



Centers for Medicare & Medicaid Services

Qualified Health Plan Enrollee Experience Survey (QHP Enrollee Survey) Website

Issuer User Guide

Version 3.0

11/14/2025

Table of Contents

Introduction 1

Section 1: QHP Issuers Without an Existing IDM Account – Register for a New User Account in CMS’s IDM System..... 2

Section 2: QHP Issuers Without the QHP Issuer Role Assigned – Request the QHP Issuer Role..... 6

Section 3: All QHP Issuers – Sign In to the QHP Enrollee Survey Website..... 15

Introduction

The Qualified Health Plan Enrollee Experience Survey (QHP Enrollee Survey) website is a secure online website developed by the Centers for Medicare and Medicaid Services (CMS) to support QHP Enrollee Survey operations.

The QHP Enrollee Survey website has three objectives:

- Enable QHP issuers to attest to the survey eligibility criteria or report ineligibility status.
- Enable QHP issuers with eligible reporting units to report survey vendor selection to CMS and confirm sample frame validation.
- Enable HHS-approved vendors to securely submit survey data.

All QHP issuers with eligible and/or ineligible reporting units are required to sign in to the [QHP Enrollee Survey website](#) to perform the following activities by the deadlines established by CMS.

QHP issuers with **eligible** reporting units must:

1. Attest to the QHP Enrollee Survey eligibility criteria for each eligible reporting unit.
2. Authorize contracted HHS-approved vendor to collect data on their behalf.
3. Confirm sample frame validation.

QHP issuers with **ineligible** reporting units must:

1. Report ineligibility status for each ineligible reporting unit.

QHP issuers will be notified when the attestation period opens to access the [QHP Enrollee Survey website](#) to complete the above steps.

Existing QHP issuer users will be able to sign in to the [QHP Enrollee Survey website](#) with their previously registered CMS Identity Management System (IDM) account.

New QHP issuer users must take the following steps to access the website:

1. Register for a CMS IDM account. For detailed steps on how to register for an account, see [Section 1](#) (*QHP Issuers Without an Existing IDM Account: Register for a New User Account in CMS's IDM System*).
2. Request the QHP Survey Issuer role. For detailed steps on how to request the Issuer role, see [Section 2](#) (*QHP Issuers Without the QHP Enrollee Survey Role Assigned: Request the QHP Enrollee Survey Issuer Role*).
 - After receiving a confirmation email that the role request is approved, issuers will be able to sign in to the QHP Enrollee Survey website. For steps on how to sign in to the website, see [Section 3](#) (*All QHP Issuers: Sign In to QHP Enrollee Survey Website*).

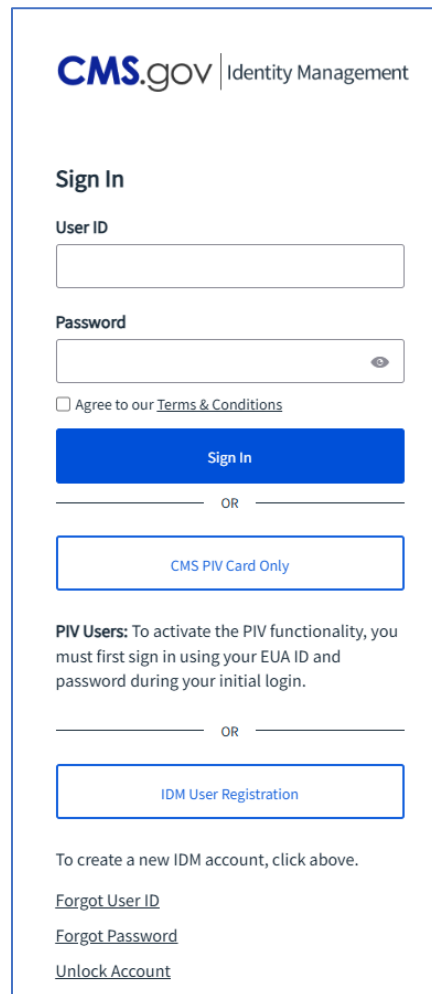
Issuers can find answers to the commonly asked questions related to account setup, QHP Enrollee Survey website access, or the attestation process on the [Frequently Asked Questions \(FAQ\)](#) page of the QHP Enrollee Survey website. If you cannot find an answer to your question on the FAQ page, please contact the QHP Enrollee Survey Project Team at QHP_Survey@air.org.

Section 1: QHP Issuers Without an Existing IDM Account – Register for a New User Account in CMS’s IDM System

This section provides step-by-step instructions on how to register and create a new user ID and password through the CMS IDM system as a prerequisite to accessing the QHP Enrollee Survey website.

