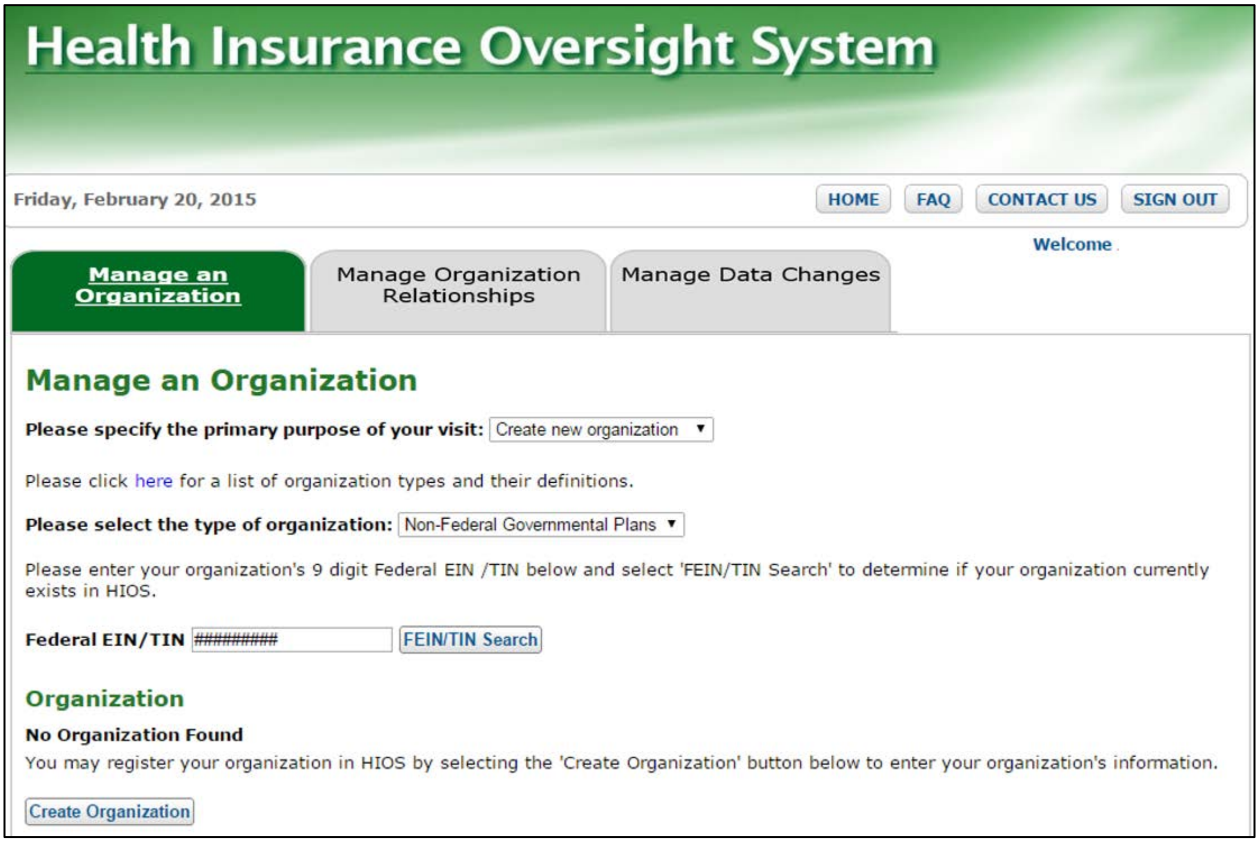
3.1.1.3 Non-Federal Governmental Plans

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

If organization type selected is Non-Federal Governmental Plans and no FEIN was found the users will have the option to create a new organization. The Users can select the Create Organization button to begin the process.

Figure 33 displays the organization type screen with Non-Federal Governmental Plans highlighted.

Figure 34: Select Organization Type: Non-Federal Governmental Plans



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

Figure 34 and Figure 35 display the Register New Organization for a Non-Federal Governmental Plans organization.

Figure 35: Register New Organization- Non-Federal Governmental Plans (1 of 2)

Figure 36: Register New Organization- Non-Federal Governmental Plans (2 of 2)

1. Enter in the details of the Non-Federal Governmental Plan where applicable. Be sure to complete required fields, which are marked with an asterisk (*).
2. Select the "Review/Continue" button.

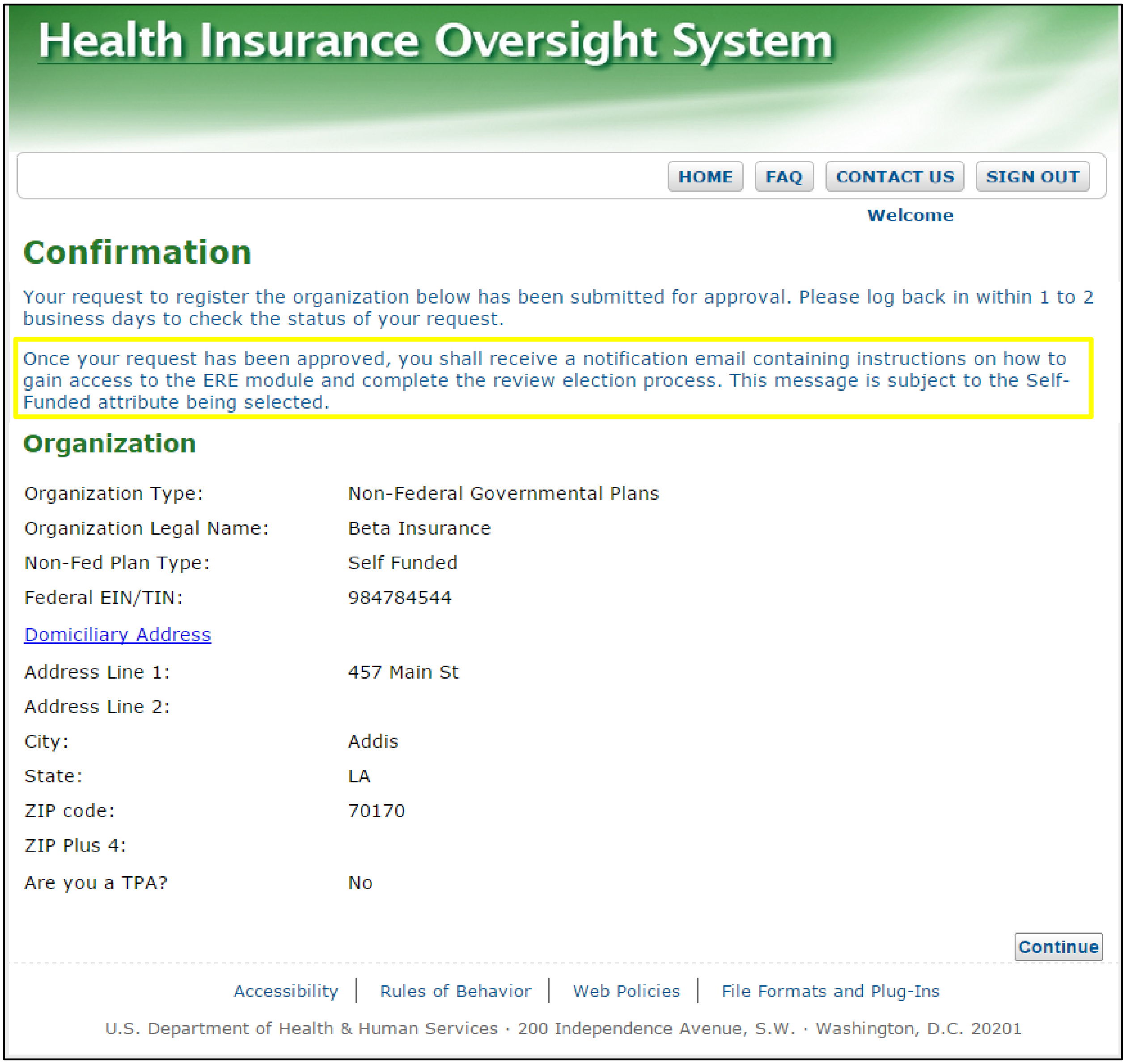
Figure 36 displays the Review Organization Information page.

Figure 37: Review Organization Information

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

Figure 37 displays the new organization confirmation page.

Figure 38: New Organization Confirmation (Non-Federal Governmental Plans)



4. Select 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.

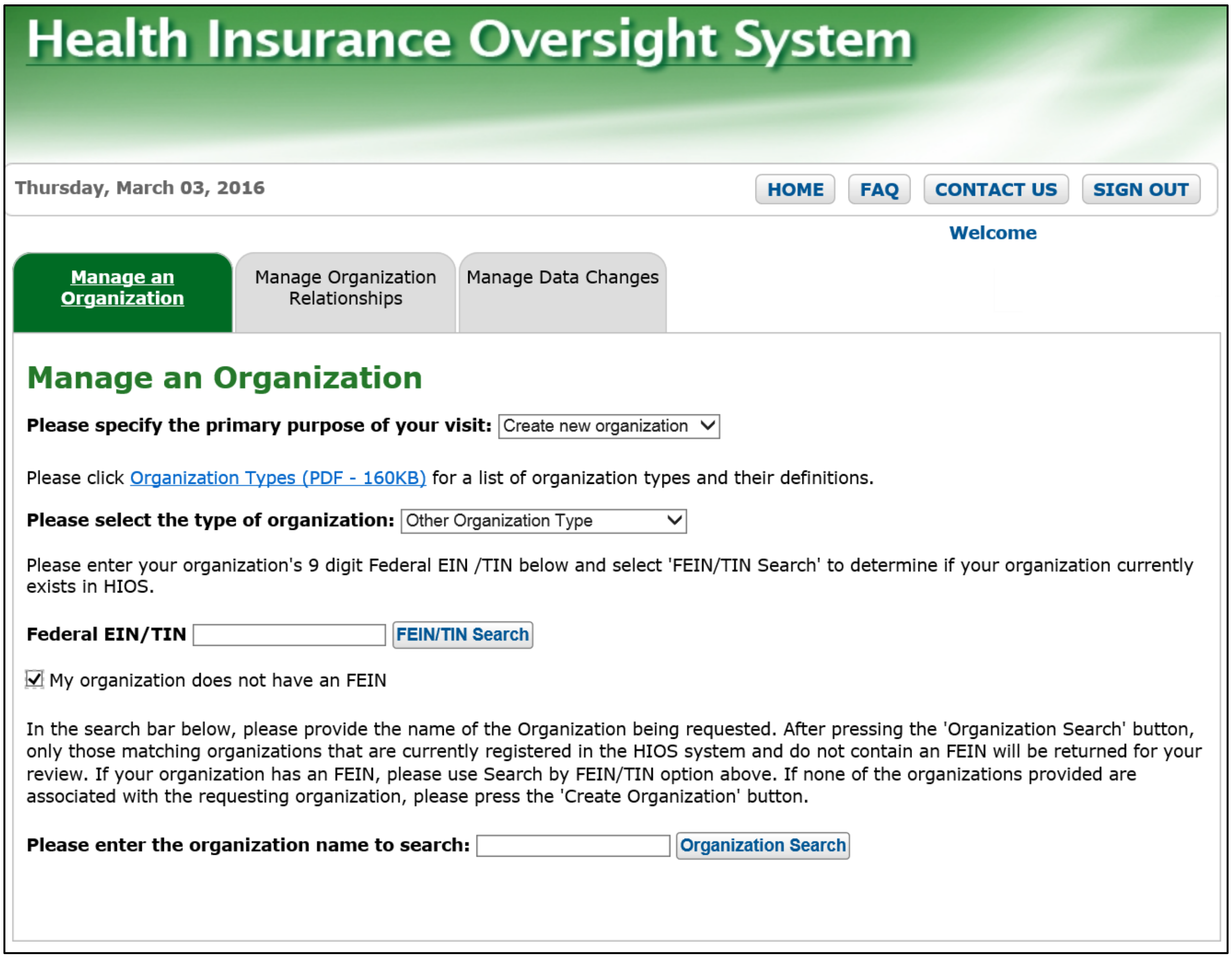
3.1.1.4 Other Organization Type

This section will cover the process of creating a new Other Organization Type organization.

If organization type selected is Other Organization Type and no FEIN or Organization Name is found, the users will have the option to create a new organization. The Users can select the Create Organization button to begin the process.

Figure 38 displays the select organization type screen.

Figure 39: Select Organization Type: Other Organization Type



If Organization Address selected is Non-US Address, the following information will be required:

- Organization Legal Name
- Address Line 1
- City or Town
- Province, Region or State
- Country
- Zip Code or Postal PIN code

Figure 39 display the Register New Organization - Other Organization Type for Non-US Address.

Figure 40: Register New Organization – Other Organization Type – Non-US Address

If Organization Address selected is US Address, the following information will be required:

- Legal Organization Name
- Address Line 1
- City
- State
- Zip Code

Figure 40 displays Register New Organization – Other Organization Type for US Address.

Figure 41: Register New Organization – Other Organization Type – US Address

Users will select the "Continue" button one the registration information is competed. The users will have the option to include any additional details in the text box. Once the additional details are added the users will select the "Continue" button to review the organization information before submitting.

Figure 41 displays the Register Attributes for New Organization page.

Figure 42: Register New Organization – Other Organization Type – Register Attributes

Figure 42 displays the Review Organization Information page.

Figure 43: Review Organization Information

Users will review the accuracy of the information provided. Select “Back” to correct any information or “Submit” to complete the request and navigate to the confirmation page.

Figure 43 displays the New Organization Confirmation page.

Figure 44: New Organization Confirmation (Other Organization Type)

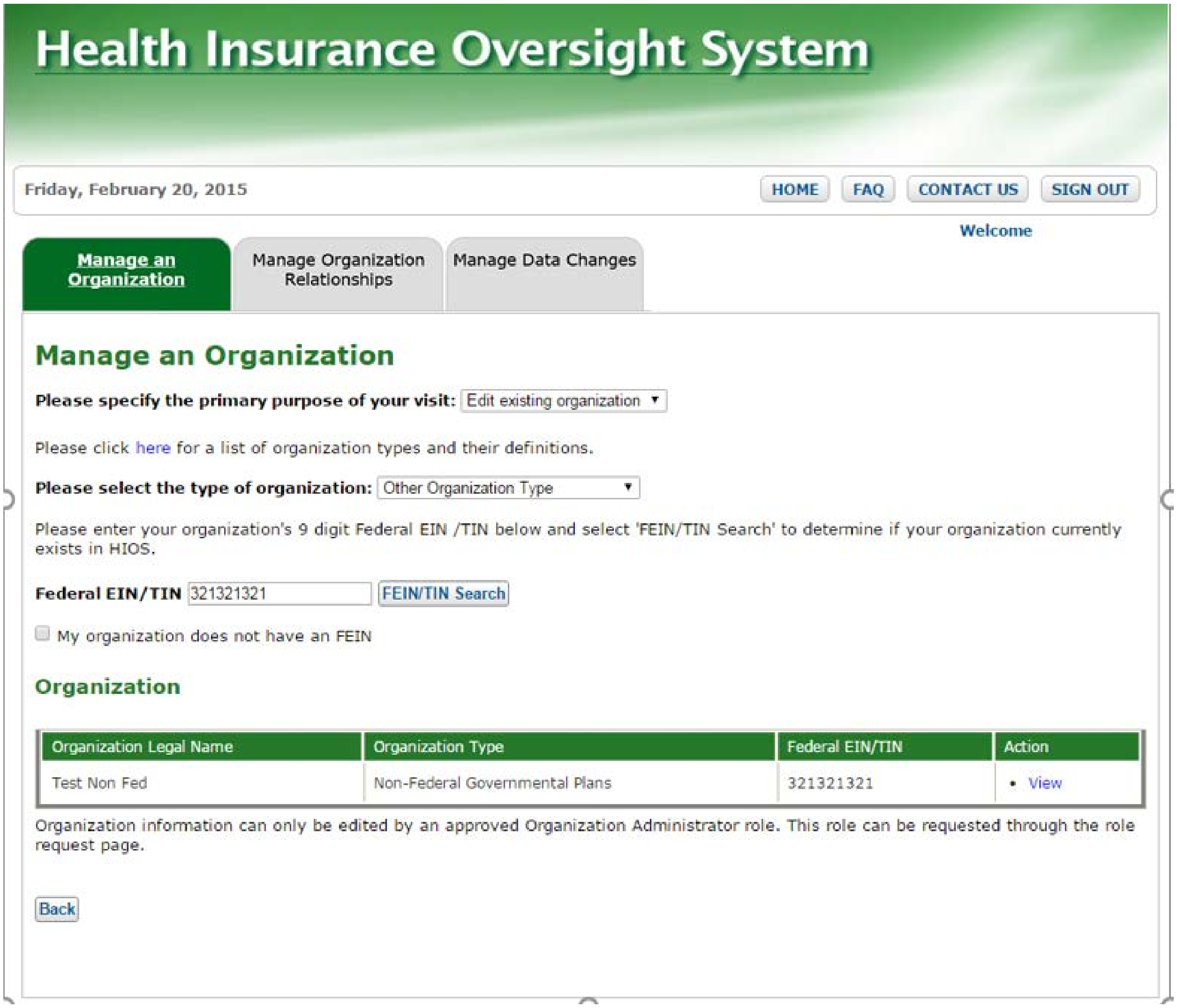
Select the “Continue” button to return to the HIOS Portal Home Page.

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

3.1.2 Viewing Existing Organization Information

HIOS users can view company information on the Manage an Organization page. Users can search by a valid Federal EIN/TIN and select “FEIN/TIN Search” or search by an organization’s name and select “Organization Search.” A summary of the organization’s information will be displayed in the search results as illustrated in Figure 44.

Figure 45: Summary Organization Information



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 45 displays the information recorded for an organization.

Figure 46: View Organization Information page

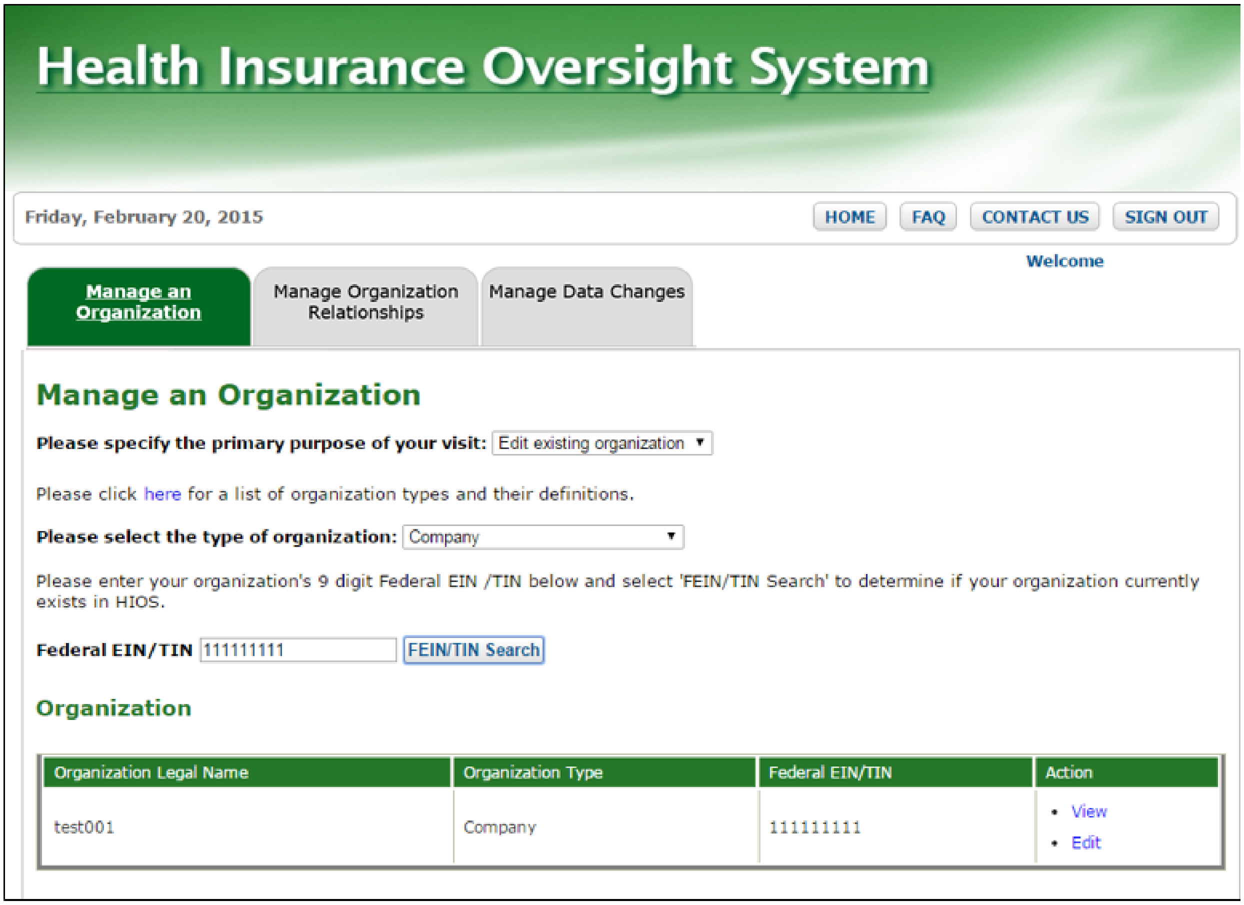
3.1.3 Editing Company Information

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, Organization Name, Federal EIN/TIN, AM Best Number, Not for Profit, Co-Op, Address Type, Address Line 1, Address Line 2, City, State, ZIP Code, and ZIP Plus 4, "Are you a TPA?", and "TPA Type". **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 responsible for the editing of Company-level information as well as Issuer-level information for Issuers that are associated to the company. A company can 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.

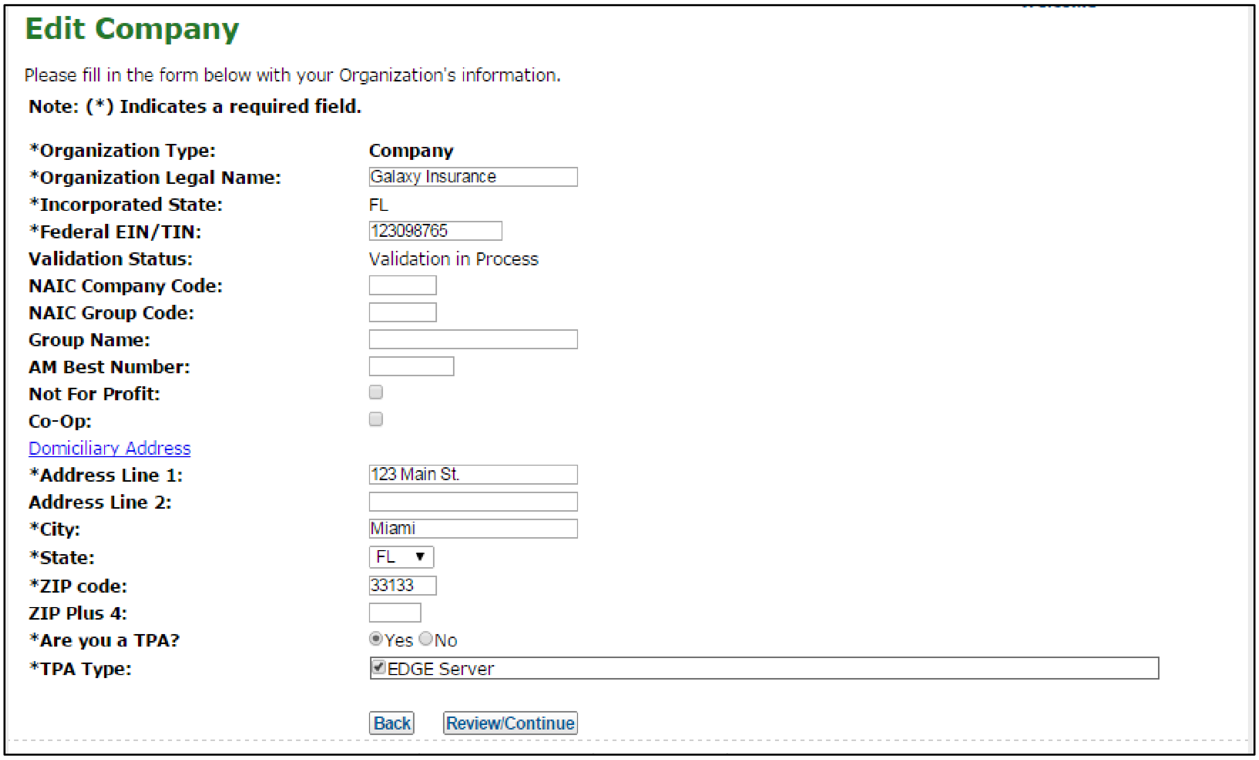
Figure 46 displays the Organization summary page with the additional “Edit” action.

