

# Marketplace Quality Module (MQM) Health Insurance Oversight System (HIOS)

## Quick Reference Guide for Production (PROD) Users

The MQM is a web-based module within HIOS that provides a data management environment to support the Health Insurance Marketplace Quality Initiatives (MQIs). The MQM allows users to access Marketplace (also referred to as the Exchange) quality-related data, such as previewing Quality Rating System (QRS) quality ratings and Qualified Health Plan (QHP) Enrollee Survey results.

This guide provides issuers and State users detailed steps on how to register for a Centers for Medicare & Medicaid (CMS) Identity Management (IDM) account, register a Multi-Factor Authentication (MFA) device, request access to HIOS and MQM, and navigate the MQM features including accessing QRS QHP Lists, QRS quality ratings, and QHP Enrollee Survey results.

To access HIOS, users need to go through the CMS Enterprise Portal and register for a CMS IDM account. CMS' IDM system includes Identity Management, Access Management, Authorization Assistance Workflow Tools, and Identity Lifecycle Management functions (e.g., Password Reset, Forgot User ID). IDM handles the identity verification of users trying to request access to CMS systems and ensures that only authorized/registered users can access protected information and systems through the CMS Enterprise Portal.

New users are required to complete the Remote Identity Proofing (RIDP) process as well as Multi-Factor Authentication (MFA). As part of the RIDP process, users will be required to answer questions related to their personal information. Users will also be prompted to complete the MFA registration process, which requires users to provide more than one form of verification in order to access the CMS Enterprise Portal. Once an MFA device is registered for their account, users must use this device to log into the CMS Enterprise Portal.

**NOTE:** If you encounter any issues with your account or MFA device registration, please contact the Marketplace Service Desk at 1-855-267-1515 or email [CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov).

## 1 Register for a CMS IDM Account (For New Users)

1. Navigate to the CMS Enterprise Portal (<https://portal.cms.gov/>) and select the **New User Registration** link at the bottom of the page. (Refer to Figure 1).
2. On Step #1: Choose Your Application page, select your application from the drop-down list. Review and accept the Terms & Conditions before selecting **Next** to continue with the registration process.
3. Step #2 will require you to enter personal information and Step #3 will require you to create your User ID and Password. You must select security questions and answers for identity verification and account management. Review the information on the Registration Summary page, make any necessary changes, and select **Submit User**. After completing the registration, an email acknowledging successful registration to IDM will be sent, along with your User ID.

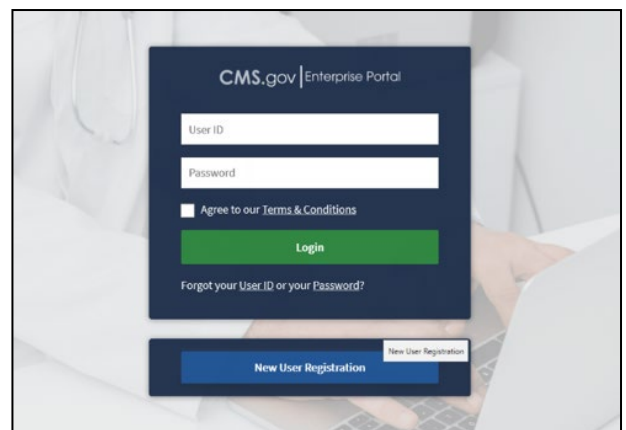


Figure 1: CMS Enterprise Portal Homepage

## 2 Request Access to HIOS (For New Users)

1. Navigate to the CMS Enterprise Portal (<https://portal.cms.gov/>).
2. Enter your User ID and your Password and select the Terms and conditions checkbox before selecting the **Login** button (Refer to Figure 2).

