
Health Insurance Oversight System (HIOS)

Portal – User Manual



Last updated October 9, 2013

Health Insurance Oversight System Portal – User Manual

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1 Introduction

The Center for Consumer Information and Insurance Oversight (CCIIO), a division of the Department of Health and Human Services (HHS), is charged with helping implement many provisions of the Affordable Care Act. CCIIO oversees the implementation of the provisions related to private health insurance including providing oversight for the issuer-based data exchanges that populate <http://www.healthcare.gov>.

These technical instructions explain how the HIOS application works within any compatible Internet browser application such as:

1. Internet Explorer (version 7 or higher)
2. Mozilla Firefox (version 5 or higher)
3. Chrome (version 9.0 or higher)

CMS Enterprise Portal: CMS Enterprise web portal will be used for accessing CMS systems. Various CMS systems will be integrated with the portal in the coming months. HIOS will be integrated with the Enterprise Portal and will only be accessible through the portal on March 28th.

Enterprise Identity Management System (EIDM): Enterprise Identity and Access Management System. EIDM provides Authentication and Authorization capabilities and is tightly integrated with the CMS portal. Users will need to register for an EIDM account and obtain an EIDM User ID and Password to access the CMS Enterprise Portal.

Pre-Requisites for HIOS Access:

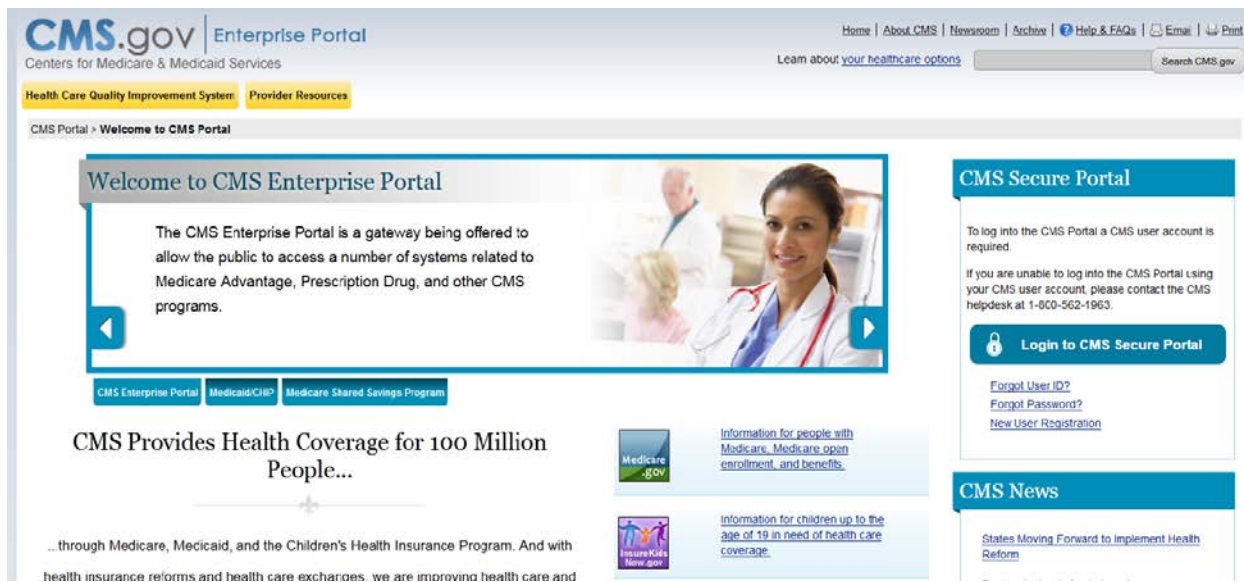
- All users will be required to complete the Enterprise Portal registration process, which includes Identity Verification (ID Proofing).
- ID Proofing verifies that the individual referenced in the account is the same person creating the account.
- Additional information collected includes the following Personally Identifiable Information (PII) for purposes of the ID Proofing Process: Social Security Number, Date of Birth, Home Address and Primary Phone Number.

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2 HIOS System Access

Beginning March 28th, 2013, users will be able to access HIOS by navigating to the CMS Enterprise Portal Site at: <https://portal.cms.gov/>. Users will be required to enter their EIDM (Enterprise Identity Management) credentials to access HIOS.

Figure 1: CMS Enterprise Portal Main Screen



Existing HIOS users and New HIOS users will be able to access the system. Two different scenarios for Existing and New HIOS users are listed below:

Existing HIOS users:

- Register for New EIDM account.
- Access HIOS through the CMS Enterprise Portal.

New HIOS users:

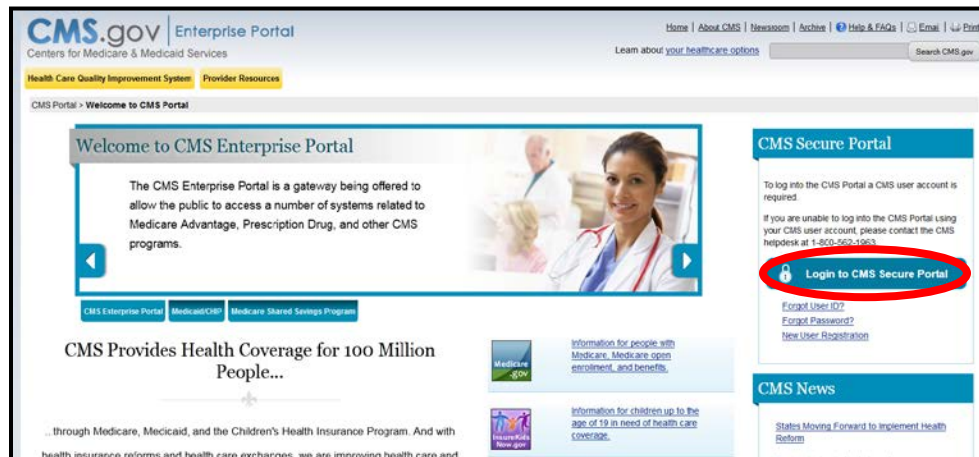
- Registering for an EIDM account.
- Registering for a HIOS account.
- Accessing HIOS through the CMS Enterprise Portal.

2.1 Existing HIOS Users

All existing HIOS users will automatically receive an EIDM account to log into the CMS Enterprise Portal. Existing HIOS users will receive an email on March 28th with their new EIDM credentials. Upon logging into the Enterprise Portal, HIOS users will be required to provide additional information that is not currently in HIOS to complete the registration process. Once registration is complete, users will be able to access HIOS.

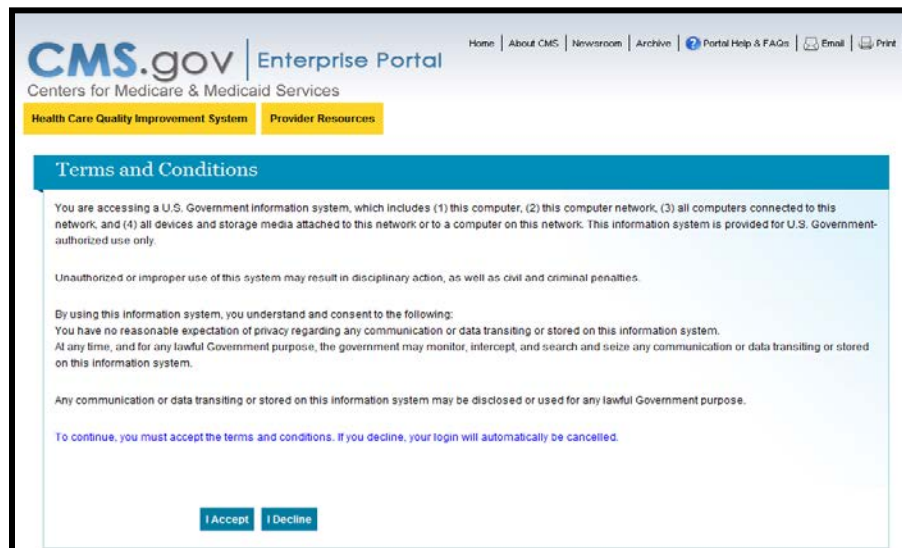
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Figure 2 - CMS Enterprise Portal Main Screen- Login



Once the users receive an email with the Enterprise Portal URL, they will select the ‘Login to CMS Secure Portal’ button.

Figure 3 - Terms and Conditions Page



Users will then be able to navigate to the CMS Enterprise Portal Login page, where they will enter their EIDM credentials.

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Figure 4 - CMS Enterprise Portal Login Page

CMS.gov | Enterprise Portal
Centers for Medicare & Medicaid Services

Home | About CMS | Newsroom | Archive | Portal Help & FAQs | Email | Print

Health Care Quality Improvement System | Provider Resources

Welcome to CMS Enterprise Portal

To log into the CMS Portal a CMS user account is required.

