

Health Insurance Oversight System
Marketplace Quality Module (MQM)
Issuer and State User Manual



Version 07.00.00

August 2017

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MQM Manual Change History

August 2017 Revisions

The following updates have been made:

- Added sections 3.4, 4.4, 6.4 and 7.4 with instructions on downloading QI Reports as either a Ratings/Reports Viewer or Marketplace Operator user respectively.
- Revised all the figures with captures of MQM screens to reflect the most current look and feel of the application.

1 Introduction

This User Manual provides the information necessary for QHP issuer and State level users to access and utilize the Marketplace Quality Module (MQM) within CMS' Health Insurance Oversight System (HIOS). This manual describes the functionality for two main audiences: Issuers via the Ratings/Reports Viewer role and State level users via the Marketplace Operator and Multistate Plan Operator roles. While these roles are configured distinctly within the HIOS-MQM module, there is some overlap in the actions that may be performed. This document is organized so that sections 3 and 4 are relevant to the issuer and sections 5 through 8 contain information relevant to State level users.

Further details regarding the steps to access MQM and the permissible actions are contained in the following sections.

2 Overview

The MQM is a web-based module within HIOS. The MQM primarily addresses the collection and ingestion of Qualified Health Plan (QHP) Enrollee Survey data and Quality Rating System (QRS) clinical measures data in order to create QRS ratings for certified QHPs.

Once the ratings are created, CMS will publish the ratings for Issuer preview where users with the Ratings/Reports Viewer role will be able to view the ratings for the issuer IDs that they have been authorized to access. If applicable, ratings will be displayed for each reporting unit. A Reporting Unit ID is comprised of the unique combination of the five-digit issuer ID, the two-character state associated with the Issuer ID, and the three-character product type(s) offered under that Issuer ID that met the ratings participation criteria defined by CMS. An Issuer ID can have up to four reporting unit IDs since there can be one per Product Type (EPO, HMO, POS, and PPO).

MQM will allow users to access two sets of data depending on their role. These data sets are the QRS Qualified Health Plan (QHP) lists and the QRS quality ratings data.

QRS QHP List Data

Data from the Final QRS QHP list will be accessible by multiple roles including the Ratings/Reports Viewer role (issuer), Marketplace Operator role (state) and the Multistate Plan Operator role (state).

QRS Quality Ratings Data

As either a Ratings/Reports Viewer role (issuer) or Marketplace Operator role (state) a user may preview quality ratings data for their respective issuer organizations/states. The quality ratings data available for preview includes summary level Preview Reports, Proof Sheets for additional rating details and Quality Improvement (QI) Reports with detailed analysis of the QHP Enrollee Survey results.

In addition, the Marketplace Operator role provides the ability for a State level user to download the State Quality Ratings file that contains the details for the ratings-eligible reporting units within their state.

2.1 Conventions

This document provides screen prints and a corresponding narrative to describe how to use the MQM.

Note: The term ‘user’ is used throughout this document to refer to a person who requires and/or has acquired to the MQM.

2.2 Getting Access to HIOS

To gain access to the Marketplace Quality module within HIOS, users will first need to create an Enterprise Identity Management (EIDM) account and then register for a HIOS account. Please reference the HIOS Portal User Manual for a detailed description of the EIDM and HIOS registration processes.

Once registered in HIOS, a user will need to request the MQM role of “Ratings/Reports Viewer” via the HIOS Portal for their associated Issuer ID(s). The Role Request must be approved by a Role Approver Administrator to enable the role access in MQM. For details on requesting an MQM role as a state user, please refer to Section 5 Requesting the Marketplace Operator/Multistate Plan Operator Roles within this document.

3 Accessing Ratings/Reports Viewer Role Functions

The following sub-sections provide detailed, step-by-step instructions on how to use the Marketplace Quality Module 'Ratings/Reports Viewer' role to preview ratings information.

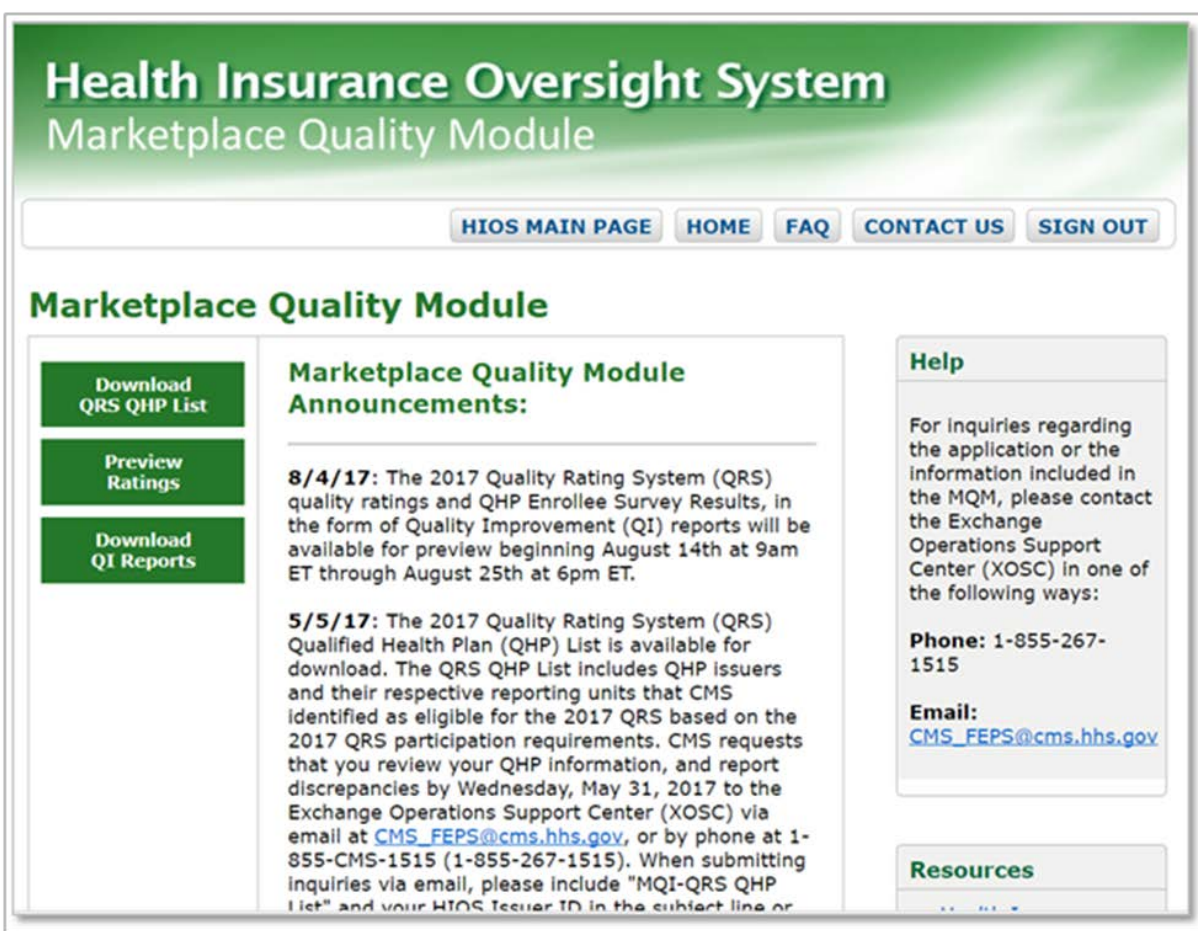
3.1 Accessing Marketplace Quality Module (MQM)

Once a 'Ratings/Reports Viewer' user has been granted access to the MQM, they will be able to access the MQM Home Page by selecting the 'Marketplace Quality Module (MQM)' link on the HIOS Home Page.

