

Health Insurance Oversight System

Portal – User Manual



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Portal User Manual Change History

October 2016 Revisions

- New functionality on the Approvals screen, approving the Issuer creation, authorized users can update the specific ID they would need to be created. For this we have added a new Role called “AddIDApprover” role who will be able to access this functionality. A new button Approve and Add shall be displayed for these specific users.
- On the Approvals screen, Other Org type approvals have been separated for other org’s with US Address and FEIN. We have added a new Approver user role (OtherOrgApprover) who will now be able to approve Other Org types with the following: US Address and Organization without FEIN, Non US Address and Organization with FEIN, Non US Address and Organization without FEIN.
- Updated the Alert message on the Create Issuer screen. An update Alert message shall be displayed at the bottom of the screen when the user selects a Registered State which belongs to the list of non compliant states.
- Update the Role Request process- Users who have requested a role and is currently pending approval, will encounter an error message if they try to request the same role with the same association.
- On the Role management page, the View Existing roles tab has been changed to Manage Roles. On the Manage Roles, users can now Delete their existing role. There will be a Delete hyperlink displayed next to each of the existing roles. There will be a confirmation pop up messages before the role is actually deleted.

April 2016 Revisions

The Manage Data Changes tab and its functionality are added for Admin user and CClIO Approver roles. Added Release 20.00.00 functionality screens. In this release, the Manage an Organization page of the HIOS Home page, has an extra tab called “Manage Data Changes” tab for Admin users. Company Admins, Issuer Admins, and Organization Admins can create and review data change requests through this tab.

The Approvals tab of the HIOS Home page has an extra tab called “Manage Data Changes” through which CClIO users will review, approve, or deny the change requests and is implemented in Portal release 20.00.00.

December 2015 Revisions

Added a tool tip for the NAIC Company Code field on the Manage Organization- View Page

Role Management- Removed the User type field for modules ERE, Non Fed, QHP Issuer Module, QHP Benefits and Service Area, QHP Rating, State Evaluation and Unified Rate Review modules.

April 2015 Revisions

Modified to reflect current release and date, updated Figures 9 & 10 and related text for new Portal “Access Catalog” screens.

February 2015 Revisions

Added Release 19.00.00 updated screens and functionality changes. In this release, the HIOS Main Home Page has an extra button at the top navigation bar labeled “Access PM”. The Approval pages have been updated to allow for multiple role request approvals. Lastly, the confirmation message text has changed.

December 2014 Revisions

Added Release 17.00.00 updated screens and functionality changes. In release 17.00.00, the system will be collecting both US and Non-US addresses for Other Organization Type.

October 2014 Revisions

Added Release 16.00.00 updated screens and functionality changes. Main addition for this release is including Other Organization Types as an option in the organization type dropdown.

August 2014 Revisions

Added Release 15.02.00 updated screens and text related to the TPA Edge Server Role Requests and pre-requisites to be followed.

May 2014 Revisions

The following updates have been made to Section 3.3 to show the new Organizational User Role Approvals page. Has been updated to illustrate the view modules the Organizational User Role Approvals can be used for (ERE and Non-Fed role requests)

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)
3. Chrome (version 9.0 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: 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): 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.

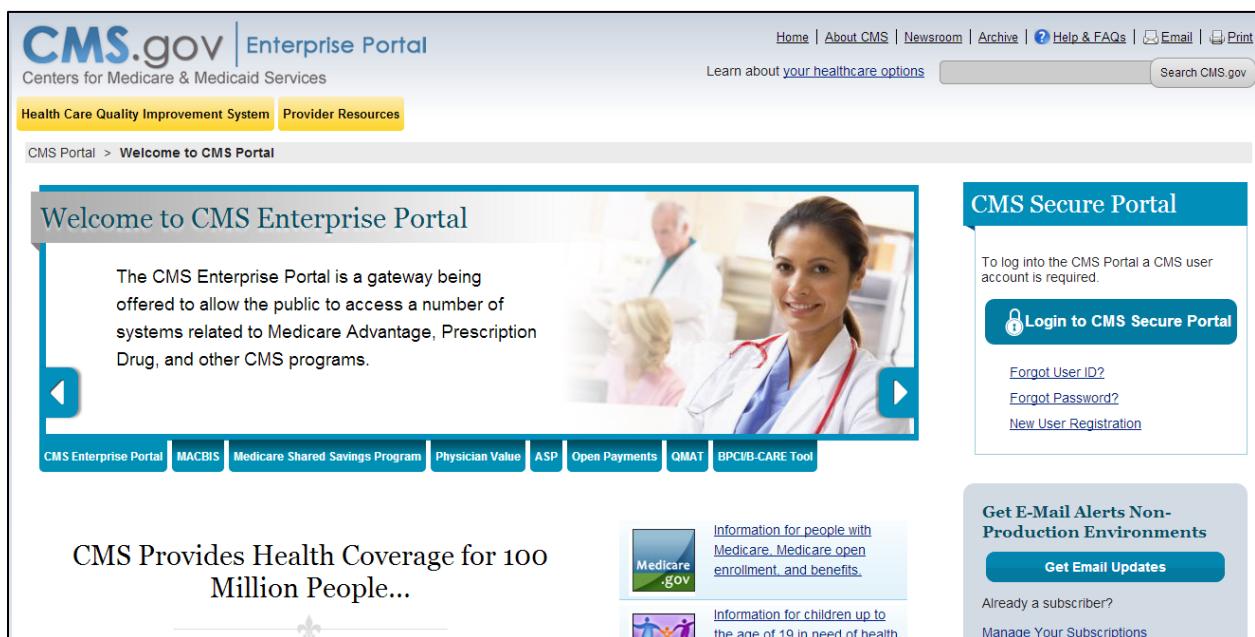
2 HIOS System Access

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.

Step 1: Register for an EIDM Account: New users will 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

The screenshot shows a form titled "Your Information". It contains several sections with instructions and input fields:

- Name Section:** Enter your legal first name and last name, as it may be required for identity verification.
 - First Name:
 - Last Name:
 - Suffix:
- Email Section:** Enter your email address, as it will be used for account related communications.
 - E-mail Address:
 - Re-enter your email address.
 - Confirm E-mail Address:
- Social Security Number Section:** Enter your full 9 digit social security number, as it may be required for identity verification.
 - Social Security Number:
- Date of Birth Section:** Enter your date of birth in MM/DD/YYYY format, as it may be required for identity verification.
 - Date of Birth:
- Address Section:** Enter your current or most recent home address, as it may be required for identity verification.
 - Home Address Line 1:
 - Home Address Line 2:
 - City:
 - State:
 - Zip Code:
 - Zip Code Extension:
 - Country: USA
- Phone Number Section:** Enter your primary phone number, as it may be required for identity verification.
 - Primary Phone Number:

At the bottom right, there are two buttons: "Cancel" and "Next". A red arrow points to the "Next" button.

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

The screenshot shows the 'Change Password And Setup Challenge Questions' step of the registration process. It includes fields for 'Password' and 'Confirm Password'. Below, there's a section titled 'Select your Challenge Questions and Answers:' with three dropdown menus for questions and their corresponding answers:

- Question 1: What is your favorite radio station? Answer: test station
- Question 2: What was your favorite toy when you were a child? Answer: test child
- Question 3: What is your favorite cuisine? Answer: test cuisine

At the bottom are 'Cancel' and 'Next' buttons, with a red arrow pointing to the 'Next' button.

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

The screenshot shows the 'Registration Complete' step of the registration process. It displays a message: 'You have now successfully completed your registration to CMS Enterprise Identity Management (EIDM). You will receive an E-mail acknowledging your successful registration to EIDM and the E-mail will include your User ID.' Below is a note: 'Please wait 5 minutes before logging in. Selecting the 'OK' button will direct you to the CMS Portal Landing page.' A red circle highlights the 'OK' button at the bottom.

