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## **Health Insurance Casework System Access Guide**

February 13, 2018

This resource provides information to issuers about how to access the Health Insurance Casework System (HICS), add and remove users, and recertify access. As detailed in prior guidance,<sup>1</sup> qualified health plan (QHP) issuers operating in Federally-facilitated Marketplaces (FFMs) resolve consumer cases through HICS.

### **I. Accessing HICS (for issuers that do not have HICS access)**

1. Complete Page 1 of the Application for Access to CMS Computer Systems form (see attachment). Under A.1., list the issuer HIOS IDs that should be assigned to the individual requesting access.
2. Submit the Application for Access to CMS Computer Systems form via encrypted email to Suzanne Ripley at [suzanne.ripley1@cms.hhs.gov](mailto:suzanne.ripley1@cms.hhs.gov). All applications must be sent via encrypted email because personally identifiable information is being transmitted. An application that is not sent via encrypted email will be rejected.
3. The user will receive an email from CMS ([ess@cms.hhs.gov](mailto:ess@cms.hhs.gov)) with a user ID, default password, and instructions to certify CMS system access through Enterprise User Administration (EUA) at <https://eua.cms.gov>. The user must change the default password. Through EUA, the user must complete the Computer Based Training (CBT). Failure to access EUA and complete CBT within 3 days from receipt of user ID and password will result in the inability to gain HICS access, and the account will be revoked. As a result, the user will have to reapply as a new HICS user. Users should go to <https://www.cms.gov/cbt/login/> to access CBT. The user should then scroll down and select the button “enter system” on the left hand side and insert CMS user ID and password. The user will scroll down and select the link “CMS Information Systems Security and Privacy Awareness Training” to launch the course. Please note that EUA and CBT are separate (two different websites). We encourage issuers to send their materials early and allow additional time for paperwork processing during peak casework periods (e.g., open enrollment).

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<sup>1</sup> Casework Guidance for Issuers in Federally-facilitated Marketplaces, including State Partnership Marketplaces, March 13, 2014, available at: <http://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/Downloads/casework-guidance-03132014.pdf>.

4. Upon completion of CBT, the user will be able to login to HICS. The user will use the same user ID that was used for EUA access. Please keep a copy of your CBT completion certificate as a record of completing the course.
5. The user will log into HICS at <https://hics.cms.gov> to ensure successful access into the system.
6. Users must change passwords every 60 days. To change a HICS password, the user must login to EUA and select “change password.” If a user finds access revoked, he or she can restore system access by contacting [HICS\\_Access@cms.hhs.gov](mailto:HICS_Access@cms.hhs.gov).

### Frequently Asked Questions

1. **Q:** What if I do not receive an email from CMS to access EUA and complete CBT?  
**A:** Once two weeks have elapsed since sending the Application for Access to CMS Computer Systems form, contact Suzanne Ripley at [suzanne.ripley1@cms.hhs.gov](mailto:suzanne.ripley1@cms.hhs.gov).
2. **Q:** What if I do not complete CBT within 3 days?  
**A:** A new user’s account will be revoked in EUA preventing the user from accessing HICS. The user can contact Suzanne Ripley at [suzanne.ripley1@cms.hhs.gov](mailto:suzanne.ripley1@cms.hhs.gov), the CMS Access Administrator (CAA), within two weeks of deactivation to attempt to reactivate the account. Otherwise, the user will have to start the EUA application process over.
3. **Q:** What if I complete CBT but cannot access HICS?  
**A:** The user should send a copy of the CBT certificate of completion to Suzanne Ripley at [suzanne.ripley1@cms.hhs.gov](mailto:suzanne.ripley1@cms.hhs.gov) and the HICS access mailbox at [HICS\\_Access@cms.hhs.gov](mailto:HICS_Access@cms.hhs.gov). A customer service representative will be able to update the user’s status manually. Without a copy of the certificate the user needs to retake the CBT. If issues continue the user should contact their CAA.

### Resources

- To reset the login password, the user will need to login to the EUA website at <https://eua.cms.gov>. If the user has difficulty changing the EUA password, the CMS IT Help Desk can automatically reset the password and can be reached at (410) 786-2580/1-888-205-0684.
- To complete CBT, the user will need to access the website at <https://www.cms.gov/cbt/login>.
- Users can confirm completion of CBT at <https://eua.cms.gov>. Under the “View Identity” tab in EUA, a user is able to check on the status of the CBT to see if it is complete or pending.
- For issues uploading or submitting complaints into HICS, the user will need to contact the HICS Help Desk at [hics@cms.hhs.gov](mailto:hics@cms.hhs.gov) or 1-888-205-0684.

**Figure 1: EUA Login Screen**

**Enterprise User Administration (EUA)**

Username  
|

Password

[Forgot Password?](#)

Login

Warning! Warning! Warning! UNAUTHORIZED ACCESS TO THIS COMPUTER SYSTEM IS PROHIBITED BY LAW(REFERENCE TITLE 18 U.S.C SECTION 1030) This is a Centers for Medicare & Medicaid Services (CMS) computer system. This computer system is provided for the processing of Official U.S. Government information. All data contained on this system is owned by CMS and, for the purpose of protecting the rights and property of CMS, be monitored, intercepted, recorded, read, copied, or captured in any manner and disclosed in any manner by authorized personnel. If you are not authorized access to this system you must immediately exit. Federal

The EUA system enables users to change their CMS and HICS password and check the status of CBT.

**Figure 2: HICS Login Screen**

**HICS**  
Health Insurance Casework System

Username

Password

Login

This is a U.S. Government computer system subject to Federal law.

## **II. Adding Users**

If an issuer with existing HICS access for at least one user needs to provide access to another user, the new issuer should submit an EUA application and follow the process noted above.

## **III. Removing Users**

If a user who has HICS access no longer needs access or no longer works for the issuer, the user or issuer should (1) submit an EUA application requesting that CMS disconnect the user from

HICS and (2) send an email to the CAA with the user's user ID. Submit the Application for Access to CMS Computer Systems form via encrypted email to Suzanne Ripley at [suzanne.ripley1@cms.hhs.gov](mailto:suzanne.ripley1@cms.hhs.gov). Please also send a separate email to Suzanne Ripley with a password to enable access to the encrypted email.

Keep in mind that HICS contains personally identifiable information, and only those users who require access to complete their jobs should have access. Each issuer should have at least one registered HICS user at all times.

#### **IV. Recertifying Users for HICS Access**

In order to maintain HICS access, users must complete a recertification process annually, which includes (1) logging into EUA to complete recertification and (2) an annual completion of CBT within three business days of receipt of the email notice. Upon receipt of an email from CMS ([eua@cms.hhs.gov](mailto:eua@cms.hhs.gov)) to complete the recertification process, users must login to EUA, click on the recertification item in the EUA mailbox, and select "OK" in the column for each job code assigned to the user ID. When all items are marked "OK," the user must select "save all changes" at the bottom of the page. The user then needs to scroll to the top of the page and select the "sign off" button. Lastly, the user selects the "finish" button in the pop-up message. The user must complete all of these steps for the recertification to be captured. Under the "View Identity" tab in EUA, a user is able to check on the status of recertification to see if it is complete, pending, or due.