3.2 Accessing Preview Ratings Functions

Users can access Preview Ratings functions by selecting the 'Preview Ratings' link on the left side of the MQM Home Page. The system will then navigate the user to the Preview Ratings page.

Figure 1: MQM Home Page – Preview Ratings Link



3.2.1 Navigating the Preview Ratings Page

By default, the Preview Ratings Page will display the most recent ratings year in the Ratings Year dropdown. As future year ratings are added, the historical years' published ratings will remain accessible.

Figure 2: Preview Ratings Page

Health Insurance Oversight System

Marketplace Quality Module

[HIOS MAIN PAGE](#)
[HOME](#)
[FAQ](#)
[CONTACT US](#)
[SIGN OUT](#)

Preview Ratings

Download QRS QHP List

Download QI Reports

Preview Ratings

(*) Indicates required fields.

Introduction

The Quality Rating System (QRS) quality ratings are now available for preview. CMS requests your review of the ratings so that you are aware of your organization's performance. CMS calculates QRS ratings using QRS measure data (QRS clinical measure and QHP Enrollee Survey response data) that QHP issuers submit as a condition of certification and participation in the Exchanges. CMS applies the QRS rating methodology to validated QRS measure data to produce quality ratings on a 5-star scale.

Purpose

The **QRS Preview Report** includes QRS ratings (i.e., star ratings only) for each QHP issuer's reporting units, defined as the unique State-product type for each QHP issuer. The ratings are provided on a 5-star scale for all QRS hierarchy components (i.e., composites, domains, summary indicators, and the global result).

The **QRS Proof Sheet** is also available for QHP issuers to review in conjunction with the QRS Preview Report. The QRS Proof Sheet provides additional detail behind the ratings shown in the QRS Preview Report. The QRS Proof Sheet is available for download as a PDF file and a CSV file; the CSV file provides additional information including measure benchmark information. For details on interpreting proof sheets and the QRS rating methodology, please see the **QRS Proof Sheet User Guide**.

Note that QHP issuers can download the QRS Preview Report and QRS Proof Sheet from previous years by using the ratings year drop-down option.

In addition, the QHP Enrollee Survey results in the form of **Quality Improvement (QI) Reports** are now available. These reports communicate the full results of the QHP Enrollee Survey, including questions not included as part of the QRS measure set. QHP issuers and Marketplace administrators will be able to access their Quality Improvement Reports on the Download QI Reports page.

Resources

- For details on the 2017 QRS requirements, refer to Version 2.0 of the *Quality Rating System and Qualified Health Plan Enrollee Experience Survey: Technical Guidance for 2017* on CMS' Marketplace Quality Initiatives (MQI) website: <http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Health-Insurance-Marketplace-Quality-Initiatives.html>
- Please submit questions about the QRS ratings no later than 6:00PM ET on August 25, 2017. Include "MQI-QRS Preview" in the subject line of the email.
 - State-based Exchanges should submit questions to their respective CMS State Officer.
 - QHP issuers and all other entities should submit questions to CMS' Exchange Operations Support Center (XOSC) via e-mail at CMS_FEPS@cms.hhs.gov or via phone at 1-855-267-1515.
- For technical support or assistance with accessing the QRS ratings, please contact CMS' XOSC via email at CMS_FEPS@cms.hhs.gov or via phone at 1-855-267-1515. Include "MQM Access" in the subject line of the email.

Exchange Quality Ratings System Issuer Preview

* Ratings Year:

Inquiry Period: 08/14/2017 to 08/25/2017

* Issuer ID:

[Search](#)

3.2.2 Searching for Ratings by Issuer ID

After selecting the Ratings Year, users can search for ratings by entering a 5-digit HIOS Issuer ID the Issuer ID search box then selecting the 'Search' button.

Figure 3: Preview Ratings Page – Issuer ID Search

The screenshot shows a web form titled "Exchange Quality Ratings System" with a subtitle "Issuer Preview". It contains three input fields: "Ratings Year" with a dropdown menu showing "2017", "Inquiry Period" with a text box showing "08/14/2017 to 08/25/2017", and "Issuer ID" with an empty text box. A "Search" button is located at the bottom left of the form area.

Exchange Quality Ratings System
Issuer Preview

* Ratings Year: 2017 ▼

Inquiry Period: 08/14/2017 to 08/25/2017

* Issuer ID:

[Search](#)

3.2.3 Viewing Rating Results

The system will return matching search results in the table at the bottom of the Preview Ratings Page. This table will display global ratings for each of the Reporting Unit IDs as a separate result within the chosen Issuer ID.

Within the table, users have three options for viewing ratings:

- Preview Report (Online) – Within this column is a 'View' link that will open the Preview Report for viewing within HIOS.
- Preview Report (Download) – Within this column is a 'Download' link that will download the same Preview Report that is available online (mentioned above) as a PDF.
- Proof Sheet – Within this column is a 'Download' link that will download zip file of the proof sheet information for the selected reporting unit. CMS recommends that users review their Preview Report first as the Proof Sheet provides additional detail behind the ratings shown in the Preview Report.

Figure 4: Preview Ratings Page – Search Results Returned

Exchange Quality Ratings System
Issuer Preview

* Ratings Year: 2017

Inquiry Period: 08/14/2017 to 08/25/2017

* Issuer ID: 11440

Search

ISSUER ID	ISSUER NAME	STATE	REPORTING UNIT ID	GLOBAL RATING	PREVIEW REPORT (ONLINE)	PREVIEW REPORT (DOWNLOAD)	PROOF SHEET
11440	United Teachers Associates	CA	11440-CA-POS	 1 out of 5 stars	View	Download (PDF)	Download (ZIP, 586 KB)

Note: If the user submits a valid Issuer ID for which there are no ratings in the selected ratings year, the search results will return 'No records to display'.

3.2.3.1 Preview Report Information

The Preview Report page contains star rating information for the global result and for each component of the QRS hierarchy (summary indicators, domains, and composites) for the selected Reporting Unit ID.

Figure 5: Preview Report Page

Health Insurance Oversight System
Marketplace Quality Module

HIOS MAIN PAGE HOME FAQ CONTACT US SIGN OUT

Preview Ratings Download QRS QHP List Download QI Reports

Preview Report

[Return to Preview Ratings Search](#) [Download Report](#)

QRS Preview Report for 11440-CA-POS

Introduction

The table below includes the QRS ratings for each eligible reporting unit defined as the unique State-product type for each QHP issuer. A rating (5-star scale) is provided for the global result and for each component of the QRS hierarchy (summary indicators, domains, and composites).

Ratings Status Codes

The following codes are used when a rating could not be calculated:
 CSR-I: Insufficient data to calculate a score according to the QRS rating methodology.
 CSR-NS: Measure data for this component not included in QRS scoring this year for all reporting units.
 NG: No Global - insufficient data to calculate a global rating. This code applies to the global rating only.

