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

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# Table of Contents

Table of Contents .......................................................................................................................................... 2
Table of Figures ............................................................................................................................................. 4
Table of Tables .............................................................................................................................................. 5
MQM Manual Change History ...................................................................................................................... 6

1 Introduction ........................................................................................................................................ 7

2 Overview ............................................................................................................................................. 8
  2.1 Conventions .................................................................................................................................. 8
  2.2 Getting Access to HIOS ................................................................................................................. 8

3 Accessing Ratings/Reports Viewer Role Functions ............................................................................. 9
  3.1 Accessing Marketplace Quality Module (MQM) .......................................................................... 9
  3.2 Accessing Preview Ratings Functions ........................................................................................... 9
    3.2.1 Navigating the Preview Ratings Page ..................................................................................... 9
    3.2.2 Searching for Ratings by Issuer ID ........................................................................................ 11
    3.2.3 Viewing Rating Results ......................................................................................................... 11
  3.3 Accessing QRS QHP List Functions .............................................................................................. 15
    3.3.1 Downloading QRS QHP Lists ................................................................................................. 15
  3.4 Accessing QI Report Download Function ................................................................................... 17
    3.4.1 Downloading QI Reports ...................................................................................................... 17

4 Troubleshooting & Support – Ratings/Reports Viewer ....................................................................... 19
  4.1 Ratings/Reports Viewer Role Request Error Messages .............................................................. 19
  4.2 Preview Ratings Page Error Messages .......................................................................................... 19
  4.3 Download QRS QHP List Page Error Messages .......................................................................... 21
  4.4 Download QI Reports Page Error Messages ............................................................................... 21
  4.5 Support ....................................................................................................................................... 22

5 Requesting the Marketplace Operator/Multistate Plan Operator Roles ............................................... 23
  5.1 Submitting a Role Request ........................................................................................................... 23

6 Accessing Marketplace Operator/Multistate Plan Operator Role Functions ....................................... 24
  6.1 Accessing Marketplace Quality Module (MQM) as a Marketplace Operator User .................... 24
    6.1.1 Accessing the Download QRS QHP List Link ......................................................................... 25
    6.1.2 Downloading the QRS QHP List ............................................................................................ 25
  6.2 Accessing Preview Ratings Functions as a Marketplace Operator User ..................................... 27
    6.2.1 Searching for Ratings by Issuer ID ........................................................................................ 29
    6.2.2 Viewing Ratings Results ....................................................................................................... 29
6.3 Downloading State Ratings as a Marketplace Operator User .............................................. 32
  6.3.1 Accessing the Download State Ratings Button ............................................................... 32
  6.3.2 Accessing the State Quality Ratings Data File ................................................................. 32
6.4 Accessing QI Report Download Function as a Marketplace Operator User ..................... 34
  6.4.1 Downloading QRS QHP Lists ........................................................................................... 34
6.5 Accessing Marketplace Quality Module (MQM) as a Multistate Plan Operator User .............. 35
  6.5.1 Accessing the Download QRS QHP List Link ................................................................. 36
  6.5.2 Downloading the QRS QHP List ...................................................................................... 36
7 Troubleshooting & Support – Marketplace Operator/Multistate Plan Operator ..................... 37
  7.1 Download QRS QHP List Page Error Messages ................................................................. 37
  7.2 Preview Ratings Page Error Messages .............................................................................. 37
  7.3 Download State Ratings Page Error Messages .................................................................... 39
    7.3.1 No Records to Display .................................................................................................. 39
    7.3.2 Ratings Available Timeframe Error .............................................................................. 39
  7.4 Download QI Reports Page Error Messages ..................................................................... 40
  7.5 Support ............................................................................................................................... 40
8 Appendix A: Acronyms ............................................................................................................ 41
9 Appendix B: Referenced Documents ....................................................................................... 42
10 Appendix C: Approvals ........................................................................................................... 43
# Table of Figures