Note: If you have registered in CMS IDM before and already have an existing CMS IDM account, please skip the steps in this section. Do not create a duplicate IDM account.

1. Navigate to <https://idm.cms.gov>.
The **Sign In** page (Figure 1) appears.



The screenshot shows the CMS.gov Identity Management Sign In page. At the top, the CMS.gov logo is followed by 'Identity Management'. Below this is the 'Sign In' heading. There are two input fields: 'User ID' and 'Password'. The 'Password' field has a toggle icon for visibility. Below the fields is a checkbox labeled 'Agree to our Terms & Conditions'. A blue 'Sign In' button is positioned below the checkbox. Below the button is a horizontal line with 'OR' in the center. Underneath is a button labeled 'CMS PIV Card Only'. Below this is another horizontal line with 'OR' in the center. Underneath is a button labeled 'IDM User Registration'. At the bottom, there is a link 'To create a new IDM account, click above.' followed by three links: 'Forgot User ID', 'Forgot Password', and 'Unlock Account'.

Figure 1: CMS IDM Sign In Page

2. Click the **IDM User Registration** button.
The **Personal** tab (Figure 2) of the IDM Self-Service registration page appears.

1 Personal 2 Contact 3 Credentials

Personal Information
To begin the IDM user registration process, please enter your personal information.

***Required Field**

First Name*
S

Enter your legal first name using 1 to 20 alphabetic characters. You may use hyphens (-), spaces () and apostrophes (') as needed.

Middle Name

Last Name*

Suffix

Date Of Birth*
MM/DD/YYYY

E-mail Address*

Confirm E-mail Address*

[View Terms & Conditions](#)

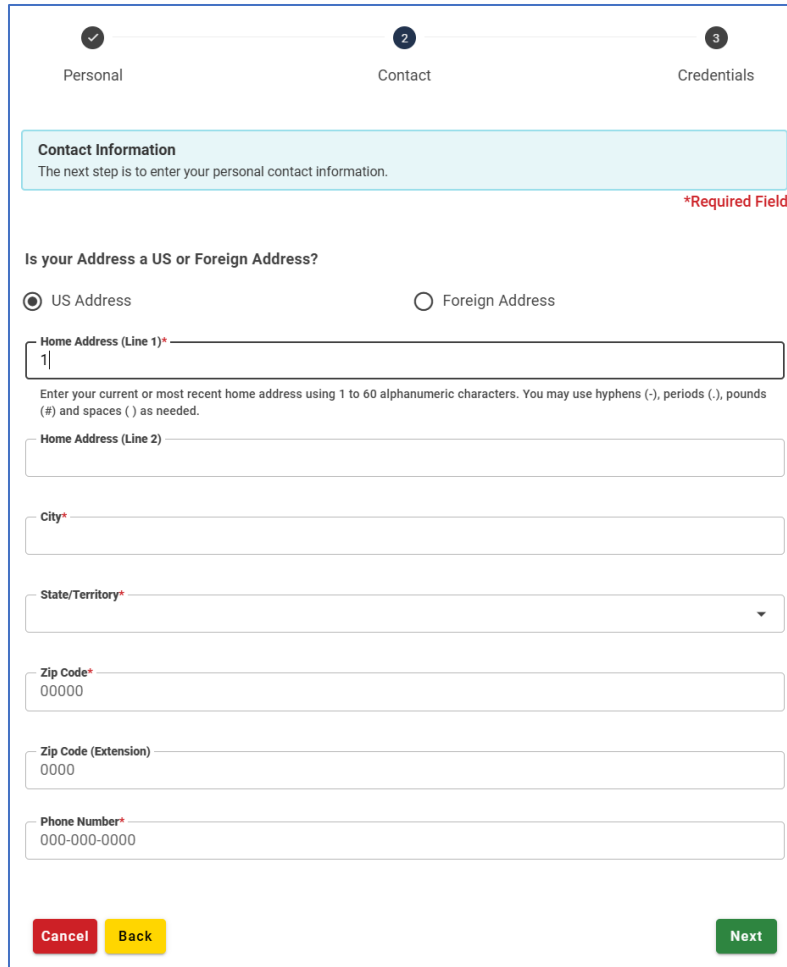
☐ I agree to the terms and conditions

[Cancel](#) [Next](#)

Figure 2: IDM System User Registration Form – Personal Tab

3. Enter the Name, Date of Birth, and E-mail Address information into the respective fields of the IDM system User Registration form. **You must use the email address where you received the QHP Enrollee Survey attestation process email.**
4. Read the IDM system Terms and Conditions, click the checkbox to acknowledge agreement with the Terms and Conditions, and then click the **Next** button.