If you are unable to log into the CMS Portal using your CMS user account, please contact the CMS helpdesk at 1-800-562-1963.

User ID

Password

[Log In](#) [Cancel](#)

[Forgot Password?](#)
[Forgot User ID?](#)
Need an account? Click the link - [New user registration](#)

Once the users enter the credentials and select ‘LOG IN’, they will have to go through the Identity Verification (ID Proofing) process as below: Select ‘Next’ on Welcome screen, Check the Terms and Conditions box and select ‘Next’ again.

Figure 5 – EIDM ID Proofing Screens

Welcome to EIDM

You are logging into the system for the first time. The system needs to verify your identity in order to complete the registration process and grant access to the requested application. Select 'Next' to proceed.

[Next](#)

Terms and Conditions

Consent To Monitoring

By logging onto this website, you consent to be monitored. Unauthorized attempts to upload information and/or change information on this web site are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sec. 1001 and 1030. We encourage you to read the [HHS Rules of Behavior](#) for more details.

Protecting Your Privacy

Protecting your Privacy is a top priority at CMS. We are committed to ensuring the security and confidentiality of the user registering to EIDM. Please read the [CMS Privacy Act Statement](#) which describes how we use the information you provide.

Collection Of Personal Identifiable Information (PII)

"Personal" information is described as data that is unique to an individual, such as a name, address, telephone number, social security number and date of birth (DOB).

CMS is very aware of the privacy concerns around PII data. In fact, we share your concerns. We will only collect personal information to verify your identity, when you set up an account. Your information will be disclosed to Experian, an external authentication service provider, to help us verify your identity. We will share your Social Security number with Experian only for the purposes of verifying your identity. Experian verifies the information you give us against their records. We may also use your answers to the challenge questions and other PII to later identify you in case you forget or misplace your User ID /Password.

I have read the HHS Rules of Behavior (HHS RoB), version 2010-0002.001S, dated August 26th 2010 and understand and agree to comply with its provisions. I understand that violations of the HHS RoB or information security policies and standards may lead to disciplinary action, up to and including termination of employment; removal or debarment from work on Federal contracts or projects; and/or revocation of access to Federal information, information systems, and/or facilities; and may also include criminal penalties and/or imprisonment. I understand that exceptions to the HHS RoB must be authorized in advance in writing by the OPDIV Chief Information Officer or his/her designee. I also understand that violation of laws, such as the Privacy Act of 1974, copyright law, and 18 USC 2071, which the HHS RoB draw upon, can result in monetary fines and/or criminal charges that may result in imprisonment.

I understand that the identity proofing services being requested are regulated by the Fair Credit Reporting Act and that my explicit consent is required to use these services. I understand that any special procedures established by CMS for identity proofing using Experian have been met and the services requested by CMS to Experian will be used solely to confirm the applicant's identity to avoid fraudulent transactions in the applicant's name.

☐ I agree to the terms and conditions

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

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Users will then be navigated to a Questionnaire page, where they must enter the additional fields required for ID proofing that are not collected in HIOS. Attributes already collected in HIOS will be pre-populated and read-only.

Figure 6 - Additional Questions Page

The screenshot displays the 'Additional Questions Page' for user registration. The page is divided into two main sections. The top section, titled 'Your Information', contains the following fields: First Name (John), Middle Name, Last Name (Doe), Suffix, E-mail Address (john.doe@eidmtest.com), Social Security Number, Date of Birth (MM/DD/YYYY), Home Address Line 1, Home Address Line 2, City, State (dropdown), Zip Code, Zip Code Extension, and Country (USA). The bottom section contains Home Address Line 1 (123 Main Terrace), Home Address Line 2, City (Manassas), State (VA), Zip Code (20112), Zip Code Extension, Primary Phone Number (703 227 6000), a CAPTCHA challenge with the words 'overlooks' and 'inquiry', and 'Cancel' and 'Next' buttons. A red arrow points to the 'Next' button.

Based on the information provided, the user will be required to answer four questions for Identity Verification. User information is submitted to Experian and unique questions and answers are provided to each user for ID Proofing.

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Figure 7 - Identity Verification Screen -1

Verify Identity

- You may have opened an auto loan in or around September 2012. Please select the lender for this account. If you do not have such an auto loan, select NONE OF THE ABOVE/DOES NOT APPLY.
 - ☐ FORD CRED
 - ☐ TRANSAMERICA
 - ☐ MITSUBISHI MOTORS CRED OF AMERICA
 - ☐ GMV FINANCIAL SVCS
 - ☐ NONE OF THE ABOVE/DOES NOT APPLY
- Please select the term of your auto loan (in months) from the following choices. If your auto loan or auto lease term is not one of the choices please select NONE OF THE ABOVE.
 - ☐ 24
 - ☐ 36
 - ☐ 48
 - ☐ 60
 - ☐ NONE OF THE ABOVE
- You may have opened a (BANK OF AMERICA) credit card. Please select the year in which your account was opened.
 - ☐ 2005
 - ☐ 2007
 - ☐ 2009
 - ☐ 2011
 - ☐ NONE OF THE ABOVE
- You currently or previously resided on one of the following streets. Please select the street name from the following choices.
 - ☐ LOCUST POST
 - ☐ FALKNER
 - ☐ MOUNTAIN
 - ☐ BATTLEFIELD
 - ☐ NONE OF THE ABOVE

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

Users must reset their password and setup challenge questions.

Figure 8 - Identity Verification Screens -2

CMS.gov Enterprise Portal
Centers for Medicare & Medicaid Services

Home | About CMS | Newsroom | Archive | Help & FAQs | Email | Print
Learn about your healthcare options

Health Care Quality Improvement System **Provider Resources**

CMS Portal > **Registration**

Your Information Verify Identity **Choose User ID and Password** Create Challenge Questions and Answers Complete Registration

Choose User ID and Password

- User ID
- Password
- Confirm Password

Select your Challenge Questions and Answers:

Your challenge questions and answers will be required for password and account management functions.

Question 1 (What is your favorite radio station?)	Answer 1 <input type="text" value="pop"/>
Question 2 (What is your dream destination?)	Answer 2 <input type="text" value="beach"/>
Question 3 (Who was your favorite elementary school teacher?)	Answer 3 <input type="text" value="bob"/>
Question 4 (What is the first name of your oldest niece?)	Answer 4 <input type="text" value="victoria"/>

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

Registration Complete

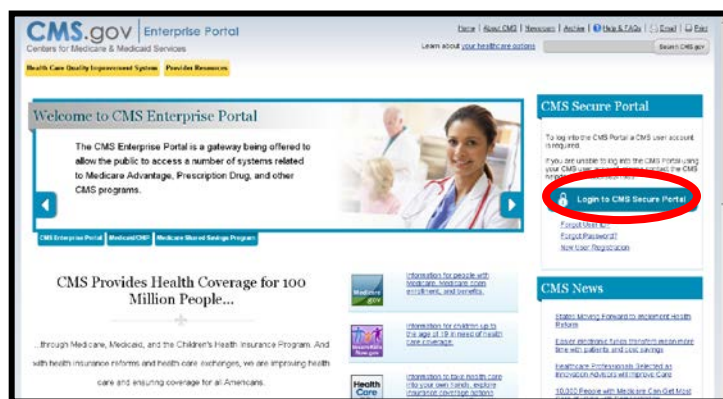
You have now successfully completed your verification process. Please log out and login again in order for your profile update to take effect.