Step 2: 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

The screenshot shows the CMS Enterprise Portal homepage. At the top, there's a navigation bar with links to Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print. Below the navigation is a search bar labeled "Search CMS.gov". A banner at the top says "Learn about your healthcare options". The main content area features a "Welcome to CMS Enterprise Portal" section with a doctor's photo and text about the portal being a gateway to various CMS programs. Below this are links for MACBIS, Medicare Shared Savings Program, Physician Value, ASP, Open Payments, QMAT, and BPCI/B-CARE Tool. To the right, there's a "CMS Secure Portal" section with a red circle around the "Login to CMS Secure Portal" button. This section also includes links for Forgot User ID?, Forgot Password?, and New User Registration. Further down, there are sections for "Get E-Mail Alerts Non-Production Environments" and "Manage Your Subscriptions".

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

Figure 8: Terms and Conditions Page - CMS Portal

The screenshot shows the "Terms and Conditions" page of the CMS Enterprise Portal. At the top, it has the CMS logo and navigation links. The main content area is titled "Terms and Conditions". It contains several paragraphs of text about government information systems, privacy expectations, and communication disclosure. A blue link at the bottom states: "To continue, you must accept the terms and conditions. If you decline, your login will automatically be cancelled." At the very bottom, there are two buttons: "I Accept" (circled in red) and "Decline".

Enter your User ID and select the “Next” button in Figure 8a:

Figure 9a: CMS Enterprise Portal – Enter User ID

The screenshot shows the CMS Enterprise Portal login page. At the top, the CMS.gov logo and "Enterprise Portal" are displayed, along with links for Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print. Below the logo, it says "Centers for Medicare & Medicaid Services". There are two yellow buttons: "Health Care Quality Improvement System" and "Provider Resources". A blue header bar reads "Welcome to CMS Enterprise Portal". The main area has a label "User ID" followed by an input field. Below the input field are two blue buttons: "Next" and "Cancel". At the bottom, there is a link "Forgot User ID?" and a note "Need an account? Click the link - [New user registration](#)".

Enter your Password and select the “Log In” button in Figure 8b:

Figure 8b: CMS Enterprise Portal – Enter Password

The screenshot shows the CMS Enterprise Portal password entry page. The layout is identical to Figure 9a, with the CMS.gov logo, navigation links, and "Welcome to CMS Enterprise Portal" header. The main area has a label "Password" followed by an input field. Below the input field are two blue buttons: "Log In" and "Cancel". At the bottom, there is a link "Forgot 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 9 displays the “Request Access Now” link through the CMS Portal:

Figure 10: CMS Enterprise Portal Page

The screenshot shows the CMS Enterprise Portal homepage. At the top, there are links for 'Portal Help & FAQs', 'Print', 'Log Out', and a welcome message 'Welcome (Your Name)'. Below the header, there are two yellow buttons: 'My Portal' and 'Open Payments ▾'. A breadcrumb navigation shows 'CMS Portal > My Portal'. The main content area has a blue header 'Welcome to CMS Enterprise Portal'. Below it, a text box explains the portal's purpose: "The Enterprise Portal combines and displays content and forms from multiple applications, supports users with navigation and cross-enterprise search tools, supports simplified sign-on, and uses role-based access and personalization to present each user with only relevant content and applications. The vision of the Enterprise Portal is to provide "one-stop shopping" capabilities to improve customer experience and satisfaction." To the right, a 'Request Access' section is visible, containing a button labeled 'Request Access Now' which is circled in red. Further down, there are sections for 'Contact Help Desk' with links to various help desks: FFE / HIOS / Agents & Brokers Help Desk, Physician Value / PQRS Help Desk, ACO Help Desk, and Open Payments Help Desk.

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 10 below displays the “Request Access” Link:

Figure 11: Request Access Link

The screenshot shows the CMS Enterprise Portal interface. At the top, there are links for 'Portal Help & FAQs', 'Print', 'Log Out', and a welcome message. Below the header, the 'CMS.gov Enterprise Portal' logo is displayed. The main content area is titled 'My Access'. On the left, the 'Access Catalog' lists several applications with their descriptions and 'Request Access' buttons. Two specific buttons are circled: one in the top row for 'Start typing to filter apps...' and another in the middle row for 'Request Access' under the 'Internet Server (ISV)' application.

Application	Description	Action Buttons
ASETT	ASE TT is a Web-based application that allows individuals and organizations to file electronic claims. More...	Request Access
ASP	The Medicare Part B Drug Average Sale Price (ASP) application is a data collection system. More...	Request Access
Bundled Payments EFT	Bundled Payments for Care Improvement Data File Transfer.	Request Access
COB	Coordination of Benefits. Access to this application is restricted to the employees of Coo More...	Request Access
Comprehensive Primary Care Initiative (CPC)	The Comprehensive Primary Care (CPC) web portal allows Select Practices to submit and share More...	Request Access
CSR	Community Based Organization/Customer Service Representative.	Request Access
EPPE	The Enterprise Privacy Policy Engine (EPPE) automates and governs the CMS data use agreement. More...	Request Access
ESD	Help Desk Information N/A N/A	Request Access
FFM	Agents and brokers must first request access to FFM and then request the agent/broker to More...	Request Access
GENTRAN	Gentran Integration Suite (GIS) provides secure Internet-based file transfer capabilities. More...	Request Access
HIOS	The Health Insurance Oversight System is the federal government's primary data collection More...	Request Access
HPG	HIPAA Eligibility Transaction System (HETS) Provider Graphical User Interface (GUI). More...	Request Access
IDHD	IDHD - IDHD Application	Request Access
Internet Server (ISV)	Internet Server only access. This link is for users not associated with other applications More...	Request Access
MA/MA-PD/PDP/CC	Medicare Advantage/Medicare Advantage - Prescription Drug/Prescription Drug Plan/Cost Cont... More...	Request Access
MACPRO	Medicaid and CHIP Program System (MACPro) supports the business process for submitting, re More...	Help Desk Information
MDR State Exchange (MDR)	Medicaid Drug Rebate: Exchanges data between CMS and the States. Data exchanges include qu More...	Help Desk Information
Medicare Exclusion Database (MED)	The Medicare Exclusion Database, MED, is updated monthly with sanction and reinstatement I More...	Help Desk Information

Users will select “HIOS Issuer” 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 11 displays the Request New Application Access page:

Figure 12: My Access - HIOS

The screenshot shows the CMS Enterprise Portal's 'My Access' section. On the left sidebar, under 'My Access', the 'Request New Application Access' link is highlighted with a red circle and a blue arrow pointing to it. Below it, 'View and Manage My Access' is listed. The main content area is titled 'Request New Application Access' and contains fields for 'Application Description' (set to 'HIOS - HIOS Application') and 'Role' (set to 'HIOS Issuer'). A red arrow points to the 'Role' dropdown. A large red circle highlights the URL 'https://rbisval.cms.gov/HIOS-MAIN-UI/FrontController?op=requestHIOSAccount' which is provided for non-US users to register. A red arrow points to this URL. At the bottom, there are 'Cancel' and 'Submit' buttons.

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 12 and Figure 13 displays the HIOS Registration forms for both US and Non-US users, respectively:

Figure 13: 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 14: 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):	<input type="text"/>
*First Name:	<input type="text"/>
Middle Name:	<input type="text"/>
*Last Name:	<input type="text"/>
Suffix:	<input type="text"/>
*Job Title:	<input type="text"/>
*Organization Name:	<input type="text"/>
*Email Address:	<input type="text"/>
Organization Address:	Non-US Address <input type="text"/>
Non-US based Address Information	
Address Type:	<input type="text"/>
Address Line 1:	<input type="text"/>
Address Line 2:	<input type="text"/>
*City:	<input type="text"/>
*Province, Region or State:	<input type="text"/>
*Country:	<input type="text"/>
ZIP code or Postal PIN Code:	<input type="text"/>
*Telephone Number:	<input type="text"/>
Phone Ext:	<input type="text"/>

Reset **Submit**

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

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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 14.