The **Contact** tab (Figure 3) of the IDM Self-Service registration page appears.



Personal Contact Credentials

Contact Information
The next step is to enter your personal contact information.

***Required Field**

Is your Address a US or Foreign Address?

☒ US Address ☐ Foreign Address

Home Address (Line 1)*
1

Enter your current or most recent home address using 1 to 60 alphanumeric characters. You may use hyphens (-), periods (.), pounds (#) and spaces () as needed.

Home Address (Line 2)*

City*

State/Territory*

Zip Code*
00000

Zip Code (Extension)*
0000

Phone Number*
000-000-0000

Cancel Back Next

Figure 3: IDM System User Registration Form – Contact Tab

5. If the home address is located inside the United States, keep the default “US Address” setting. If the home address is located outside of the United States, click the **Foreign Address** radio button.
6. Enter the Home Address and Phone Number information into the respective fields and then click the **Next** button.

The **Credentials** tab (Figure 4) of the IDM Self-Service registration page appears.

The screenshot shows the 'Create Your Credentials' section of the registration form. At the top, there are three tabs: 'Personal', 'Contact', and 'Credentials', with 'Credentials' being the active tab. Below the tabs is a light blue box containing instructions for creating a User ID and a password. The User ID instructions state it must be 6 to 74 alphanumeric characters, cannot contain more than 8 consecutive numbers, cannot begin or end with a special character, and cannot contain more than one consecutive special character. The '@' symbol is only allowed if the User ID is in a valid email address format. The password instructions state it must be at least 15 characters long, contain at least one uppercase letter, at least one lowercase letter, and at least one number. Special characters are optional, and a list of acceptable ones is provided. Passwords cannot contain parts of the User ID, first or last name, and must be different than the last six passwords used. Users can only change their own password once every 24 hours. If a user requires a second password change within the same 24-hour period, they must contact their application help desk for assistance. Below the instructions are five required fields: 'User ID*', 'New Password*', 'Confirm Password*', 'Security Questions*', and 'Answer*'. Each field has a red asterisk indicating it is required. The 'User ID' field has a red border and a message 'The User ID field is required.' below it. The 'New Password' and 'Confirm Password' fields have toggle icons for password visibility. The 'Security Questions' field is a dropdown menu. At the bottom of the form are three buttons: 'Cancel', 'Back', and 'Submit'.

Figure 4: IDM System User Registration Form – Credentials Tab

7. Enter the desired user ID and password into the respective fields of the User registration form. Passwords that are used to access the IDM system must conform to the following CMS guidelines:

- Passwords must be at least 15 characters in length.
- Passwords must include an uppercase letter.
- Passwords must include a lowercase letter.
- Passwords must include a number (0 - 9).
- Passwords must not contain a space.
- Passwords must not be one of the user's last six passwords.
- Passwords must not contain parts of the user's First Name, Last Name, or User ID.
- 24 hours must have elapsed since the last password change.

8. Click the **Security Questions** list box and choose a challenge question from the list that appears.
9. Type the security question answer into the Security Questions **Answer** field.
10. Click the **Submit** button to submit the account registration request.

The system displays a message that indicates the account was successfully created.

Section 2: QHP Issuers Without the QHP Issuer Role Assigned – Request the QHP Issuer Role

To access the Issuer Dashboard on the QHP Enrollee Survey website to complete the attestation process, issuers must request the “QHP Survey Issuer” role by signing in to the CMS IDM system.

Note: If you already have the “QHP Survey Issuer” role and have signed in to the [QHP Enrollee Survey website](#) before, please skip the steps in this section. To check if you already have the Issuer role, sign in to [CMS IDM](#), and click on the **Manage My Roles** button located on the IDM Self-Service dashboard to view your assigned roles and to verify that you have the “QHP Survey Issuer” role.

This section provides the steps that users must follow to sign in to the IDM system to request the QHP Issuer role.

1. Navigate to <https://idm.cms.gov>.
The **Sign In** page (Figure 5) appears.

The screenshot shows the CMS.gov Identity Management Sign In page. At the top, the CMS.gov logo is followed by "Identity Management". Below this is the "Sign In" heading. There are two input fields: "User ID" and "Password". The Password field has a toggle icon for visibility. Below the password field is a checkbox labeled "Agree to our Terms & Conditions". A blue "Sign In" button is positioned below the checkbox. Below the button is a horizontal line with "OR" in the center. Underneath is a button labeled "CMS PIV Card Only". Below this is a paragraph for "PIV Users" stating that to activate PIV functionality, users must first sign in with their EUA ID and password during their initial login. Another horizontal line with "OR" follows. Below that is a button labeled "IDM User Registration". At the bottom, there is a note: "To create a new IDM account, click above." followed by three links: "Forgot User ID", "Forgot Password", and "Unlock Account".