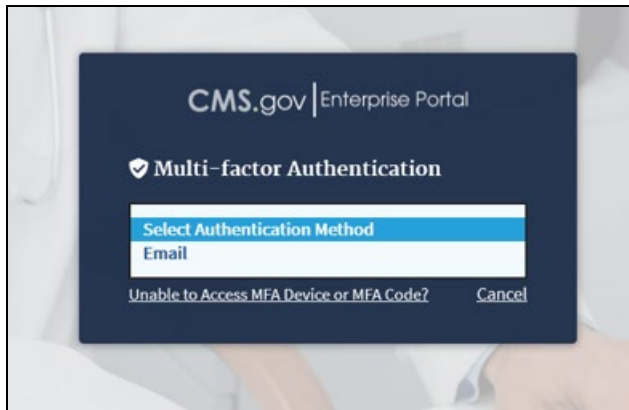


Figure 2: CMS Enterprise Portal Login

3. On the My Access page, select the **Add Application** or **select Here** (Refer to Figure 3).

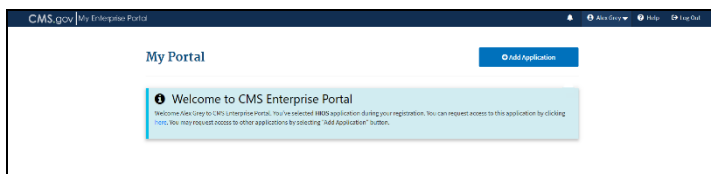


Figure 3: My Portal – Add Application or select Here

4. Select an Application **HIOS**.
5. In the drop-down under Select a Role, select **HIOS User** and then select **Launch**.
6. The role data form will display. Complete the role data form and select **Submit** (Refer to Figure 4). Please note, fields indicated by an asterisk are required.

Figure 4: Request New System Access

7. The system will take you through the identity verification process. Accept the Terms and Conditions and proceed with the on-screen instructions to verify your identity. Once you complete the questions and answers on the Verify Identity screen, select the **Next** button. You will see an on-screen message confirming successful remote identity proofing. (Refer to Figure 5.)

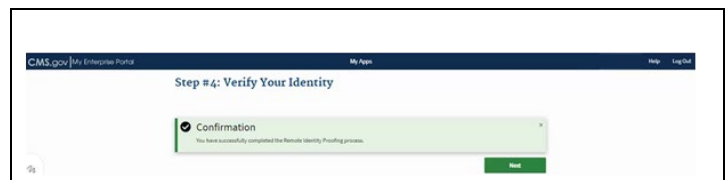


Figure 5: Successful Completion of Remote Identify Proofing

8. Select the **Next** button and proceed to Multi-Factor Authentication (MFA). Please refer to the next section in this guide for step-by-step instructions on how to register an MFA device.

### 3 Register an MFA Device (For New Users)

After a successful completion of the identity verification process, new users will be prompted to complete the registration of a device for Multi-Factor Authentication.

1. On the Multi-Factor Authentication Information page, select **Next** to register an MFA device.
2. Select an MFA device from the **MFA Device Type** drop-down (Refer to Figure 6). Follow the on-screen instructions for your selected device type to complete the registration.
3. You will see an on-screen message confirming successful registration of the device to your user profile. Select the **OK** button. This completes the MFA device registration process. Select **Log Out** to exist the CMS Portal.

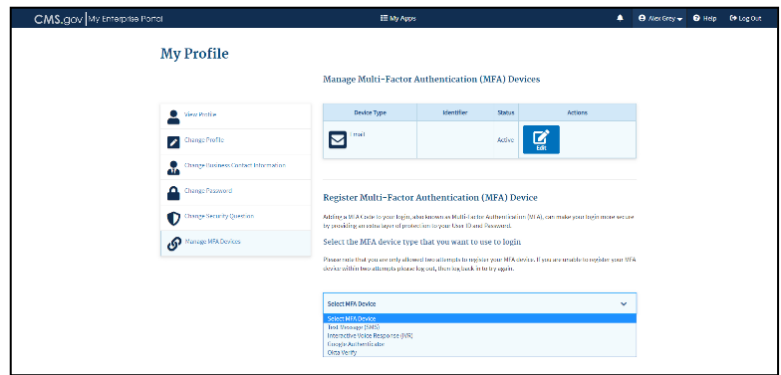


Figure 6: CMS Enterprise Portal - Register a Multi-Factor Authentication Device

### 4 Login Using MFA

After registration an MFA device, follow the steps below to log into the CMS Portal and HIOS.