Figure 15: New HIOS User-Enter Authorization Code screen

The screenshot shows the 'Request New Application Access' page. On the left sidebar, under 'My Access', there are links for 'Request New Application Access' and 'View and Manage My Access'. The main content area has a heading 'Request New Application Access' and a sub-instruction 'Select an application and then a role to request access.' Below this are two dropdown menus: 'Application Description' set to 'HIOS - HIOS Application' and 'Role' set to 'HIOS Issuer'. A large input field labeled 'Enter validation data' contains the instruction: 'Please enter a valid HIOS Authorization Code (i.e. HIOS Issuer 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 HIOS Authorization Code, please contact the HIOS helpdesk.' It also lists contact information: Phone: 855-267-1515, Email: CMS_FEPS@CMS.HHS.GOV, Hours of Operation: 9am-6pm. Below this is a link for non-existing users: 'If you are not an existing HIOS user, please select the hyperlink below to register for access to HIOS: <https://rbisval.cms.gov/HIOS-MAIN-UI/FrontController?op=requestHIOSAccount>'. At the bottom are 'Cancel' and 'Submit' buttons. The 'HIOS Authorization Code' input field is highlighted with a red oval.

Once the system has acknowledged the request, users will be granted permission to access HIOS as shown in Figure 15.

Figure 16: Request Acknowledgement Screen

The screenshot shows the 'Request Acknowledgement' page. The left sidebar shows 'My Access' with links for 'Request New Application Access' and 'View and Manage My Access'. The main content area has a heading 'Request Acknowledgement' and a message: 'Your request has successfully completed. You will need to logout and then log in to access the Health Insurance Oversight System Application. Select 'OK' to continue.' A blue 'OK' button is at the bottom, which is circled in red.

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 16 displays the View and Manage My Access page.

Figure 17: View and Manage My Access Page

The screenshot shows the CMS Enterprise Portal interface. At the top, there are links for 'Portal Help & FAQs', 'Print', 'Log Out', and 'Welcome'. The main header says 'CMS .gov Enterprise Portal'. Below the header, a 'My Portal' button is highlighted. The breadcrumb navigation shows 'CMS Portal > My Access'. A link 'Screen reader mode Off | Accessibility Settings' is present. On the left, a sidebar titled 'My Access' lists 'Request New Application Access' and 'View and Manage My Access', with the second item circled in red. The main content area has tabs for 'Manage Access' and 'Pending Requests', with 'Manage Access' selected. It displays a table for managing access to the 'Health Insurance Oversight System' (HIOS issuer), with orgid: 15457. Buttons for 'Remove a Role' and 'Add a Role' are visible.

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 17 displays the CMS Enterprise Portal Page.

Figure 18: CMS Enterprise Portal Page - Login with EIDM Credentials

The screenshot shows the CMS Enterprise Portal login page. The top navigation bar includes links for 'Home', 'About CMS', 'Newsroom', 'Archive', 'Help & FAQs', 'Email', and 'Print'. A search bar is also present. The main content area features a 'Welcome to CMS Enterprise Portal' banner with a doctor's photo and text about the portal being a gateway to Medicare programs. Below this, a section for 'CMS Provides Health Coverage for 100 Million People...' is shown. To the right, a 'CMS Secure Portal' box requires a CMS user account and has a 'Login to CMS Secure Portal' button circled in red. Other options include 'Forgot User ID?', 'Forgot Password?', and 'New User Registration'. At the bottom, there are links for 'Get E-Mail Alerts Non-Production Environments', 'Get Email Updates', 'Already a subscriber?', and 'Manage Your Subscriptions'.

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 18 displays Authorized HIOS users CMS Portal page.

Figure 19: EIDM Portal page - Authorized HIOS Users

The screenshot shows the CMS Enterprise Portal homepage. At the top, there are links for 'Portal Help & FAQs', 'Print', 'Log Out', and 'Welcome'. Below the CMS logo, there are two yellow buttons: 'My Portal' and 'HIOS'. A breadcrumb navigation bar indicates 'CMS Portal > My Portal'. The main content area has a blue header 'Welcome to CMS Enterprise Portal'. Below it, a text box states: 'The Enterprise Portal combines and displays content and forms from multiple applications, supports users with navigation and cross-enterprise search tools, supports simplified sign-on, and uses role-based access and personalization to present each user with only relevant content and applications. The vision of the Enterprise Portal is to provide "one-stop shopping" capabilities to improve customer experience and satisfaction.' To the right, there are two sections: 'Request Application Access' (with a 'Request Access Now' button) and 'Contact Help Desk' (listing 'CMS Help Desk / EUA - 1-800-562-1963' and 'ACO Help Desk' contact information). A photograph of a computer monitor displaying a document is visible in the background of the main content area.

Users will select the “HIOS” tab to be navigated to a landing page from where they can access HIOS.

Figure 19 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 20: Access HIOS, Plan Management Landing Page

The screenshot shows the 'HIOS | Plan Management | Market Wide Functions' landing page. At the top, there are links for 'Portal Help & FAQs', 'Print', 'Log Out', and 'Welcome'. Below the CMS logo, there are two yellow buttons: 'My Portal' and 'HIOS'. A breadcrumb navigation bar indicates 'CMS Portal > HIOS'. The main content area has a blue header 'HIOS | Plan Management | Market Wide Functions'. Below it, a text box provides instructions for accessing HIOS via MFA and contact information for support. Two sections are listed: 'Health Insurance Oversight System (HIOS)' and 'Plan Management and Market Wide Functions'. The 'Access HIOS' link in the 'HIOS' section is circled in red. At the bottom, there is a footer with links for 'CMS Enterprise Portal Home', 'CMS.gov Enterprise Portal', and copyright information: 'A federal government website managed by the Centers for Medicare & Medicaid Services 7500 Security Boulevard, Baltimore, MD 21244'. The CMS eagle logo is also present.

3 Portal Home Page

Upon successful login, the users will arrive on the HIOS Portal Home Page as shown in Figure 20.

Figure 21: HIOS Portal Home Page

Health Insurance Oversight System

ACCESS PM HOME FAQ CONTACT US SIGN OUT

Welcome

HIOS Home Page

Organization Management & Administrative Functions:

- Manage Account
- Manage an Organization
- Role Management

HIOS Main Page Announcements:

Obtaining a Health Plan Identifier (HPID)

Users needing to obtain an HPID for their organization will need to take the following steps in HIOS:

1. Register the organization in HIOS
2. Request access to the HPOES module through user role management
3. Complete an HPID application within the HPOES module
4. Once an HPID application has been successfully submitted, an HPID number will be assigned

Users may also access an HPID Quick Guide that provides an easy step-by-step reference for completing the necessary steps in HIOS and HPOES to obtain an HPID. You can view the Quick Guide in graphic or a text form at <http://www.cms.gov/Regulations-and-Guidance/HIPAA-Administrative-Simplification/Affordable-Care-Act/Health-Plan-Identifier.html>.

Welcome to the Health Insurance Oversight System (HIOS).
HIOS will be accessible through the CMS Enterprise Portal.
The following Modules are now live in HIOS:

- HIOS Portal
- Plan Finder and Product Data Collection Module (PF)
- Rates and Benefits Information System (RBIS)
- Consumer Assistance Program (CAP)
- Medical Loss Ratio Data Collection System (MLR)
- Rate Review System (RRJ)
- Rate Review Grants Reporting System (RRG)
- Health Plan and Other Entity Enumeration System (HPOES)
- Document Collection Module- Form Filing Module (DCM- FFM)
- Document Collection Module- Market Conduct Module (DCM-MCM)
- Document Collection Module- State Document Collection (SDC)
- Minimum Essential Coverage (MEC)
- Non Federal Governmental Plan (Non-Fed)
- Assister (NAV)

For any further inquiries or questions, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.

3.1 Manage an Organization

The Manage Organization functionality allows users to verify an organization exists in HIOS, or create a new organization or attach an issuer to an organization within HIOS. The organization must be actively registered in HIOS in order for users to request access 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 self-funded, non-federal governmental plans before a user can gain access to the module. The module's access button will not be visible to the user until the user has an approved role to an existing or approved new Organization/Company.

