Health Insurance Oversight System

Portal User Manual

Version 25.00.00

December 2017

Table of Contents

Table of Figures

Table of Tables

Portal User Manual Change History

December 2017 Revisions

- The Manage Organizations functionality has been updated to reflect the redesign look and feel. Users can now access the My Organizations, Create an Organization, Add an Issuer, and Data Change Request functionality from the Manage Organizations landing page.
- The My Organizations page was created for users with a company, organization, or issuer administrator role. Users can manage their organizations from this page.
- The Create an Organization and Add an Issuer process has been updated as a stepper and reflects the redesign look and feel.

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. The Health Insurance Oversight System (HIOS) is a federal system of record and provides a centralized, multi-user interface for insurance issuers and state/territory regulators to submit, and CCIIO to store information on individual and small group major medical insurance. Information submitted to HIOS is transferred in accordance with CCIIO regulations to provide data updates to Healthcare.gov. The Healthcare.gov website displays this information to provide assistance to consumers in locating health insurance coverage available in the market.

1.1 Pre-requisites and Information for HIOS System Access

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)

Prior to accessing HIOS, users will need to obtain their Enterprise Identity Management System (EIDM) credentials. The credentials are obtained by completing registration through the EIDM secure authentication process. Once registered, these credentials will be used to access CMS Enterprise Portal.

CMS Enterprise Portal is used for accessing CMS systems. HIOS is one of the systems that can be accessed through the CMS Portal using EIDM authentication and authorization. Only users who are authenticated with the EIDM procedures will be allowed to access the HIOS system.

Enterprise Identity Management System (EIDM) provides authentication and authorization capabilities and is tightly integrated with the CMS Enterprise Portal. Users must 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.

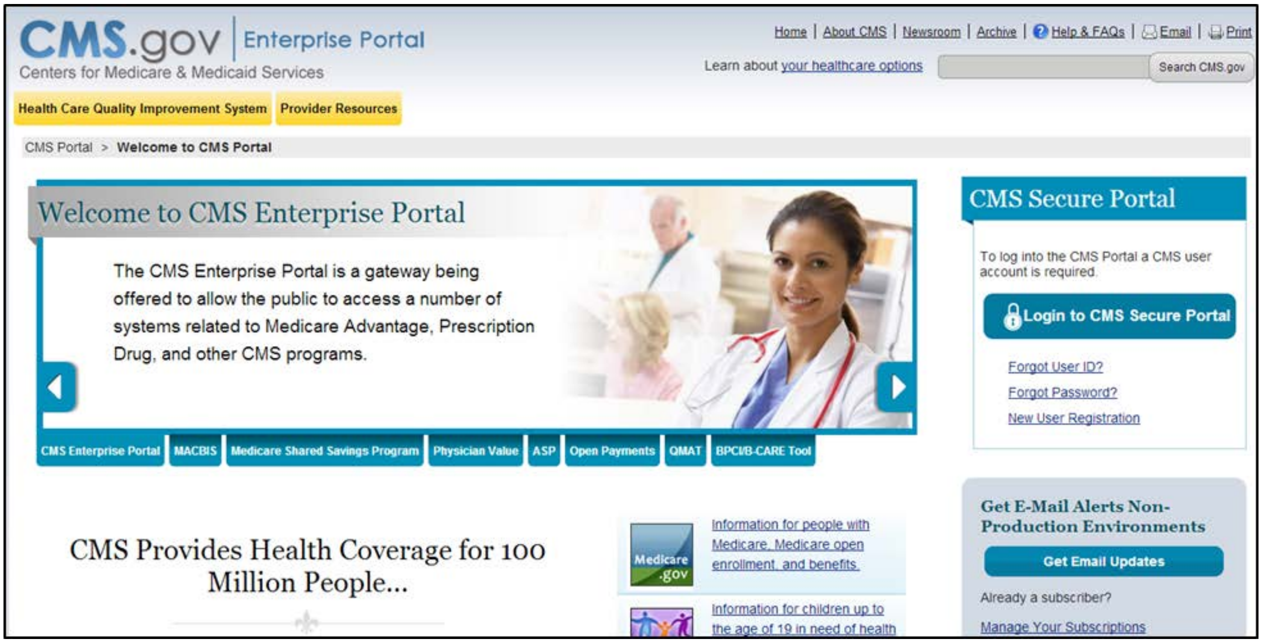
2 HIOS System Access

All EIDM authorized and authenticated users will be able to access the HIOS system by navigating to the CMS Enterprise Portal using the secure URL: https://portal.cms.gov/. Users will be required to enter their credentials obtained by registering through the EIDM system to access HIOS.

This manual provides steps and instructions on how new and existing users can get access to HIOS and use its different functionalities.

Figure 1 displays the CMS Enterprise Portal Home page.

Figure 1: CMS Enterprise Portal Main Screen



2.1 New User Registration

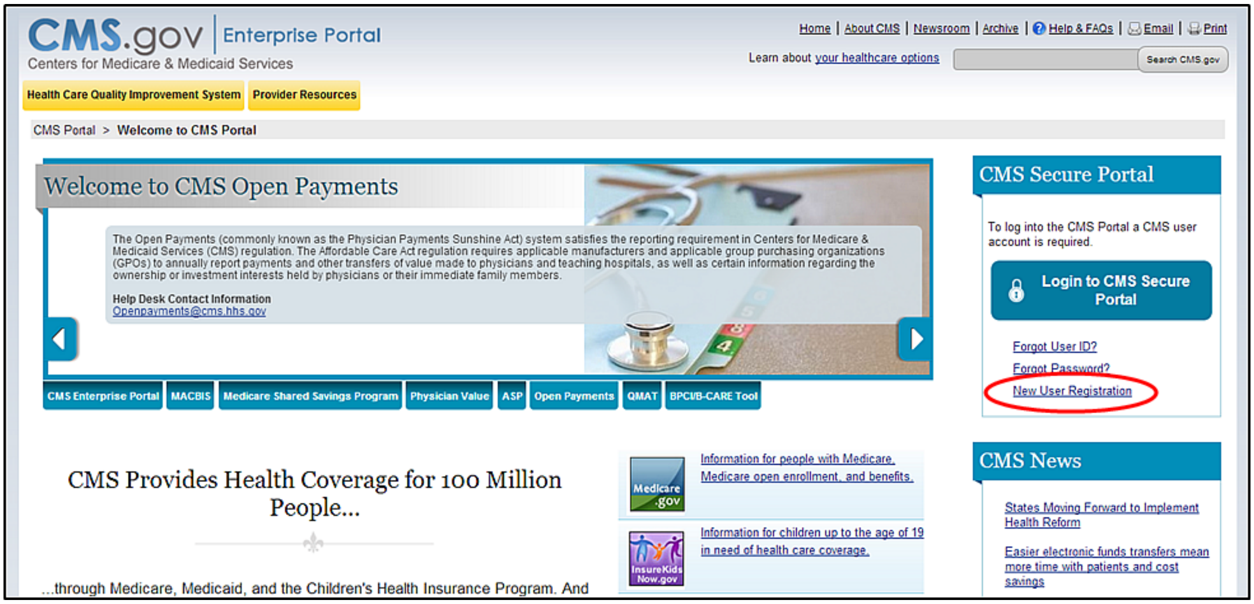
New users must complete the following steps to access HIOS.

1. Register for an EIDM account.
2. Request access to HIOS through the CMS Enterprise Portal.

To register for an EIDM account, new users will need to navigate to the CMS Enterprise Portal at http://www.portal.cms.gov to start the registration process. This registration process will require some personally identifiable information (PII) such as (Social Security number, Date of Birth, Home Address, Full name, Phone number, etc.).

Figure 2 displays the 'New User Registration' link on the CMS Enterprise Portal main screen:

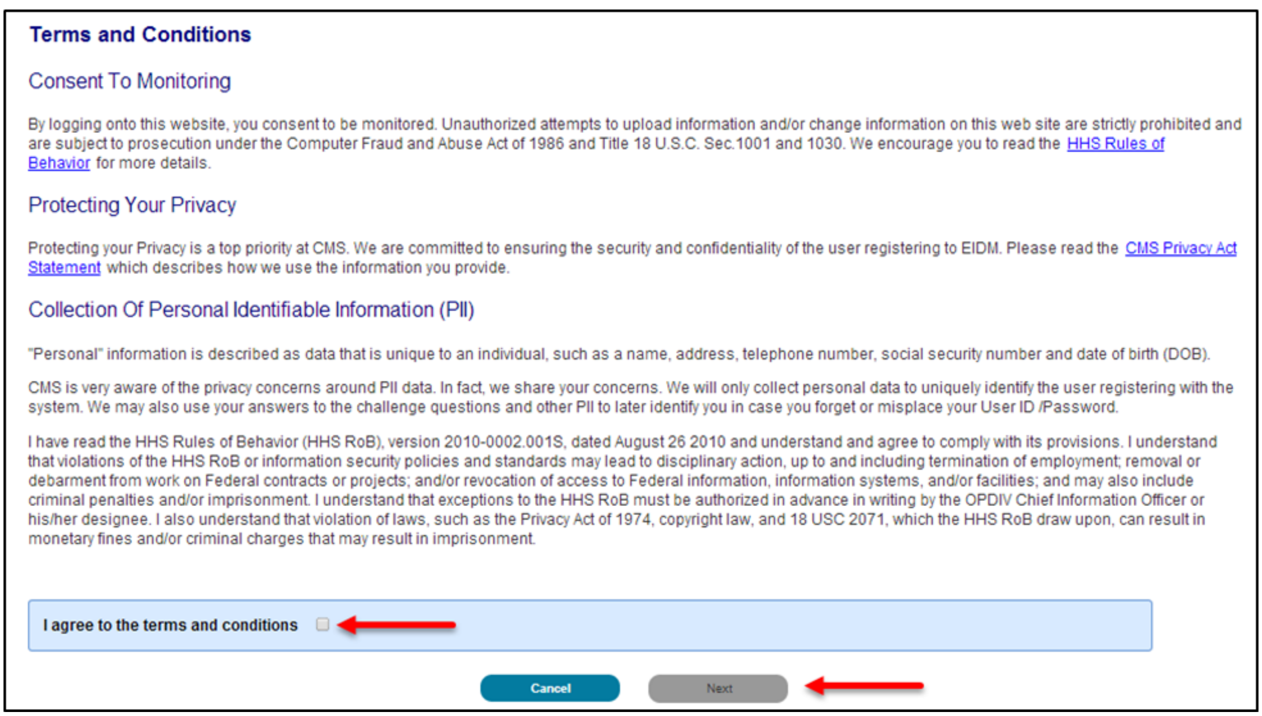
Figure 2: CMS Enterprise Portal



In order to register as a new user, all users must agree to the terms and conditions by selecting the 'I agree to the terms and conditions' checkbox. Once that checkbox is selected, the Next button will be made available.

Figure 3 displays the EIDM ID Proofing Screen:

Figure 3: EIDM ID Proofing Screen



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 data to uniquely identify the user registering with the system. 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 26 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.

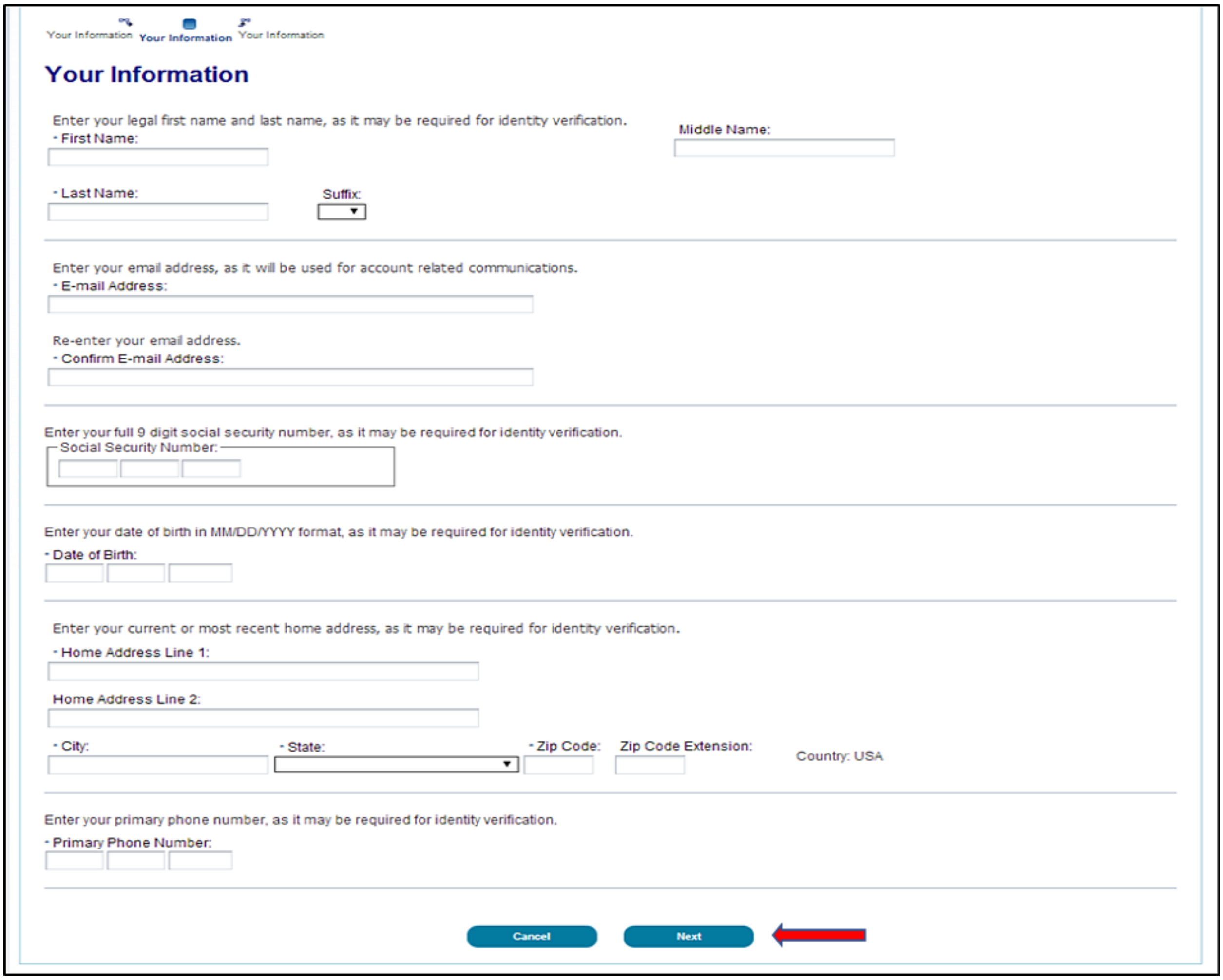
I agree to the terms and conditions

Cancel Next

Users will then be navigated to an Additional Questions page, where they must enter 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 4 displays the Additional Questions page:

Figure 4: Additional Questions Page

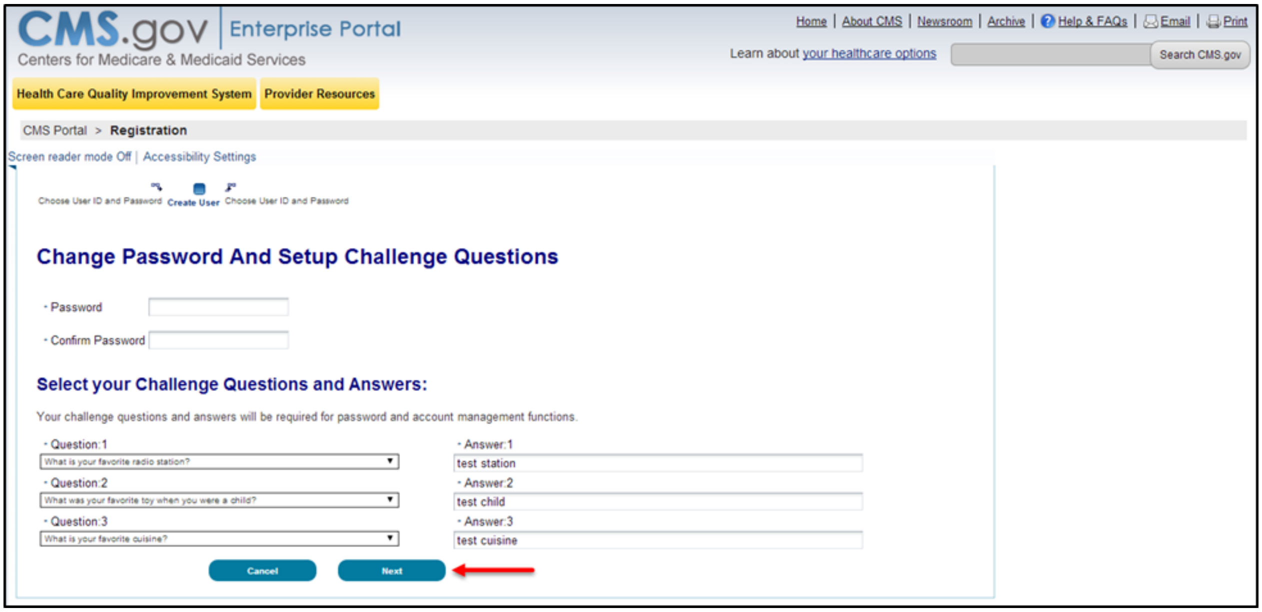


Based on the information provided, the users will be required to answer four questions for identity verification. User information is submitted to Experian and unique questions and answers are provided to each user for ID Proofing.

Users must then set their password and set up challenge questions and answers as shown below.

Figure 5 displays one of the Identity Verifications screen:

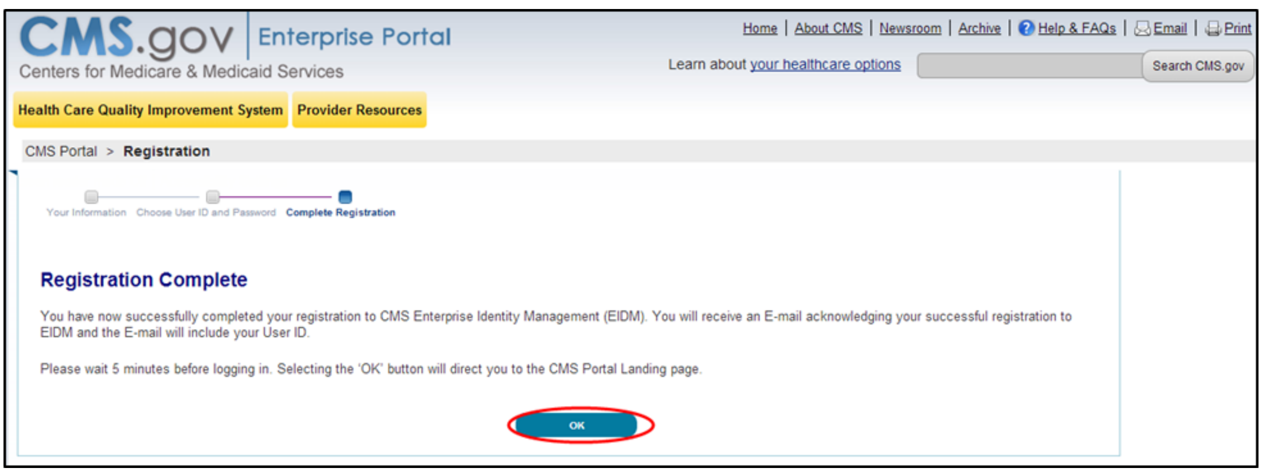
Figure 5: Identity Verification Screen - 2



After completing the registration process, users will receive the below confirmation message. Users will also receive an email acknowledging successful registration and the email will include the EIDM user ID.

Figure 6 displays the registration confirmation screen:

Figure 6: Confirmation Screen



Once users receive the acknowledgement email that contains their User ID, they will need to request access to the HIOS System by signing into CMS Enterprise Portal.

Figure 7 displays the CMS Enterprise Portal login screen:

Figure 7: CMS Enterprise Portal - Login

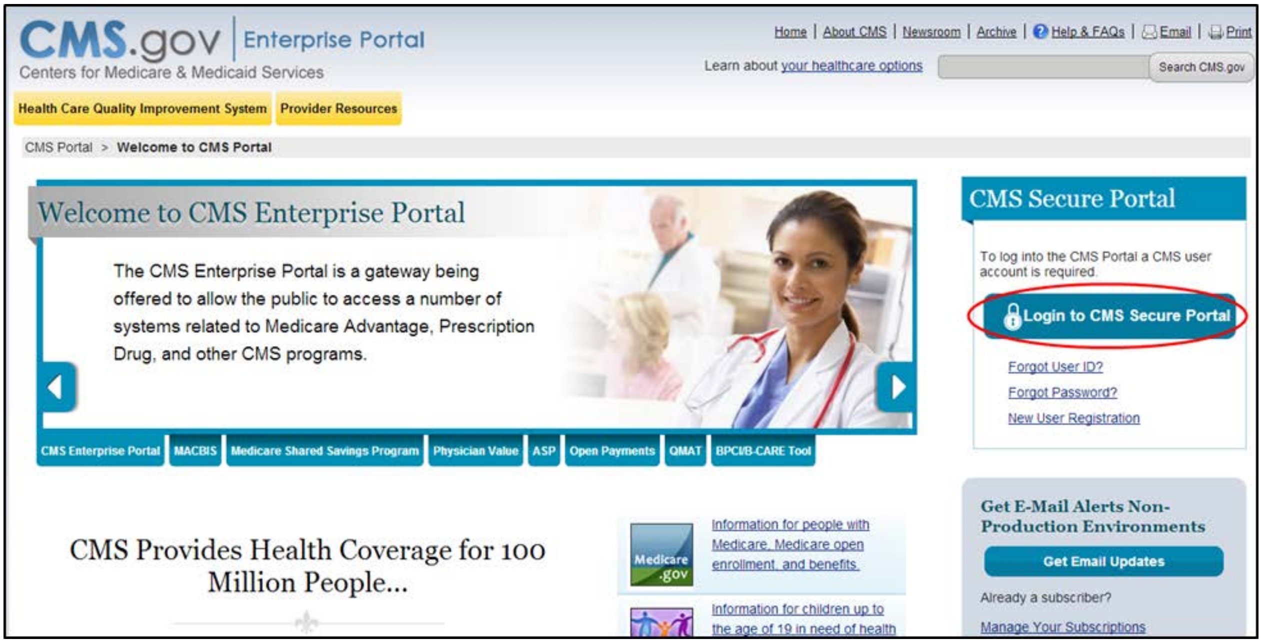
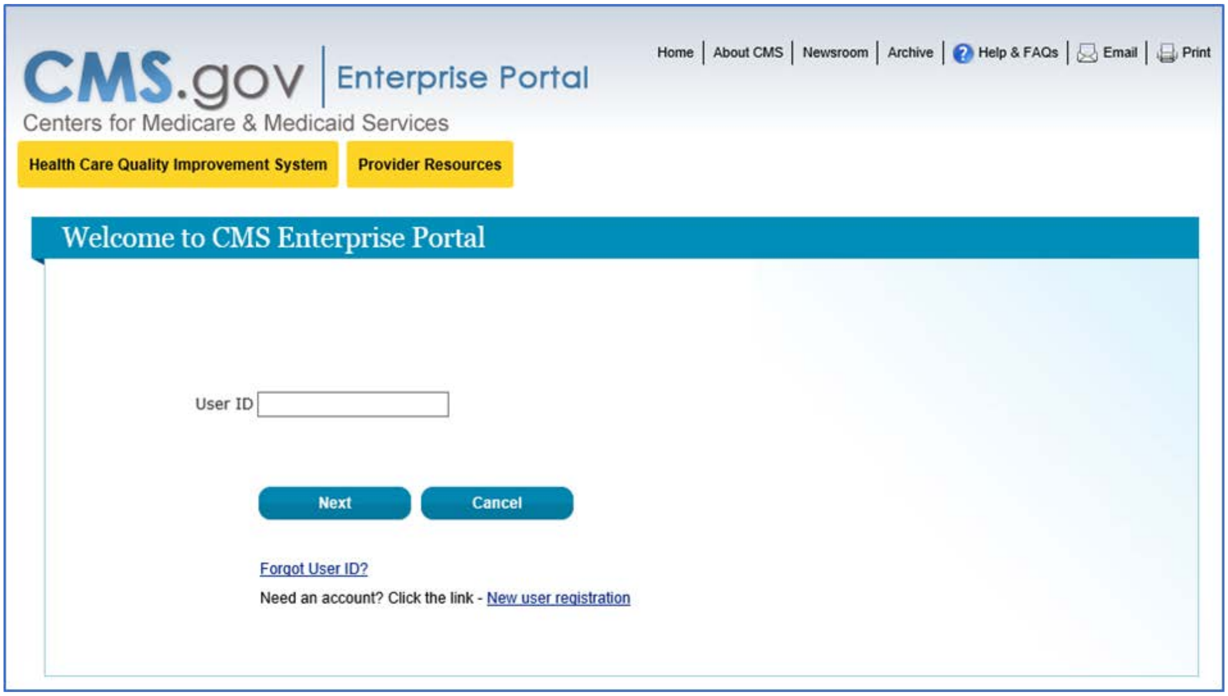


Figure 8 displays the Terms and Conditions page through CMS Portal:

Figure 8: Terms and Conditions Page - CMS Portal

Enter your User ID and select the ‘Next’ button in Figure 9.

Figure 9: CMS Enterprise Portal – Enter User ID



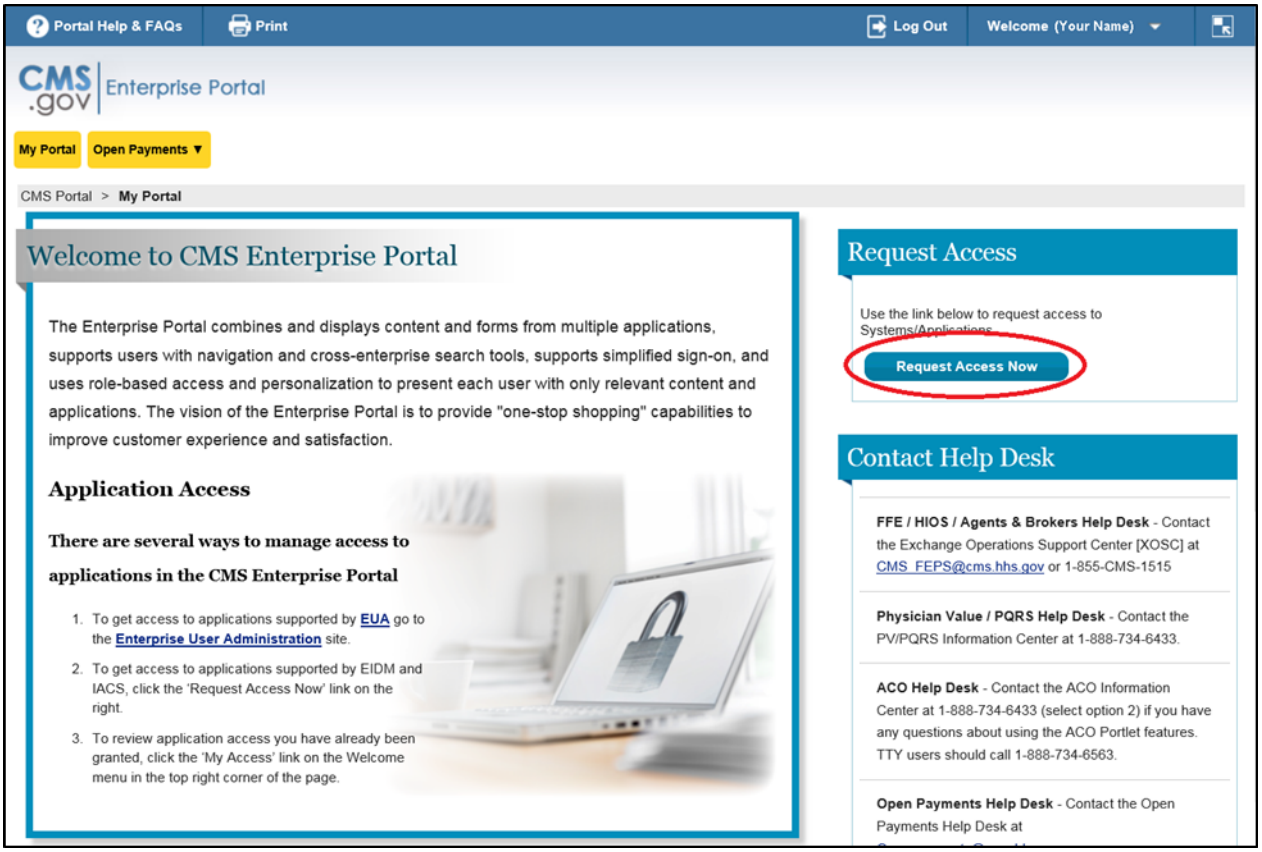
Enter your Password and select the 'Log In' button in Figure 10:

Figure 10: CMS Enterprise Portal – Enter Password

Once the Terms and Conditions have been accepted, the users will need to log in by entering their EIDM credentials. The users would then select 'Request Access Now' as shown in the image below.

Figure 11 displays the 'Request Access Now' link through the CMS Portal:

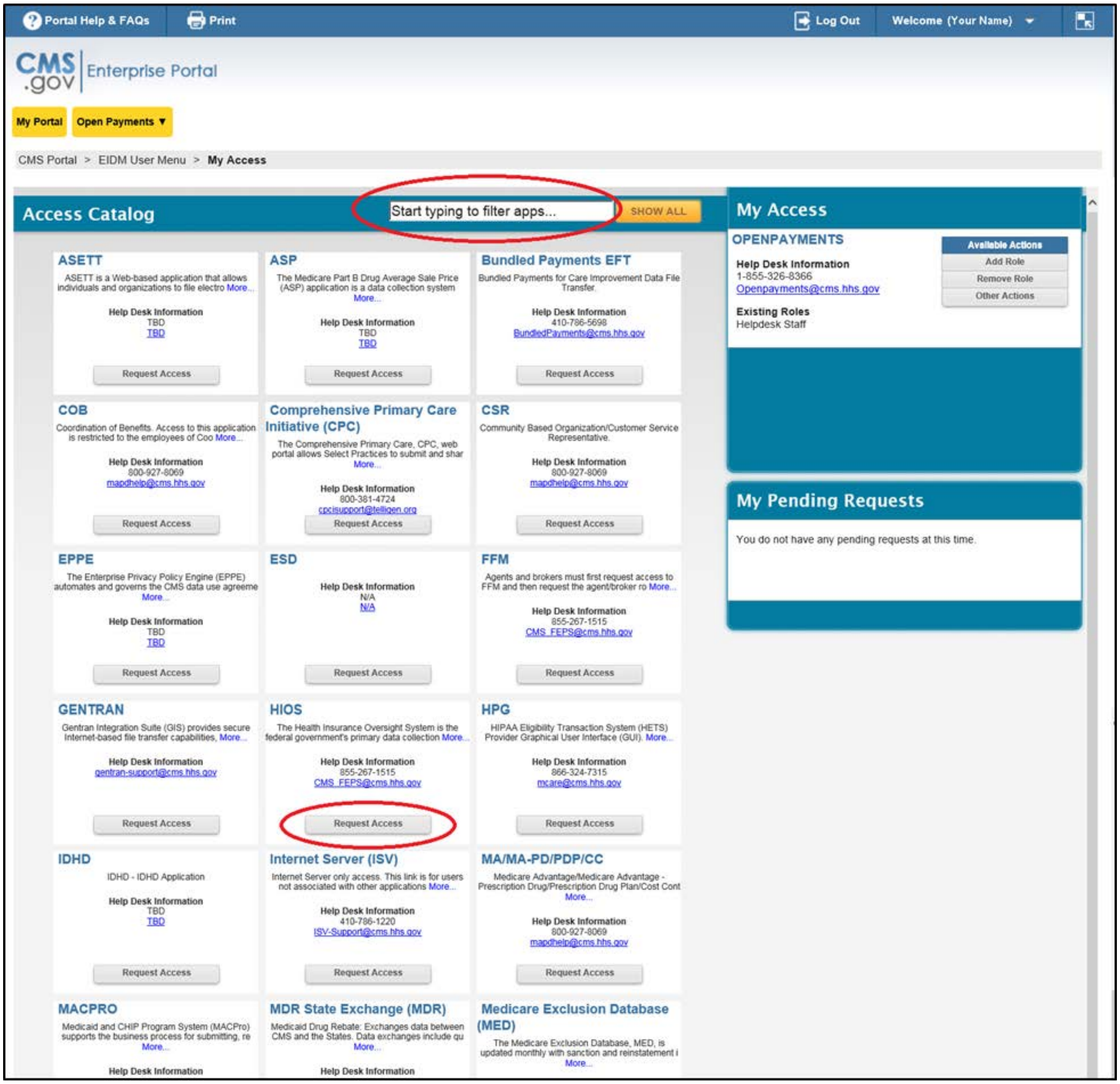
Figure 11: CMS Enterprise Portal Page



From the Access Catalog page, users will select the ‘Request Access’ link by scrolling down to the HIOS application, or filtering the list by entering ‘HIOS’ in the filter box, as shown below.

Figure 12 below displays the ‘Request Access’ Link:

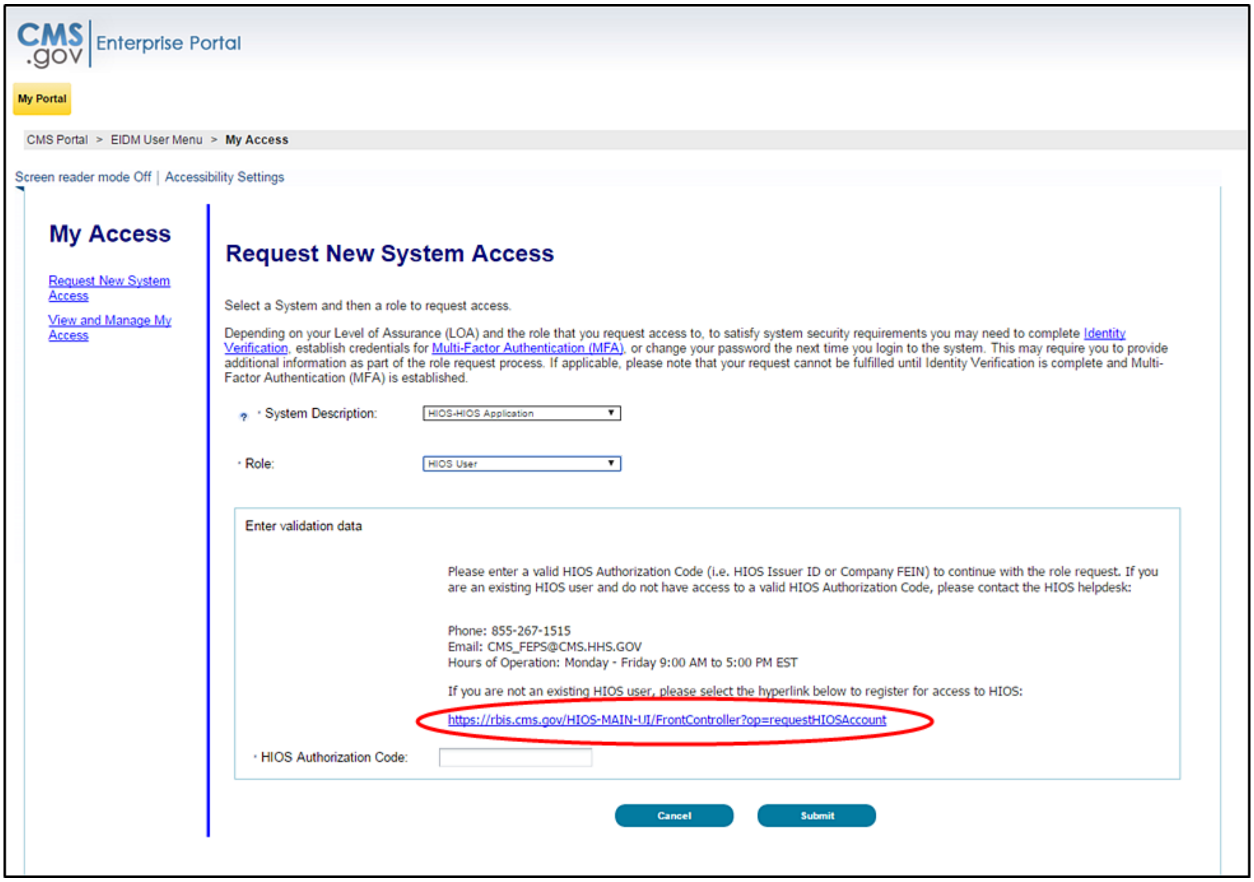
Figure 12: Request Access Link



Users will select 'HIOS User' from the Role Dropdown. New users will need to register in HIOS by selecting the link circled below. The HIOS Registration page will open.

Figure 13 displays the Request New System Access page:

Figure 13: Request New System Access- HIOS



Users will need to complete the HIOS registration form and submit for approval. Please note that the HIOS registration form accepts user requests from within and outside the US.

Figure 14 and Figure 15 displays the HIOS Registration forms for both US and Non-US users, respectively:

Figure 14: HIOS Registration Form – US Address

Health Insurance Oversight System

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 Exchange Operations Support Center (XOSC) at Phone: 1-855-267-1515 or **Email:** CMS_FEPS@cms.hhs.gov.

(*) Indicates a required field

To initialize the request for a HIOS user account, please select if the base address for the requesting user is located in the United States by selecting "US User" or "Non-US User".

Title (Name):	
*First Name:	
Middle Name:	
*Last Name:	
Suffix:	
*Job Title:	
*Organization Name:	
*Email Address:	
Organization Address:	US Address

US based Address Information

Address Type:	
Address Line 1:	
Address Line 2:	
*City:	
*State:	
ZIP code:	-
*Phone (Format: 123-456-7890):	
Phone Ext:	

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

Figure 15: HIOS Registration Form – Non-US Address


Health Insurance Oversight System

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 Exchange Operations Support Center (XOSC) at Phone: 1-855-267-1515 or **Email:** CMS_FEPS@cms.hhs.gov.

(*) Indicates a required field

To initialize the request for a HIOS user account, please select if the base address for the requesting user is located in the United States by selecting "US User" or "Non-US User".

Title (Name):	
***First Name:**	
Middle Name:	
***Last Name:**	
Suffix:	
***Job Title:**	
***Organization Name:**	
***Email Address:**	
Organization Address:	Non-US Address
Non-US based Address Information	
Address Type:	
Address Line 1:	
Address Line 2:	
***City:**	
***Province, Region or State:**	
***Country:**	
ZIP code or Postal PIN Code:	
***Telephone Number:**	
Phone Ext:	

Reset Submit

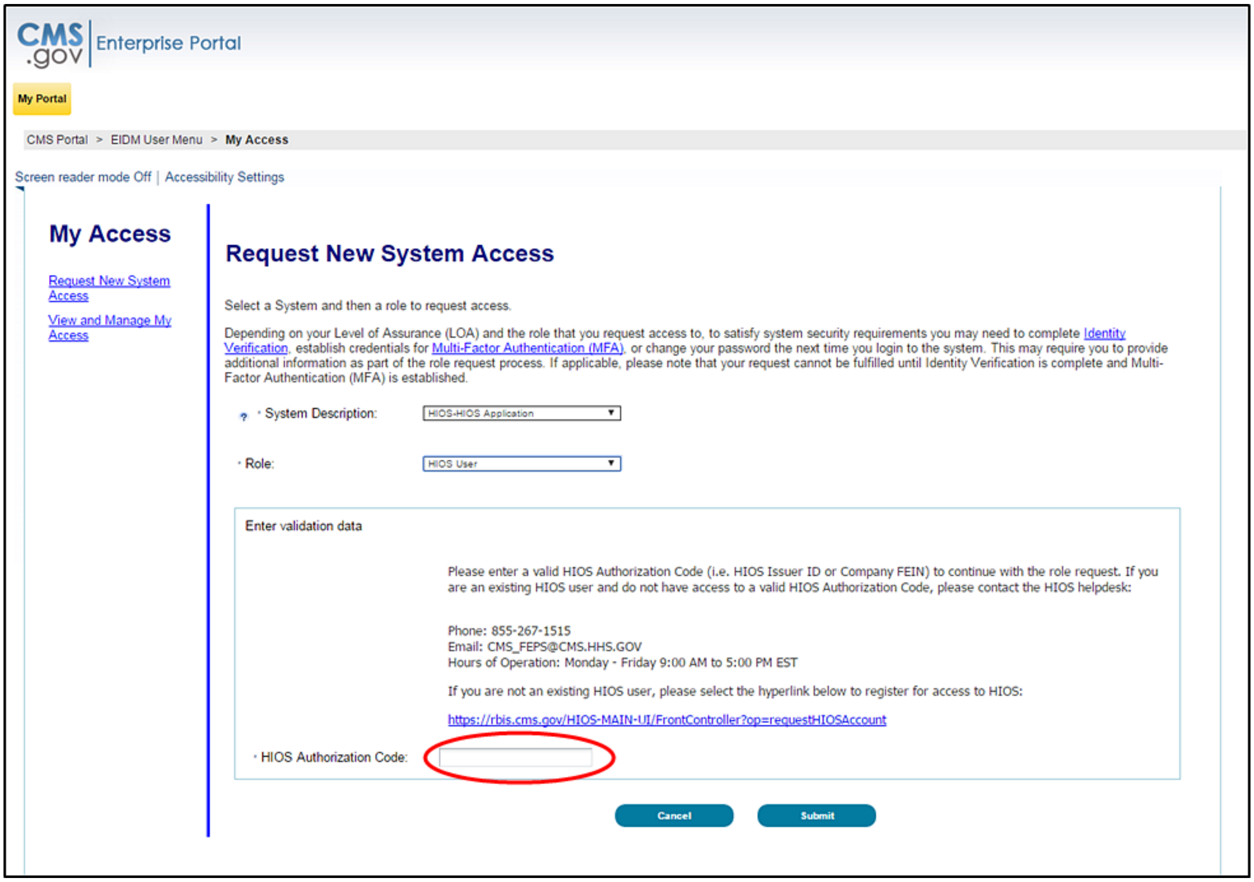
Accessibility | Rules of Behavior | Web Policies | File Formats and Plug-Ins

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

Once approved, authenticated users will receive an email with their HIOS credentials, account information and an authorization code to request access to HIOS in the Enterprise Portal.