[Log In](#)

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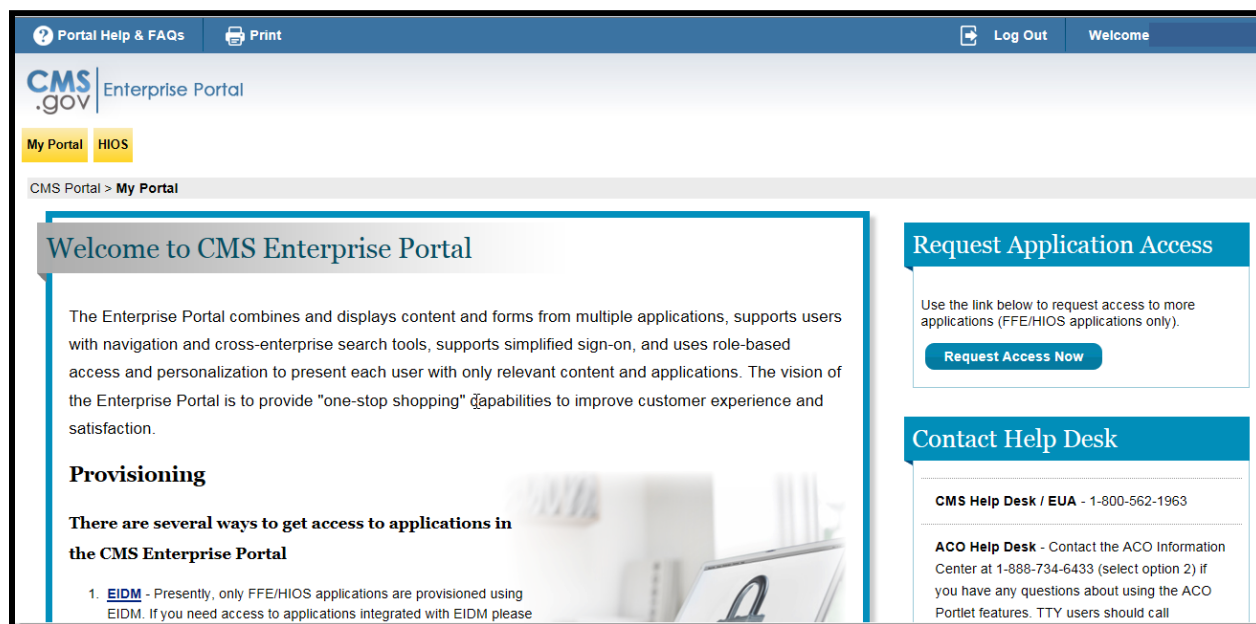
Existing HIOS Users will follow the steps below to access HIOS once they have completed the EIDM registration process. Users will need to log out of the system for their profile updates to take effect. Users will then log back into the Enterprise Portal with their EIDM user ID and password.

Figure 9 – CMS Enterprise Portal Page- Login with EIDM Credentials



After users have logged into the CMS Enterprise Portal they will have access to the HIOS in the portal. Selecting the 'HIOS' tab will open the HIOS landing page.

Figure 10 – EIDM Portal page - Authorized HIOS Users



Users will click on the HIOS tab to be navigated to a landing page from where they can access HIOS.

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Figure 11 - Access HIOS, Plan Management Landing Page

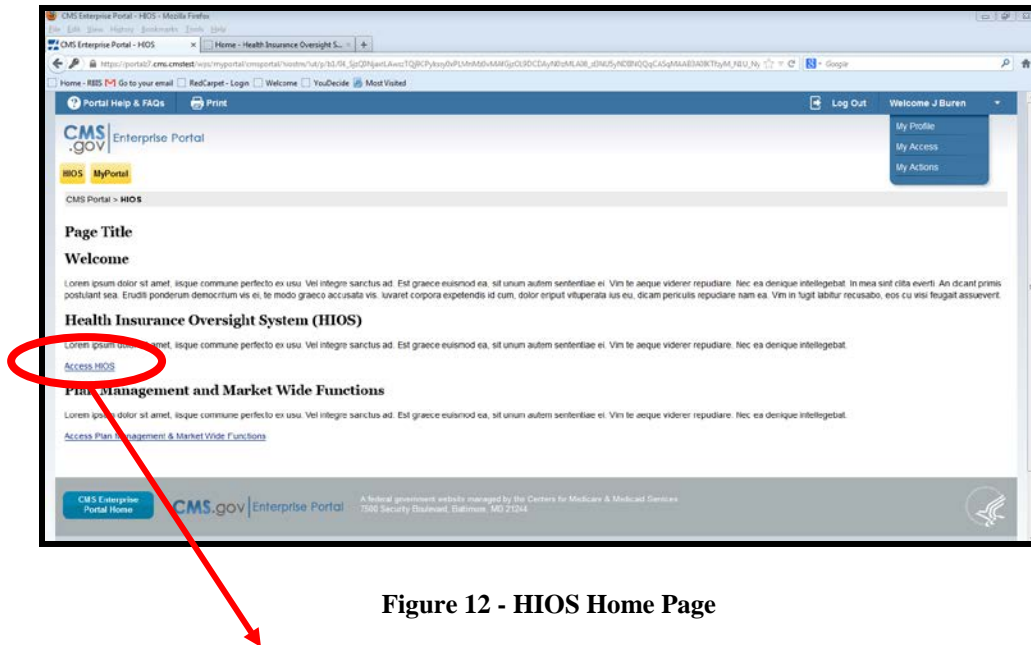


Figure 12 - HIOS Home Page



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2.2 New Users Registration

Beginning March 28th, new HIOS users will need to complete the following steps to access HIOS:

- Register for an EIDM account
- Register in HIOS
- Request access to HIOS in the CMS Enterprise Portal

2.2.1 Register for an EIDM Account

New users will navigate to the Enterprise Portal to start the registration process.

Figure 13 - CMS Enterprise Portal Page- New User Registration

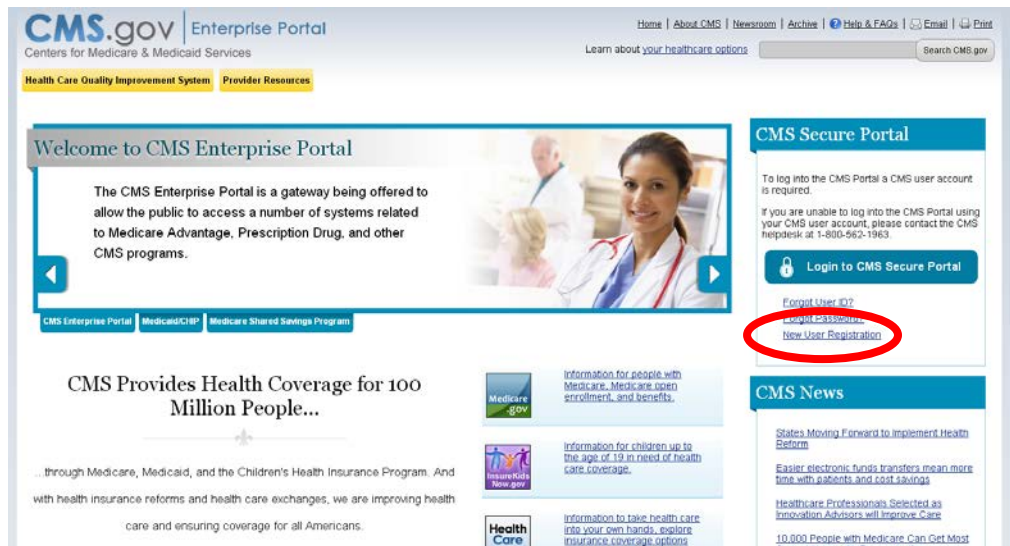
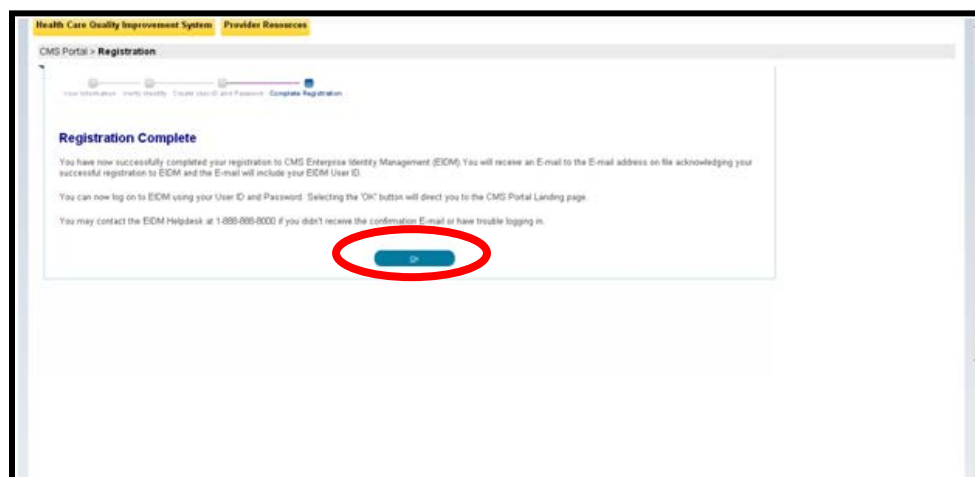


Figure 14 - Confirmation Screen



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Users will receive an email acknowledging successful registration and the email will include the EIDM user ID.

For users that do not have an existing HIOS account, please register with HIOS (refer to section 2.2.1.1).

For users that have an existing HIOS account, please request access to HIOS in the CMS Enterprise Portal (refer to section)

2.2.1.1 Non-Existing HIOS Account- Register with HIOS in CMS Portal

On the CMS Enterprise Portal page, users can select the ‘Login to CMS Secure Portal’ link. The page will redirect the user to the Terms and Conditions page where users can select ‘Accept.’ Once this is complete, the user will be directed to the Login Page where they can enter their EIDM credentials and select ‘Login.’ The user will then be directed to the EIDM Portal page, where they would need to request access to HIOS in two ways as in the Figures below.