Resources

For details on the QRS rating methodology used to calculate these results, refer to CMS' Marketplace Quality Initiatives website: <http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Health-Insurance-Marketplace-Quality-Initiatives.html>

Please submit questions about the QRS ratings no later than 6:00PM ET on the last day of the Inquiry Period (August 25, 2017). Include "MQI-QRS Preview" in the subject line of the email.

- State-based Exchanges should submit questions to their respective CMS State Officer.
- QHP issuers and all other entities should submit questions to CMS' Exchange Operations Support Center (XOSC) via e-mail at CMS_FEPS@cms.hhs.gov or via phone at 1-855-267-1515.

Preview Report ID: 2017-2079-181-11440-CA-POS

COMPONENT	RATING
GLOBAL RATING	★ ★ ★ ★ ★ 1 out of 5 stars
Summary Indicator: Clinical Quality Management	★ ★ ★ ★ ★ 1 out of 5 stars
Domain: Clinical Effectiveness	★ ★ ★ ★ ★ 1 out of 5 stars
Composite: Asthma Care	★ ★ ★ ★ ★ 1 out of 5 stars
Composite: Behavioral Health	★ ★ ★ ★ ★ 1 out of 5 stars

Users can select the 'Download Report' link at the top right of the Preview Report page to initiate the PDF download for the selected Reporting Unit ID.

Figure 6: Preview Report Page – Download PDF



3.2.3.2 Proof Sheet Information

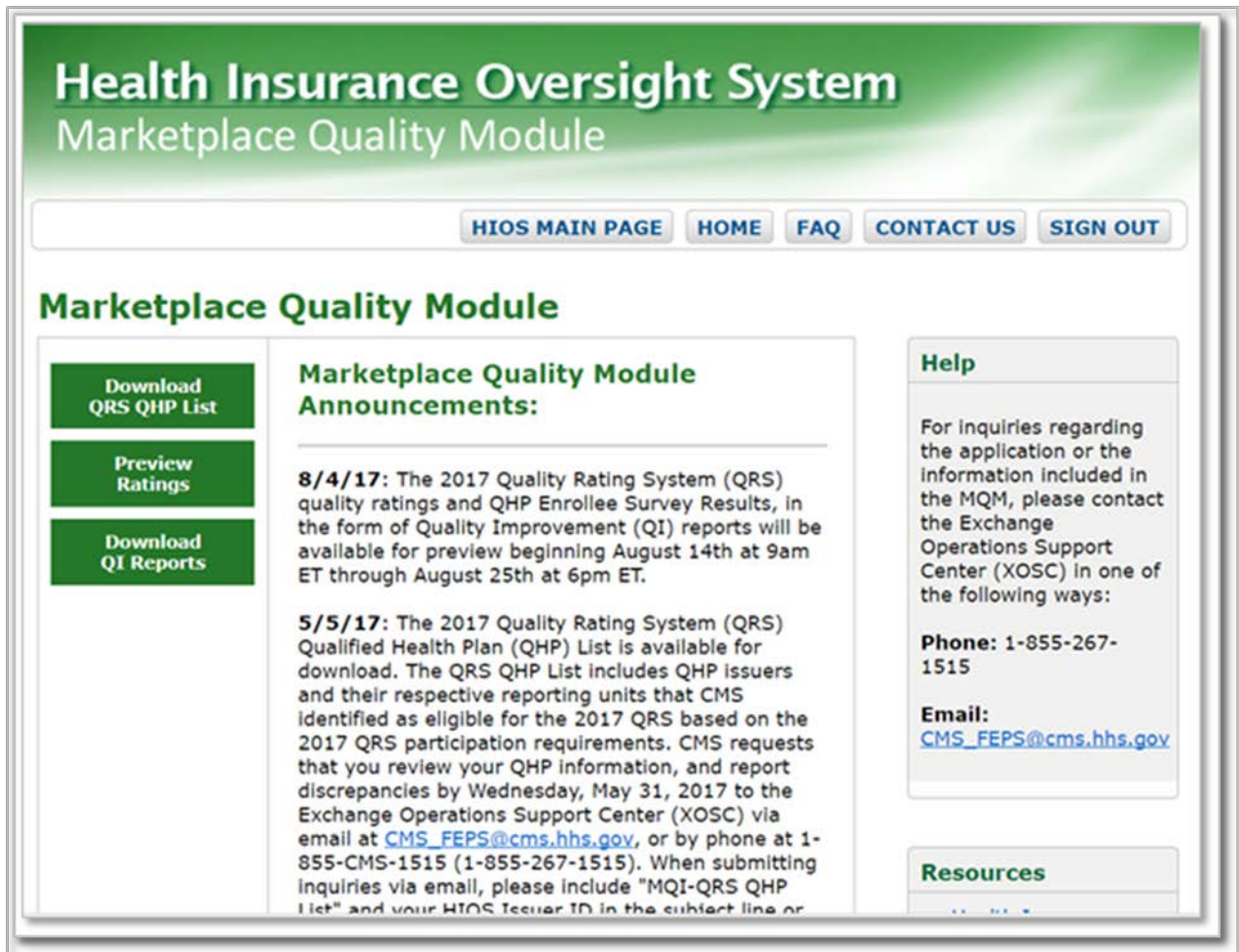
The Proof Sheet provides additional detail behind the ratings shown in the Preview Report. Within HIOS, downloading the Proof Sheet will download a zip file of the proof sheet information for the selected reporting unit along with guidance documentation to assist users in understanding the proof sheet information for the specific ratings year.

3.3 Accessing QRS QHP List Functions

Users can access QRS QHP List functions by selecting the 'Download QRS QHP List' link on the left side of the MQM Home Page. The system will then navigate the user to the Download QRS QHP List page. Users with the Ratings/Reports Viewer role will be able to download the QRS QHP List information depending on the timeframe. The HIOS-MQM module contains a calendar that will determine if the list is available for download at the time the user accesses the module.

For reference, the approximate timeframe that the QRS QHP list will be available is from early May through the beginning of May the following year.

Figure 7: MQM Home Page – Download QRS QHP List Link



3.3.1 Downloading QRS QHP Lists

After selecting on the 'Download QRS QHP List' link, the Ratings/Reports Viewer user will have access to download the entire set of QRS QHP Lists for the current ratings year. The QRS QHP Lists set includes a QRS QHP List for each state and the All QHPs List as shown below in Figure 8.

Ratings/Reports Viewer users will be constrained by a Draft/Final QRS QHP List viewing timeframe, therefore if the user attempts to view the Download QRS QHP List page outside of both viewing windows, then they will receive an error message directing them to return to the page once a viewing timeframe has begun.

Figure 8: Download QRS QHP List Page

Health Insurance Oversight System

Marketplace Quality Module

[HIOS MAIN PAGE](#)
[HOME](#)
[FAQ](#)
[CONTACT US](#)
[SIGN OUT](#)

[Preview Ratings](#)
[Download QRS QHP List](#)
[Download QI Reports](#)

Download QRS QHP List

CMS posts the final Quality Ratings System (QRS) Qualified Health Plan (QHP) List to the MQM in the spring (May) of each ratings year. The final QRS QHP List includes QHP issuers and their respective reporting units that CMS identifies as eligible for QRS data submission and star ratings.