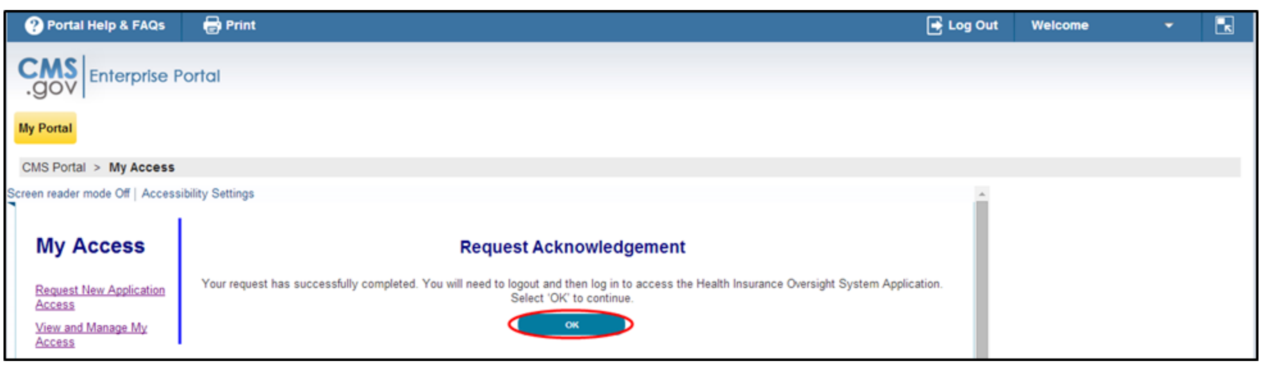
Once the users receive the email from HIOS registration along with the authorization code, they are required to enter the authorization code in the 'HIOS Authorization Code' field on the Request New Application Access page as illustrated in Figure 16.

Figure 16: New HIOS User - Enter Authorization Code Screen



Once the system has acknowledged the request, users will be granted permission to access HIOS as shown in Figure 17.

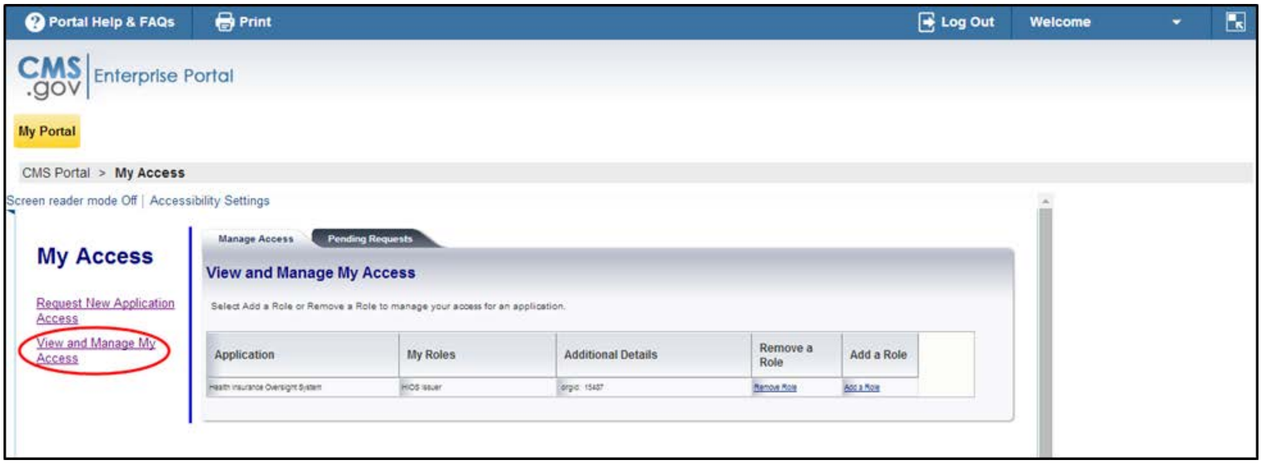
Figure 17: Request Acknowledgement Screen



Access to HIOS will appear under the View and Manage My Access page, after the user logs out of the Portal and logs back in for the changes to take effect.

Figure 18 displays the View and Manage My Access page.

Figure 18: View and Manage My Access Page

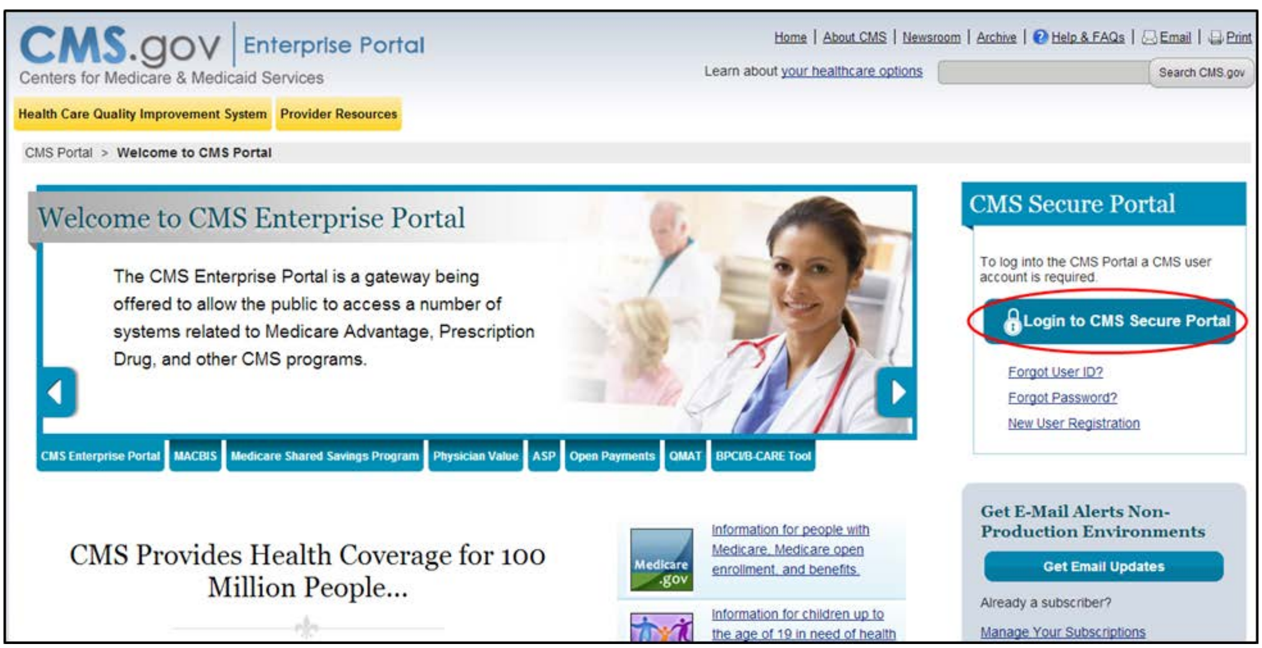


2.2 Existing HIOS Users

Existing HIOS Users will follow the steps below to access HIOS once they have completed the EIDM registration process and have been granted access to the HIOS system. Users must first 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 19 displays the CMS Enterprise Portal Page.

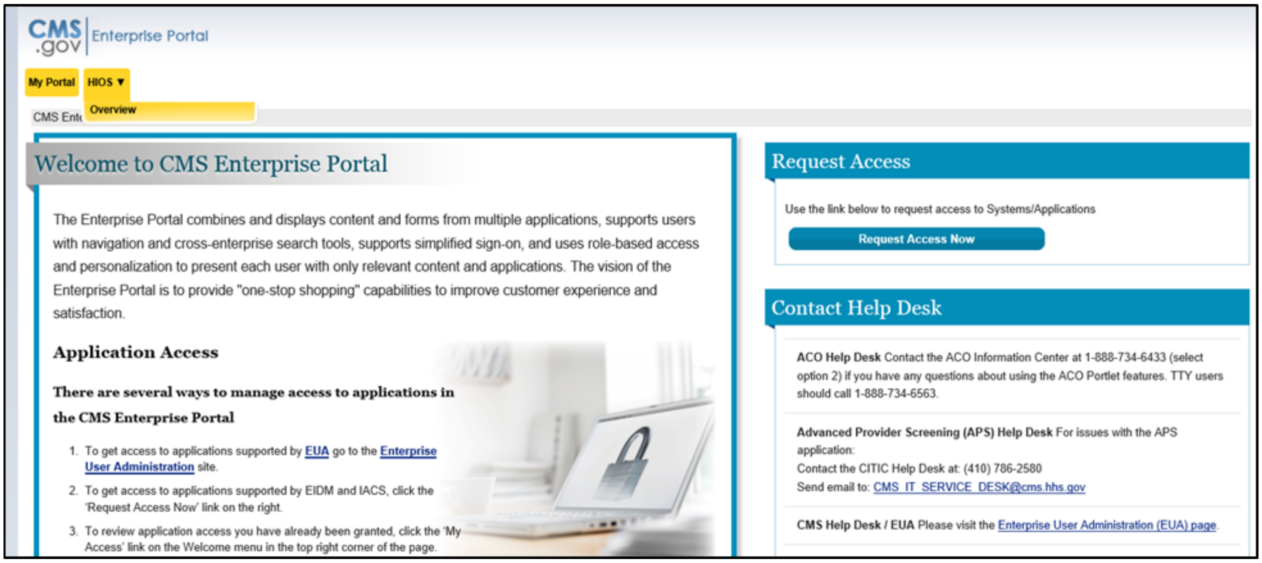
Figure 19: CMS Enterprise Portal Page - Login with EIDM Credentials



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

Figure 20 displays the authorized HIOS users CMS Portal page.

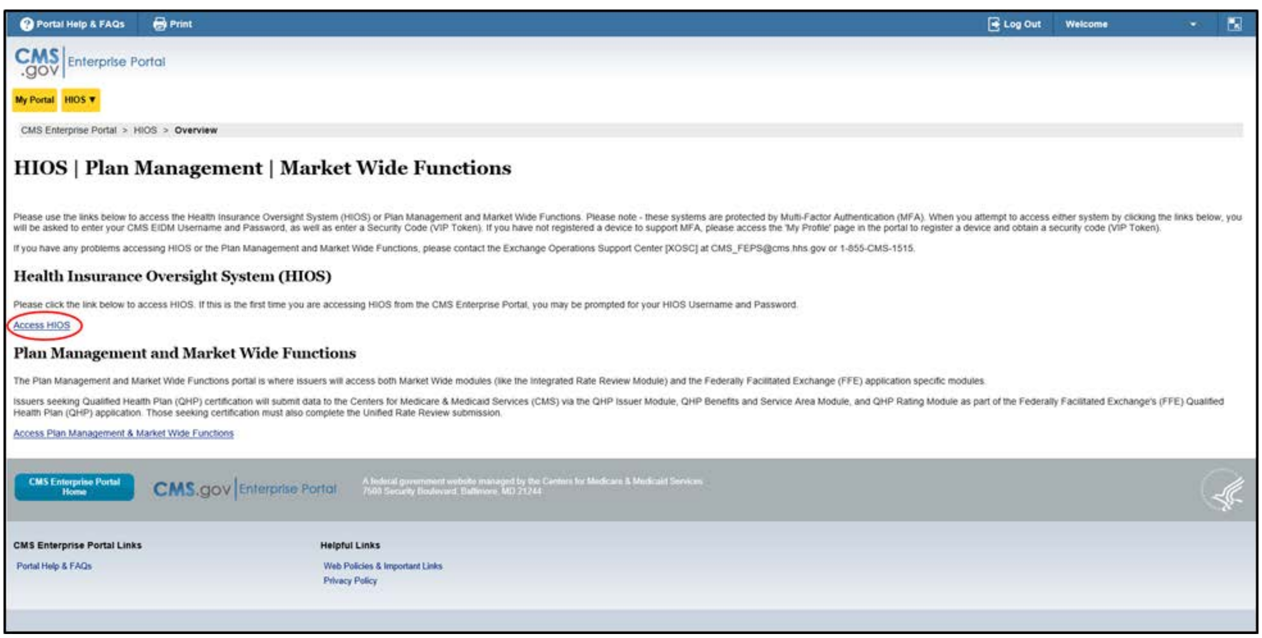
Figure 20: EIDM Portal Page - Authorized HIOS Users



Users will select the HIOS 'Overview' link to navigate to a landing page from where they can access HIOS.

Figure 21 displays the page that will allow the users to access the HIOS Home page. Users will select the 'Access HIOS' link to navigate to the HIOS Home page.

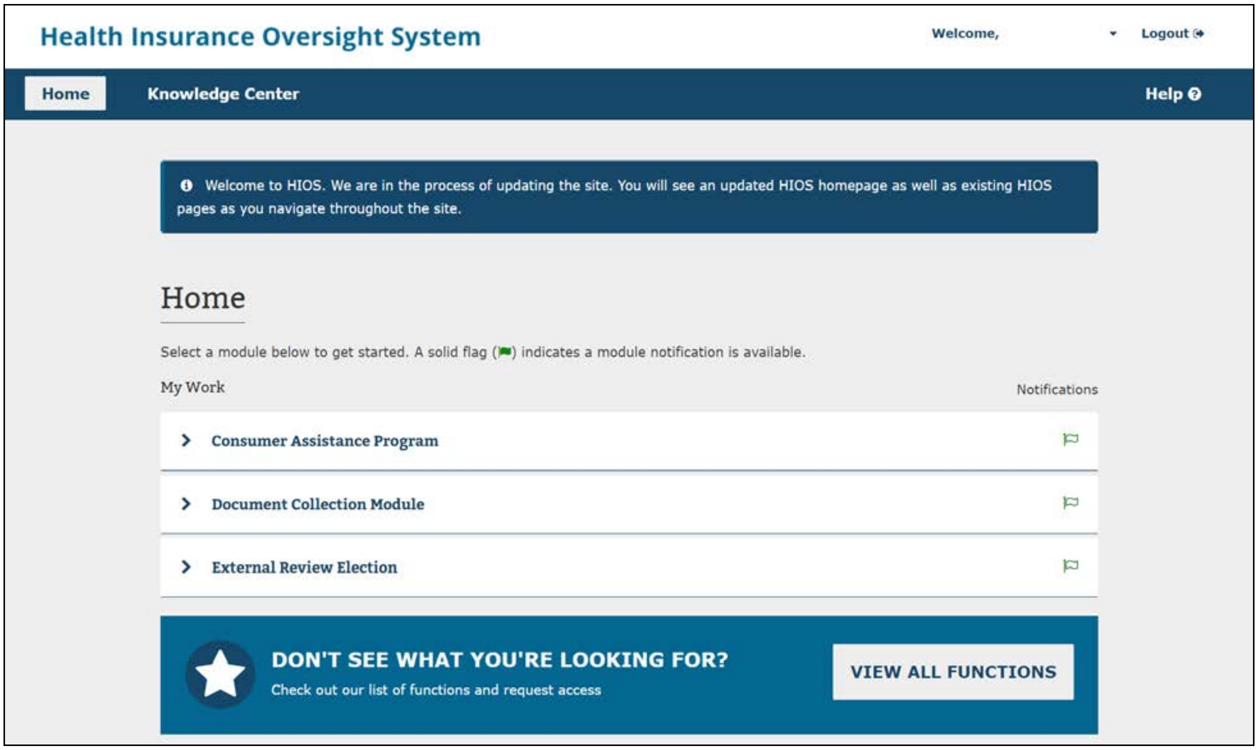
Figure 21: Access HIOS, Plan Management Landing Page



3 HIOS Portal Home Page

Upon successful login, the users will arrive on the HIOS Portal Home Page as shown in Figure 22.

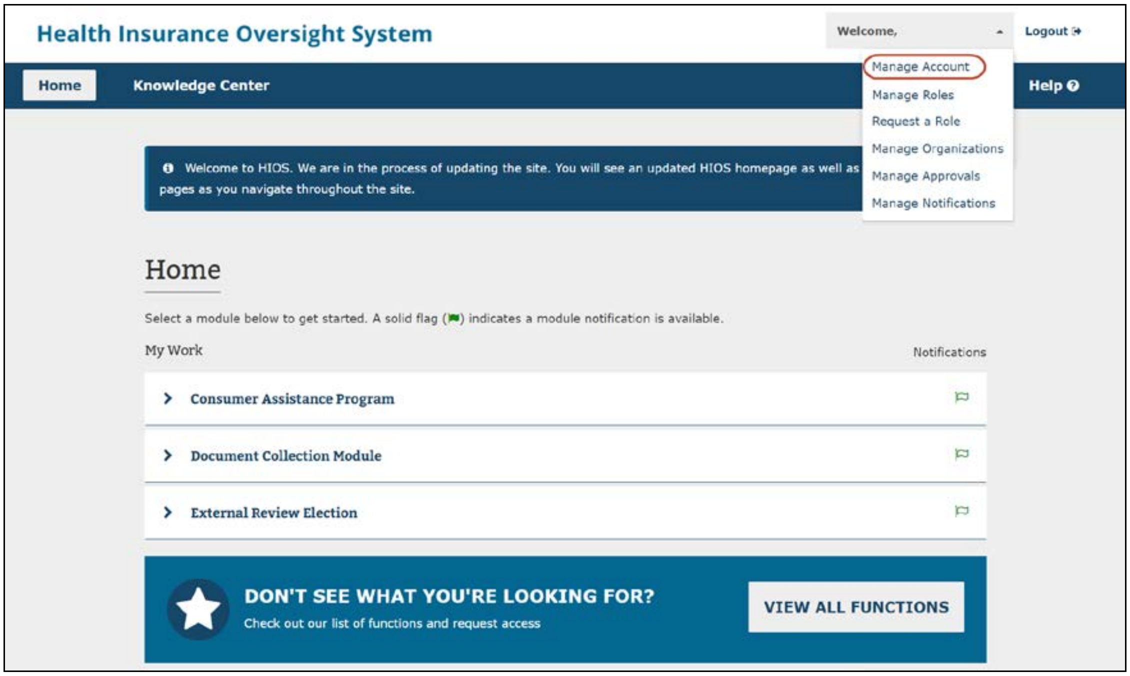
Figure 22: HIOS Portal Home Page



3.1 Manage Account

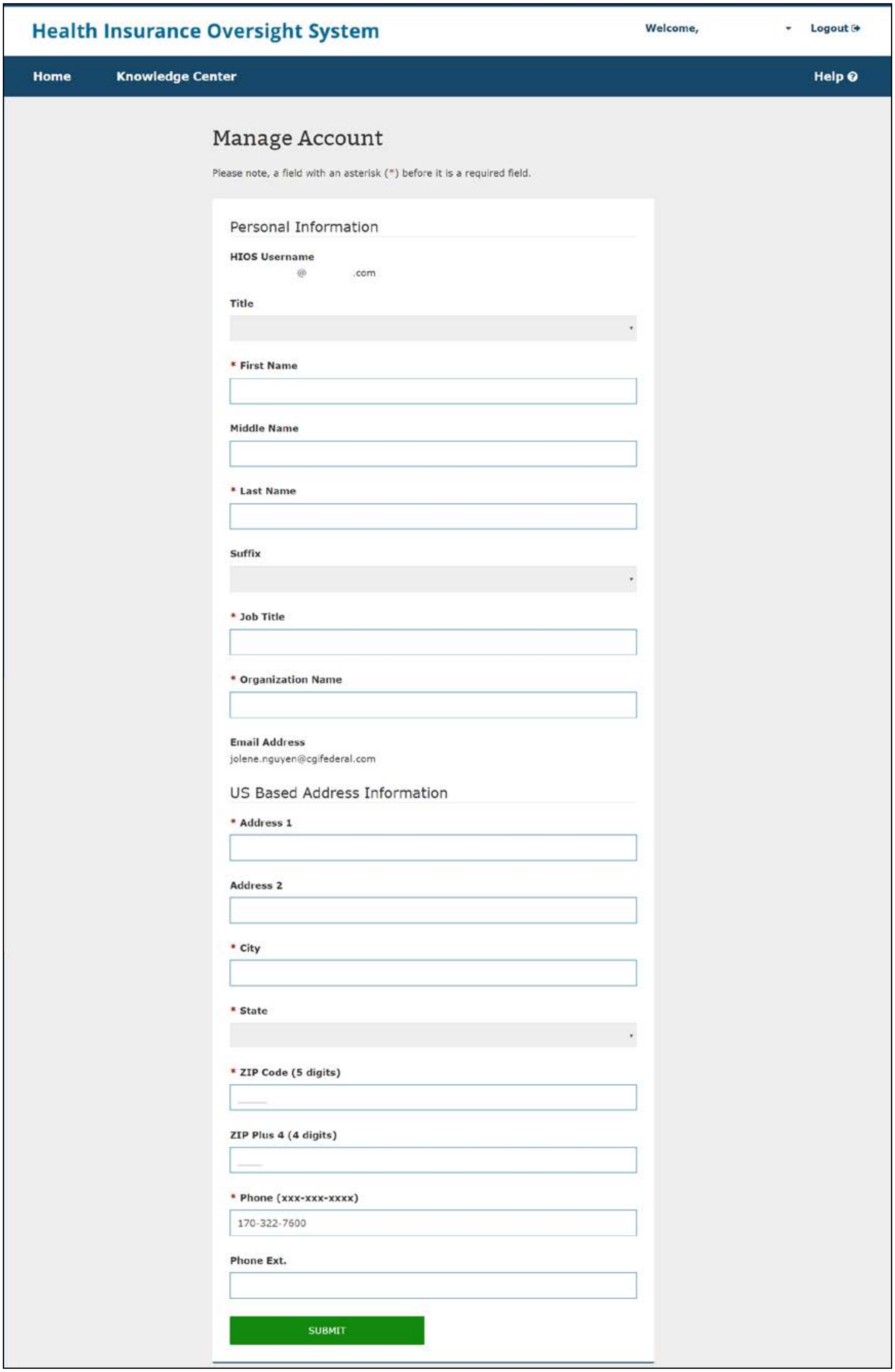
Users with a HIOS user account can edit some of the information they entered when they first created a HIOS account. As illustrated in Figure 23 below, the Manage Account functionality can be accessed from the welcome user drop down on the HIOS home page.

Figure 23: HIOS Home Page – Manage Account Link



Once the users select the link, they will be navigated to the Manage Account page as illustrated below.

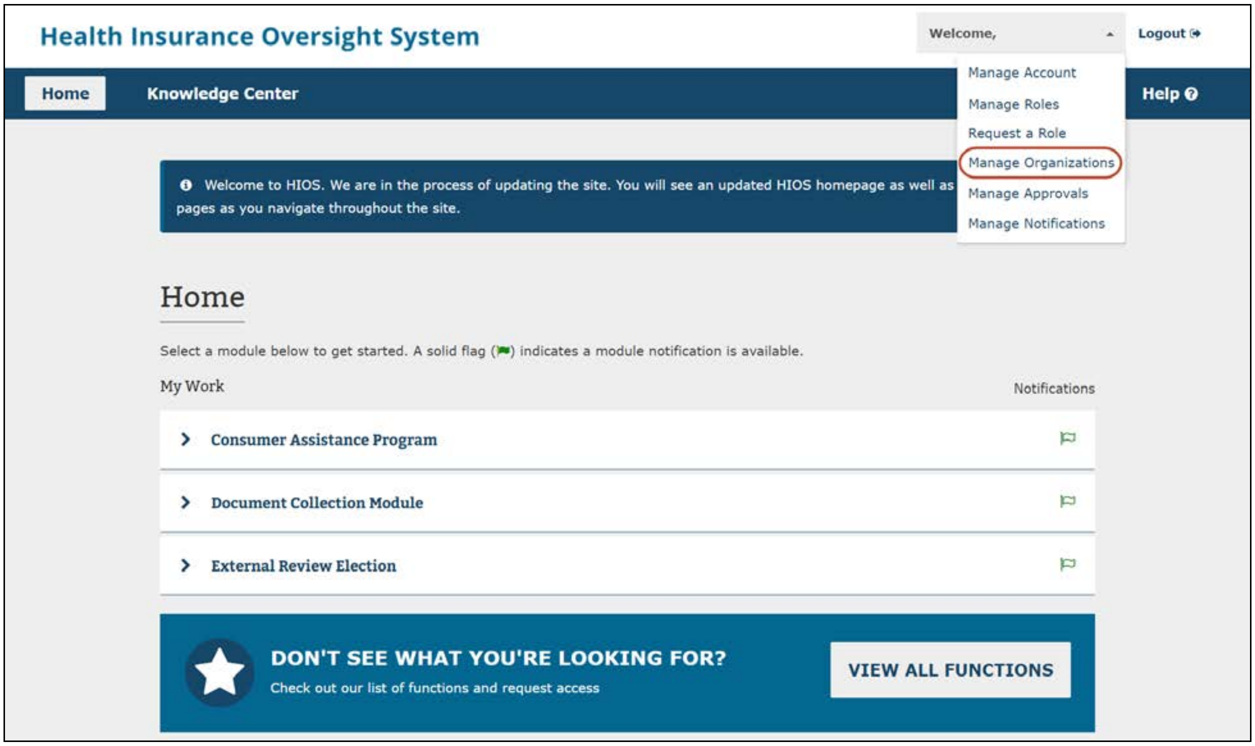
Figure 24: Manage Account Page



3.2 Manage Organizations

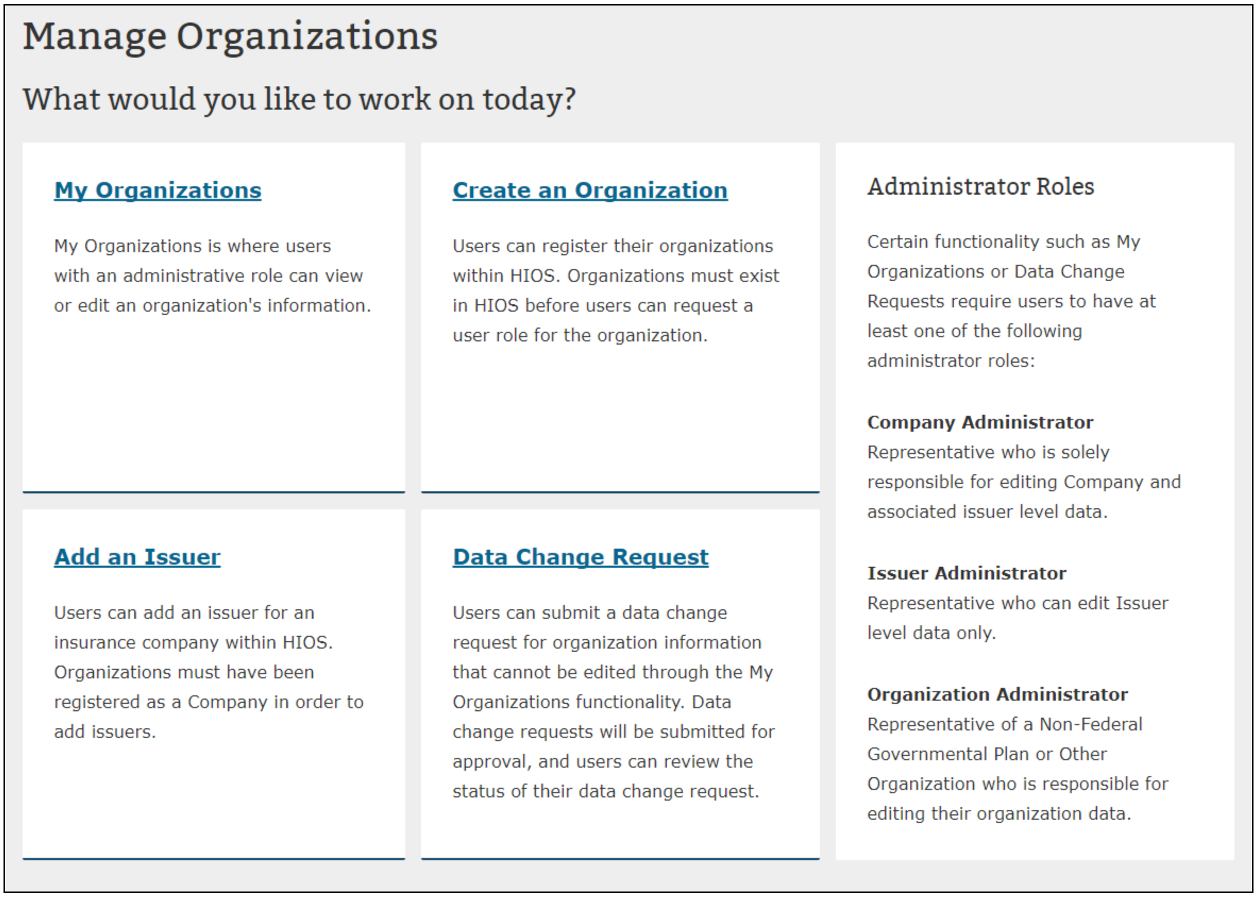
Users can access and view the Manage Organizations landing page from the HIOS Welcome drop-down menu. Please refer to Figure 25 below.

Figure 25: HIOS Portal Home Page – Manage Organizations



On the Manage Organizations landing page, users can view descriptions for and navigate to the following pages: My Organizations, Create an Organization, Add an Issuer, and Data Change Request. Users will also be able to see descriptions for the various types of Administrator Roles on the right side of the landing page. Please refer to Figure 26 below.

Figure 26: Manage Organizations Landing Page



3.2.1 My Organizations

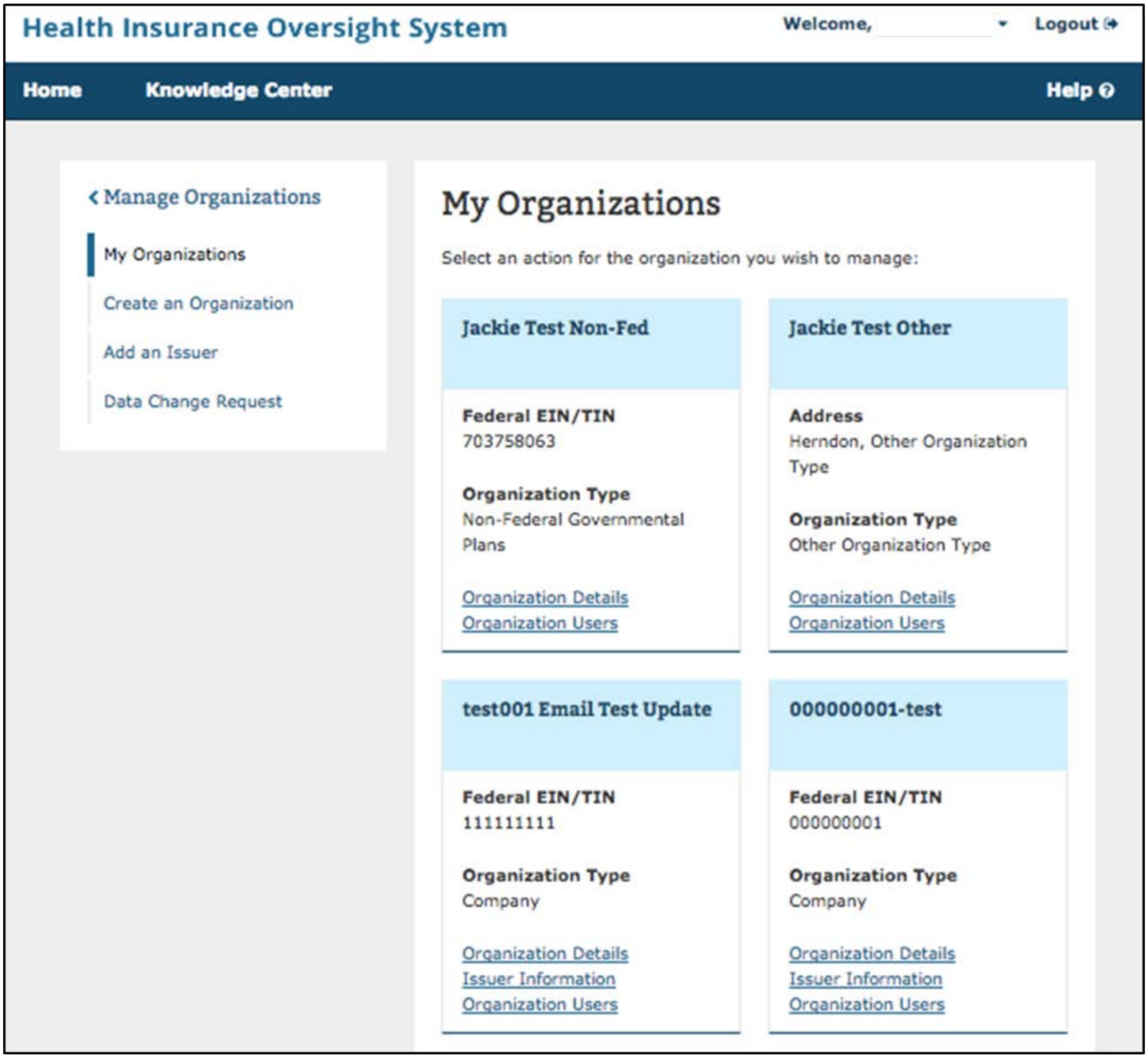
The My Organizations page allows Company, Issuer, and Organization administrator users to view information for the organizations they have an administrative role for. Each organization that a user has an administrator role for will appear as its own card with specific links on the My Organizations page. There is also a left-hand navigation menu that can take a user back to the Manage Organizations landing page, Create an Organization page, Add an Issuer page, and Data Change Request page. Please refer to Figure 27.

If an organization is an Insurance Company, company administrator users will have access to the Organization Details, Issuer Information, and Organization Users pages from the organization card. If a user is only an issuer administrator, they will not see the Organization Users page.

If an organization is a Non-Insurance Company, company administrator users will have access to the Organization Details and Organization Users pages from the organization card.

If an organization is a Non-Federal Governmental Health Plan or an Other Organization, organization administrator users will have access to the Organization Details and Organization Users pages from the organization card.

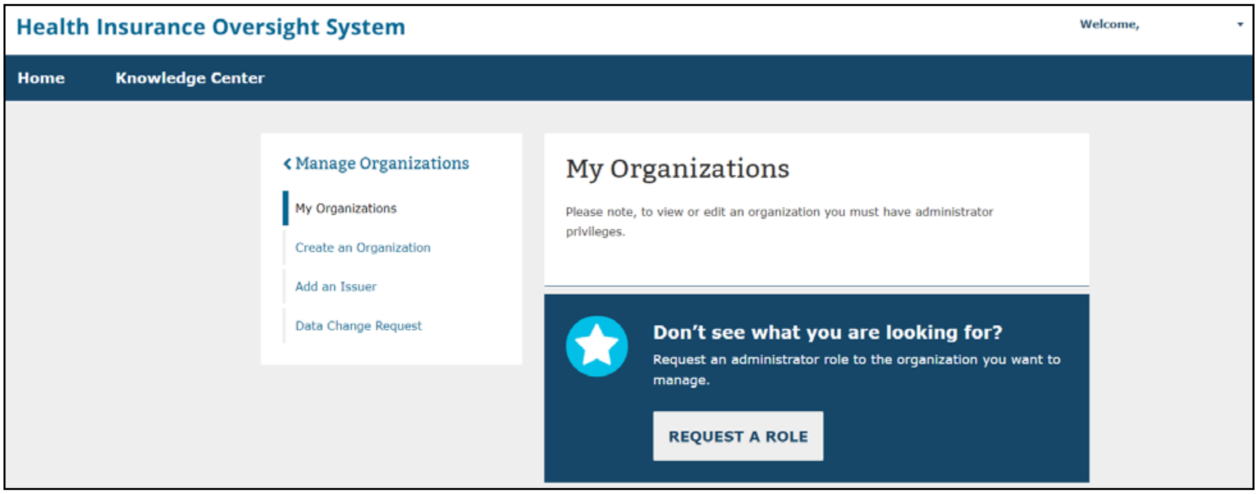
Figure 27: My Organizations Page for User with Administrator Role



Organization Details allows users to view and edit some of the organization's information. If a user is only an issuer administrator user, they will not be able to edit the organization's information and will only see the information in a read-only format. Organization Users allows users to view a list of users who have a role associated to that organization. Issuer Information allows users to view all of the issuers associated to the insurance company.

If a user does not have any administrator roles, the My Organizations page will appear with no organization cards. Users can navigate to the Request a Role page to request an administrator role. Please refer to Figure 28 below.

Figure 28: My Organizations Page for User without Administrator Role



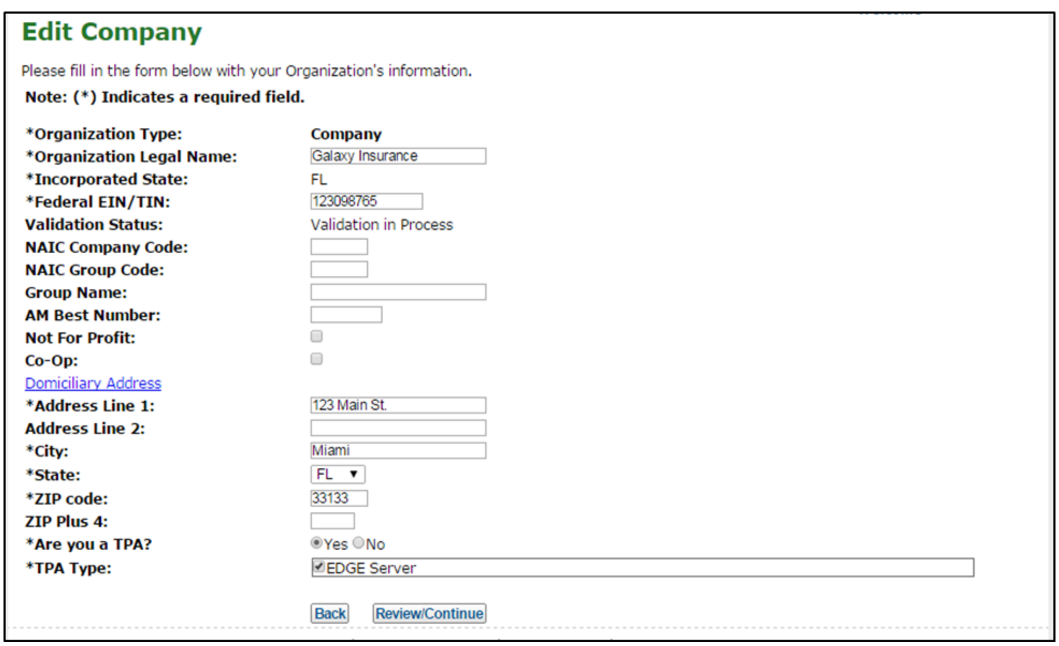
3.2.1.1 Organization Details

After selecting Organization Details, users can view organization information and make edits. Please refer to Figure 29 below. To make other changes related to existing organizational data, a user can select 'Create Request for Data Change'. This functionality is described in detail in 3.7.

Users will also be able to view their organization's FEIN validation status, when applicable. The status is high-level and will only indicate whether the FEIN was successfully validated, failed validation, or is pending validation. As indicated in the failure notifications, the Company Administrator may need to contact the help desk to receive further information on their failure scenario.

Note: The FEIN and Company Legal Name fields will be locked down and disabled for editing when the FEIN Validation Status is 'Validated'.

Figure 29: Edit Organization Details



For insurance companies, there is an additional question on the Edit Company page which asks ‘Are you a TPA?’. If the answer to the ‘Are you a TPA?’ question is ‘Yes’, users will be asked to identify the Type of TPA and provide additional information for the company. The screenshots below display the additional information that needs to be provided.

