Market Quality Module
Health Insurance Oversight System
Quick Reference Guide for Production (PROD) User

The MQM is a web-based module within the Health Insurance Oversight System (HIOS) that provides a data management environment to support the Health Insurance Marketplace Quality Initiatives (MQIs). The MQM allows users to access Marketplace quality related data as well as preview Quality Rating System (QRS) ratings.

To access HIOS, users will need to go through the CMS Enterprise Portal and register for a CMS EIDM account. EIDM is the acronym for CMS' Enterprise Identity Management system which includes Identity Management, Access Management, Authorization Assistance Workflow Tools, and Identity Lifecycle Management functions (e.g., Password Reset, Forgot User ID).

This guide provides detailed steps on how users register for a CMS EIDM account, request access to HIOS and MQM, and navigate MQM including previewing QRS ratings and downloading QRS QHP Lists.

1 Register for a CMS EIDM Account (For New Users)

1. Navigate to the CMS Enterprise Portal (https://portal.cms.gov) and select the **New User Registration** link on the right side of the page. (Refer to Figure 1).

2. Agree to the Terms and Conditions and select the **Next** button to continue.

3. On the New User Registration page, enter the required personal information and your User ID and Password. The User ID uniquely identifies you to EIDM, and therefore cannot be changed. You'll need to select challenge questions and answers for identity verification and account management. After completing the registration, an email acknowledging successful registration to EIDM will be sent, along with your User ID.

Figure 1: Enterprise Portal Homepage

2 Request Access to HIOS (For New Users)

1. Navigate to the CMS Enterprise Portal (https://portal.cms.gov/). Select the **Login to CMS Secure Portal** button.

2. Accept the Terms and Conditions and enter your EIDM credentials.

3. Select the **Request Access Now** button. From the Access Catalog, select the **Request Access** button for the HIOS application.

4. On the My Access page, select the **Request New System Access** link. Select **HIOS Application** from the System Description drop-down menu and **HIOS User** for the Role.

5. On the Request New System Access page, select the hyperlink provided to register for access to HIOS (Refer to Figure 2). On the Request HIOS Account page, complete 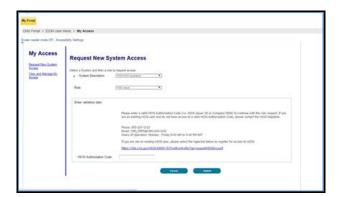the HIOS registration form and submit for approval. Once the HIOS user registration request has been reviewed and approved, you'll receive an email containing the HIOS Authorization Code.

6. Repeat steps 1 - 4 above. On the Request New System Access page, enter the HIOS Authorization Code and then select the **Submit** button (Refer to Figure 2). On the Successful Completion page, select the **OK** button. This concludes the EIDM function. Log out of the CMS Enterprise Portal. For CMS Enterprise Portal issues, contact the Exchange Operations Support Center at 1-855-267-1515 or email CMS_FEPS@cms.hhs.gov.

7. After receiving an LOA3, repeat steps 1 - 2. You will see a yellow **HIOS** button on the top left of the dashboard. Select the yellow **HIOS** button and then the **Overview** link. On the landing page, select the **Access HIOS** or the **Access Plan Management & Market Wide Functions** link to access the HIOS functionality (Refer to Figure 3).

Figure 2: CMS Enterprise Portal – Request New System Access

Figure 3: CMS Enterprise Portal – Access HIOS

3   Request Role(s)

- Issuer users - Please follow the steps below to request a MQM role.
- All other users - Please contact your authorizing official (CMS or your State Access Administrator [SAA]) to initiate your role request.