Figure 47: Edit Link on Manage an Organization Page



Once the users select the “Edit” hyperlink, they will be redirected to the illustrated in Figure 47 where they can edit the company’s information.

Figure 48: Edit Organization Fields



Edit Company

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

Note: (*) Indicates a required field.

*Organization Type:	Company
*Organization Legal Name:	Galaxy Insurance
*Incorporated State:	FL
*Federal EIN/TIN:	123098765
Validation Status:	Validation in Process
NAIC Company Code:	
NAIC Group Code:	
Group Name:	
AM Best Number:	
Not For Profit:	
Co-Op:	
Domiciliary Address	
*Address Line 1:	123 Main St.
Address Line 2:	
*City:	Miami
*State:	FL
*ZIP code:	33133
ZIP Plus 4:	
*Are you a TPA?	Yes No
*TPA Type:	EDGE Server

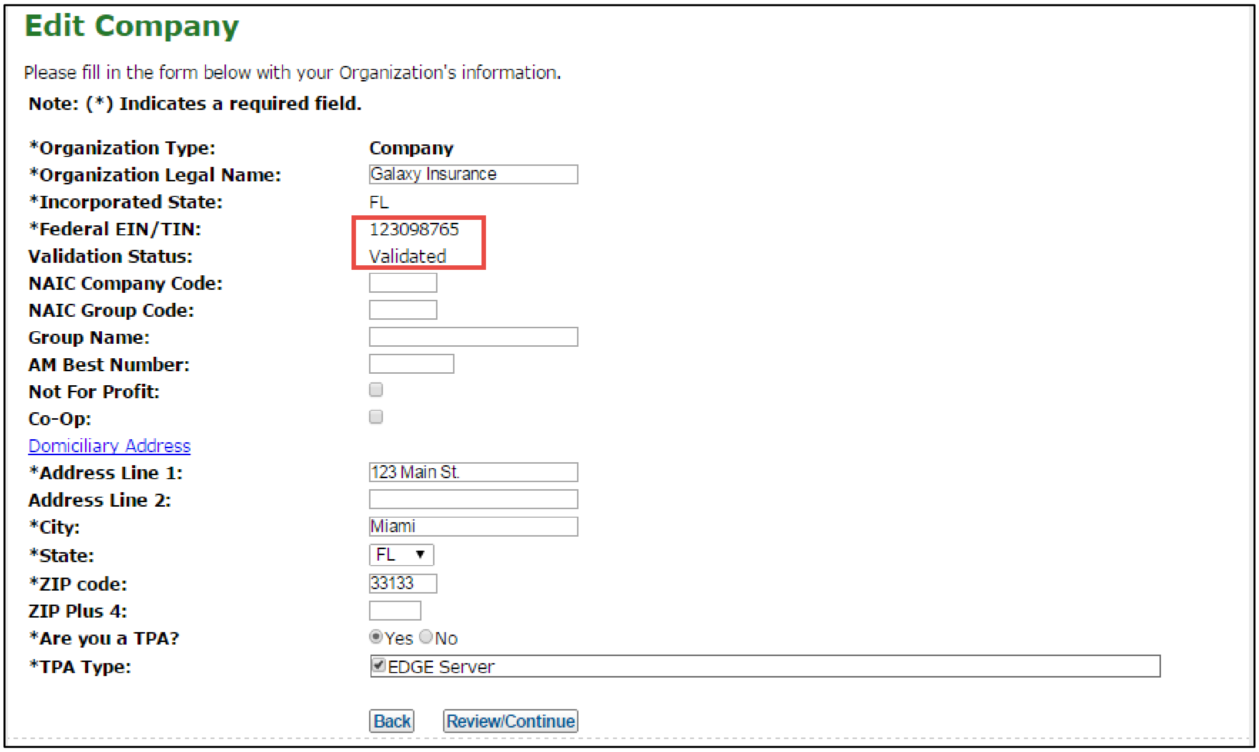
Back Review/Continue

Updating FEIN/LBN:

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

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 48.

Figure 49: Edit Company Fields – FEIN Validated



Edit Company

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

Note: (*) Indicates a required field.

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

Back Review/Continue

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.

If the answer to the "Are you a TPA?" question is "Yes", the users 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 50: Edit Company – TPA Attributes (1 of 2)

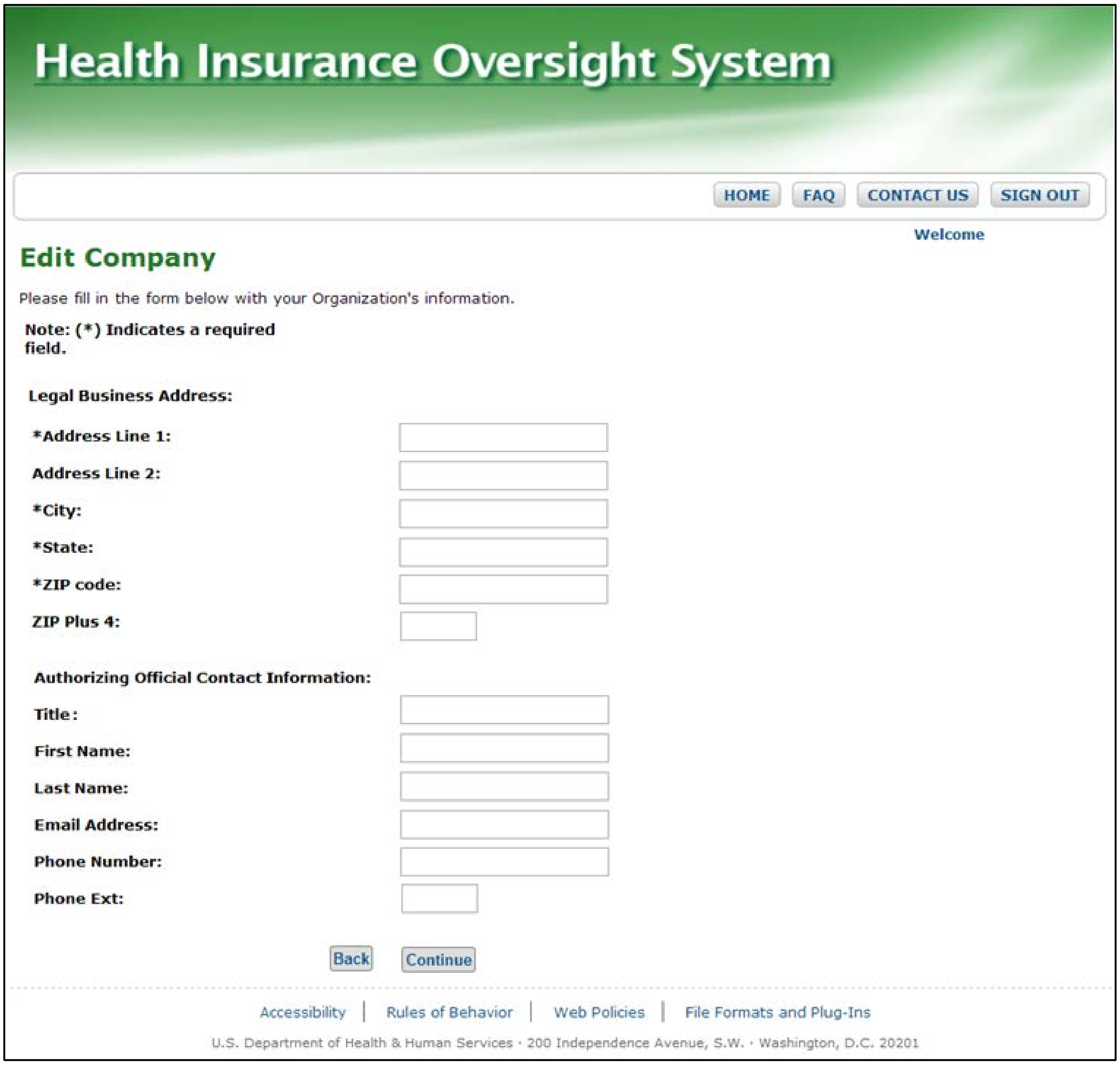
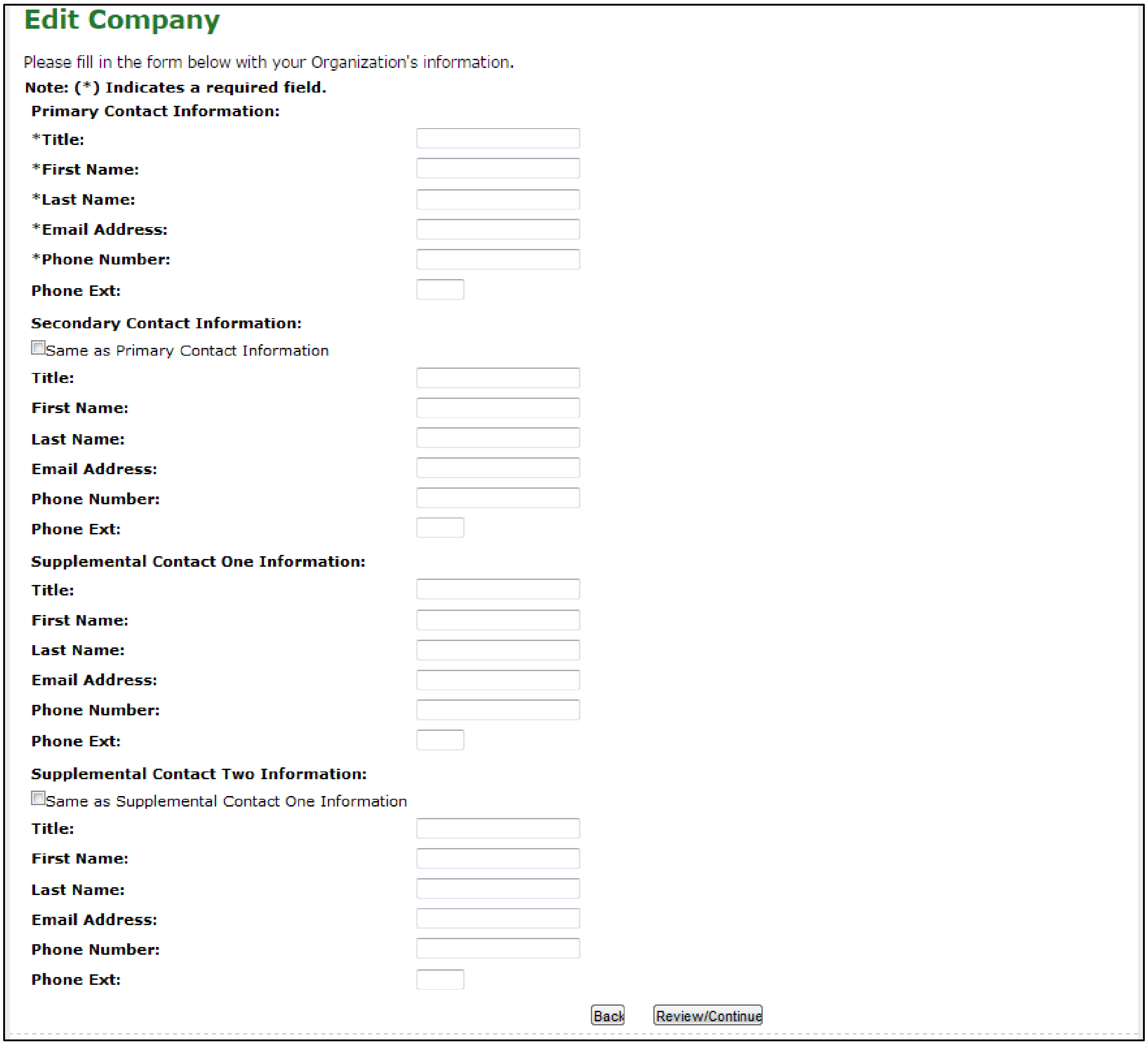


Figure 51: Edit Company – TPA Attributes (2 of 2)


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

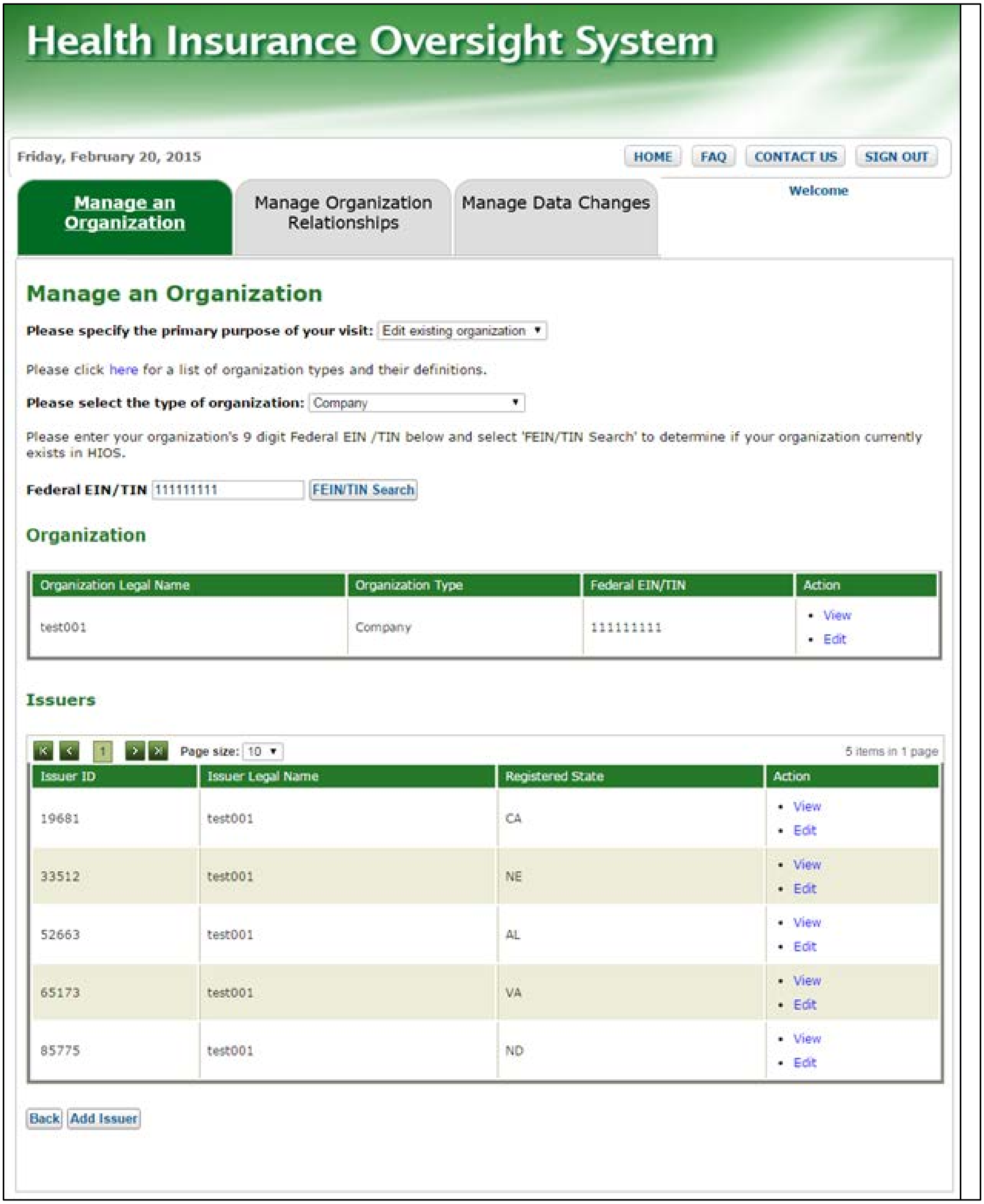
Once the EDGE Server TPA attributes have been entered, the users will be asked to review the information and confirm that it is correct.

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 51 displays the beginning of the process to add a new issuer.

Figure 52: Add Issuer

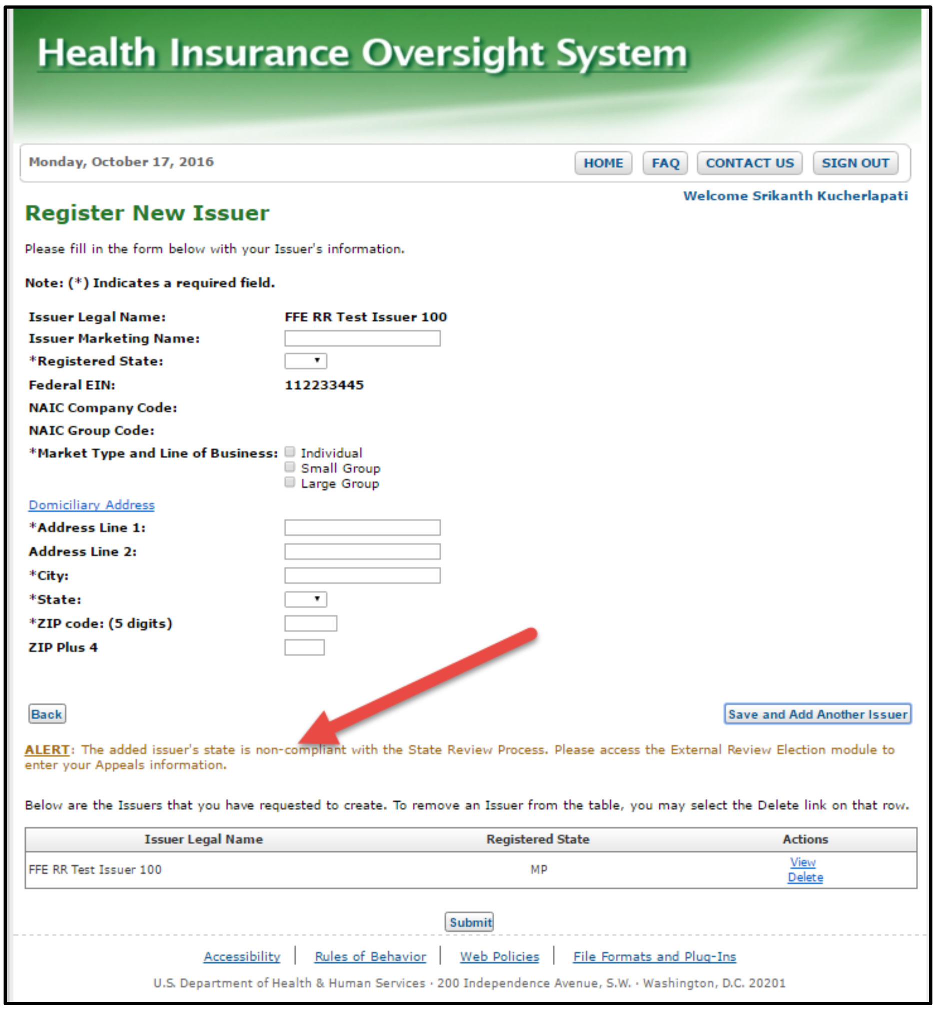


To search for an organization, complete the following steps:

1. Select “Manage an Organization” link from the HIOS Portal Home Page.
2. Enter the organization’s Federal EIN.
3. Select the “FEIN/TIN 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, select the “Add Issuer” button.

Figure 52 displays the new issuer registration page.

Figure 53: Register New Issuer page



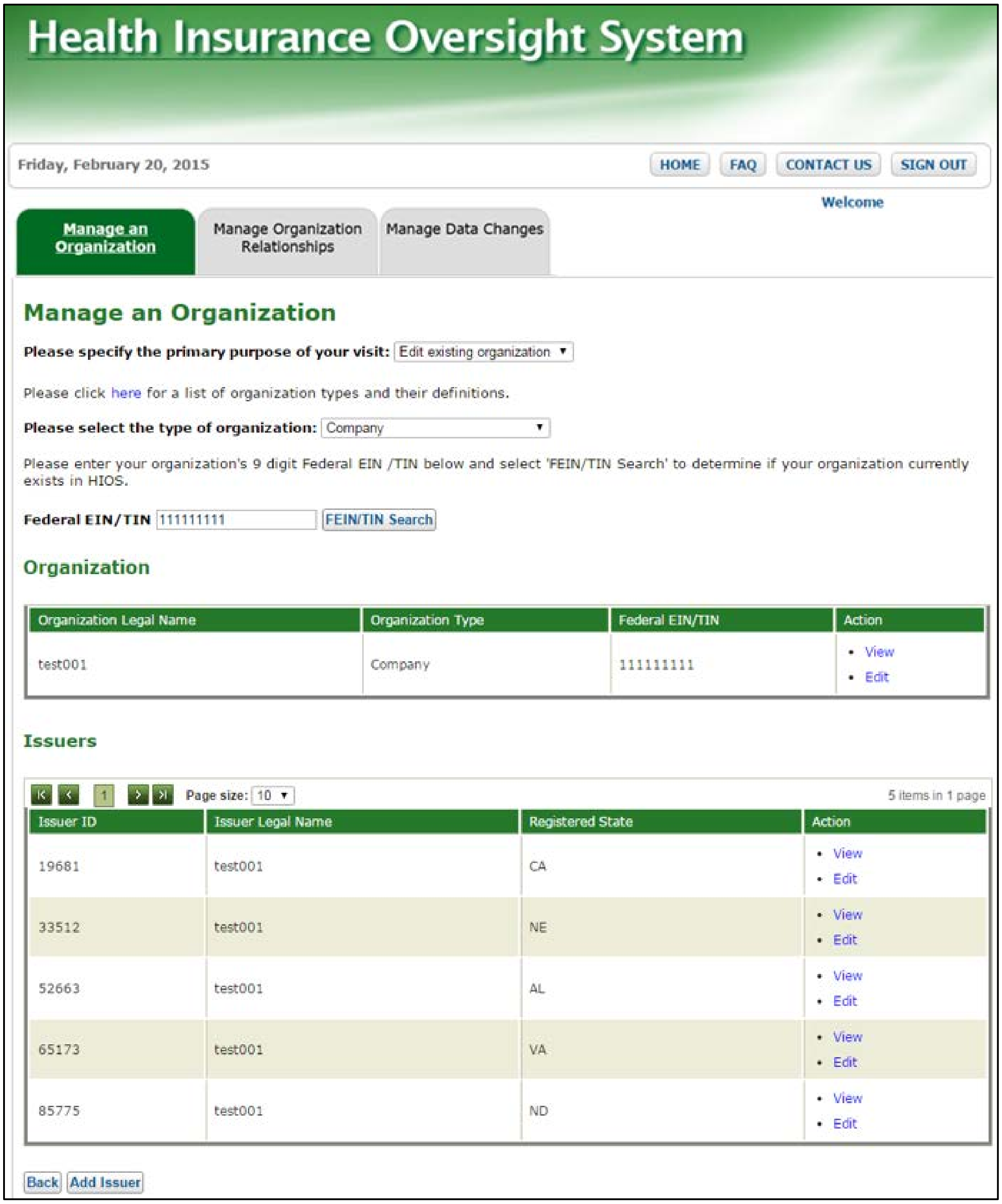
7. Complete the required fields and confirm you have selected the Registered State of the new issuer. All required fields are marked with an asterisk (*). If the Registered State selected belongs to a list of Non compliant state, then an Alert message shall be displayed.
8. When complete, select the “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 select the “Submit” button.

3.1.4.1 Viewing Issuer Information

HIOS users can view issuer 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 and associated issuers will be displayed in the search results as illustrated in Figure 53.

Figure 54: Summary Issuer Information



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 54 below.

Figure 55: View Issuer Information page

3.1.4.2 Editing Issuer Information

Users with the Company Administrator or Issuer Administrator role will have the capability to edit Issuer level information. Company Administrators will be able to edit the information of all Issuers associated to the company.