Figure 5: CMS IDM Sign In Page

2. Enter the user ID and password, created while registering an account, into the respective fields.
3. Read the Terms & Conditions, click the check box to acknowledge agreement, and then click the **Sign In** button.
4. In the Get a verification email window (Figure 6) that appears, if you have multiple registered Multi-factor Authentication (MFA) devices, select an MFA factor by clicking on the **Verify with something else** link.

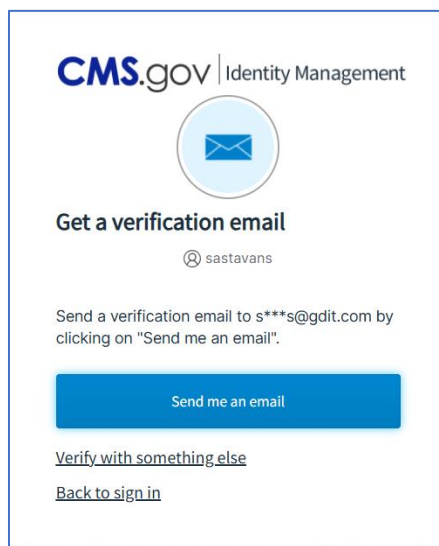


Figure 6: Verification Code Request

Note: All users who sign in to CMS IDM for the first time after creating an account will be prompted to register at least one MFA device. Users may add multiple MFA devices to their IDM account. Users will be prompted to authenticate with an MFA device that is registered to their account each time they sign into the IDM system.

5. Follow the directions for the chosen MFA factor (MFA device).
6. If you chose email as the authentication factor, click the **Send me an email** button in the Get a verification email window (Figure 6) to request a one-time verification code via email.
7. Enter the verification code received into the **Enter code** field (Figure 7).

The image shows a two-panel interface. The left panel is an email template with the following text: "Action Required: One-time verification code", "CMS Identity Management System (IDM)", "Dear Jane Doe,", "Your sign-on request requires the use of a one-time code for authentication.", "Please enter the following code for verification:", and the code "827765". A red arrow points from the code to the right panel. The right panel is the "Enter Code" window, titled "CMS.gov | Identity Management" and "Verify with your email" for user "sastavans". It contains the text "We sent an email to s***s@gdit.com. Enter the verification code in the text box.", an "Enter Code" label, a text input field, a blue "Verify" button, and links for "Verify with something else" and "Back to sign in".

Figure 7: One-time Verification Code Email and the Enter Code Window

8. Click the **Verify** button.
You will be taken to the IDM Self-Service dashboard.

The image shows the "CMS.gov | IDM Self Service" dashboard. It features a dark blue header with a user icon, "Need Help?", and the name "Jane Doe". The main area contains four white cards: "My Profile" (To access your Profile please click here. You can View or Edit your Profile or MFA on this page.), "Role Request" (To request access to a new Application please click here. You can Add a Role in a new Application on this page.), "Manage My Roles" (To access your existing Roles please click here. You can View, Add, Edit, or Remove Roles; and View and Request Approval of upcoming Role Certifications.), and "My Requests" (To access your own Pending requests please click here. You can View or Cancel your requests on this page.).

Figure 8: IDM Self-Service Dashboard

9. Click on the **Role Request** button located on the IDM Self-Service dashboard (Figure 8).
The **Role Request** window (Figure 9) appears.

Role Request

✓

2

3

Application

Role

Review

Select an Application

Select the Application for which you want to add the Role.

Figure 9: Role Request Page

10. From the **Select an Application** drop-down list (Figure 9), select the “Qualified Health Plan Enrollee Satisfaction Survey” application.

Role Request

✓

✓

3

Application

Role

Review

Selected Application

Qualified Health Plan Enrollee Satisfaction Survey

The Qualified Health Plan (QHP) Survey web application supports the Enrollee Experience Survey system that assesses yearly, 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.

View Helpdesk Details

Select a Role

Select the Role you want to request.

Cancel

Back

Figure 10: Role Request – Selecting the QHP Application

11. From the **Select a Role** drop-down list (Figure 10), select the “QHP Survey Issuer” role (Figure 11).

The screenshot shows a web form titled "Role Request" with a dark blue header bar. The form is divided into three sections: "End User", "Approver", and "Help Desk". The "End User" section is currently active and highlighted with a blue bar. It contains two options: "QHP Survey Issuer" (which is selected) and "QHP Survey Vendor". The "Approver" section contains one option: "QHP Survey Approver". The "Help Desk" section contains one option: "QHP Survey Support". Below these sections is a "Select a role" dropdown menu. At the bottom of the form are two buttons: "Cancel" (red) and "Back" (yellow).