Figure 30: Edit Company – TPA Attributes (1 of 2)

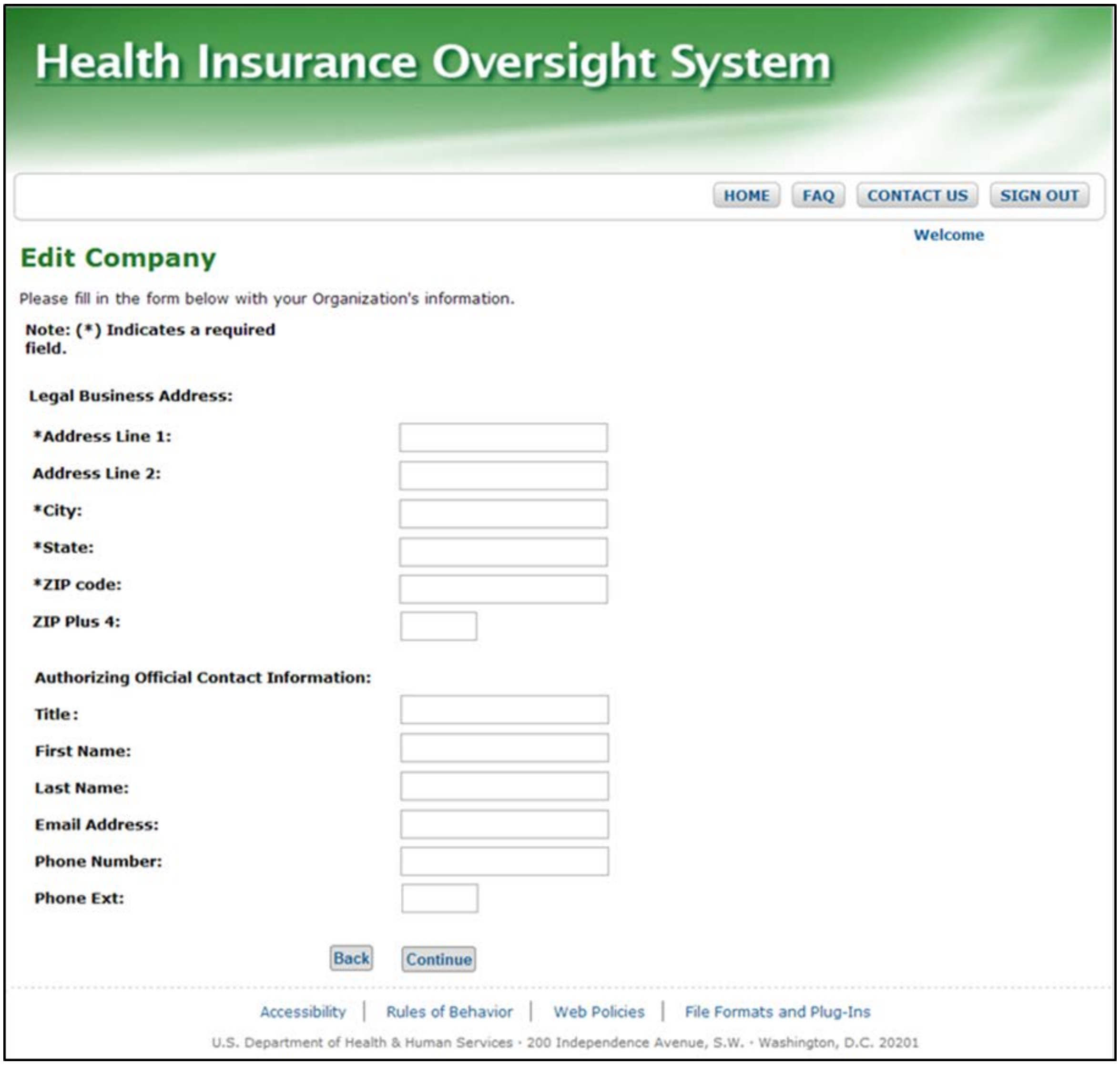
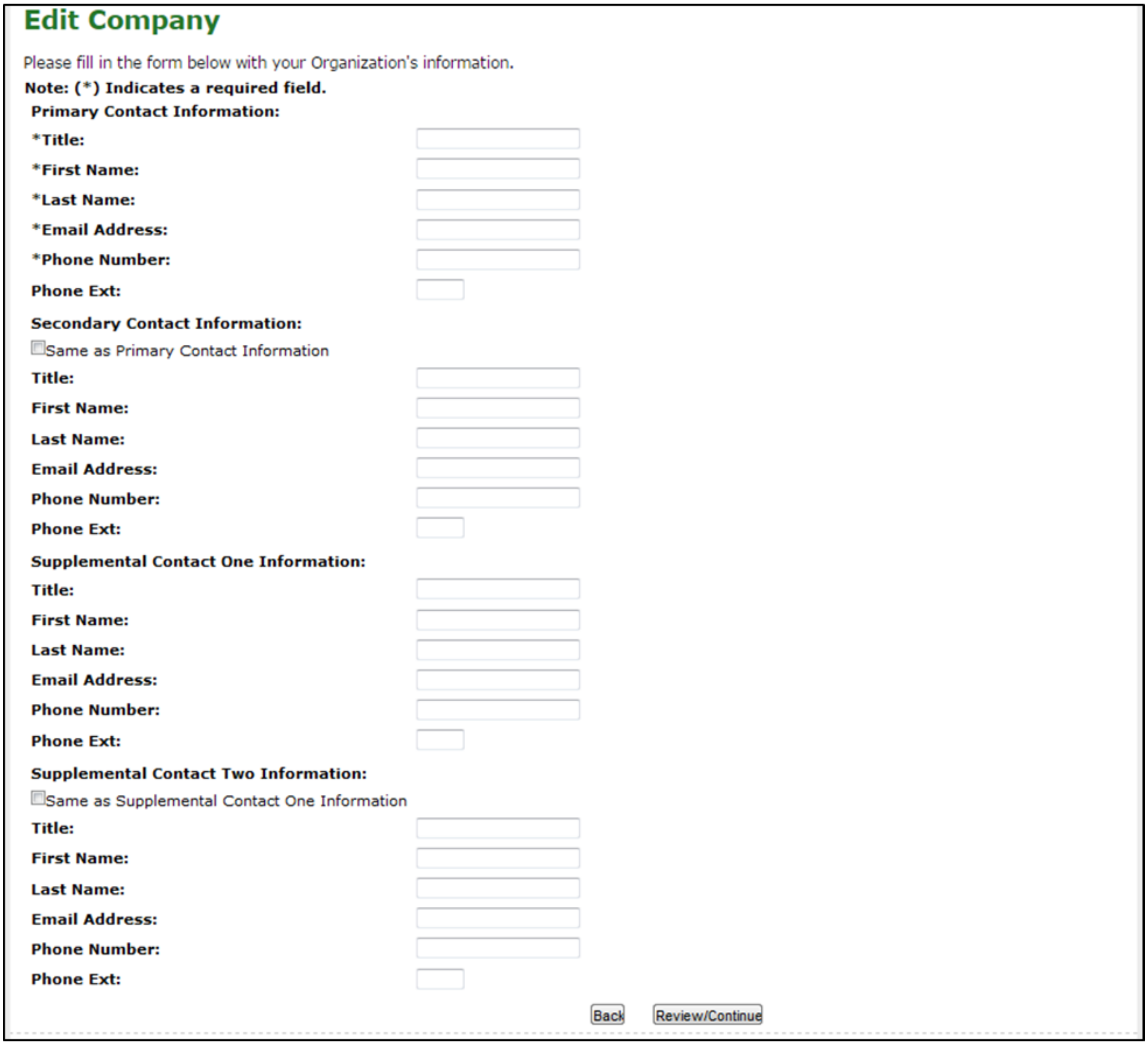


Figure 31: Edit Company – TPA Attributes (2 of 2)



Edit Company

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

Note: (*) Indicates a required field.

Primary Contact Information:

***Title:**
***First Name:**
***Last Name:**
***Email Address:**
***Phone Number:**
Phone Ext:

Secondary Contact Information:

Same as Primary Contact Information

Title:
First Name:
Last Name:
Email Address:
Phone Number:
Phone Ext:

Supplemental Contact One Information:

Title:
First Name:
Last Name:
Email Address:
Phone Number:
Phone Ext:

Supplemental Contact Two Information:

Same as Supplemental Contact One Information

Title:
First Name:
Last Name:
Email Address:
Phone Number:
Phone Ext:

Back Review/Continue

Once the EDGE Server TPA attributes have been entered, the users will be asked to review the information and confirm that it is correct.

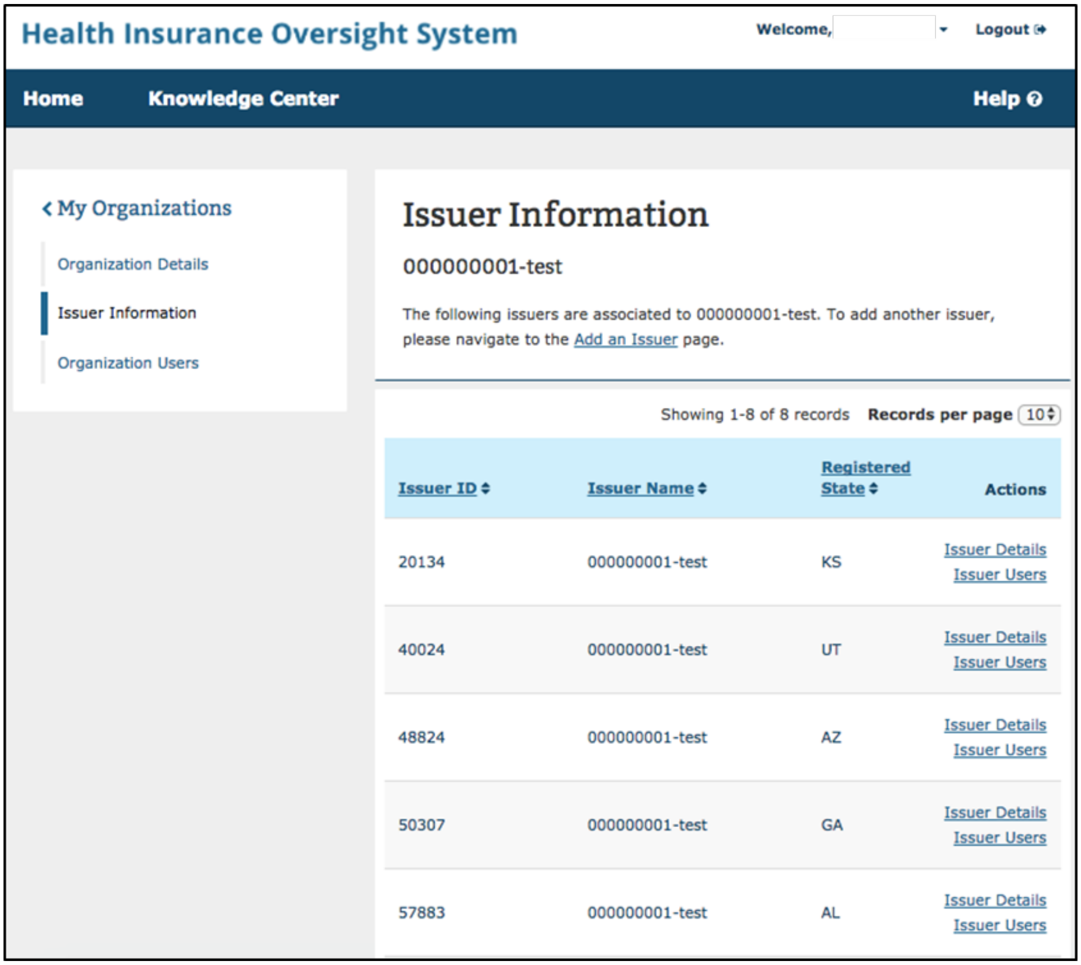
If a user is only an Issuer Administrator, they will only see a read-only page of the company information after selecting Organization Details. Please refer to Figure 32 below.

Figure 32: View Company Information Page

3.2.1.2 Issuer Information

Users that are either a Company Administrator or an Issuer Administrator can view Issuers associated to the company on the Issuer Information page. Please refer to Figure 33 below. From the table, users also have access to the Issuer Details or the Issuer Users page.

Figure 33: Issuer Information Page



3.2.1.2.1 Issuer Details

From the Issuer Information page, Company and Issuer administrator users can view Issuer Details and make edits. Fields that are editable on this page are Issuer Marketing Name, Market Type and Line of Business, and Domiciliary Address. If an Issuer has been identified as an EDGE Server TPA, the users will need to provide further information unique to this type of Issuer. Please refer to Figure 34 below. To make other changes related to existing organizational data, a user can select 'Create Request for Data Change'.

If a user is not an Issuer administrator for the selected issuer, they will only see the information in a read-only page. Please refer to Figure 35 below.

Figure 34: Edit Issuer Information Page

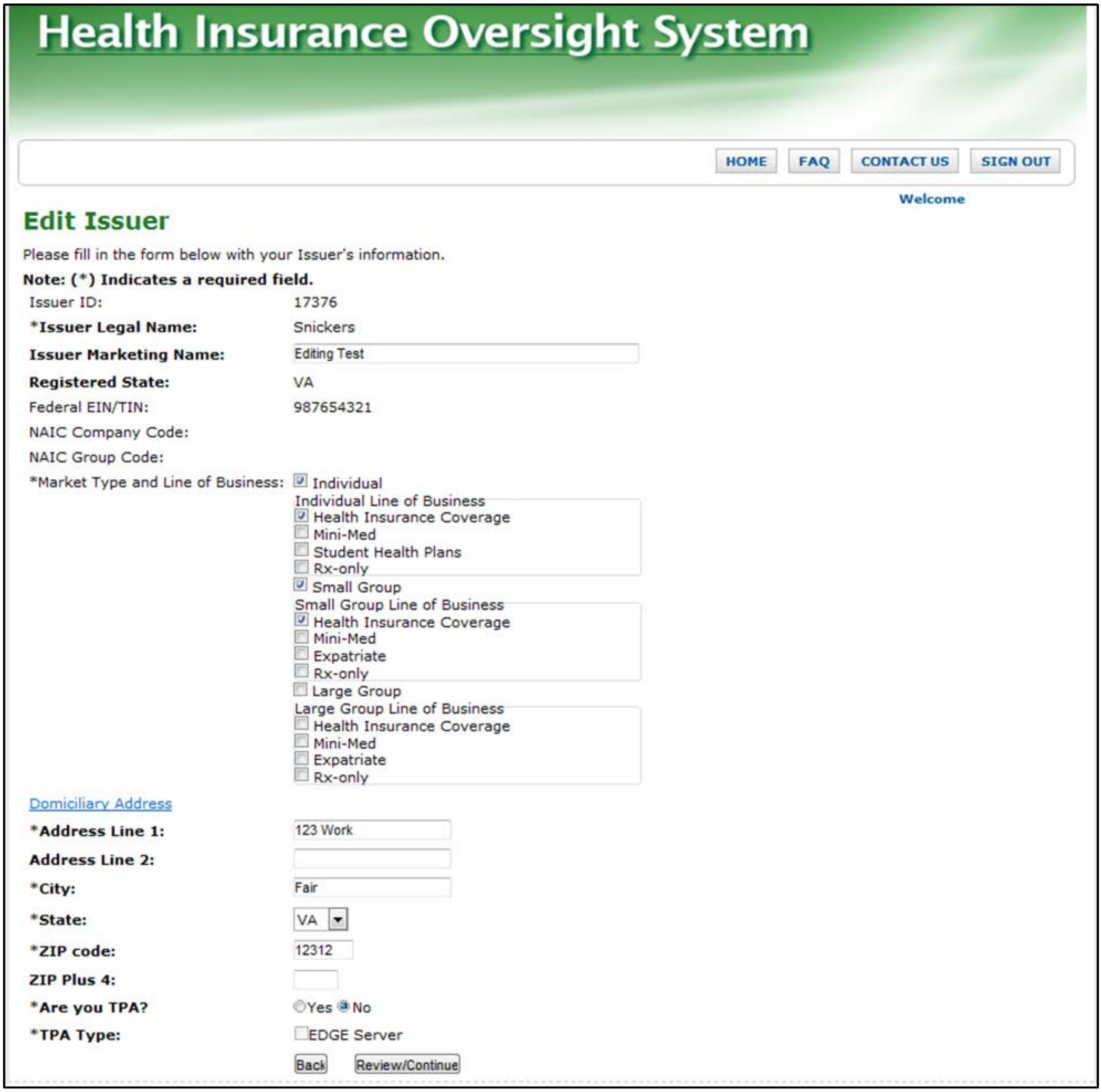
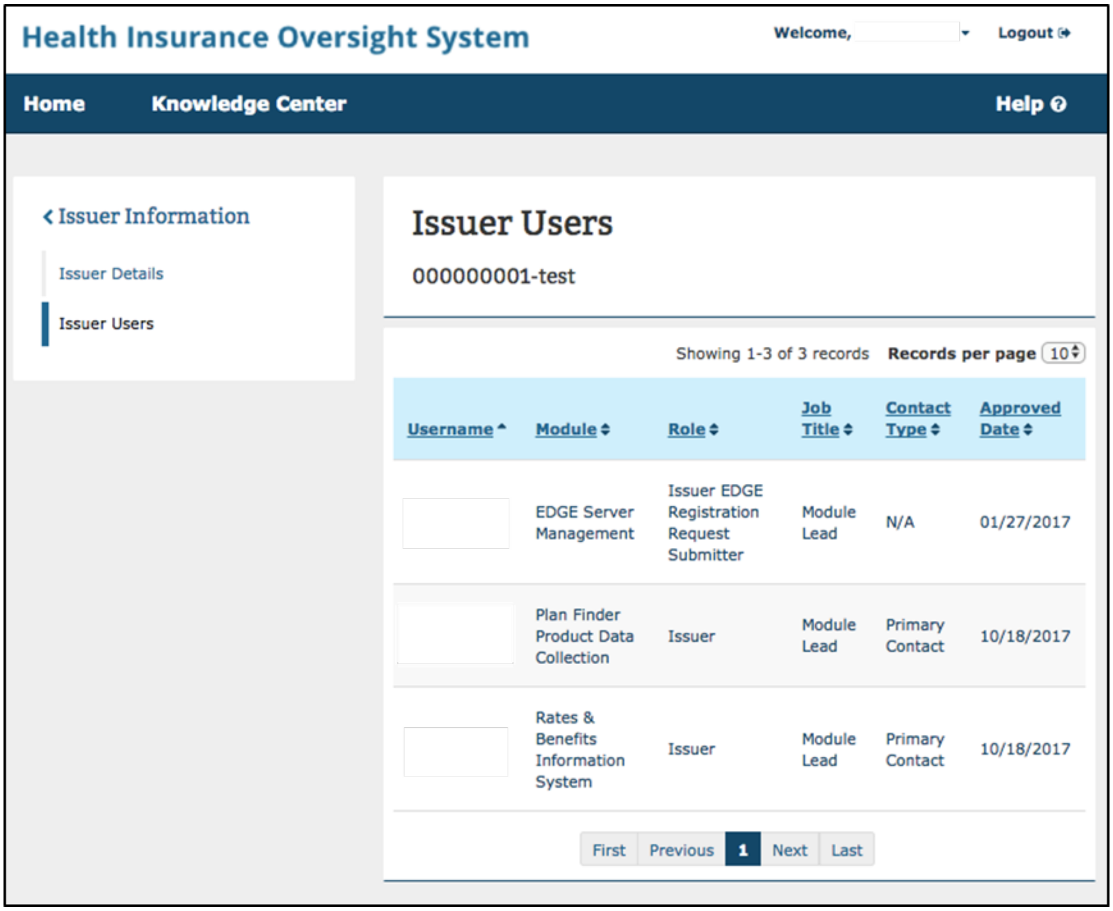


Figure 35: View Issuer Information Page

3.2.1.2.2 Issuer Users

The Issuer Users page displays a table which lists all users that have a role associated at the issuer level. Users can view or sort by the User Name, Module Name, Role, Job Title, Contact Type, or Approved Date. Only users that have the Company or Issuer administrator role can view the Issuer Users page for their specific issuer. Please refer to Figure 36 below.

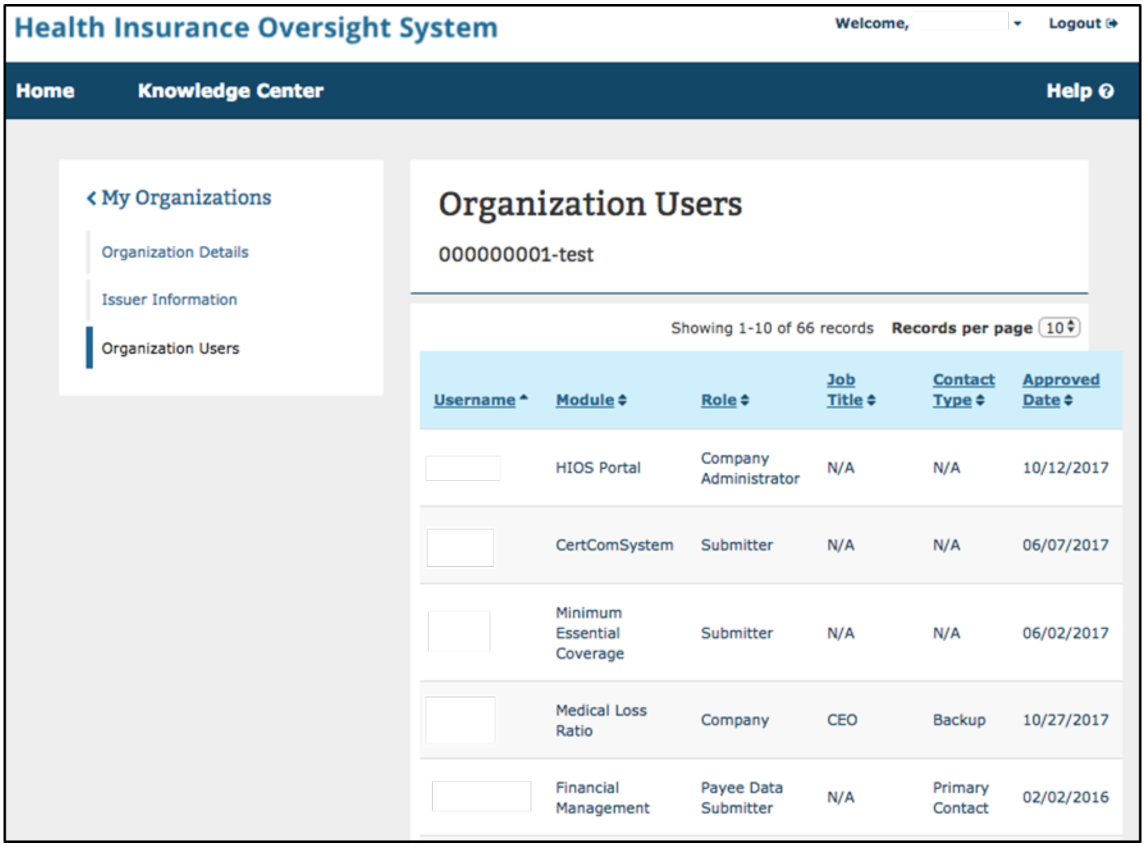
Figure 36: Issuer Users



3.2.1.3 Organization Users

The Organization Users page displays a table which lists all users that have a role associated to that organization. Users can view or sort by the User Name, Module Name, Role Name, Job Title, Contact Type, Requested Approved Date. Only users that have the Company or Organization administrator role can view the Organization Users page for their specific organization. If a user is only an Issuer administrator, then will not have access to the Organization Users page. Please refer to Figure 37 below.

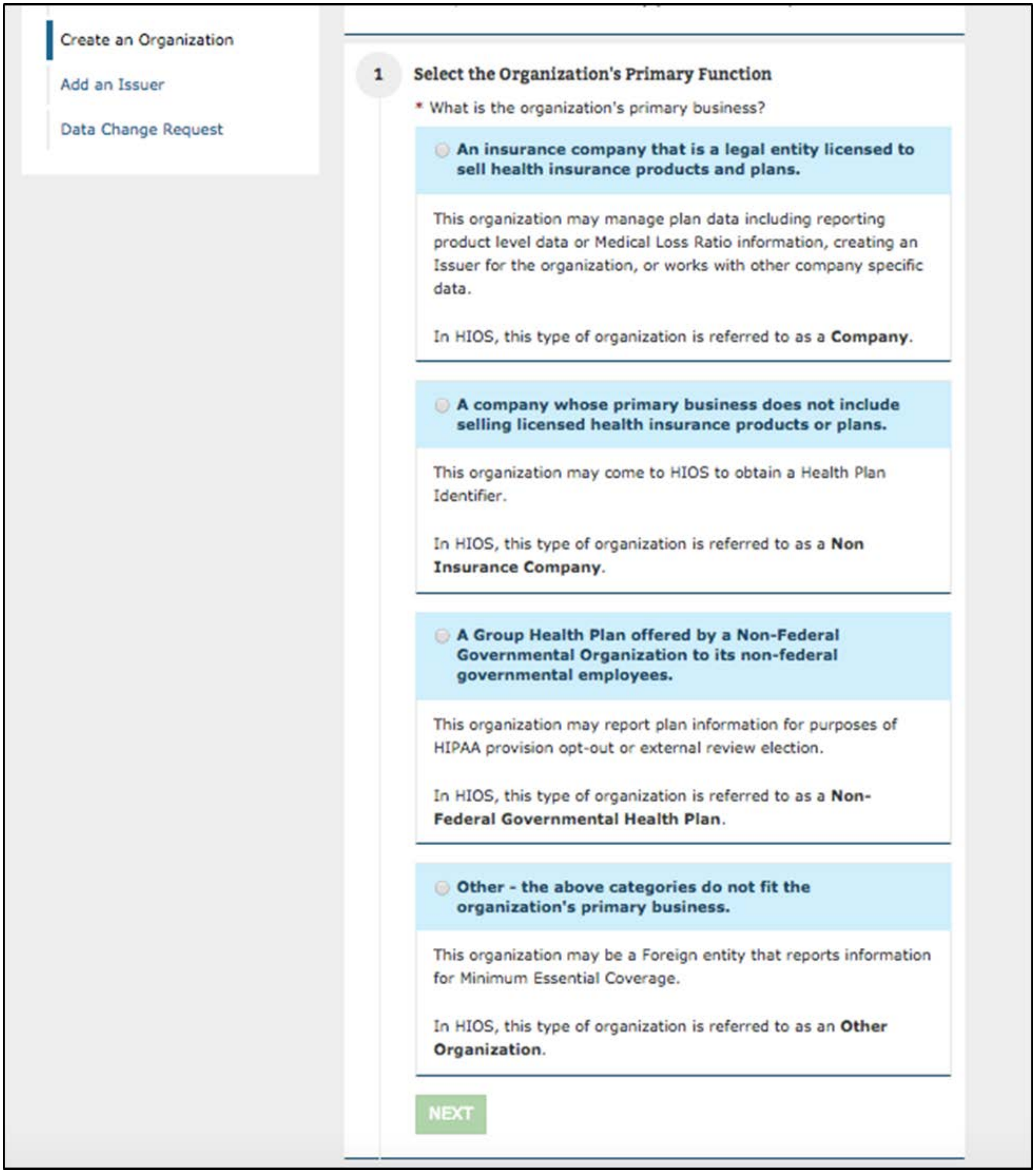
Figure 37: Organization Users



3.3 Creating an Organization

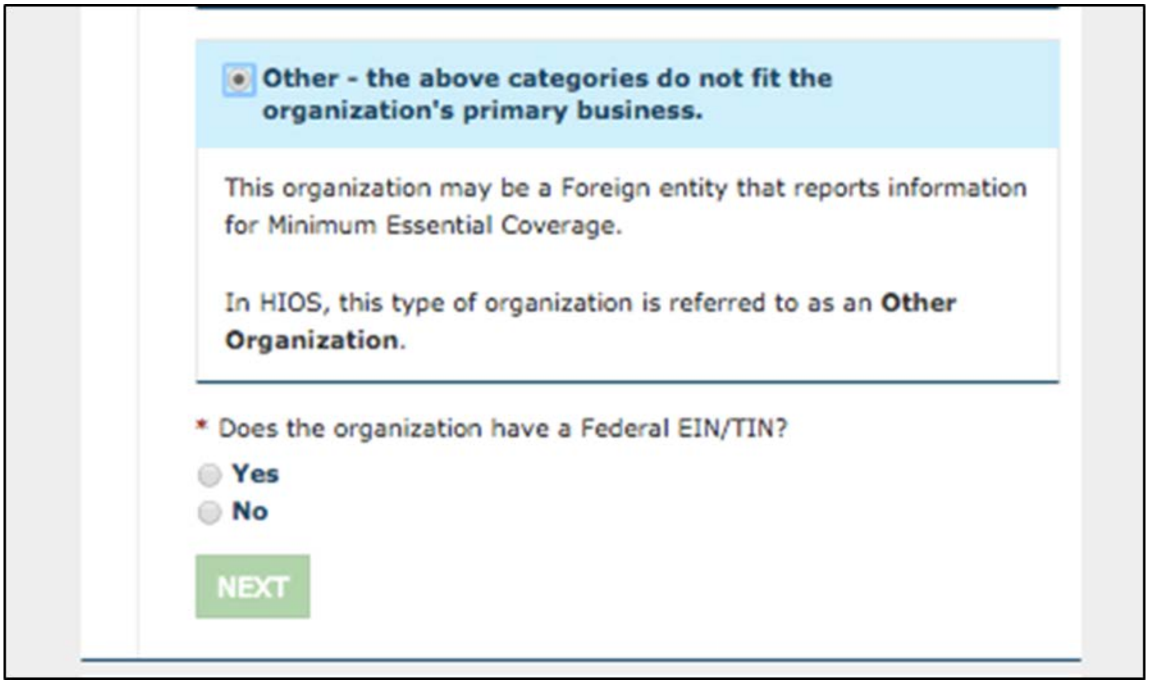
Users can access the Create an Organization functionality from the Manage Organizations landing page. Through the Create an Organization functionality, users can register an organization in HIOS by completing four steps. In Step 1, users must select the organization's primary function. Users are required to select the type of organization from the available options: Company, Non-Insurance company, Non-federal, and Other Organization. Please refer to Figure 38 below.

Figure 38: Create an Organization – Step 1



If a user selects 'Other', an additional question will prompt the user to indicate if the organization has a Federal Employee Identification Number or Tax Identification Number (FEIN/TIN) or not. Please refer to Figure 39 below. Depending on if a user answers Yes or No, Step 2 will either be to Enter an FEIN or Enter an Organization Name.

Figure 39: Create an Organization – Select Other

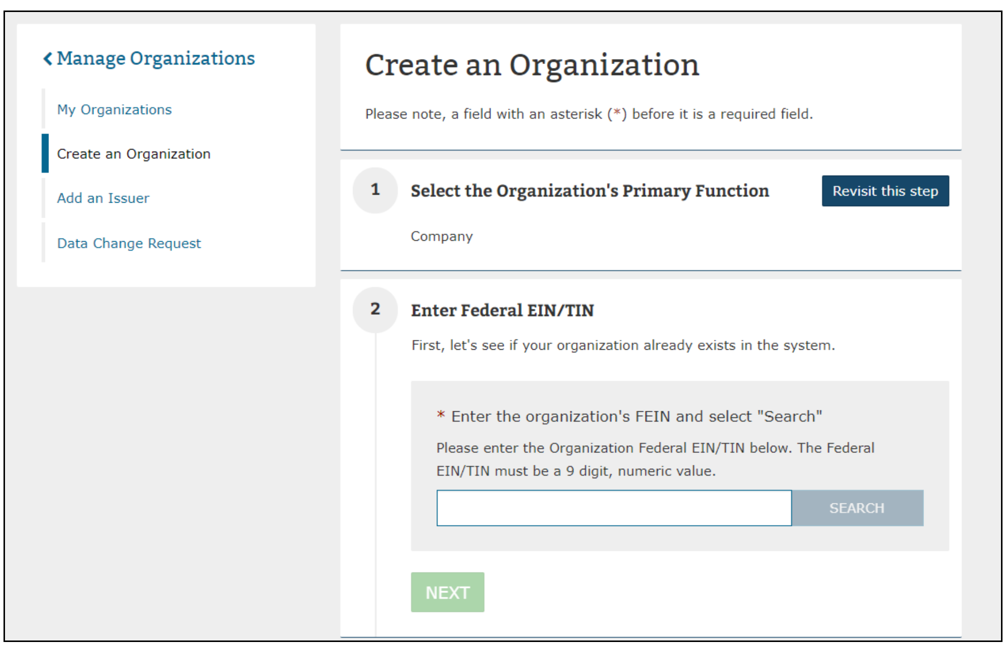


3.3.1 Company

This section will cover the process of creating a new Company organization in HIOS.

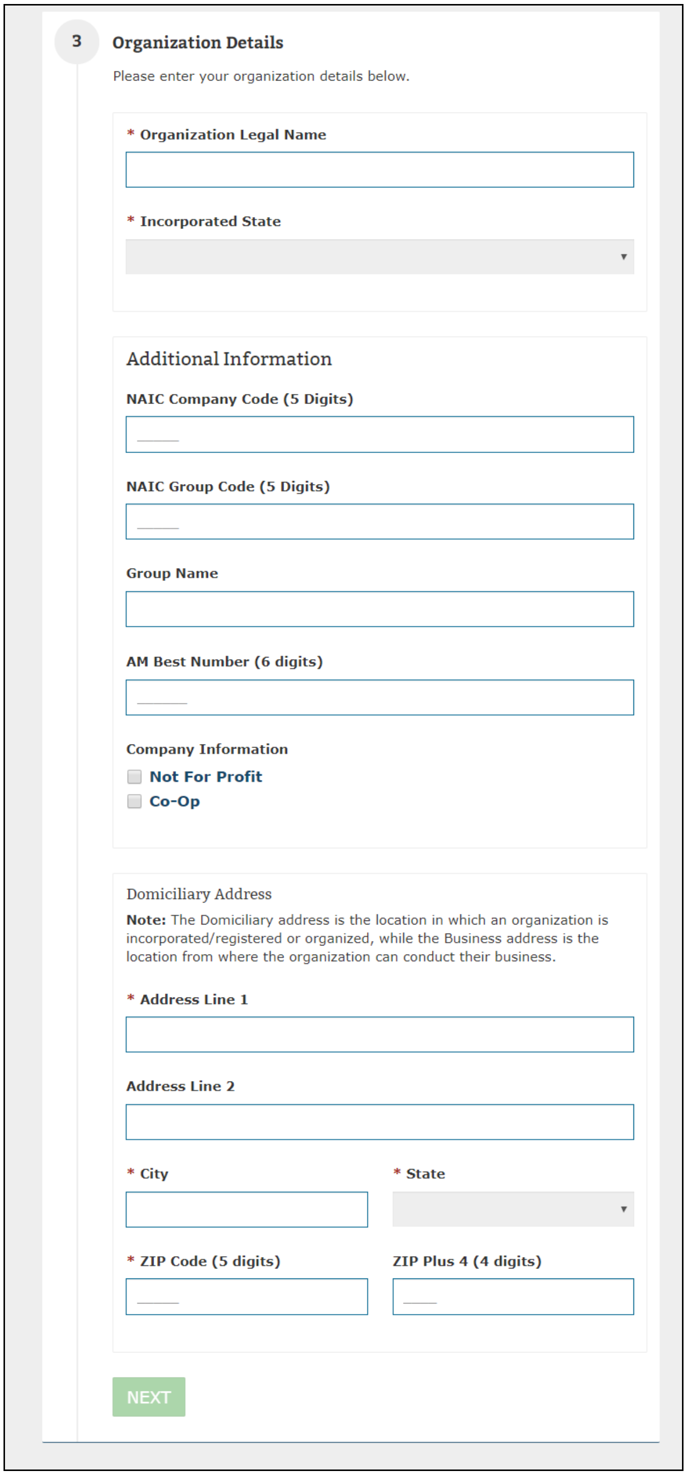
In Step 1, users will select that they are an insurance company that is a legal entity licensed to sell health insurance products and plans, which is a Company in HIOS. Step 2 will require users to enter the FEIN/TIN. Please refer to below Figure 40.

Figure 40: Create an Organization – Company – Step 2



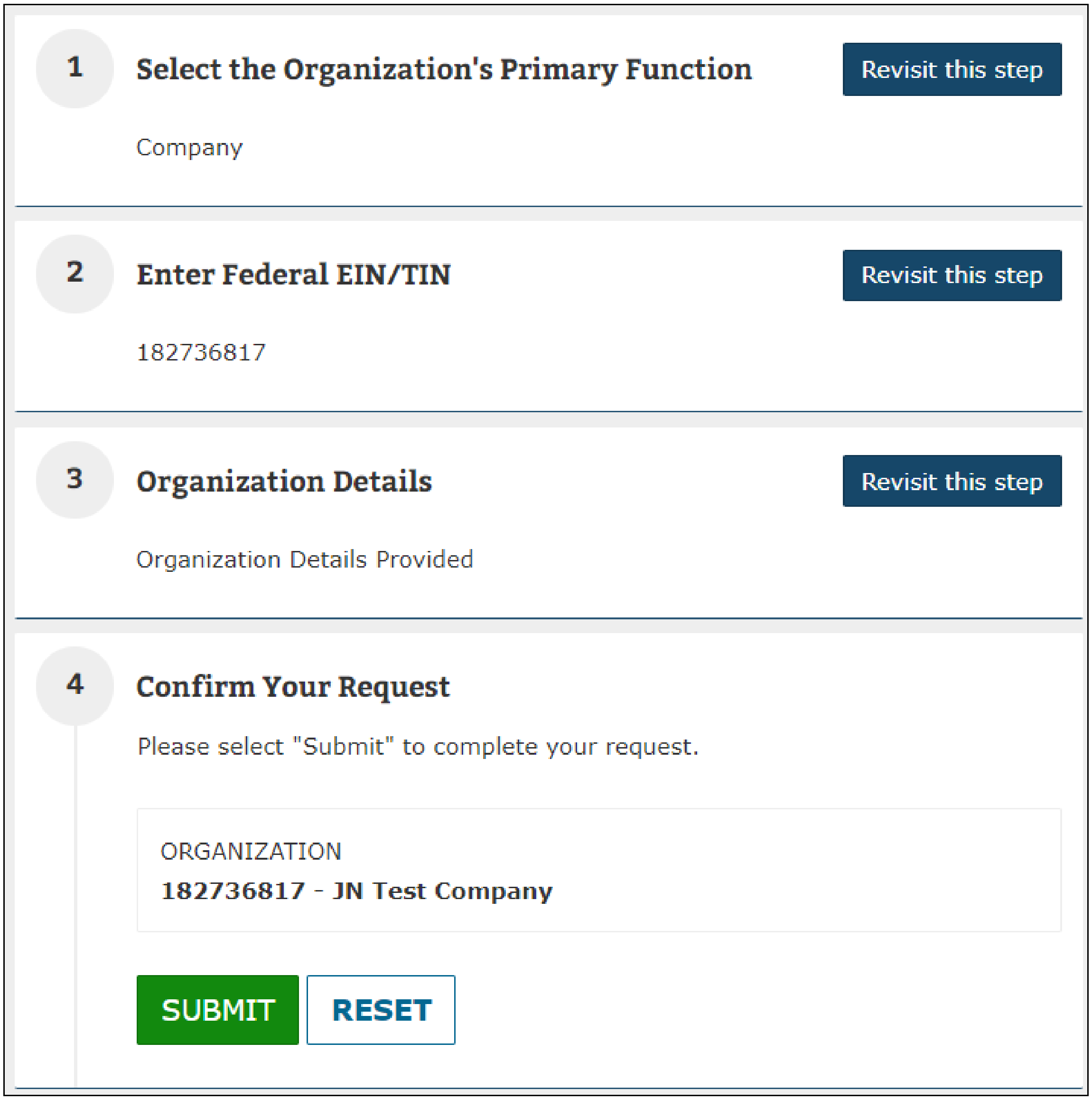
In Step 3, users will need to enter the organization details. For Company organization types, the following fields are required: Organization Legal Name, Incorporated State. They can enter details for the following fields: NAIC Company Code, NAIC Group Code, Group Name, AM Best Number, Not for Profit, Co-op. Users are required to enter the following fields for the Domiciliary Address: Address Line 1, City, State, and ZIP. Please refer to Figure 41 below.

Figure 41: Create an Organization – Company – Step 3



Users will get a chance to review a high-level summary of their request in Step 4 as shown in Figure 42. Once a user has reviewed the information, they may submit their request for approval. The requesting users will receive an email once the new organization has been approved.

Figure 42: Create an Organization – Company – Step 4

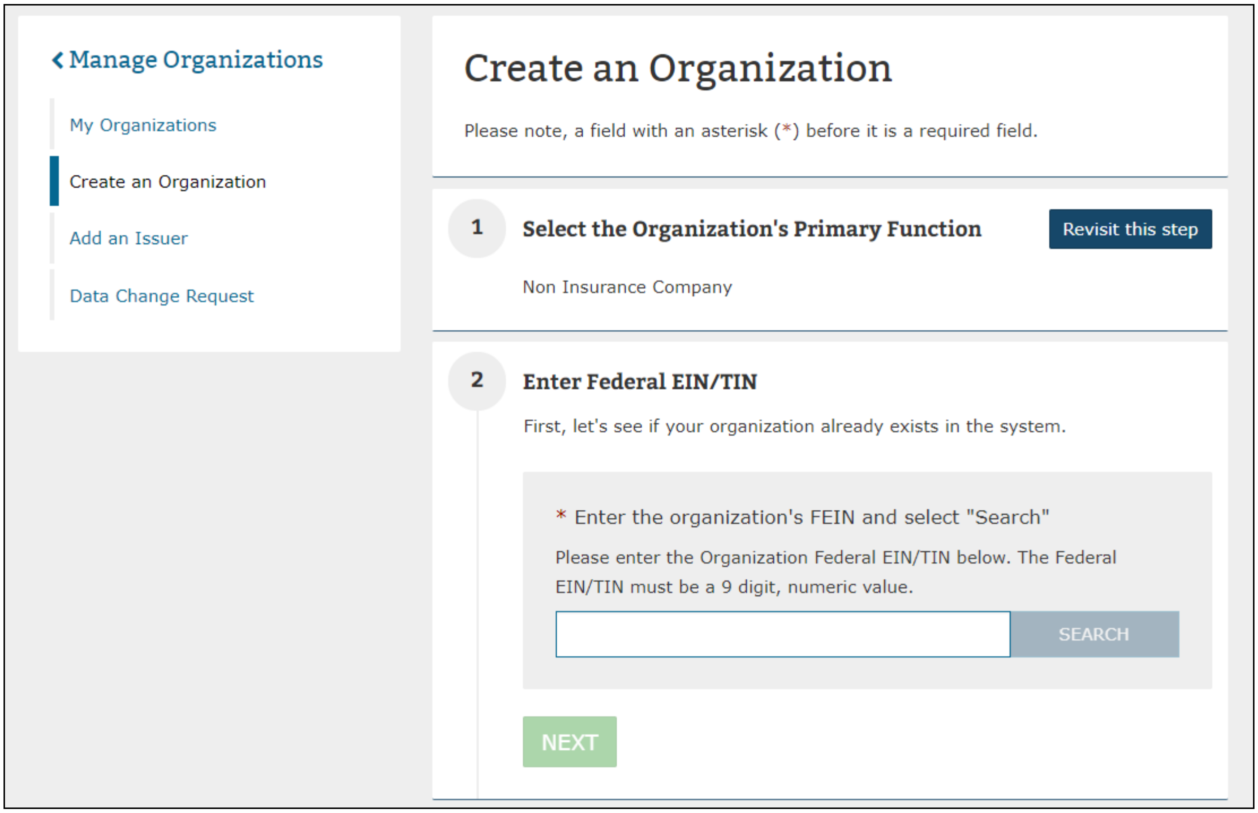


3.3.2 Non Insurance Company

This section will cover the process of creating a new Non Insurance Company organization in HIOS.