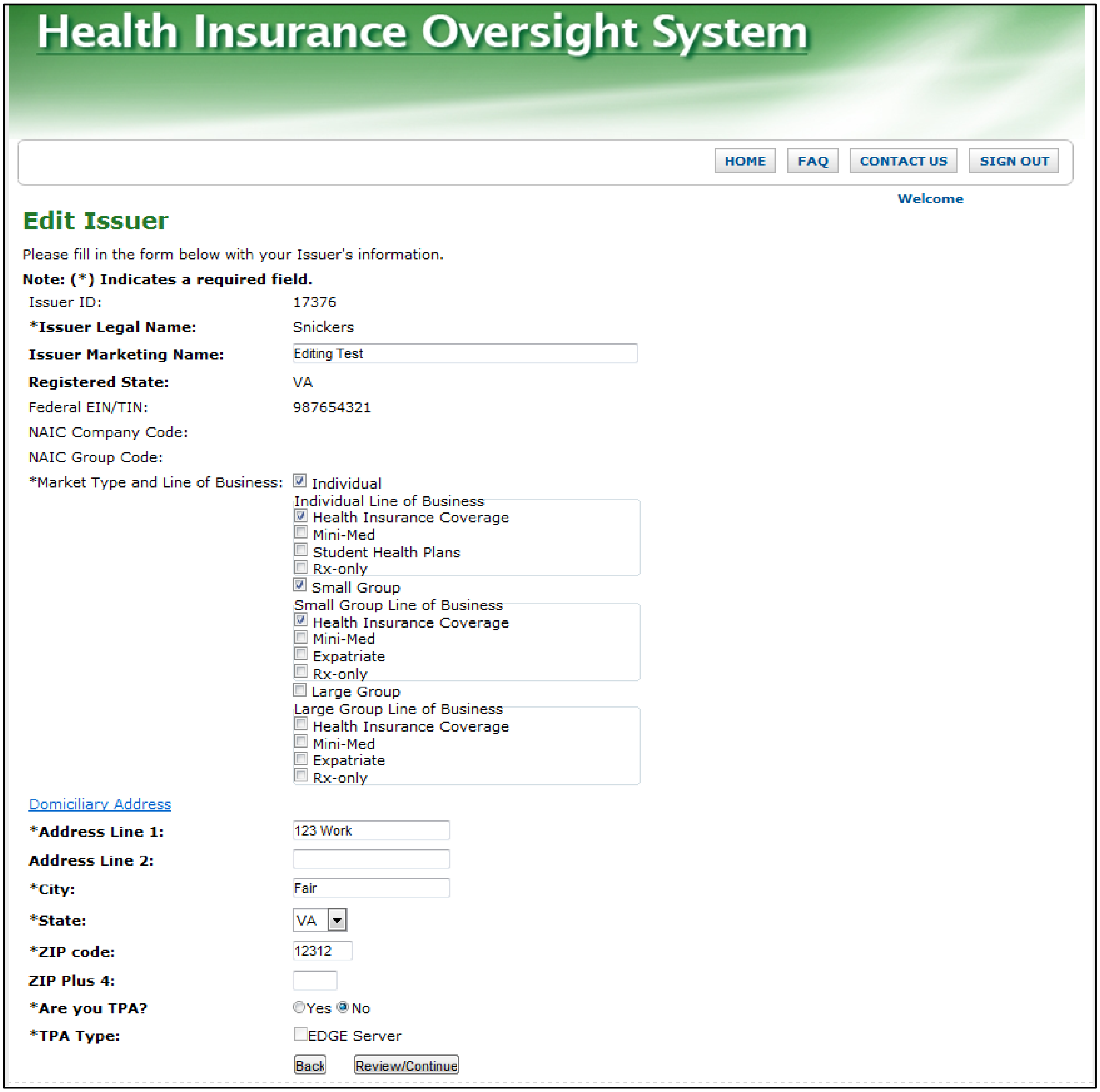
Users with the Issuer Administrator role who are cross-referenced to an issuer can edit the information for that issuer. The following fields on the Edit Issuer page are editable: Issuer Marketing Name, Market Coverage, Line of Business, Address Line 1, Address Line 2, City, State, ZIP Code, and ZIP Plus 4, “Are you a TPA?” and “TPA Type”. 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:** Users with a submitter or validator role for an issuer cannot be an Issuer Administrator.

Figure 55 displays the issuer edit links under the Manage an Organization page.

Figure 56: Issuer Edit Link on Manage an Organization Page

Once the users select the “Edit” hyperlink, they will be redirected to the page illustrated in Figure 56 where they can edit the issuer’s information.

Figure 57: Edit Issuer Information page



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 57 displays the market coverage notification page.

Figure 58: Market Coverage Notification

If an Issuer has been identified as an EDGE Server TPA, the users will need to provide further information unique to this type of Issuer as shown below in Figure 58 and Figure 59.

Figure 59: Edit Issuer – TPA Attributes (1 of 2)

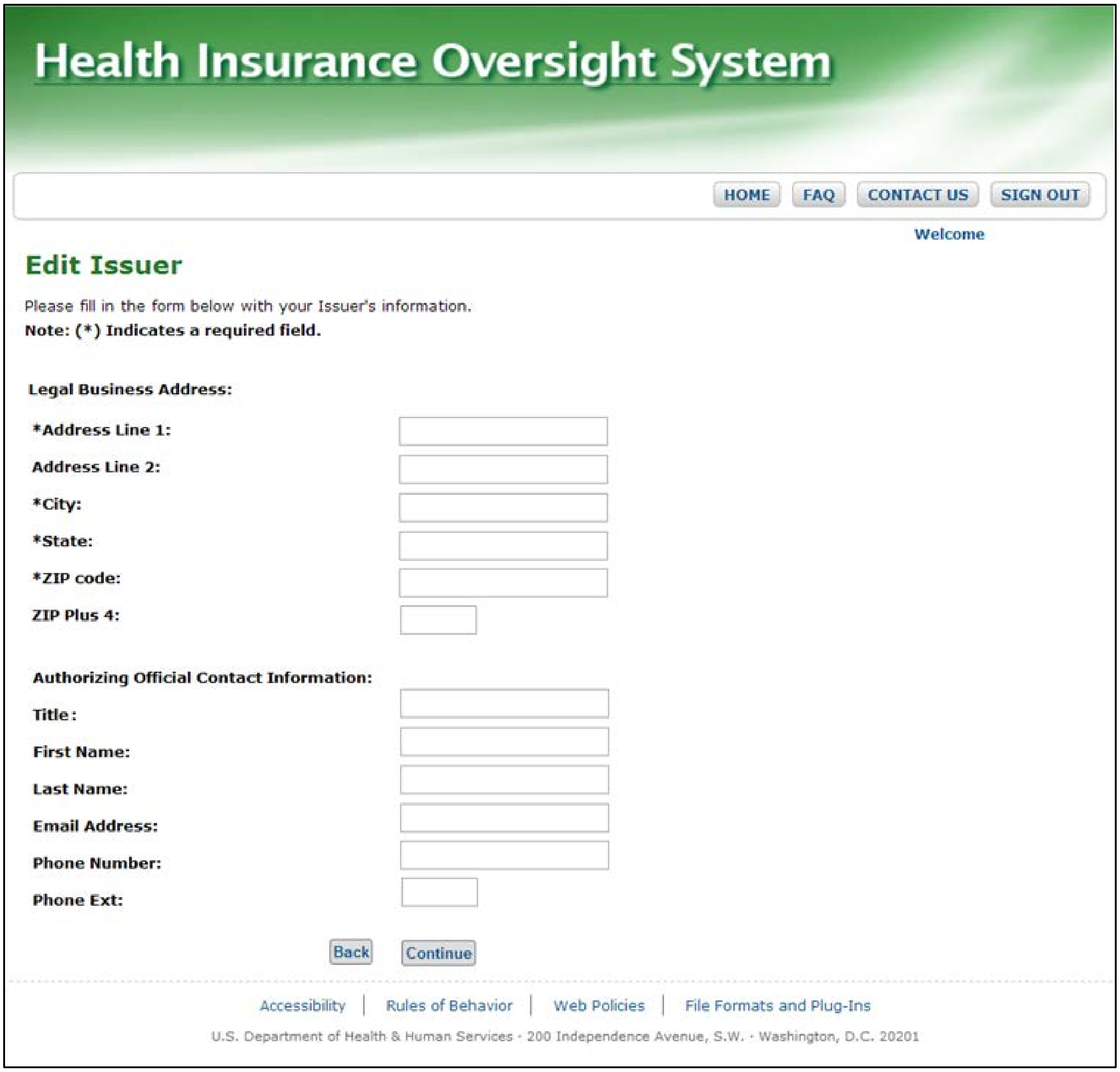
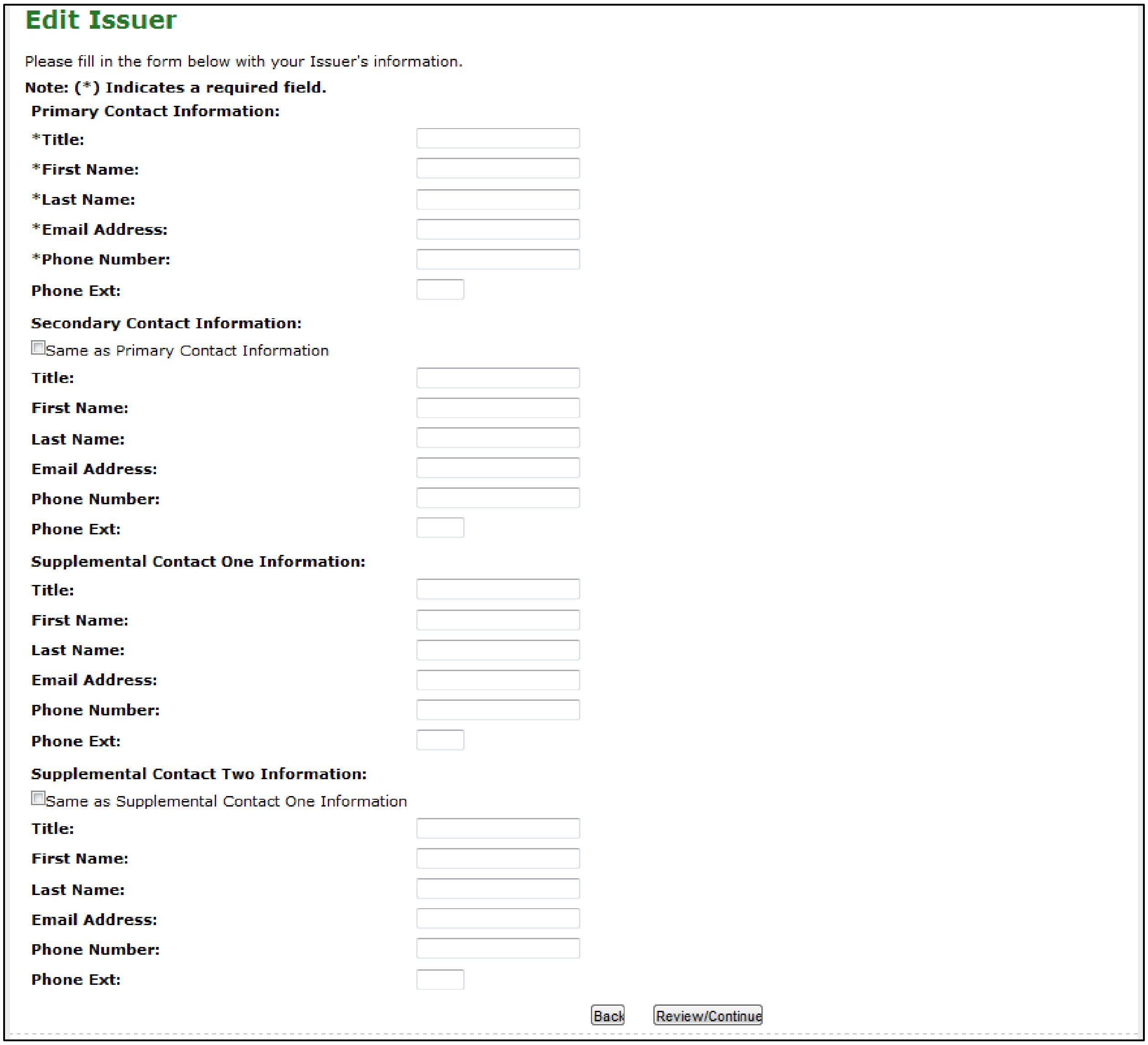


Figure 60: Edit Issuer – TPA Attributes (2 of 2)



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

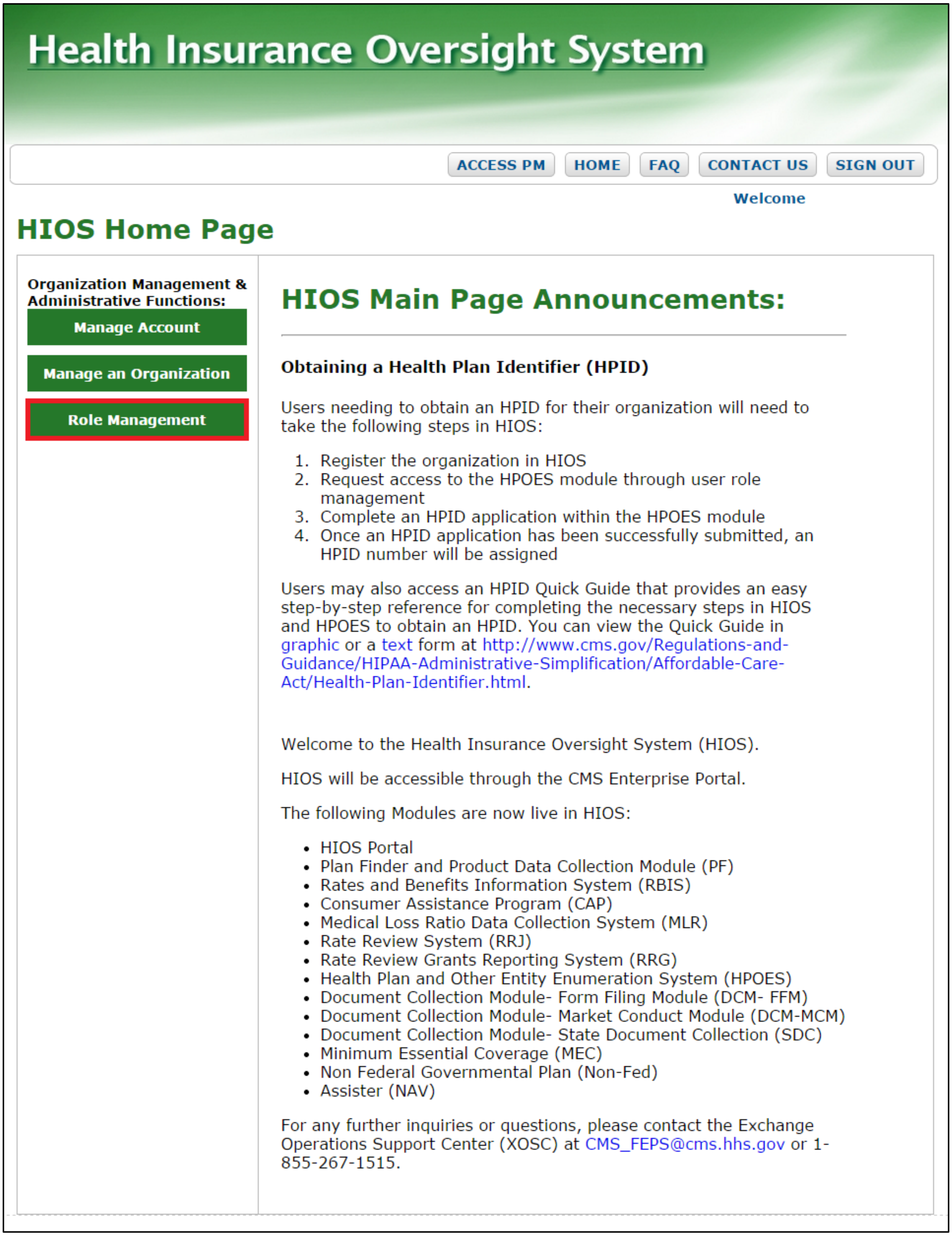
When the users have finished reviewing and submitting their Issuer Edit request, it will be queued up for approval. Once approved, the users will receive an email notification informing them that their request has been approved.

3.2 Role Management

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

Figure 60 displays the role request page.

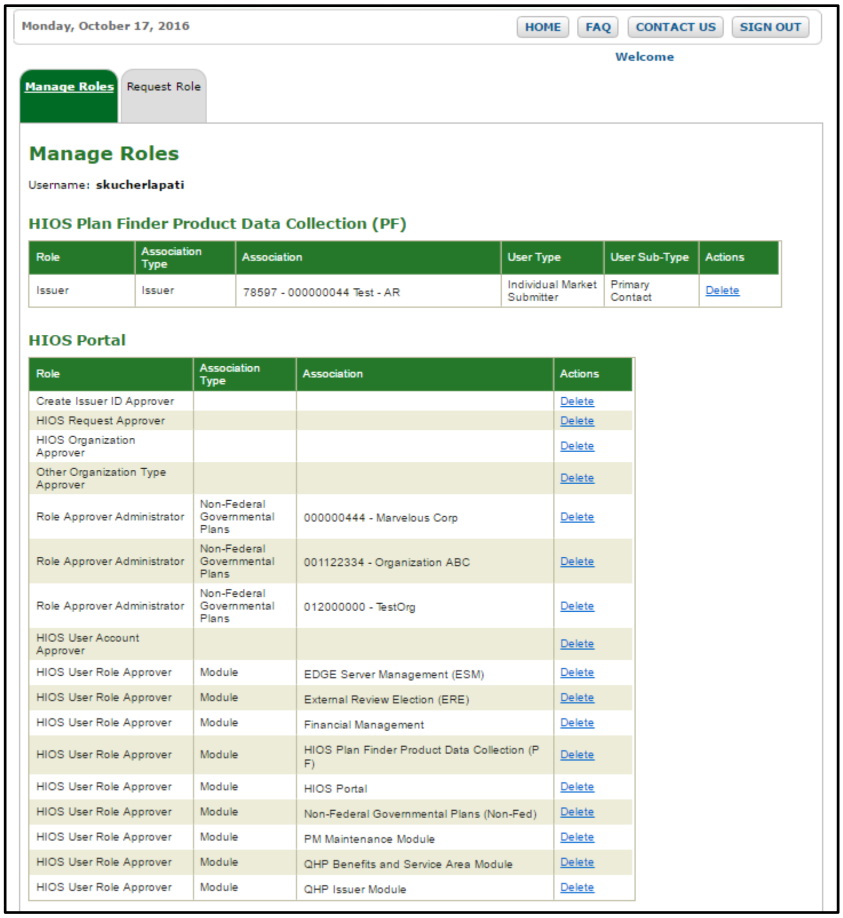
Figure 61: HIOS Portal – Role Management



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 61.

Figure 62: Manage Roles


Monday, October 17, 2016 HOME FAQ CONTACT US SIGN OUT

Welcome

Manage Roles | Request Role

Manage Roles

Username: **skucherlapati**

HIOS Plan Finder Product Data Collection (PF)

Role	Association Type	Association	User Type	User Sub-Type	Actions
Issuer	Issuer	78597 - 000000044 Test - AR	Individual Market Submitter	Primary Contact	Delete

HIOS Portal

Role	Association Type	Association	Actions
Create Issuer ID Approver			Delete
HIOS Request Approver			Delete
HIOS Organization Approver			Delete
Other Organization Type Approver			Delete
Role Approver Administrator	Non-Federal Governmental Plans	000000444 - Marvelous Corp	Delete
Role Approver Administrator	Non-Federal Governmental Plans	001122334 - Organization ABC	Delete
Role Approver Administrator	Non-Federal Governmental Plans	012000000 - TestOrg	Delete
HIOS User Account Approver			Delete
HIOS User Role Approver	Module	EDGE Server Management (ESM)	Delete
HIOS User Role Approver	Module	External Review Election (ERE)	Delete
HIOS User Role Approver	Module	Financial Management	Delete
HIOS User Role Approver	Module	HIOS Plan Finder Product Data Collection (P F)	Delete
HIOS User Role Approver	Module	HIOS Portal	Delete
HIOS User Role Approver	Module	Non-Federal Governmental Plans (Non-Fed)	Delete
HIOS User Role Approver	Module	PM Maintenance Module	Delete
HIOS User Role Approver	Module	QHP Benefits and Service Area Module	Delete
HIOS User Role Approver	Module	QHP Issuer Module	Delete

Figure 61-1 First Confirmation Message

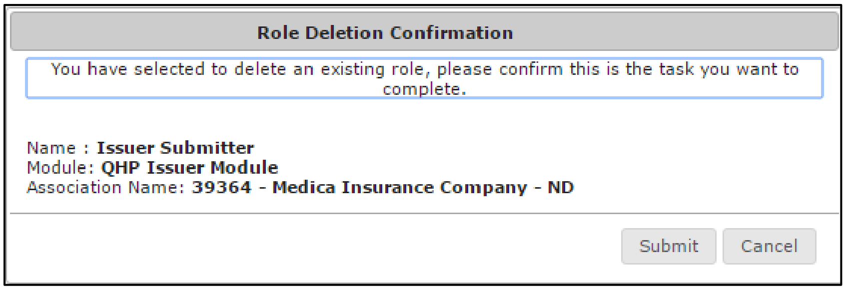
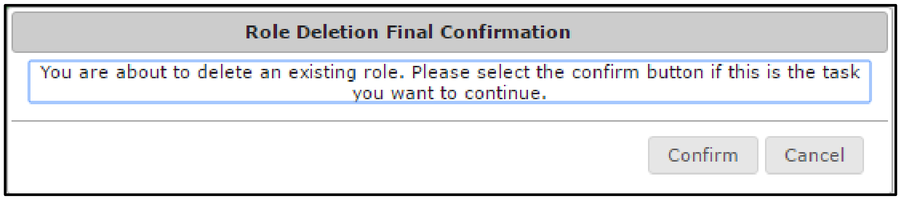


Figure 61-2 Second Confirmation Message



To view existing roles, complete the following steps:

1. From the HIOS Portal Home Page, select the "Role Management" button.
2. Select the "Manage Roles" tab.
3. Users can also delete each of their existing roles by clicking the "Delete" link in the Actions column.
4. Once the request is submitted, the system shall displayed confirmatio pop up messages's for confirming the deletion.

3.2.2 Requesting a Role

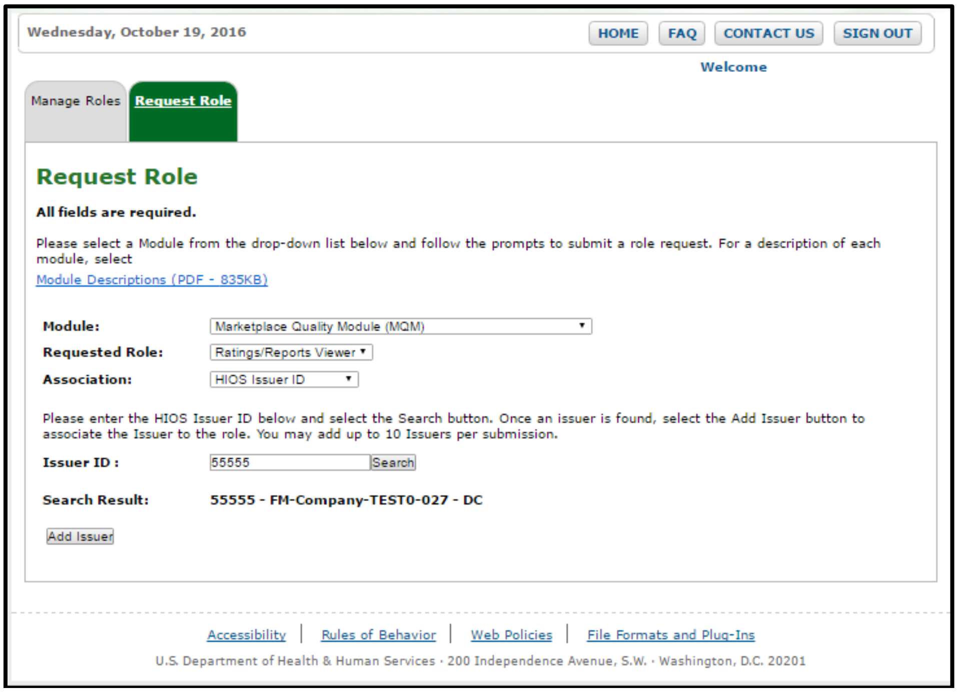
To request an additional role or module access, a role request must be submitted. Be sure to review the Module Descriptions chart to ensure that the correct module and role is requested within the module.