In order to view or add an organization to HIOS, the users will need to navigate to the Manage an Organization page. It can be accessed by selecting its corresponding button as illustrated in Figure 21.

Figure 22: HIOS Portal – Manage an Organization

The screenshot shows the HIOS Portal homepage with a green header bar. Below the header, there is a navigation bar with links: ACCESS PM, HOME, FAQ, CONTACT US, and SIGN OUT. A 'Welcome' message is displayed. The main content area is titled 'HIOS Home Page' and features a sidebar with 'Organization Management & Administrative Functions:' and three buttons: 'Manage Account', 'Manage an Organization' (which is highlighted with a red border), and 'Role Management'. To the right of the sidebar, under the heading 'HIOS Main Page Announcements:', there is a section titled 'Obtaining a Health Plan Identifier (HPID)'. It contains instructions for users needing an HPID and a link to a Quick Guide. Below this, there is a welcome message and a list of live modules in HIOS, followed by contact information.

HIOS Home Page

HIOS Main Page Announcements:

Obtaining a Health Plan Identifier (HPID)

Users needing to obtain an HPID for their organization will need to take the following steps in HIOS:

1. Register the organization in HIOS
2. Request access to the HPOES module through user role management
3. Complete an HPID application within the HPOES module
4. Once an HPID application has been successfully submitted, an HPID number will be assigned

Users may also access an HPID Quick Guide that provides an easy step-by-step reference for completing the necessary steps in HIOS and HPOES to obtain an HPID. You can view the Quick Guide in [graphic](#) or a [text](#) form at <http://www.cms.gov/Regulations-and-Guidance/HIPAA-Administrative-Simplification/Affordable-Care-Act/Health-Plan-Identifier.html>.

Welcome to the Health Insurance Oversight System (HIOS).
HIOS will be accessible through the CMS Enterprise Portal.
The following Modules are now live in HIOS:

- HIOS Portal
- Plan Finder and Product Data Collection Module (PF)
- Rates and Benefits Information System (RBIS)
- Consumer Assistance Program (CAP)
- Medical Loss Ratio Data Collection System (MLR)
- Rate Review System (RR)
- Rate Review Grants Reporting System (RRG)
- Health Plan and Other Entity Enumeration System (HPOES)
- Document Collection Module- Form Filing Module (DCM- FFM)
- Document Collection Module- Market Conduct Module (DCM-MCM)
- Document Collection Module- State Document Collection (SDC)
- Minimum Essential Coverage (MEC)
- Non Federal Governmental Plan (Non-Fed)
- Assister (NAV)

For any further inquiries or questions, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.

3.1.1 Creating an Organization

Once the user is on the Manage an Organization page, they will be able to input three or four fields, depending on Organization Type. The first selection will be the primary purpose of the visit to the Manage an Organization page, selecting either Create New Organization or Edit Existing Organization in the dropdown menu. The user can then select the hyperlink to view the list of organization types and their definitions, and then select the appropriate Organization Type from the options: Company, Non Insurance, Non-Federal Governmental Plans, and Other Organization Type. The final input will be Federal Employee Identification Number or Tax Identification Number (EIN/TIN), unless the user selects Other Organization Type as the Organization Type. If the user selects Other Organization Type, the Manage an Organization menu will display a checkbox stating the following: My Organization does not have an FEIN. If the checkbox is checked, a free form text box will appear where the users can input the Organization name being searched.

Figure 22 displays the search organization screen.

Figure 23: Search Organization

The screenshot shows the HIOS portal interface. At the top, there's a green header bar with the title "Health Insurance Oversight System". Below the header, the date "Thursday, March 03, 2016" is displayed, along with navigation links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". A "Welcome" message is also present. On the left, there's a sidebar with three buttons: "Manage an Organization" (highlighted in green), "Manage Organization Relationships", and "Manage Data Changes". The main content area is titled "Manage an Organization". It contains several input fields and instructions:

- A dropdown menu labeled "Please specify the primary purpose of your visit:" with an option "Create new organization".
- A link "Please click [Organization Types \(PDF - 160KB\)](#) for a list of organization types and their definitions."
- A dropdown menu labeled "Please select the type of organization:" with an option "Other Organization Type".
- An instruction: "Please enter your organization's 9 digit Federal EIN /TIN below and select 'FEIN/TIN Search' to determine if your organization currently exists in HIOS."
- A text input field for "Federal EIN/TIN" and a button "FEIN/TIN Search".
- A checked checkbox "My organization does not have an FEIN".
- A detailed instruction: "In the search bar below, please provide the name of the Organization being requested. After pressing the 'Organization Search' button, only those matching organizations that are currently registered in the HIOS system and do not contain an FEIN will be returned for your review. If your organization has an FEIN, please use Search by FEIN/TIN option above. If none of the organizations provided are associated with the requesting organization, please press the 'Create Organization' button."
- A text input field for "Please enter the organization name to search:" and a button "Organization Search".

At the bottom of the page, there are links for "Accessibility", "Rules of Behavior", "Web Policies", and "File Formats and Plug-Ins".

If there is an existing organization within HIOS, it will be displayed under the search box. Section 3.1.2 explains this portion in detail. If there is no existing organization with the FEIN/TIN or Organization Name (only when Other Organization Type is selected) the users provided, they will have the option to create a new organization.

Note: If the users logged in belong to an Organization with a Non-US address, the checkbox for My Organization does not have an FEIN will be selected by default. Users can uncheck the check box if they would like to enter an FEIN for their organization.

3.1.1.1 Company

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

If organization type selected is Company and no FEIN was found, the users will have the option to create a new organization. The user can select the Create Organization button to begin the process.

Figure 23 displays the select organization type screen.

Figure 24: Select Organization Type: Company

The screenshot shows the HIOS portal interface. At the top, a green header bar displays the title "Health Insurance Oversight System". Below the header, a navigation bar includes links for "HOME", "FAQ", "CONTACT US", "SIGN OUT", and "Welcome". On the left, a sidebar features three buttons: "Manage an Organization" (highlighted in green), "Manage Organization Relationships", and "Manage Data Changes". The main content area is titled "Manage an Organization". It contains several input fields and instructions:

- A dropdown menu for "Please specify the primary purpose of your visit:" with an option "Create new organization".
- A link "Please click [Organization Types \(PDF - 160KB\)](#) for a list of organization types and their definitions."
- A dropdown menu for "Please select the type of organization:" with an option "Company".
- A text input field for "Federal EIN/TIN" followed by a "FEIN/TIN Search" button.
- A section titled "Organization" with the sub-section "No Organization Found".
- A note: "You may register your organization in HIOS by selecting the 'Create Organization' button below to enter your organization's information."
- A "Create Organization" button at the bottom of the form.

Figure 24 and Figure 25 display the Register New Organization for a Company.

Figure 25: Register New Organization-Company (1 of 2)

The screenshot shows the 'Register New Organization' page for a Company. The title 'Health Insurance Oversight System' is at the top. A navigation bar includes 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. A 'Welcome' message is displayed. The main section is titled 'Register New Organization' and instructs users to fill in their organization's information. A note states: 'Note: (*) Indicates a required field.' The form fields are as follows:

Organization Type:	Company
*Organization Legal Name:	Alpha Insurance
Federal EIN/TIN:	123098765
<u>Domiciliary Address</u>	
*Address Line 1:	123 Main St.
Address Line 2:	
*City:	Miami
*State:	FL ▼
*ZIP code:	33133
ZIP Plus 4:	

At the bottom, there are 'Back' and 'Continue' buttons, and links to Accessibility, Rules of Behavior, Web Policies, and File Formats and Plug-Ins. The footer notes the U.S. Department of Health & Human Services location.

