



**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

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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

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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.

CMS.gov | IDM

Sign In

User ID

Password

Agree to our [Terms & Conditions](#)

Sign In

OR

CMS PIV Card Only

Attention CMS PIV card users: If this is your first time signing in you must first sign in using your EUA ID and password before having the option to log in with your PIV card.

OR

New User Registration

[Forgot your Password, User ID or Unlock your account?](#)

[Need Help?](#)

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.

The registration form is divided into three steps: 1. Personal, 2. Contact, and 3. Credentials. The form includes the following fields:

- First Name
- Middle Name (Optional)
- Last Name
- Suffix (Optional)
- Date Of Birth (MM/DD/YYYY)
- E-mail Address
- Confirm E-mail Address

Below the fields is a button labeled "View Terms & Conditions" and a checkbox labeled "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.

The screenshot shows the CMS.gov website header with the title "Qualified Health Plan Enrollee Experience Survey System" and a "Sign In" link. A navigation menu includes "Home", "Issues", "Vendors", "FAQ", and "Contact". A large banner image features a hand pointing at a document with a "Sign In" button highlighted by a green circle. Below the banner, there are sections for "About the QHP Enrollee Survey", "Prospective Vendors", and "Helpful Links".

**About the QHP Enrollee Survey**

Section 1311(c)(4) of the Patient Protection and Affordable Care Act (PPACA) requires the United States Department of Health and Human Services Secretary to develop an enrollee satisfaction survey system that assesses consumer experience with QHPs offered through a Health Insurance Exchange. It also requires public display of information by each Marketplace to allow individuals to assess enrollee experience among comparable plans.

The goals of the survey are to provide comparable and useful information to consumers about the quality of health care services and enrollee experience with QHPs offered through the Exchanges, facilitate oversight of QHP issuer compliance with quality reporting standards, and provide actionable information that QHP issuers can use to improve quality and performance.

For more information about the QHP Enrollee Survey, please visit the [CMS Marketplace Quality Initiatives \(MQI\) website](#).

**Prospective Vendors**

CMS is pleased to announce that the vendor solicitation period for the Qualified Health Plan Enrollee Experience Survey (QHP Enrollee Survey) will occur from **July 15, 2023** to **July 29, 2023**. Federal regulations require all Exchanges to publicly report information on costs, coverage, quality ratings, and enrollee experience for each Qualified Health Plan (QHP) offered. To administer the 2023 QHP Enrollee Survey, prospective vendors must submit the Vendor Participation Form for approval by HHS and meet all 2023 QHP Enrollee Survey Minimum Business Requirements. For more information about becoming a 2023 QHP Enrollee Survey vendor, please visit the [CMS Marketplace Quality Initiatives \(MQI\) website](#).

[Learn More](#)

**Helpful Links**

- [Site Policies & Important Links](#)
- [Privacy Policy](#)
- [Plain Language](#)
- [Freedom of Information Act](#)
- [No Fear Act](#)
- [Nondiscrimination & Accessibility](#)
- [Vulnerability Disclosure Policy](#)

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

The screenshot shows the "Sign In" page on the CMS.gov website. The header includes the CMS.gov logo and the title "Qualified Health Plan Enrollee Experience Survey System" with a "Sign In" link. A navigation menu includes "Home", "Issues", "Vendors", "FAQ", and "Contact". The main content area has a "Sign In" heading and a form with a "Username" field, a "Password" field, and a "Sign In" button. A "CMS.gov IDM Login" link is also present. Below the form is a "Helpful Links" section with several links.

**Sign In**

Username

Password

[CMS.gov IDM Login](#)

[Sign In](#)

**Helpful Links**

- [Site Policies & Important Links](#)
- [Privacy Policy](#)
- [Plain Language](#)
- [Freedom of Information Act](#)
- [No Fear Act](#)
- [Nondiscrimination & Accessibility](#)
- [Vulnerability Disclosure Policy](#)

## Vendor

**CMS.gov** Qualified Health Plan Enrollee Experience Survey System Sign In

**Home** **Issuers** **Vendors** **FAQ** **Contact**

### Vendors

#### Prospective Vendors

CMS is pleased to announce that the vendor solicitation period for the Qualified Health Plan Enrollee Experience Survey (QHP Enrollee Survey) will occur from **July 21, 2023** to **August 04, 2023**. Federal regulations require all Exchanges to publicly report information on costs, coverage, quality ratings, and enrollee experience for each Qualified Health Plan (QHP) offered.

#### QHP Enrollee Survey Vendor Participation

Department of Health and Human Services (HHS)-approved vendors administer the QHP Enrollee Survey by using a standardized mixed-mode survey with mail, telephone, and internet survey protocols to facilitate comparison of QHPs both within and across Exchanges. To maximize the scope of the survey responses, the survey is available in three languages: English, Spanish, and optionally in Chinese. There are approximately 275 QHP Enrollee Survey reporting units. HHS-approved vendors will draw a random sample of enrollees based on a sample frame provided by each QHP issuer and validated by an independent third party. The 2023 survey will contain approximately 70 items.

**Sign In**

All QHP vendors may log in here to complete the survey submission process.

[Sign In](#)

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.

- The Data Dictionary is in Appendix G of the [QHP Enrollee Experience Survey: Technical Specifications for 2023](#).
- All data must be reported at the person level and include:
  - all required variables associated with survey administration,
  - final disposition codes, and
  - survey responses.
- All data included in the CSV files during final data submission are considered final, unless the project team requests revisions.

## Dashboard

**Vendor Information**

Contact:  
 Kayla Reid  
 Phone: 999-999-9999  
 Email: [kayla.reid@gdit.com](mailto:kayla.reid@gdit.com)

For changes to contact information please contact us at [QHP\\_Survey@air.org](mailto:QHP_Survey@air.org)

**Upload Survey File**

**File**  
 Only CSV and ZIP files are accepted

Drag file here or [choose from folder](#)

**Vendor Submissions**

**CSV Files**  
 CSV filenames must match the Reporting Unit ID for which the file was created (e.g. 99999-XX-HMO.csv).

**ZIP Files**  
 ZIP files can have any filename, but must contain CSV files with filenames that meet the above guidelines.

For technical assistance, please contact [QHP\\_Survey@air.org](mailto:QHP_Survey@air.org).

**Survey CSV Files**

There are no records to display

**Uploads**

There are no records to display

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**.