The final QRS Qualified Health Plan (QHP) list can be downloaded below. Issuers can submit feedback and questions about the QRS QHP List to the Exchange Operations Support Center (XOSC) via email at CMS_FEPS@cms.hhs.gov, or by phone at 1-855-CMS-1515 (1-855-267-1515). When submitting inquiries via email, please include "MQI-QRS QHP List" and your HIOS Issuer ID in the subject line or body of the email.

Ratings Year: 2017

QRS QHP List Type: Final

Viewing Timeframe: 05/05/2017 - 05/04/2018

Date Generated: 06/07/2017

« First « Prev **1** 2 3 4 5 Next » Last » Show Entries 10 Showing 1 to 10 of 52 entries

QRS QHP LIST	ACTIONS
All QHPs	Download (XLSX, 26 KB)
AK	Download (XLSX, 17 KB)
AL	Download (XLSX, 17 KB)
AR	Download (XLSX, 17 KB)
AZ	Download (XLSX, 17 KB)
CA	Download (XLSX, 17 KB)
CO	Download (XLSX, 17 KB)
CT	Download (XLSX, 17 KB)
DC	Download (XLSX, 17 KB)
DE	Download (XLSX, 17 KB)

3.4 Accessing QI Report Download Function

Users can access the QI Report Download function by selecting the 'Download QI Reports' link on the left side of the MQM Home Page. The system will then navigate the user to the Download QI Reports page. Users with the Ratings/Reports Viewer role will be able to download QI Reports that correspond to the Issuer IDs linked to their MQM role. The HIOS-MQM module will automatically determine which Issuer IDs are associated to the Ratings/Reports Viewer user and return applicable results for the related Reporting Units when the Download QI Reports page is displayed.

Ratings/Reports Viewer users will be constrained by a date available, therefore if the user attempts to access the Download QI Reports page before the date available, then they will receive an error message directing them to return to the page once a viewing timeframe has begun.

3.4.1 Downloading QI Reports

After selecting on the 'Download QI Reports link, the Ratings/Reports Viewer user will be presented with the Download QI Report page containing a set of search results that correspond to the Issuer IDs linked to their specific role. Once the page has loaded, the Ratings/Reports Viewer user will be able to filter and sort results as well as download QI Reports shown in the results. Refer to Figure 9 below.

Figure 9: Download QI Reports Page

Health Insurance Oversight System Marketplace Quality Module

[HIOS MAIN PAGE](#)
[HOME](#)
[FAQ](#)
[CONTACT US](#)
[SIGN OUT](#)

[Preview Ratings](#)
[Download QRS QHP List](#)
[Download QI Reports](#)

Download QI Reports

QHP issuers and State Exchange administrators receive a QHP Enrollee Survey Quality Improvement (QI) report for each reporting unit that administers the QHP Enrollee Survey. State Exchange administrators may access their State QI report, as well as QI reports for each QHP issuer operating in their State. QHP issuers only have access to QI reports for their respective reporting units.

The QI reports communicate the full results of the QHP Enrollee Survey. Each QHP Enrollee Survey QI report includes the reporting unit's results for all QHP Enrollee Survey composite measures and their component questions.

Please submit questions about the QI reports no later than 6:00PM ET on the last day of the Inquiry Period (August 25, 2017). Include "MQI-QHP Enrollee Survey Preview" in the subject line of the email.

- State-based Exchanges should submit questions to their respective CMS State Officer.
- QHP issuers and all other entities should submit questions to CMS' Exchange Operations Support Center (XOSC) via e-mail at CMS_FEPS@cms.hhs.gov or via phone at 1-855-267-1515.

Ratings Year: 2017

Date Available: 07/01/2017

Search by Table Column Search Term

« First « Prev **1** 2 Next » Last » Show Entries Showing 1 to 10 of 18 entries

State or Reporting Unit	Issuer Name	QI Report Download
11440-CA-EPO	United Teachers Associates	N/A
11440-CA-POS	United Teachers Associates	N/A

Note that in the results shown above, the Ratings/Reports Viewer user will see QI Reports that are related to Reporting Units. The specific Reporting Units are based upon the Issuer IDs that are linked to the Ratings/Reports Viewer's user ID. Any results that show "N/A" in the QI Report Download column represent Reporting Units for which QI Reports have not been successfully uploaded into MQM.

4 Troubleshooting & Support – Ratings/Reports Viewer

The following sub-sections address types of error messages and support/resources available for resolving errors.

4.1 Ratings/Reports Viewer Role Request Error Messages

During role request process for the Ratings/Reports Viewer role, users must request access to specific Issuer IDs. If the Issuer ID requested is invalid, or if the user has already been approved for access to an Issuer ID, then an error message will display on the Request Role page.

Figure 10: Request Role Page – Invalid Issuer ID Error



Figure 11: Request Role Page – Already Have Access to Issuer ID Error



4.2 Preview Ratings Page Error Messages

The following scenarios will result in an error message on the Preview Ratings Page:

1. A Ratings/Reports Viewer user accesses the Preview Ratings Page prior to the start of the Inquiry Period (see Figure 12).
2. A Ratings/Reports Viewer user uses the Issuer ID search box to search for an invalid Issuer ID (see Figure 13).
3. A Ratings/Reports Viewer user uses the Issuer ID search box to search for a valid Issuer ID that they have not been authorized to access (see Figure 14)

4. A Ratings/Reports Viewer user uses the Issuer ID search box to search for a valid Issuer ID that does not have any ratings for the provided Ratings Year (see Figure 15)

Figure 12: Preview Ratings Page – Inquiry Period Not Started Error



Figure 13: Preview Ratings Page – Invalid Issuer ID Error



Figure 14: Preview Ratings Page – User Cannot Access Issuer ID Error



Figure 15: Preview Ratings Page – Issuer Has No Ratings Error



4.3 Download QRS QHP List Page Error Messages

The following scenario will result in an error message on the Download QRS QHP List page:

1. If a Ratings/Reports Viewer user attempts to view the Download QRS QHP List page before or after the defined Viewing Timeframes for the ratings year, then an error message will display at the top of the page (see Figure 16).

Figure 16: Download QRS QHP List Page – Viewing Timeframe Error



4.4 Download QI Reports Page Error Messages

Logic in the Download QI Reports page will automatically search for and return results when the page is accessed depending on the user's role in MQM. If a Ratings/Reports Viewer user attempts to access the Download QI Reports page as a Ratings/Reports Viewer before the Available Timeframe has begun an error message being shown that advises the user to return at a later date when the timeframe is open. Refer to Figure 17 below.

Figure 17: Download QI Reports Page – Viewing Timeframe Error



4.5 Support

If you have questions related to the above error messages, application installation or need technical support please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or at 1-855-267-1515. Please reference "MQM Access" in the email subject line.

The Exchange Operations Support Center (XOSC) hours of operation currently are 9 AM to 6 PM ET, Monday – Friday.

5 Requesting the Marketplace Operator/Multistate Plan Operator Roles

The following sections provide instructions for State level users to request the MQM 'Marketplace Operator' and 'Multistate Plan Operator' roles. Note that these sections are relevant to State users who need the ability to preview issuer ratings data within their state, download the Final or Draft QRS QHP List data or obtain a State Quality Ratings file with details of all ratings-eligible reporting units in their state.