Figure 15a – Requesting Access to HIOS- Method 1-Click Request Access Now Button

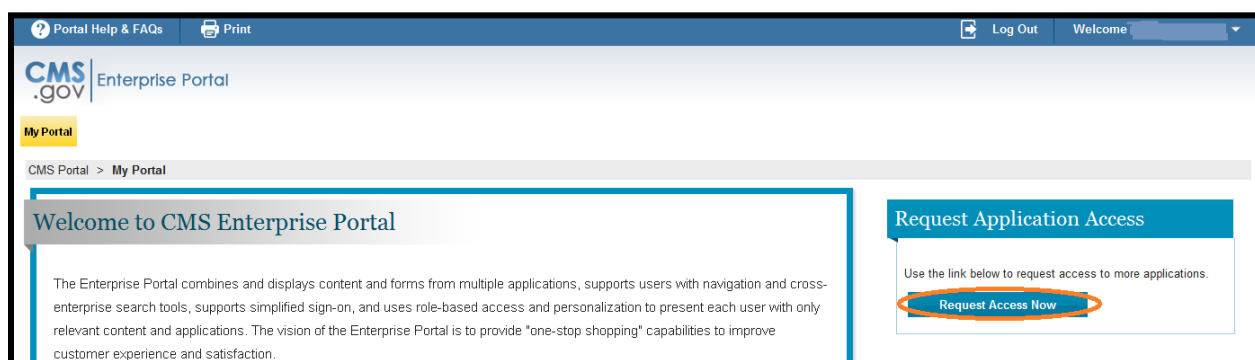
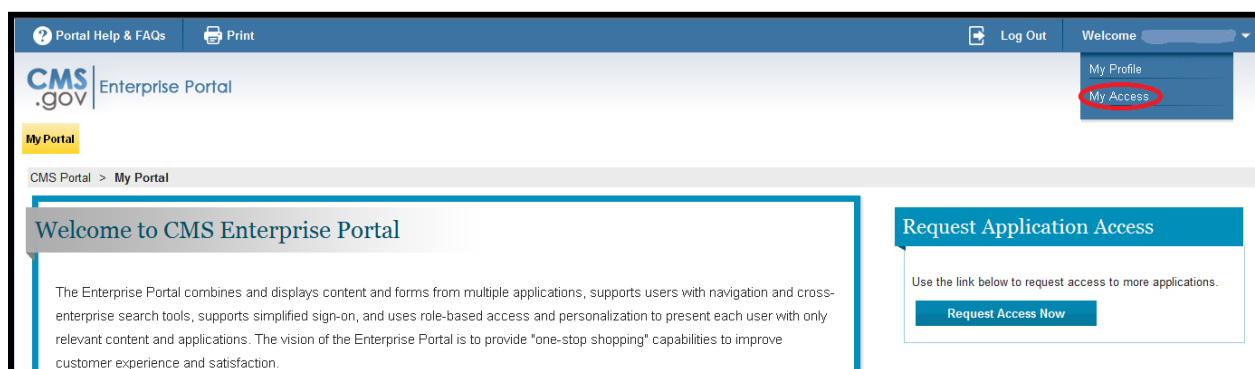


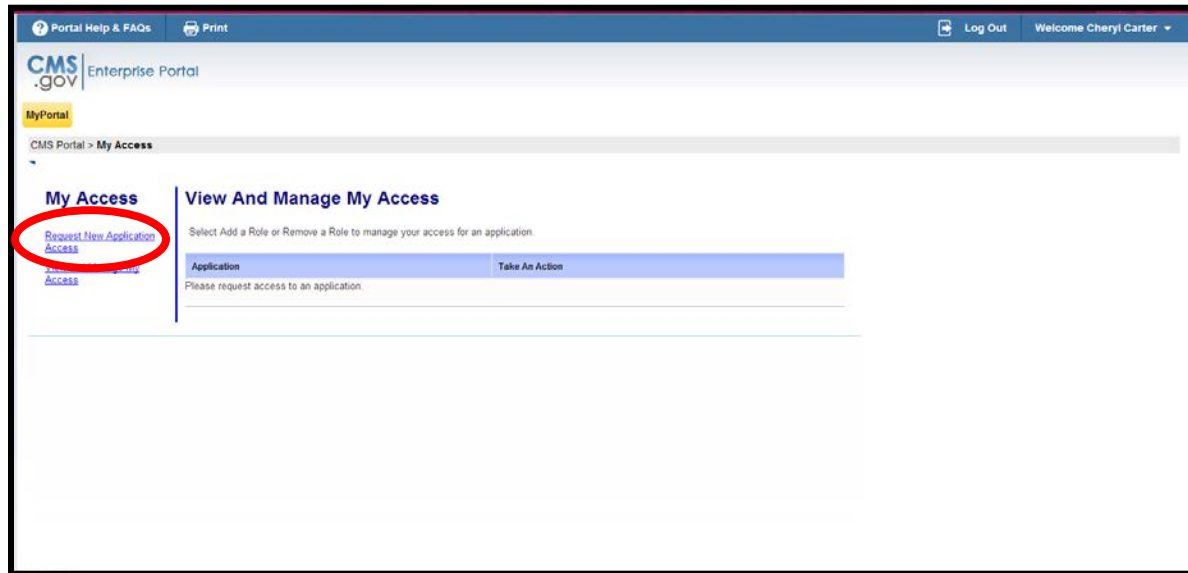
Figure 16b – Requesting Access to HIOS- Method 2-Click My Access link from Drop down.



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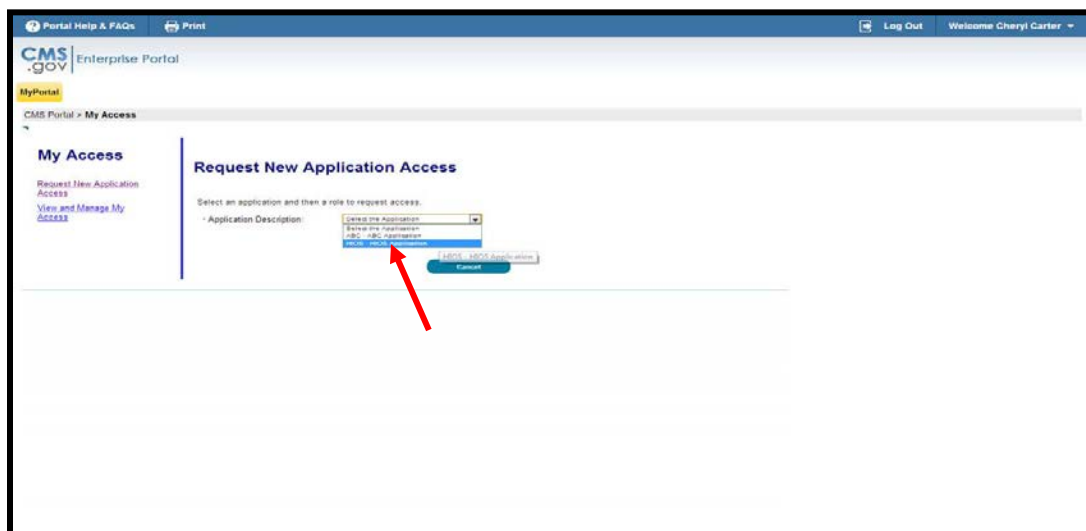
Once on the My Access page, the users will select the ‘Request New Application Access’ link.

Figure 17 - My Access Page -1



Users will select HIOS from the ‘Application Description’ Dropdown and ‘HIOS Issuer’ from the Role Dropdown. New users will need to register in HIOS by clicking on the hyperlink circled below. The HIOS Registration page will open.

Figure 18 - My Access Page -2



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The first screenshot shows the CMS.gov Enterprise Portal with the 'My Access' tab selected. Under 'Request New Application Access', the user has selected 'HIOS - HIOS Application' for the Application Description and 'HIOS User' for the Role. A red arrow points to the 'Request New Application Access' button.

The second screenshot shows the 'Enter validation data' section. It includes contact information for the Exchange Operations Support Center and a red circle highlighting the URL: <https://www.healthinsuranceoversight.hhs.gov/hios/RequestHIOSAccount.aspx>. Below this, there is a field for the Authorization Code and buttons for 'Cancel' and 'Submit'.

Once the HIOS Registration page opens up, users will need to complete the HIOS Registration form and submit for Approval.

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Figure 19 - HIOS Registration Form

Health Insurance Oversight System

Thursday, February 21, 2013 [SIGN-IN](#)

Request HIOS Account

Please note that you are applying for access to the Health Insurance Oversight System (HIOS). If you have any questions, please contact the HIOS Helpdesk at Phone: 1-877-343-6507 or Email: insuranceoversight@hhs.gov.