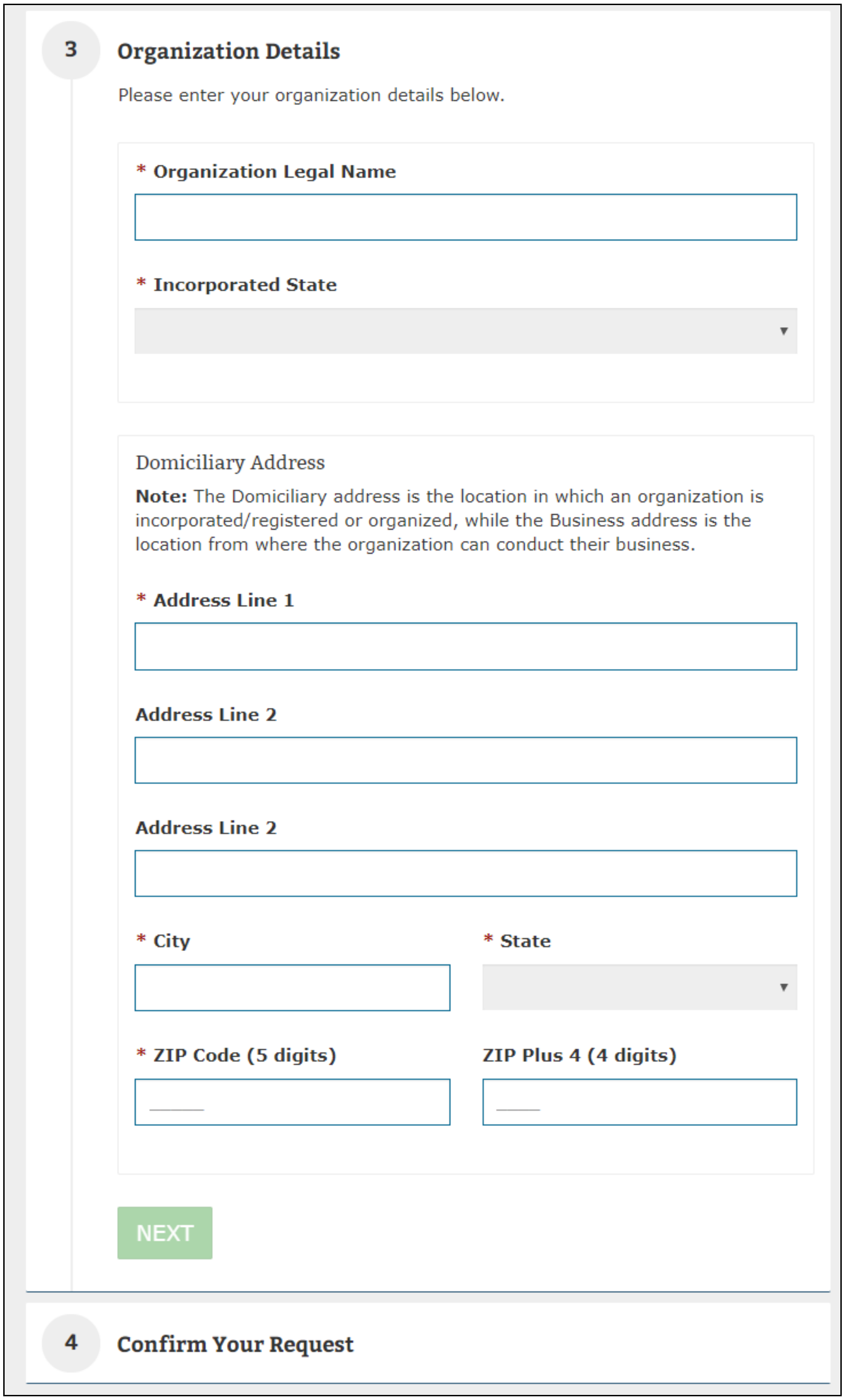
In Step 1, users will select that they are a company whose primary business does not include selling licensed health insurance products or plans, which is a Non Insurance Company in HIOS. Step 2 will require users to enter the FEIN/TIN. Please refer to below Figure 43.

Figure 43: Create an Organization – Non Insurance Company – Step 2



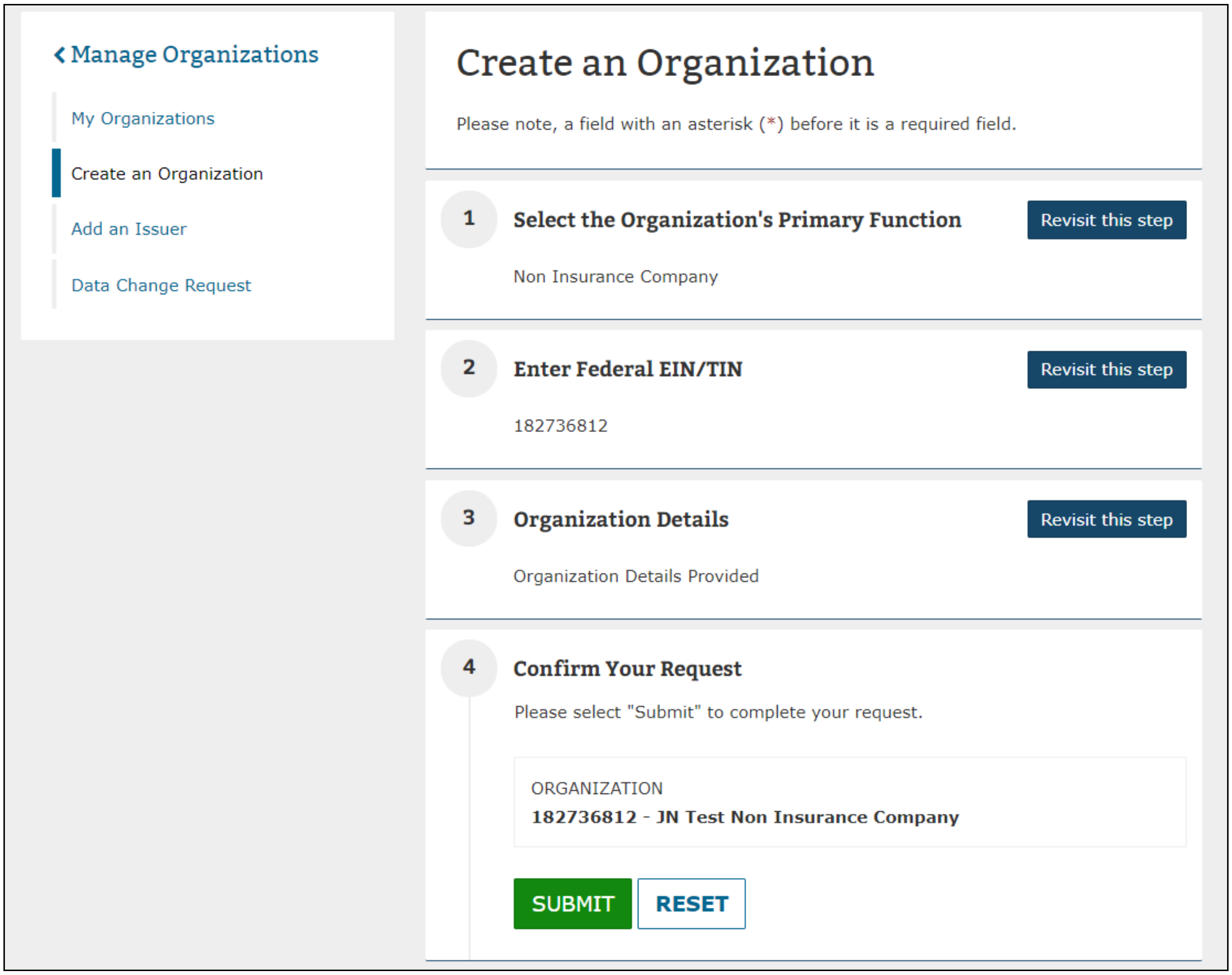
In Step 3, users will need to enter the organization details. For Non Insurance Company organization types, the following fields are required: Organization Legal Name, Incorporated State, and Domiciliary Address. Please refer to Figure 44 below.

Figure 44: Create an Organization – Non Insurance Company – Step 3



Users will get a chance to review a high-level summary of their request in Step 4 as shown in Figure 45. Once a user has reviewed the information, they may submit their request for approval. The requesting users will receive an email once the new organization has been approved.

Figure 45: Create an Organization – Non Insurance Company – Step 4

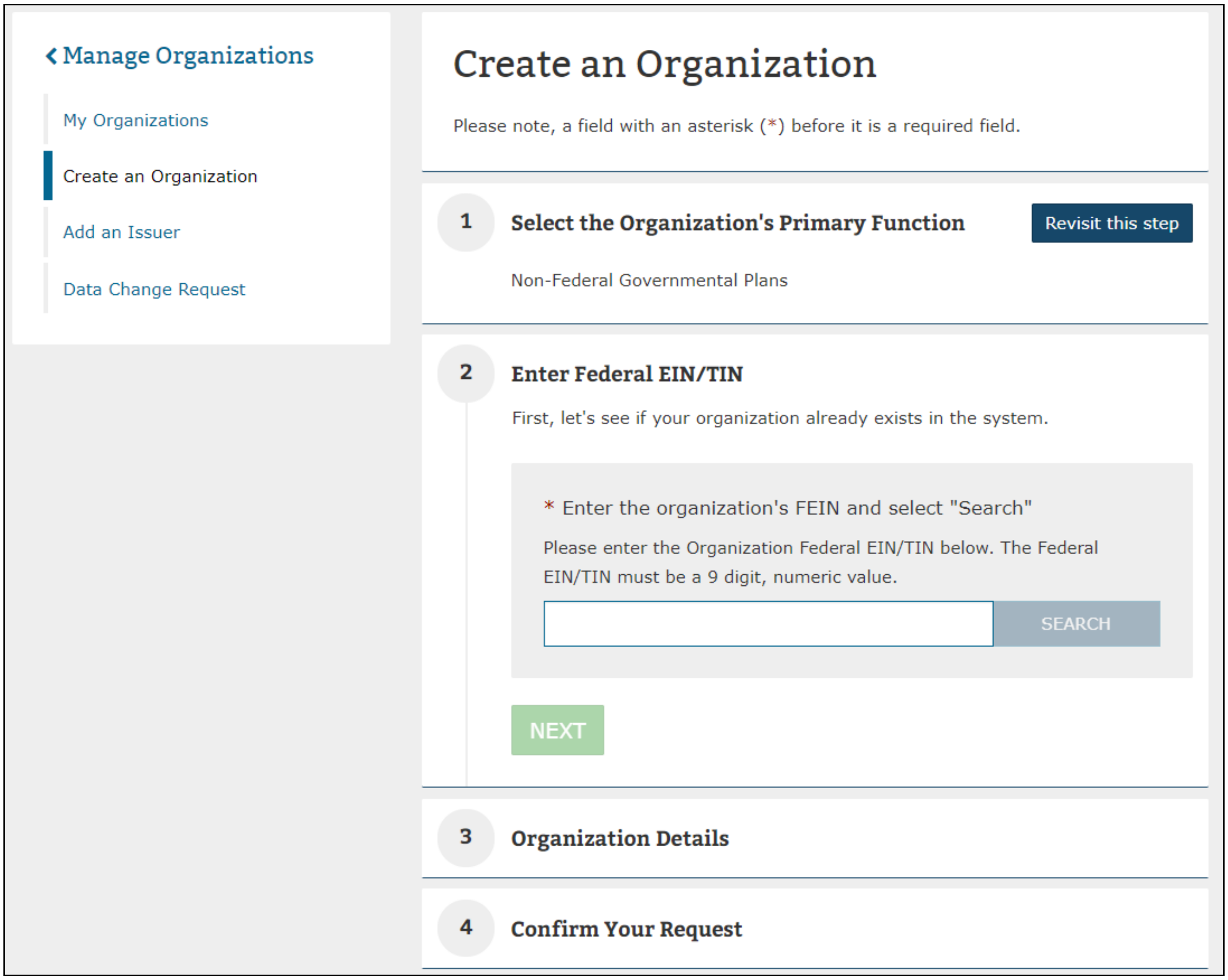


3.3.3 Non-Federal Governmental Health Plans

This section will cover the process of creating a new Non-Federal Governmental Health Plan organization in HIOS.

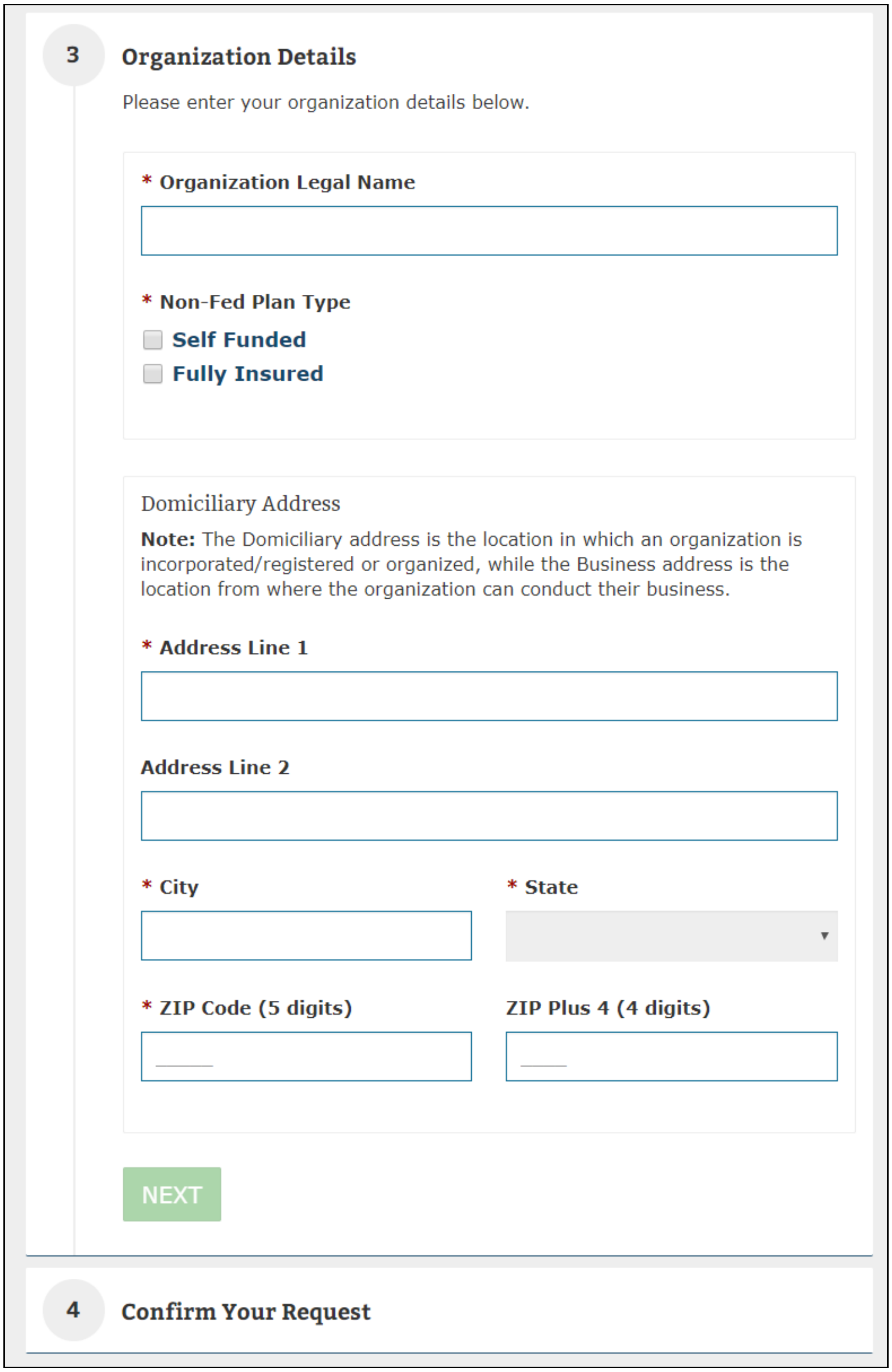
In Step 1, users will select that they are a group health plan offered by a Non-Federal Governmental Organization to its non-federal governmental employees, which is a Non-Federal Governmental Health Plan in HIOS. Step 2 will require users to enter the FEIN/TIN. Please refer to below Figure 46.

Figure 46: Create an Organization – Non-Federal Governmental Health Plan – Step 2



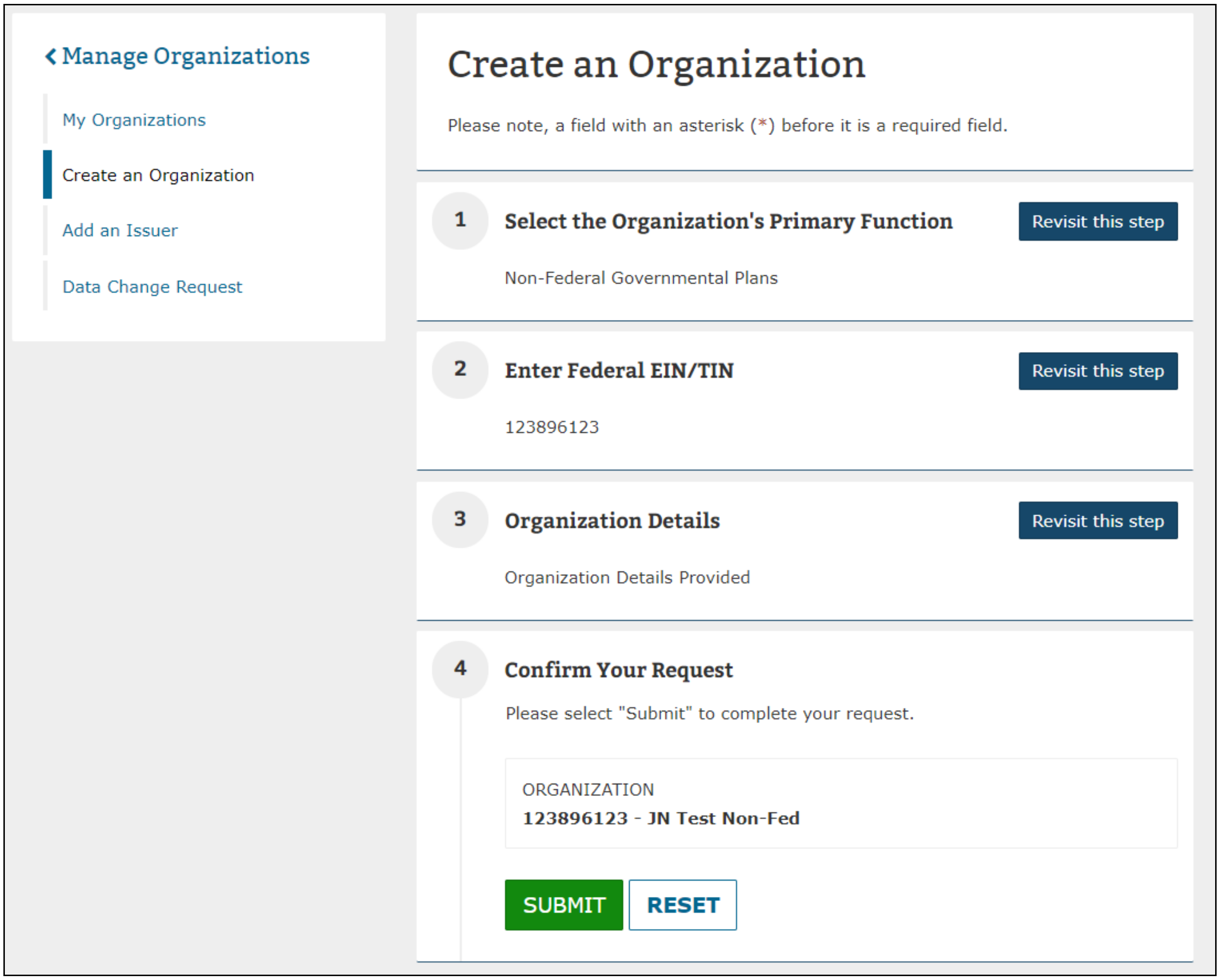
In Step 3, users will need to enter the organization details. For Non-Federal Governmental Health Plan organization types, users will need to enter the Organization Legal Name, select Self Funded and/or Fully Insured as the Non-Fed Plan Type, and enter the Domiciliary Address. Please refer to Figure 47 below.

Figure 47: Create an Organization – Non-Federal Governmental Health Plan – Step 3



Users will get a chance to review a high-level summary of their request in Step 4 as shown in Figure 48. Once a user has reviewed the information, they may submit their request for approval. The requesting users will receive an email once the new organization has been approved.

Figure 48: Create an Organization – Non-Federal Governmental Health Plan – Step 4



3.3.4 Other Organization Type

This section will cover the process of creating a new Other Organization Type organization in HIOS.

In Step 1, users will select the option of Other – the above categories do not fit the organization's primary business, which is an Other Organization type in HIOS. Step 2 will vary depending on if the organization indicates they have an FEIN/TIN. If they do have one, then Step 2 will be to enter the FEIN/TIN. If they do not have one, then Step 2 will be to enter the Organization Name. Please refer to below Figure 49 and Figure 50.

Figure 49: Create an Organization – Other Organization – Step 2 FEIN

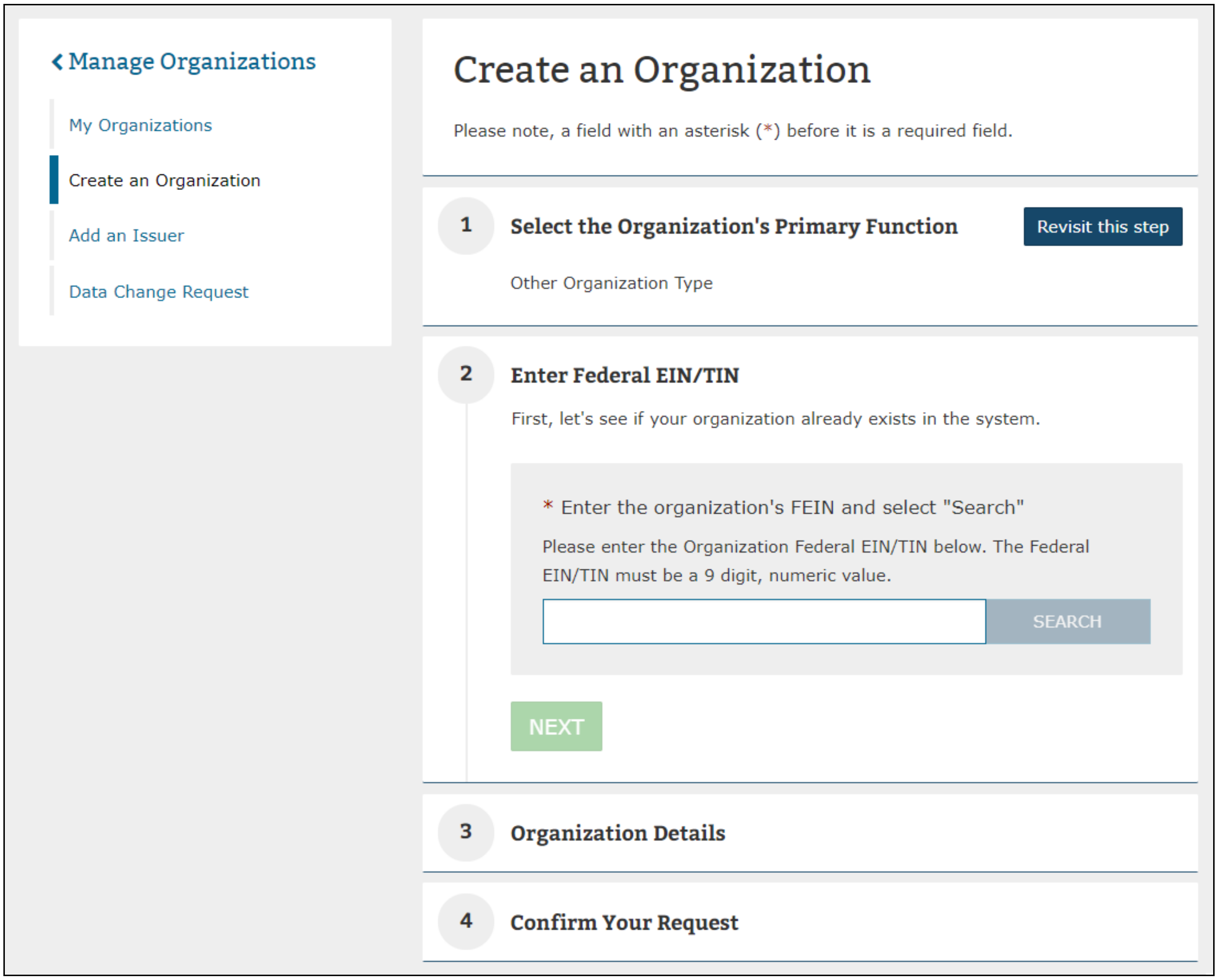
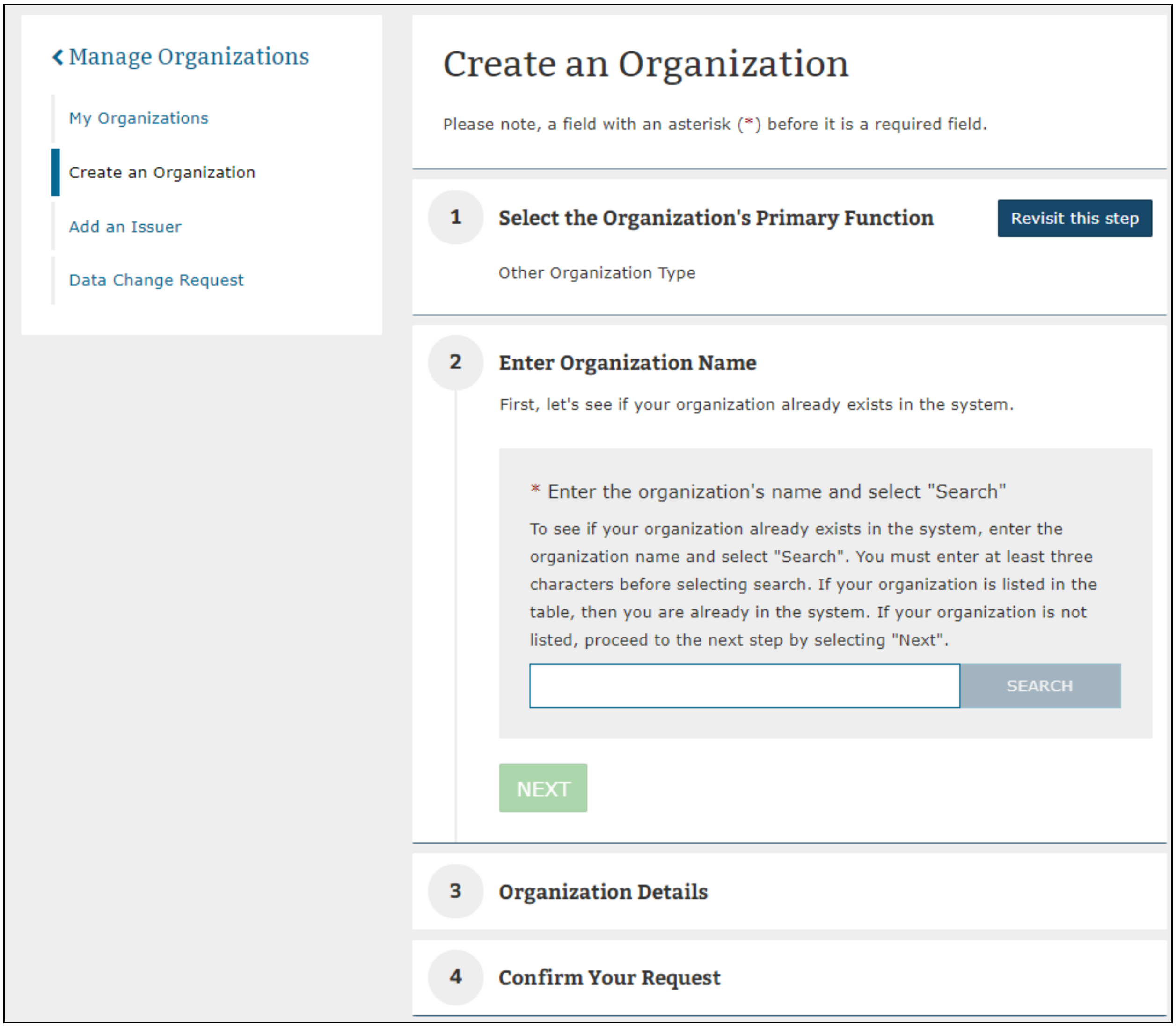
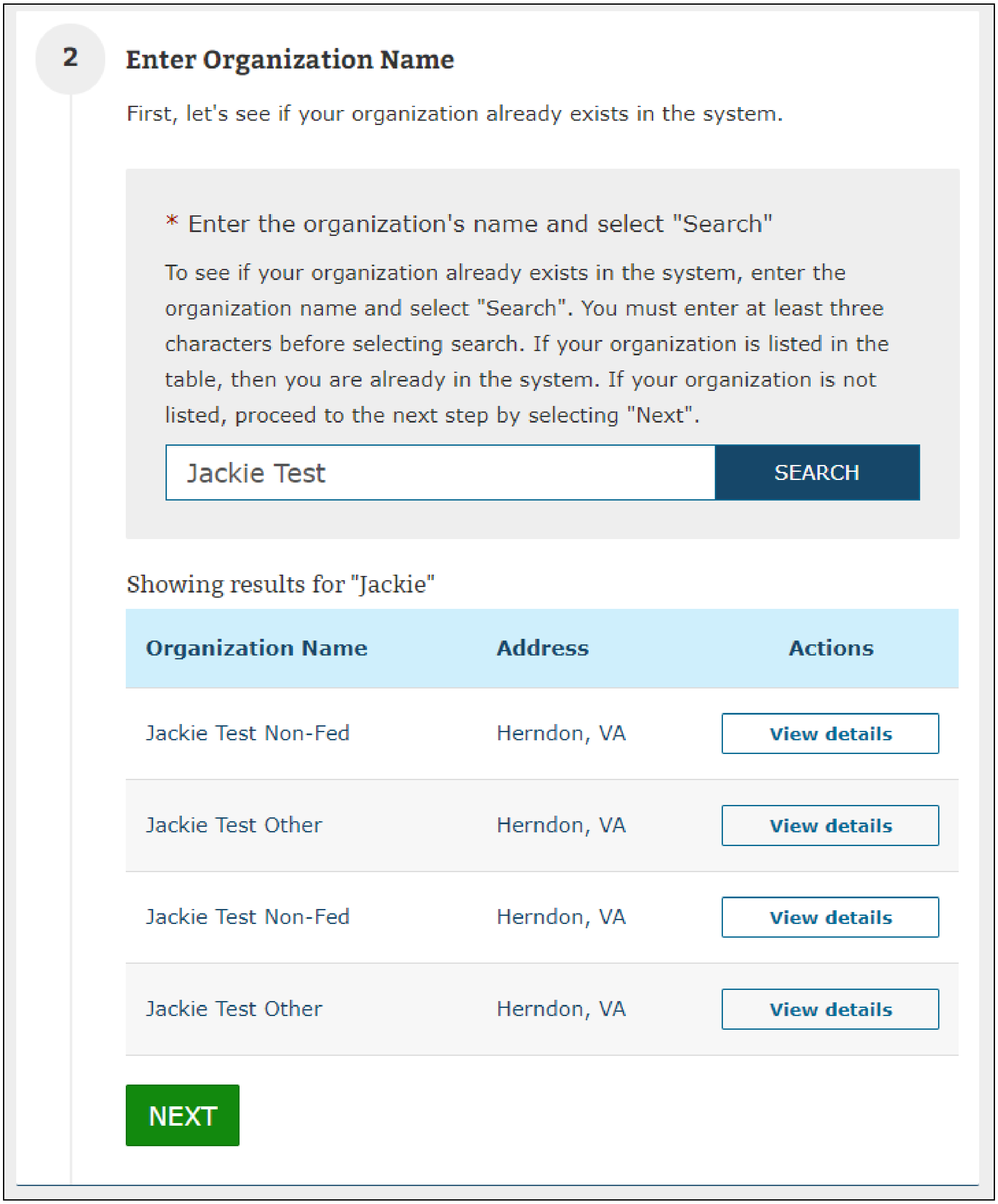


Figure 50: Create an Organization – Other Organization – Step 2 Name



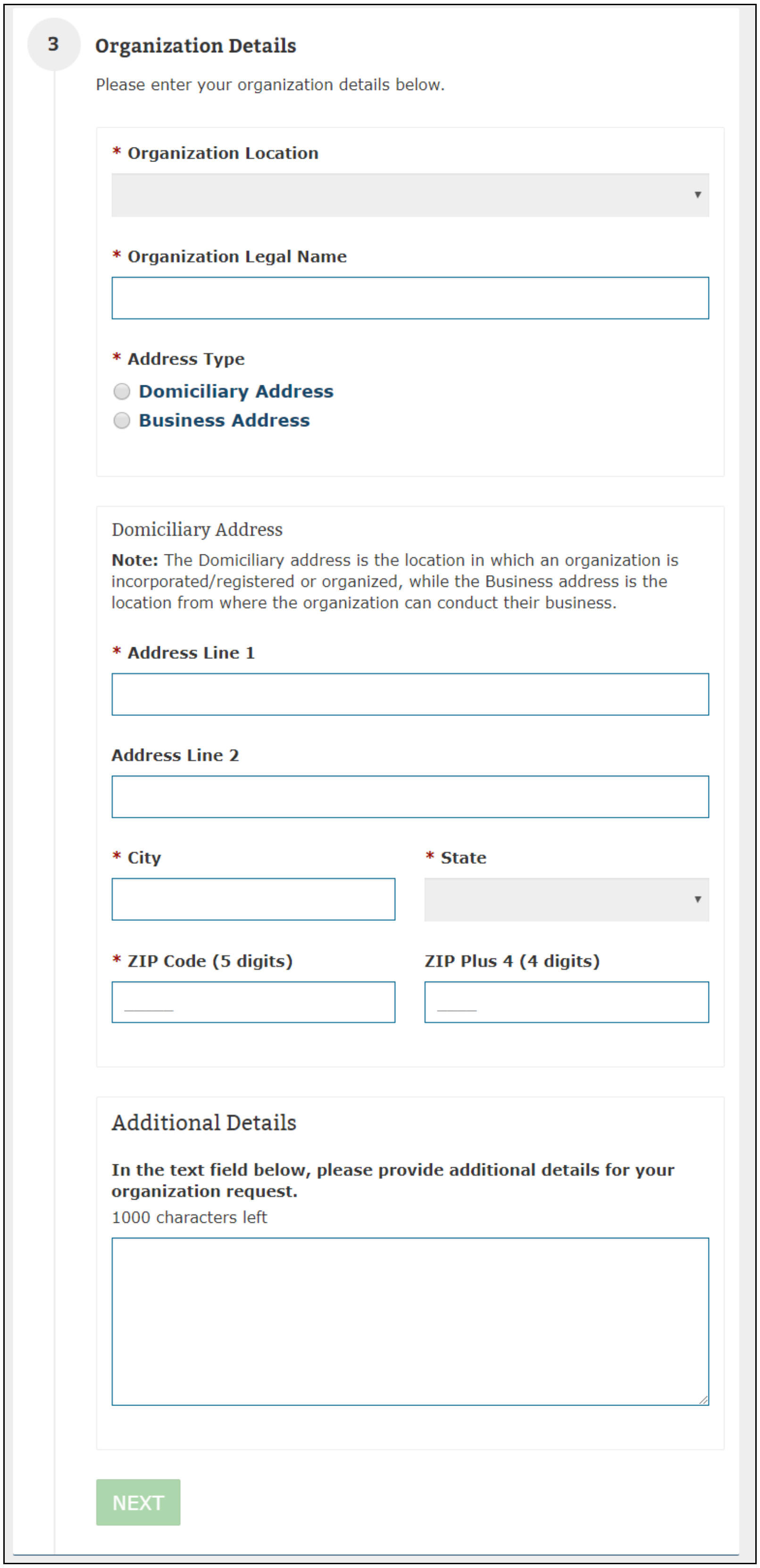
If a user needs to search by Organization Name, the system will check to confirm that the user's organization is not already in the system based on resemblance to the name entered and display the results in a table. If the user sees that the listed organizations are not their intended organization, then they can proceed forward. Please refer to Figure 51 below.

Figure 51: Create an Organization – Other Organization – Step 2 Name Results



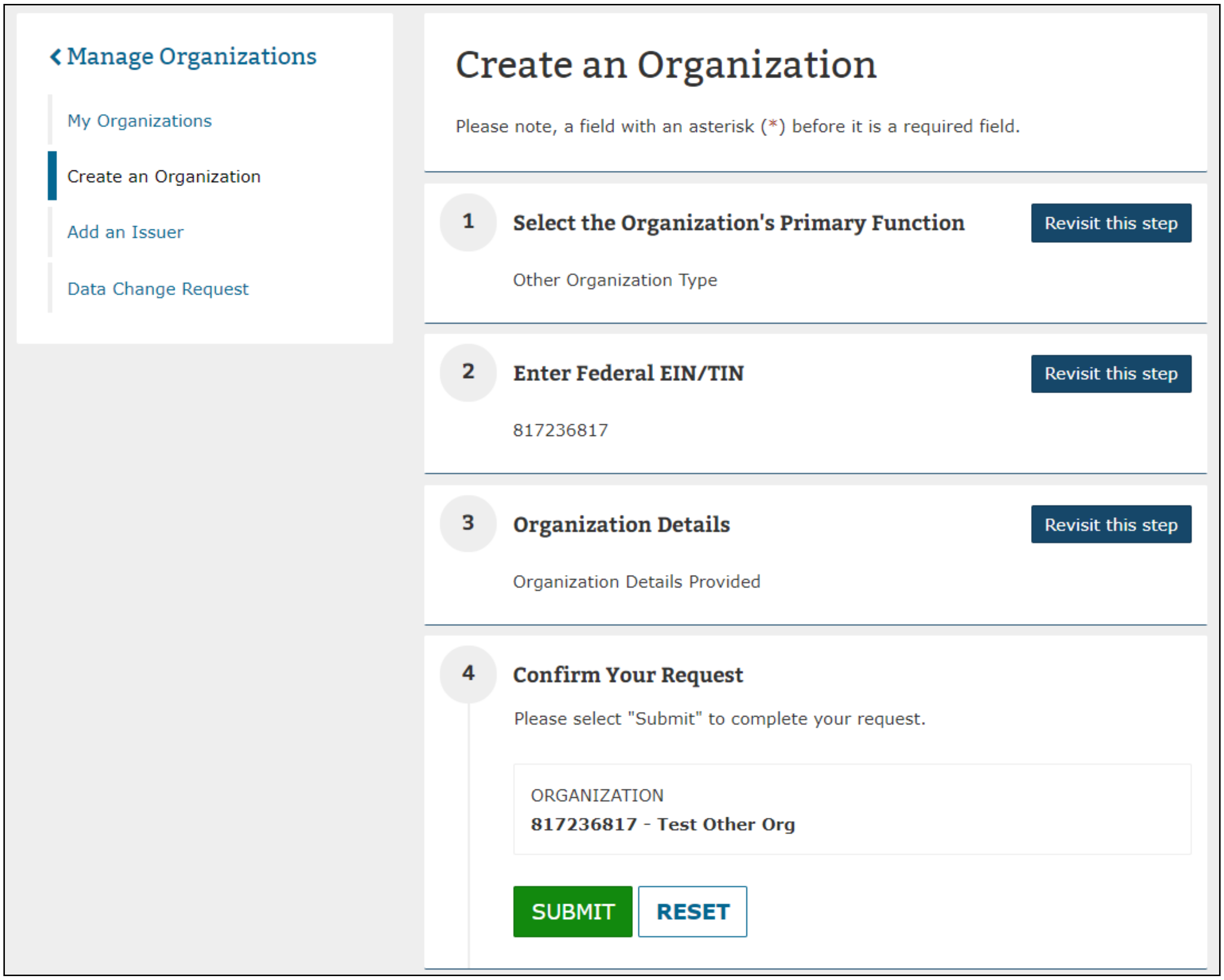
In Step 3, users will need to enter the organization details. For Other Organization types, users will need to provide the Organization Location (US Address or Non-US address), enter the Organization Legal Name, the FEIN/TIN unless provided in Step 2, select the Address Type (Domiciliary Address or Business Address), and enter the address of the previously selected address type. Please refer to Figure 52 below.

Figure 52: Create an Organization – Other Organization – Step 3



Users will get a chance to review a high-level summary of their request in Step 4 as shown in Figure 53. Once a user has reviewed the information, they may submit their request for approval. The requesting users will receive an email once the new organization has been approved.

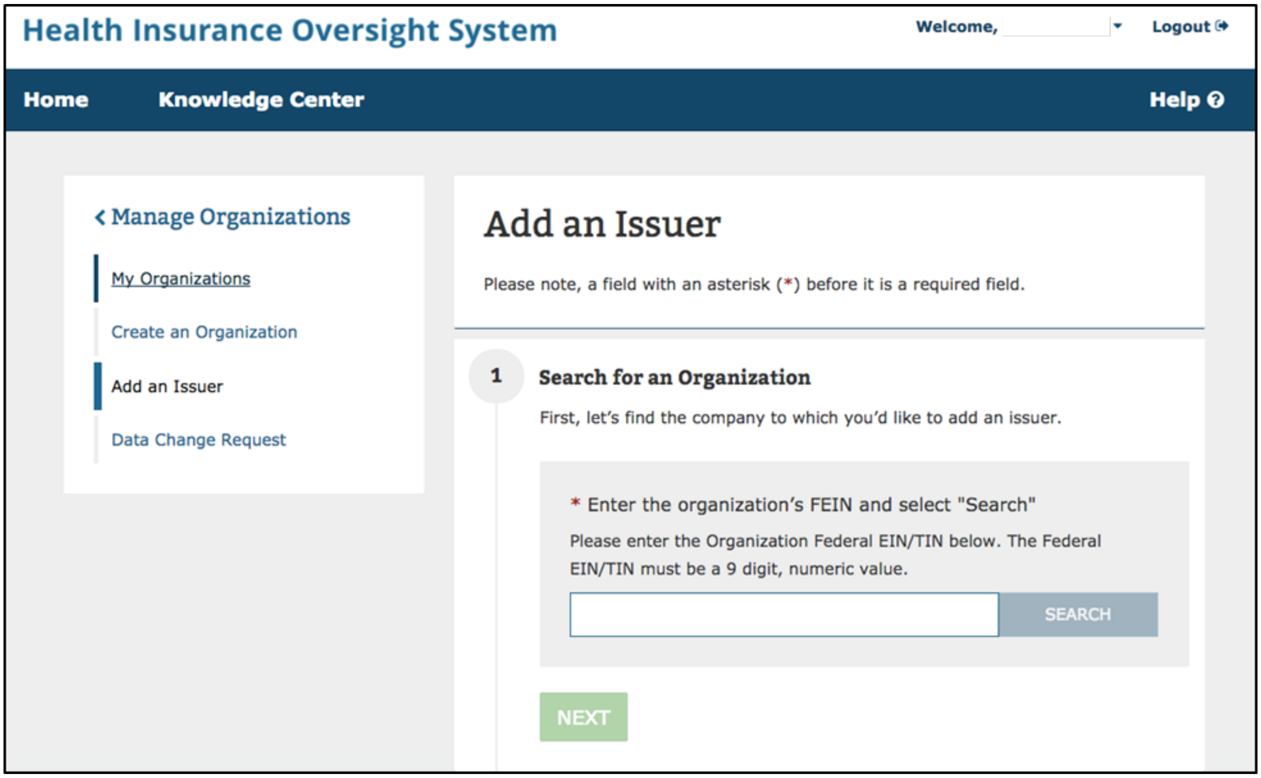
Figure 53: Create an Organization – Other Organization – Step 4



3.4 Add an Issuer

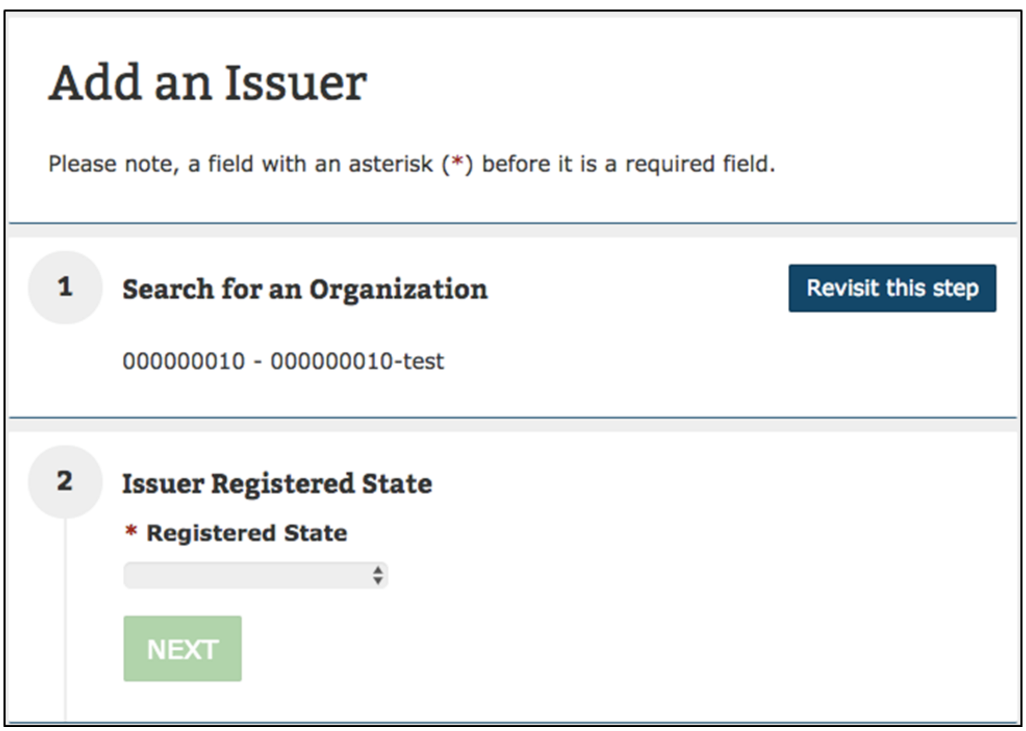
Users can access the Add an Issuer functionality from the Manage Organizations landing page. Through the Add an Issuer functionality, users can register an issuer under an existing insurance company in HIOS by completing four steps. In Step 1, users must identify the insurance company by searching by the FEIN/TIN. Please refer to Figure 54 below.