Figure 26: Register New Organization-Company (2 of 2)

The screenshot shows the 'Register Attributes For New Organization' page of the HIOS. At the top, there's a navigation bar with 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. Below that, a welcome message reads 'Welcome xxxxxthxxxxxxxxx'. The main form area has fields for 'Incorporated State' (dropdown), 'NAIC Company Code' (dropdown with a red arrow pointing to its tooltip), 'NAIC Group Code' (dropdown), 'Group Name' (text input), 'AM Best Number' (text input), 'Not For Profit' (checkbox), and 'Co-Op' (checkbox). At the bottom, there are 'Back' and 'Review/Continue' buttons, along with links to 'Accessibility', 'Rules of Behavior', 'Web Policies', and 'File Formats and Plug-Ins'. A footer note at the bottom indicates the U.S. Department of Health & Human Services' address: 200 Independence Avenue, S.W., Washington, D.C. 20201.

1. Enter in the details of the company where applicable. Be sure to complete required fields, which are marked with an asterisk (*).
2. NAIC Company Code tool tip - Indicating the correct definition.
3. Select the “Review/Continue” button.

Figure 26 displays the Review Organization Information page.

Figure 27: Review Organization Information

The screenshot shows a web-based application titled "Health Insurance Oversight System". At the top right, there are links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". Below these, the word "Welcome" is displayed. The main content area has a green header titled "Review Organization Information". Under this, there is a section titled "Organization" containing various organization details:

Organization Type:	Company
Organization Legal Name:	Alpha Insurance
Incorporated State:	FL
Federal EIN/TIN:	123098765
NAIC Company Code:	
NAIC Group Code:	
Group Name:	
AM Best Number:	
Not For Profit:	No
Co-Op:	No

Below this, there is a section titled "Domiciliary Address" containing address details:

Address Line 1:	123 Main St.
Address Line 2:	
City:	Miami
State:	FL
ZIP code:	33133
ZIP Plus 4:	

At the bottom of the form, there are two buttons: "Back" and "Submit".

Below the form, there is a horizontal navigation bar with links: Accessibility | Rules of Behavior | Web Policies | File Formats and Plug-Ins. At the very bottom, there is a footer note: U.S. Department of Health & Human Services • 200 Independence Avenue, S.W. • Washington, D.C. 20201.

4. Confirm the accuracy of the information provided. Select “Back” to correct any information or “Submit” to complete the request.

Figure 27 displays the New Organization Confirmation page.

Figure 28: New Organization Confirmation

The screenshot shows the HIOS Portal Home Page with a green header bar. The header contains the title "Health Insurance Oversight System" and navigation links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". A "Welcome" message is displayed. Below the header, a section titled "Confirmation" is shown with the message: "Your request to register the organization below has been submitted for approval. Please log back in within 1 to 2 business days to check the status of your request." A "Organization" section displays the following information:

Organization Type:	Company
Organization Legal Name:	Alpha Insurance
Incorporated State:	FL
Federal EIN/TIN:	123098765
NAIC Company Code:	
NAIC Group Code:	
Group Name:	
AM Best Number:	
Not For Profit:	No
Co-Op:	No

Domiciliary Address

Address Line 1:	123 Main St.
Address Line 2:	
City:	Miami
State:	FL
ZIP code:	33133
ZIP Plus 4:	

Are you a TPA? No

[Continue](#)

5. Select the “Continue” button to return to the HIOS Portal Home Page.

The request will be submitted for approval. The requesting users will receive an email once the new organization has been approved.

3.1.1.2 Non Insurance Company

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

If organization type selected is Non Insurance Company and no FEIN was found, the users will have the option to create a new organization. The Users can select the Create Organization button to begin the process.

Figure 28 displays the organization type screen with non-insurance company highlighted.

Figure 29: Select Organization Type: Non Insurance Company

Friday, February 20, 2015

HOME FAQ CONTACT US SIGN OUT

Welcome

Manage an Organization Manage Organization Relationships Manage Data Changes

Manage an Organization

Please specify the primary purpose of your visit:

Please click [here](#) for a list of organization types and their definitions.

Please select the type of organization:

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

Federal EIN/TIN

Organization

No Organization Found

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

The users will be asked to complete the following forms to create their organization.

Figure 29 and Figure 30 display the Register New Organization for a Non Insurance Company.

Figure 30: Register New Organization – Non Insurance Company (1 of 2)

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT Welcome

Register New Organization

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

Note: (*) Indicates a required field.

Organization Type:	Non Insurance Company
*Organization Legal Name:	Alpha Health Inc
Federal EIN/TIN:	554541514
<u>Domiciliary Address</u>	
*Address Line 1:	123 Main St
Address Line 2:	
*City:	Alexandria
*State:	VA ▾
*ZIP code:	22206
ZIP Plus 4:	

[Back](#) [Continue](#)

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

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Figure 31: Register New Organization – Non Insurance Company (2 of 2)

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT Welcome

Register Attributes For New Organization

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

Note: (*) Indicates a required field.

*Incorporated State:	VA ▾
----------------------	------

[Back](#) [Review/Continue](#)

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

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

Figure 31 displays the Review Organization Information page.

Figure 32: Review Organization Information (Non Insurance)

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT

Welcome

Review Organization Information

Organization

Organization Type: Non Insurance Company

Organization Legal Name: Alpha Health Inc

Incorporated State: VA

Federal EIN/TIN: 554541514

Domiciliary Address

Address Line 1: 123 Main St

Address Line 2:

City: Alexandria

State: VA

ZIP code: 22206

ZIP Plus 4:

Back **Submit**

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

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3. Confirm the accuracy of the information provided. Select “Back” to correct any information or “Submit” to complete the request.

Figure 32 displays the new organization confirmation page.

Figure 33: New Organization Confirmation (Non Insurance)

The screenshot shows the HIOS Portal's confirmation page for a new organization. At the top, the title "Health Insurance Oversight System" is displayed in a green header bar. Below the header, there are navigation links: HOME, FAQ, CONTACT US, and SIGN OUT. A "Welcome" message is present. The main content area is titled "Confirmation" and contains a message: "Your request to register the organization below has been submitted for approval. Please log back in within 1 to 2 business days to check the status of your request." A section titled "Organization" lists the following details:

Organization Type:	Non Insurance Company
Organization Legal Name:	Alpha Health Inco
Incorporated State:	VA
Federal EIN/TIN:	654545454

Domiciliary Address

Address Line 1:	123 Main St
Address Line 2:	
City:	Alexandria
State:	VA
ZIP code:	22206
ZIP Plus 4:	

Are you a TPA? No

At the bottom right of the form is a "Continue" button. Below the form, there are links to Accessibility, Rules of Behavior, Web Policies, and File Formats and Plug-Ins, followed by the address: U.S. Department of Health & Human Services · 200 Independence Avenue, S.W. · Washington, D.C. 20201.

4. Select the “Continue” button to return to the HIOS Portal Home Page.

The request will be submitted for approval. The requesting users will receive an email once the new organization has been approved.

3.1.1.3 Non-Federal Governmental Plans

This section will cover the process of creating a new Non-Federal Governmental Plans organization.

If organization type selected is Non-Federal Governmental Plans and no FEIN was found the users will have the option to create a new organization. The Users can select the Create Organization button to begin the process.

Figure 33 displays the organization type screen with Non-Federal Governmental Plans highlighted.

Figure 34: Select Organization Type: Non-Federal Governmental Plans

The screenshot shows the HIOS portal interface. At the top, there is a green header bar with the title "Health Insurance Oversight System". Below the header, a navigation bar includes links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". A "Welcome" message is displayed on the right side of the header. The main content area has a white background. On the left, there is a green button labeled "Manage an Organization". To its right are two grey buttons: "Manage Organization Relationships" and "Manage Data Changes". The main content area contains the following text and form fields:

Please specify the primary purpose of your visit:

Please click [here](#) for a list of organization types and their definitions.

Please select the type of organization:

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

Federal EIN/TIN

Organization

No Organization Found

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

The users will be asked to complete the following forms to create their organization.

Figure 34 and Figure 35 display the Register New Organization for a Non-Federal Governmental Plans organization.