Section	Role
End User	QHP Survey Issuer
	QHP Survey Vendor
Approver	QHP Survey Approver
Help Desk	QHP Survey Support

Select a role

Select the Role you want to request.

Cancel **Back**

Figure 11: Role Request – Selecting the QHP Issuer Role

Upon selecting the QHP Survey Issuer role, the initial Remote Identity Proofing (RIDP) page (Figure 12) will be displayed.

Role Request

Application Role RIDP Review

Remote Identity Proofing

Identity Verification - What to Expect

To complete this role request, it is important to note that Experian, a trusted and reliable agent, needs to collect further details about you.

Please ensure that you have entered your full legal name, current home address, your personal primary phone number, date-of-birth, and your personal e-mail address correctly to ensure a seamless and secure process.

For additional information or assistance, we encourage you to visit the Experian Customer Assistance website: <http://www.experian.com/help>

Experian identity verification is limited to US addresses and US territories only. If you have a foreign address please call your [Tier 1 Help Desk](#) to verify your identity.

[View Terms & Conditions](#)

☐ I agree to the terms and conditions

Cancel **Back** **Next**

Figure 12: Role Request – Initial RIDP Page

12. Review the **Identity Verification** description statement.
13. Click the **View Terms & Conditions** link and review the RIDP terms and conditions.
14. Click the **I agree to the terms and conditions** check box to acknowledge agreement with the terms and conditions.
15. Click the **Next** button.

The **Identity Verification** form (Figure 13) appears.

Role Request

✓

✓

✓

4

Application

Role

RIDP

Review

Remote Identity Proofing

We collect your PII (Personal Identifiable Information) for identity verification only. Please ensure the information you enter is accurate.

All fields are required, except those marked as "Optional"

Legal First Name

Legal Last Name

Middle Name (Optional)

Suffix (Optional)

Date Of Birth
MM/DD/YYYY

Social Security Number
000-00-0000

Personal E-mail Address

Confirm Personal E-mail Address

Home Address Line 1

Home Address Line 2 (Optional)

City

State

Zip Code
00000

Zip Code Extension (Optional)
0000

☐ Save home address to my profile

Personal Phone Number (Mobile is preferred)
000-000-0000

Cancel

Back

Submit

Figure 13: Identity Information Verification Form

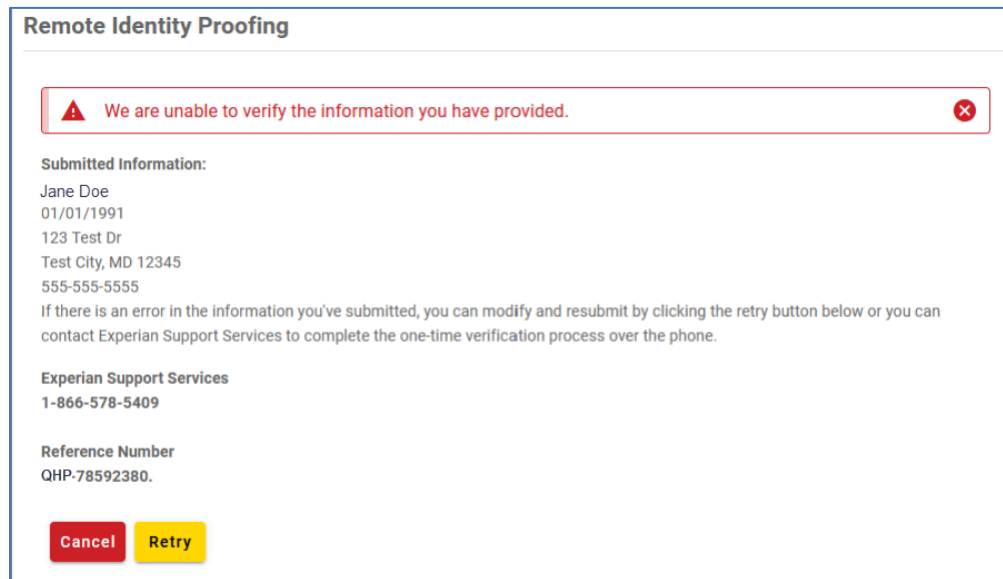
16. Enter your Name, Date of Birth, and Email Address information into the respective fields.
17. Enter your Social Security Number (SSN) into the Social Security Number field. Note that this information is *not* stored in the CMS system and is only used for this identity proofing step.
18. Enter your Home Address information and Phone Number information into the respective fields. Note that you must enter your personal information in all fields, such as personal email address, personal phone number, and home address. Do not enter your business information. Any

information you enter is *not* stored in the CMS IDM system and is only used for this identity proofing step.