To request a role, complete the following steps:

1. From the HIOS Portal Home Page, select the "Role Management" 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.
    - The USER TYPE field shall **NOT** be displayed for the following modules:
        - ERE
        - Non Fed
        - Financial Management
        - QHP Issuer Module
        - QHP Rating Module
        - QHP Benefits and Service Area
        - State Evaluation module
        - Unified Rate Review System
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 62, Figure 63, and Figure 64 display the role request for the Ratings/Reports Viewer role within the Marketplace Quality Management (MQM) module.

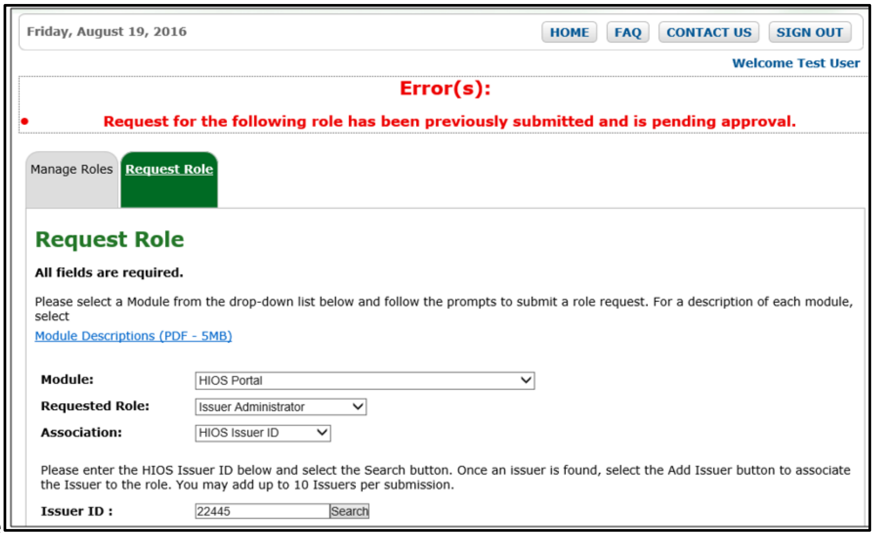
Figure 63: Ratings/Reports Viewer Role Request



Users seeking to request the Ratings/Reports Viewer role can associate themselves to multiple Issuers per request. These users need to Search a valid Issuer and then select the Add Issuer button.

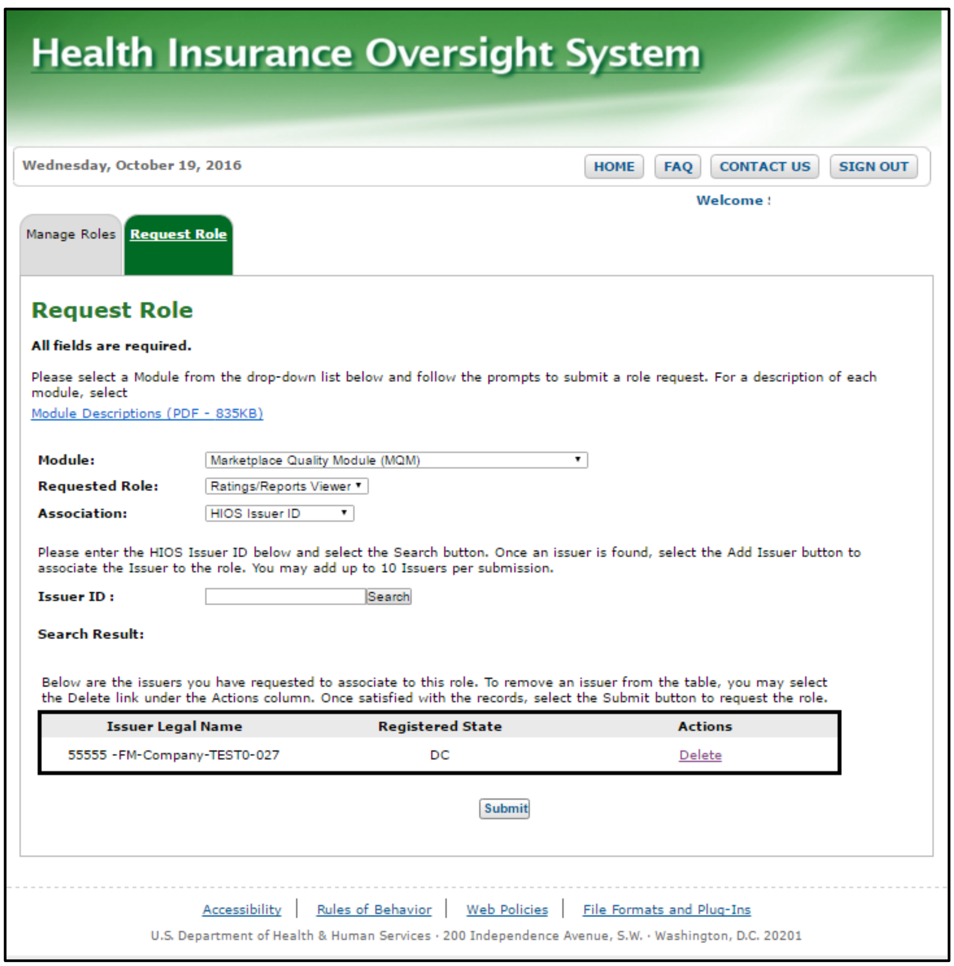
The system shall validate if there is an existing Role Request (for same role and Issuer) in the Pending Requests. System shall display the following error message if there is another pending request for the same role and association.

Figure 62-1 Role Request- Error message-Duplicate Request



ye

Figure 64: Ratings/Reports Viewer Issuer Association



The system will check that the Issuer IDs entered exist within HIOS and that the users do not already have an existing association with the selected Issuer. Should the system fail either validation check, it will throw one of the following error messages as displayed by Figure 64 and Figure 65, respectively.

Figure 65: Invalid Issuer ID Error Message

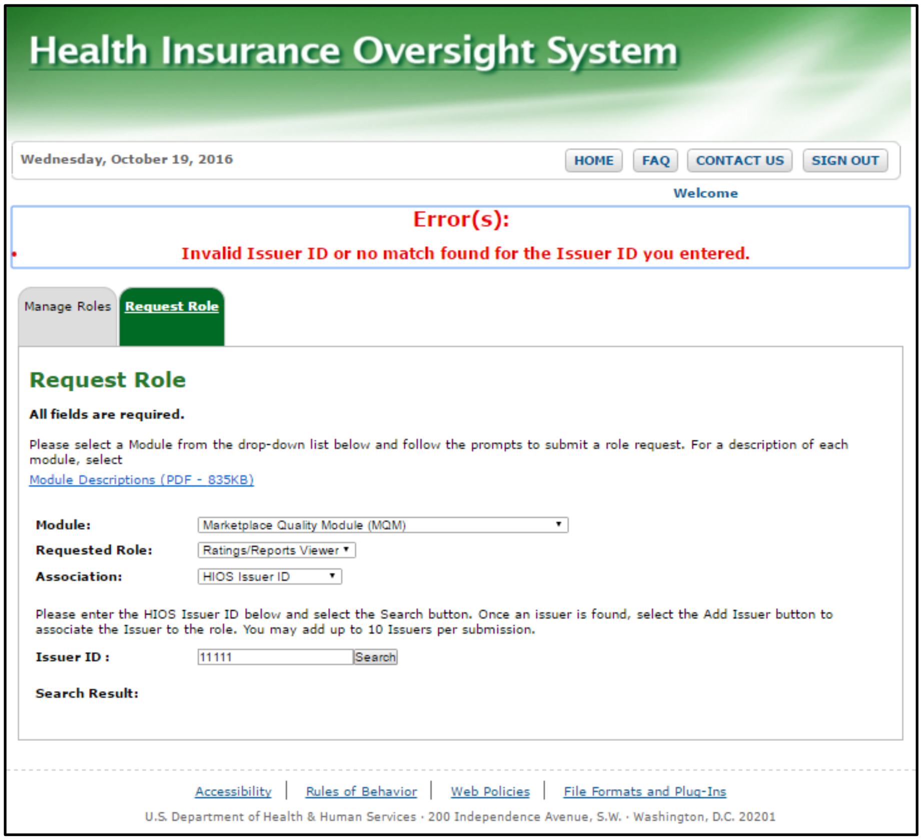
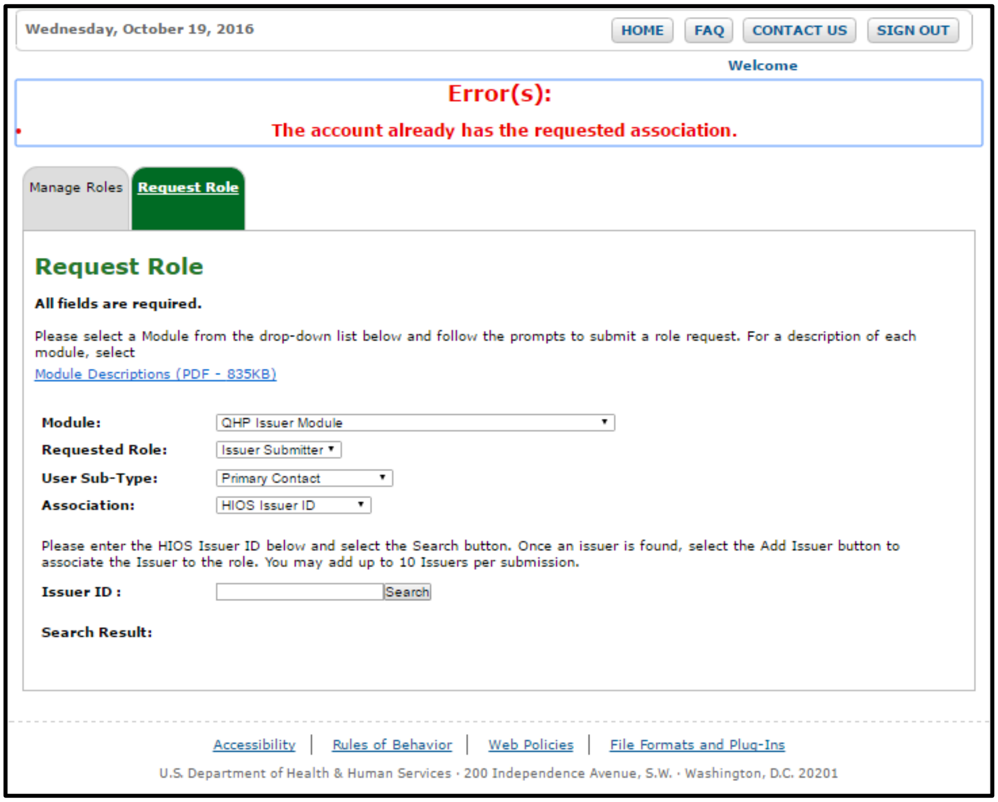
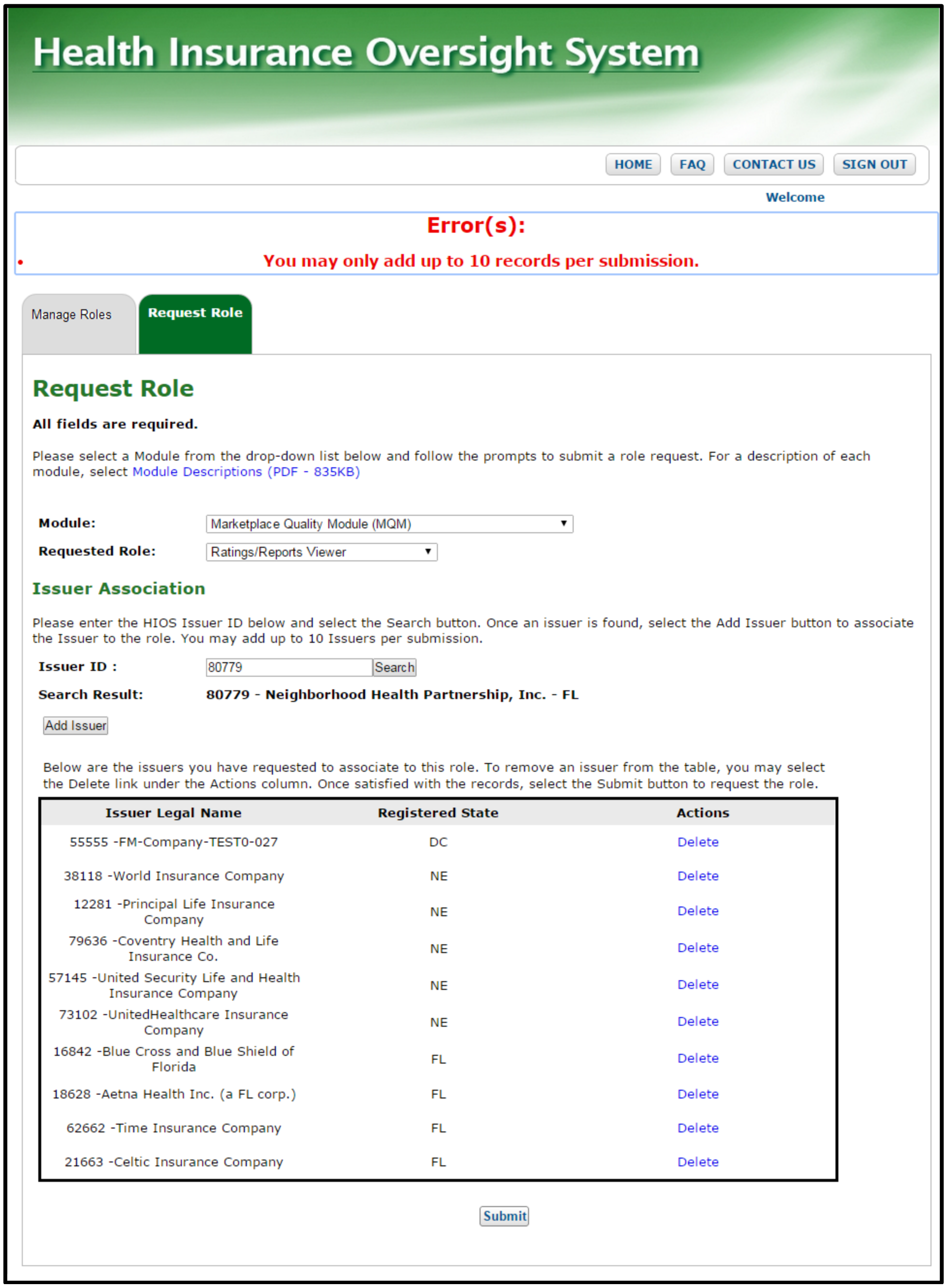


Figure 66: Existing Association Error Message



The users may add up to 10 issuers to a role request association. If users attempt to add more than 10 issuers, the system will throw the error message as displayed in Figure 66.

Figure 67: 10 Issuers Limit Error Message



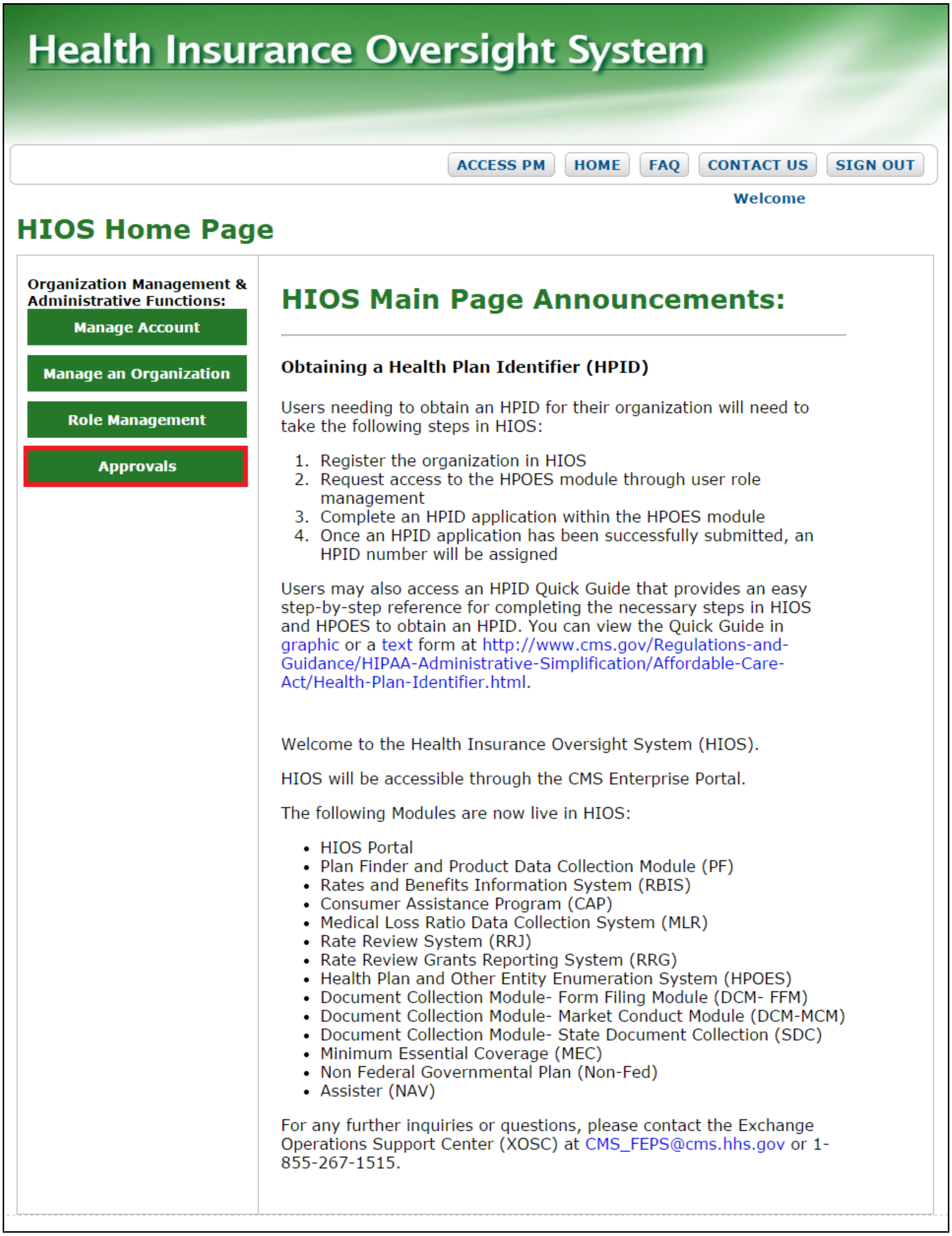
Once the users have submitted the desired role request, the system will display a Confirmation screen, displayed in Figure 67, to notify the users of the successful submission.

Figure 68: Role Request Confirmation Page

3.3 Approvals

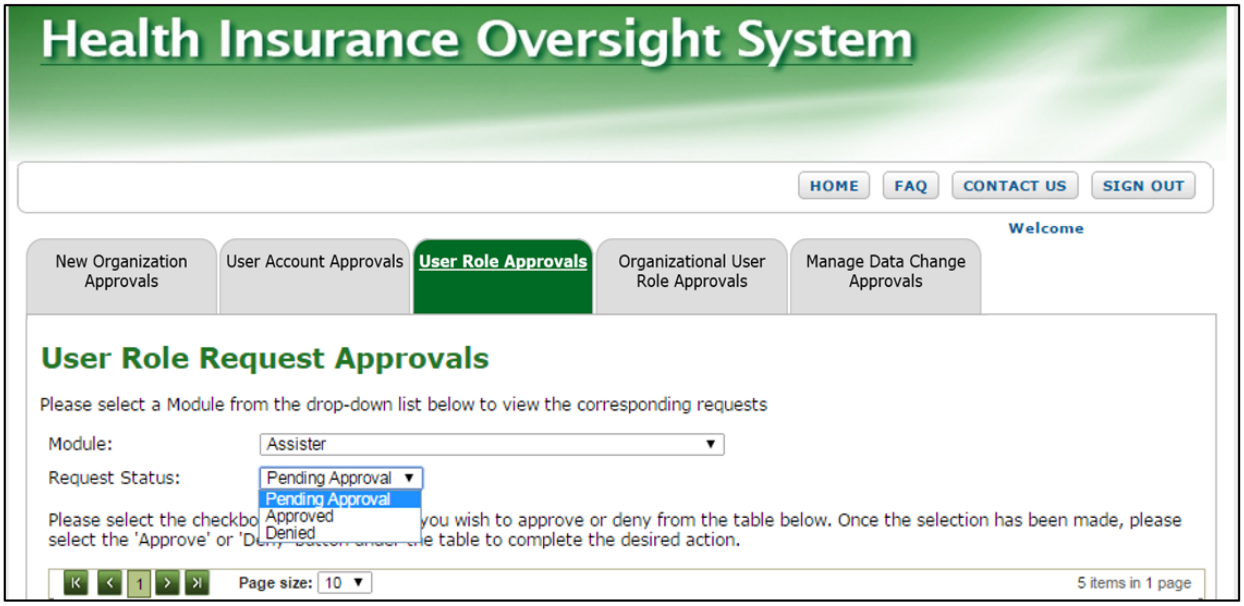
Users with the appropriate role for their module, have the ability to Approve or Deny user role requests at both the module and organizational level. Users with approval roles will have Approvals button displayed in the HIOS Portal Home page as displayed in Figure 68.

Figure 69: Approvals Button on HIOS Home Page



Under the Approvals tabs, users will have the option to view all Pending Approval, Approved, and Denied requests as displayed in Figure 69.

Figure 70: Approval Tabs – Request Status



Users with the HIOS User Role Approver role will see the User Role Approvals tab, as displayed in Figure 70. Under this tab, users can approve or deny role requests for the modules for which they have permissions.