Figure 54: Add an Issuer – Step 1



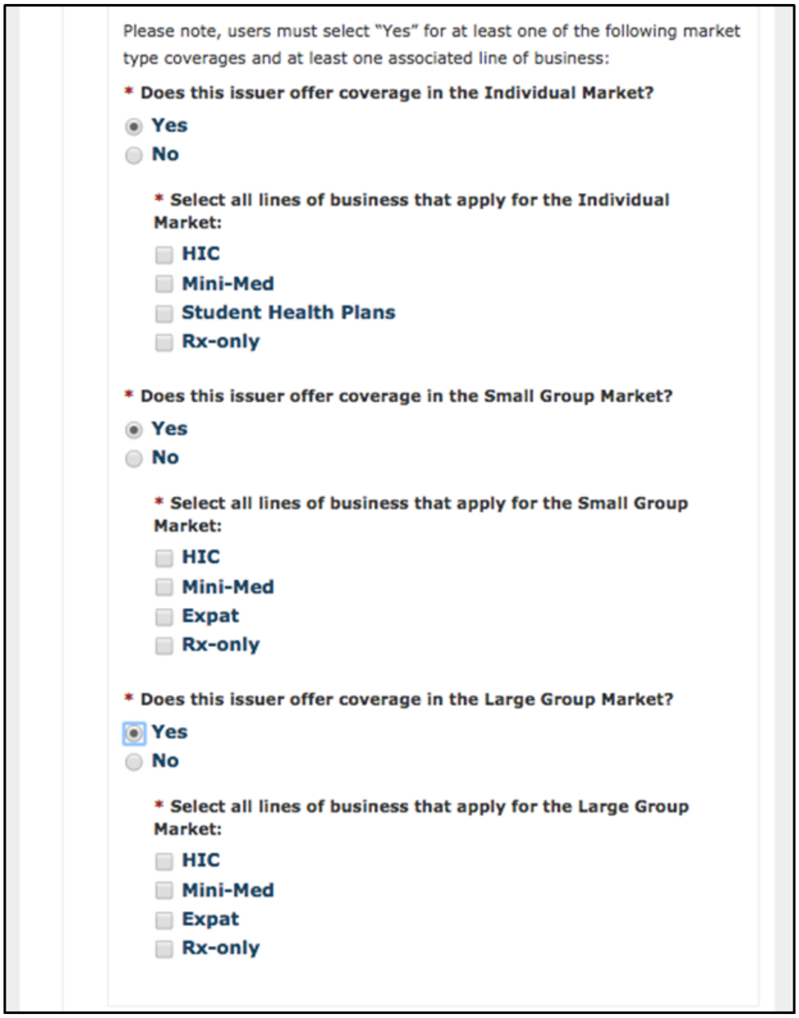
Users are required to identify the issuer's registered state as part of Step 2 of the Add an Issuer process as shown in Figure 55 below.

Figure 55: Add an Issuer – Step 2



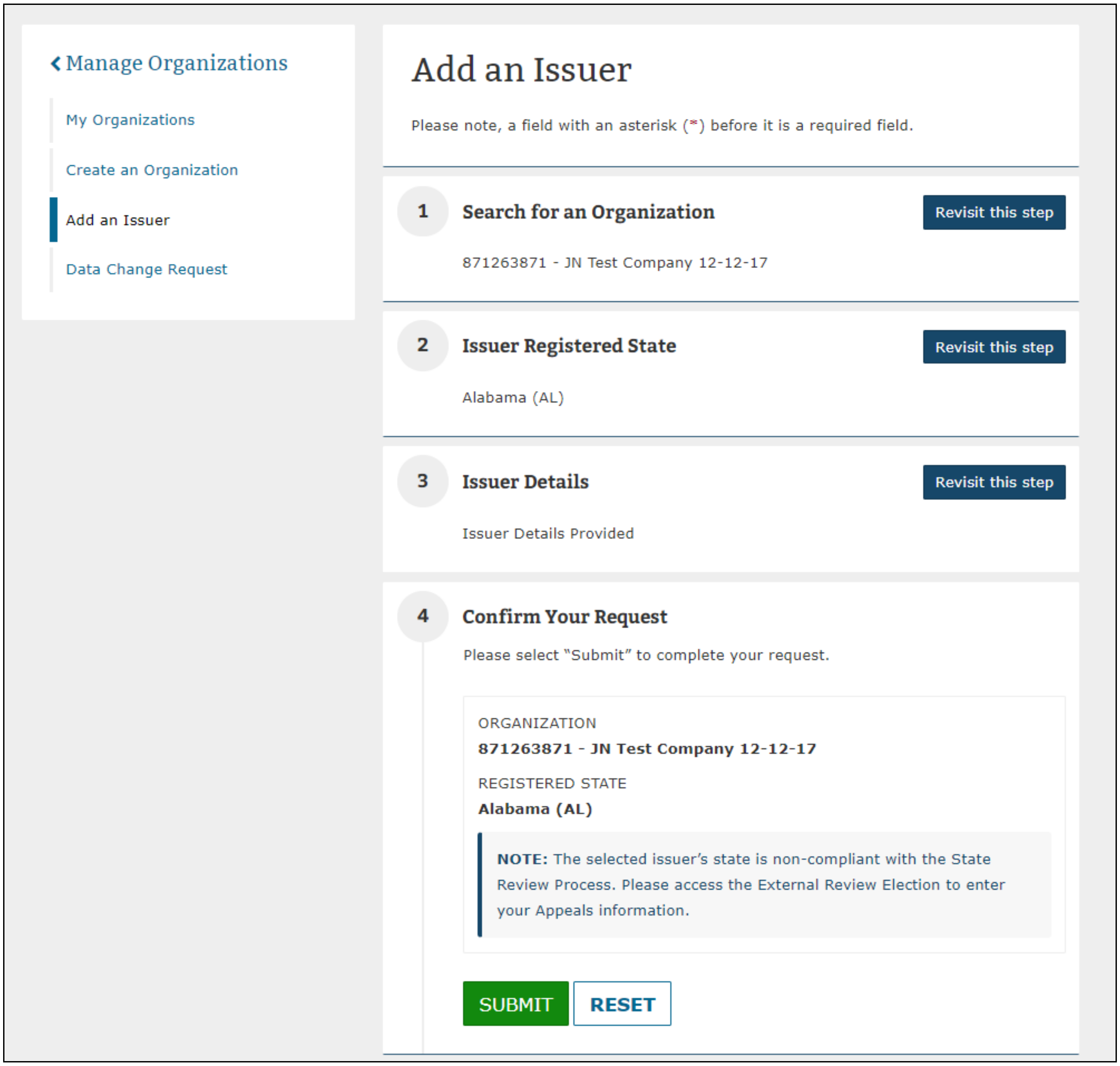
In Step 3 users will need to enter the Issuer Details. Users have the option to enter the Issuer Marketing Name. Users are required to enter information on if they offer coverage in the Individual Market, Small Group Market, and/or the Large Group Market by selecting 'Yes' or 'No'. If users select 'Yes' to any of the market type coverages, additional fields will display for the lines of business. Users are also required to enter the Domiciliary Address. Once all of the required fields are provided, users can proceed to step 4. Please refer to Figure 56 below.

Figure 56: Add an Issuer – Step 3



Users will view a summary of information that was provided as part of the Add an Issuer process which includes the organization FEIN, organization name, and registered state displayed in Step 4. If the user has selected a non-compliant state or territory (AL, AK, FL, GA, PA, WI, AS, GU, MP, VI), additional text will appear informing users they need to access the ERE module. If the information is deemed correct by the user, they can select 'Submit' for the request to be approved. Please refer to Figure 57 below.

Figure 57: Add an Issuer – Step 4

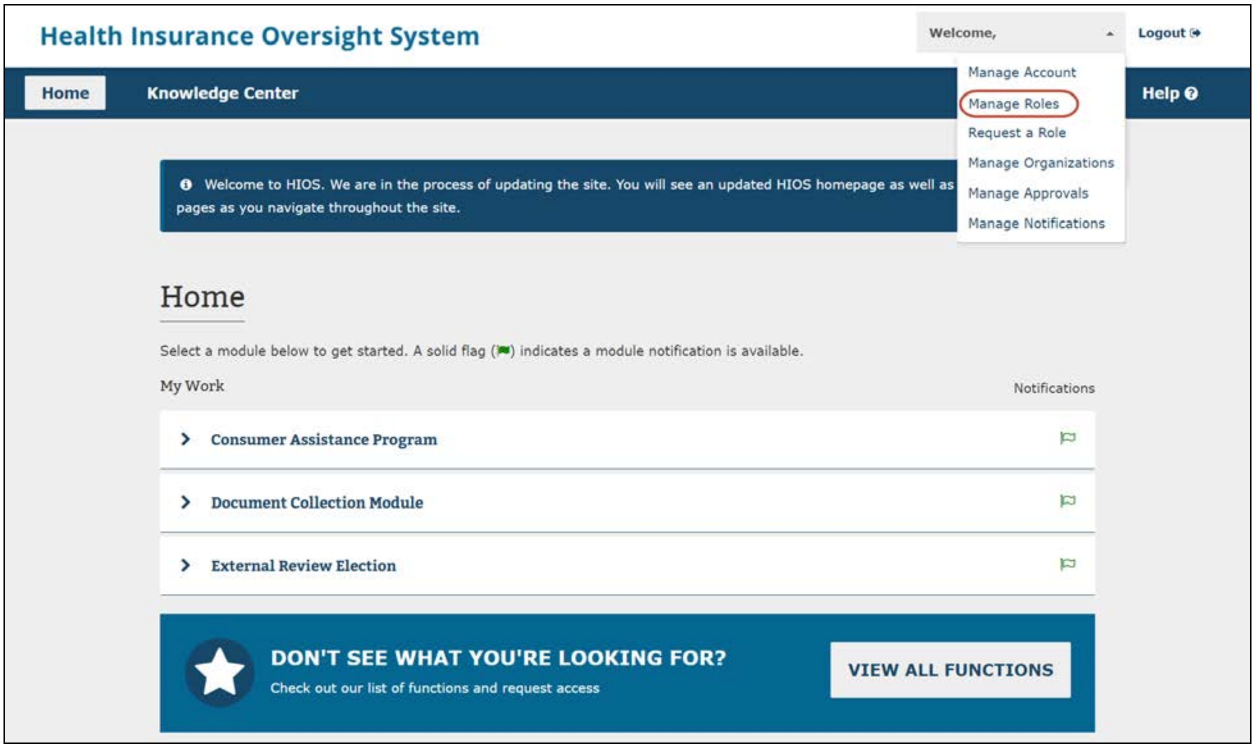


3.5 Role Management

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

The HIOS home page will display a Manage Roles link from the drop down as illustrated in Figure 58 below.

Figure 58: HIOS Portal Home Page – Manage Roles

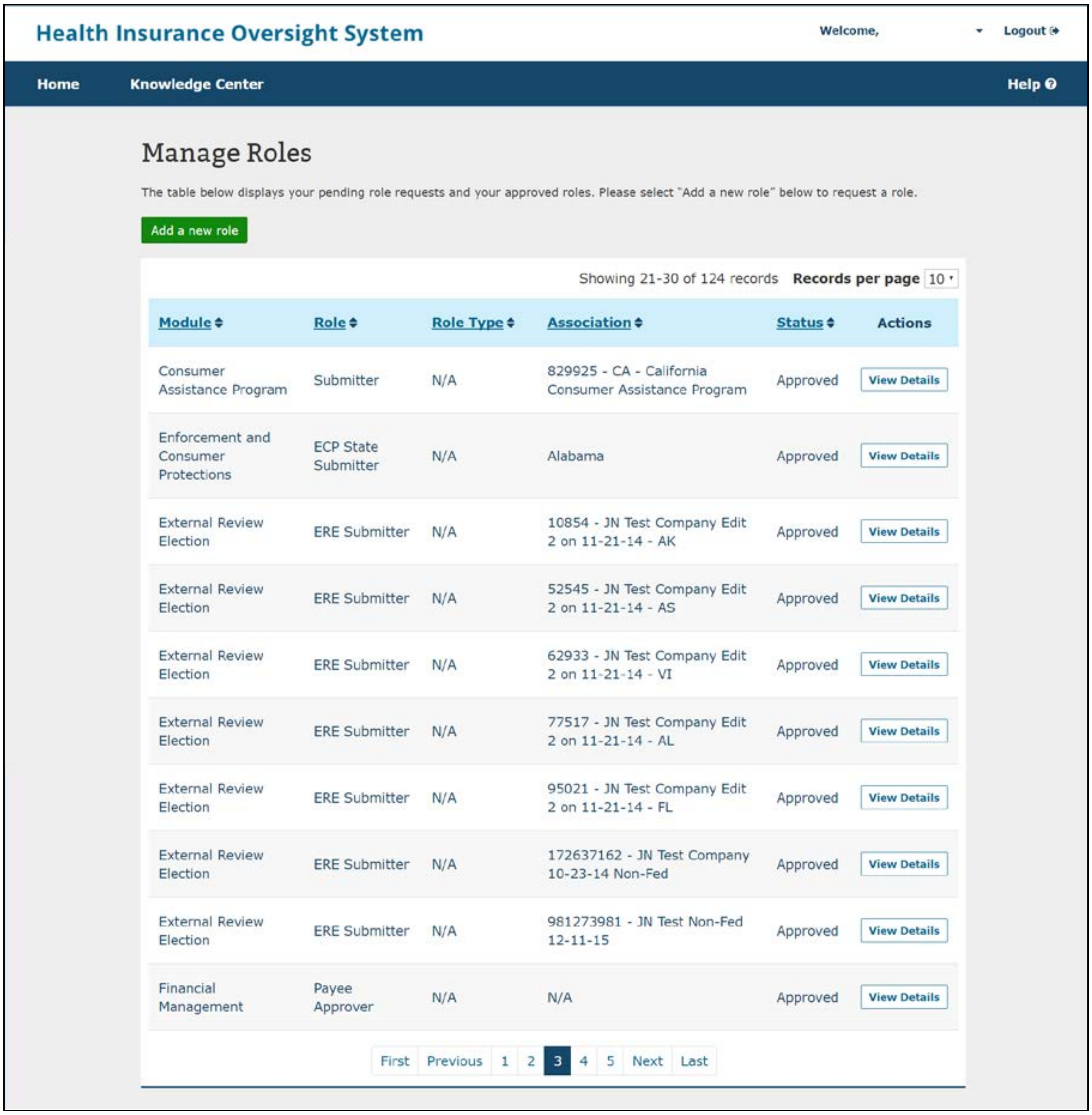


3.5.1 Manage Roles Page

The users can view their existing roles and pending role requests on the Manage Roles page as displayed below in Figure 59 and Figure 60.

The table will display the pending role requests first and then the approved requests after.

Figure 59: Manage Roles



Users may select ‘View Details’ to view additional information about the Pending or Approved role request. Users will be navigated to the View Role Details page which will vary depending on the status of the role request. The two variations of the page are displayed below.

Figure 60: View Role Details – Pending Role Request

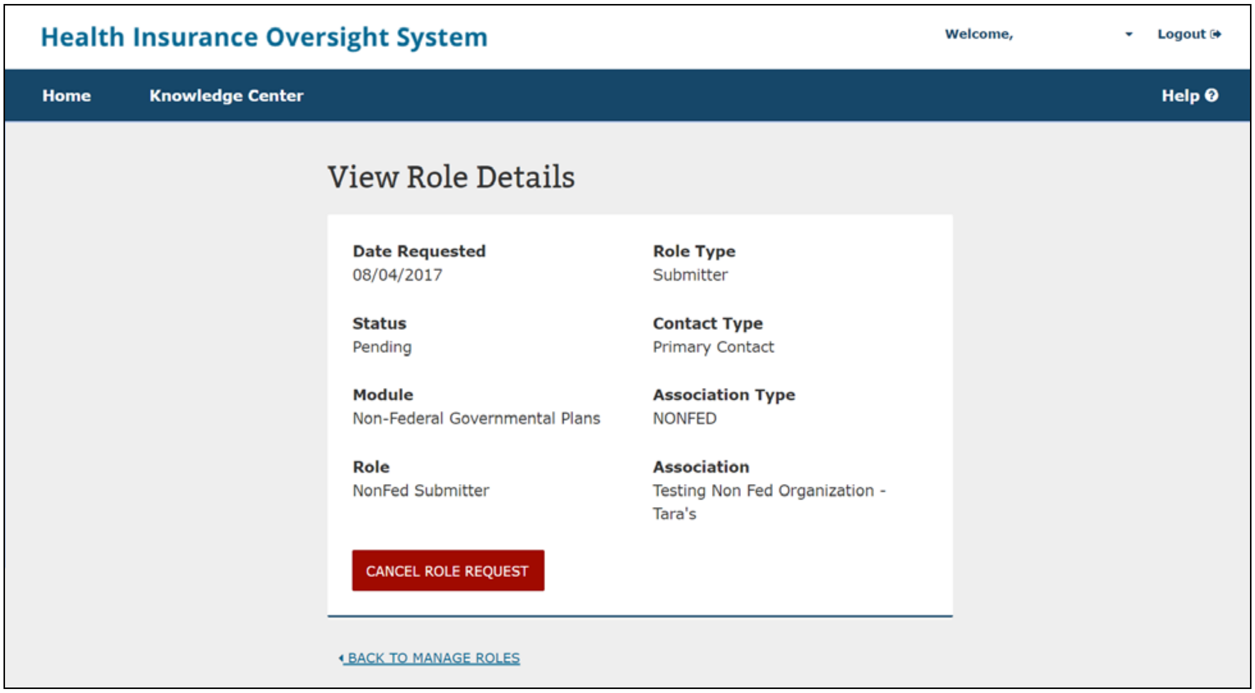
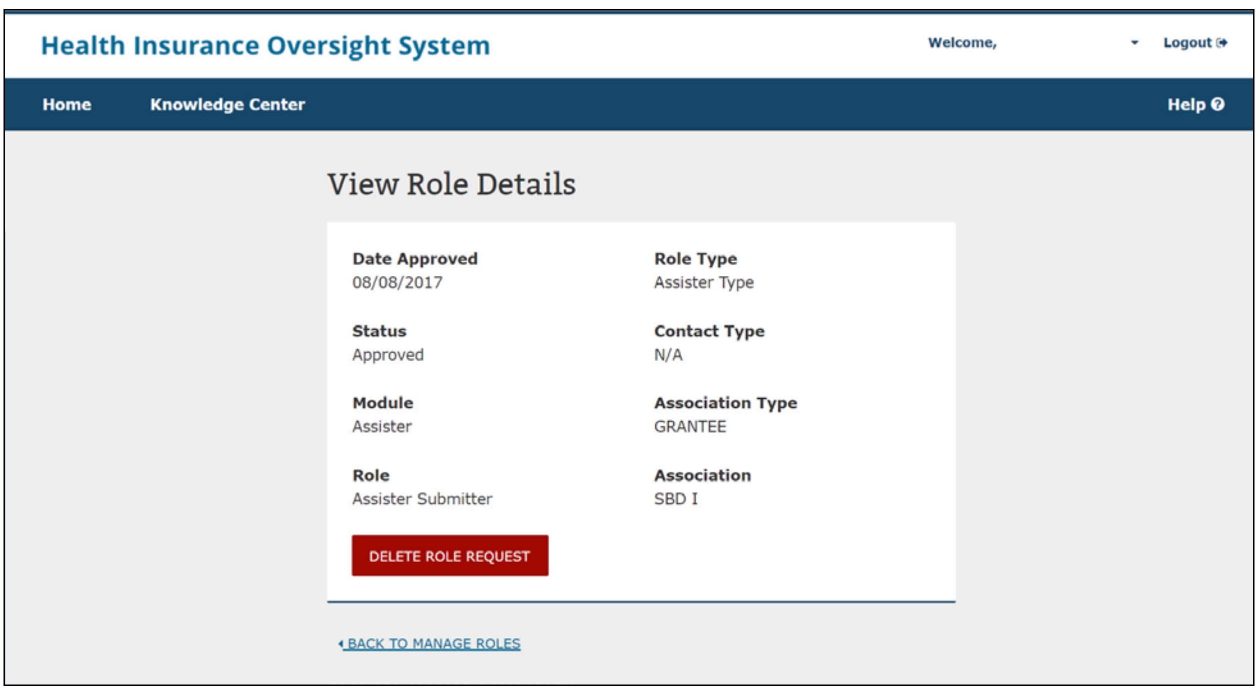


Figure 61: View Role Details – Approved Role Request



If the user selects Cancel Role Request or Delete Role Request from the View Role Details page, the following confirmation pop-ups will be displayed.

Figure 62: Role Cancellation Confirmation

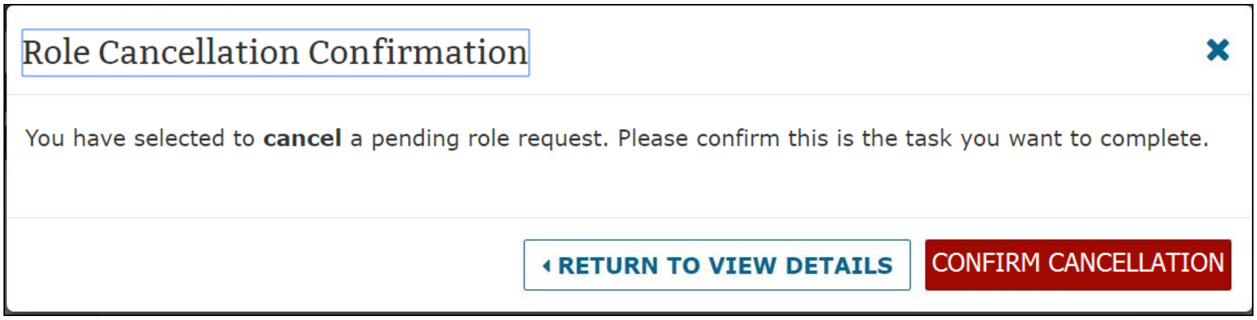


Figure 63: Role Deletion Confirmation

To view existing roles, complete the following steps:

1. From the HIOS Portal Home Page, select the 'Manage Roles' link.
2. Users can view additional details for the role request by selecting View Details in the Actions column.
3. Users can cancel or delete their pending or approved role requests from the View Role Details page.
4. Users will need to confirm their action on the pop-up. Once the request is submitted, the system shall display a confirmation message on the Manage Roles page.

3.5.2 Requesting a Role

To request an additional role or module access, a role request must be submitted. Be sure to review the Browse by Module page to ensure that the correct module and role is requested within the module.

To request a role, complete the following steps:

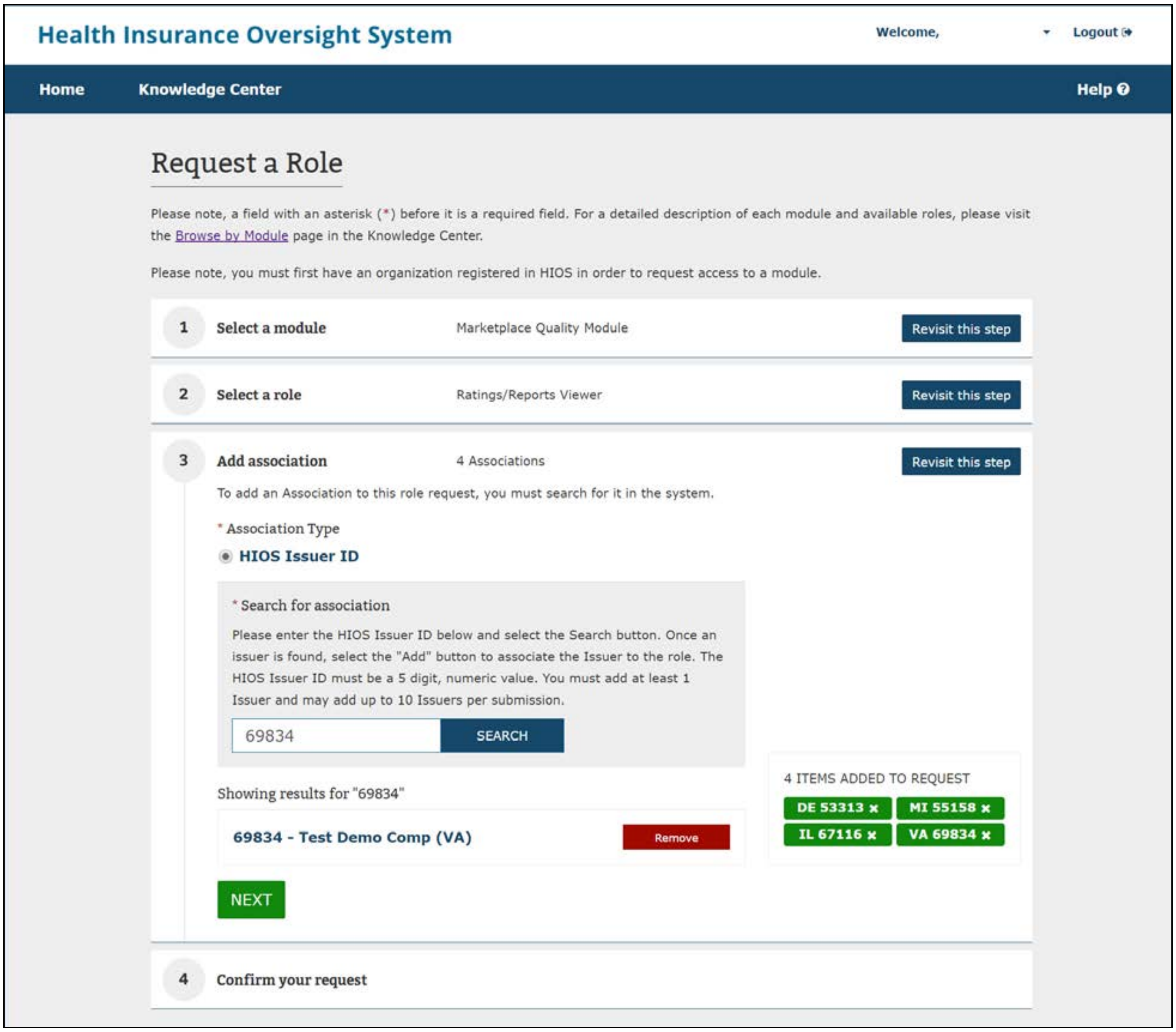
1. From the HIOS Portal Home Page, select the 'Request a Role' link.
2. Select the Module needed.
3. Select the Requested Role. The system will only display the specific roles that apply to the module selected.
4. If applicable for the module and role selected, select the role type.
    - The role type radio buttons shall **NOT** be displayed for the following modules:
        - ERE

- Non Fed
- Financial Management
- QHP Issuer Module
- QHP Rating Module
- QHP Benefits and Service Area
- State Evaluation module
- Unified Rate Review System

5. If applicable for the module, role, and role type selected, select the contact type.
6. Select the Association Type. 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, site, or state reference provided is accurate.
7. Review the role request and select the Submit button. The Reset button is also an option if the user wants to reset the steps and start over.

Figure 64 displays the role request for the Ratings/Reports Viewer role within the Marketplace Quality Management (MQM) module.

Figure 64: Ratings/Reports Viewer Role Request

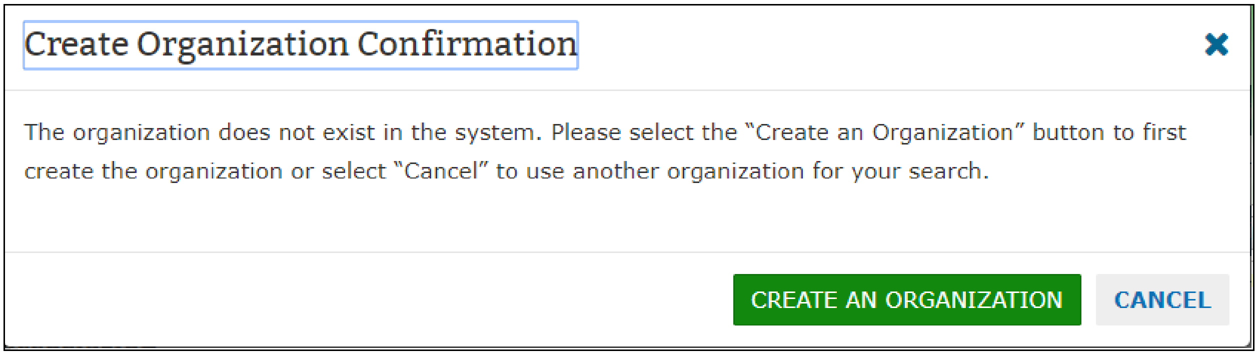


Users seeking to request the Ratings/Reports Viewer role can associate themselves to multiple Issuers per request. These users need to Search a valid Issuer and then select the Add button.

The system shall validate if there is an existing role request (for same role and association) in the Pending Requests. The system shall throw an error message if the user already has a duplicate pending or approved role request.

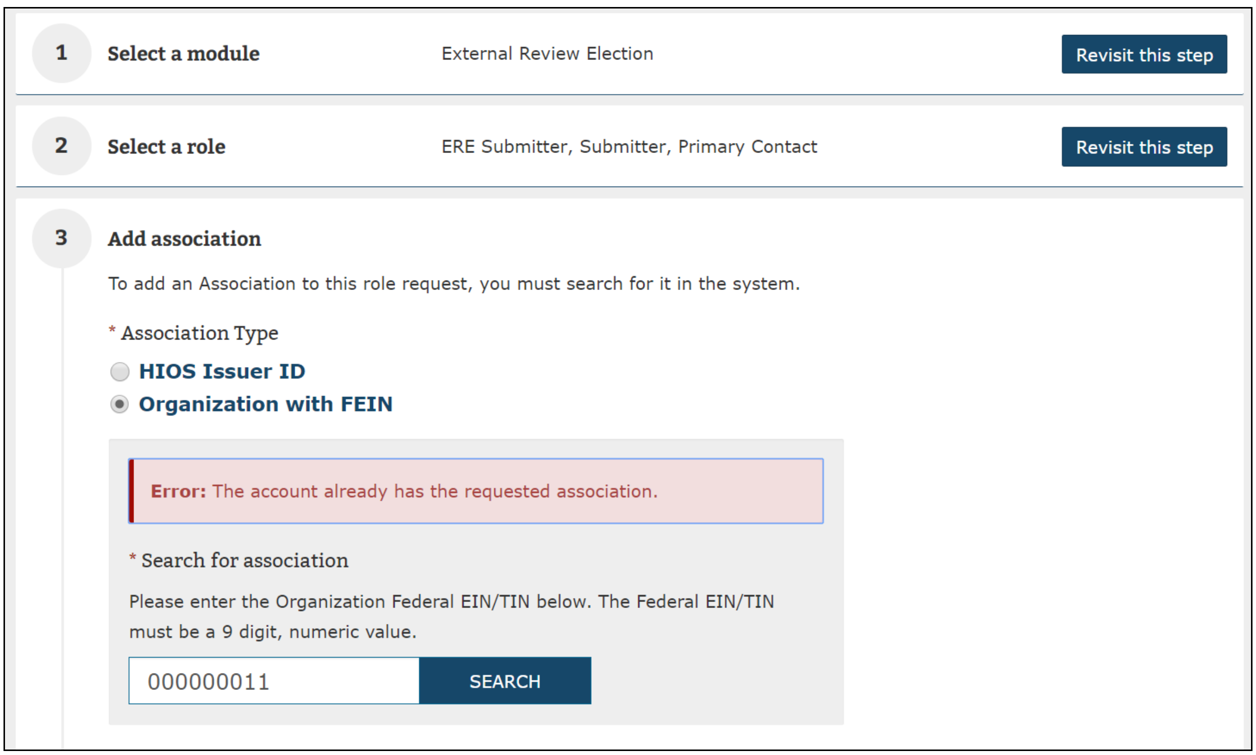
The system will check that the Issuer IDs entered exist within HIOS and that the users do not already have an existing association with the selected Organization. If an organization does not exist in the system, a pop-up message will display that allows users to first create the organization as displayed by Figure 65.

Figure 65: Organization Not Found – Navigate to Create an Organization



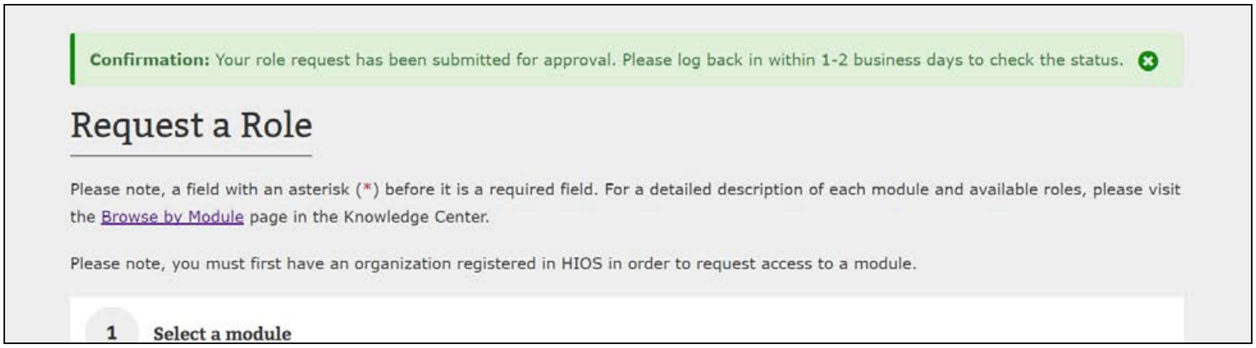
The system shall display the error message as in Figure 66 if the user already has a role associated with the ID entered.

Figure 66: Existing Association Error Message



Once the users have submitted the desired role request, the system will display a Confirmation screen, displayed in Figure 67, to notify the users of the successful submission.

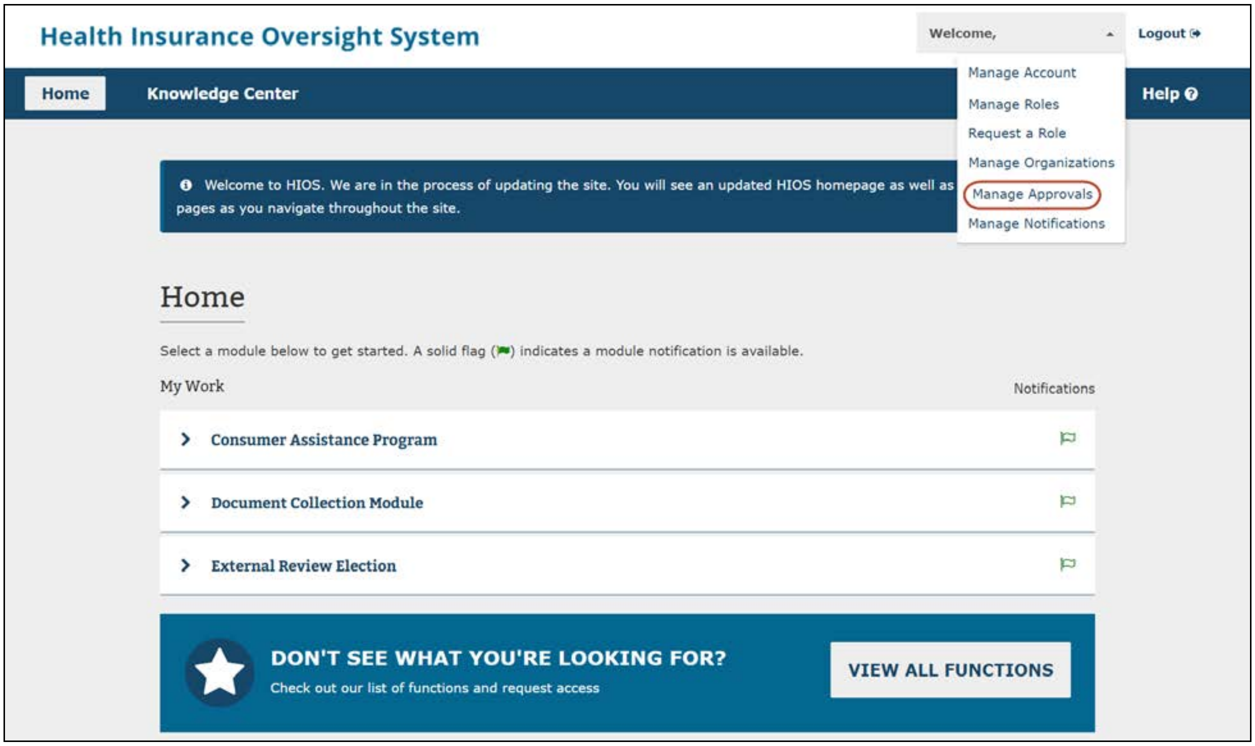
Figure 67: Role Request Confirmation Page



3.6 Approvals

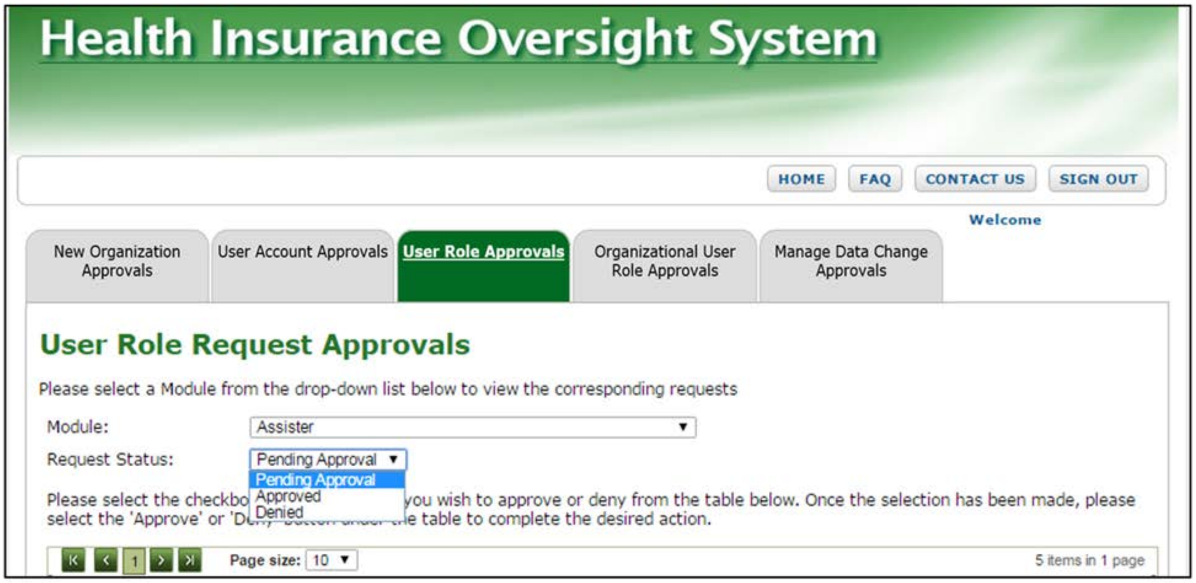
Users, with the appropriate role for their module, have the ability to Approve or Deny user role requests at both the module and organizational level. Users with approval roles will have the Manage Approvals link displayed in the drop down on the HIOS Portal Home page as displayed in Figure 68.

Figure 68: HIOS Portal Home Page – Manage Approvals



Under the Approvals tabs, users will have the option to view all Pending Approval, Approved, and Denied requests as displayed in Figure 69.