There are two roles that can be assigned to a State level user, the 'Marketplace Operator' role and the 'Multistate Plan Operator' role. They both share some common functionality, but exist for different purposes. The 'Marketplace Operator' role was created so that State level users from states may have access to MQM. Users with this role are able to preview their QHP issuer reporting unit ratings information prior to its public dissemination and they are able to view and download the Final or Draft QRS QHP list data. The 'Marketplace Operator' role also allows a user to download the State Quality Ratings file that contains the details for all ratings-eligible reporting units in their state. This download file is published as a delimited file that contains the details and values for ratings at the Global, Summary Indicator, Domain and Composite level. Alternatively, State users who need only the ability to download QRS QHP list data can request the 'Multistate Plan Operator' role. This role is different from the 'Marketplace Operator' role because it does not include the ability to preview QHP issuer reporting unit ratings nor the ability to download the State Quality Ratings file. The only function available to the 'Multistate Plan Operator' role is the ability to download the Final or Draft QRS QHP list data.

5.1 Submitting a Role Request

For both of the State level roles, the request process differs from other roles that are requested directly from within HIOS. These two roles require the creation of an XOSC Helpdesk ticket so the role can be added manually to the user's profile.

Users will need to reach out to and obtain approval from their applicable State Administering Agency (SAA) who will create a role request ticket for one of the two State level roles and submit that to the XOSC Helpdesk at CMS_FEPS@cms.hhs.gov. The 'Marketplace Operator' or 'Multistate Plan Operator' user role (depending in the user's need and the state they represent) will be assigned by the Helpdesk as requested in the ticket.

6 Accessing Marketplace Operator/Multistate Plan Operator Role Functions

The following sub-sections provide detailed, step-by-step instructions on how to use the Marketplace Quality Module's 'Marketplace Operator' and 'Multistate Plan Operator' role to download the Final QRS QHP List, preview the QRS ratings information, and download the State Quality Ratings file.

Sections 6.1, 6.2, 6.3 and 6.4 provide details about the functions available to a State level user with the role of 'Marketplace Operator'. These functions include downloading the Final QRS QHP list, previewing issuer rating data and downloading the State Quality Ratings file. Section 6.5 provides detail about the 'Multistate Plan Operator' role and its ability to download the Final QRS QHP list.

6.1 Accessing Marketplace Quality Module (MQM) as a Marketplace Operator User

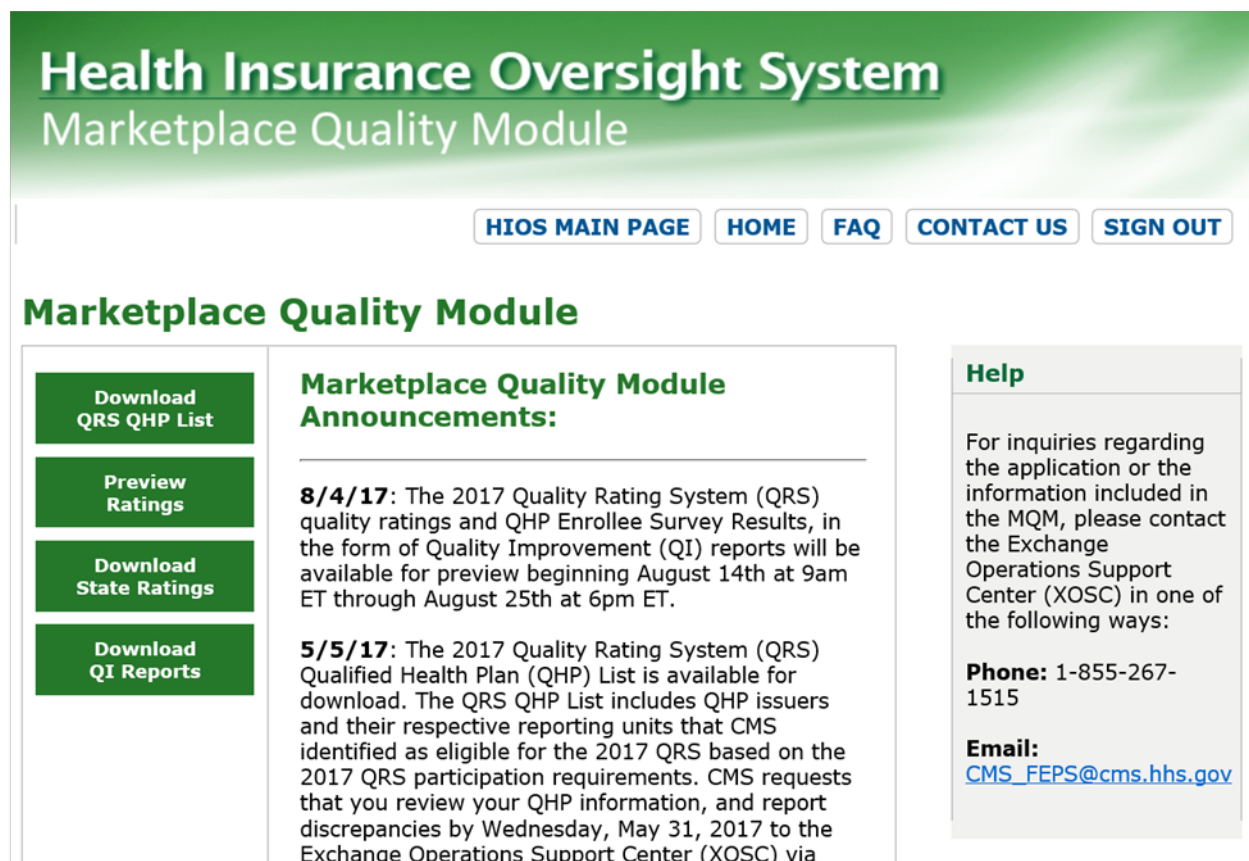
Once a 'Marketplace Operator' user has been granted access to MQM, they will be able to access the MQM Home Page by selecting the 'Marketplace Quality Module (MQM)' link on the HIOS Home Page.

6.1.1 Accessing the Download QRS QHP List Link

Marketplace Operator users can download QRS QHP Lists by selecting the 'Download QRS QHP List' link on the left side of the MQM Home Page. The system will then navigate the user to the Download QRS QHP List page. Users with the Marketplace Operator role will be able to download the QRS QHP List information depending on the timeframe. The HIOS-MQM module contains a calendar that will determine if the list is available for download at the time the user accesses the module.

For reference, the approximate timeframe that the QRS QHP list will be available is from early May through the beginning of May the following year.

Figure 18: MQM Home Page -- Download QRS QHP List Link



6.1.2 Downloading the QRS QHP List

On the Download QRS QHP List page, the Marketplace Operator has access to download the entire set of QRS QHP Lists for the current ratings year. The QRS QHP lists set will include a QRS QHP List for each state and the All QHPs list. To initiate the download, the user selects the 'Download' link in the 'ACTIONS' column.

Marketplace Operator users will be constrained by a QRS QHP List viewing timeframe, therefore if the user attempts to view the Download QRS QHP List page outside of the viewing window, then they will receive an error message directing them to return to the page once the viewing timeframe has begun.