<table>
<thead>
<tr>
<th>Figure</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>MQM Home Page – Preview Ratings Link</td>
<td>9</td>
</tr>
<tr>
<td>2</td>
<td>Preview Ratings Page</td>
<td>10</td>
</tr>
<tr>
<td>3</td>
<td>Preview Ratings Page – Issuer ID Search</td>
<td>11</td>
</tr>
<tr>
<td>4</td>
<td>Preview Ratings Page – Search Results Returned</td>
<td>12</td>
</tr>
<tr>
<td>5</td>
<td>Preview Report Page</td>
<td>13</td>
</tr>
<tr>
<td>6</td>
<td>Preview Report Page – Download PDF</td>
<td>14</td>
</tr>
<tr>
<td>7</td>
<td>MQM Home Page – Download QRS QHP List Link</td>
<td>15</td>
</tr>
<tr>
<td>8</td>
<td>Download QRS QHP List Page</td>
<td>16</td>
</tr>
<tr>
<td>9</td>
<td>Download QI Reports Page</td>
<td>18</td>
</tr>
<tr>
<td>10</td>
<td>Request Role Page -- Invalid Issuer ID Error</td>
<td>19</td>
</tr>
<tr>
<td>11</td>
<td>Request Role Page – Already Have Access to Issuer ID Error</td>
<td>19</td>
</tr>
<tr>
<td>12</td>
<td>Preview Ratings Page – Inquiry Period Not Started Error</td>
<td>20</td>
</tr>
<tr>
<td>13</td>
<td>Preview Ratings Page – Invalid Issuer ID Error</td>
<td>20</td>
</tr>
<tr>
<td>14</td>
<td>Preview Ratings Page – User Cannot Access Issuer ID Error</td>
<td>20</td>
</tr>
<tr>
<td>15</td>
<td>Preview Ratings Page – Issuer Has No Ratings Error</td>
<td>21</td>
</tr>
<tr>
<td>16</td>
<td>Download QRS QHP List Page – Viewing Timeframe Error</td>
<td>21</td>
</tr>
<tr>
<td>17</td>
<td>Download QI Reports Page – Viewing Timeframe Error</td>
<td>22</td>
</tr>
<tr>
<td>18</td>
<td>MQM Home Page -- Download QRS QHP List Link</td>
<td>25</td>
</tr>
<tr>
<td>19</td>
<td>Download QRS QHP List Page</td>
<td>26</td>
</tr>
<tr>
<td>20</td>
<td>Preview Ratings Page</td>
<td>28</td>
</tr>
<tr>
<td>21</td>
<td>Preview Ratings Page – Issuer ID Search</td>
<td>29</td>
</tr>
<tr>
<td>22</td>
<td>Preview Ratings Page – Search Results Returned</td>
<td>30</td>
</tr>
<tr>
<td>23</td>
<td>Preview Report Page</td>
<td>31</td>
</tr>
<tr>
<td>24</td>
<td>Preview Report Page – Download PDF</td>
<td>32</td>
</tr>
<tr>
<td>25</td>
<td>Download State Ratings Page</td>
<td>33</td>
</tr>
<tr>
<td>26</td>
<td>Download QI Reports Page</td>
<td>35</td>
</tr>
<tr>
<td>27</td>
<td>Download QRS QHP List Page – Viewing Timeframe Error</td>
<td>37</td>
</tr>
<tr>
<td>28</td>
<td>Preview Ratings Page – Inquiry Period Not Starter Error</td>
<td>38</td>
</tr>
<tr>
<td>29</td>
<td>Preview Ratings Page – Invalid Issuer ID Error</td>
<td>38</td>
</tr>
<tr>
<td>30</td>
<td>Preview Ratings Page – User Cannot Access Issuer ID Error</td>
<td>38</td>
</tr>
<tr>
<td>31</td>
<td>State Ratings Data Not Available</td>
<td>39</td>
</tr>
<tr>
<td>32</td>
<td>Ratings Available Timeframe Error</td>
<td>40</td>
</tr>
<tr>
<td>33</td>
<td>QI Report Available Timeframe Error</td>
<td>40</td>
</tr>
</tbody>
</table>
Table of Tables

Table 1: Acronyms................................................................................................................................. 41
Table 2: Referenced Documents........................................................................................................... 42
Table 3: Approvals............................................................................................................................... 43
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 Section5 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 drop-down. 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

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 as 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
- 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@crms.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@crms.hhs.gov or via phone at 1-855-267-1515. Include "MQI Access" in the subject line of the email.

Exchange Quality Ratings System
Issuer Preview

* Ratings Year: 2017

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 in the Issuer ID search box then selecting the ‘Search’ button.