Figure 71: User Role Request Approvals

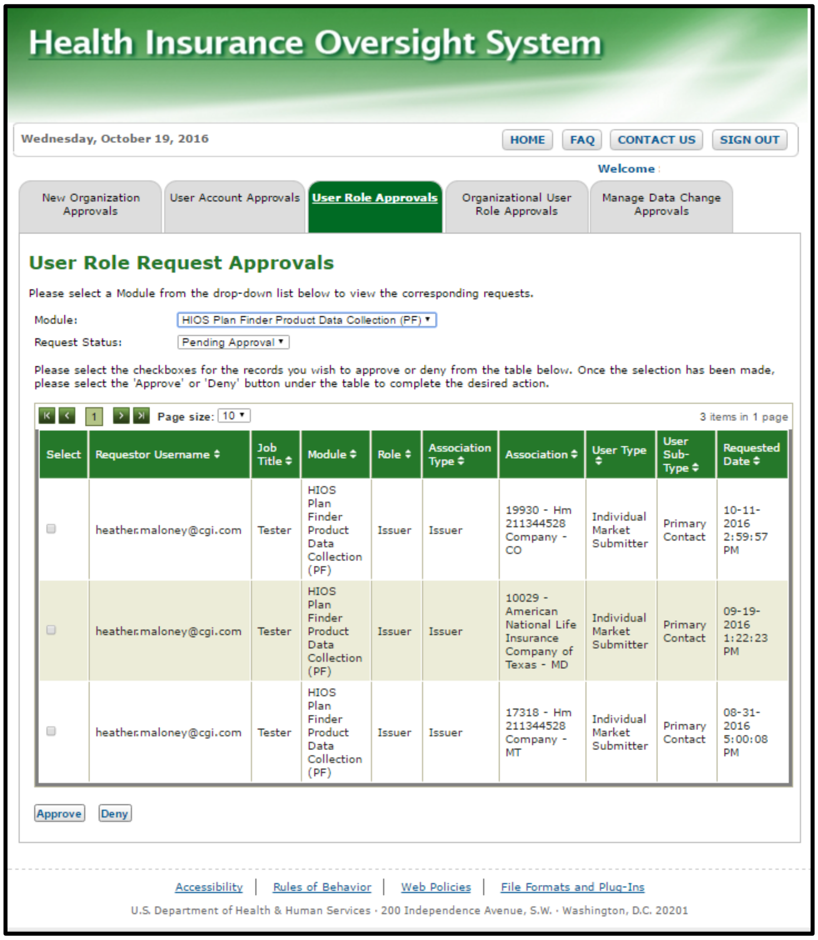
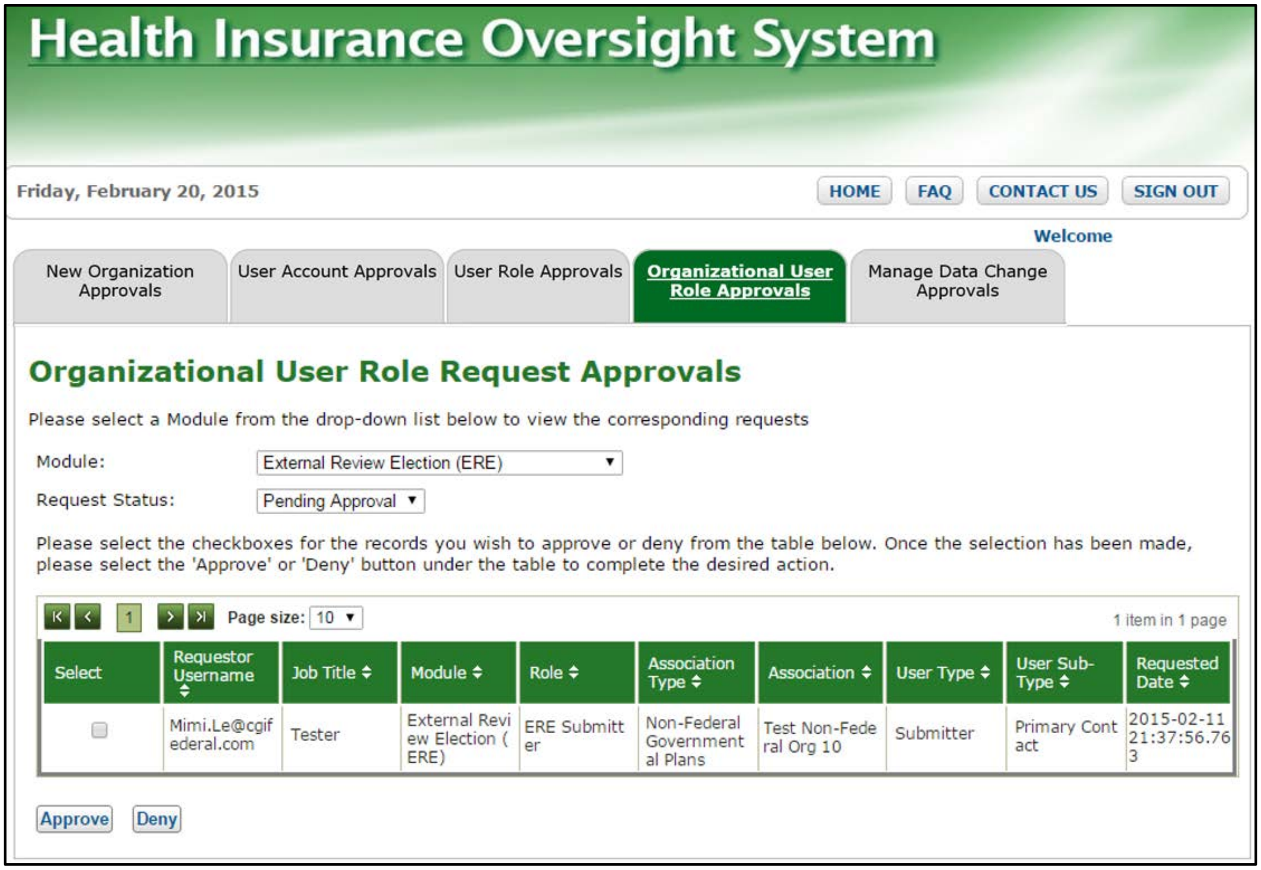


Figure 71 displays the Organizational User Role Approvals tab which only users with the Role Approver Administrator role will be able to see. This role allows users to approve or deny requested associations between a user and a module for a particular Organization.

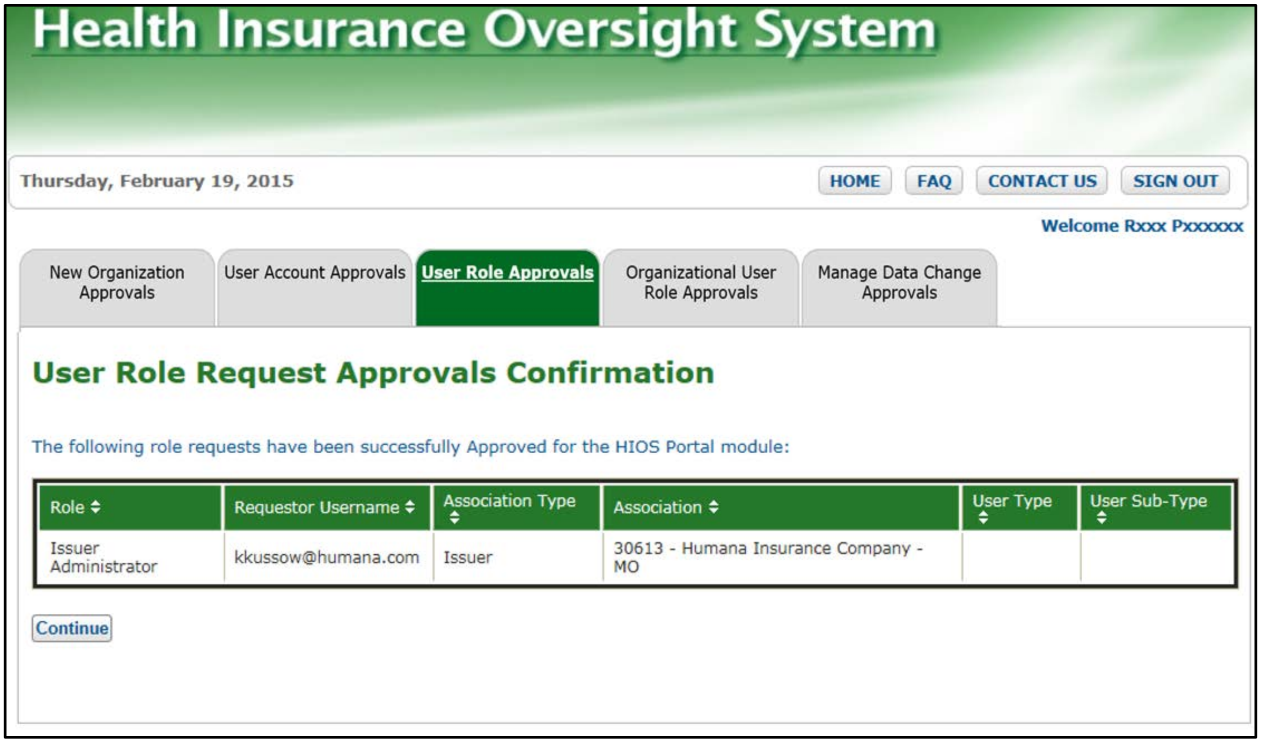
Figure 72: Organizational User Role Approvals



In order to approve or deny a record within one of the approvals tabs, the users would need to select the checkboxes next to the record, and then select the Approve or Deny button to approve or deny the selected records.

Once the users have selected at least one record's checkbox and selected the Approve or Deny button, the users will be redirected to a Confirmation page where the users will be notified of a successful request, and/or if the system encountered any errors in processing the request. Figure 72 displays the User Role Approvals Confirmation page where the system encountered an error in processing an Approval or Denial request.

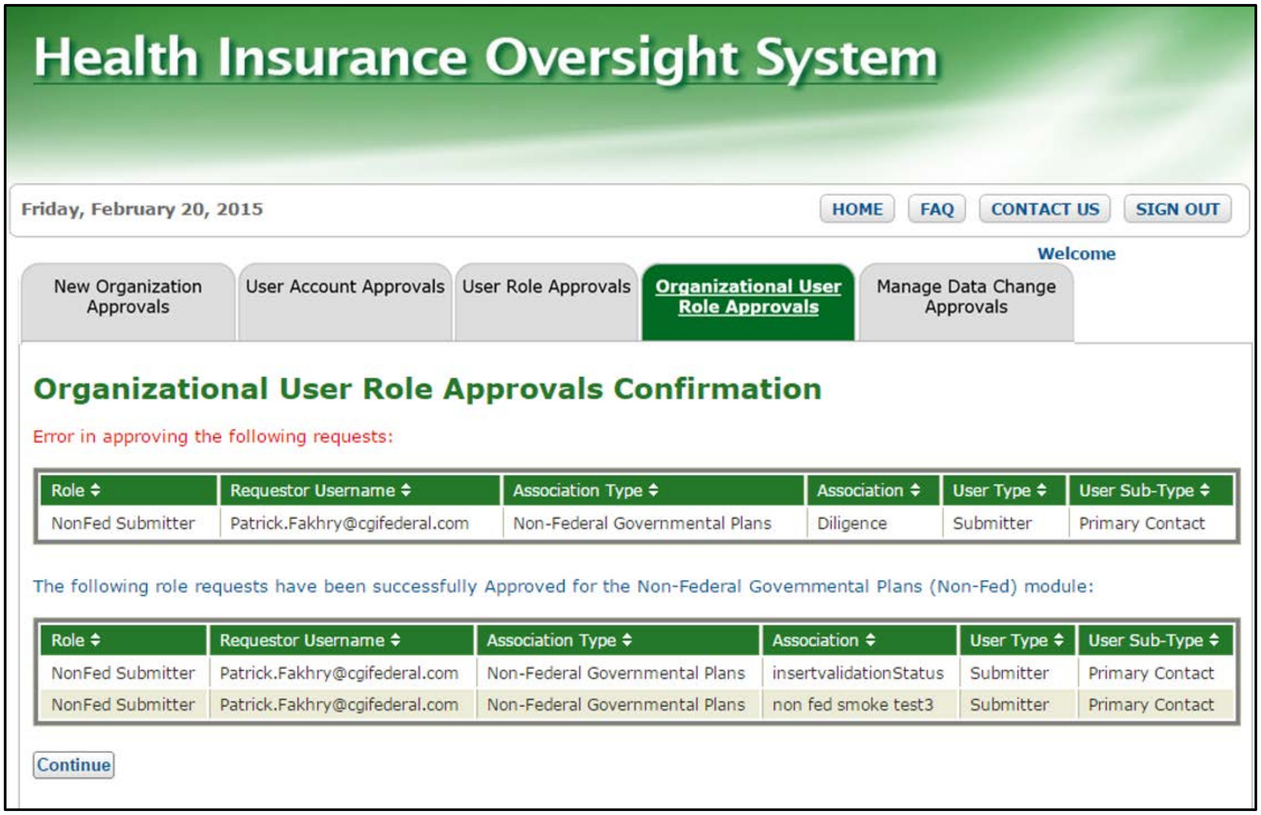
Figure 73: User Role Request Approvals Confirmation Page



Records that encountered an error will return to the "Pending Approval" Request Status once the users select the Continue button if it was not already successfully approved by any other user.

Figure 73 displays the Organizational User Role Approvals Confirmation page where the approval request was partially successful.

Figure 74: Organizational User Role Approvals Confirmation Page

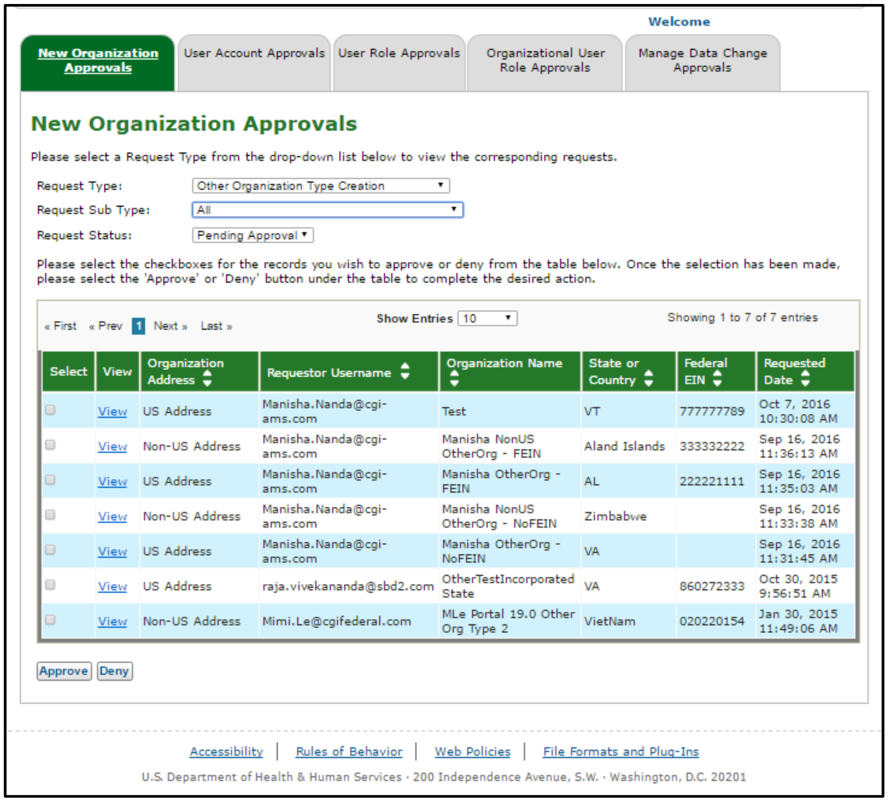


The confirmation page will display the records that encountered error on top of the records that were successfully approved or denied.

To approve or deny further records, the users may select the Continue button to be redirected to the previous page.

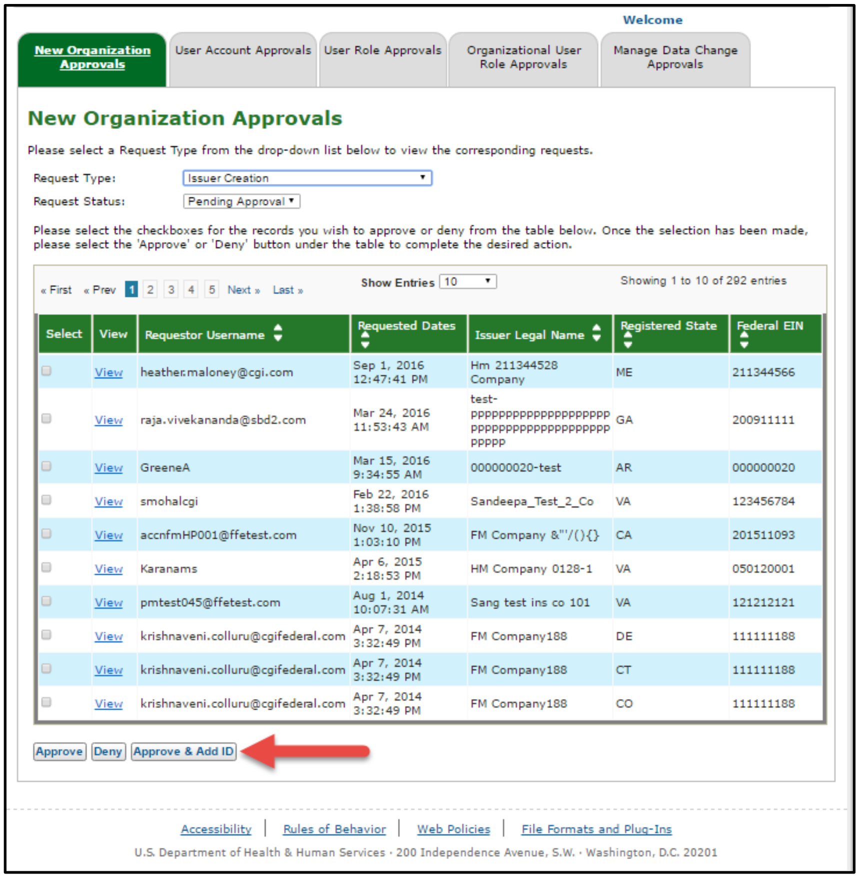
New user roles have been added to enhance the Approvals functionality.
Firstly users with the OtherOrgApprover shall now be able to distinctly approve Other Organization types only. New role for OtherorgApprover has been added to access these filtered Requests. Users with this role shall be able to approve roles based on the following Request Sub types:
US Address- Organizations without FEIN
Non US Address- Organization with FEIN
Non US Address- Organizations without FEIN

Figure 73.1 Other Organization type Approvals- New Request Sub type



Another new functionality has been added to the Approvals workflow.
Approving and creating an issuer with a specific ID is another new functionality that has been added. Users with a specific role called AddIDApprover shall be able to select a Issuer creation request from the queue of pending requests and Approve it as it is or can Modify the issuer ID to be created for the request. Once the user selects the request and click on Approve & Add button a Edit New issuer information page shall be displayed for the user to enter the specific 5 digit ID to be created. The user shall need to confirm a pop up message before the Request is Approved for the specific Issuer ID.

Figure 73.2 Approving and Adding an Issuer with a Specific ID



3.4 Manage Data Changes

The Manage Data Changes functionality allows authorized users with the Company/Issuer/Organization Administrator roles to create change requests for editing certain data elements related to Organization, Issuers, Products, etc. along with a reason for the change. In order to view the Manage Data Changes tab, the users will need to navigate to the Manage an Organization page. It can be accessed by selecting its corresponding button as illustrated in Figure 74.

The Manage Data Changes tab will be available for the following roles in the HIOS Portal:

- Company Administrator
- Issuer Administrator
- Organization Administrator

Users with the roles above will have the ability to submit data change requests via the Manage Data Changes page for data elements not editable on the user interface. In addition to submitting data change requests, Company/Issuer/Organization Administrators can VIEW the latest status of their data change requests and view previous requests and request statuses.

To create new data change requests, users will click on the “Create Request for Data Change” button on the Manage Data Changes page as illustrated in Figure 74. In addition, “Create requests for data change" link will also be available on the "Edit" page for Company Administrator, Issuer Administrator, and Organization Administrators. It can be accessed by navigating through the link demonstrated in Figure 75 and 76.

Figure 74: HIOS Portal – Manage Data Changes

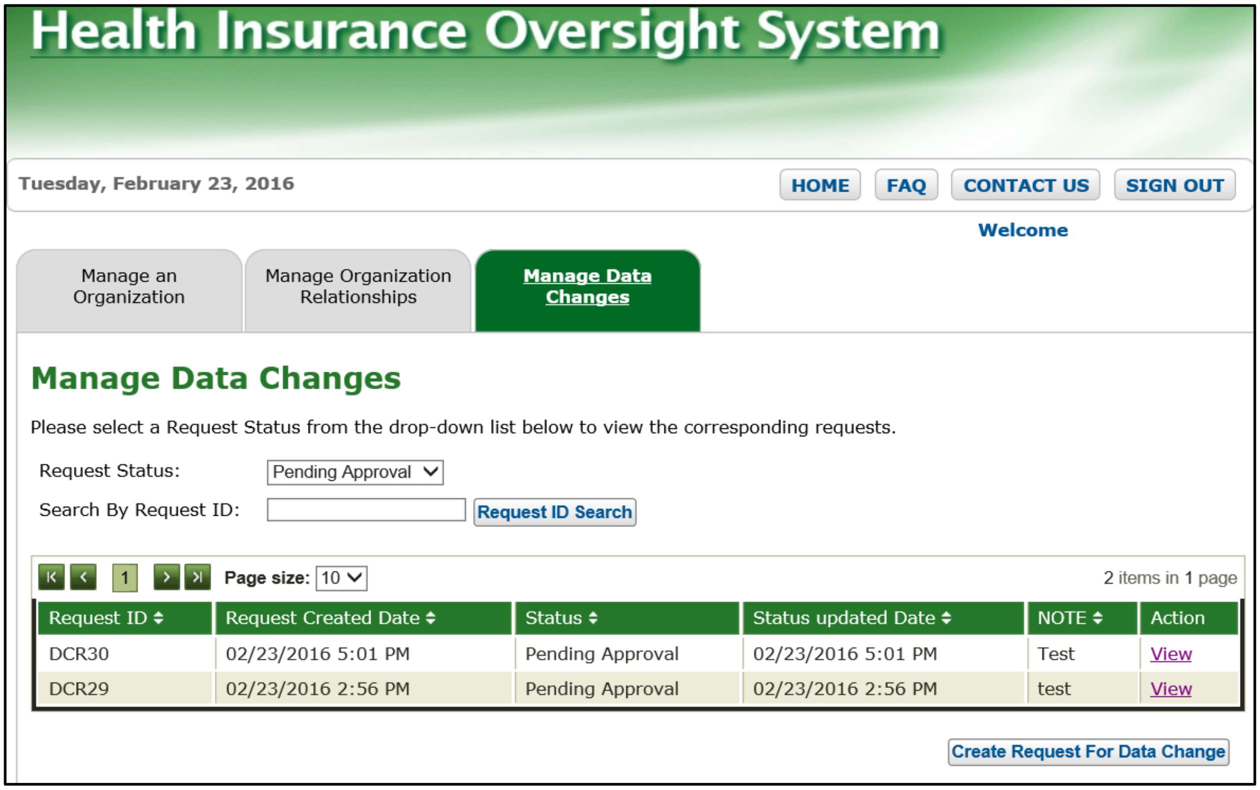


Figure 75: HIOS Company Edit Page

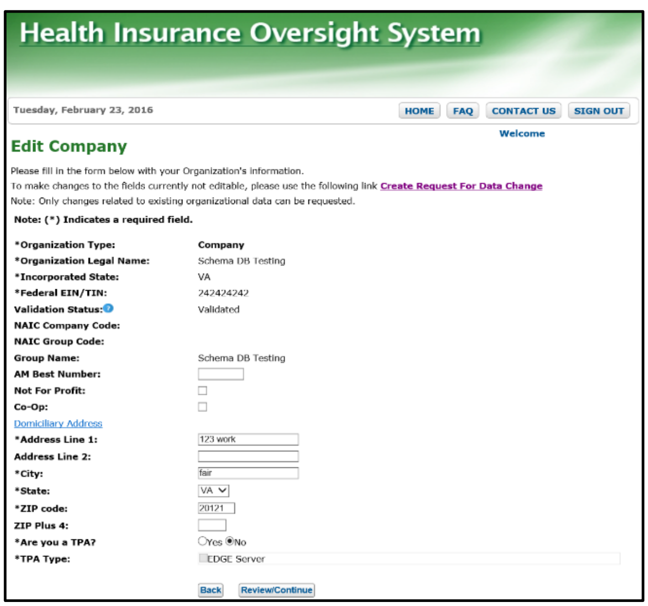
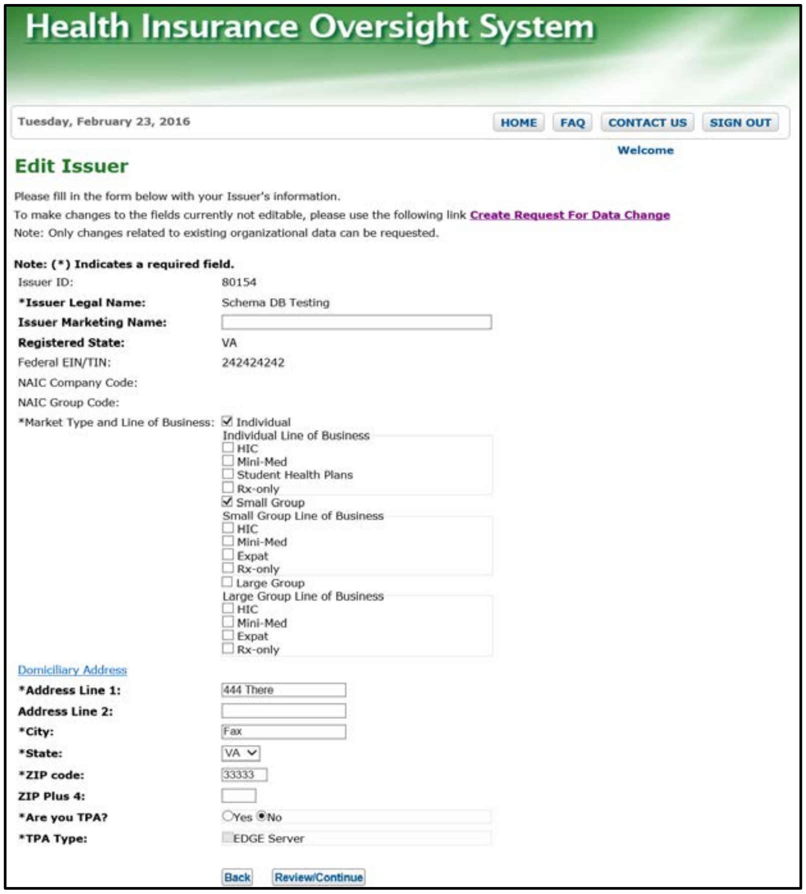


Figure 76: HIOS Issuer Edit Page



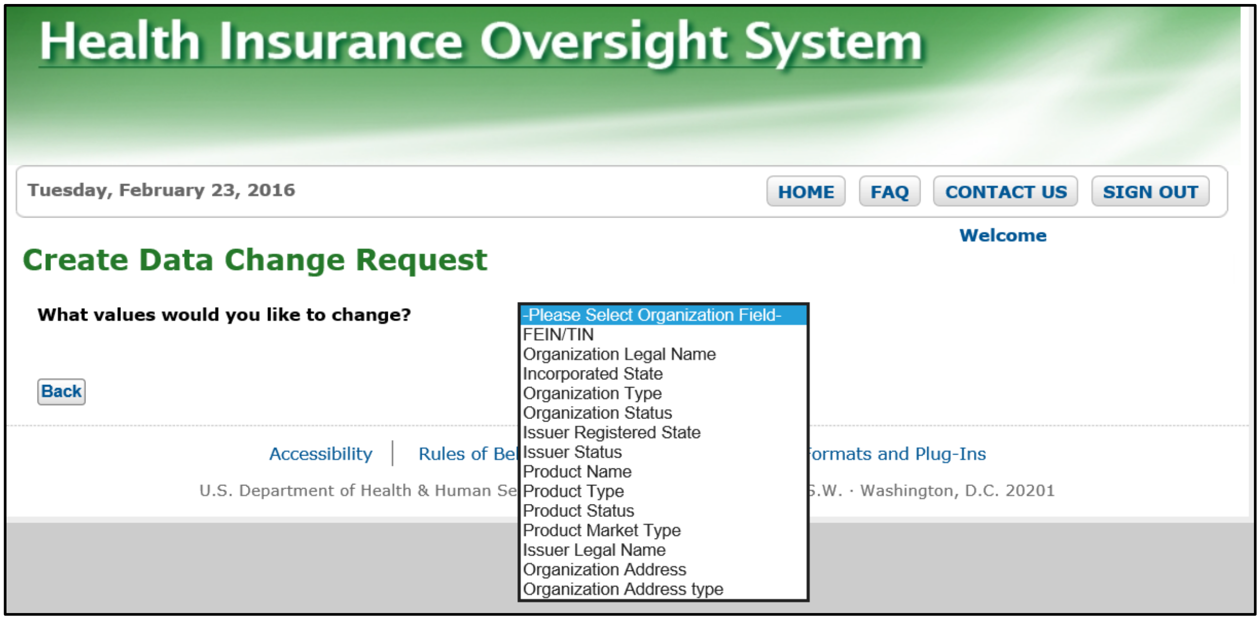
3.4.1 Company Administrator – Data Changes

Company Administrator can create, review, and submit data change requests through Manage Data Changes tab. Company Administrator can also create new data change requests through the "Create Request for Data Change" link available on the "Edit" page for Company Administrator.