(*) Indicates a required field

Title (Name):

*First Name:

Middle Name:

*Last Name:

Suffix:

*Job Title:

*Organization Name:

*Email Address:

Phone Type:

*Phone: (Format: 123-456-7890)

Phone Ext:

Address Type:

Address Line 1:

Address Line 2:

City:

State:

ZIP code: -

[Reset](#) [Submit](#)

[Accessibility](#) | [Rules of Behavior](#) | [Web Policies](#) | [File Formats and Plug-Ins](#)

U.S. Department of Health & Human Services • 200 Independence Avenue, S.W. • Washington, D.C. 20201

Once approved, users will receive an email with their HIOS account information and an Authorization Code to request access to HIOS in the Enterprise Portal.

Users must log into the Enterprise Portal to request access to HIOS.

Once the users receive the email from HIOS registration along with the Authorization Code, they will be required to follow the same steps as above. The user will enter the Authorization code on the screen as shown below.

Figure 20 - New HIOS User-Enter Authorization Code screen

Portal Help & FAQs [Print](#) [Log Out](#) Welcome Cheryl Carter

CMS.gov Enterprise Portal

My Portal

My Access

Request New Application Access

Select an application and then a role to request access.

Application Description: [View and Manage My Access](#)

Role: [Request New Application Access](#)

Enter validation data

Please enter a valid Authorization Code (i.e. HIOS User ID or Company FEIN) to continue with the role request. If you are an existing HIOS user and do not have access to a valid Authorization Code, please contact the Exchange Operations Support Center.

Phone: 877-343-6507
Email: FEIN@CMS.gov
Hours of Operations: 9am-5pm

If you are a new HIOS user, please select the hyperlink below to register for access to HIOS.

[Request New Application Access](#)

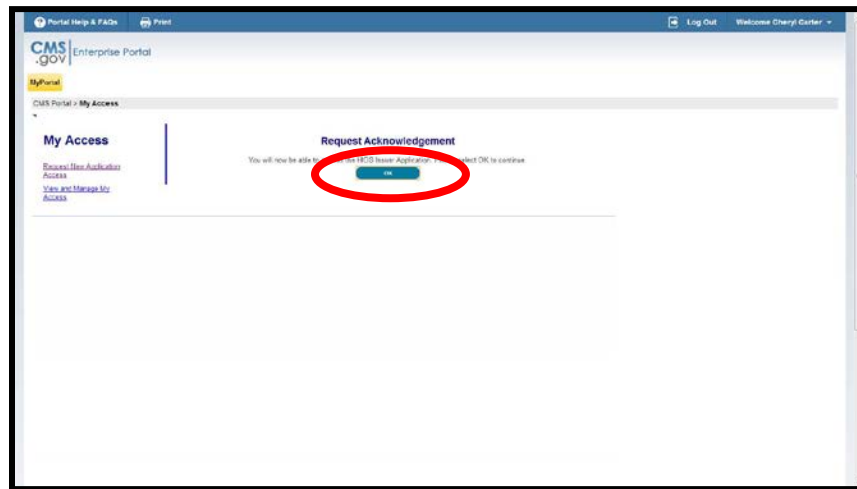
Authorization Code:

[Cancel](#) [Submit](#)

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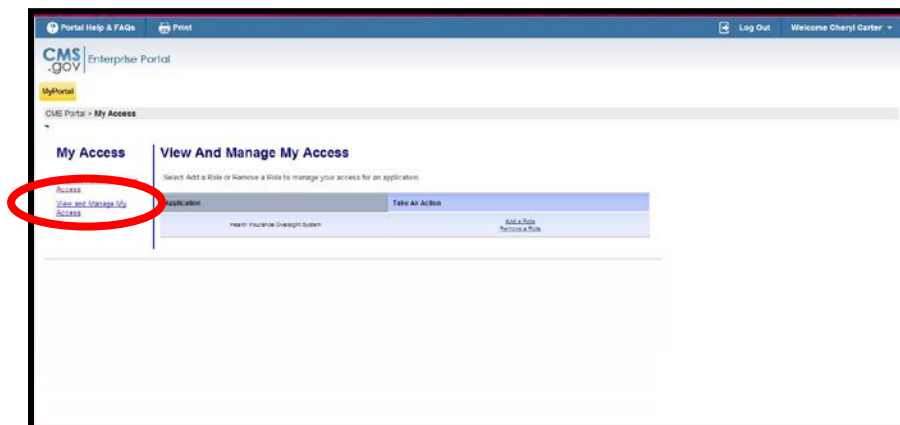
Once the system has acknowledged the request, users will be granted permission to access HIOS.

Figure 21 - Request Acknowledgement Screen



Access to HIOS will now appear under the 'View and Manage My Access' page. The user must log out of the portal for the changes to take effect.

Figure 22 - View and Manage My Access Page



Once users have successfully acquired access to HIOS, users must log out of the portal. Upon logging back into the portal, users will be directed to the My Portal landing page in the CMS Enterprise Portal. From there, users can access the HIOS landing page.

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2.3 Portal Home Page

Upon successful login, the user will arrive on the HIOS Portal Home Page.

Figure 23: HIOS Portal Home Page



New accounts will not have any organizational associations or role permissions. Those requests must be made separately.

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3 Manage an Organization

Manage an Organization module allows the user to verify a company existence in HIOS or create a new company or issuer within HIOS. The organization must be actively registered in HIOS in order for a user to request access to the account or role permissions to the account.

Most of the modules within and controlled by HIOS will require the user to be cross-referenced (or associated to) at least one organization, company, issuer, or state (for state modules only) before a user can even have access to the module. The user will not have the module's access button until the user has an approved role request to an existing or approved new organization.

Figure 24: Manage an Organization button



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3.1 Company

Before creating a new company, the user must perform a Federal EIN Search to ensure the company is not already registered within HIOS. If any of the details of the company are incorrect, please contact the Help Desk to submit corrections.

Figure 25: Manage an Organization- Search FEIN

Manage an Organization

Please enter your company's 9 digit Federal EIN below and select 'Search' to determine if your company currently exists in HIOS. If the FEIN does not return a result, you could create a new company in HIOS. If you see the edit link enabled for an existing company information, you are an authorized user for Editing the company information.



The image shows a web form for searching by Federal EIN. It consists of a text input field followed by a 'Search' button. The entire form is enclosed in a red oval. The text 'Federal EIN:' is positioned to the left of the input field.

Federal EIN:

The user must complete the steps below to register a company.

1. Select 'Manage an Organization' link on the HIOS Portal Home Page.
2. Key in the company's 'Federal EIN'.
3. Select the 'Search' button.

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Figure 26: Manage an Organization page - No company found

Health Insurance Oversight System

Wednesday, October 02, 2013

[HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)

Welcome

Manage an Organization

Please enter your organization's 9 digit Federal EIN /TIN below and select 'Search' to determine if your organization currently exists in HIOS.

If your organization is not located in the United States or its territories, and does not have a Federal Employer Identification Number (FEIN) or U.S. Tax Identification Number (TIN), you will need to contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515 for assistance in registering within HIOS.

If the FEIN does not return a result, you could create a new organization in HIOS. If you see the edit link enabled for an existing organization information, you are an authorized user for Editing the organization information.

Federal EIN/TIN: [Search](#)

Organization

No Organization Found

You may register your organization in HIOS by selecting the 'Create Organization' button below to enter your organization's information.

Is your primary business health insurance coverage?

☒ Yes
☐ No

[Create Organization](#)

4. If the company is found in the search results, the user may proceed to Section 4.2 to set up a new Issuer, if needed.
5. If the company is not found, select Yes or No to the question “Is your primary business health insurance coverage?”
6. Select “Create Organization”.

The two figures below depict the screens that would be displayed based on the Radio button selected in Step 5. The difference in these screens would be the Organization Type field displaying static value of **Insurance** (if selected YES Figure 27) and **Non Insurance** (if selected NO in Figure 28)

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Figure 27: Register New Organization-Insurance

Health Insurance Oversight System

Friday, September 06, 2013

[HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)

Register New Organization

Please fill in the form below with your Company's information.

Note: (*) Indicates a required field.