19. Click the **Submit** button.

The RIDP process begins. Users that successfully complete Online Proofing will see a confirmation message on the screen, after which they can resume the role request process.

If the RIDP Online Proofing process is unsuccessful, the system will display an error message. Users must contact Experian using the contact information and Reference Number provided in the error message and perform Phone Proofing. If Phone Proofing is successful, users can sign in to the IDM system and initiate the role request procedure again. If the Phone Proofing RIDP process is unsuccessful, users may contact the Application Help Desk at QHP_Survey@air.org and inquire about the Manual Proofing process.



The screenshot shows a web interface titled "Remote Identity Proofing". At the top, there is a red error banner with a warning icon and the text: "We are unable to verify the information you have provided." Below this, the "Submitted Information:" is listed: Jane Doe, 01/01/1991, 123 Test Dr, Test City, MD 12345, 555-555-5555. A message follows: "If there is an error in the information you've submitted, you can modify and resubmit by clicking the retry button below or you can contact Experian Support Services to complete the one-time verification process over the phone." Below this, "Experian Support Services" is listed with the phone number 1-866-578-5409. A "Reference Number" is also provided: QHP-78592380. At the bottom, there are two buttons: "Cancel" (red) and "Retry" (yellow).

Figure 14: RIDP Online Proofing Error Message

Once the RIDP process is successfully completed, the Role Request page will display a text box titled "Reason for Request."

The screenshot shows a web application titled "Role Request" with a progress bar at the top indicating three stages: Application, Role, and Review. The "Review" stage is currently active. Below the progress bar, the form displays the following information:

- Application:** Qualified Health Plan Enrollee Satisfaction Survey
- Application Description:** The Qualified Health Plan (QHP) Survey web application supports the Enrollee Experience Survey system that assesses yearly, 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.
- Role:** QHP Survey Issuer
- Role Description:** Role assigned to survey issuers

Below this information is a text area labeled "Reason for Request" with a character count of "0 / 600". At the bottom of the form, there are three buttons: "Cancel" (red), "Back" (yellow), and "Submit Role Request" (green).

Figure 15: Role Request – Entering the Reason for Request

20. Enter a brief justification statement into this field to provide a justification for the role request.

21. Click the **Submit Role Request** button.

The Role Request page displays a Request ID and a message informing you that the request was successfully submitted.

Once you receive a confirmation email that the role request is approved, you will be able to Sign In to the QHP Enrollee Survey website.

Section 3: All QHP Issuers – Sign In to the QHP Enrollee Survey Website

This section provides the steps that users must follow to sign in to the QHP Enrollee Survey website.

1. Navigate to <https://qhpsurvey.cms.gov/>.

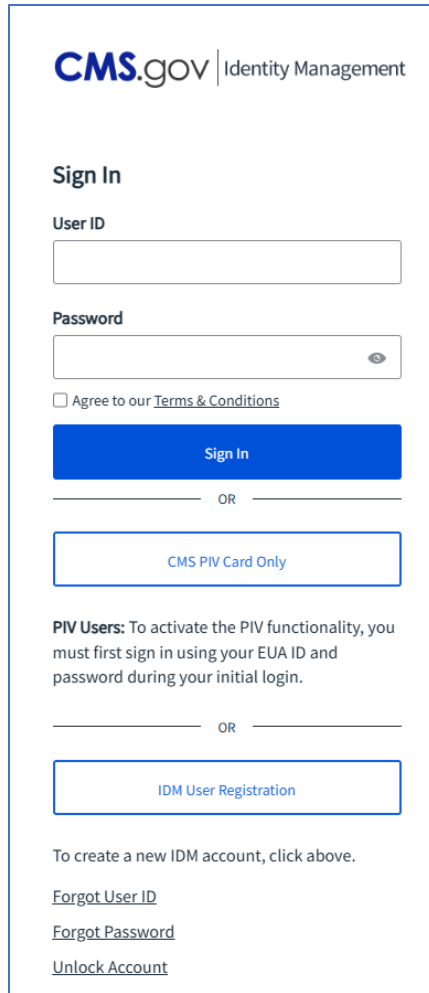
The **Home** page (Figure 16) is displayed.



Figure 16: QHP ESS Website Home Page

2. Click on the **Sign in** button in the Sign In box or the Sign In link at the top right of the page to access your QHP Enrollee Survey website account.

The IDM **Sign In** page (Figure 17) appears.