Figure 35: Register New Organization- Non-Federal Governmental Plans (1 of 2)

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT Welcome

Register New Organization

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

Note: (*) Indicates a required field.

Organization Type:	Non-Federal Governmental Plans
*Organization Legal Name:	Beta Insurance
Federal EIN/TIN:	554541514
<u>Domiciliary Address</u>	
*Address Line 1:	457 Main St
Address Line 2:	
*City:	Addis
*State:	LA ▼
*ZIP code:	70170
ZIP Plus 4:	

[Back](#) [Continue](#)

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

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Figure 36: Register New Organization- Non-Federal Governmental Plans (2 of 2)

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT Welcome

Register Attributes For New Organization

Please select the attributes that apply to your organization.

Note: (*) Indicates a required field.

*Non-Fed Plan Type: _____
 Self Funded Fully Insured

[Back](#) [Review/Continue](#)

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

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1. Enter in the details of the Non-Federal Governmental Plan where applicable. Be sure to complete required fields, which are marked with an asterisk (*).
2. Select the “Review/Continue” button.

Figure 36 displays the Review Organization Information page.

Figure 37: Review Organization Information

The screenshot shows the 'Review Organization Information' page of the HIOS system. At the top, there is a green header bar with the title 'Health Insurance Oversight System'. Below the header, there is a navigation bar with links for 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. A 'Welcome' message is displayed on the right side of the navigation bar. The main content area has a light gray background and features a green header 'Review Organization Information' and a sub-header 'Organization'. It contains a table of organization details:

Organization Type:	Non-Federal Governmental Plans
Organization Legal Name:	Beta Insurance
Non-Fed Plan Type:	Self Funded
Federal EIN/TIN:	554541514

Below the table, there is a section titled 'Domiciliary Address' with the following information:

Address Line 1:	457 Main St
Address Line 2:	
City:	Addis
State:	LA
ZIP code:	70170
ZIP Plus 4:	

At the bottom of the page, there are two buttons: 'Back' and 'Submit'. Below these buttons, there is a horizontal line with links: 'Accessibility', 'Rules of Behavior', 'Web Policies', and 'File Formats and Plug-Ins'. At the very bottom, there is a footer with the text 'U.S. Department of Health & Human Services · 200 Independence Avenue, S.W. · Washington, D.C. 20201'.

3. Confirm the accuracy of the information provided. Select “Back” to correct any information or “Submit” to complete the request.

Figure 37 displays the new organization confirmation page.

Figure 38: New Organization Confirmation (Non-Federal Governmental Plans)

The screenshot shows the HIOS Portal's confirmation page for a new organization. At the top, the portal's name 'Health Insurance Oversight System' is displayed in a green header bar. Below the header, there are navigation links for 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. A 'Welcome' message is shown above the main content area. The main section is titled 'Confirmation' and contains a message about the status of the organization's request. A yellow box highlights a note about receiving approval notifications for the External Review Elections process. The 'Organization' section lists the following details:

Organization Type:	Non-Federal Governmental Plans
Organization Legal Name:	Beta Insurance
Non-Fed Plan Type:	Self Funded
Federal EIN/TIN:	984784544
<u>Domiciliary Address</u>	
Address Line 1:	457 Main St
Address Line 2:	
City:	Addis
State:	LA
ZIP code:	70170
ZIP Plus 4:	
Are you a TPA?	No

At the bottom right of the page is a 'Continue' button. Below the 'Organization' section, there are links for Accessibility, Rules of Behavior, Web Policies, and File Formats and Plug-Ins. The footer also includes the U.S. Department of Health & Human Services address: 200 Independence Avenue, S.W. • Washington, D.C. 20201.

4. Select the “Continue” button to return to the HIOS Portal Home Page.

The request will be submitted for approval. The requesting users will receive an email once the new organization has been approved.

Note: Those that select the Self-Funded Non-Fed Plan Type will see the text highlighted in yellow. This is the instructional text to submit External Review Elections data in the ERE Module of HIOS.

3.1.1.4 Other Organization Type

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

If organization type selected is Other Organization Type and no FEIN or Organization Name is found, the users will have the option to create a new organization. The Users can select the Create Organization button to begin the process.

Figure 38 displays the select organization type screen.

Figure 39: Select Organization Type: Other Organization Type

The screenshot shows the HIOS portal's 'Manage an Organization' page. At the top, the title 'Health Insurance Oversight System' is displayed. Below it, a navigation bar includes 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT' buttons, along with a 'Welcome' message. A sub-navigation menu offers 'Manage an Organization', 'Manage Organization Relationships', and 'Manage Data Changes'. The main content area is titled 'Manage an Organization' and contains the following fields:

- Please specify the primary purpose of your visit:** A dropdown menu set to 'Create new organization'.
- Please click [Organization Types \(PDF - 160KB\)](#) for a list of organization types and their definitions.**
- Please select the type of organization:** A dropdown menu set to 'Other Organization Type'.
- Federal EIN/TIN:** An input field followed by a 'FEIN/TIN Search' button.
- My organization does not have an FEIN**
- In the search bar below, please provide the name of the Organization being requested. After pressing the 'Organization Search' button, only those matching organizations that are currently registered in the HIOS system and do not contain an FEIN will be returned for your review. If your organization has an FEIN, please use Search by FEIN/TIN option above. If none of the organizations provided are associated with the requesting organization, please press the 'Create Organization' button.**
- Please enter the organization name to search:** An input field followed by an 'Organization Search' button.

If Organization Address selected is Non-US Address, the following information will be required:

- Organization Legal Name
- Address Line 1
- City or Town
- Province, Region or State
- Country
- Zip Code or Postal PIN code

Figure 39 display the Register New Organization - Other Organization Type for Non-US Address.

Figure 40: Register New Organization – Other Organization Type – Non-US Address

The screenshot shows the 'Register New Organization' page of the HIOS system. The title bar reads 'Health Insurance Oversight System'. The top navigation bar includes links for 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. A 'Welcome' message is displayed. The main section is titled 'Register New Organization' and contains instructions: 'Please fill in the form below with your Organization's information.' A note states: 'Note: (*) Indicates a required field.' The form fields for 'Organization Type' are set to 'Non-US Address'. For 'Address Type', the radio button for 'Domiciliary Address' is selected. Below this, a note explains: 'Note: The Domiciliary address is the location in which an organization is incorporated/registered or organized, while the Business address is the location from where the organization can conduct their business.' The 'Domiciliary Address' section includes fields for 'Address Line 1' (32 Redwing Court), 'Address Line 2' (Ashton Road), 'City or Town' (Romford), 'Province, Region or State' (Essex), 'Country' (United Kingdom), and 'Zip code or Postal PIN Code' (RM38QQ). At the bottom, there are 'Back' and 'Continue' buttons, and links for Accessibility, Rules of Behavior, Web Policies, and File Formats and Plug-Ins. The footer notes: 'U.S. Department of Health & Human Services · 200 Independence Avenue, S.W. · Washington, D.C. 20201'.

If Organization Address selected is US Address, the following information will be required:

- Legal Organization Name
- Address Line 1
- City
- State
- Zip Code

Figure 40 displays Register New Organization – Other Organization Type for US Address.

Figure 41: Register New Organization – Other Organization Type – US Address

The screenshot shows the HIOS Portal User Manual. At the top, there is a green header bar with the title "Health Insurance Oversight System". Below the header, the date "Tuesday, November 04, 2014" is displayed. On the right side of the header, there are four buttons: "HOME", "FAQ", "CONTACT US", and "SIGN OUT". To the right of these buttons, the text "Welcome Rocky" is shown. The main content area has a light gray background. It features a green header "Register New Organization". Below this, a message says "Please fill in the form below with your Organization's information.". A note at the top left of the form area states "Note: (*) Indicates a required field." The form fields include:

- "Organization Type": A dropdown menu set to "US Address".
- "Organization Address": A text input field containing "First Virginia".
- "*Organization Legal Name": An empty text input field.
- "Federal EIN/TIN": An empty text input field.
- "Address Type": A radio button group where the "Domiciliary Address" option is selected.
- A note explaining the difference between Domiciliary and Business addresses.
- "*Domiciliary Address": A section header.
- "*Address Line 1": A text input field containing "123 Main St".
- "Address Line 2": An empty text input field.
- "*City": A text input field containing "Fairfax".
- "*State": A dropdown menu set to "VA".
- "*ZIP code": A text input field containing "22030".
- "ZIP Plus 4": An empty text input field.