*Organization Type:	<div>Insurance</div>
*Organization Legal Name:	<input type="text"/>
*Incorporated State:	<input type="text"/> ▼
Federal EIN/TIN:	999367238
NAIC Company Code:	<input type="text"/>
NAIC Group Code:	<input type="text"/>
Group Name:	<input type="text"/>
AM Best Number:	<input type="text"/>
Not For Profit:	<input type="checkbox"/>
Co-Op:	<input type="checkbox"/>

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Figure 28: Register New Organization – Non-Insurance

The screenshot displays the 'Health Insurance Oversight System' portal. At the top, a green banner contains the system name. Below the banner, a navigation bar shows the date 'Friday, September 06, 2013' and four buttons: 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. The main heading is 'Register New Organization', followed by the instruction 'Please fill in the form below with your Company's information.' A note states: 'Note: (*) Indicates a required field.' The form fields are as follows: 'Organization Type' is a dropdown menu with 'Non-Insurance' selected and highlighted by a red box; 'Organization Legal Name' is a text input field; 'Incorporated State' is a dropdown menu; 'Federal EIN/TIN' is a text input field containing '999367238'; 'Domiciliary Address' is a blue hyperlink; 'Address Line 1' is a text input field; 'Address Line 2' is a text input field; 'City' is a text input field; and 'State' is a dropdown menu. Asterisks (*) are placed next to the labels for 'Organization Type', 'Organization Legal Name', 'Incorporated State', 'Address Line 1', 'City', and 'State'.

7. Enter in the details of the company. Be sure to complete required fields, which are marked with an asterisk (*).
8. Select the 'Review/Continue' button.

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Figure 29: Review Company Information

Health Insurance Oversight System

Friday, September 06, 2013

[HOME](#)[FAQ](#)[CONTACT US](#)[SIGN OUT](#)

Review Organization Information

Organization

Organization Type	Organization Legal Name	Incorporated State	Federal EIN/TIN	NAIC Company Code	AM Best Number	Not For Profit	Co-Op	Address Line 1	Address Line 2	City	State	ZIP Code	ZIP Plus 4
Insurance	Mary Poppins	VT	999367238			No	No	12345 ChooC hoo Lane		fairfax	VT	23453	

Company Group

NAIC Group Code	Group Name

[Back](#)[Submit](#)

[Accessibility](#)[Rules of Behavior](#)[Web Policies](#)[File Formats and Plug-Ins](#)

9. Confirm the accuracy of the information provided. Select 'Back' to correct any information or 'Submit' to complete the request.

Health Insurance Oversight System Portal – User Manual

Figure 30: New Company Confirmation

Health Insurance Oversight System

Friday, September 06, 2013

[HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)

Confirmation

Your request to register the Company below has been submitted for approval. Once approved, you shall receive a notification email.

Organization

Company Legal Name	Incorporated State	Federal EIN/TIN	NAIC Company Code	AM Best Number	Not For Profit	Co-op	Address Line 1	Address Line 2	City	State	Zip Code	Zip Plus 4
Mary Poppin s	VT	999367238			No	No	12345 ChooC hoo Lane		fairf ax	VT	23453	

Company Group

NAIC Group Code	Group Name

[Continue](#)

[Accessibility](#) | [Rules of Behavior](#) | [Web Policies](#) | [File Formats and Plug-Ins](#)

10. Select the 'Continue' button to return to the HIOS Portal Home Page.

The requests will be submitted for approval. The requesting user will receive an email once the new company has been approved.

3.2 Editing Company Information

Users with the new Company Administrator role and cross referenced to an organization can edit the company information. All fields except for the Incorporated State field, the NAIC Company Code, Group Code, and Group Name (in certain cases) fields are editable. A company administrator is defined as: A representative of the Company who will be solely responsible for editing of the Company level information. A company can have any number of Company administrators.

Note: A user with a submitter or validator role for an organization cannot be a Company administrator.

When the company administrator accesses HIOS and locates their organization record they will be able to check the company's FEIN validation status. The status is high level and will only indicate whether the FEIN was successfully validated, failed validation, or is pending validation. As mentioned previously, and as indicated in the failure notifications, the company administrator may need to contact the help desk to receive further information on their failure scenario.

Health Insurance Oversight System Portal – User Manual

Here is the high level process flow diagram:

Figure 30a: Updating FEIN/Legal Business name work flow

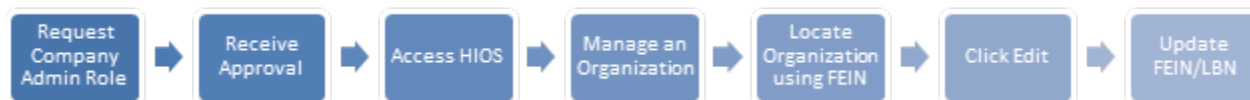


Figure 30b: Edit Link on Manage an Organization Page

Health Insurance Oversight System

Thursday, August 15, 2013

[HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)

Welcome

Manage an Organization

Please enter your company's 9 digit Federal EIN below and select 'Search' to determine if your company currently exists in HIOS. If the FEIN does not return a result, you could create a new company in HIOS. If you see the edit link enabled for an existing company information, you are an authorized user for Editing the company information.

Federal EIN: [Search](#)

Company

Company Legal Name	Incorporated State	Federal EIN	NAIC Company Code	Address Line 1	Address Line 2	City	State	Zip Code	Zip Plus 4	Action
TEST 001	VA	987654321		593 HERN DON PKWY		HER NDO N	VA	2203 0		Edit

Once the user selects the 'Edit' hyperlink, they will be redirected to the page in the screenshot below where they can edit the company's information.

Health Insurance Oversight System Portal – User Manual

Figure 31: Edit Company Fields

Edit Company

Please fill in the form below with your Company's information.

Note: (*) Indicates a required field.

*Company Legal Name:	<input type="text" value="TEST 001"/>	
*Incorporated State:	<input type="text" value="VA"/>	
Federal EIN:	<input type="text" value="987654321"/>	Validation Status: Validation in Process
NAIC Company Code:		
NAIC Group Code:		
Group Name:	<input type="text" value="TEST 001"/>	
AM Best Number:	<input type="text"/>	
Not For Profit:	<input type="checkbox"/>	
Co-Op:	<input type="checkbox"/>	
Domiciliary Address		
*Address Line 1:	<input type="text" value="593 HERNDON PKWY"/>	
Address Line 2:	<input type="text"/>	
*City:	<input type="text" value="HERNDON"/>	
*State:	<input type="text" value="VA"/>	
*ZIP code:	<input type="text" value="22030"/>	
ZIP Plus 4:	<input type="text"/>	

[Accessibility](#) | [Rules of Behavior](#) | [Web Policies](#) | [File Formats and Plug-Ins](#)

Note: The Insurance Company's FEIN and Legal business name will be validated when the editing request has been submitted. Once the FEIN validation has been processed, the Validation status will be displayed on this page.

Updating FEIN/LBN:

1. Request Company Administrator role
2. Access HIOS as Company Administrator
3. Click "Manage an Organization"
4. Enter FEIN/TIN in Search field
5. Click "Search" button
6. Click "Edit" in the Action column
7. Review the Validation Status
8. Edit Company Legal Name (LBN) or Federal EIN/TIN as necessary
9. Click "Review/Continue" button
10. Review updated information
11. Click "Submit" button

3.3 Issuer

Before creating a new issuer within HIOS, an associated company must be registered and approved in the system. The user must perform a Federal EIN Search to ensure the company is

Health Insurance Oversight System Portal – User Manual

already registered within HIOS. If any of the details of the company are incorrect, please contact the Help Desk to submit corrections

Figure 32: Organization Registration

Thursday, September 05, 2013 [HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)
Welcome Katie Lee

Manage an Organization

Please enter your organization's 9 digit Federal EIN /TIN below and select 'Search' to determine if your organization currently exists in HIOS. If the FEIN does not return a result, you could create a new company in HIOS. If you see the edit link enabled for an existing company information, you are an authorized user for Editing the company information.

Federal EIN/TIN: [Search](#)

Organization

Company Legal Name	Incorporated State	Federal EIN/TIN	NAIC Company Code	Address Line 1	Address Line 2	City	State	Zip Code	Zip Plus 4	Action
Snickers	VA	987654321		321 Couch Drives	Flowers	Fairfax	PR	11116	3328	Edit

Issuers

Page size: 10 8 items in 1 page

Issuer Legal Name	Registered State	Federal EIN	NAIC Company Code	NAIC Group Code	Market Coverage	Issuer Marketing Name	Address Line 1	Address Line 2	City	State	Zip Code	Zip Plus 4
TEST 001	AK	987654321			Individual		hdadfhafdhdf	fdasffhjsaf	herndon	NV	20120	2002
TEST 001	MS	987654321			Large Group		dsfsdf		sdfsdf	NE	88888	
TEST 001	LA	987654321			Individual		202 Tech Drive		Testville	LA	23432	
TEST 001	NV	987654321			Small Group		876 Talk Drive		Topoka	KS	44444	
TEST 001	KS	987654321			Both Individual and Small Group		675 Mytown Place		Wonderland	MO	55555	
TEST 001	MN	987654321			Large Group		123 test ave		testing	PA	23312	
TEST 001	NE	987654321			Individual		dsfsdf		sdfsdf	PR	88888	
TEST 001	ME	987654321			Individual		8888 Love Lane		Chicago	WI	88888	

[Back](#) [Add Issuer](#)

To search for an FEIN, complete the following steps:

1. Select 'Manage an Organization' link from the HIOS Portal Home Page.
2. Key in the company's Federal EIN.
3. Select the 'Search' button.
4. If the company is not found, the user must create the company first. See Section 4.1 to set up a new company.
5. If the company is found in the search results, check the existing list of Issuers associated to the company to ensure the issuer does not already exist.
6. If the issuer does not already exist, select the 'Add Issuer' button.