1. Navigate to the CMS Enterprise Portal (<https://portal.cms.gov>) and enter your User ID and Password and select the MFA Device Type. A one-time security code will be sent to your registered device. Enter the Security Code and select the Terms and Conditions checkbox before selecting the **Login** button (Refer to Figure 7).
2. You will now see the HIOS button card on the My Portal page. Select the HIOS card and then the **Overview** link (Refer to Figure 8).
3. On the landing page, select the **Access HIOS** or the **Access Plan Management & Market Wide Functions** link to access HIOS functionality (Refer to Figure 9).



Figure 8: My Portal - HIOS Access

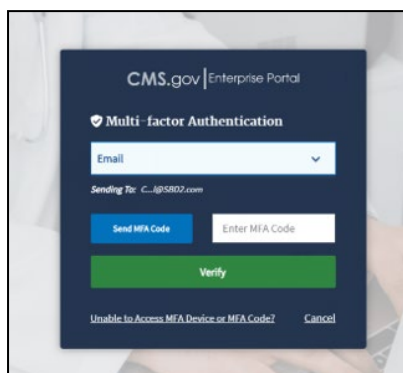


Figure 7: Enter User ID, Password and MFA Device Security Code



Figure 9: CMS Enterprise Portal – Access HIOS or Access Plan Management and Market Wide Functions

## 5 Request Role(s)

- **Issuer Users** - Follow the steps below to request an MQM role.
- **All Other Users** - Contact your authorizing official (CMS [via the Marketplace Service Desk] or your State Access Administrator [SAA]) to initiate your State-level role request.

1. On the HIOS Home page, select the **Welcome** dropdown menu and select the **Request a Role** link.
2. On the Request a Role page, select the **Marketplace Quality Module** as the module and then select the **Next** button.
3. Select the **Ratings/Reports Viewer** role as the role and then select the **Next** button.
4. Enter the Issuer ID for the association and then select the **Search** button. Select the **Add** button to associate Issuer ID to the role.
5. Additional Issuer ID associations can be added by repeating the search and add steps. The system allows up to 10 Issuer IDs per submission. (Refer to Figure 10).
6. Select the **Next** button to review the requested Issuer ID associations and then select the **Submit** button to submit the role request.
7. You will receive an on-screen message confirming your role request submission and notifying you to log back in to HIOS within one to two business days to check the status of your request.

8. When you return, select the **Manage Roles** link from the **Welcome** drop down menu to see your user role(s) and access permissions.