At the bottom of the form, there are two buttons: "Back" on the left and "Continue" on the right.

Users will select the “Continue” button once the registration information is completed. The users will have the option to include any additional details in the text box. Once the additional details are added the users will select the “Continue” button to review the organization information before submitting.

Figure 41 displays the Register Attributes for New Organization page.

Figure 42: Register New Organization – Other Organization Type – Register Attributes

The screenshot shows the 'Register Attributes For New Organization' page of the HIOS system. At the top, there's a navigation bar with links for HOME, FAQ, CONTACT US, and SIGN OUT. Below that is a 'Welcome' message. The main title is 'Register Attributes For New Organization'. A note says: 'In the text field below, please indicate additional details pertaining to the requesting Organization and the reason for requesting access to the HIOS system.' A note also states: 'Note: There is a 1000 character limit within the text box below.' On the left, there are fields for Organization Type (set to 'Other Organization Type'), Organization Address (set to 'Non-US Address'), Organization Name (set to 'International Health Association'), and Federal EIN/TIN (with a large text input field). At the bottom, there are 'Back' and 'Review/Continue' buttons, along with links for Accessibility, Rules of Behavior, Web Policies, and File Formats and Plug-Ins. A footer at the very bottom mentions the U.S. Department of Health & Human Services and its address.

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT

Welcome

Register Attributes For New Organization

In the text field below, please indicate additional details pertaining to the requesting Organization and the reason for requesting access to the HIOS system:

Note: There is a 1000 character limit within the text box below.

Organization Type: **Other Organization Type**
Organization Address: **Non-US Address**
Organization Name: **International Health Association**
Federal EIN/TIN:

Back **Review/Continue**

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

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Figure 42 displays the Review Organization Information page.

Figure 43: Review Organization Information

The screenshot shows the 'Health Insurance Oversight System' portal. At the top, there is a navigation bar with links for 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. Below the navigation bar, a 'Welcome' message is displayed. The main content area is titled 'Review Organization Information' and has a sub-section titled 'Organization'. It displays the following organization details:

Organization Type:	Other Organization Type
Organization Address:	Non-US Address
Organization Legal Name:	International Health Association
Federal EIN/TIN:	
Address Type:	Domiciliary Address
Address Line 1:	32 Redwing Court
Address Line 2:	Ashton Road
City or Town:	Romford
Province, Region or State:	Essex
Country:	United Kingdom
ZIP code or Postal PIN code:	RM38QQ

Below the address details is a text box containing a German note about text orientation:

Es ist ein lang erwiesener Fakt, dass ein Leser vom Text abgelenkt wird, wenn er sich ein Layout ansieht. Der Punkt, Lorem Ipsum zu nutzen, ist, dass es mehr oder weniger die normale Anordnung von Buchstaben darstellt und somit nach lesbarer Sprache aussieht.

At the bottom of the page are 'Back' and 'Submit' buttons, along with links to 'Accessibility', 'Rules of Behavior', 'Web Policies', and 'File Formats and Plug-Ins'. A footer at the very bottom provides the address: 'U.S. Department of Health & Human Services · 200 Independence Avenue, S.W. · Washington, D.C. 20201'.

Users will review the accuracy of the information provided. Select “Back” to correct any information or “Submit” to complete the request and navigate to the confirmation page.

Figure 43 displays the New Organization Confirmation page.

Figure 44: New Organization Confirmation (Other Organization Type)

The screenshot shows the HIOS portal's confirmation page for a new organization. At the top, the title "Health Insurance Oversight System" is displayed. Below it, a navigation bar includes links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". A "Welcome" message is also present. The main content area is titled "Confirmation" and contains a message: "Your request to register the organization below has been submitted for approval. Please log back in within 1 to 2 business days to check the status of your request." A section titled "Organization" lists the following information:

Organization Type:	Other Organization Type
Organization Address:	US Address
Organization Legal Name:	Enterprise One
Federal EIN/TIN:	
Address Type:	Domiciliary Address
Address Line 1:	123 Main St
Address Line 2:	
City:	Fairfax
State:	VA
ZIP code:	22030
ZIP Plus 4:	

Below the address fields, there is a text area containing the placeholder text: "This is additional details about the organization." At the bottom right of the page, a blue "Continue" button is visible. Navigation links at the very bottom include "Accessibility", "Rules of Behavior", "Web Policies", and "File Formats and Plug-Ins". The footer also contains the text: "U.S. Department of Health & Human Services · 200 Independence Avenue, S.W. · Washington, D.C. 20201".

Select the “Continue” button to return to the HIOS Portal Home Page.

The request will be submitted for approval. The requesting users will receive an email once the new organization has been approved.

3.1.2 Viewing Existing Organization Information

HIOS users can view company information on the Manage an Organization page. Users can search by a valid Federal EIN/TIN and select “FEIN/TIN Search” or search by an organization’s name and select “Organization Search.” A summary of the organization’s information will be displayed in the search results as illustrated in Figure 44.

Figure 45: Summary Organization Information

The screenshot shows the HIOS portal interface. At the top, a green header bar displays the title "Health Insurance Oversight System". Below the header, a navigation bar includes links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". A "Welcome" message is displayed on the right. On the left, there are three main menu options: "Manage an Organization" (highlighted in green), "Manage Organization Relationships", and "Manage Data Changes". The central content area is titled "Manage an Organization". It contains several input fields and instructions:

- "Please specify the primary purpose of your visit:" followed by a dropdown menu set to "Edit existing organization".
- A note: "Please click [here](#) for a list of organization types and their definitions."
- "Please select the type of organization:" followed by a dropdown menu set to "Other Organization Type".
- A note: "Please enter your organization's 9 digit Federal EIN /TIN below and select 'FEIN/TIN Search' to determine if your organization currently exists in HIOS."
- A text input field for "Federal EIN/TIN" containing "321321321" and a button labeled "FEIN/TIN Search".
- A checkbox labeled "My organization does not have an FEIN".

The section is titled "Organization" and contains a table with one row of data:

Organization Legal Name	Organization Type	Federal EIN/TIN	Action
Test Non Fed	Non-Federal Governmental Plans	321321321	View

A note at the bottom states: "Organization information can only be edited by an approved Organization Administrator role. This role can be requested through the role request page."

A "Back" button is located at the bottom left of the content area.

Under the “Action” column, a “View” hyperlink will be displayed. When selected, the users will be redirected to a page containing the organization’s detailed information in read-only format.

Figure 45 displays the information recorded for an organization.

Figure 46: View Organization Information page

Wednesday, September 24, 2014

HOME FAQ CONTACT US SIGN OUT

Welcome Rocky Pou

Organization

Organization Type:	Other Organization Type
Organization Address:	US Address
Organization Legal Name:	E Health
Federal EIN/TIN:	824824824
Address Type:	Domiciliary Address
Address Line 1:	123 Test St
Address Line 2:	
City:	Fairfax
State:	VA
ZIP code:	22030
ZIP Plus 4:	
Organization Details:	E Health registration

[Back](#)

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

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3.1.3 Editing Company Information

Users with the Company Administrator role who are cross-referenced to an organization can edit the company's information. The following fields on the Edit Organization page are editable: Company Legal Name, Organization Name, Federal EIN/TIN, AM Best Number, Not for Profit, Co-Op, Address Type, Address Line 1, Address Line 2, City, State, ZIP Code, and ZIP Plus 4, "Are you a TPA?", and "TPA Type". **Note:** The NAIC Company Code, NAIC Group Code and Group Name fields shall be locked down and disabled for editing unless there are existing values. A **Company Administrator** is defined as: A representative of the Company who will be responsible for the editing of Company-level information as well as Issuer-level information for Issuers that are associated to the company. 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 Company Administrators and Non-Administrator users access HIOS and locate their organization records, they will be able to check their 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 indicated in the failure notifications, the Company Administrator may need to contact the help desk to receive further information on their failure scenario.