Figure 19: Download QRS QHP List Page

Health Insurance Oversight System

Marketplace Quality Module

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[SIGN OUT](#)

[Preview Ratings](#)
[Download QRS QHP List](#)
[Download State Ratings](#)
[Download QI Reports](#)

Download QRS QHP List

CMS posts the final Quality Ratings System (QRS) Qualified Health Plan (QHP) List to the MQM in the spring (May) of each ratings year. The final QRS QHP List includes QHP issuers and their respective reporting units that CMS identifies as eligible for QRS data submission and star ratings.

The final QRS Qualified Health Plan (QHP) list can be downloaded below. Issuers can submit feedback and questions about the QRS QHP List to the Exchange Operations Support Center (XOSC) via email at CMS_FEPS@cms.hhs.gov, or by phone at 1-855-CMS-1515 (1-855-267-1515). When submitting inquiries via email, please include "MQI-QRS QHP List" and your HIOS Issuer ID in the subject line or body of the email.

Ratings Year: 2017

QRS QHP List Type: Final

Viewing Timeframe: 05/05/2017 - 05/04/2018

Date Generated: 06/07/2017

« First
« Prev
1
2
3
4
5
Next »
Last »

Show Entries
10

Showing 1 to 10 of 52 entries

QRS QHP LIST	ACTIONS
All QHPs	Download (XLSX, 26 KB)
AK	Download (XLSX, 17 KB)
AL	Download (XLSX, 17 KB)
AR	Download (XLSX, 17 KB)
AZ	Download (XLSX, 17 KB)
CA	Download (XLSX, 17 KB)
CO	Download (XLSX, 17 KB)
CT	Download (XLSX, 17 KB)
DC	Download (XLSX, 17 KB)
DE	Download (XLSX, 17 KB)

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6.2 Accessing Preview Ratings Functions as a Marketplace Operator User

Marketplace Operator users can access Preview Ratings functions by selecting the 'Preview Ratings' link on the left side of the MQM Home Page (See Figure 18). The system will navigate the user to the Preview Ratings page. By default, the Preview Ratings Page will display the most recent ratings year in the Ratings Year drop-down. As future year ratings are added, the historical years' published ratings will remain accessible.

Figure 20: Preview Ratings Page

Health Insurance Oversight System

Marketplace Quality Module

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

Preview Ratings

Download QRS QHP List

Download State Ratings

Download QI Reports

Preview Ratings

(*) Indicates required fields.

Introduction

The Quality Rating System (QRS) quality ratings are now available for preview. CMS requests your review of the ratings so that you are aware of your organization's performance. CMS calculates QRS ratings using QRS measure data (QRS clinical measure and QHP Enrollee Survey response data) that QHP issuers submit as a condition of certification and participation in the Exchanges. CMS applies the QRS rating methodology to validated QRS measure data to produce quality ratings on a 5-star scale.

Purpose

The **QRS Preview Report** includes QRS ratings (i.e., star ratings only) for each QHP issuer's reporting units, defined as the unique State-product type for each QHP issuer. The ratings are provided on a 5-star scale for all QRS hierarchy components (i.e., composites, domains, summary indicators, and the global result).

The **QRS Proof Sheet** is also available for QHP issuers to review in conjunction with the QRS Preview Report. The QRS Proof Sheet provides additional detail behind the ratings shown in the QRS Preview Report. The QRS Proof Sheet is available for download as a PDF file and a CSV file; the CSV file provides additional information including measure benchmark information. For details on interpreting proof sheets and the QRS rating methodology, please see the **QRS Proof Sheet User Guide**.

Note that QHP issuers can download the QRS Preview Report and QRS Proof Sheet from previous years by using the ratings year drop-down option.

In addition, the QHP Enrollee Survey results in the form of **Quality Improvement (QI) Reports** are now available. These reports communicate the full results of the QHP Enrollee Survey, including questions not included as part of the QRS measure set. QHP issuers and Marketplace administrators will be able to access their Quality Improvement Reports on the Download QI Reports page.

Resources

- For details on the 2017 QRS requirements, refer to Version 2.0 of the *Quality Rating System and Qualified Health Plan Enrollee Experience Survey: Technical Guidance for 2017* on CMS' Marketplace Quality Initiatives (MQI) website: <http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Health-Insurance-Marketplace-Quality-Initiatives.html>
- Please submit questions about the QRS ratings no later than 6:00PM ET on August 25, 2017. Include "MQI-QRS Preview" in the subject line of the email.
 - State-based Exchanges should submit questions to their respective CMS State Officer.
 - QHP issuers and all other entities should submit questions to CMS' Exchange Operations Support Center (XOSC) via e-mail at CMS_FEPS@cms.hhs.gov or via phone at 1-855-267-1515.
- For technical support or assistance with accessing the QRS ratings, please contact CMS' XOSC via email at CMS_FEPS@cms.hhs.gov or via phone at 1-855-267-1515. Include "MQM Access" in the subject line of the email.

Exchange Quality Ratings System Issuer Preview

* Ratings Year:

Inquiry Period: 08/14/2017 to 08/25/2017

* Issuer ID:

6.2.1 Searching for Ratings by Issuer ID

After selecting the Ratings Year, users can search for ratings by entering a 5-digit HIOS Issuer ID in the Issuer ID search box and select the 'Search' button.

Figure 21: Preview Ratings Page – Issuer ID Search



The screenshot shows a web form titled "Exchange Quality Ratings System" with a subtitle "Issuer Preview". It contains three input fields: "Ratings Year" with a dropdown menu showing "2017", "Inquiry Period" with a text box showing "08/14/2017 to 08/25/2017", and "Issuer ID" with an empty text box. A "Search" button is located below the "Issuer ID" field.

6.2.2 Viewing Ratings Results

The system will return matching search results in the table at the bottom of the Preview Ratings Page. This table will display global ratings for each of the Reporting Unit IDs as a separate result within the chosen Issuer ID.

Within the table, users have three options for viewing ratings:

- Preview Report (Online) – Within this column is a 'View' link that will open the Preview Report for viewing within HIOS.
- Preview Report (Download) – Within this column is a 'Download' link that will download the same Preview Report that is available online (mentioned above) as a PDF.
- Proof Sheet – Within this column is a 'Download' link that will download a zip file of the proof sheet information for the selected reporting unit. CMS recommends that users review their Preview Report first as the Proof Sheet provides additional detail behind the ratings shown in the Preview Report.

Figure 22: Preview Ratings Page – Search Results Returned


Exchange Quality Ratings System Issuer Preview

*** Ratings Year:**

Inquiry Period: 08/14/2017 to 08/25/2017

*** Issuer ID:**

[Search](#)

ISSUER ID	ISSUER NAME	STATE	REPORTING UNIT ID	GLOBAL RATING	PREVIEW REPORT (ONLINE)	PREVIEW REPORT (DOWNLOAD)	PROOF SHEET
11440	United Teachers Associates	CA	11440-CA-POS	 1 out of 5 stars	View	Download (PDF)	Download (ZIP, 586 KB)

Note: If the user submits a valid Issuer ID for which there are no ratings in the selected ratings year, the search results will return 'No records to display'.

6.2.2.1 Preview Report Information

The Preview Report page contains star rating information for the global result and for each component of the QRS hierarchy (summary indicators, domains, and composites) for the selected Reporting Unit ID.