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Figure 33: Register New Issuer page

Health Insurance Oversight System

Thursday, February 21, 2013 [HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#) Welcome Jessica Rabbit

Register New Issuer

Please fill in the form below with your Issuer's information.

Note: (*) Indicates a required field.

Issuer Legal Name: Any Insurance Company
*Registered State:
Federal EIN: 000112222
NAIC Company Code:
NAIC Group Code:
*Market Coverage:
[Domiciliary Address](#)
*Address Line 1:
Address Line 2:
*City:
*State:
*ZIP code:
ZIP Plus 4:
[Back](#) [Save and Add Another Issuer](#)

Below are the Issuers that you have requested to create. To remove an Issuer from the table, you may select the Delete link on that row.

Issuer Legal Name	Registered State	Federal EIN	NAIC Company Code	NAIC Group Code	Market Coverage	Address Line 1	Address Line 2	City	State	ZIP Code	ZIP Plus 4	Actions
Any Insurance Company	VA	000112222			Both	123 Main Street		Anytown	MD	2120	0	Delete

[Submit](#)

[Accessibility](#) | [Rules of Behavior](#) | [Web Policies](#) | [File Formats and Plug-ins](#)
U.S. Department of Health & Human Services • 200 Independence Avenue, S.W. • Washington, D.C. 20201

7. Complete the fields and confirm you have selected the Registered State of the new issuer. All required fields are marked with an asterisk (*).
8. When complete, select the 'Save and Add Another Issuer' button.
9. When all new issuer requests are completed, confirm the accuracy of the issuer details in the summary table at the bottom of the page, and then select the 'Submit' button.

The requests will be submitted for approval. The requesting user will receive an email once the new issuer has been approved.

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4 Role Request

All modular access and role requests are to be completed in the Role Request functionality. The user will be able to submit module access permission request and cross-reference request to registered companies, issuers, and state (for state users only) all under the Role Management tab. Users will also be able to view their existing roles and access status.

Figure 34: Role Request

The screenshot shows the 'Health Insurance Oversight System' portal. At the top, there's a green header with the system name. Below it, a navigation bar includes the date 'Wednesday, August 14, 2013' and buttons for 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. A 'Welcome' message is on the right. The main content area has two tabs: 'View Existing Role' and 'Request Role'. The 'Request Role' tab is active, showing a section titled 'Request Role'. Below the title, there's a text prompt: 'Please select a Module from the drop-down list below and follow the prompts to submit a role request. For a description of each module, select [Module Descriptions](#)'. A 'Module:' label is followed by a dropdown menu currently showing '--Select Module--'.

Requesting Company Administrator Role for HIOS Portal:

1. Select “HIOS Portal” from Module drop down.
2. Select “Company Administrator” from the Requested Role drop down.
3. Click “Continue” button.
4. Company Association section appears.
5. Federal EIN Text box is displayed- Enter 9 digit FEIN number.
6. Click “Search” button.
7. Search Result displayed- Company Name associated with FEIN.
8. Click “Review Continue” button.
9. Confirmation screen displayed.
10. Click “ Submit” button.
11. Confirmation text ‘Your role request has been submitted for Approval. Once approved you shall receive an email notification.’

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4.1 Module Description Chart

Before requesting a role or access to a module, it is important to review the Module Description chart to ensure the user only requests access to the modules needed. Select the *Module Description* link to view the chart.

Figure 35: Module Description chart

Acronym	Module Name	Module Purpose	Role Functionality
HIOS- PF	Plan Finder Product Data Collection	Plan Finder collects State, Issuer, and Product information regarding the private health insurance industry. For State users, Plan Finder collects data regarding the insurance companies within that state and the products sold to individual and small group markets to compare to the data filings of those issuers. Issuer Submission users can download a pre-populated template, update product information, then upload the file on the "Upload Finalized Data Template" tab.	<p>State Users: The state representative can view all the issuer organizations assigned to that state.</p> <p>Issuer Users:</p> <p>Submitter user is a representative of an organization who can submit and view issuer data.</p> <p><i>Primary Submitter contact:</i> The primary submitter is the primary contact for the submission issues.</p> <p><i>Backup Submitter contact:</i> The backup submitter is the backup contact for the submission issues.</p> <p>Validator user is a representative of an organization who can validate the data submitted by the issuer.</p> <p><i>Primary Validation contact:</i> The primary Validator is the primary contact for validation issues.</p> <p><i>Backup Validation contact:</i> The backup Validator is the backup contact for the validation issues.</p> <p>Attestation User: An official within an organization usually CEO or CFO who attests the data submitted.</p> <p>Administrator User: An official within CCHIO who can access and view all issuer submitted data and state data.</p>
HIOS-CAP	Consumer Assistance Program	The Consumer Assistance Program (CAP) is used by states and its case workers to provide beneficiaries and consumers insurance related guidance and assistance. Provide state users with the capability to collect, manage and submit information about the various	<p>Install CAP System (Installer) has the ability – System setup for user authorized ability</p> <p>Data Collection Upload Process (Submitter) – Reported Data</p>

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4.2 View Existing Roles

The user can view their existing roles and access permissions on the View Existing Roles tab as displayed below in Figure 36.

Figure 36: View Existing Roles

Health Insurance Oversight System

Wednesday, August 14, 2013

[HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)

Welcome

View Existing Role **Request Role**

View Existing Roles

Username:

HIOS Plan Finder Product Data Collection (PF)

Role	Association Type	Association	User Type	User Sub-Type
Issuer	Issuer	10(Insurance Company - IN	Small Group Market Submitter	Primary Contact
Issuer	Issuer	10596 - Fairfax Health Insurance Co - VA	Individual Market Submitter	Primary Contact

HIOS Portal

Role	Association Type	Association
Company Administrator	Company	Any Insurance Company
Company Administrator	Company	TEST 001
HIOS Organization Approver		
HIOS User Request		

To view existing roles, complete the following steps:

1. From the HIOS Portal Home Page, select the 'Role Request' button.
2. Select the 'View Existing Roles' tab.

4.3 Requesting a Role

To request an additional role or module access, a role request must be submitted. Be sure to review the Module Descriptions chart to ensure the user requests the correct module and role within the module.

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Figure 37: Request a Role

The screenshot shows the 'Request Role' page of the Health Insurance Oversight System Portal. The page has a green header with the system name. Below the header is a navigation bar with links for HOME, FAQ, CONTACT US, and SIGN OUT. A date indicator shows 'Friday, February 22, 2013'. A user greeting 'Welcome Jessica Rabbit' is visible. The main content area has two tabs: 'View Existing Roles' and 'Request Role', with the latter being selected. The 'Request Role' section includes instructions to select a module and follow prompts. It features four dropdown menus: 'Module' (set to 'Rate & Benefits Information System (RBIS)'), 'Requested Role' (set to 'Issuer'), 'User Type' (set to 'Small Group Market Submitter'), and 'User Sub-Type' (set to 'Backup Contact'). Below these is the 'Issuer Association' section, which prompts the user to enter the HIOS Issuer ID. The 'Issuer ID' field contains '85511', and a 'Search' button is next to it. The search result is displayed as '85511 - ACME Insurance Company - DC'. At the bottom of the form is a 'Review/Continue' button. The footer contains links for Accessibility, Rules of Behavior, Web Policies, and File Formats and Plug-Ins, along with the address: U.S. Department of Health & Human Services • 200 Independence Avenue, S.W. • Washington, D.C. 20201.

To request a role, complete the following steps:

1. From the HIOS Portal Home Page, select the 'Role Request' button.
2. Select the 'Request Role' tab.
3. Select the Module needed.
4. Select the Requested Role. The system will only display the specific roles that apply to the module selected.
5. If applicable for the module selected, select the User Type from the drop down menu.
6. If applicable for the module selected, selected the User Sub-Type from the drop down menu.
7. If the module requires a cross-reference to a company, issuer, or state, enter the information and select Search. If a Search Result is not displayed, the user must register the organization first or verify that the issuer or state reference provided is accurate.
8. Select the 'Review/Continue' button.