The image shows the CMS.gov Identity Management Sign In page. At the top, the CMS.gov logo is followed by 'Identity Management'. Below this is the 'Sign In' heading. There are two input fields: 'User ID' and 'Password'. The 'Password' field has a toggle icon for visibility. Below the password field is a checkbox labeled 'Agree to our Terms & Conditions'. A blue 'Sign In' button is positioned below the checkbox. Below the button is a horizontal line with 'OR' in the center. Underneath is a button labeled 'CMS PIV Card Only'. Below this is a paragraph for 'PIV Users' explaining that they must first sign in with their EUA ID and password. Another horizontal line with 'OR' follows. Below that is a button labeled 'IDM User Registration'. At the bottom, there is a note 'To create a new IDM account, click above.' and three links: 'Forgot User ID', 'Forgot Password', and 'Unlock Account'.

CMS.gov | Identity Management

Sign In

User ID

Password

☐ Agree to our [Terms & Conditions](#)

Sign In

OR

CMS PIV Card Only

PIV Users: To activate the PIV functionality, you must first sign in using your EUA ID and password during your initial login.

OR

IDM User Registration

To create a new IDM account, click above.

[Forgot User ID](#)


[Forgot Password](#)

[Unlock Account](#)

Figure 17: CMS IDM Sign In Page


3. Enter your User ID and Password.
4. Click the check box to acknowledge agreement with the Terms & Conditions, then click the **Sign In** button.
5. Follow the directions for the chosen MFA factor (MFA device) and then click on the **Verify** button.

The Issuer Dashboard (Figure 18) with a view of the Issuer and Reporting Unit information is displayed.


Qualified Health Plan Enrollee Experience Survey System
Jane Smith | Sign Out


Home
Issuers
Vendors
FAQ
Contact
Dashboard

Dashboard


Authorized Contact

Sangeeta Astavans
Email: jane.smith@acme.com


For changes to contact information or any questions related to this process, please contact us at QHP_Survey@air.org


Instructions

The 2026 Quality Rating System (QRS) and Qualified Health Plan Enrollee Experience Survey (QHP Enrollee Survey) Operational Instructions are available on the [CMS Marketplace Quality Initiatives \(MQI\) website](#). Please review the instructions in this document thoroughly to prepare reporting units to collect and submit QHP Enrollee Survey response data, generate and validate sample frames, confirm reporting unit information and select a survey vendor, and provide information regarding reporting unit ineligibility, if applicable.

Select a reporting unit below and respond to each question to attest to the QRS and QHP Enrollee Survey Issuer Eligibility Criteria. **Additional questions may appear on screen based on each of your responses.** If the reporting unit is eligible, you will be prompted to confirm your authorized HHS-approved vendor. If the reporting unit is ineligible, you will be prompted to confirm the reason for ineligibility.


Please complete all questions until the "Attestation Status" for the reporting unit is marked "Complete/Eligible" or "Complete/Ineligible."


Reporting Units

Reporting Unit	Issuer	↑	Attestation Status	Authorized Vendor	Ineligibility Reason
> 56789-HI-HMO	ACME HEALTHCARE OF HAWAII, INC.		Not Started		
> 98765-ID-PPO	ACME HEALTHCARE OF IDAHO, INC.		Not Started		
> 12345-IA-HMO	ACME HEALTHCARE OF IOWA, INC.		In Progress		


Rows per page: 25 1-3 of 3 < >

If a reporting unit is not listed, please notify QHP_Survey@air.org.


CSV Reports

Reports include data for all issuers and reporting units associated to your login.

Attestations Eligibility Vendor Selection Report


Note

Qualified Health Plan (QHP) Enrollee Experience Survey enrollee response data must be submitted for each product type offered through an Exchange for two consecutive years (i.e., 2025 and 2026) that had more than 500 enrollees as of **July 1, 2025**, and more than 500 enrollees as of **January 1, 2026**.

The minimum enrollment threshold is determined by the total number of enrollees within the reporting unit, not by the number of survey-eligible enrollees.

Reporting units discontinued before June 15 of the ratings year (i.e., June 15, 2026) are exempt from QHP Enrollee Experience Survey requirements. For an eligible reporting unit impacted by a QHP issuer change in ownership (e.g., merger, acquisition) effective as of January 1 of the ratings year, the QHP issuer that assumes the reporting unit is responsible for meeting these requirements.

The Centers for Medicare & Medicaid Services (CMS) will **not** accept voluntary data submissions for reporting units that do not meet eligibility criteria as defined above.

Figure 18: Issuer Dashboard – View of Issuer and Reporting Unit Information

- Under the Reporting Units panel, click on the arrow to the left of the Reporting Unit ID to view the attestation questions/prompts to attest to reporting unit eligibility or ineligibility. Follow the question prompts to verify all required information (for example, general information; enrollment status as of July 1, 2025; enrollment status as of January 1, 2026; year plan began

operating; operational status in 2024, 2025, and 2026; and whether the reporting unit will discontinue prior to June 15, 2026).