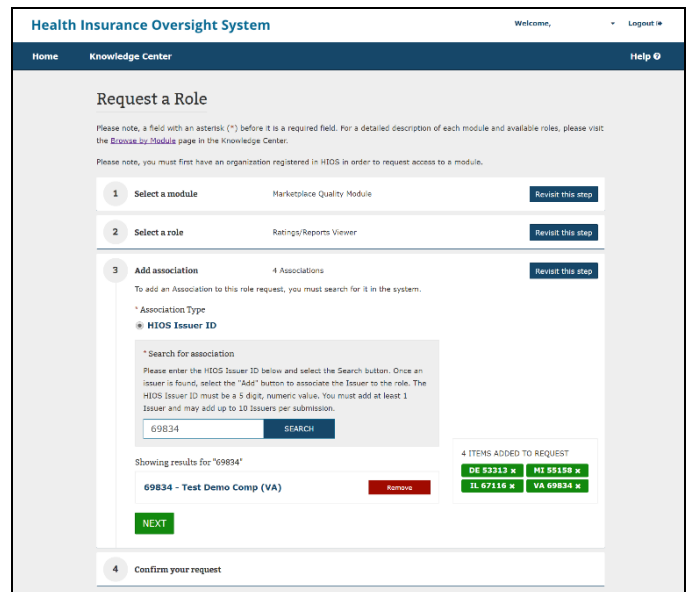


Figure 10: HIOS – Request Role

## 6 View MQM Home Page

1. Once you have been assigned an MQM role, select the **Marketplace Quality Module** link on the HIOS Home Page to navigate to the MQM Home page (Refer to Figure 5).
2. The MQM Home page contains an **Announcements** section where CMS may post important information for MQM users.
3. The left side of the MQM Home page contains the MQM functions that can be performed by your assigned role. You may have more or fewer functions compared to those shown in 7.
4. You may also view the **Help** and **Resources** sections on the Home page.

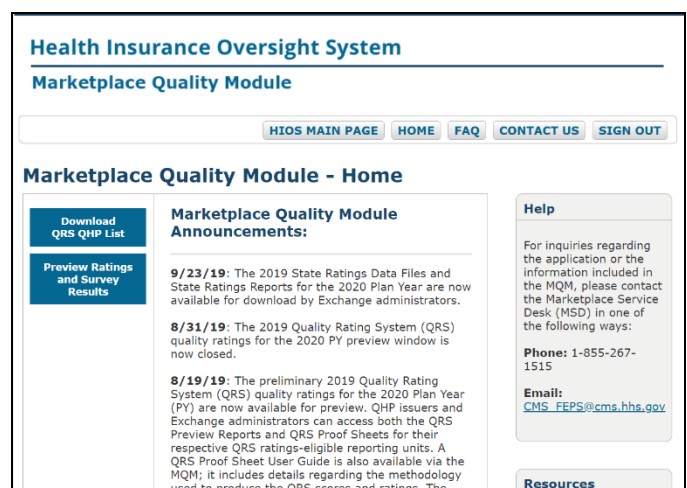


Figure 11: HIOS – MQM Home Page

## 7 Access QRS QHP Lists

1. To view a set of downloadable QRS QHP Lists, select the **Download QRS QHP List** button on the MQM Home page (Refer to Figure 11 above).
2. The entire set of QHP Lists for the ratings year displays. This includes the All QHPs List and the individual State QHP Lists (Refer to Figure 12).
3. The All QHPs List includes all QHPs for the ratings year.
4. The State QHP Lists includes all the QHPs for the ratings year associated with a given State.

**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 to collect and submit QRS measure data (QRS clinical measures and QHP Enrollee Survey response data) and eligible to receive QRS 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 Marketplace Service Desk (MSD) via email at [CMS\\_FEPS@cms.hhs.gov](mailto: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: 2020  
QRS QHP List Type: Final  
Viewing Timeframe: 03/01/2020 - 12/31/2020  
Date Generated: 03/26/2020

« 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)

Figure 12: Download QRS QHP List Page

## 8 Access Reporting Unit Level Quality Ratings Reports and Survey Results

1. Select the **Preview Ratings and Survey Results** button on the MQM Home page (Refer to Figure 11 above).
2. All reporting units on the QHP List for the ratings year that you are authorized to access appear in a table at the bottom of the page for the current ratings year. Reporting unit is defined by the combination of an Issuer ID, State, and product type (Refer to Figure 14).
3. For rated reporting units, the global rating is displayed. Select the **View** link in the **Preview Report (Online)** column to view the Preview Report (Refer to Figure 13) which includes the global rating and the rating for each QRS hierarchy component (summary indicators, domains, and composites).
4. For both reporting units that were rated, as well as ones on the QHP List that were not rated, select the **Download** link in the **Preview Details Download** column to download the available quality ratings and survey results artifacts available for the selected reporting unit.
  - a. The QRS Preview Report, QRS Proof Sheet, and QHP Survey Quality Improvement (QI) Reports are included in the Preview Details download .zip file, as applicable.
  - b. The QRS Preview Report and QRS Proof Sheet are only available for rated reporting units.
5. To view the available quality ratings and survey results from a previous year, select the ratings year in the **Ratings Year to Preview** dropdown under the Exchange Quality Ratings System section of the page. Then select the **Refresh Table** button to view the available results. (Refer to the top of Figure 14).