Figure 23: Preview Report Page

Health Insurance Oversight System

Marketplace Quality Module

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[SIGN OUT](#)

[Preview Ratings](#)
[Download QRS QHP List](#)
[Download State Ratings](#)
[Download QI Reports](#)

Preview Report

[Return to Preview Ratings Search](#)
[Download Report](#)

QRS Preview Report for 11440-CA-POS

Introduction

The table below includes the QRS ratings for each eligible reporting unit defined as the unique State-product type for each QHP issuer. A rating (5-star scale) is provided for the global result and for each component of the QRS hierarchy (summary indicators, domains, and composites).

Ratings Status Codes

The following codes are used when a rating could not be calculated:
 CSR-I: Insufficient data to calculate a score according to the QRS rating methodology.
 CSR-NS: Measure data for this component not included in QRS scoring this year for all reporting units.
 NG: No Global - insufficient data to calculate a global rating. This code applies to the global rating only.

Resources

For details on the QRS rating methodology used to calculate these results, refer to CMS' Marketplace Quality Initiatives website: <http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Health-Insurance-Marketplace-Quality-Initiatives.html>

Please submit questions about the QRS ratings no later than 6:00PM ET on the last day of the Inquiry Period (August 25, 2017). Include "MQI-QRS Preview" in the subject line of the email.

- State-based Exchanges should submit questions to their respective CMS State Officer.
- QHP issuers and all other entities should submit questions to CMS' Exchange Operations Support Center (XOSC) via e-mail at CMS_FEPS@cms.hhs.gov or via phone at 1-855-267-1515.

Preview Report ID: 2017-2079-181-11440-CA-POS

COMPONENT	RATING
GLOBAL RATING	★ ★ ★ ★ ★ 1 out of 5 stars
Summary Indicator: Clinical Quality Management	★ ★ ★ ★ ★ 1 out of 5 stars
Domain: Clinical Effectiveness	★ ★ ★ ★ ★ 1 out of 5 stars
Composite: Asthma Care	★ ★ ★ ★ ★ 1 out of 5 stars
Composite: Behavioral Health	★ ★ ★ ★ ★ 1 out of 5 stars

Users can select the 'Download Report' link at the top right of the Preview Report page to initiate the PDF download for the selected Reporting Unit ID.

Figure 24: Preview Report Page – Download PDF



6.2.2.2 Proof Sheet Information

The Proof Sheet provides additional detail behind the ratings shown in the Preview Report. Within HIOS, downloading the Proof Sheet will download a zip file of the proof sheet information for the selected reporting unit along with guidance documentation to assist users in understanding the proof sheet information for the specific ratings year.

6.3 Downloading State Ratings as a Marketplace Operator User

6.3.1 Accessing the Download State Ratings Button

The Marketplace Operator user may select the 'Download State Ratings' link (See Figure 18) to access the Download State Ratings page.

6.3.2 Accessing the State Quality Ratings Data File

The Download State Ratings page will allow the Marketplace Operator user to download a ZIP file containing state-specific ratings and an accompanying TXT file. Users will only be able to download the ratings for their assigned state(s). To initiate the download, the user selects the 'Download' link in the 'ACTIONS' column.

Figure 25: Download State Ratings Page

Health Insurance Oversight System

Marketplace Quality Module

[HIOS MAIN PAGE](#)
[HOME](#)
[FAQ](#)
[CONTACT US](#)
[SIGN OUT](#)

[Preview Ratings](#)
[Download QRS QHP List](#)
[Download State Ratings](#)
[Download QI Reports](#)

Download State Ratings

The State quality ratings data files are available for users to download during the available timeframe specified below. Each ratings data file is specific to the given State and provides the QRS ratings for each reporting unit (i.e., issuer ID, State and plan type combination). The QRS ratings for each reporting unit include the rating for each QRS hierarchy component from the global level down to the composite level.

State-based Exchanges should submit questions to their respective CMS State Officer. For technical support or assistance with accessing the QRS ratings, please contact CMS' XOSC via email at CMS_FEPS@cms.hhs.gov or via phone at 1-855-267-1515. Include "MQM Access" in the subject line of the email.

Ratings Year: 2017

Available Timeframe: 09/25/2017 - 05/04/2018

Date Generated: 08/10/2017

Resources: [QRS State Ratings User Guide \(PDF, 52 KB\)](#)

« First
 « Prev
 1
2
3
4
5
 Next »
 Last »
 Show Entries
 10
 Showing 1 to 10 of 51 entries

STATE	ACTIONS
AK	Download (ZIP, 1 KB)
AL	Download (ZIP, 1 KB)
AR	Download (ZIP, 1 KB)
AZ	Download (ZIP, 1 KB)
CA	Download (ZIP, 1 KB)
CO	Download (ZIP, 1 KB)
CT	Download (ZIP, 1 KB)
DC	Download (ZIP, 1 KB)
DE	Download (ZIP, 1 KB)
FL	Download (ZIP, 1 KB)

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6.4 Accessing QI Report Download Function as a Marketplace Operator User

Users can access the QI Report Download function by selecting the 'Download QI Reports' link on the left side of the MQM Home Page. The system will then navigate the user to the Download QI Reports page. Users with the Marketplace Operator role will be able to download QI Reports that correspond to the Issuer IDs and States linked to their MQM role. The HIOS-MQM module will automatically determine which Issuer IDs/States are associated to the Marketplace Operator user and return applicable results for the related Reporting Units and States when the Download QI Reports page is displayed.

Marketplace Operator users will be constrained by a date available, therefore if the user attempts to access the Download QI Reports page before the date available, then they will receive an error message directing them to return to the page once a viewing timeframe has begun.

6.4.1 Downloading QRS QHP Lists

After selecting on the 'Download QI Reports link, the Marketplace Operator user will be presented with the Download QI Report page containing a set of search results that correspond to the Issuer IDs and States linked to their specific role. Once the page has loaded, the Marketplace Operator user will be able to filter and sort results as well as download QI Reports shown in the results. Refer to Figure 26 below.

Figure 26: Download QI Reports Page

Health Insurance Oversight System Marketplace Quality Module

[HIOS MAIN PAGE](#)
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[FAQ](#)
[CONTACT US](#)
[SIGN OUT](#)

[Preview Ratings](#)
[Download QRS QHP List](#)
[Download State Ratings](#)
[Download QI Reports](#)

Download QI Reports

QHP issuers and State Exchange administrators receive a QHP Enrollee Survey Quality Improvement (QI) report for each reporting unit that administers the QHP Enrollee Survey. State Exchange administrators may access their State QI report, as well as QI reports for each QHP issuer operating in their State. QHP issuers only have access to QI reports for their respective reporting units.

The QI reports communicate the full results of the QHP Enrollee Survey. Each QHP Enrollee Survey QI report includes the reporting unit's results for all QHP Enrollee Survey composite measures and their component questions.

Please submit questions about the QI reports no later than 6:00PM ET on the last day of the Inquiry Period (August 25, 2017). Include "MQI-QHP Enrollee Survey Preview" in the subject line of the email.