- After following the prompts and providing the requested information, eligible reporting units will be prompted with a drop-down menu (Figure 19) to select the appropriate survey vendor (or ineligible reporting units will be prompted with a drop-down menu to select the appropriate ineligibility reason). Issuers will also be able to enter additional comments, if needed.

Reporting Units

Reporting Unit	Issuer	Attestation Status	Authorized Vendor	Ineligibility Reason
56789-HI-HMO	ACME HEALTHCARE OF HAWAII, INC.	Complete/Eligible	American Institutes for Research (AIR)	N/A

Did this reporting unit operate on an Exchange in 2025?

☐ No ☒ Yes

Will this reporting unit operate on an Exchange in 2026?

☐ No ☒ Yes

Will this reporting unit operate on an Exchange as the exact same product type in 2026 as it did in 2025?

☒ No ☐ Yes

Will this reporting unit be discontinued prior to June 15, 2026?

☒ No ☐ Yes

Did this reporting unit have an enrollment status greater than 500 as of July 1, 2025?
This count includes all enrollees, not just survey eligible enrollees, from both SHOP and individual markets.

☐ No ☒ Yes

Please enter the total number of enrollees in the QHP associated with this reporting unit as of July 1, 2025.
This count should include all enrollees, not just survey eligible enrollees, for both SHOP and individual markets.

599

Does reporting unit have an enrollment status greater than 500 as of January 1, 2026 for the exact same product type?
This count should include all enrollees, not just survey eligible enrollees, from both SHOP and individual markets.

☐ No ☒ Yes

Please enter the total number of enrollees in the QHP associated with this reporting unit as of January 1, 2026.
This count should include all enrollees, not just survey eligible enrollees, from both SHOP and individual markets.

700

What was the first year this reporting unit was operational for the exact same product type?

2022

Has this reporting unit been operational for at least three years for the exact same product type?
See Exhibit 1 in the 2026 Operational Instructions for definitions of operational, not operational, and discontinued. This field asks whether this reporting unit has been operational on the Exchange in 2024, 2025, and 2026 for the exact same product type. It does not ask whether this reporting unit has reported or submitted QRS clinical measure data and QHP Enrollee Survey response data to CMS for three consecutive years.

☐ No ☒ Yes

Based on your selection, this reporting unit is eligible. Please confirm your Authorized Vendor: *

American Institutes for Research (AIR)

Please confirm you are contracted with a HEDIS compliance auditor to validate the survey sample frame.

☐ No ☒ Yes

Additional Comments (optional):

Save Cancel

Figure 19: Issuer Dashboard – Attestation Questions/Prompts

8. Click on the **Save** button to save your responses to all the attestation questions. If you click **Cancel**, the attestation questions will be returned to their last saved state.

The Attestation Status and Eligibility Status columns of the Reporting Unit table will be updated accordingly to reflect the current state of the attestation process for the corresponding Reporting Unit ID.

Issuers must select each reporting unit and follow the question prompts to verify all required information for each of the reporting units.

Issuers also have the ability to export the data in the Reporting Units data table to a csv file, to view the responses to the question prompts for each of the reporting units in a tabular format.

9. To download a CSV report that includes saved responses for all Reporting Units associated to your login, click the **Attestations Eligibility Vendor Selection Report** button (Figure 20) towards the bottom of the Dashboard page.

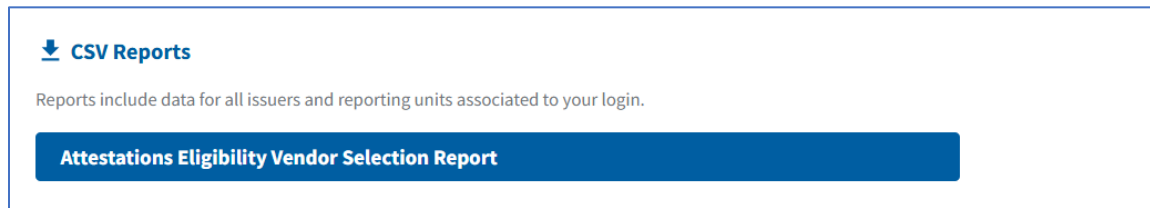


Figure 20: Issuer Dashboard – Button to Download CSV Report

For any questions regarding the attestation process, please contact QHP_Survey@air.org. You may also find answers to some of the commonly asked questions related to account setup, QHP Enrollee Survey website access, or the attestation process under the **FAQ** tab of the [QHP Enrollee Survey website](#).