**Exchange Quality Ratings System**

(\*) Indicates required fields.

Current Ratings Year: 2020  
Current Preview Period: 03/01/2020 to 12/31/2020  
\* Ratings Year to Preview: 2020

Refresh Table

**Issuer Ratings Preview**

Reporting units must meet the following criteria to have results displayed in the table. Otherwise, N/A will be displayed in the table for the corresponding fields.

- **Global Rating:** A reporting unit must be on the QRS QHP List, be ratings eligible, and have submitted data for the ratings year to receive a global rating.
- **Preview Report (Online):** Reporting units that are ratings eligible will receive a QRS Preview Report.
- **Preview Details Download:** Reporting units that are ratings eligible will receive a QRS Preview Report, QRS Proof Sheet, and QHP Enrollee Survey QI Report. Reporting units that were data submission eligible and submitted survey data but did not meet the QRS scoring criteria will only receive the QHP Enrollee Survey QI Report.

Reporting units that are not on the QRS QHP List for the ratings year will have no data displayed in the table.

Search by Table Column: All Search Term: Show Entries 10 Showing 1 to 10 of 23 entries

ISSUER NAME	REPORTING UNIT	GLOBAL RATING	PREVIEW REPORT (ONLINE)	PREVIEW DETAILS DOWNLOAD
company 1	11932-AK-EPO	NG	View	Download (ZIP, 1 MB)
company 1	11932-AK-PPO	★★★★★	View	Download (ZIP, 30 KB)

Figure 13: Preview Ratings and Survey Results Page

**Preview Report**

[Return to Preview Ratings and Survey Results Search](#) [Download Report \(95 KB\)](#)

**QRS Preview Report for 11932-AK-PPO**

**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 (on a 5-star scale) is provided for the global result and for each component of the QRS hierarchy (composites, domains, and summary indicators).

CMS continuously refines the QRS program and QHP Enrollee Survey based on a variety of factors, including stakeholder feedback, clinical guideline changes, Agency priorities and advances in quality measurement and survey administration that impact each year's ratings. Refinements should be considered when reviewing year over year comparisons.

**Ratings Status Codes**

The following codes are used when a rating could not be calculated:

- **CSR-I:** Insufficient data to calculate a score or rating according to the QRS rating methodology.
- **CSR-NS:** Measure data for this component not included in QRS scoring this year for all reporting units. This code is not applicable for 2020.
- **NG:** No Global - insufficient data to calculate a global rating. This code applies to the global rating only.

**Resources**

Refer to CMS' [Marketplace Quality Initiatives](#) website for details on the QRS rating methodology used to calculate these results. Please submit questions about the QRS ratings no later than 5:00PM ET on the last day of the preview period. 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' Marketplace Service Desk (MSD) via e-mail at [CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov) or via phone at 1-855-267-1515.

Preview Report ID: 2020-4120-234-11932-AK-PPO

COMPONENT	RATING
GLOBAL RATING	★★★★★
Summary Indicator: Clinical Quality Management	★★★★★
Domain: Clinical Effectiveness	★★★★★

Figure 14: Preview Report Page



## 9 Access State Level Compiled Quality Ratings Data and Survey Results (for State Users Only)

1. Select the **Download State Survey Results and Ratings** button on the MQM Home page (Refer to Figure 15).
2. All States that the user is authorized to access appear in a table at the bottom of the page. (Refer to Figure 16).
3. To download the State-level compiled QHP Enrollee Survey QI Report, select the **Download** link in the **State Level QI Report** column.
4. To download the State-level compiled State Ratings Report, select the **Download** link in the **State Ratings Report** column. The State Ratings Report includes the QRS global ratings and summary indicator ratings for QRS ratings-eligible reporting units within a given State.
5. To download the State-level compiled State Ratings Data File, select the **Download** link in the **State Ratings Data File** column. The State Ratings Data File includes the QRS results (from the global level to the composite level) for QRS-ratings eligible reporting units within a given State in a machine-readable format.