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Figure 38: Request Role Confirmation page

The screenshot shows the 'Request Role' page of the Health Insurance Oversight System. The page has a green header with the system name. Below the header, there is a navigation bar with links for HOME, FAQ, CONTACT US, and SIGN OUT. The date 'Friday, February 22, 2013' is displayed on the left. A welcome message 'Welcome Jessica Rabbit' is on the right. The main content area has two tabs: 'View Existing Roles' and 'Request Role', with the latter being selected. Below the tabs, the 'Request Role' section contains a paragraph of instructions and a list of selected options: Module (Rate & Benefits Information System (RBIS)), Requested Role (Issuer), User Type (Small Group Market Submitter), User Sub-Type (Backup Contact), and Selected Issuer (85511 - ACME Insurance Company - DC). At the bottom, there are 'Back' and 'Submit' buttons.

Health Insurance Oversight System

Friday, February 22, 2013

[HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)

Welcome Jessica Rabbit

[View Existing Roles](#) **Request Role**

Request Role

Please review your selections below, and select 'Submit' to submit the new role request for approval, or select 'Back' to make changes.

Module: **Rate & Benefits Information System (RBIS)**

Requested Role: **Issuer**

User Type: **Small Group Market Submitter**

User Sub-Type: **Backup Contact**

Selected Issuer: **85511 - ACME Insurance Company - DC**

[Back](#)

[Submit](#)

9. Select the 'Submit' button. The 'Back' button is also an option if the user needs to make changes to prior to this page.

Health Insurance Oversight System Portal – User Manual

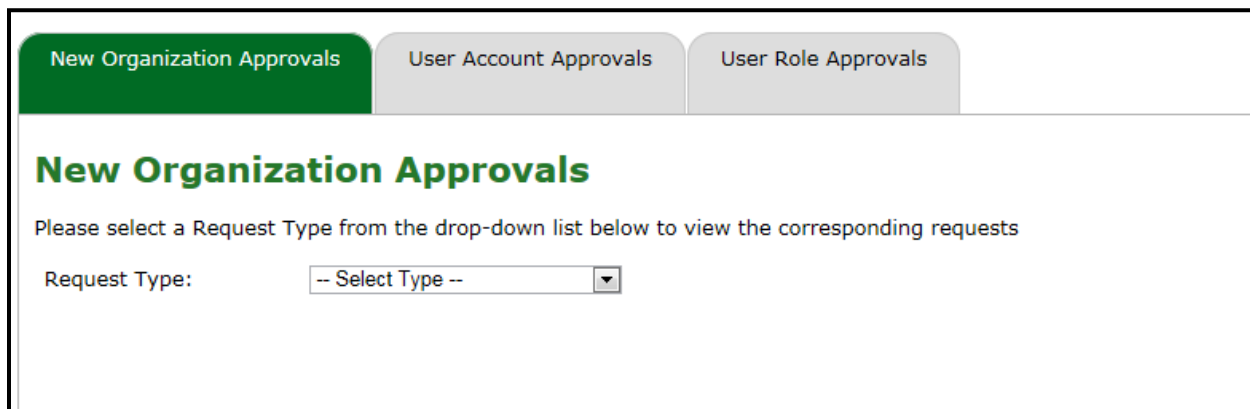
5 Approvals

Based on the user role's access, users will be able to approve new organizations, user accounts and user approvals on the web.

Figure 39: Approvals Button on HIOS Home Page



Figure 40: Approvals Tabs



Health Insurance Oversight System Portal – User Manual

An 'Approve' and 'Deny' link will be available for users with an approver role.

Figure 41: Approve and Deny Hyperlinks

The screenshot displays the 'Health Insurance Oversight System' portal. At the top, there's a header with the system name and a navigation bar with links like HOME, FAQ, CONTACT US, and SIGN OUT. Below this, a 'Welcome' message is visible. The main content area is titled 'User Account Request Approvals' and includes a dropdown menu for 'Request Status' set to 'Pending Approval'. A table lists three requests, each with columns for Requested Date, Requestor Name, Email Name, Organization, Job Title, Phone Number, Address, and two action links: 'Approve' and 'Deny'. The 'Approve' link for the first request (Joe Blow) is circled in red.

Requested Date	Requestor Name	Email Name	Organization	Job Title	Phone Number	Address	Approve	Deny
2013-08-05 17:44:17.43	Joe Blow	jedjeren@cgifederal.com	CGI	Consultant	1234567890	Road Belton, TX 78888	Approve	Deny
2013-06-03 17:04:36.917	Raja Ramkumar	sanala@qssinc.com	Test	Specialist	6661232345	123 Test Ave Columbia, MD 34567	Approve	Deny
2013-05-28 10:53:28.77	Jolly Rodger	tacalderwood@gmail.com	Black Beards Crew	Pirate	1234567890		Approve	Deny

When the user selects *Approve*, a confirmation will appear.

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Figure 42: Approval Confirmation

Health Insurance Oversight System

Thursday, August 15, 2013

[HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)

Welcome

New Organization Approvals **User Account Approvals** User Role Approvals

User Account Request Approvals

Confirm
The Account with email address jedjeren@cgifederal.com was successfully Approved.

Please select a Request Status test from the drop-down list below to view the corresponding requests

Request Status:

Please select either the 'Approve' or 'Deny' link in the table below to approve or deny the request in that row

Page size: 10 6 items in 1 page

Requested Date	Requestor Name	Email Name	Organization	Job Title	Phone Number	Address	Approve	Deny
2013-06-03 17:04:36.917	Raja Ramkumar	sanala@qssinc.com	Test	Specialist	6661232345	123 Test Ave Columbia, MD 34567	Approve	Deny
2013-05-28 10:53:28.77	Jolly Rodger	tacalderwood@gmail.com	Black Beards Crew	Pirate	1234567890		Approve	Deny

Users can also view all Approved, Denied, and Pending Approval requests under each tab.

Health Insurance Oversight System Portal – User Manual

Figure 43: View Approved Requests on User Role Requests Page

Health Insurance Oversight System

Thursday, August 15, 2013 [HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)

Welcome :

New Organization Approvals User Account Approvals **User Role Approvals**

User Role Request Approvals

Please select a Module from the drop-down list below to view the corresponding requests

Module:

Request Status: (Dropdown menu: Approved, Pending Approval, Denied)

16 items in 2 pages

Username	Job Title	Requested Date	Module	Role	Association Type	Association	User Type	User Sub-Type
tara.thayer@cgifederal.com	Certified Software Test Engineer	2013-08-15 10:07:04.92	HIOS Portal	Company Administrator	Company	Sang Test Co2		
tara.thayer@cgifederal.com	Certified Software Test Engineer	2013-08-15 10:02:27.837	HIOS Portal	Company Administrator	Company	Test Company Closed Block		
tara.thayer@cgifederal.com	Certified Software Test Engineer	2013-08-14 18:35:41.037	HIOS Portal	Company Administrator	Company	testing4		

Figure 44: View Pending Approval Requests on New Organization Approvals Page

Health Insurance Oversight System

Thursday, August 15, 2013 [HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)

Welcome :

New Organization Approvals User Account Approvals User Role Approvals

New Organization Approvals

Please select a Request Type from the drop-down list below to view the corresponding requests

Request Type:

Request Status:

Please select either the 'Approve' or 'Deny' link in the table below to approve or deny the request in that row

Page size: 10

Requestor Username	Requested Dates	Company Name	Federal EIN	Incorporated State	Not for Profit	Co-Op	NAIC Company Code	Address	Group Name
jonathan.edjeren@cgifederal.com	08-14-2013 4:17:10 PM	CDD	434343434	TX	Yes	Yes	90080	LINE 1 LINE 2Houston, TX 77777-4444	NAME
sana.ahmed@cgifederal.com	08-14-2013	Any	444333222	KS	No	Yes	44444	123 Main St Anytown, NV	

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6 Troubleshooting and FAQ

6.1 FAQ's

Question 1: I forgot my password. What do I do?

Answer: Select the 'Forgot Password link on the CMS Enterprise Portal.'

Question 2: I do not see the module access button for the application I would like access. What do I do?

Answer: Refer user to User Role Request.

Question 3: I received an error stating that I am locked out of my account. What should I do?

Answer: Contact the Exchange Operations Support Center (XOSC).

Question 4: I do not see the specific issuer or company information I am looking for within a specific module. What should I do?

Answer: Refer to User Role Request instructions.

6.2 Support

CMS Help Desk

For additional assistance, please call the Exchange Operations Support Center (XOSC) at 1-855-CMS-1515 or email them at CMS_FEPS@CMS.HHS.gov.