3.4.1.1 Create Data Change Requests

Once the Company Administrator is on the Manage Data Changes page, they will be able to "Create Request for Data Change" by clicking on the button at the bottom of the "Manage Data Changes" page. The "What values would you like to change" drop down menu displays the data values that can be changed for Company, Issuer, and Product as illustrated in Figure 77.

Figure 77: Create Data Change Requests



Once the value for the data change is selected, Company Administrators of multiple organizations will see a list of companies displayed in the drop-down menu. Company Administrators will then select the Company for which they are making the data change (FEIN/TIN, Organization Legal Name, Organization Type) in the drop-down menu. The current value will be displayed and the Company Administrator will need to enter the New Value, or select from a predefined list of values, and enter a Reason for change (250 characters max) before clicking the "Submit" button. See Figures 78 and 79.

Figure 78: Company Data Changes – Select the company

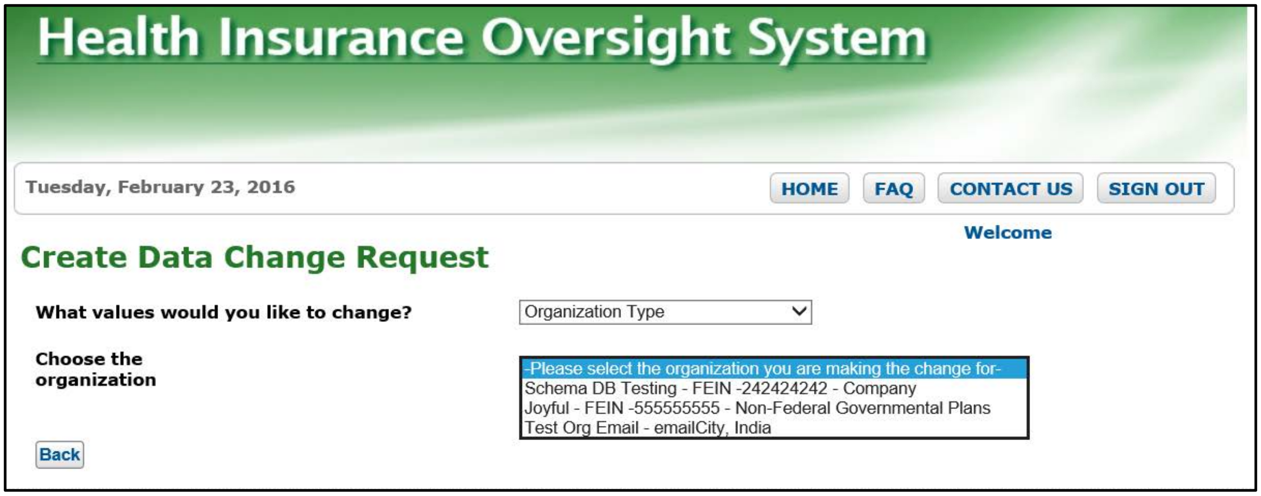
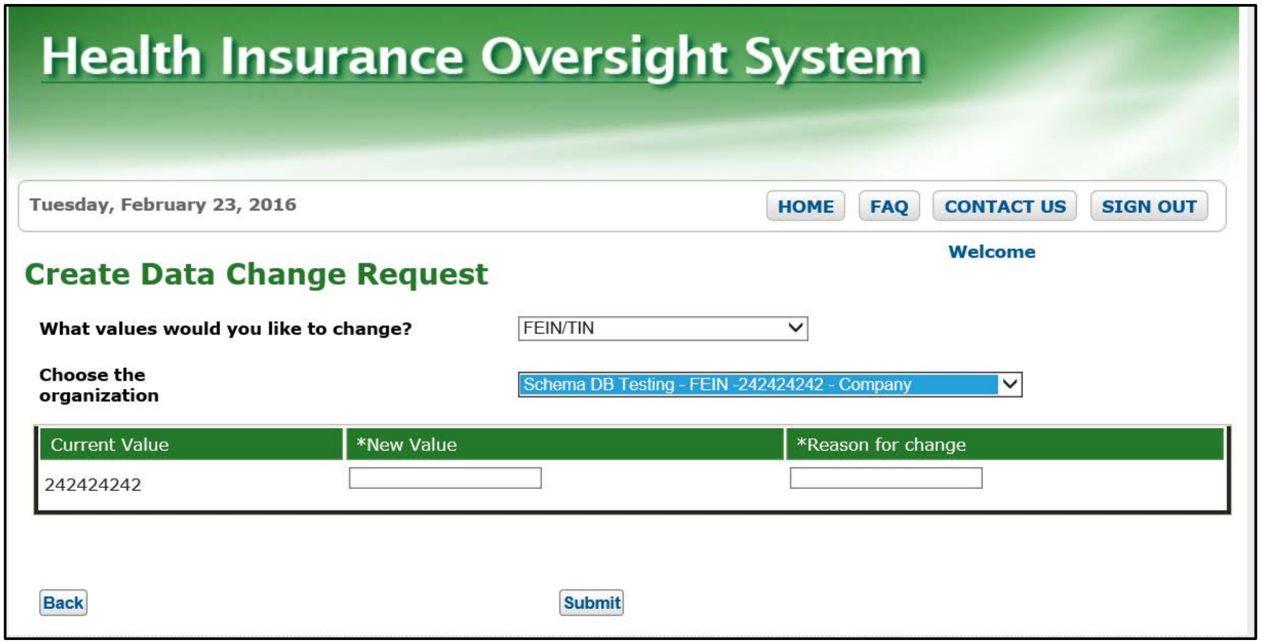
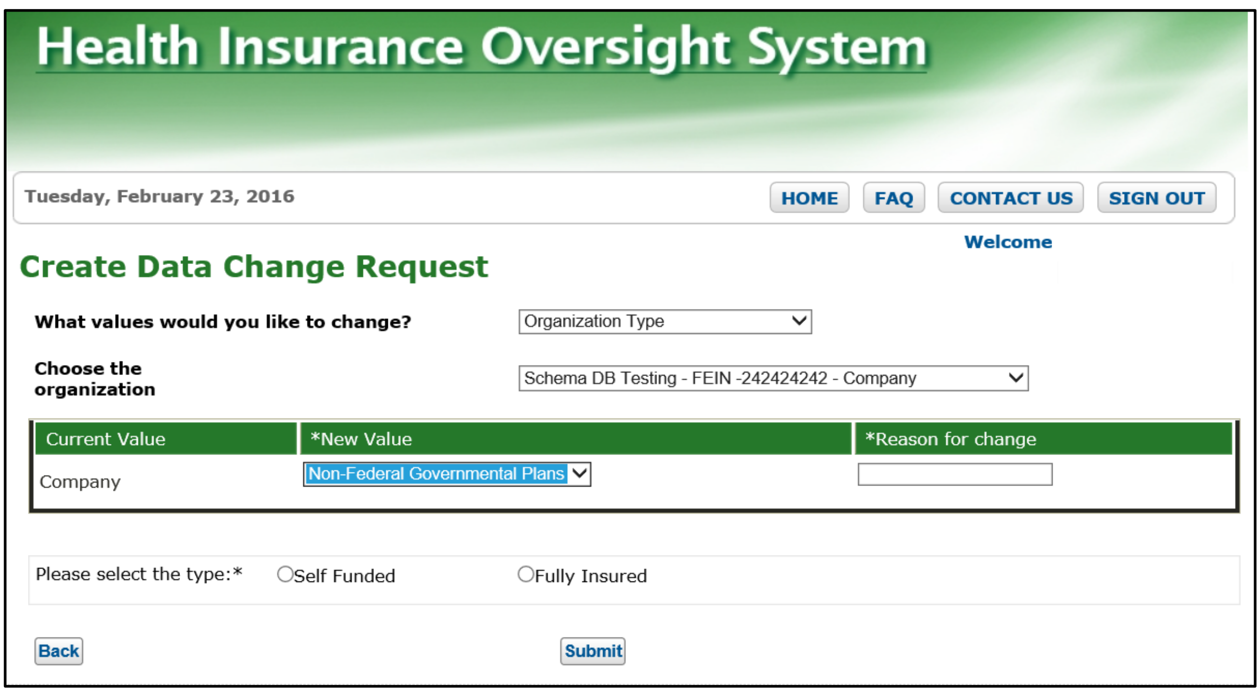


Figure 79: Company Data Changes – Select the field to change



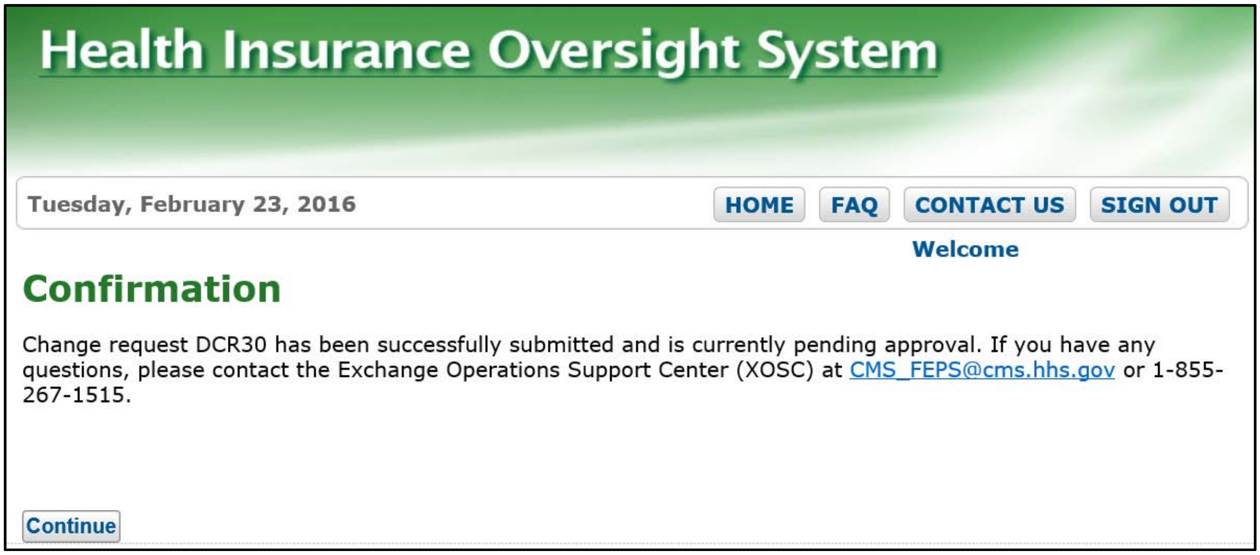
If a change to the Organization Type from Company or Non Insurance to Non-Federal Governmental Plans is needed, then the Company Administrator will need to select the 'Self-Funded' or 'Fully Insured' radio button before clicking the 'Submit' button as illustrated in Figure 80.

Figure 80: Company or Non Insurance to a Non Federal Governmental Plan – Select Self-Funded or Fully Insured Radio Button



Once the Company Administrator clicks the “Submit” button on the Manage Change Request page, a **Request ID** will be assigned, along with a “Pending Approval” status. An on-screen Confirmation message will display as illustrated in Figure 81.

Figure 81: Confirmation Page for Change Request

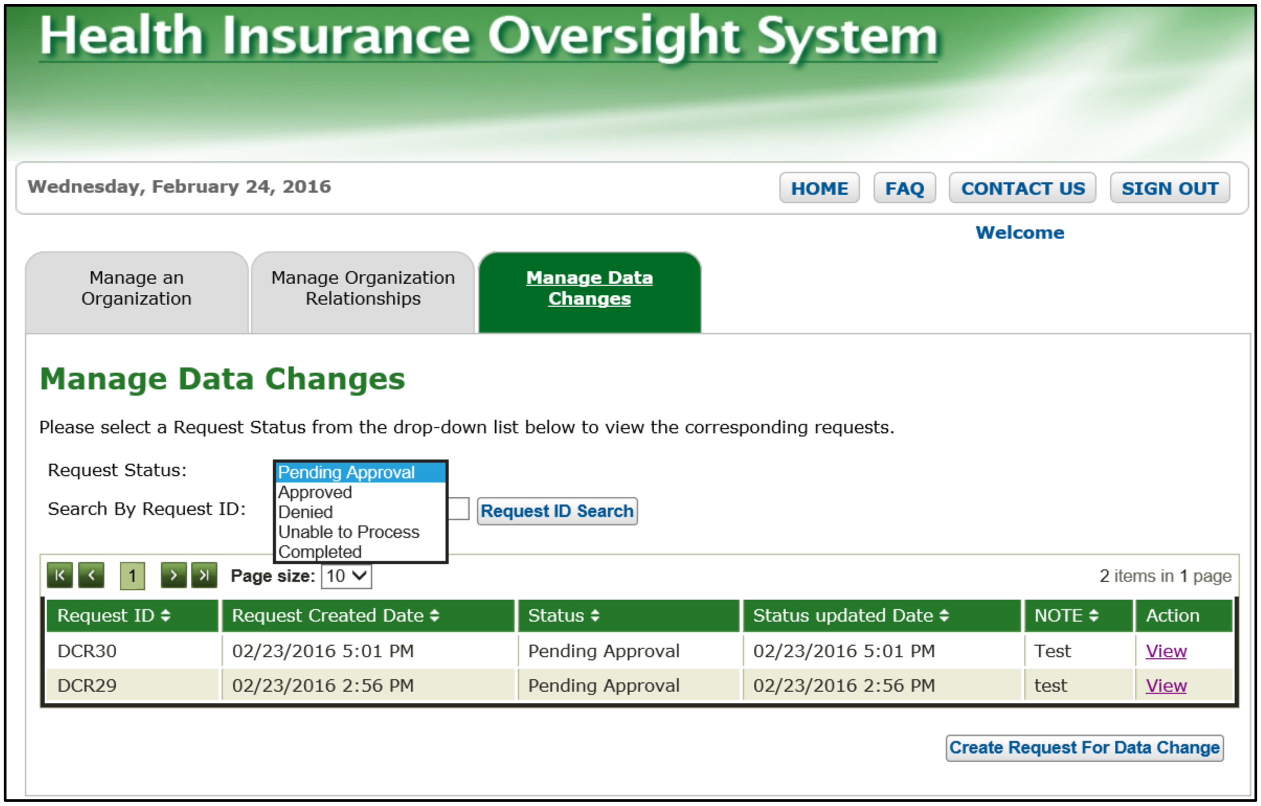


3.4.1.2 View Data Change Requests

Company Administrators can view data change requests on the Manage Data Changes page. When the users select the status of the change request from the “Request Status” drop-down menu or enter a valid Request ID in the “Request ID field” and select the “Request ID Search” button, a summary of the change requests and its statuses will be displayed in search results. The following statuses can be filtered as illustrated in Figure 82.

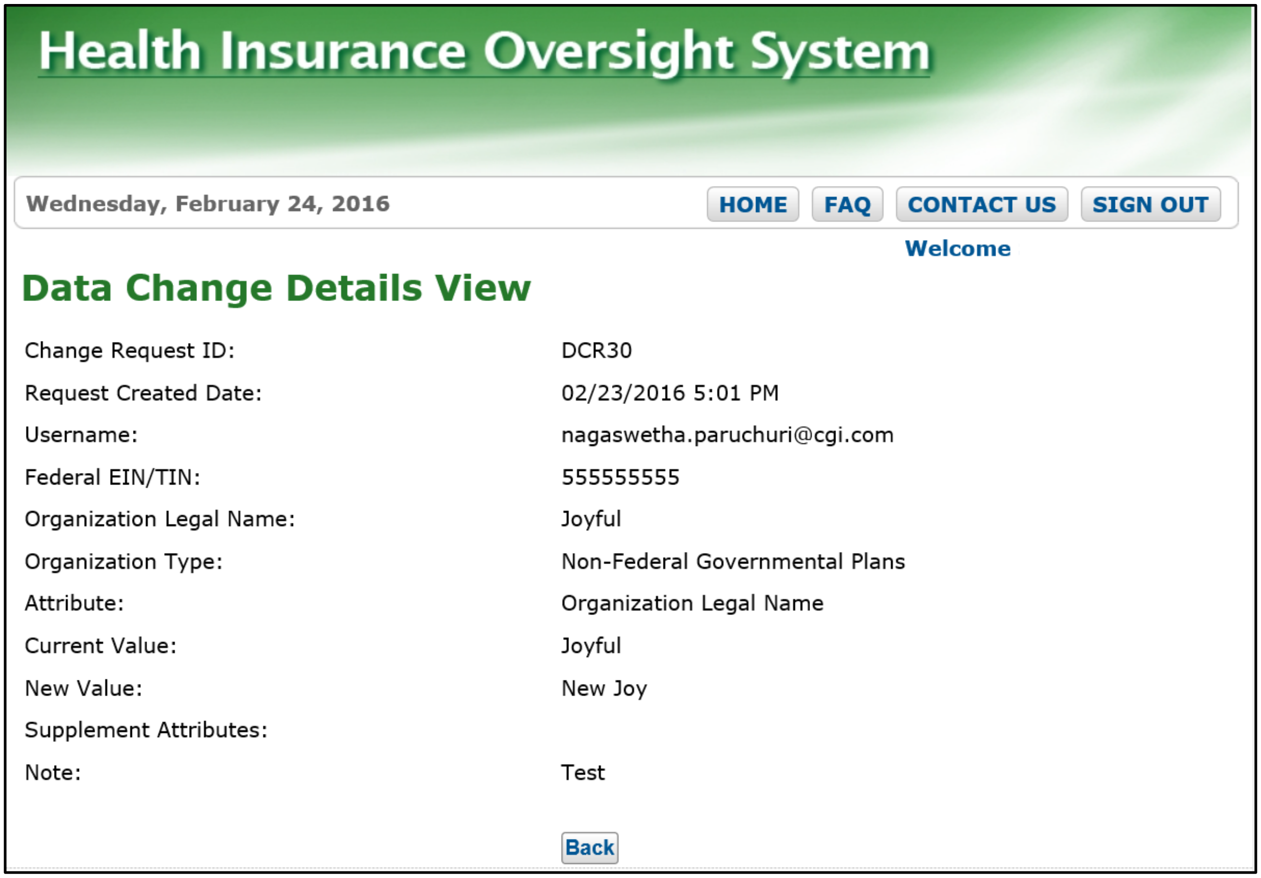
- Pending Approval
- Approved
- Denied
- Unable to Process
- Completed

Figure 82: Change Request Statuses



Company Administrators can click on the "View" link of the Action column as shown in Figure 82 and review the details of the change request as illustrated in Figure 83.

Figure 83: View a Change Request



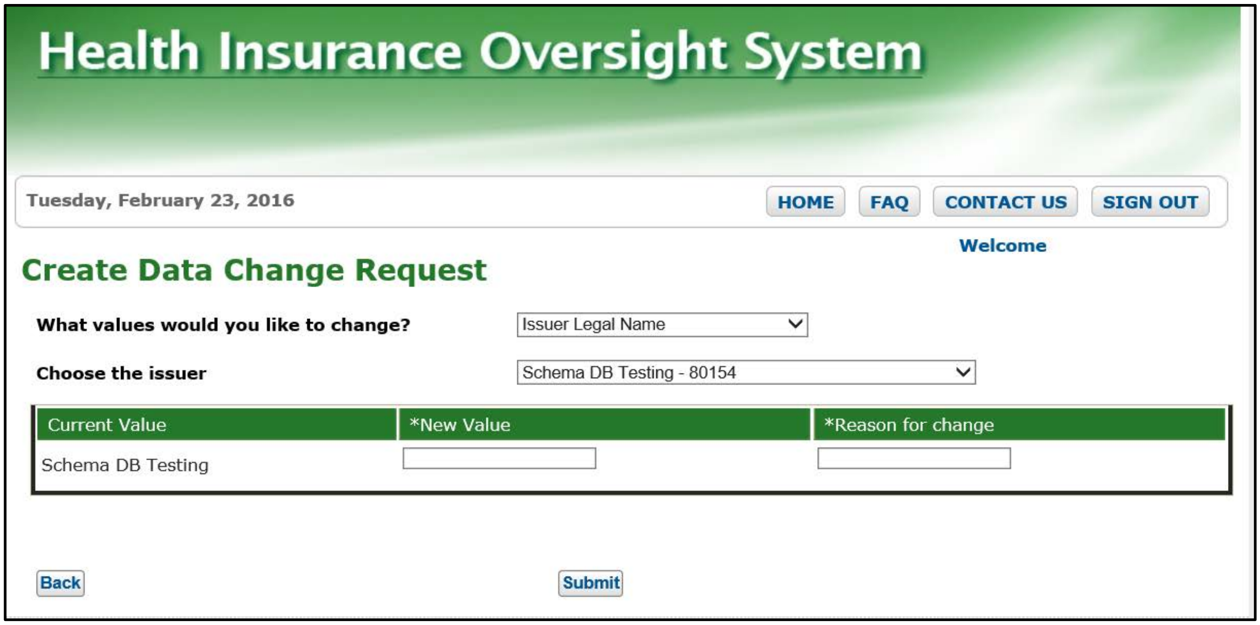
3.4.2 Issuer Administrator – Data Changes

Issuer Administrator can create, review, and submit data change requests through the Manage Data Changes tab. Issuer Administrator can also create new change requests, through the “Create Request for Data Change” link available on the “Edit” page for Issuer Administrator.