- State-based Exchanges should submit questions to their respective CMS State Officer.
- QHP issuers and all other entities should submit questions to CMS' Exchange Operations Support Center (XOSC) via e-mail at CMS_FEPS@cms.hhs.gov or via phone at 1-855-267-1515.

Ratings Year: 2017

Date Available: 08/14/2017

Search by Table Column All Search Term

« First « Prev **1** 2 3 4 5 Next » Last » Show Entries 10 Showing 1 to 10 of 253 entries

State or Reporting Unit	Issuer Name	QI Report Download
11440-CA-EPO	United Teachers Associates	N/A
11440-CA-POS	United Teachers Associates	N/A

Note that in the results shown above, the Marketplace Operator will see QI Reports that are related to both Reporting Units and to States. The specific Reporting Units and States are based upon the Issuer IDs that are linked to the Marketplace Operator's user ID. Any results that show "N/A" in the QI Report Download column represent Reporting Units for which QI Reports have not been successfully uploaded into MQM.

6.5 Accessing Marketplace Quality Module (MQM) as a Multistate Plan Operator User

The section below provides detail about the 'Multistate Plan Operator' role and its ability to download the Final QRS QHP list.

Once a 'Multistate Plan Operator' user has been granted access to MQM, they will be able to access the MQM Home Page by selecting the 'Marketplace Quality Module (MQM)' link on the HIOS Home Page.

6.5.1 Accessing the Download QRS QHP List Link

Multistate Plan Operator users can download the Final QRS QHP Lists by selecting the 'Download QRS QHP List' link on the left side of the MQM Home Page (See Figure 18). The system will then navigate the user to the Download QRS QHP List page (See Figure 19). Users with the Multistate Plan Operator role will be able to download the QRS QHP List information depending on the timeframe. The HIOS-MQM module contains a calendar that will determine if the list is available for download at the time the user accesses the module.

For reference, the approximate timeframe that the QRS QHP list will be available is from early May through the beginning of May the following year.

Note: The Multistate Plan Operator User only sees the 'Download QRS QHP List' link and the 'Download QRS QHP List' tab on the MQM Home Page and the Download QRS QHP List page respectively.

6.5.2 Downloading the QRS QHP List

On the Download QRS QHP List page, the Multistate Plan Operator has access to download the entire set of QRS QHP Lists for the current ratings year. The QRS QHP lists set will include a QRS QHP list for each state and the All QHPs list. To initiate the download, the user selects the 'Download' link in the 'ACTIONS' column.

Multistate Plan Operator users will be constrained by a QRS QHP List viewing timeframe, therefore if the user attempts to view the Download QRS QHP List page outside of the viewing window, then they will receive an error message directing them to return to the page once the viewing timeframe has begun.

7 Troubleshooting & Support – Marketplace Operator/Multistate Plan Operator

The following sections address types of error messages and support/resources available for resolving errors.

7.1 Download QRS QHP List Page Error Messages

The following scenario will result in an error message on the Download QRS QHP List page:

1. If a Marketplace Operator/Marketplace Operator user attempts to view the Download QRS QHP List page before or after the defined Viewing Timeframes for the ratings year, then an error message will display at the top of the page (see Figure 27).

Figure 27: Download QRS QHP List Page – Viewing Timeframe Error



7.2 Preview Ratings Page Error Messages

The following scenarios will result in an error message on the Preview Ratings Page:

1. A Marketplace Operator user accesses the Preview Ratings Page prior to the start of the Inquiry Period (see Figure 28).
2. A Marketplace Operator user uses the Issuer ID search box to search for an invalid Issuer ID (see Figure 29).
3. A Marketplace Operator user uses the Issuer ID search box to search for a valid Issuer ID that they have not been authorized to access (see Figure 30)

Figure 28: Preview Ratings Page – Inquiry Period Not Starter Error



Figure 29: Preview Ratings Page – Invalid Issuer ID Error



Figure 30: Preview Ratings Page – User Cannot Access Issuer ID Error



7.3 Download State Ratings Page Error Messages

7.3.1 No Records to Display

If the Marketplace Operator user attempts to download the State Quality Ratings file for their assigned state(s) when the available timeframe is open, and when the ratings file for the ratings year has not yet been generated, then the page displays "No records to display" without any error message. The page will also display "No records to display" if the State Quality Ratings files for the ratings year have been generated but there is no file for the user's assigned state(s). See Figure 31 below.

Figure 31: State Ratings Data Not Available

Download State Ratings

The State quality ratings data files are available for users to download during the available timeframe specified below. Each ratings data file is specific to the given State and provides the QRS ratings for each reporting unit (i.e., issuer ID, State and plan type combination). The QRS ratings for each reporting unit include the rating for each QRS hierarchy component from the global level down to the composite level.

State-based Exchanges should submit questions to their respective CMS State Officer. For technical support or assistance with accessing the QRS ratings, please contact CMS' XOSC via email at CMS_FEPS@cms.hhs.gov or via phone at 1-855-267-1515. Include "MQM Access" in the subject line of the email.

Ratings Year: 2017

Available Timeframe: 09/25/2017 - 05/04/2018

Date Generated: 08/10/2017

Resources: [QRS State Ratings User Guide \(PDF, 52 KB\)](#)

« First « Prev Next » Last »
Show Entries 10 ▼
Displaying 0 to 0 of 0

STATE	ACTIONS
No data available in table	

7.3.2 Ratings Available Timeframe Error

The Marketplace Operator user is attempting to access the Download State page outside of the available timeframe, they will see an error message notifying them to come back to the page during an open viewing window. See Figure 32 below.

Figure 32: Ratings Available Timeframe Error



7.4 Download QI Reports Page Error Messages

Logic in the Download QI Reports page will automatically search for and return results when the page is accessed depending on the user's role in MQM. If a Marketplace Operator user attempts to access the Download QI Reports page before the Available Timeframe has begun an error message being shown that advises the user to return at a later date when the timeframe is open.

Figure 33: QI Report Available Timeframe Error



7.5 Support

If you have questions related to the above error messages, application installation or need technical support please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or at 1-855-267-1515. Please reference "MQM Access" in the email subject line.

The Exchange Operations Support Center (XOSC) hours of operation currently are 9 AM to 6 PM ET, Monday – Friday.

8 Appendix A: Acronyms

Table 1: Acronyms

Acronym	Literal Translation
CCIIO	The Center for Consumer Information and Insurance Oversight
CCSQ	Center for Clinical Standards and Quality
CMS	Centers for Medicare & Medicaid Services
EIDM	Enterprise Identity Management
EPO	Exclusive Provider Organization
HIOS	Health Insurance Oversight System
HMO	Health Maintenance Organization
MQM	Marketplace Quality Module
POS	Point of Service
PPO	Preferred Provider Organization
QHP	Qualified Health Plan
QI	Quality Improvement
QRS	Quality Rating System
XOSC	Exchange Operations Support Center

9 Appendix B: Referenced Documents

Table 2: Referenced Documents

Document Name	Document Location and/or URL	Issuance Date
N/A	N/A	N/A

10 Appendix C: Approvals

The undersigned acknowledge that they have reviewed the Manual and agree with the information presented within this document. Changes to this HIOS MQM User Manual will be coordinated with, and approved by, the undersigned, or their designated representatives.

Table 3: Approvals

Name	Title	Role	Date
N/A	N/A	N/A	N/A