Figure 69: Approval Tabs – Request Status

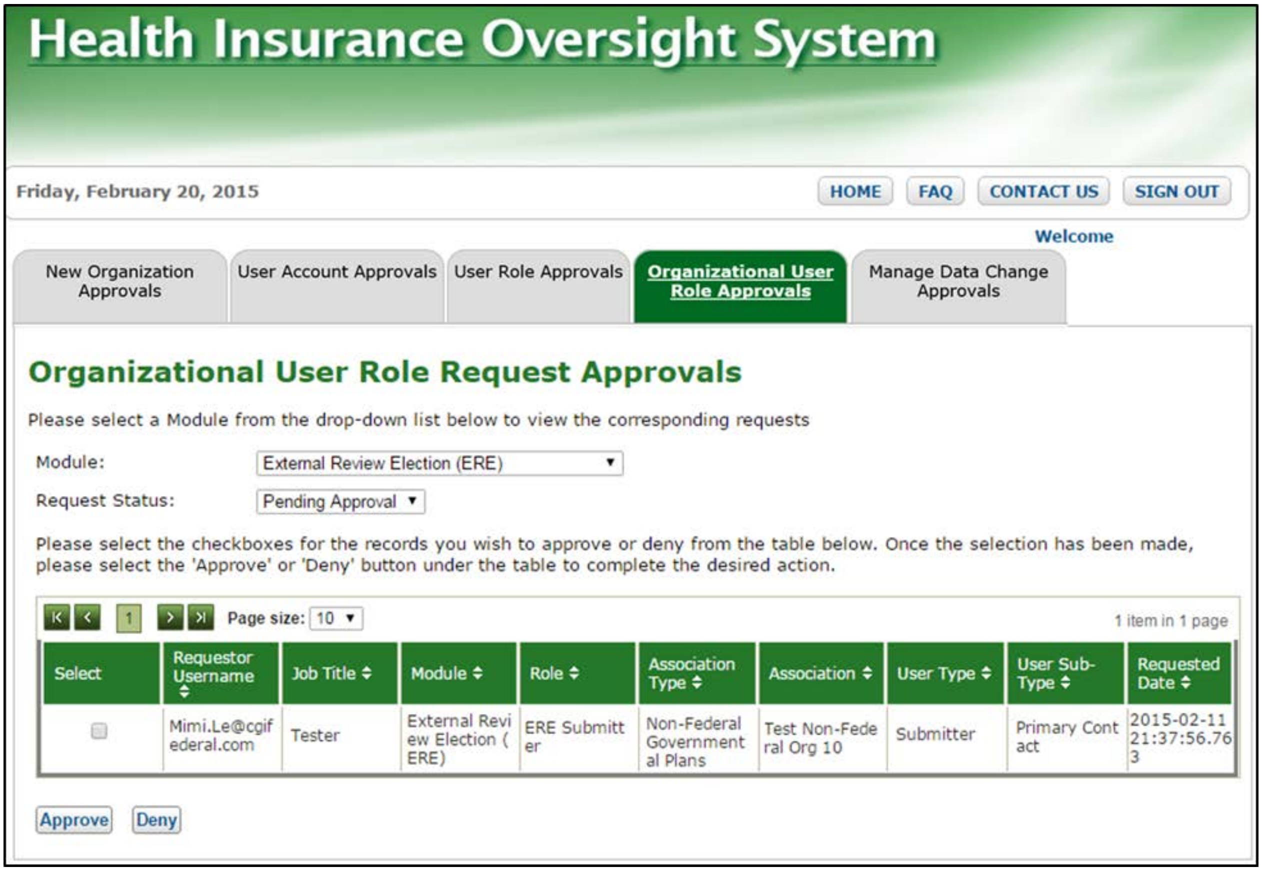


Users with the HIOS User Role Approver role will see the User Role Approvals tab, as displayed in Figure 70. Under this tab, users can approve or deny role requests for the modules for which they have permissions.

Figure 70: User Role Request Approvals

Figure 71 displays the Organizational User Role Approvals tab which only users with the Role Approver Administrator role will be able to see. This role allows users to approve or deny requested associations between a user and a module for a particular Organization.

Figure 71: Organizational User Role Approvals

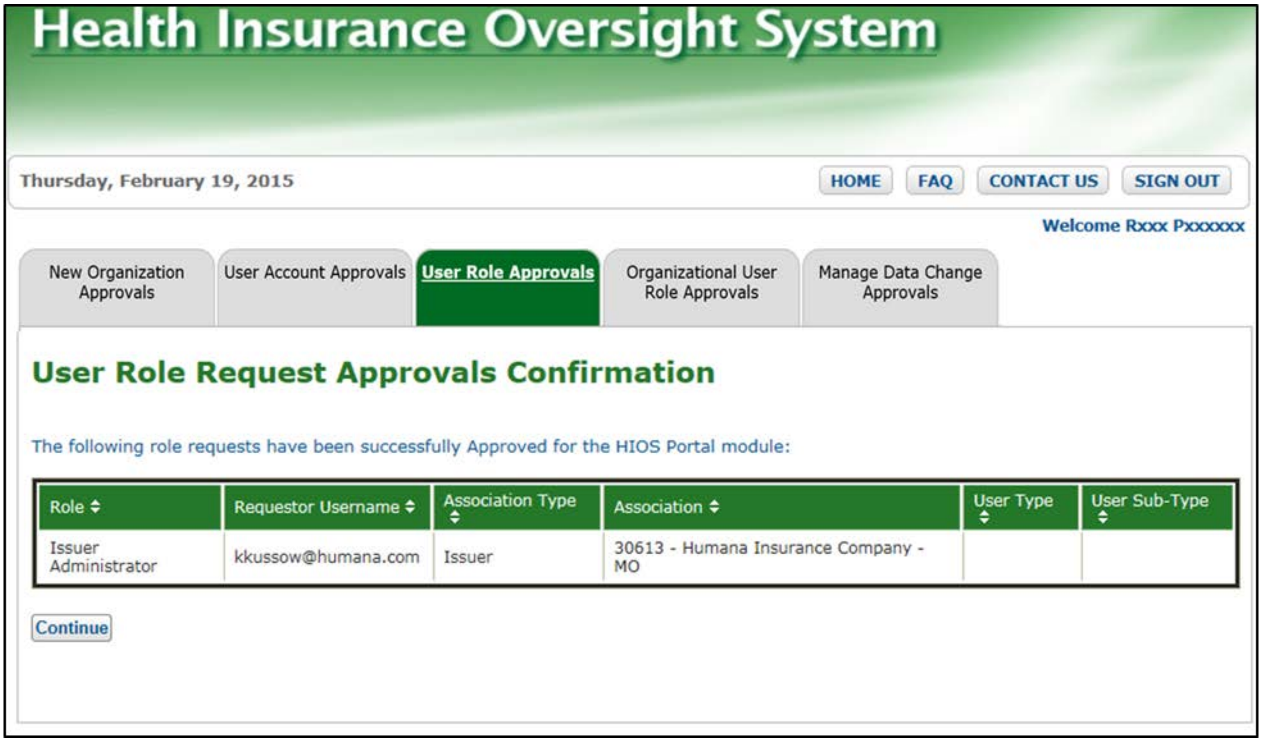


In order to approve or deny a record within one of the approvals tabs, the users would need to select the checkboxes next to the record, and then select the Approve or Deny button to approve or deny the selected records.

Once the users have selected at least one record's checkbox and selected the Approve or Deny button, the users will be redirected to a Confirmation page where the users will be notified of a successful request, and/or if the system encountered any errors in processing the request.

Figure 72 displays the User Role Approvals Confirmation page where the system encountered an error in processing an Approval or Denial request.

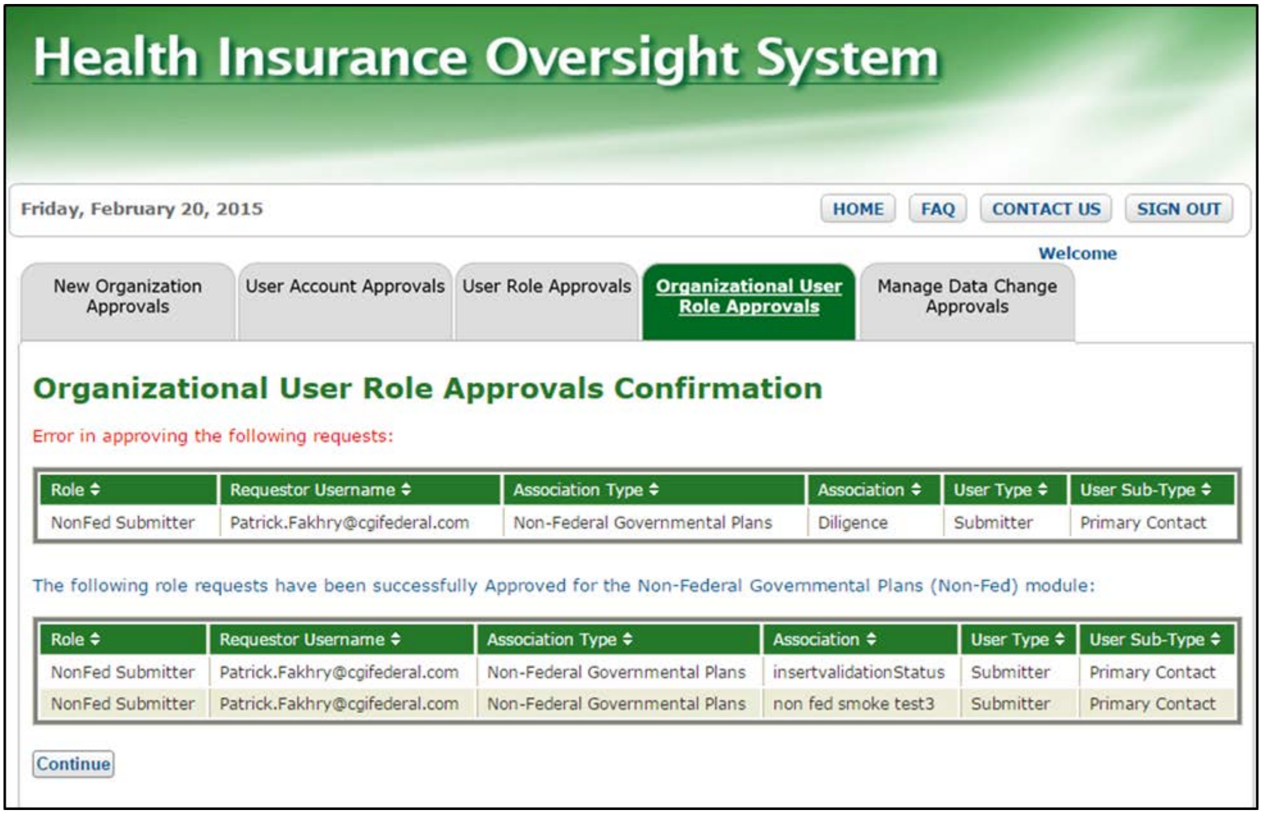
Figure 72: User Role Request Approvals Confirmation Page



Records that encountered an error will return to the 'Pending Approval' Request Status once the users select the Continue button if it was not already successfully approved by any other user.

Figure 73 displays the Organizational User Role Approvals Confirmation page where the approval request was partially successful.

Figure 73: Organizational User Role Approvals Confirmation Page



The confirmation page will display the records that encountered error on top of the records that were successfully approved or denied.

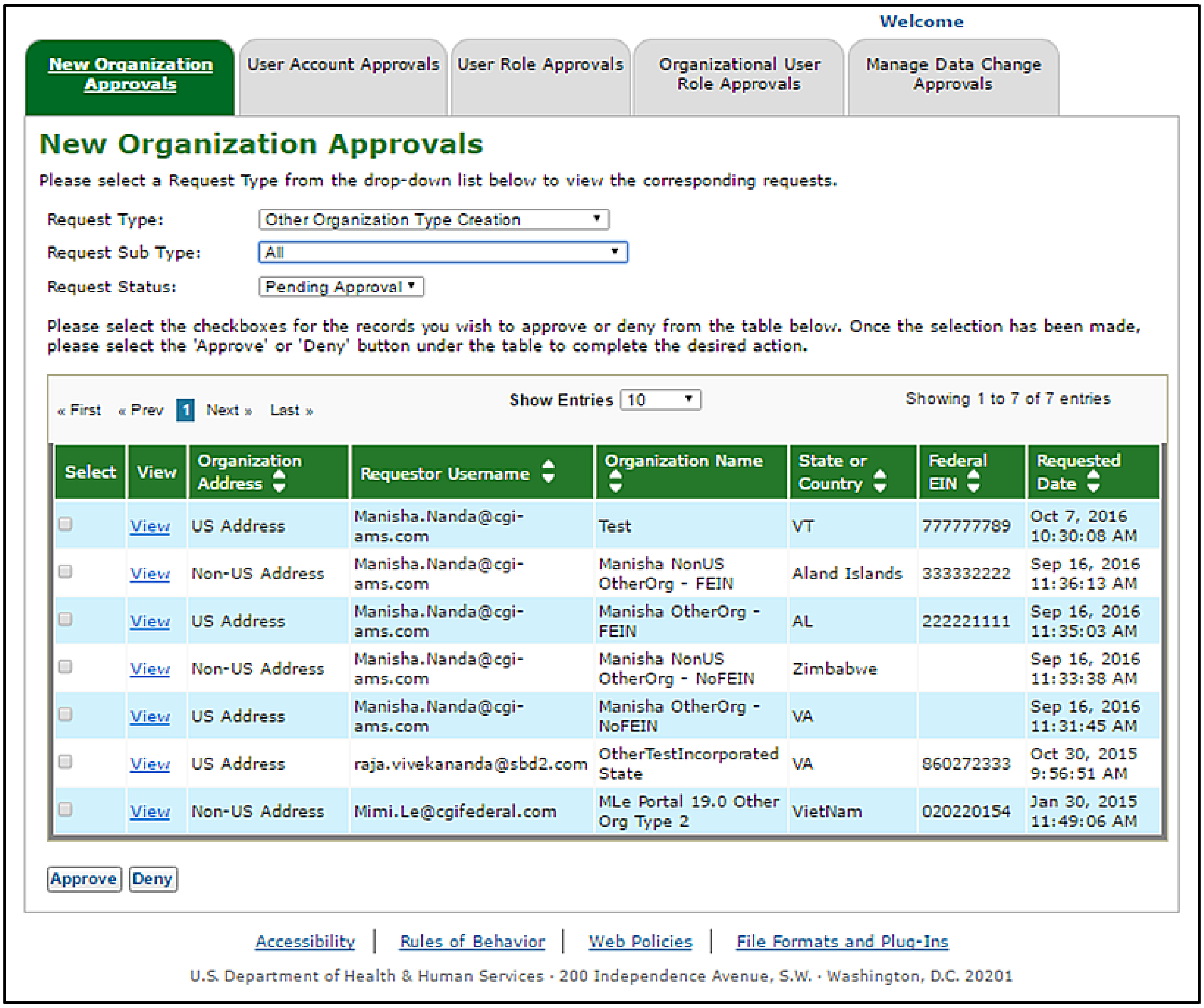
To approve or deny further records, the users may select the Continue button to be redirected to the previous page.

New user roles have been added to enhance the Approvals functionality.

Firstly, users with the OtherOrgApprover shall now be able to distinctly approve Other Organization types only. New role for OtherorgApprover has been added to access these filtered Requests. Users with this role shall be able to approve roles based on the following Request Sub types:

- US Address- Organizations without FEIN
- Non US Address- Organization with FEIN
- Non US Address- Organizations without FEIN

Figure 74: Other Organization Type Approvals – New Request Sub Type



Welcome

New Organization Approvals | User Account Approvals | User Role Approvals | Organizational User Role Approvals | Manage Data Change Approvals

New Organization Approvals

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

Request Type: Other Organization Type Creation

Request Sub Type: All

Request Status: Pending Approval

Please select the checkboxes for the records you wish to approve or deny from the table below. Once the selection has been made, please select the 'Approve' or 'Deny' button under the table to complete the desired action.

« First « Prev 1 Next » Last » Show Entries 10 Showing 1 to 7 of 7 entries

Select	View	Organization Address	Requestor Username	Organization Name	State or Country	Federal EIN	Requested Date
	View	US Address	Manisha.Nanda@cgi-ams.com	Test	VT	777777789	Oct 7, 2016 10:30:08 AM
	View	Non-US Address	Manisha.Nanda@cgi-ams.com	Manisha NonUS OtherOrg - FEIN	Aland Islands	333332222	Sep 16, 2016 11:36:13 AM
	View	US Address	Manisha.Nanda@cgi-ams.com	Manisha OtherOrg - FEIN	AL	222221111	Sep 16, 2016 11:35:03 AM
	View	Non-US Address	Manisha.Nanda@cgi-ams.com	Manisha NonUS OtherOrg - NoFEIN	Zimbabwe		Sep 16, 2016 11:33:38 AM
	View	US Address	Manisha.Nanda@cgi-ams.com	Manisha OtherOrg - NoFEIN	VA		Sep 16, 2016 11:31:45 AM
	View	US Address	raja.vivekananda@sbd2.com	OtherTestIncorporated State	VA	860272333	Oct 30, 2015 9:56:51 AM
	View	Non-US Address	Mimi.Le@cgifederal.com	MLe Portal 19.0 Other Org Type 2	VietNam	020220154	Jan 30, 2015 11:49:06 AM

Approve Deny

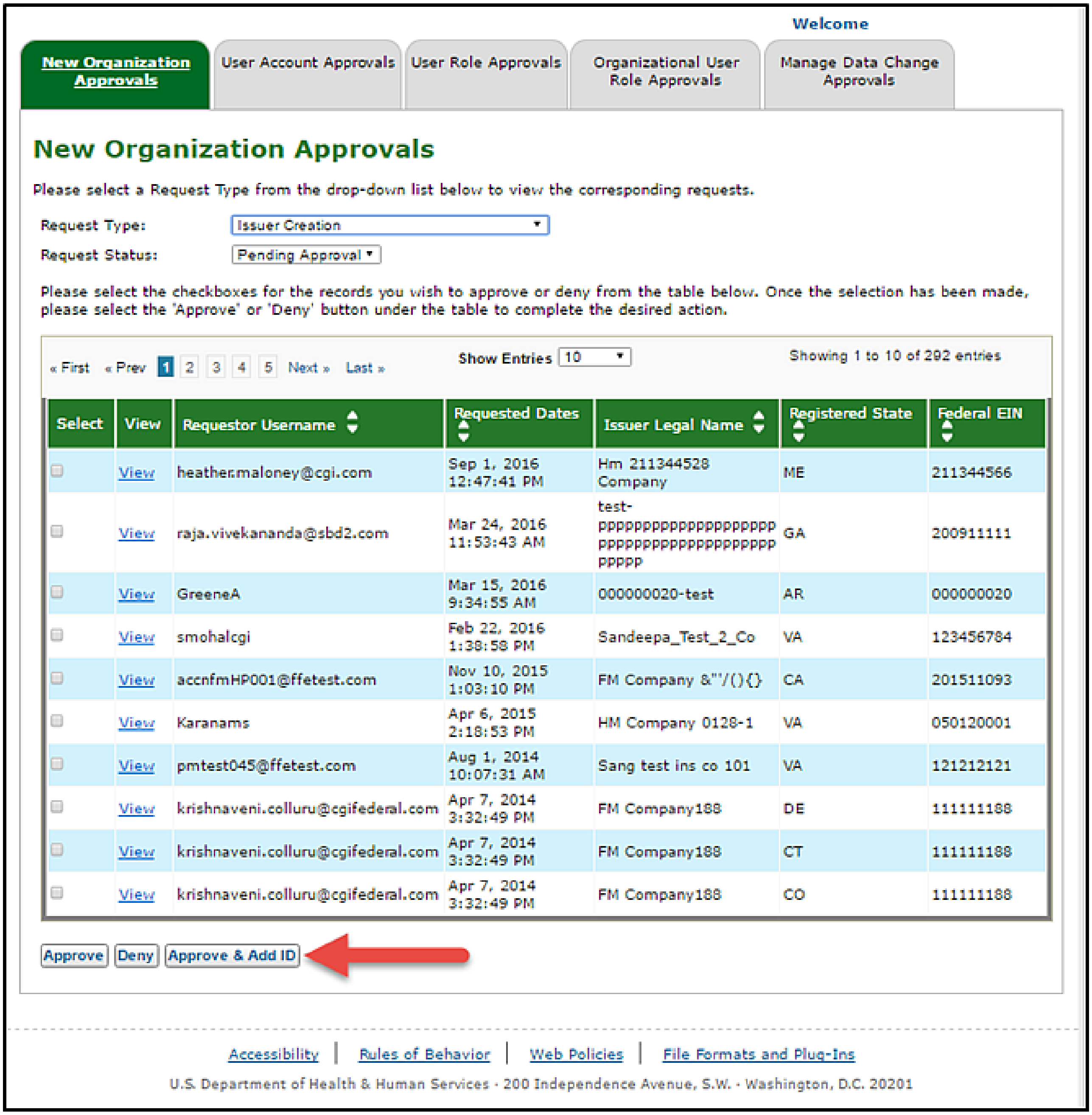
Accessibility | Rules of Behavior | Web Policies | File Formats and Plug-Ins

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

Another new functionality has been added to the Approvals workflow.

Approving and creating an issuer with a specific ID is another new functionality that has been added. Users with a specific role called AddIDApprover shall be able to select an Issuer creation request from the queue of pending requests and Approve it as it is or can Modify the issuer ID to be created for the request. Once the user selects the request and select on Approve & Add button an Edit New issuer information page shall be displayed for the user to enter the specific 5-digit ID to be created. The user shall need to confirm a pop up message before the Request is Approved for the specific Issuer ID.

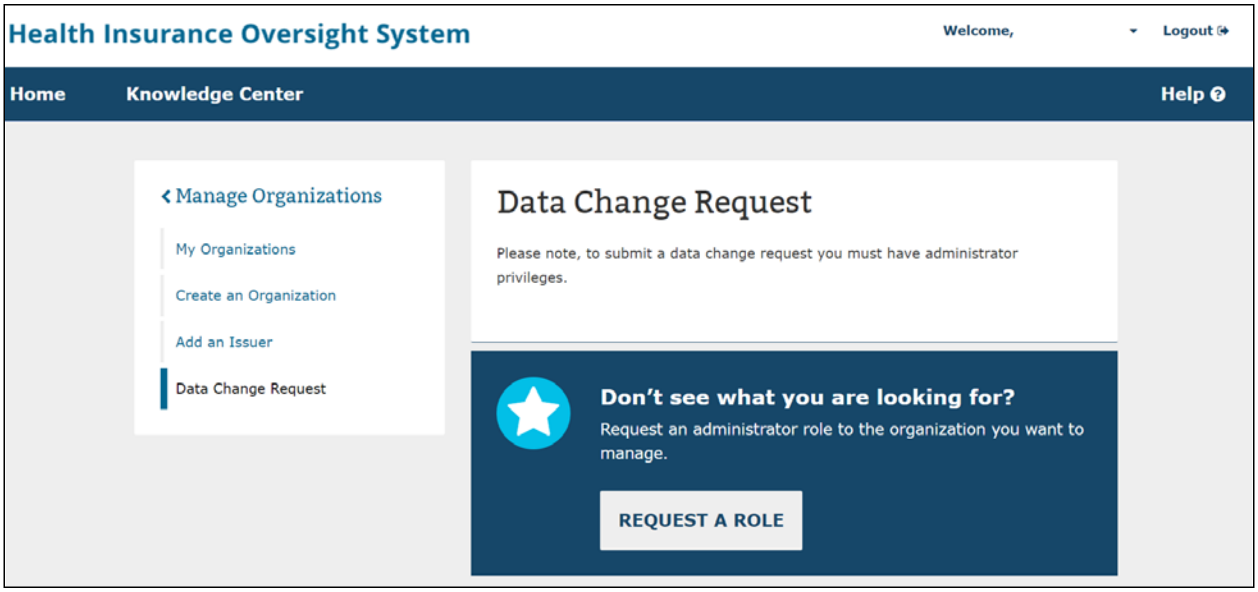
Figure 75: Approving and Adding an Issuer with a Specific ID



3.7 Data Change Request/Manage Data Changes

Users can access the Data Change Request/Manage Data Changes functionality from the Manage Organizations landing page. Users who do not have a company, issuer, or organization administrator role will not have access to submit a data change request. Instead, they can navigate to the Request a Role page on a separate Data Change Request page. Please refer to Figure 76 below.

Figure 76: Data Change Request – No Administrator Roles



If the user has a company, issuer, or organization administrator role, they will be navigated to the Manage Data Changes tab. existing Portal Data Change Request page. Administrator roles may create change requests for editing certain data elements related to Organization, Issuers, Products, etc. along with a reason for the change.

In addition to submitting data change requests, company, issuer, or organization administrators can view the latest status of their data change requests and view previous requests and request statuses.

To create new data change requests, users will select 'Create Request for Data Change' on the Manage Data Changes page as illustrated in Figure 77. In addition, 'Create requests for data change' will also be available on the 'Edit' page for Company Administrator, Issuer Administrator, and Organization Administrators. It can be accessed by navigating through the link demonstrated in Figure 78 and Figure 79.

Figure 77: HIOS Portal – Manage Data Changes

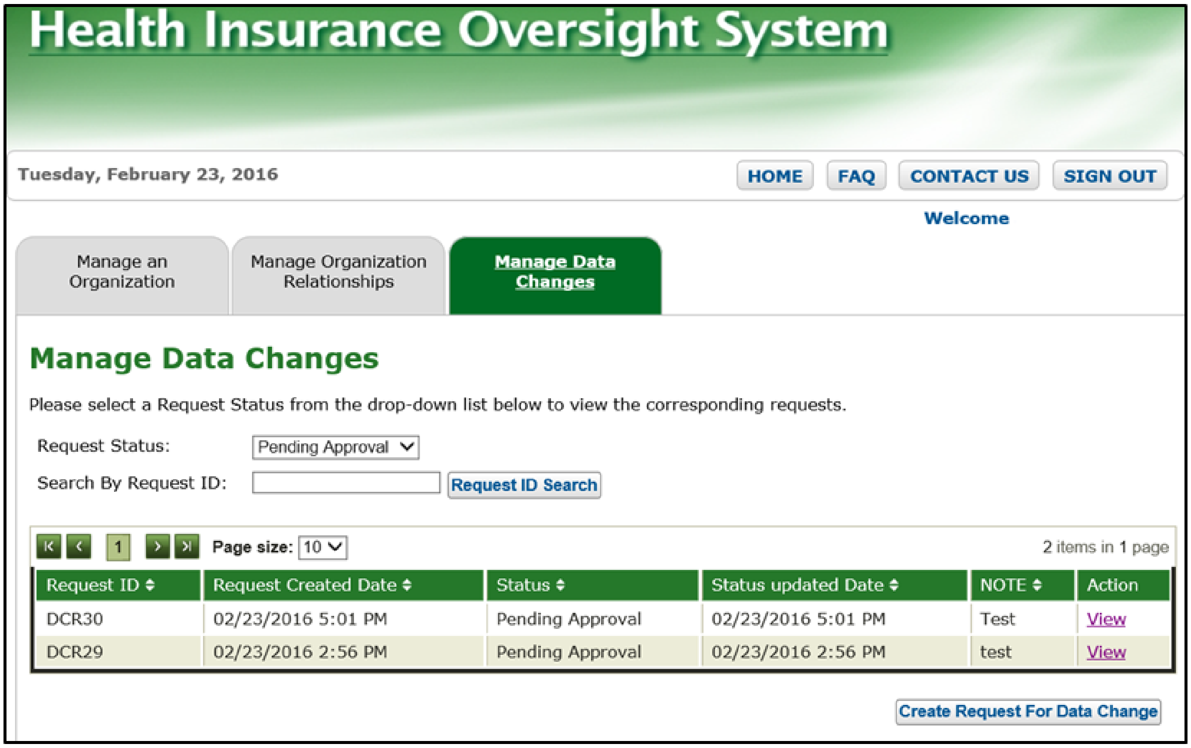
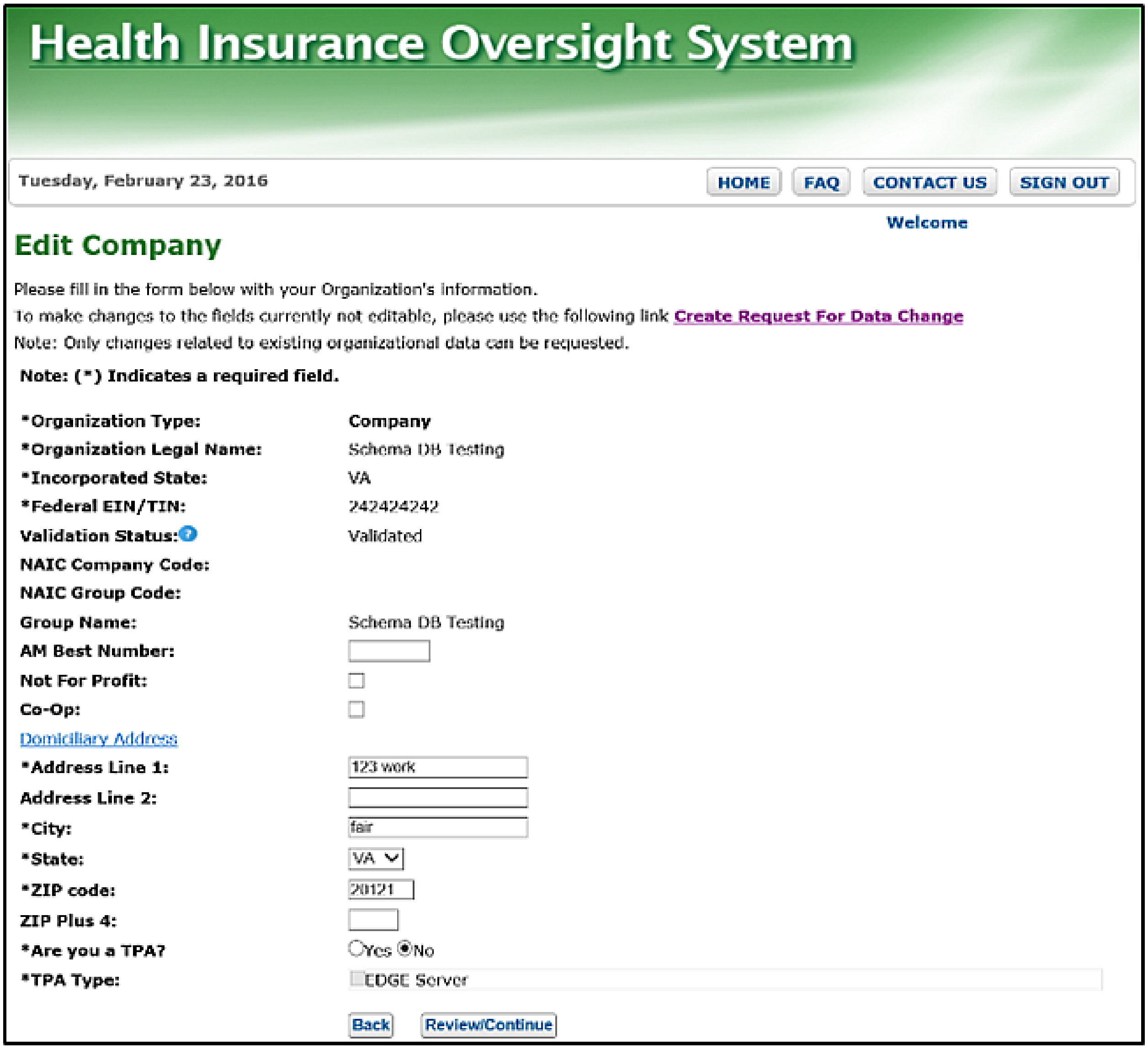


Figure 78: HIOS Company Edit Page



Health Insurance Oversight System

Tuesday, February 23, 2016

HOME FAQ CONTACT US SIGN OUT

Welcome

Edit Company

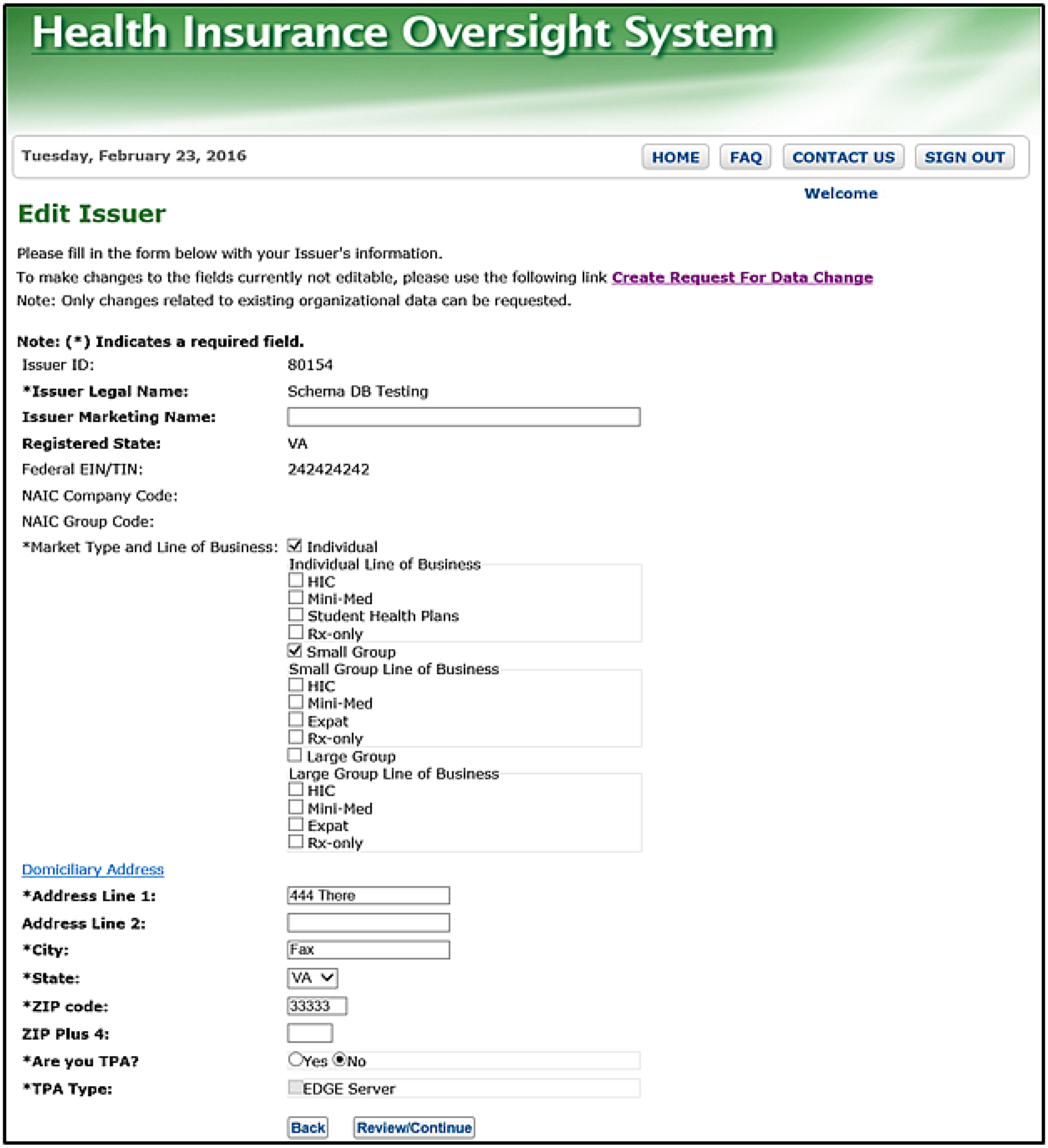
Please fill in the form below with your Organization's information.
To make changes to the fields currently not editable, please use the following link Create Request For Data Change
Note: Only changes related to existing organizational data can be requested.

Note: (*) Indicates a required field.

*Organization Type:	Company
*Organization Legal Name:	Schema DB Testing
*Incorporated State:	VA
*Federal EIN/TIN:	242424242
Validation Status:	Validated
NAIC Company Code:	
NAIC Group Code:	
Group Name:	Schema DB Testing
AM Best Number:	
Not For Profit:	
Co-Op:	
Domiciliary Address	
*Address Line 1:	123 work
Address Line 2:	
*City:	fair
*State:	VA
*ZIP code:	20121
ZIP Plus 4:	
*Are you a TPA?	Yes No
*TPA Type:	EDGE Server

Back Review/Continue

Figure 79: HIOS Issuer Edit Page



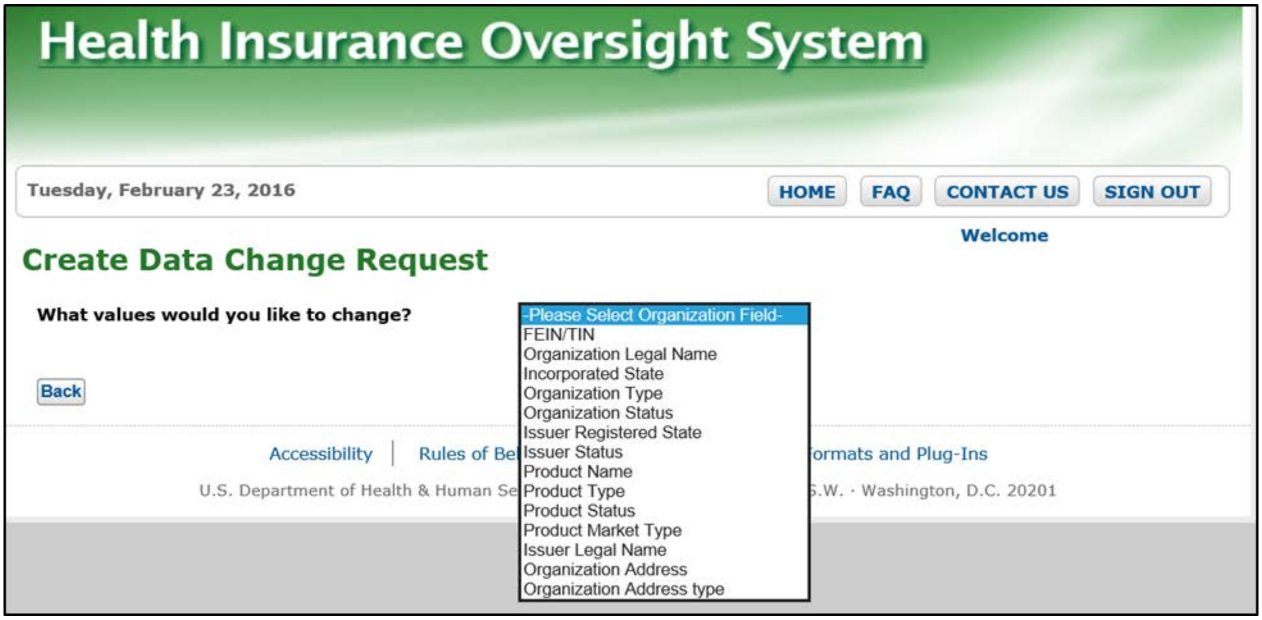
3.7.1 Company Administrator – Data Changes

Company Administrator can create, review, and submit data change requests through Manage Data Changes tab. Company Administrator can also create new data change requests through the 'Create Request for Data Change' link available on the 'Edit' page for Company Administrator.

3.7.1.1 Create Data Change Requests

Once the Company Administrator is on the Manage Data Changes page, they will be able to ‘Create Request for Data Change’ by selecting on the button at the bottom of the ‘Manage Data Changes’ page. The ‘What values would you like to change’ drop down menu displays the data values that can be changed for Company, Issuer, and Product as illustrated in Figure 80.

Figure 80: Create Data Change Requests



Once the value for the data change is selected, Company Administrators of multiple organizations will see a list of companies displayed in the drop-down menu. Company Administrators will then select the Company for which they are making the data change (FEIN/TIN, Organization Legal Name, Organization Type) in the drop-down menu. The current value will be displayed and the Company Administrator will need to enter the New Value, or select from a predefined list of values, and enter a Reason for change (250 characters max) before selecting the ‘Submit’ button. Refer to Figure 81 and Figure 82.