3.4.2.1 Create Data Change Requests

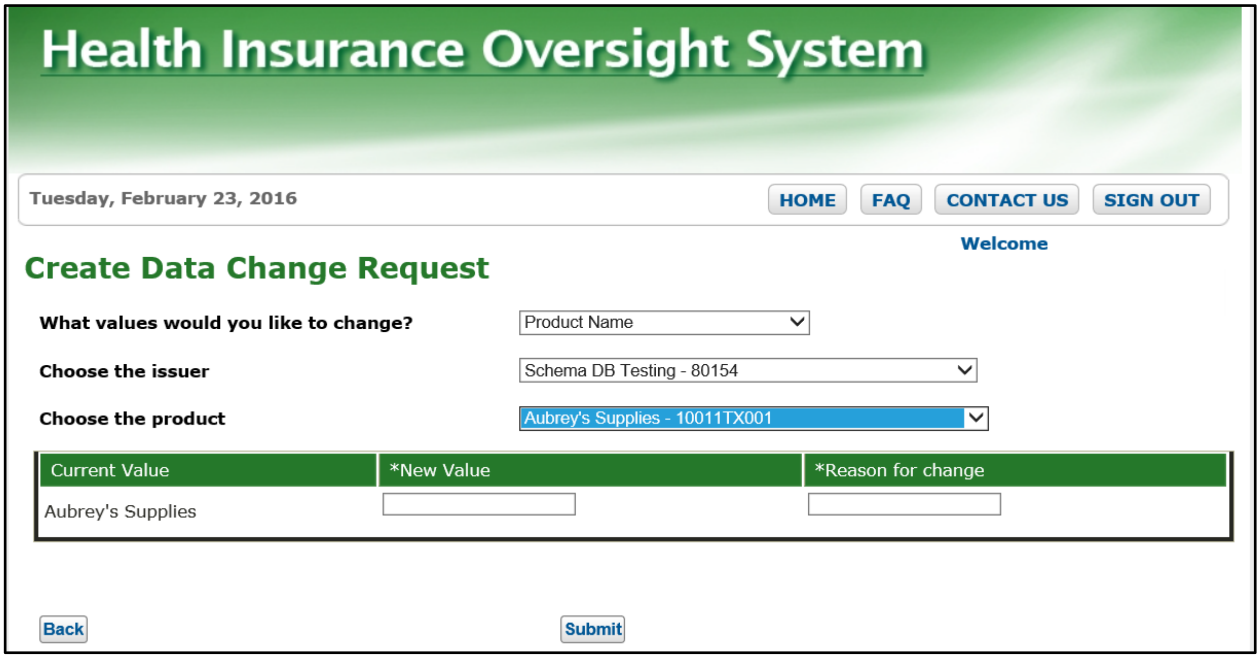
Once the Issuer Administrator is on the Manage Data Changes page, they will be able to “Create Request for Data Change” through the button at the bottom of the Manage Data Changes page. The “What values would you like to change” drop-down menu displays the values for the Issuer, and Product. Once the value for the data change is selected, Issuers will be displayed in the “Choose the Issuer” drop-down menu as illustrated in Figure 84.

Figure 84: Issuer Change Request



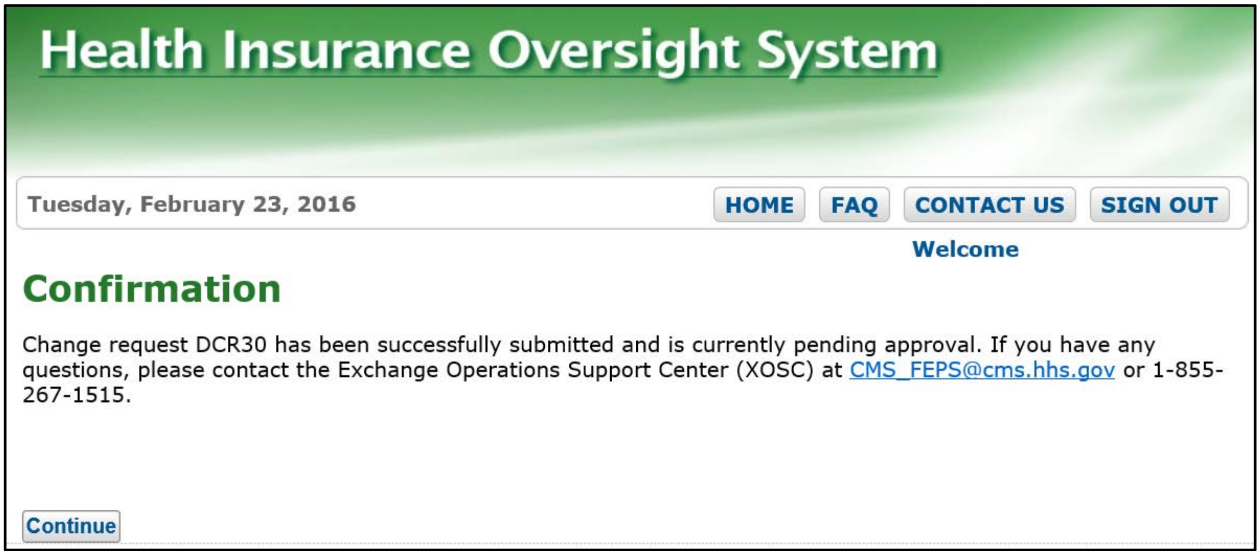
If the change value is selected for a Product, then “Choose the issuer” and “Choose the product” drop-down menus will be displayed for selection as illustrated in Figure 85. Once all the required fields are selected, the current value of the field to be changed will be displayed and the Issuer Administrator will need to enter the New Value, or select from a predefined list of values, and enter a Reason for change (250 characters max) before clicking the “Submit” button.

Figure 85: Product Change Request



Once the Issuer Administrator clicks the "Submit" button on the Manage Change Request page, a **Request ID** will be assigned, along with a "Pending Approval" status. An on-screen Confirmation message will display as illustrated in Figure 86.

Figure 86: Confirmation Page for Change Request

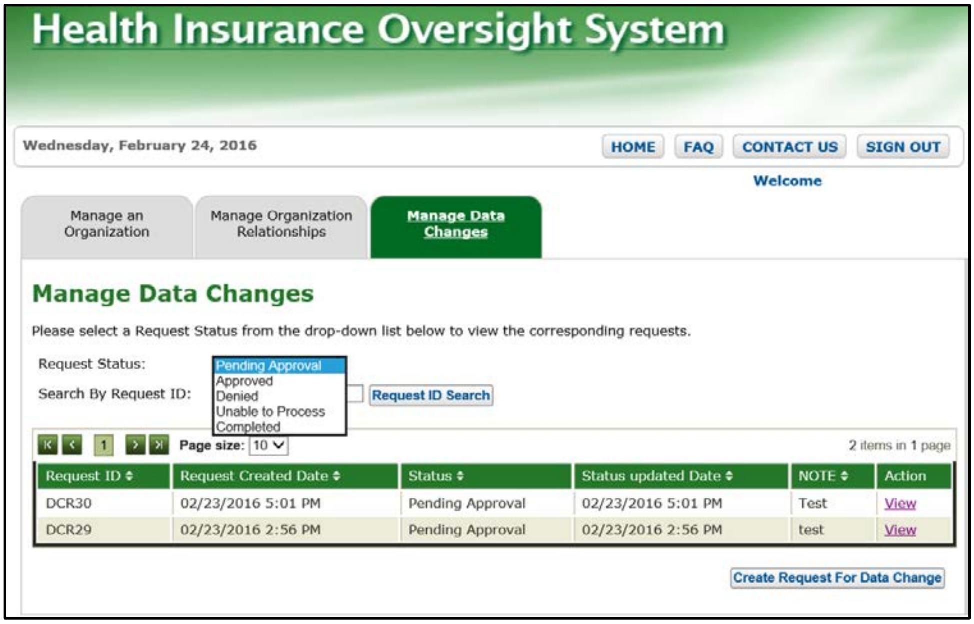


3.4.2.2 View Data Change Requests

Issuer Administrators can view data change requests on Manage Data Changes page. When the users select the status of the change request from the "Request Status" drop down menu or enter a valid request ID in the "Request ID field" and click the "Request ID Search" button a summary of the change requests and its statuses will be displayed in search results as illustrated in Figure 87. The following statuses can be filtered on the Manage Data Changes page.

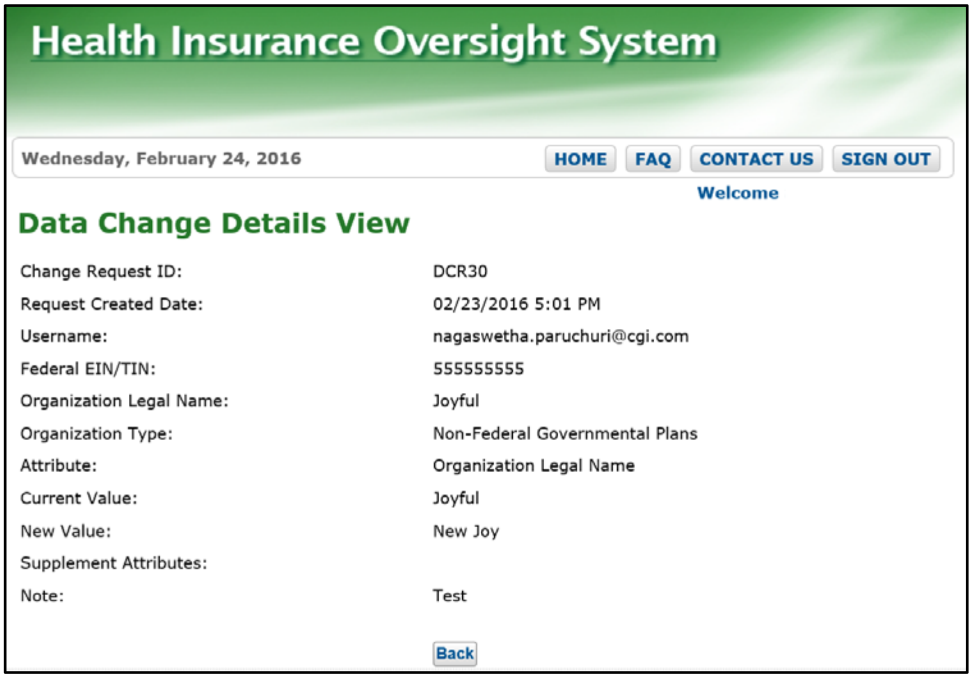
- Pending Approval
- Approved
- Denied
- Unable to Process
- Completed

Figure 87: Change Request Statuses



Issuer Administrators can review the data of the change requests displayed through the “View” link of the Action column as illustrated in Figure 88.

Figure 88: View Change Request



3.4.3 Organization Administrator – Data Changes

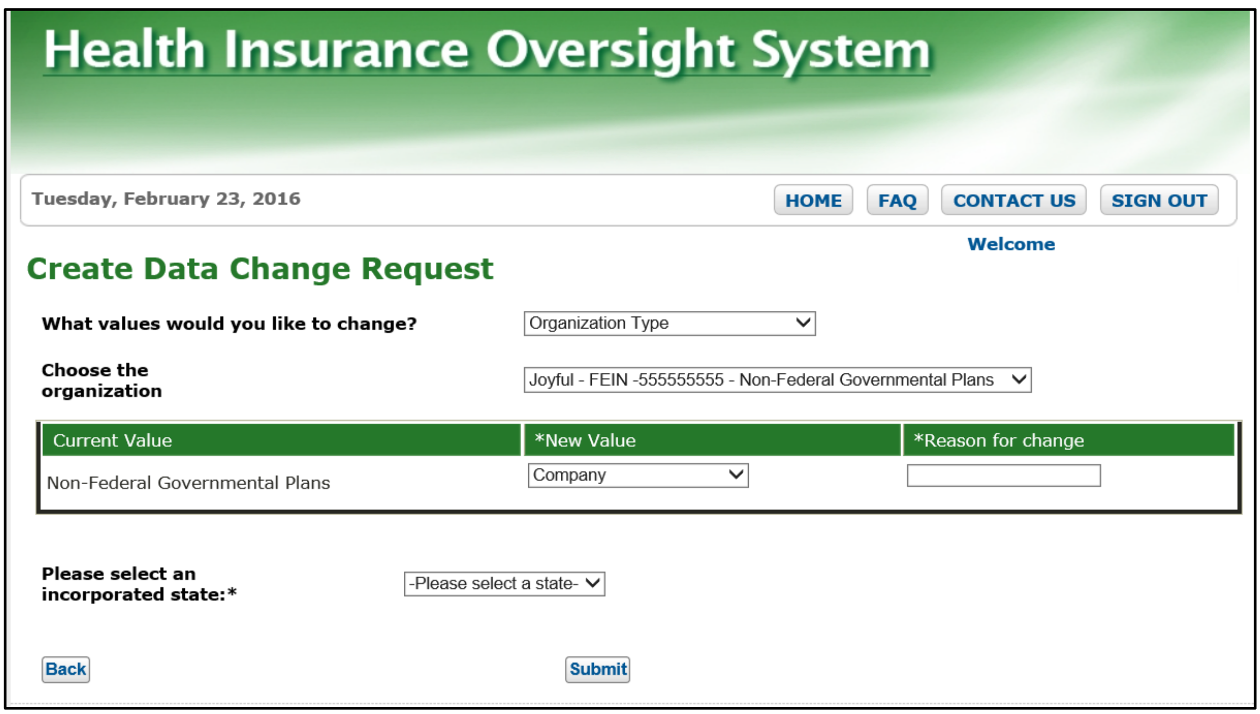
Organization Administrator can create, review, and submit data change requests through the Manage Data Changes tab. Organization Administrator can also create new change requests through the "Create Request for Data Change" link available on the "Edit" page for Organization Administrator.

3.4.3.1 Create Data Change Requests

Once the Organization Administrator is on the Manage Data Changes page, they will be able to "Create Request for Data Change" through the button at the bottom of the Manage Data Changes page. The "What values would you like to change" drop-down menu displays the values for that particular Organization. Once the value for the data change is selected, the current value of the field to be changed will be displayed and the Organization admin will need to enter the New Value, or select from a predefined list of values, and enter a Reason for change (250 characters max) before clicking the "Submit" button.

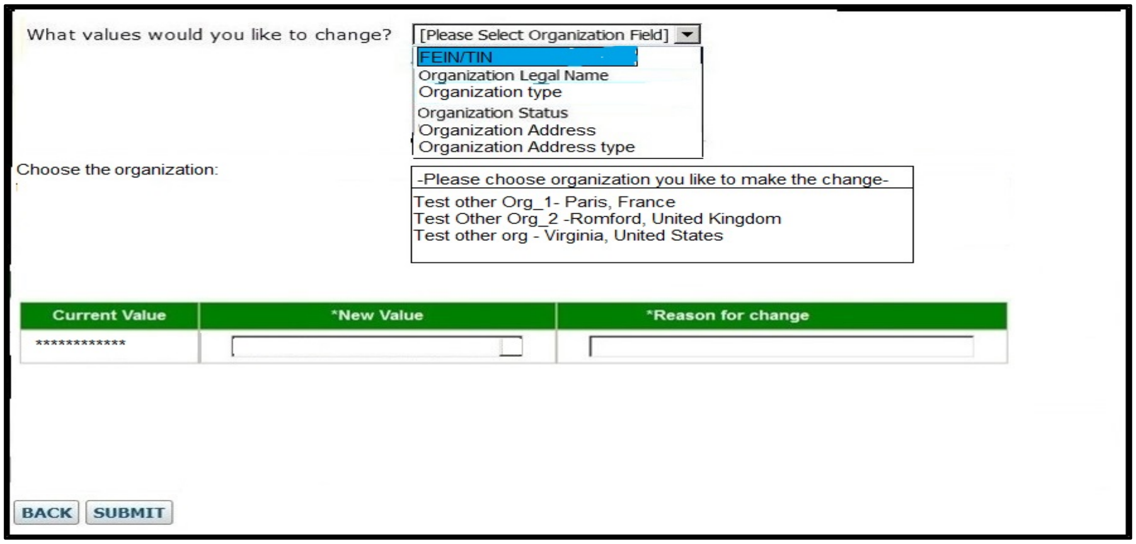
Organization Administrator will have to select the incorporated state, if changing the Organization Type from Non Fed to either Company or Non Insurance Company as illustrated in Figure 89.

Figure 89: Non Federal Government Plans to Company



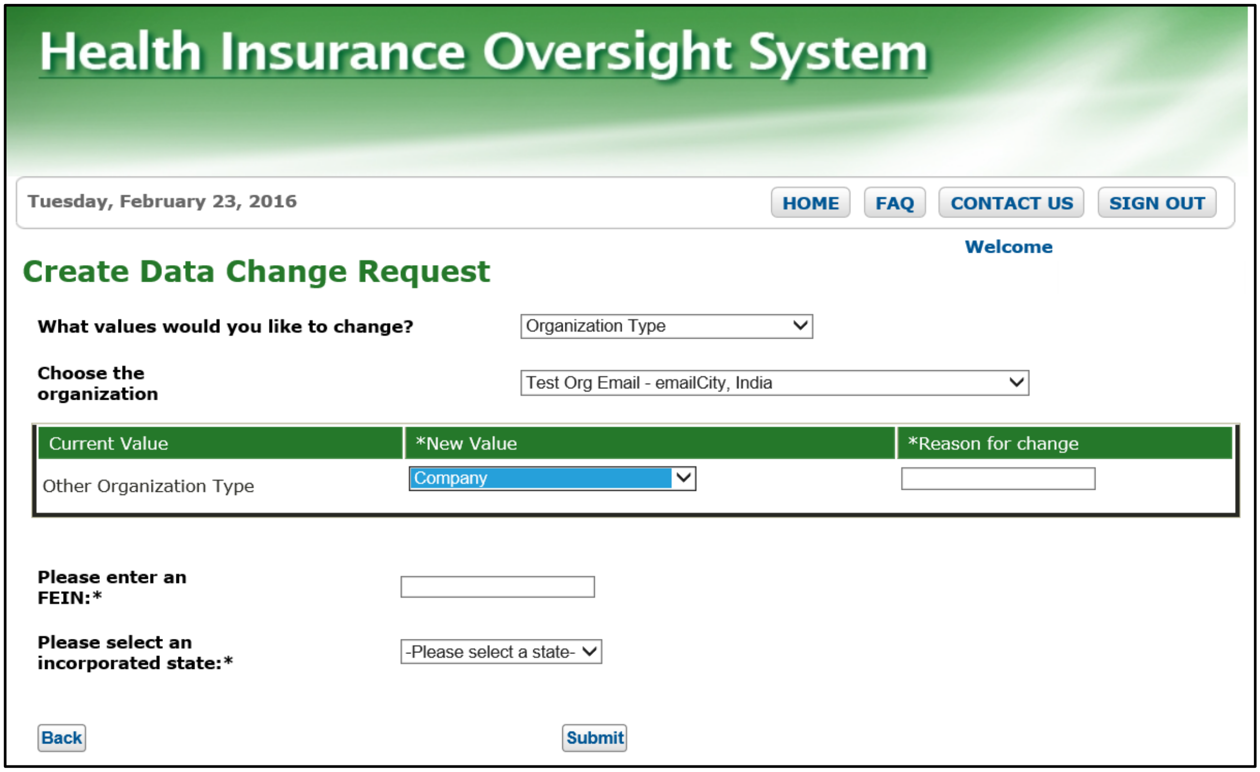
Organization Administrator of "Other Org" selects the fields displayed for that particular type of organization. For multiple organizations, the Organization Administrator will see a list of organizations displayed in the drop-down menu and will need to select the organization for making the data change as illustrated in Figure 90. The current value will be displayed and the user will need to enter the New Value, or select from a predefined list of values, and enter a Reason for change (250 characters max) before clicking the "Submit" button.

Figure 90: Multiple Organizations



If the Organization Administrator changes the Organization Type from Other organization to either Company or Non Insurance Company, then an FEIN is required and user needs to select an incorporated state drop-down menu as illustrated in Figure 91.

Figure 91: Other Organization to a Company



Once the Organization Administrator clicks the "Submit" button on the Manage Change Request page, a **Request ID** will be assigned, along with a "Pending Approval" status. An on-screen Confirmation message will display as illustrated in Figure 92.

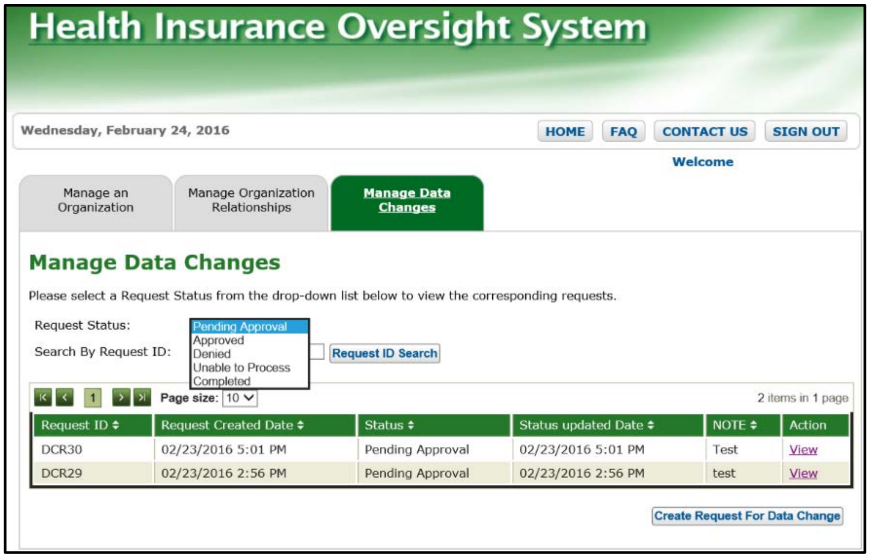
Figure 92: Confirmation Page for Change Request

3.4.3.2 View Data Change Requests

Organization Administrators can view data change requests on Manage Data Changes page. When the user selects the status of the change request from the "Request Status" drop-down menu or enter a valid Request ID in the "Request ID field" and clicks the "Request ID Search" button a summary of the change requests and its statuses will be displayed in search results as illustrated in Figure 93. The following statuses can be filtered on the Manage Data Changes page.

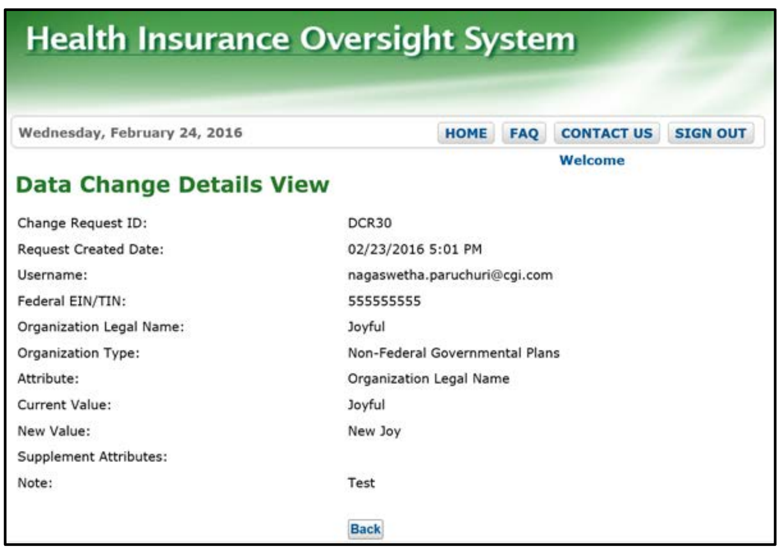
- Pending Approval
- Approved
- Denied
- Unable to Process
- Completed

Figure 93: Change Request Statuses



Organization Administrators can review the details of the data change request by clicking the "View" link in the Action column as illustrated in Figure 94.

Figure 94: View Change Requests



3.5 Manage Data Changes Approvals

The Manage Data Changes approval functionality allows authorized CCIIO users to review, approve, and deny the change requests received. CCIIO users review the change requests related to Organization, Issuers, and Products. In order to navigate to Manage Data Changes Approvals tab, the CCIIO users will need to select the Approvals tab on the HIOS Home page and then the Manage Data Change Approvals button as illustrated in Figure 95.