1. Select the **Manage Roles** link on the HIOS Home Page.

2. Select the **Request Role** tab. (Refer to Figure 4).

3. Select the **Marketplace Quality Module (MQM)** from the module drop-down menu.

4. Select the **Requested Role Type** of **Ratings/Reports Viewer.**

5. Select the **Issuer** for the **Requested Role**.

6. Select the Review/Continue button and proceed to submit the role request.

7. You will see the confirmation message notifying you to log back in to HIOS within 1-2 business days to check the status of your request. To see your user role(s) and access permissions, select the **Manage Roles** tab.
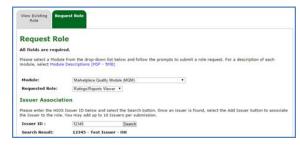

Figure 4: HIOS – Request Role

4   View the MQM Home Page

1. Once you have been assigned an MQM role, select the **Marketplace Quality Module (MQM)** link on the HIOS Home Page to navigate to the MQM Home Page (See Figure 5).

2. 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 all the MQM functions that can be performed by your assigned role.

4. You may also view **Help** and **Resources** sections on the Home Page.

Figure 5: HIOS – MQM Home Page

5 View QRS Ratings

1. Select the **Preview Ratings** link on the MQM Home Page (See Figure 5).
2. Select **Ratings Year** from the Ratings Year drop-down.
3. Enter the **Issuer ID** that you want to view ratings for by entering a 5-digit Issuer ID in the Issuer ID box
4. Select the **Search** button.
5. All rated Reporting Units associated to the selected Issuer ID will appear in a table at the bottom of the page. Reporting Unit is the combination of an Issuer ID, State, and Product Type (See Figure 6).
6. To view rating details for a given reporting unit, select the **View** link in the **Preview Report (Online)** column. You can also select the **Preview Report (Download)** link to download a PDF report which contains the rating details.

The rating details includes the global rating as well as a rating for each QRS hierarchy component (summary indicators, domains, and composites) for the selected Reporting Unit.

7. To download a zip file containing additional ratings calculation information for a given reporting unit, select the **Download** link under the **Proof Sheet** column.

Figure 6: Ratings Preview Page

6 Download QRS QHP Lists

1. To view a set of downloadable QRS QHP Lists, select the **Download QRS QHP List** link on the MQM Home page.
2. The entire set of QHP lists for the ratings year will be displayed. This includes all state lists and an All QHPs list (See Figure 7).
3. The All QHPs list will include all QHPs for the ratings year.
4. The state QHP lists will include all the QHPs for the ratings year associated with a given state.

Figure 7: Download QHP List Page

Frequently Asked Questions

Questions	Answers
Who can I contact for system support?	For Production system support, users can call the Exchange Operations Support Center at 1-855-267-1515 or email CMS_FEPS@cms.hhs.gov.
How do I access the HIOS PROD environment?	To access the HIOS PROD environment visit https://portal.cms.gov/. Users will need to complete the registration for the CMS EIDM account through the CMS Enterprise Portal prior to requesting a HIOS account.
Why am I required to enter the EIDM (Enterprise Identity Management) credentials to access HIOS?	Users must register for an EIDM account and obtain an EIDM 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.
What is the approval process for requesting access to HIOS?	Users with EIDM credentials need to complete the HIOS account information form and provide their organizational email address. The system does not accept domains such as Gmail, Yahoo, etc. The organizational email is one of the main criteria to verify the user to the organization relationship. Users will not have immediate approval. The user information is verified and processed on the backend.
I registered for a HIOS account but did not receive an authorization code. How do I obtain a HIOS Authorization Code?	Once the HIOS user registration request has been reviewed and approved, an email containing the HIOS Authorization Code will be sent to the organizational email address provided by the user. Users should also check their Junk Email folder to ensure the message was not marked as spam.
Where do I request roles and access to HIOS modules?	All module access and role requests are to be completed in the Role Management section of the HIOS Home Page. Users select the 'Role Request' button and the desired HIOS module and specific roles that apply to the module selected.
Why can't I find the role(s) I need 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.
When I log in to HIOS, I do not see the green link to access a module. How do I view the green link(s) to the module(s) I requested?	To access the green link for the module requested, users need to select the correct link on the CMS Enterprise Portal page; for access to MQM, select the **Access HIOS** link. Users will also need to have the correct role(s) to access specific HIOS module(s).