Figure 81: Company Data Changes – Select the Company

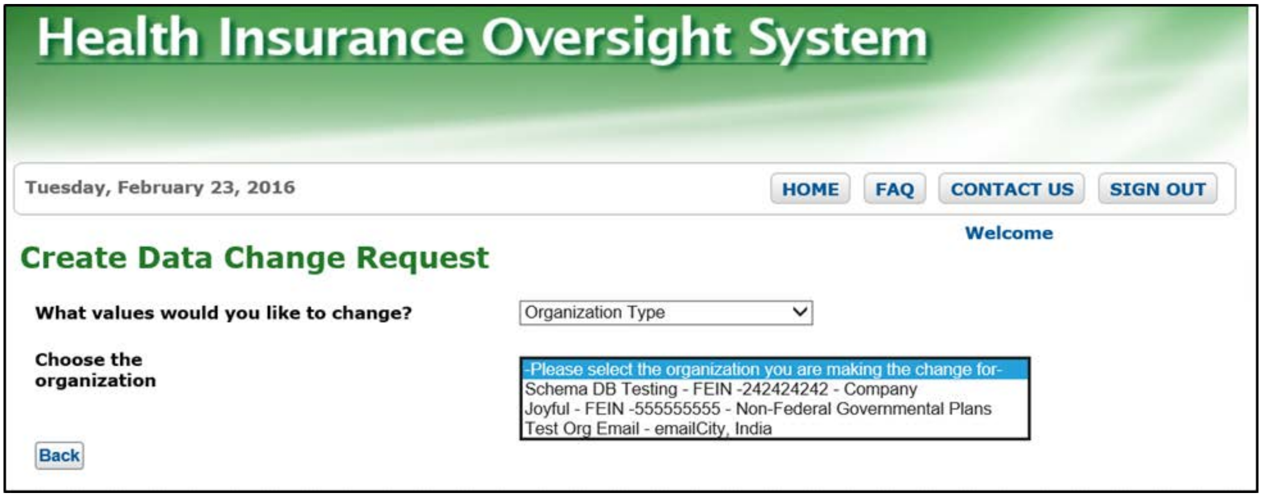
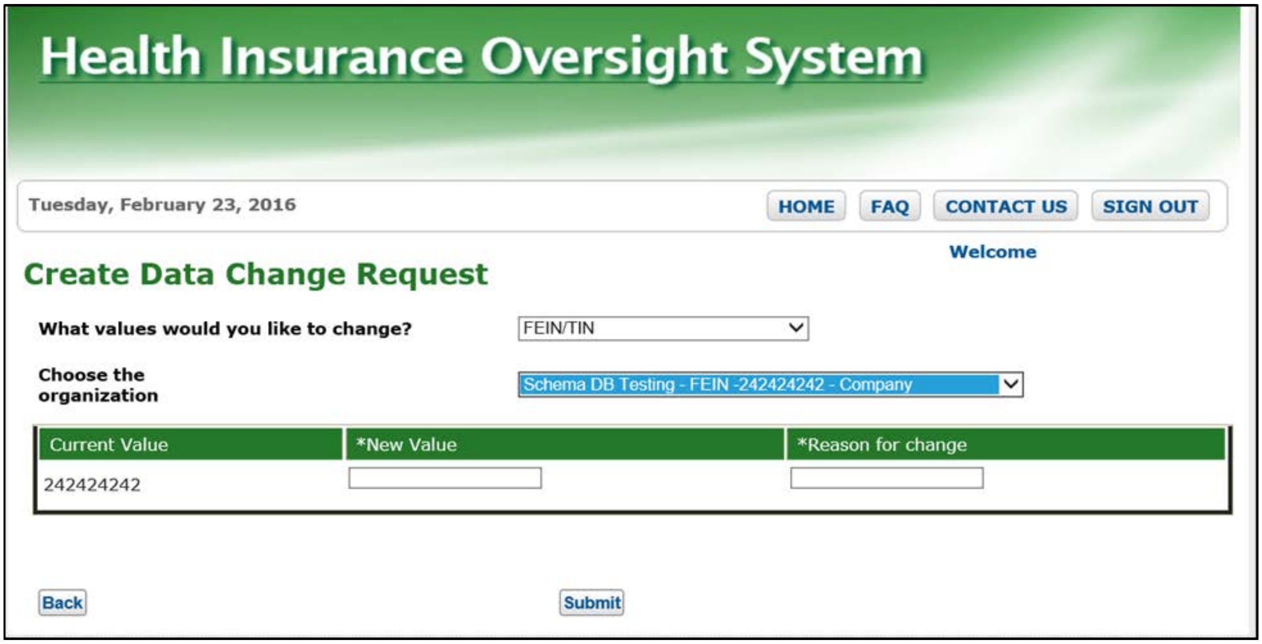
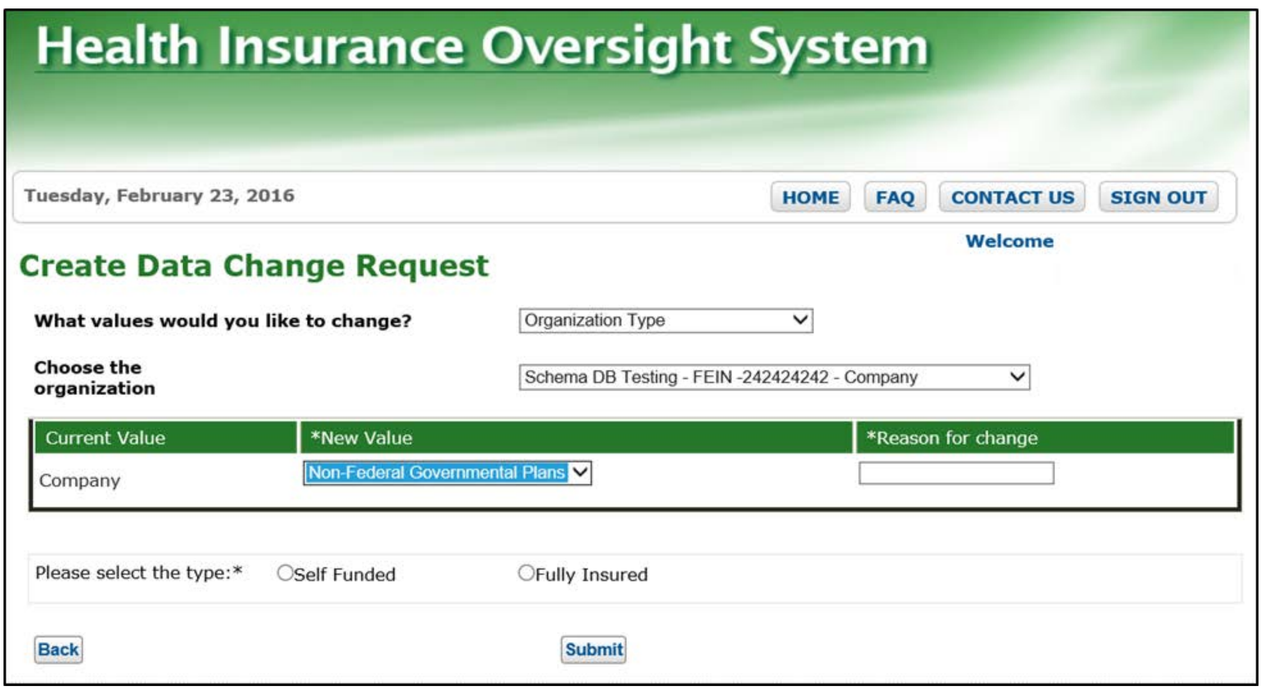


Figure 82: Company Data Changes – Select the Field to Change



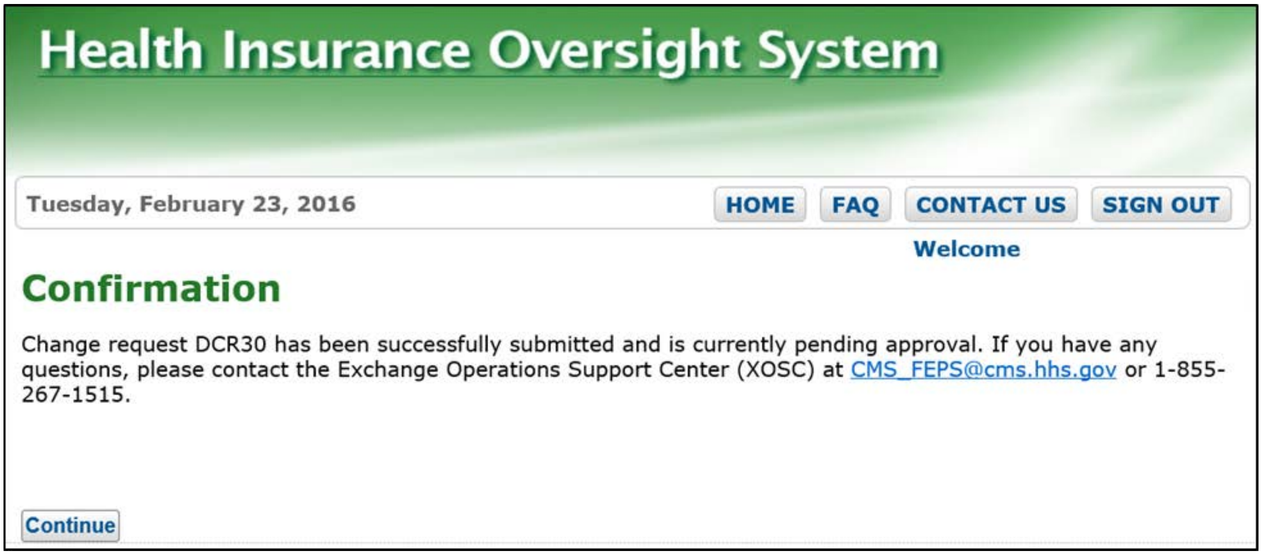
If a change to the Organization Type from Company or Non Insurance to Non-Federal Governmental Plans is needed, then the Company Administrator will need to select the 'Self-Funded' or 'Fully Insured' radio button before selecting the 'Submit' button as illustrated in Figure 83.

Figure 83: Company or Non-Insurance to a Non-Federal Governmental Plan – Select Self-Funded or Fully Insured Radio Button



Once the Company Administrator selects the 'Submit' button on the Manage Change Request page, a Request ID will be assigned, along with a 'Pending Approval' status. An on-screen Confirmation message will display as illustrated in Figure 84.

Figure 84: Confirmation Page for Change Request

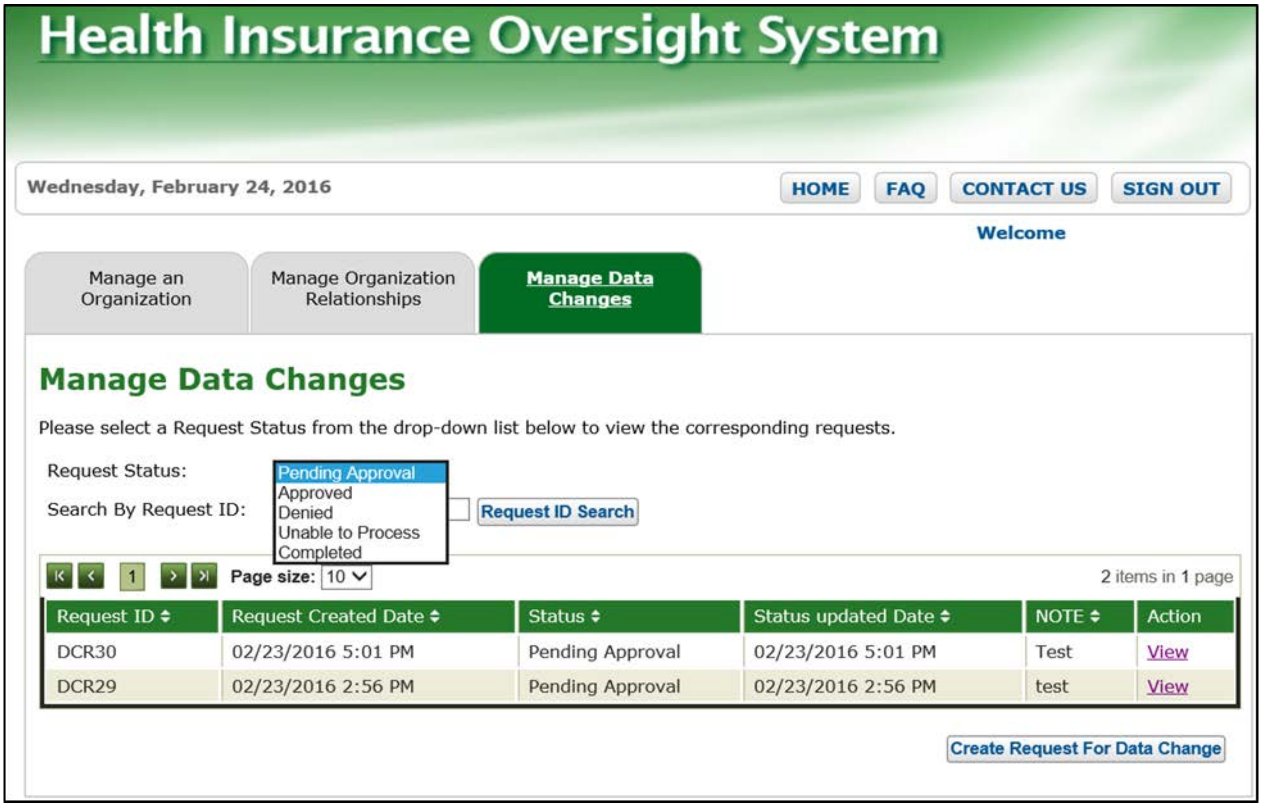


3.7.1.2 View Data Change Requests

Company Administrators can view data change requests on the Manage Data Changes page. When the users select the status of the change request from the 'Request Status' drop-down menu or enter a valid Request ID in the 'Request ID field' and select the 'Request ID Search' button, a summary of the change requests and its statuses will be displayed in search results. The following statuses can be filtered as illustrated in Figure 85.

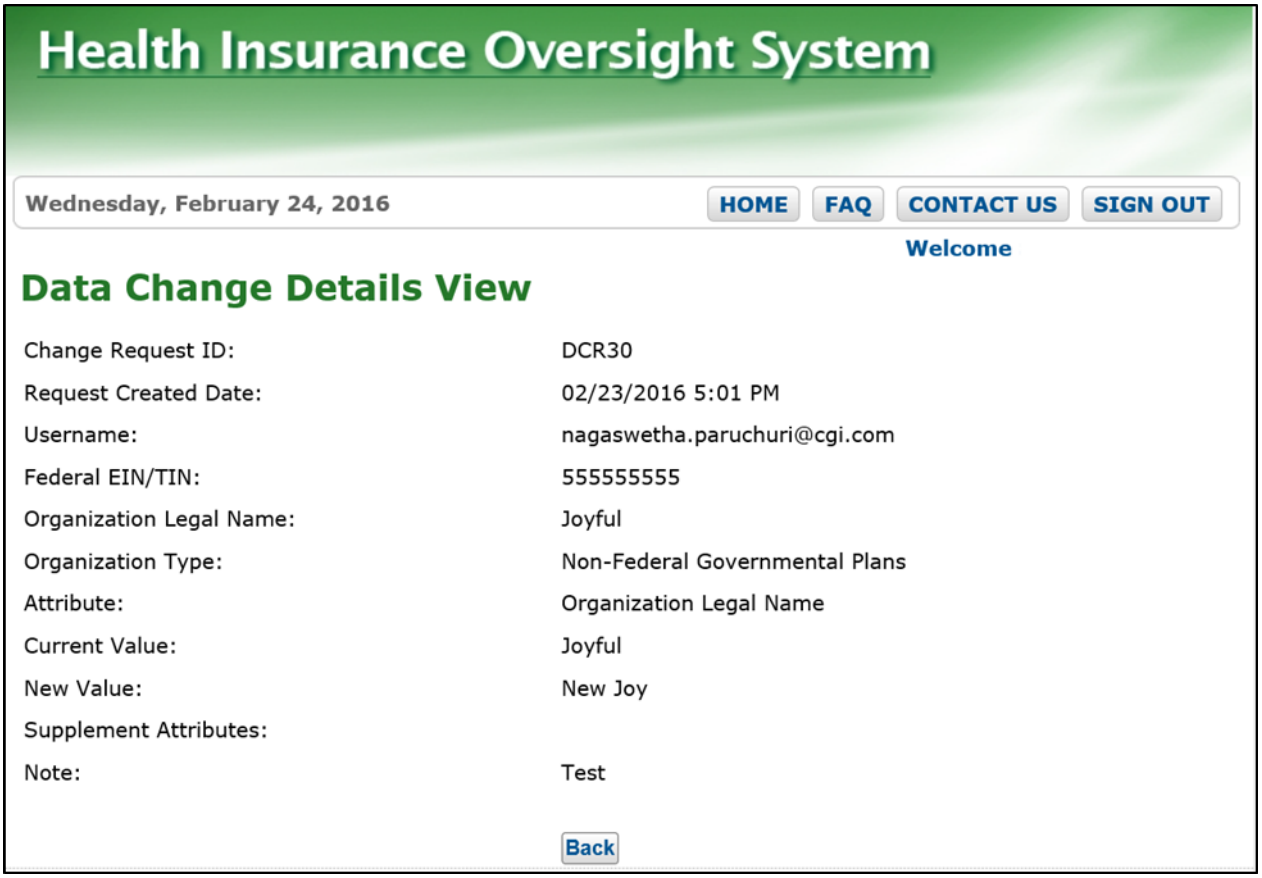
- Pending Approval
- Approved
- Denied
- Unable to Process
- Completed

Figure 85: Change Request Statuses



Company Administrators can select on the 'View' link of the Action column as shown in Figure 85 and review the details of the change request as illustrated in Figure 86.

Figure 86: View a Change Request



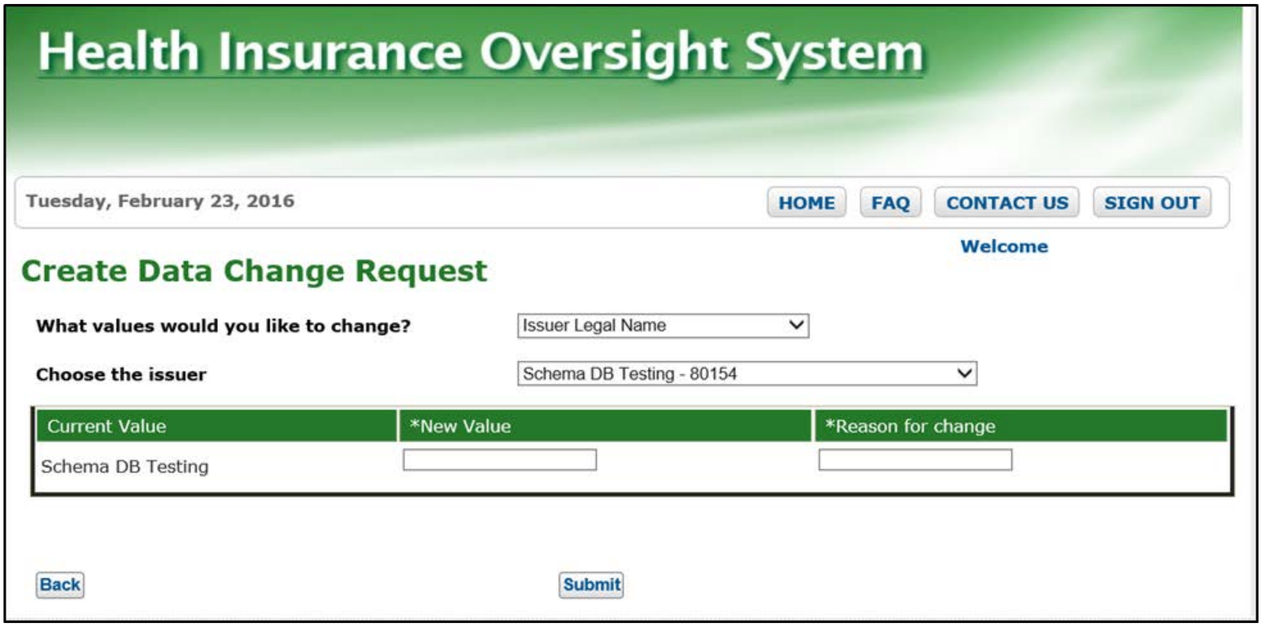
3.7.2 Issuer Administrator – Data Changes

Issuer Administrator can create, review, and submit data change requests through the Manage Data Changes tab. Issuer Administrator can also create new change requests, through the 'Create Request for Data Change' link available on the 'Edit' page for Issuer Administrator.

3.7.2.1 Create Data Change Requests

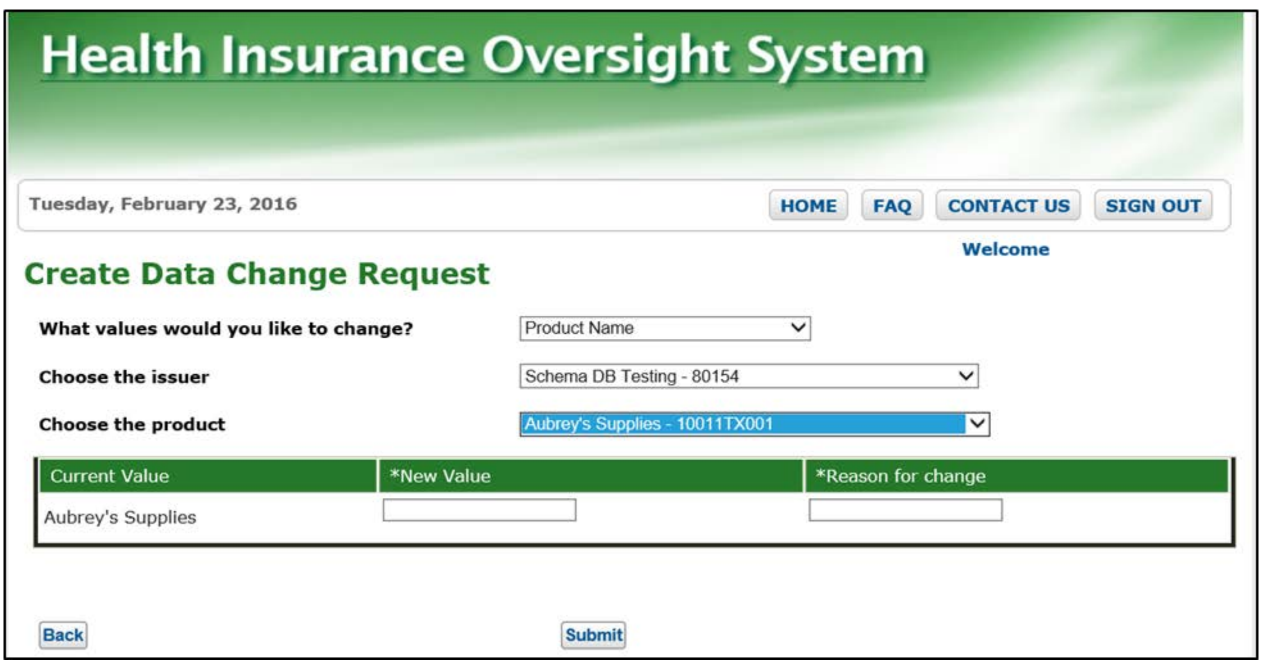
Once the Issuer Administrator is on the Manage Data Changes page, they will be able to 'Create Request for Data Change' through the button at the bottom of the Manage Data Changes page. The 'What values would you like to change' drop-down menu displays the values for the Issuer, and Product. Once the value for the data change is selected, Issuers will be displayed in the 'Choose the Issuer' drop-down menu as illustrated in Figure 87.

Figure 87: Issuer Change Request



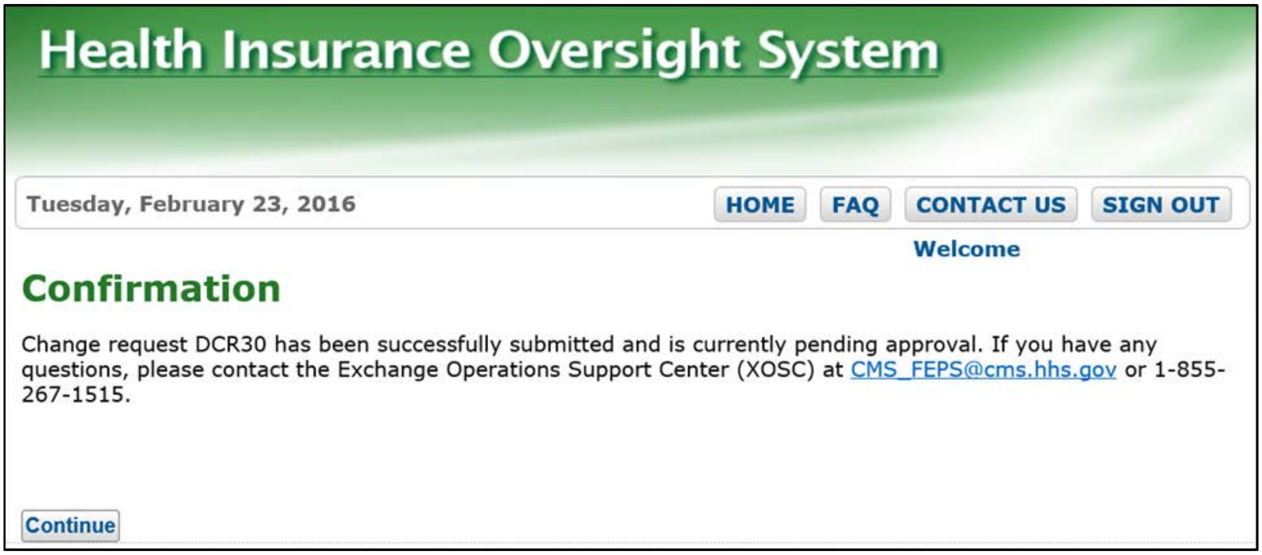
If the change value is selected for a Product, then 'Choose the issuer' and 'Choose the product' drop-down menus will be displayed for selection as illustrated in Figure 96. Once all the required fields are selected, the current value of the field to be changed will be displayed and the Issuer Administrator will need to enter the New Value, or select from a predefined list of values, and enter a Reason for change (250 characters max) before selecting the 'Submit' button.

Figure 88: Product Change Request



Once the Issuer Administrator selects the 'Submit' button on the Manage Change Request page, a **Request ID** will be assigned, along with a 'Pending Approval' status. An on-screen Confirmation message will display as illustrated in Figure 89.

Figure 89: Confirmation Page for Change Request

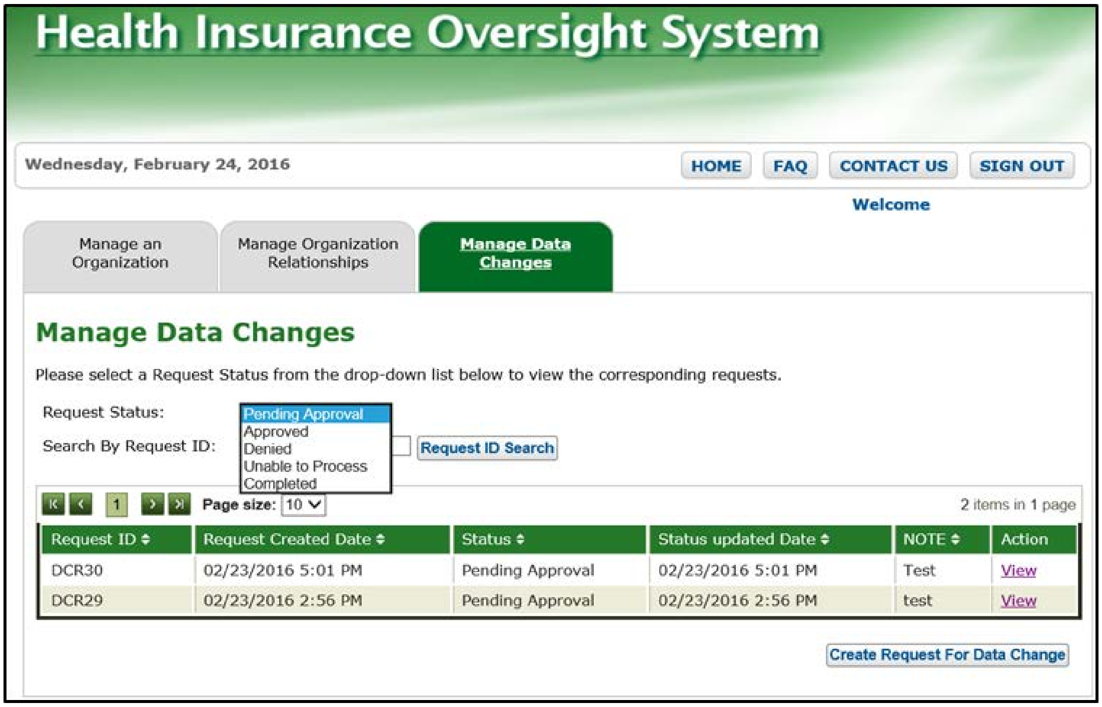


3.7.2.2 View Data Change Requests

Issuer Administrators can view data change requests on Manage Data Changes page. When the users select the status of the change request from the 'Request Status' drop down menu or enter a valid request ID in the 'Request ID field' and select the 'Request ID Search' button a summary of the change requests and its statuses will be displayed in search results as illustrated in Figure 90. The following statuses can be filtered on the Manage Data Changes page.

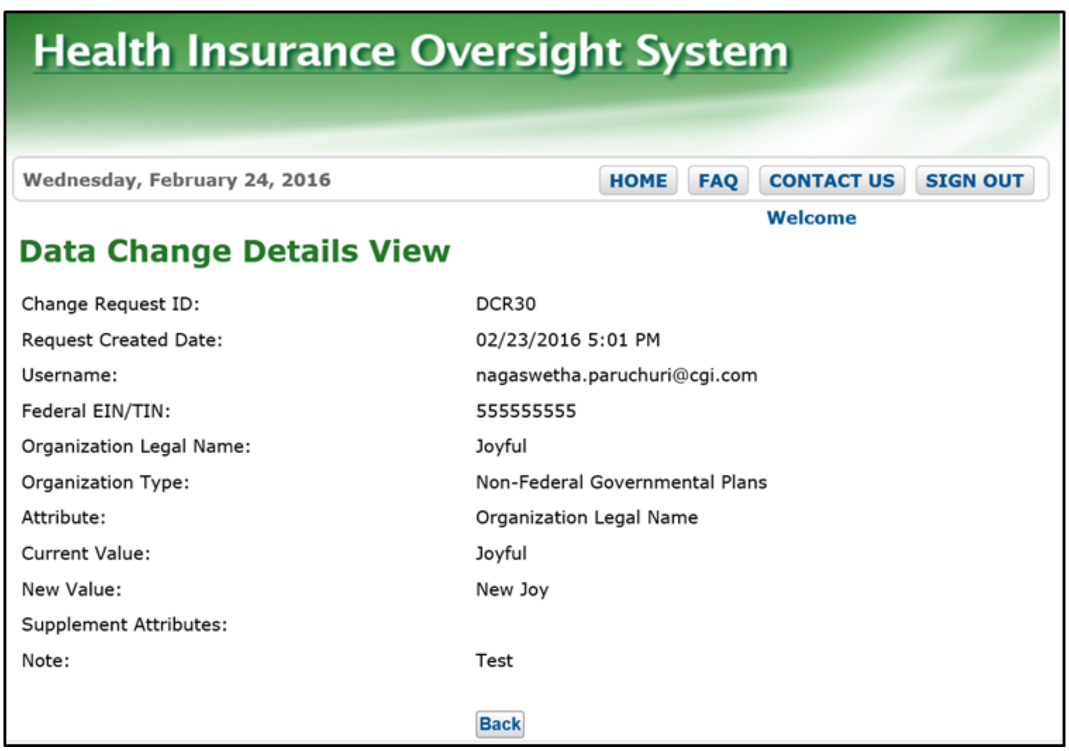
- Pending Approval
- Approved
- Denied
- Unable to Process
- Completed

Figure 90: Change Request Statuses



Issuer Administrators can review the data of the change requests displayed through the 'View' link of the Action column as illustrated in Figure 91.

Figure 91: View Change Request



3.7.3 Organization Administrator – Data Changes

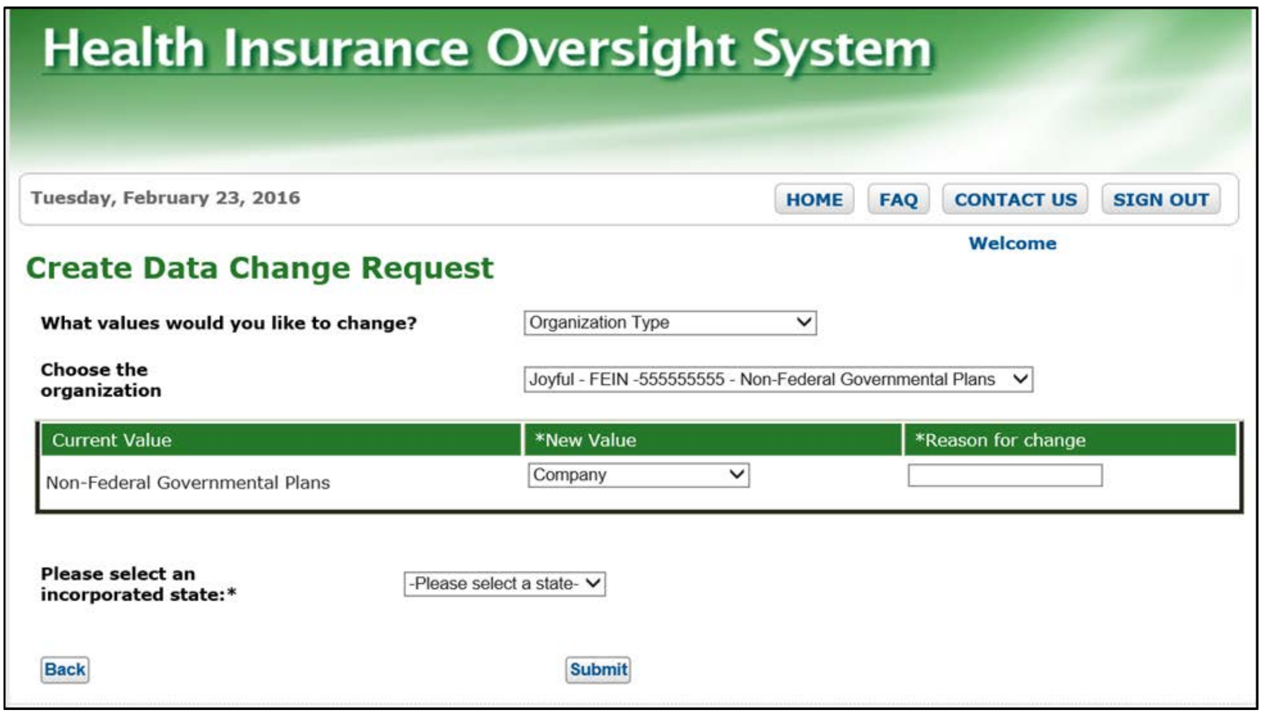
Organization Administrator can create, review, and submit data change requests through the Manage Data Changes tab. Organization Administrator can also create new change requests through the 'Create Request for Data Change' link available on the 'Edit' page for Organization Administrator.

3.7.3.1 Create Data Change Requests

Once the Organization Administrator is on the Manage Data Changes page, they will be able to 'Create Request for Data Change' through the button at the bottom of the Manage Data Changes page. The 'What values would you like to change' drop-down menu displays the values for that particular Organization. Once the value for the data change is selected, the current value of the field to be changed will be displayed and the Organization admin will need to enter the New Value, or select from a predefined list of values, and enter a Reason for change (250 characters max) before selecting the 'Submit' button.

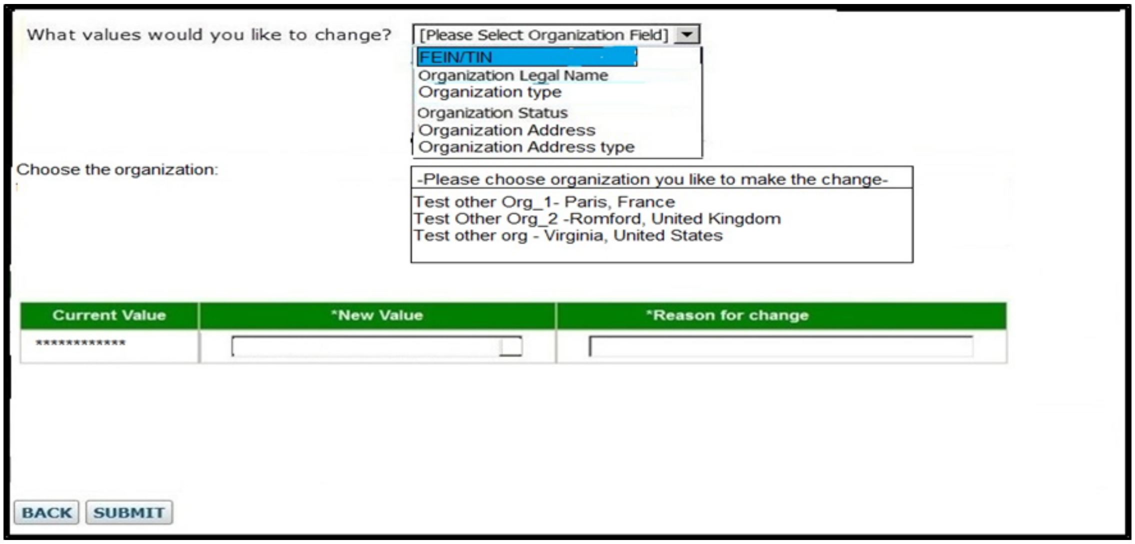
Organization Administrator will have to select the incorporated state, if changing the Organization Type from Non Fed to either Company or Non Insurance Company as illustrated in Figure 92.

Figure 92: Non-Federal Government Plans to Company



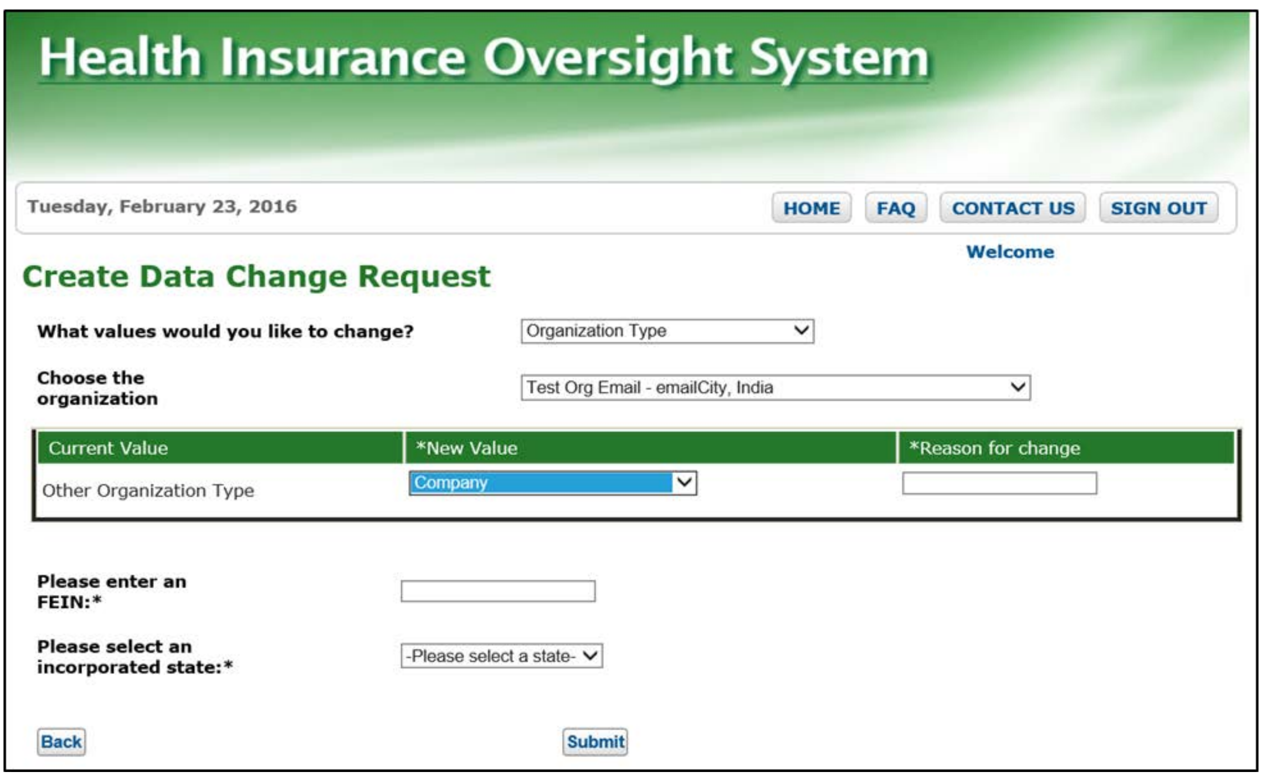
Organization Administrator of 'Other Org' selects the fields displayed for that particular type of organization. For multiple organizations, the Organization Administrator will see a list of organizations displayed in the drop-down menu and will need to select the organization for making the data change as illustrated in Figure 93. The current value will be displayed and the user will need to enter the New Value, or select from a predefined list of values, and enter a Reason for change (250 characters max) before selecting the 'Submit' button.

Figure 93: Multiple Organizations



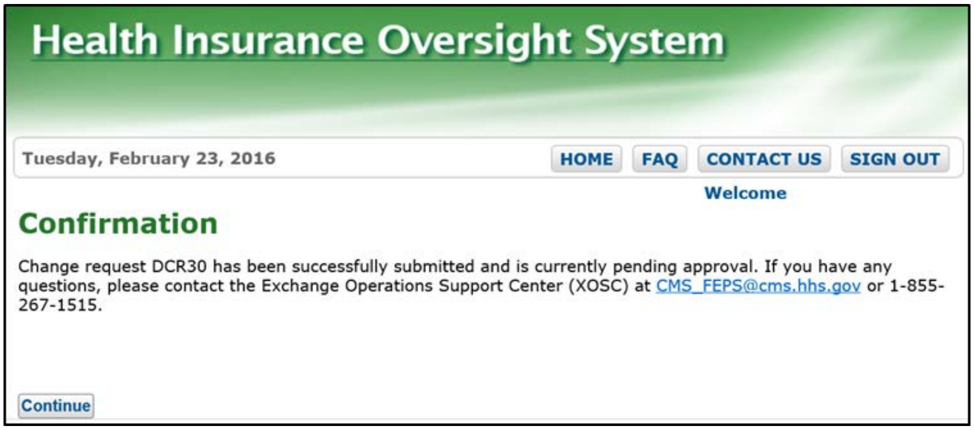
If the Organization Administrator changes the Organization Type from Other organization to either Company or Non Insurance Company, then an FEIN is required and user needs to select an incorporated state drop-down menu as illustrated in Figure 94.

Figure 94: Other Organization to a Company



Once the Organization Administrator selects the 'Submit' button on the Manage Change Request page, a **Request ID** will be assigned, along with a 'Pending Approval' status. An on-screen Confirmation message will display as illustrated in Figure 95.

Figure 95: Confirmation Page for Change Request

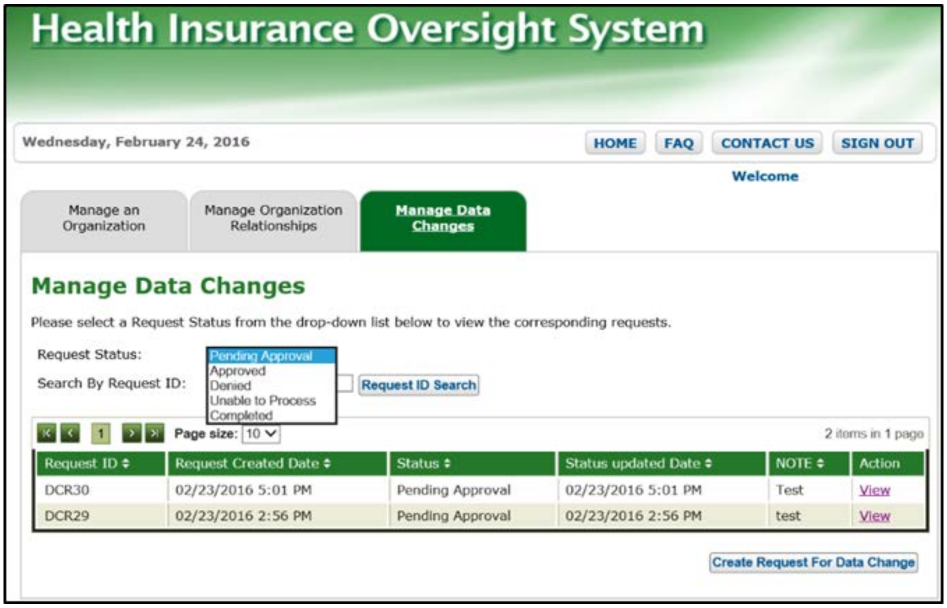


3.7.3.2 View Data Change Requests

Organization Administrators can view data change requests on Manage Data Changes page. When the user selects the status of the change request from the 'Request Status' drop-down menu or enters a valid Request ID in the 'Request ID field' and selects the 'Request ID Search' button a summary of the change requests and its statuses will be displayed in search results as illustrated in Figure 96. The following statuses can be filtered on the Manage Data Changes page.