**Figure 3: Preview Ratings Page – Issuer ID Search**

![Exchange Quality Ratings System Issuer Preview](image)

* Ratings Year: 2017
* Inquiry Period: 08/14/2017 to 08/25/2017

### 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.
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
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**

![Preview Report](image)

### 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](image)

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

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**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 (XOISC) 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

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<tr>
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<td>Download (XLSX, 25 KB)</td>
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<tr>
<td>AK</td>
<td>Download (XLSX, 17 KB)</td>
</tr>
<tr>
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<tr>
<td>DE</td>
<td>Download (XLSX, 17 KB)</td>
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</tbody>
</table>
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.
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

![Invalid Issuer ID Error]

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

![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

![Error(s): The inquiry period has not yet started. Please return to this page after the inquiry period has started](image)

Figure 13: Preview Ratings Page – Invalid Issuer ID Error

![Error(s): Invalid Issuer ID or no match found for the Issuer ID you entered](image)

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

![Error(s): You do not have access to the selected Issuer ID](image)
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).

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.
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.
**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

<table>
<thead>
<tr>
<th>QRS QHP LIST</th>
<th>ACTIONS</th>
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</thead>
<tbody>
<tr>
<td>All QHPs</td>
<td>Download (XLSX, 26 KB)</td>
</tr>
<tr>
<td>AK</td>
<td>Download (XLSX, 17 KB)</td>
</tr>
<tr>
<td>AL</td>
<td>Download (XLSX, 17 KB)</td>
</tr>
<tr>
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<tr>
<td>DC</td>
<td>Download (XLSX, 17 KB)</td>
</tr>
<tr>
<td>DE</td>
<td>Download (XLSX, 17 KB)</td>
</tr>
</tbody>
</table>
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.
**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**

- 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 “MQI Access” in the subject line of the email.

**Exchange Quality Ratings System Issuer Preview**

- Ratings Year: 2017
- Inquiry Period: 08/14/2017 to 08/25/2017
- * Issuer ID: 

[Search]
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

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.
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

---

**Preview Report**

Return to Preview Ratings Search

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**


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 1-855-265-1515.

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

<table>
<thead>
<tr>
<th>COMPONENT</th>
<th>RATING</th>
</tr>
</thead>
<tbody>
<tr>
<td>GLOBAL RATING</td>
<td>★★★★★</td>
</tr>
<tr>
<td>1 out of 5 stars</td>
<td></td>
</tr>
<tr>
<td>Summary Indicator: Clinical Quality Management</td>
<td>★★★★★</td>
</tr>
<tr>
<td>1 out of 5 stars</td>
<td></td>
</tr>
<tr>
<td>Domain: Clinical Effectiveness</td>
<td>★★★★★</td>
</tr>
<tr>
<td>1 out of 5 stars</td>
<td></td>
</tr>
<tr>
<td>Composite: Asthma Care</td>
<td>★★★★★</td>
</tr>
<tr>
<td>1 out of 5 stars</td>
<td></td>
</tr>
<tr>
<td>Composite: Behavioral Health</td>
<td>★★★★★</td>
</tr>
<tr>
<td>1 out of 5 stars</td>
<td></td>
</tr>
</tbody>
</table>
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**

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)](#)

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<td>FL</td>
<td>Download (ZIP, 1 KB)</td>
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</table>
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.
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](image)

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.
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.

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.
## Appendix A: Acronyms

### Table 1: Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Literal Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCIIO</td>
<td>The Center for Consumer Information and Insurance Oversight</td>
</tr>
<tr>
<td>CCSQ</td>
<td>Center for Clinical Standards and Quality</td>
</tr>
<tr>
<td>CMS</td>
<td>Centers for Medicare &amp; Medicaid Services</td>
</tr>
<tr>
<td>EIDM</td>
<td>Enterprise Identity Management</td>
</tr>
<tr>
<td>EPO</td>
<td>Exclusive Provider Organization</td>
</tr>
<tr>
<td>HIOS</td>
<td>Health Insurance Oversight System</td>
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<td>Health Maintenance Organization</td>
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<td>Marketplace Quality Module</td>
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<tr>
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<td>Point of Service</td>
</tr>
<tr>
<td>PPO</td>
<td>Preferred Provider Organization</td>
</tr>
<tr>
<td>QHP</td>
<td>Qualified Health Plan</td>
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<tr>
<td>QI</td>
<td>Quality Improvement</td>
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<td>QRS</td>
<td>Quality Rating System</td>
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<tr>
<td>XOSC</td>
<td>Exchange Operations Support Center</td>
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## Appendix B: Referenced Documents

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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

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Role</th>
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