Figure 95: Manage Data Change Approvals

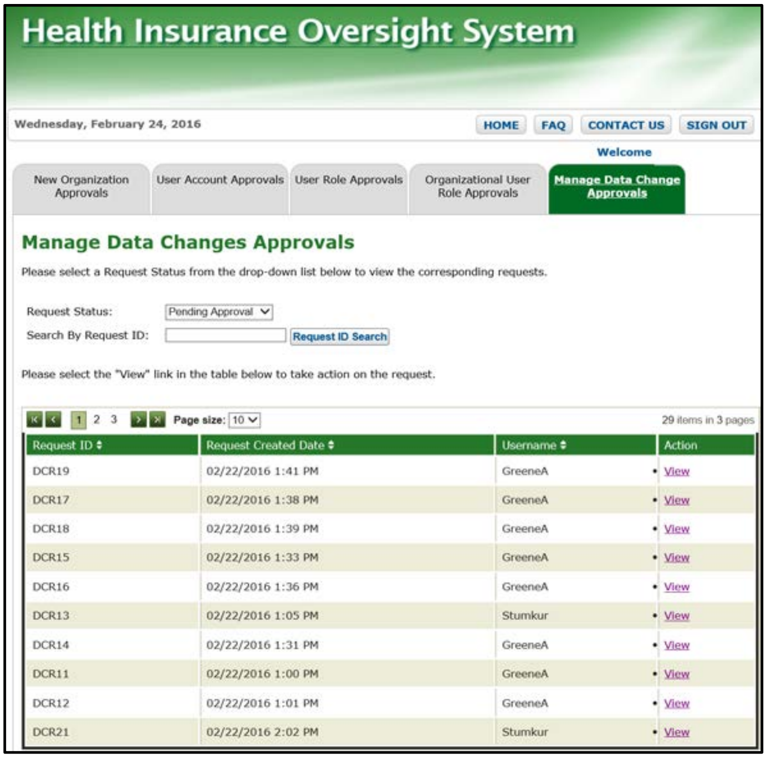
3.5.1 CCIIO Users

Company, Issuer, and Organization Administrators submit the change request to CCIIO users. CCIIO users will receive an email as soon as the data change requests are received. Authorized users with the CCIIO user role can review the reason for change and then approve or reject the change requests received. Once approved, CCIIO users cannot edit the data change requests that are already approved.

3.5.1.1 Approve the Pending Approval Change Request

CCIIO users navigate to the Manage Data Change Approvals page by selecting the Approvals tab on the HIOS Home page as illustrated in Figure 95. The Manage Data Change Approval page display all the pending approvals. CCIIO users can enter a Request ID and click the “Request ID Search” button to search for the desired pending approval request. A “View” link is available for CCIIO users to review the details of the change requests as illustrated in Figure 96.

Figure 96: Pending Approvals



CCIIO user clicks on the View link of Figure 96 to review the data of the change requests received. All the pending approval will have the following two radio buttons as illustrated in Figure 97.

- I approve this request
- I deny this request

Figure 97: View Data for Pending Approvals

CCIIO user selects “I approve this request” radio button to approve the request received (See Figure 97). CCIIO user enters a reason for the approval in the text box. This is a required field and accepts a maximum of 250 characters only. CCIIO user then clicks the “Submit” button to send the change request to the HIOS Admin for further process. An email is sent to HIOS Administrators to process the requests approved by the CCIIO user.

3.5.1.2 Deny the Pending Approval Change Request

CCIIO users navigate to the Manage Data Change Approvals page by selecting the Approvals tab on HIOS Home page as illustrated in Figure 95. The Manage Data Change Approval page display all the pending approvals. CCIIO users can enter a Request ID and click the “Request ID Search” button to search for the desired pending approval request. A “View” link is available for CCIIO users to select and review the data of the change requests as illustrated in Figure 96. All the pending approval will have the following two radio buttons as illustrated in Figure 97

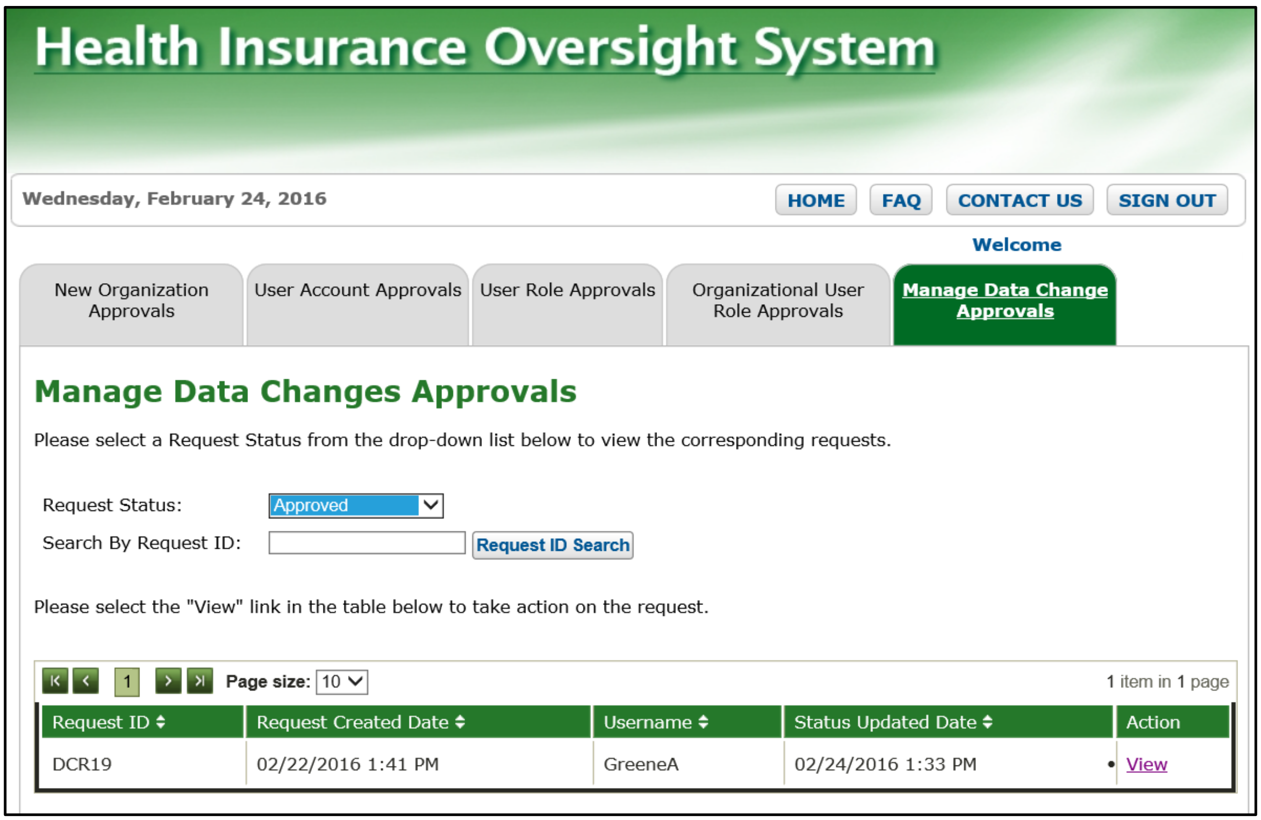
- I approve this request
- I deny this request

CCIIO user selects the “I deny this request” radio button to deny the request received (See Figure 97). CCIIO user enters a reason for the denial in the text box displayed in figure 97. This is a required field and accepts a maximum of 250 characters only. CCIIO user then clicks the "Submit" button to save the changes made. An email is sent to the Company, Issuer, or Organization Administrators about the denial of the change requests.

3.5.1.3 View Approved Change Requests

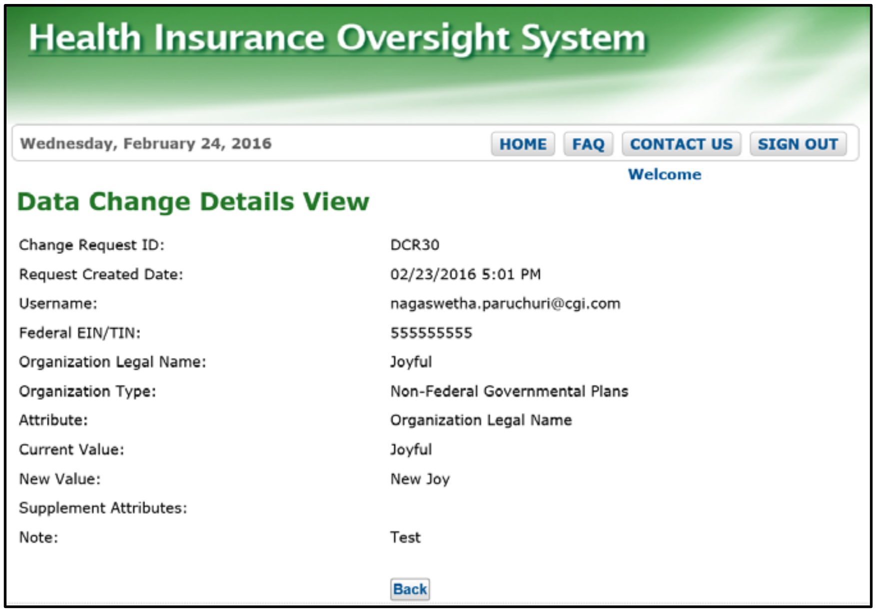
Data change requests that are approved by the CCIIO user are the approved change requests. CCIIO user selects "Approved" status from the "Request Status" drop-down menu to display the data change requests that are in Approved status (See Figure 98). CCIIO user can also search the Approved requests by entering the Request ID and then click on the "Request ID Search" button.

Figure 98: Approved Change Requests



CCIIO user clicks on the "View" link in the Action column in Figure 98 to review the details of the approved change requests as illustrated in Figure 99.

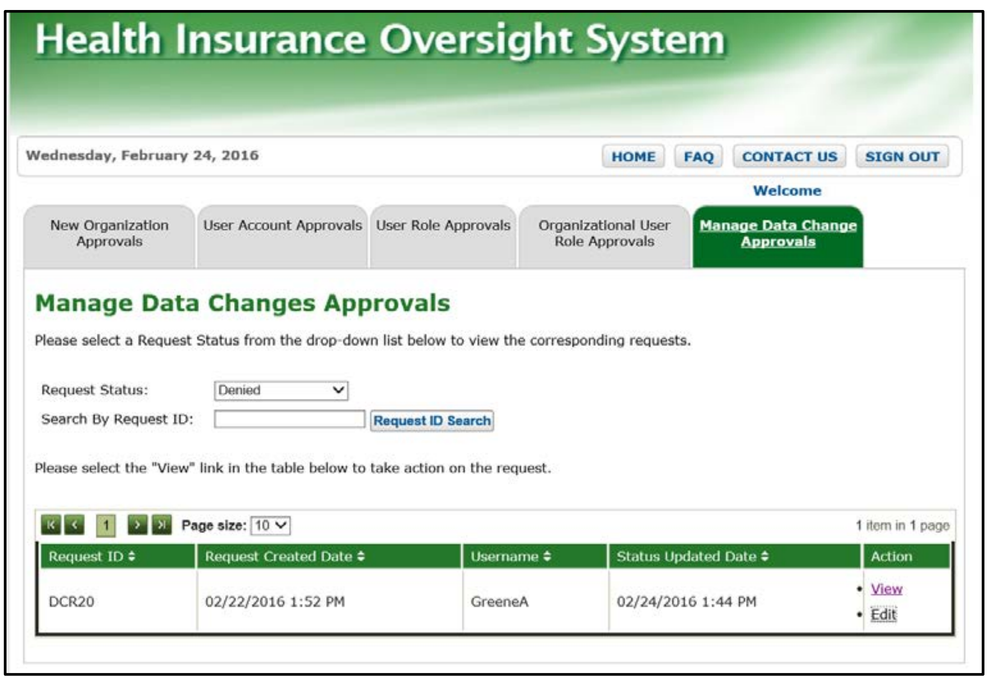
Figure 99: View Approved Requests Data



3.5.1.4 View or Modify the Denied Change Requests

Pending approvals that are denied by the CCIIO user are the denied change request. CCIIO user selects "Denied" status from the "Request Status" drop-down menu to display the requests that are in Denied status (See Figure 100). CCIIO user can also search the Denied requests by entering the Request ID and then click the "Request ID Search" button.

Figure 100: Denied Change Requests



CCIIO user can review or modify the Denied change request by selecting one of the radio buttons as illustrated in Figure 101.

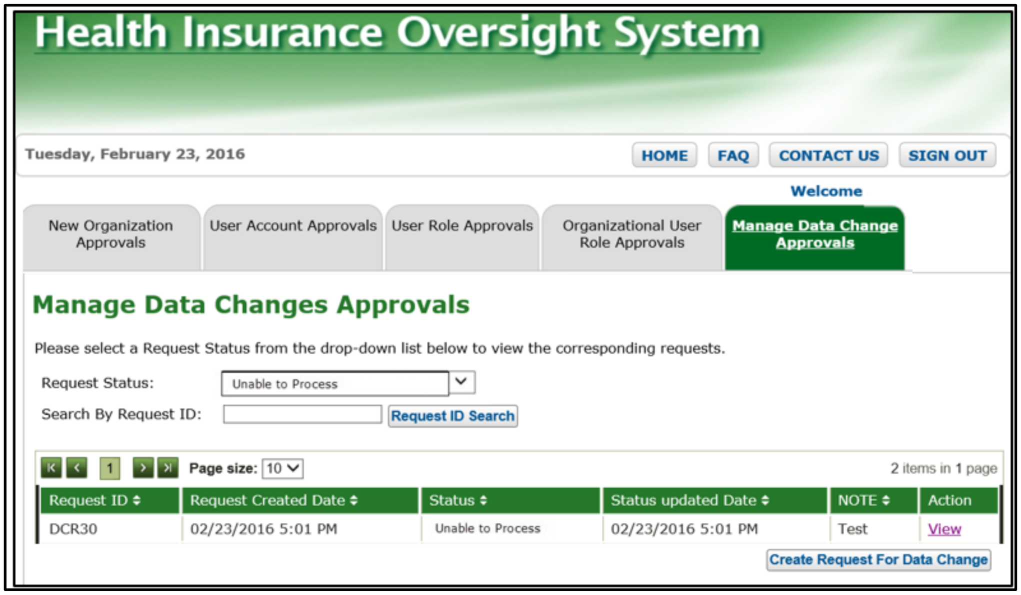
- I approve this request
- I deny this request

Figure 101: View/ Edit Denied Change Requests

3.5.1.5 View Unable to Process Requests

CCIIO Approved change requests that are unable to be processed by the HIOS Admin are the "Unable to Process" change requests. CCIIO user selects "Unable to Process" status from the "Request Status" drop-down menu to display the requests that are in unable to process status (See Figure 102). CCIIO user can also search the "Unable to process" requests by entering the Request ID and then click the "Request ID Search" button.

Figure 102: Unable to Process Change Requests



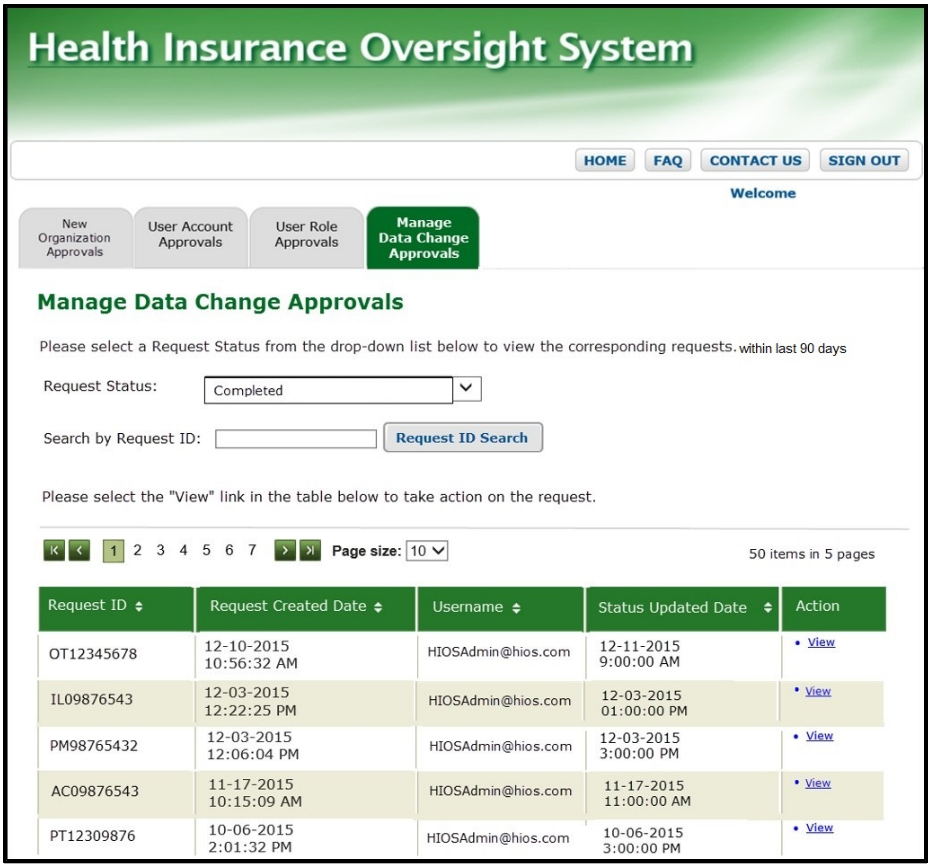
CCIIO user clicks on the “View” link in the Action column in Figure 102 to review the details of the Unable to Process change requests as illustrated in Figure 103.

Figure 103: View Unable to Process Change Requests

3.5.1.6 View Completed Change Requests

Approved requests that are completed by the HIOS Admin are the Completed Change Requests. CCIIO user selects “Completed” status from the “Request Status” drop-down menu to display the requests that are in Completed status (See Figure 104). CCIIO user can also search the “Completed” change requests by entering the Request ID and then click the “Request ID Search” button.

Figure 104: Completed Change Requests



CCIIO user clicks on the "View" link in the Action column in Figure 104 to review the data details of the Completed change requests.

3.5.2 HIOS Data Management Administrator

CCIIO users submit the approved change requests, which are then picked up by the HIOS Data Management Administrators. HIOS Data Management Admins will receive an email as soon as the change requests are approved. Authorized users with HIOS Data Management Admin role can review the Status of Request and also the Reason Code (entered by CCIIO Approver) and can process and complete the data changes. HIOS Admin can review the data changes of the change requests that are in the following status.

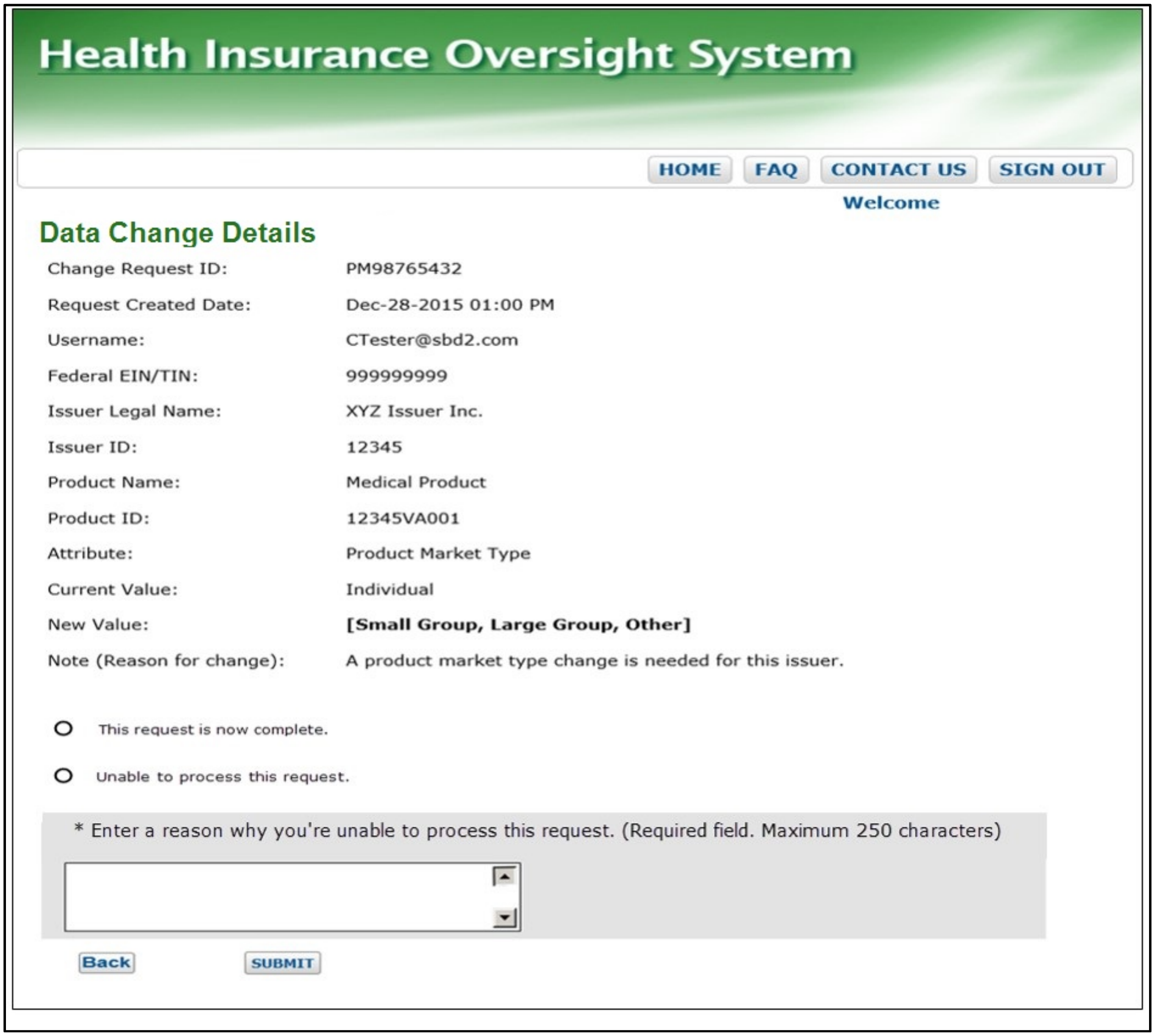
- Pending Approval
- Approved
- Denied
- Completed
- Unable to Process

HIOS Data Management Admin users click on the "View" link of the approved request to process them and selects one of the following radio buttons (See Figure 105):

- This request is now complete
- Unable to process the request

HIOS Data Management Admin will need to enter the reason for their action before submitting. System will send emails to data change requestors and CCIIO approvers, once the data change request is either Completed or is moved to Unable to Process status.

Figure 105: Approved Change Requests



HIOS Admin will not be able to process the Denied change requests, but is able to review the data details and reason for the change requests denial as illustrated in Figure 106.

Figure 106: Denied Change Requests View

3.5.3 Manage Data Changes – Requests and Approval Emails

Emails are sent to different user roles during the status change of the data change requests.

3.5.3.1 Pending Approval Status

Recipient: CCIIO Approver

Trigger: When the Company, Issuer or Organization Administrators submit the Request for Data Change

Content: Subject: Action required – Change Request [insert Change Request ID] is pending approval:

A change request [Request ID] has been submitted by [Username] and is currently pending your approval. Please login to the HIOS system Approvals page to view the details of the request.

3.5.3.2 Approved Status

Recipient: - HIOS Data Management Administrator

Trigger: Once the CCIIO Approver user has completed Approving the Data Change Request, the HIOS Data Management Admin user shall receive the email.

Content: Subject: Action required – Change Request [Request ID] has been approved.

Request [Request ID] has been approved by CCIIO Approver [insert Username]. Please login to the HIOS Admin Tool to make the updates on the Data Management tab. After taking action on this request, please login to HIOS and either select the “Completed” or “Unable to Process” link on the Change Request Approvals tab.

3.5.3.3 Denied Status

Recipient: Data Change Request Creator (Company, Issuer, and Organization Administrator user roles).

Trigger: Once the CCIIO Approver has denied the data change request, the data change request creator shall receive the email.

Content: Subject: Change Request [Request ID] has been denied.

Change Request [Request ID] has been denied. If you have any questions regarding this email notification, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.

3.5.3.4 Completed Status

Recipient: Data Change Request Creator (Company, Issuer, and Organization Administrator user roles) and CCIIO Approver User.

Trigger: Once the HIOS Data Management Admin has completed the data change request, the data change request creator and the CCIIO Approver shall receive the email.

Content: Subject: Change Request [Request ID] has been Completed.

Change Request [Request ID] has been Completed. Please login to the HIOS system to check the data that has been modified as part of the change request.

3.5.3.5 Unable to Process Status

Recipient: Data Change Request Creator (Company, Issuer, and Organization Administrator user roles) and CCIIO Approver User.

Trigger: Once the HIOS Data Management Administrator has selected the “Unable to process this request” option, the data change request creator and the CCIIO Approver shall receive the email.

Content: Subject: Change Request [Request ID] Unable to Process.

Due to the following reason:
[Reason Code] we are currently unable to Process Change Request [Request ID].

If you have any further questions regarding this email notification, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.

4 Trouble shooting and FAQ

4.1 FAQs

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 to the User Role Request section.

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) at 1-855-CMS-1515 or email them at CMS_FEPS@CMS.HHS.gov.

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 section.

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.