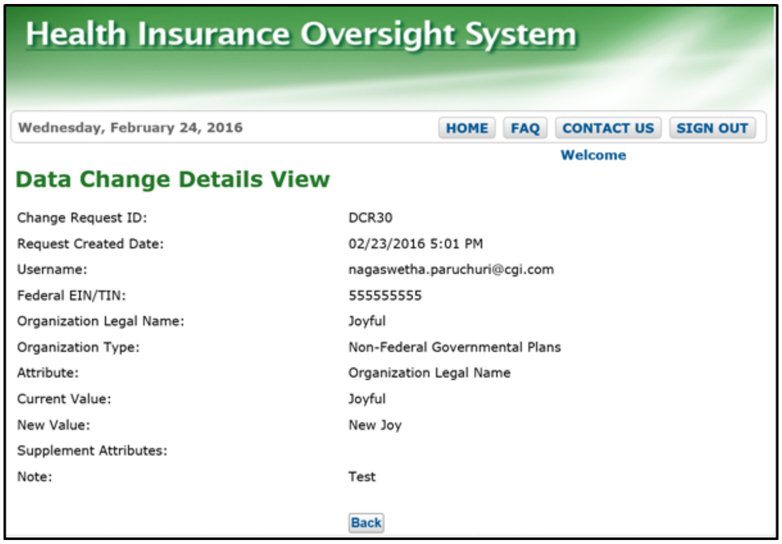
- Pending Approval
- Approved
- Denied
- Unable to Process
- Completed

Figure 96: Change Request Statuses



Organization Administrators can review the details of the data change request by selecting the 'View' link in the Action column as illustrated in Figure 97.

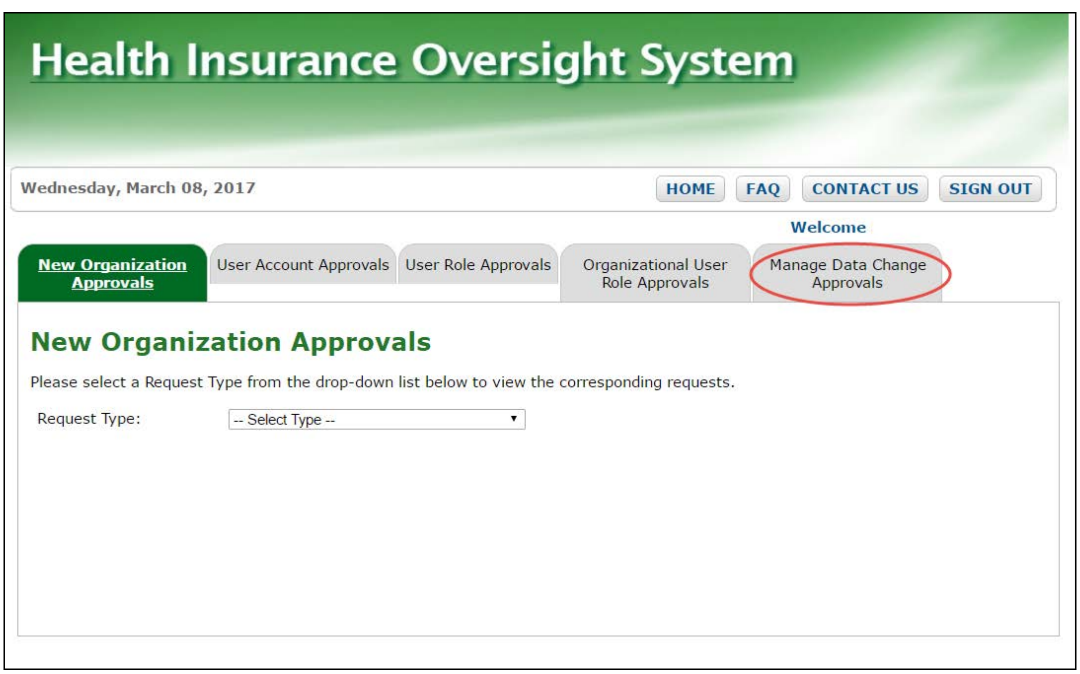
Figure 97: View Change Requests



3.8 Manage Data Changes Approvals

The Manage Data Changes approval functionality allows authorized CCIIO users to review, approve, and deny the change requests received. CCIIO users review the change requests related to Organization, Issuers, and Products. In order to navigate to Manage Data Changes Approvals tab, the CCIIO users will need to select the Approvals tab on the HIOS Home page and then the Manage Data Change Approvals button as illustrated in Figure 98.

Figure 98: Manage Data Change Approvals



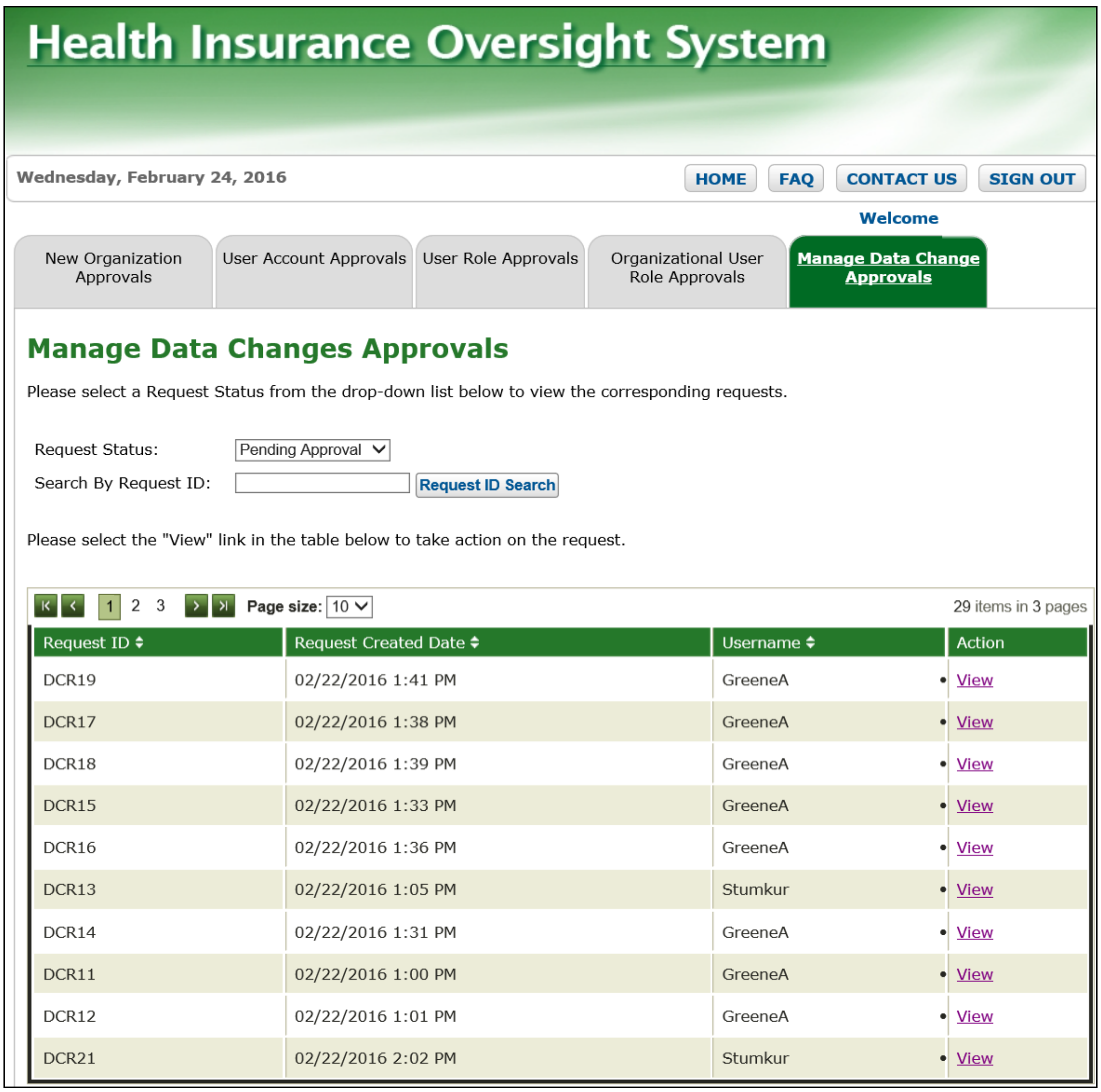
3.8.1 CCIIO Users

Company, Issuer, and Organization Administrators submit the change request to CCIIO users. CCIIO users will receive an email as soon as the data change requests are received. Authorized users with the CCIIO user role can review the reason for change and then approve or reject the change requests received. Once approved, CCIIO users cannot edit the data change requests that are already approved.

3.8.1.1 Approve the Pending Approval Change Request

CCIIO users navigate to the Manage Data Change Approvals page by selecting the Approvals tab on the HIOS Home page as illustrated in Figure 105. The Manage Data Change Approval page display all the pending approvals. CCIIO users can enter a Request ID and select the 'Request ID Search' button to search for the desired pending approval request. A 'View' link is available for CCIIO users to review the details of the change requests as illustrated in Figure 99.

Figure 99: Pending Approvals



CCIIO user selects on the View link of Figure 99 to review the data of the change requests received. All the pending approval will have the following two radio buttons as illustrated in Figure 100.

- I approve this request
- I deny this request

Figure 100: View Data for Pending Approvals

CCIIO user selects 'I approve this request' radio button to approve the request received (Refer to Figure 100). CCIIO user enters a reason for the approval in the text box. This is a required field and accepts a maximum of 250 characters only. CCIIO user then selects the 'Submit' button to send the change request to the HIOS Admin for further process. An email is sent to HIOS Administrators to process the requests approved by the CCIIO user.

3.8.1.2 Deny the Pending Approval Change Request

CCIIO users navigate to the Manage Data Change Approvals page by selecting the Approvals tab on HIOS Home page as illustrated in Figure 106. The Manage Data Change Approval page display all the pending approvals. CCIIO users can enter a Request ID and select the 'Request ID Search' button to search for the desired pending approval request. A 'View' link is available for CCIIO users to select and review the data of the change requests as illustrated in Figure 99. All the pending approval will have the following two radio buttons as illustrated in Figure 100.

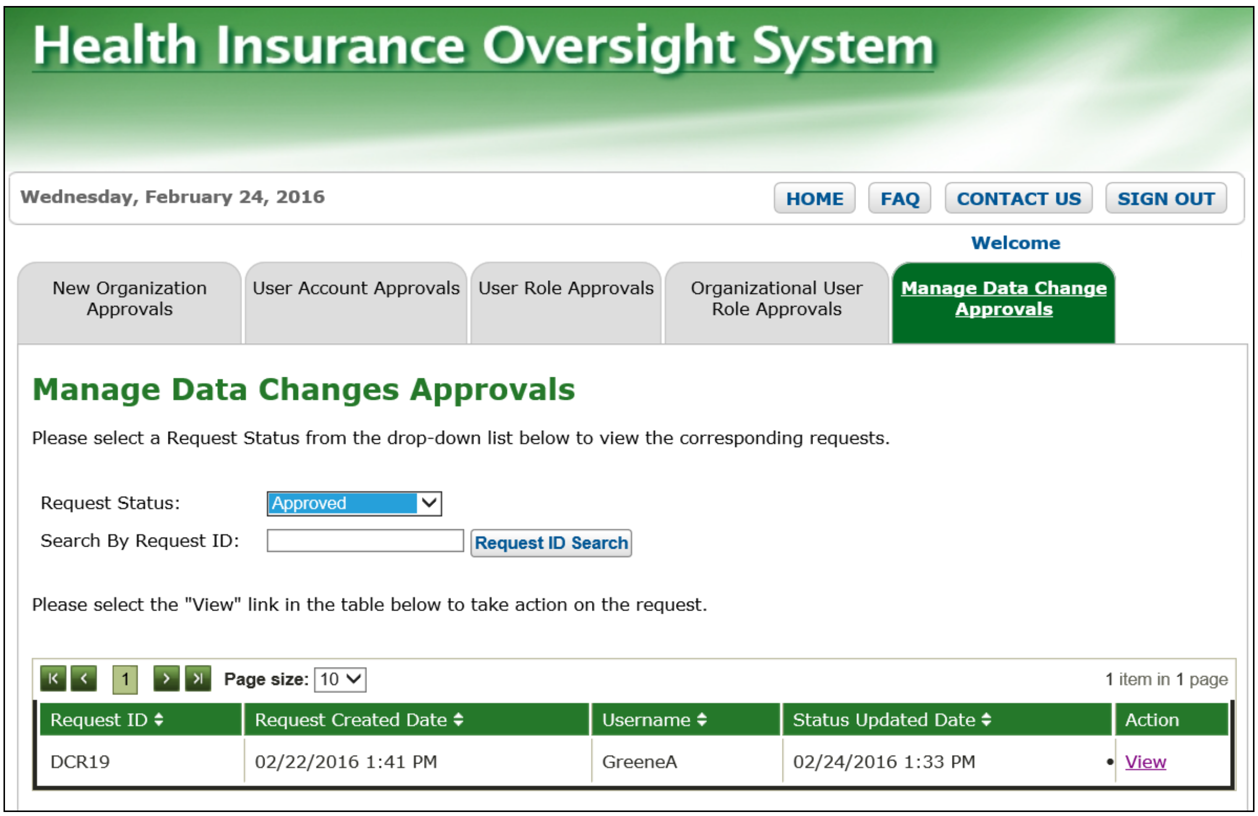
- I approve this request
- I deny this request

CCIIO user selects the ‘I deny this request’ radio button to deny the request received (Refer to Figure 100). CCIIO user enters a reason for the denial in the text box displayed in Figure 87. This is a required field and accepts a maximum of 250 characters only. CCIIO user then selects the ‘Submit’ button to save the changes made. An email is sent to the Company, Issuer, or Organization Administrators about the denial of the change requests.

3.8.1.3 View Approved Change Requests

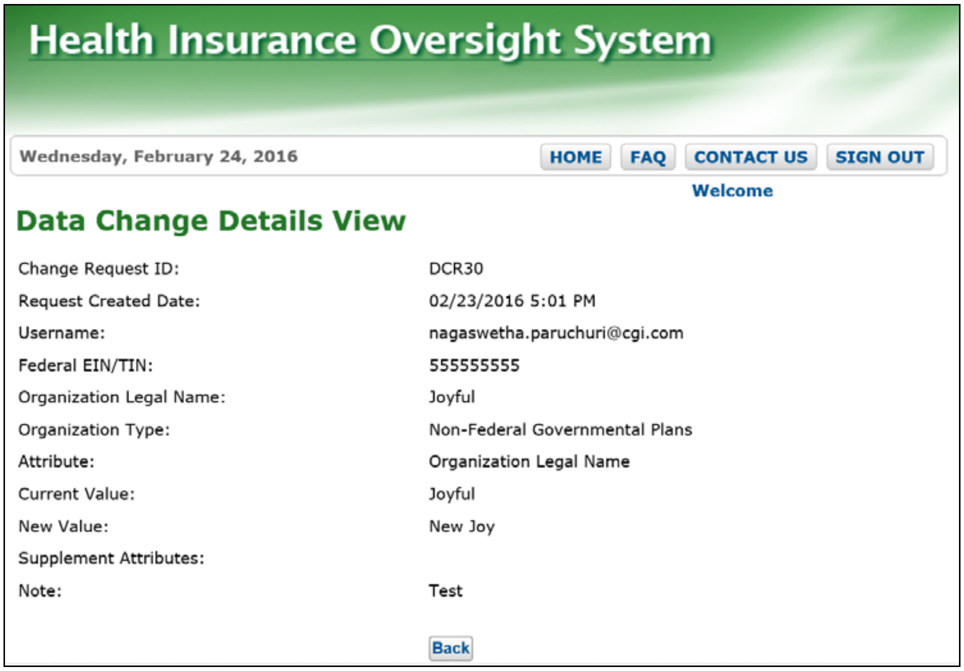
Data change requests that are approved by the CCIIO user are the approved change requests. CCIIO user selects ‘Approved’ status from the ‘Request Status’ drop-down menu to display the data change requests that are in Approved status (Refer to Figure 101). CCIIO user can also search the Approved requests by entering the Request ID and then select on the ‘Request ID Search’ button.

Figure 101: Approved Change Requests



CCIIO user selects on the ‘View’ link in the Action column in Figure 109 to review the details of the approved change requests as illustrated in Figure 102.

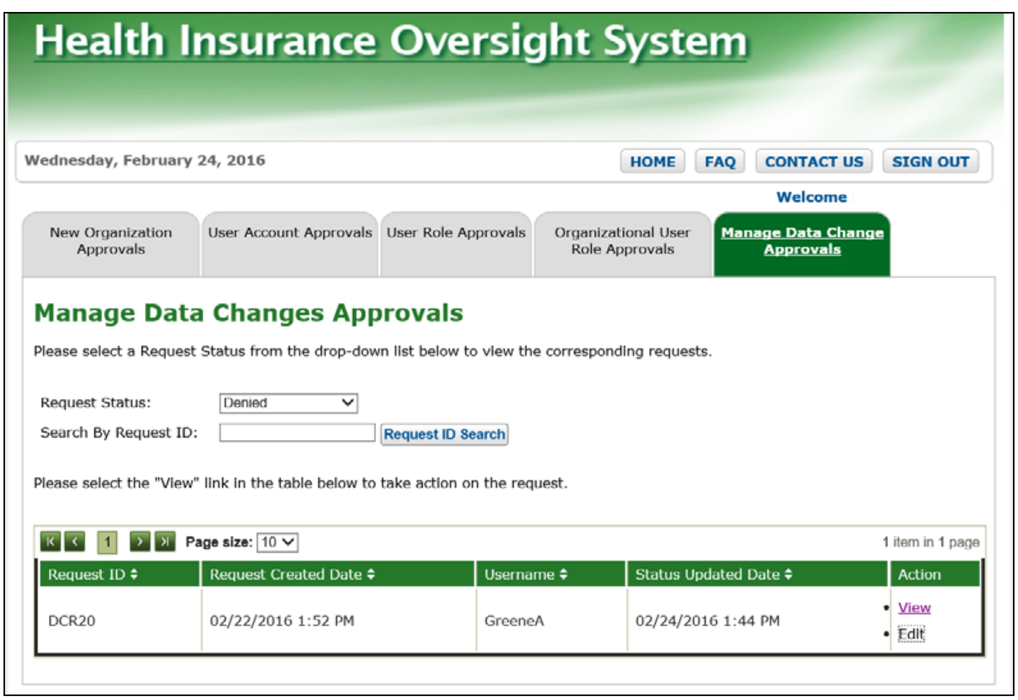
Figure 102: View Approved Requests Data



3.8.1.4 View or Modify the Denied Change Requests

Pending approvals that are denied by the CCIIO user are the denied change request. CCIIO user selects 'Denied' status from the 'Request Status' drop-down menu to display the requests that are in Denied status (Refer to Figure 103). CCIIO user can also search the Denied requests by entering the Request ID and then select the 'Request ID Search' button.

Figure 103: Denied Change Requests



CCIIO user can review or modify the Denied change request by selecting one of the radio buttons as illustrated in Figure 104.

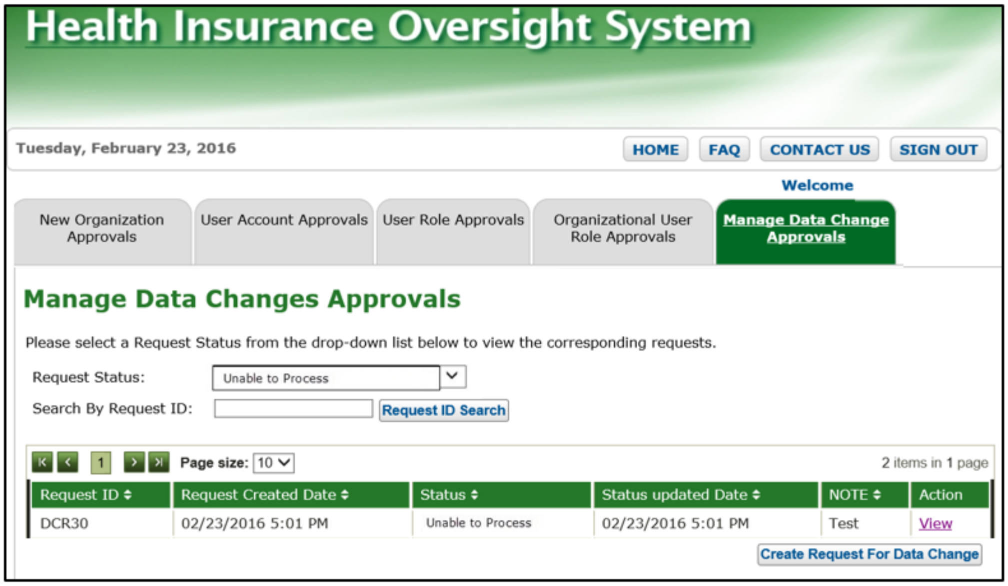
- I approve this request
- I deny this request

Figure 104: View/Edit Denied Change Requests

3.8.1.5 View Unable to Process Requests

CCIIO Approved change requests that are unable to be processed by the HIOS Admin are the 'Unable to Process' change requests. CCIIO user selects 'Unable to Process' status from the 'Request Status' drop-down menu to display the requests that are in unable to process status (Refer to Figure 105). CCIIO user can also search the 'Unable to process' requests by entering the Request ID and then select the 'Request ID Search' button.

Figure 105: Unable to Process Change Requests



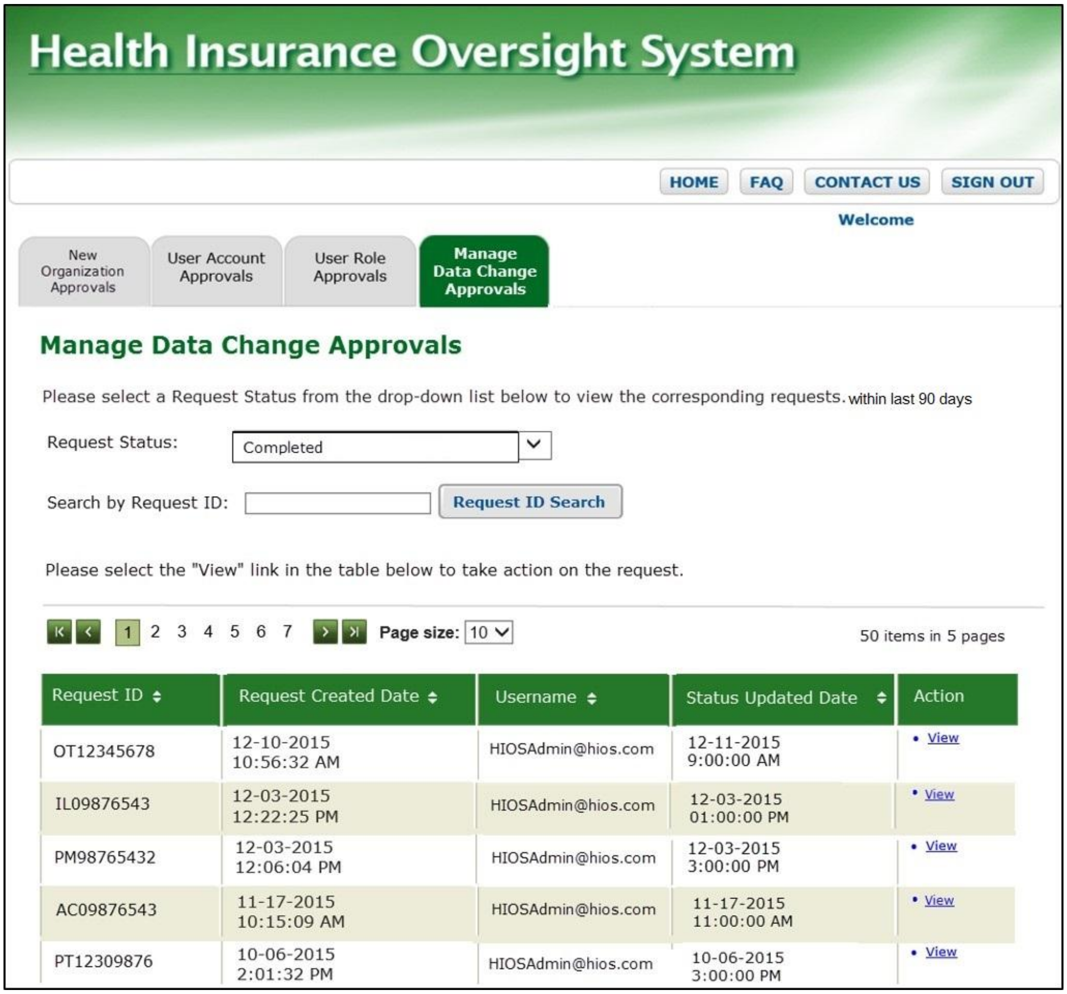
CCIIO user selects on the 'View' link in the Action column in Figure 105 to review the details of the Unable to Process change requests as illustrated in Figure 106.

Figure 106: View Unable to Process Change Requests

3.8.1.6 View Completed Change Requests

Approved requests that are completed by the HIOS Admin are the Completed Change Requests. CCIIO user selects 'Completed' status from the 'Request Status' drop-down menu to display the requests that are in Completed status (Refer to Figure 107). CCIIO user can also search the 'Completed' change requests by entering the Request ID and then select the 'Request ID Search' button.

Figure 107: Completed Change Requests



CCIIO user selects on the 'View' link in the Action column in Figure 107 to review the data details of the Completed change requests.

3.8.2 HIOS Data Management Administrator

CCIIO users submit the approved change requests, which are then picked up by the HIOS Data Management Administrators. HIOS Data Management Admins will receive an email as soon as the change requests are approved. Authorized users with HIOS Data Management Admin role can review the Status of Request and also the Reason Code (entered by CCIIO Approver) and can process and complete the data changes. HIOS Admin can review the data changes of the change requests that are in the following status.

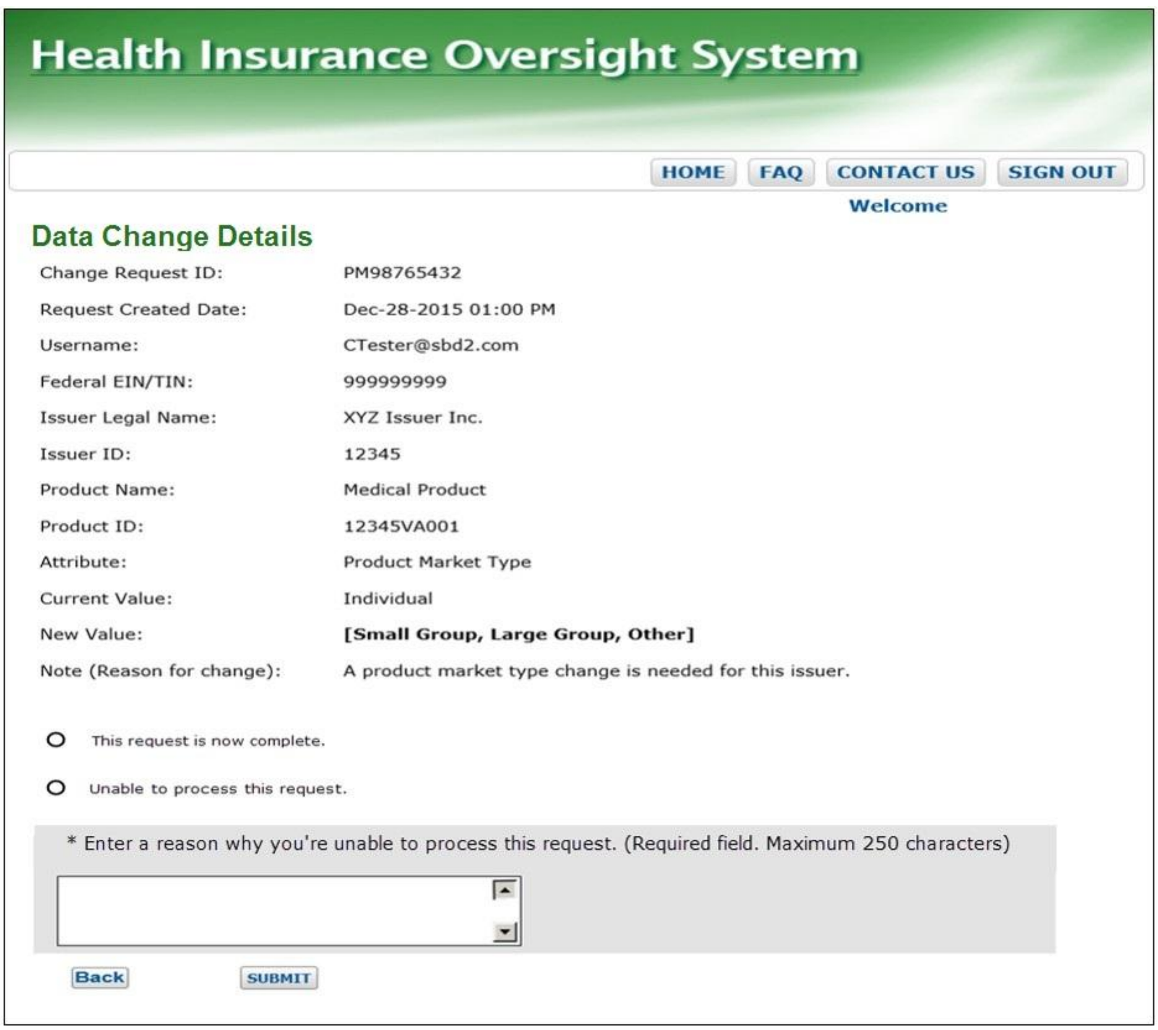
- Pending Approval
- Approved
- Denied
- Completed
- Unable to Process

HIOS Data Management Admin users select on the 'View' link of the approved request to process them and selects one of the following radio buttons (Refer to Figure 108):

- This request is now complete
- Unable to process the request

HIOS Data Management Admin will need to enter the reason for their action before submitting. System will send emails to data change requestors and CCIIO approvers, once the data change request is either Completed or is moved to Unable to Process status.

Figure 108: Approved Change Requests



HIOS Admin will not be able to process the Denied change requests, but is able to review the data details and reason for the change requests denial as illustrated in Figure 109.

Figure 109: Denied Change Requests View

3.8.3 Manage Data Changes – Requests and Approval Emails

Emails are sent to different user roles during the status change of the data change requests.

3.8.3.1 Pending Approval Status

Recipient: CCIIO Approver

Trigger: When the Company, Issuer or Organization Administrators submit the Request for Data Change

Content: Subject: Action required – Change Request [insert Change Request ID] is pending approval:

A change request [Request ID] has been submitted by [Username] and is currently pending your approval. Please login to the HIOS system Approvals page to view the details of the request.

3.8.3.2 Approved Status

Recipient: - HIOS Data Management Administrator

Trigger: Once the CCIIO Approver user has completed Approving the Data Change Request, the HIOS Data Management Admin user shall receive the email.

Content: Subject: Action required – Change Request [Request ID] has been approved.

Request [Request ID] has been approved by CCIIO Approver [insert Username]. Please login to the HIOS Admin Tool to make the updates on the Data Management tab. After taking action on this request, please login to HIOS and either select the 'Completed' or 'Unable to Process' link on the Change Request Approvals tab.

3.8.3.3 Denied Status

Recipient: Data Change Request Creator (Company, Issuer, and Organization Administrator user roles).

Trigger: Once the CCIIO Approver has denied the data change request, the data change request creator shall receive the email.

Content: Subject: Change Request [Request ID] has been denied.

Change Request [Request ID] has been denied. If you have any questions regarding this email notification, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.

3.8.3.4 Completed Status

Recipient: Data Change Request Creator (Company, Issuer, and Organization Administrator user roles) and CCIIO Approver User.

Trigger: Once the HIOS Data Management Admin has completed the data change request, the data change request creator and the CCIIO Approver shall receive the email.

Content: Subject: Change Request [Request ID] has been Completed.

Change Request [Request ID] has been Completed. Please login to the HIOS system to check the data that has been modified as part of the change request.

3.8.3.5 Unable to Process Status

Recipient: Data Change Request Creator (Company, Issuer, and Organization Administrator user roles) and CCIIO Approver User.

Trigger: Once the HIOS Data Management Administrator has selected the 'Unable to process this request' option, the data change request creator and the CCIIO Approver shall receive the email.

Content: Subject: Change Request [Request ID] Unable to Process.

Due to the following reason:

[Reason Code] we are currently unable to Process Change Request [Request ID].

If you have any further questions regarding this email notification, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.

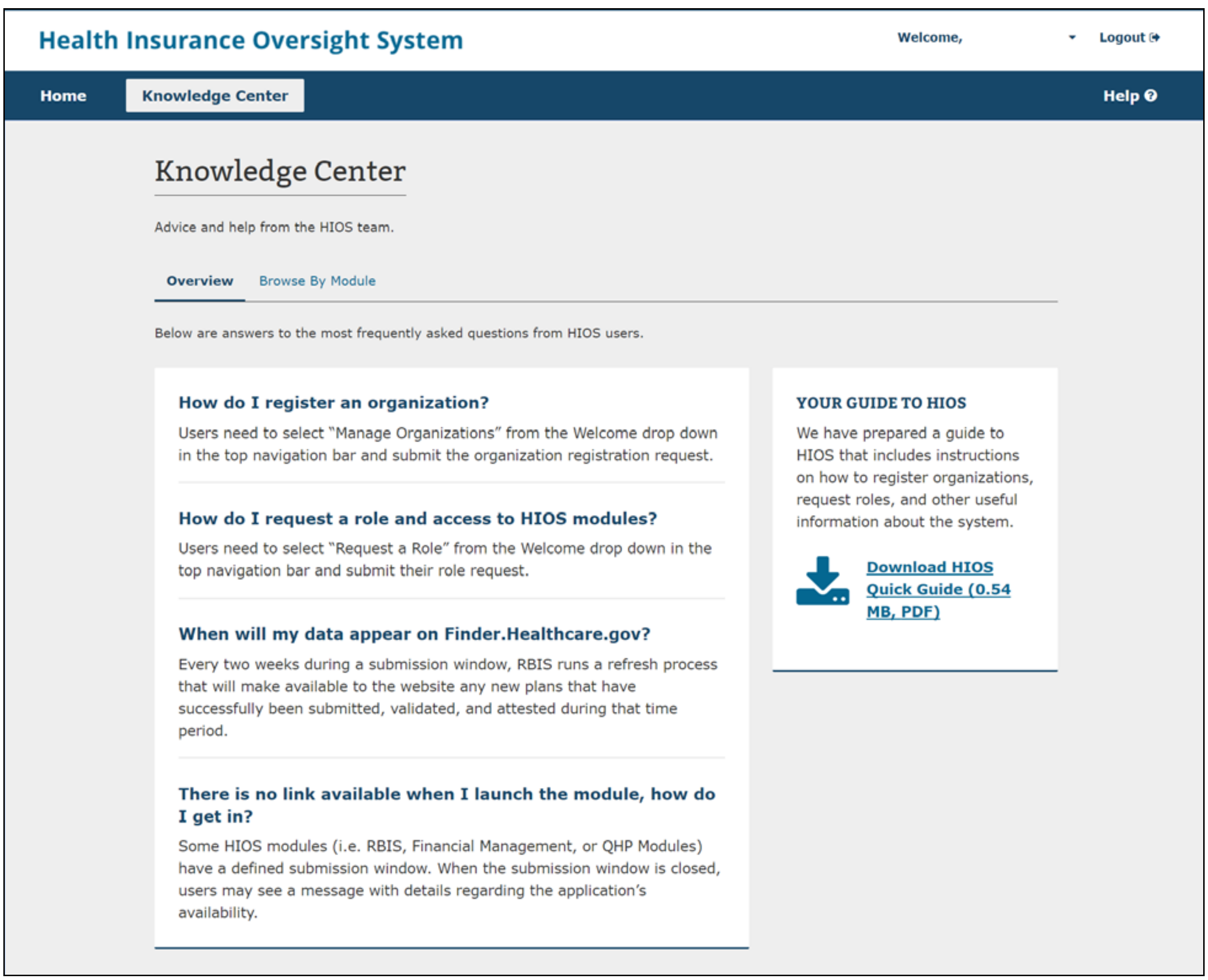
3.9 Knowledge Center

The following sections describe the two pages within the Knowledge Center.

3.9.1 Overview Page

The Knowledge Center – Overview page displays some of the most frequently asked questions from HIOS users. The page provides answer to these high-level questions. Additionally, users have the ability to download the HIOS Portal quick guide PDF document which provides more in-depth detail to the main Portal functionality. Please refer to Figure 110.

Figure 110: Knowledge Center – Overview Page



3.9.2 Browse by Module Page

The Knowledge Center – Browse by Module page displays the list of modules available within HIOS. When a user expands a module accordion, users may read about the purpose of the module, the roles available to request in the module, and documents available for download if applicable. Figure 111 displays a portion of the Knowledge Center – Browse by Module page and Figure 112 displays one of the expanded accordions.

Figure 111: Knowledge Center – Browse by Module Page

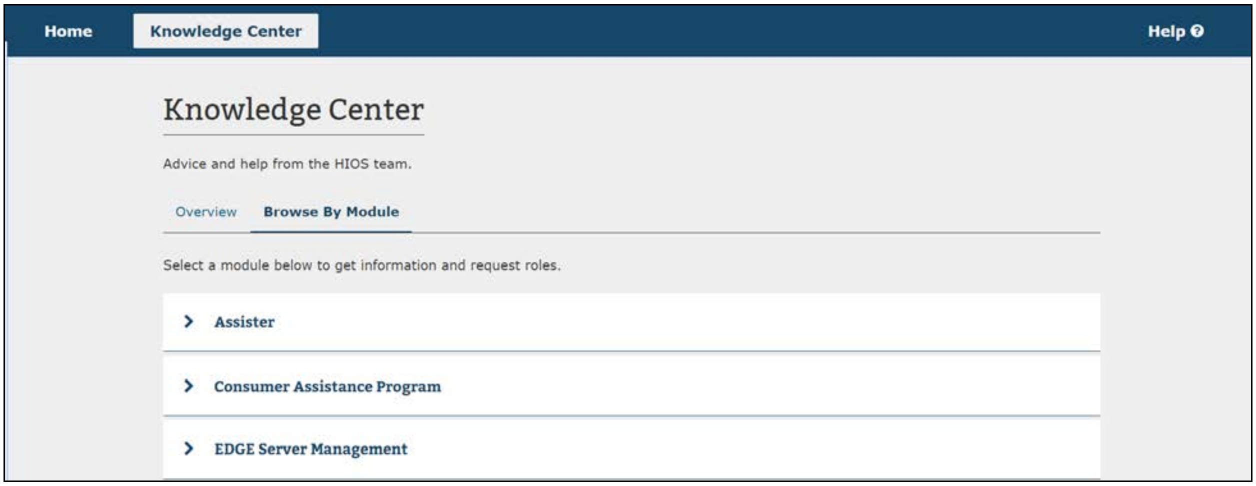
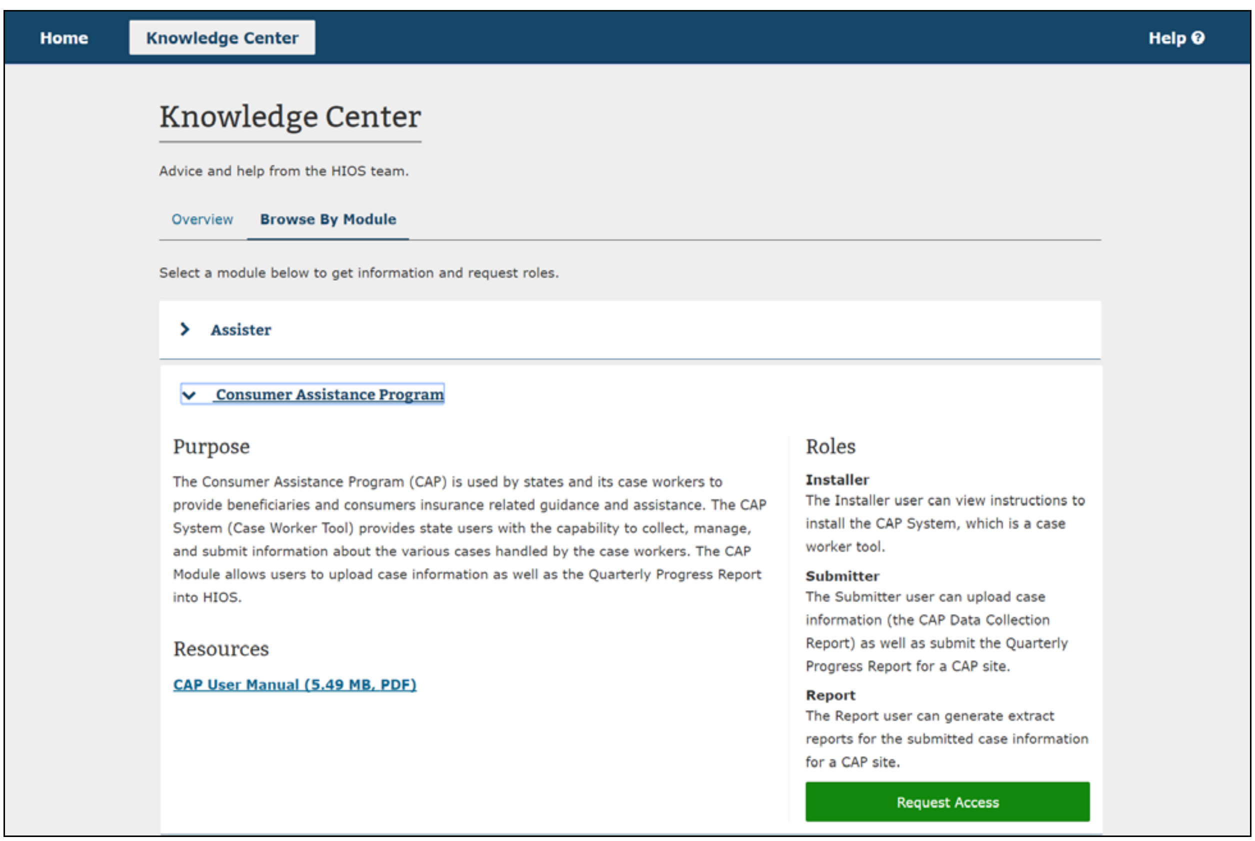


Figure 112: Knowledge Center – Browse by Module Expanded Accordion



4 Trouble Shooting and FAQ

4.1 FAQs

Table 1: Frequently Asked Questions

Question	Answer
I forgot my password. What do I do?	Select the 'Forgot Password' link on the CMS Enterprise Portal.
I do not see the module access button for the application I would like to access. What do I do?	Refer to the User Role Request section.
I received an error stating that I am locked out of my account. What should I do?	Contact the Exchange Operations Support Center (XOSC) at 1-855-CMS-1515 or email them at CMS_FEPS@cms.hhs.gov.
I do not see the specific issuer or company information I am looking for within for a specific module. What should I do?	Refer to User Role Request section.

4.2 Support

For additional assistance, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or at 1-855-267-1515. This is the CMS Help Desk.