**Centers for Medicare and Medicaid Services**
Qualified Health Plans Enrollee Experience Survey

# QHP Enrollee Survey Website

# Vendor User Guide

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## QHP Enrollee Survey Website – Vendor User Guide

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# Introduction

Welcome to the Qualified Health Plan Enrollee Experience Survey (QHP Enrollee Survey) website. This is a secure online website developed by the Centers for Medicare and Medicaid Services to support QHP Enrollee Survey operations. The QHP Enrollee Survey provides comparable and useful information to consumers about the quality of health care services and enrollee experiences delivered by QHPs offered through the Exchanges, facilitates oversight of QHP issuer compliance with quality reporting standards, and provides actionable information to QHP issuers so they can improve quality and performance. The QHP Enrollee Survey website has three objectives:

1. Enable QHP Enrollee Survey to attest to the survey eligibility criteria.
2. Enable QHP Enrollee Survey issuers to select an authorized survey vendor.
3. Enable QHP Enrollee Survey vendors to submit survey data securely.

# Create a New User Account

All identified vendor points of contact will receive an "invitation" with instructions for how to access the website. To access the website, all users must set up an account via the CMS Identity Management (IDM) portal:

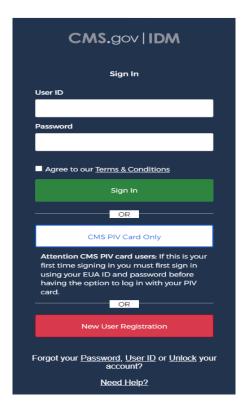1. Navigate to https://home.idm.cms.gov/. The Sign-In window appears.



Figure 1: CMS Identity Management Portal Sign-In Page

2. Click the New User Registration button. Complete the fields on the IDM Self Service registration page, review the Terms & Conditions by clicking the button, and then select the checkbox to agree to the terms and conditions.

| ① Personal | ② Contact | ③ Credentials |
|---|---|---|

\* Optional fields are labeled as (Optional).

**First Name**

**Middle Name (Optional)**

**Last Name**

**Suffix (Optional)**

**Date Of Birth**
MM/DD/YYYY

**E-mail Address**

**Confirm E-mail Address**

**View Terms & Conditions**

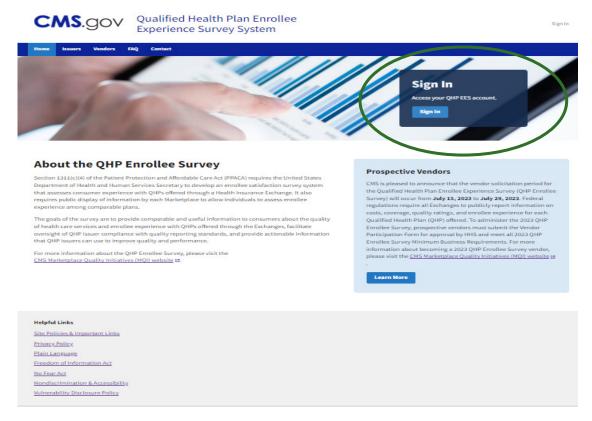☐ I agree to the terms and conditions

For CMS IDM instructions, please see: https://www.cms.gov/files/document/idm-user-guide.pdf.

3. You will receive an email with further instructions to complete your account setup. You will be asked to provide your address and you should provide your home address. Please also use your full name and avoid nicknames to register your account. Upon completion of those instructions, you will have access to the QHP Enrollee Survey Home Page.
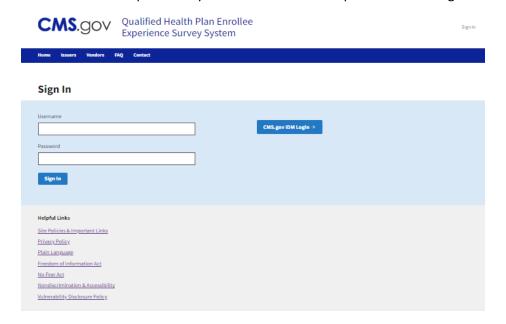
# Home Page

The Home page contains information about the QHP Enrollee Survey, Prospective Vendors and Helpful Links.
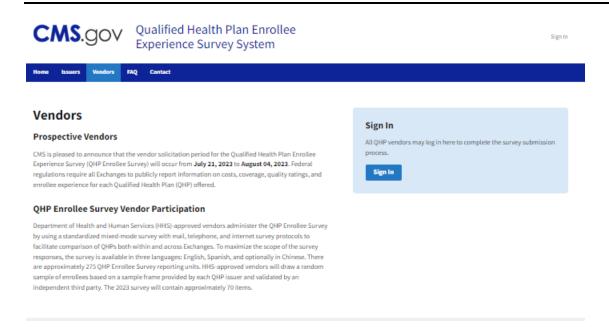
1. Select Sign in to access your QHP Enrollee Survey account.



2. Enter the username and password you created for the IDM portal and click Sign in.
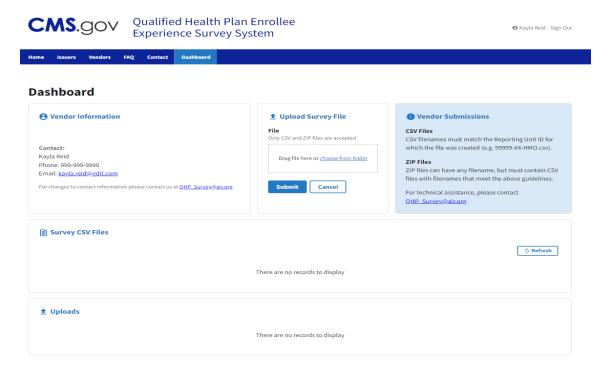
# Vendor



Once logged in, the vendor has access to the Vendor Dashboard. This Dashboard displays vendor contact information, an interface to upload survey files, and the ability to view uploaded vendor submissions.

1. To upload survey files, review the naming convention requirements in the blue box.
2. Upload csv files one-at-a time or upload multiple csv files in a zip file.
   NOTE: Zip files must contain properly named csv files. The AIR Survey Team will reject an entire zip file if any csv files in it violate the naming convention.
3. Uploaded files will appear in the Uploads window. If you have uploaded a file that does not appear in the window, please select Refresh.

Data submission files must include all variables specified in the Data Dictionary.

- o The Data Dictionary is in Appendix G of the QHP Enrollee Experience Survey: Technical Specifications for 2023.

- o All data must be reported at the person level and include:
  - all required variables associated with survey administration,
  - final disposition codes, and
  - survey responses.

- o All data included in the CSV files during final data submission are considered final, unless the project team requests revisions.

Initial validation results will be displayed on the vendor dashboard within the QHP Enrollee Survey website, which will show the following information:

- Name of file

- Status of submission (passed submission/failed submission)

- Status of final validation

- Date submitted

Once the Analyst Review of the submitted files is complete, Vendors will receive a notification from the QHP Enrollee Survey website indicating a change in file status:

- Fail—Fatal discrepancies are identified; vendors must resubmit the failed data file within 3 business days.

- Pass with Review—Warning discrepancies are identified; a review is required.

  - Vendors must confirm with the project team via email whether (a) the responses are marked appropriately or (b) the vendor plans to resubmit the file.

- Pass—No further action is required.

All submitted survey data files **must** pass this step by 11:59 p.m. ET on **May 19, 2023**. If the project team identifies errors vendors will receive the Primary Data Validation Report and must resubmit data within 3 business days. All resubmissions must be received and accepted by 11:59 p.m. ET on **May 24, 2023**.