The screenshot shows the 'Health Insurance Oversight System Marketplace Quality Module' home page. At the top, there are navigation links: 'HIOS MAIN PAGE', 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. The main heading is 'Marketplace Quality Module - Home'. On the left, there are three buttons: 'Download QRS QHP List', 'Preview Ratings and Survey Results', and 'Download State Survey Results and Ratings'. The central area is titled 'Marketplace Quality Module Announcements' and contains three news items dated 9/23/19, 8/31/19, and 8/19/19, detailing the availability of 2019 State Ratings Data Files, 2019 Quality Rating System (QRS) quality ratings, and preliminary 2019 QRS quality ratings. On the right, there is a 'Help' section with contact information for the Marketplace Service Desk (MSD) and a 'Resources' link at the bottom.

Figure 15: HIOS – MQM Home Page (State User)

The screenshot shows the 'Download State Survey Results and Ratings' page. It provides detailed information about the QHP Enrollee Survey results, including a note that the results are available for download on the date specified at the bottom of the page. The page includes a section for 'Ratings Year: 2020' and 'QI Report Date Available: 03/03/2020'. It also lists 'State Ratings Available Timeframe: 03/03/2020 - 12/31/2020' and 'State Ratings Generated Date:'. A 'Resources' section lists three PDF files: 'QHP Enrollee Survey Quality Improvement Reports Methodology Guide (PDF, 999 KB)', 'QHP Enrollee Survey Quality Improvement National Benchmark Report (PDF, 927 KB)', and 'QRS State Ratings User Guide (PDF, 168 KB)'. A note states that State Ratings Reports and State Ratings Data Files become available in September of the ratings year. At the bottom, there is a table with columns for 'STATE', 'STATE LEVEL QI REPORT', 'STATE RATINGS REPORT', and 'STATE RATINGS DATA FILE'. The table shows a row for 'CO' with download links for each report: 'Download (PDF, 33 KB)', 'Download (ZIP, 17 KB)', and 'Download (ZIP, 1 KB)'. The table also includes pagination controls at the bottom.

Figure 16: Download State Survey Results and Ratings Page

## Frequently Asked Questions

Questions	Answers
Who can I contact for system support?	For Production system support, users can call the Marketplace Service Desk at 1-855-267-1515 or email <a href="mailto:CMS_FEPS@cms.hhs.gov">CMS_FEPS@cms.hhs.gov</a> .
How do users access HIOS?	To access HIOS, visit <a href="https://portal.cms.gov">https://portal.cms.gov</a> . Users will need to complete the registration for the CMS IDM account through the CMS Enterprise Portal prior to requesting access to HIOS.
Why are users required to enter their IDM (Identity Management) credentials to access HIOS?	Users must have an IDM User ID and password to access the CMS Enterprise Portal. HIOS has been integrated with the CMS Enterprise Portal and is only accessible through the Portal.
Where do users request roles and access to HIOS modules?	Module access and role requests are done via the Request a Role function on the HIOS Home Page. To submit a request, users select the <b>Request a Role</b> link from the Welcome drop down menu, the HIOS module(s), and role(s) applicable to the module(s).
Why can users not find the role(s) needed on the Request Role page?	Some roles for HIOS modules have restricted access. These will not display on HIOS. Users will need CMS approval before certain roles can be granted.
How do users view or access the MQM module within HIOS?	To access the requested module, users need to select the correct link on the CMS Enterprise Portal page, specifically the <b>Access HIOS</b> link, to then access the MQM module within HIOS. Users will also need to have the correct MQM user role(s) to access MQM.