Figure 46 displays the Organization summary page with the additional “Edit” action.

Figure 47: Edit Link on Manage an Organization Page

The screenshot shows the HIOS portal's "Manage an Organization" page. At the top, there is a green header bar with the title "Health Insurance Oversight System". Below the header, a navigation bar includes links for "HOME", "FAQ", "CONTACT US", "SIGN OUT", and a "Welcome" message. On the left, there are three main menu options: "Manage an Organization" (which is highlighted in green), "Manage Organization Relationships", and "Manage Data Changes". The main content area is titled "Manage an Organization". It contains several input fields and dropdown menus:

- "Please specify the primary purpose of your visit:
- "Please click [here](#) for a list of organization types and their definitions."
- "Please select the type of organization:
- "Please enter your organization's 9 digit Federal EIN /TIN below and select 'FEIN/TIN Search' to determine if your organization currently exists in HIOS."
- "Federal EIN/TIN:

Below these fields is a section titled "Organization" containing a table:

Organization Legal Name	Organization Type	Federal EIN/TIN	Action
test001	Company	1111111111	<ul style="list-style-type: none">• View• Edit

Once the users select the “Edit” hyperlink, they will be redirected to the illustrated in Figure 47 where they can edit the company’s information.

Figure 48: Edit Organization Fields

Edit Company

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

Note: (*) Indicates a required field.

*Organization Type:	Company <input type="text" value="Galaxy Insurance"/>
*Organization Legal Name:	<input type="text" value="FL"/>
*Incorporated State:	<input type="text" value="123098765"/>
*Federal EIN/TIN:	<input type="text" value="Validation in Process"/>
Validation Status:	<input type="text" value="NAIC Company Code:"/>
NAIC Company Code:	<input type="text" value="NAIC Group Code:"/>
Group Name:	<input type="text" value="AM Best Number:"/>
AM Best Number:	<input type="checkbox"/>
Not For Profit:	<input type="checkbox"/>
Co-Op:	<input type="checkbox"/>
<u>Domiciliary Address</u>	
*Address Line 1:	<input type="text" value="123 Main St."/>
Address Line 2:	<input type="text" value="Miami"/>
*City:	<input type="text" value="FL"/>
*State:	<input type="text" value="33133"/>
*ZIP code:	<input type="text" value="ZIP Plus 4:"/>
ZIP Plus 4:	<input type="radio"/> Yes <input type="radio"/> No
*Are you a TPA?	<input checked="" type="checkbox"/> EDGE Server
*TPA Type:	
 Back Review/Continue	

Updating FEIN/LBN:

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

Note: The FEIN and Company Legal Name fields will be locked down and disabled for editing when the FEIN Validation Status is “Validated”, as illustrated in Figure 48.

Figure 49: Edit Company Fields – FEIN Validated

Edit Company

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

Note: (*) Indicates a required field.

*Organization Type:	Company
*Organization Legal Name:	Galaxy Insurance
*Incorporated State:	FL
*Federal EIN/TIN:	123098765
Validation Status:	Validated
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"/>
<u>Domiciliary Address</u>	
*Address Line 1:	123 Main St.
Address Line 2:	(<input type="text"/>
*City:	Miami
*State:	FL ▼
*ZIP code:	33133
ZIP Plus 4:	(<input type="text"/>
*Are you a TPA?	<input type="radio"/> Yes <input type="radio"/> No
*TPA Type:	<input checked="" type="checkbox"/> EDGE Server

[Back](#) [Review/Continue](#)

Note: The Insurance Organization'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.

If the answer to the “Are you a TPA?” question is “Yes”, the 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 50: Edit Company – TPA Attributes (1 of 2)

Health Insurance Oversight System

Welcome

Edit Company

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

Note: (*) Indicates a required field.

Legal Business Address:

*Address Line 1:

Address Line 2:

*City:

*State:

*ZIP code:

ZIP Plus 4:

Authorizing Official Contact Information:

Title:

First Name:

Last Name:

Email Address:

Phone Number:

Phone Ext:

[Back](#) [Continue](#)

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

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Figure 51: 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:

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

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

Figure 51 displays the beginning of the process to add a new issuer.

Figure 52: Add Issuer

Health Insurance Oversight System

Friday, February 20, 2015 [HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)

Welcome

[Manage an Organization](#) [Manage Organization Relationships](#) [Manage Data Changes](#)

Manage an Organization

Please specify the primary purpose of your visit: [Edit existing organization](#)

Please click [here](#) for a list of organization types and their definitions.

Please select the type of organization: [Company](#)

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

Federal EIN/TIN [FEIN/TIN Search](#)

Organization

Organization Legal Name	Organization Type	Federal EIN/TIN	Action
test001	Company	111111111	View Edit

Issuers

Page size: 10 [5 items in 1 page](#)

Issuer ID	Issuer Legal Name	Registered State	Action
19681	test001	CA	View Edit
33512	test001	NE	View Edit
52663	test001	AL	View Edit
65173	test001	VA	View Edit
85775	test001	ND	View Edit

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

To search for an organization, complete the following steps:

1. Select “Manage an Organization” link from the HIOS Portal Home Page.
2. Enter the organization’s Federal EIN.
3. Select the “FEIN/TIN Search” button.
4. If the organization is not found, the user must create the organization first. See section 3.1.1 to register a new organization.
5. If the organization is found in the search results, check the existing list of Issuers associated to the organization to ensure the issuer does not already exist.
6. If the issuer does not already exist, select the “Add Issuer” button.

Figure 52 displays the new issuer registration page.

Figure 53: Register New Issuer page

The screenshot shows the 'Register New Issuer' page of the HIOS system. At the top, it says 'Monday, October 17, 2016' and has links for 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. It also displays a welcome message: 'Welcome Srikant Kucherlapati'. The main title is 'Health Insurance Oversight System'.

The form fields include:
Issuer Legal Name: FFE RR Test Issuer 100
Issuer Marketing Name: (empty)
*Registered State: (dropdown menu)
Federal EIN: 112233445
NAIC Company Code: (empty)
NAIC Group Code: (empty)
*Market Type and Line of Business: (checkboxes for Individual, Small Group, Large Group)
Domiciliary Address:
*Address Line 1: (empty)
Address Line 2: (empty)
*City: (empty)
*State: (dropdown menu)
*ZIP code: (5 digits) (empty)
ZIP Plus 4 (empty)

At the bottom left, there is an 'ALERT' message: 'The added issuer's state is non-compliant with the State Review Process. Please access the External Review Election module to enter your Appeals information.' A red arrow points to this message. On the right side, there are 'Back' and 'Save and Add Another Issuer' buttons. Below the alert, there is a table showing the issued legal name, registered state, and actions (View, Delete). There is also a 'Submit' button and links for Accessibility, Rules of Behavior, Web Policies, and File Formats and Plug-Ins.

7. Complete the required fields and confirm you have selected the Registered State of the new issuer. All required fields are marked with an asterisk (*). If the Registered State selected belongs to a list of Non compliant state, then an Alert message shall be displayed.
8. When complete, select the “Save and Add Another Issuer” button.

- When all new issuer requests are completed, confirm the accuracy of the issuer details in the summary table at the bottom of the page using the “View” and “Delete” hyperlinks, and then select the “Submit” button.

3.1.4.1 Viewing Issuer Information

HIOS users can view issuer information on the Manage an Organization page. When the users enter a valid Federal EIN/TIN into the search box and select “Search”, a summary of the organization’s information and associated issuers will be displayed in the search results as illustrated in Figure 53.

Figure 54: Summary Issuer Information

The screenshot shows the HIOS Portal User Manual interface. At the top, there is a green header bar with the title "Health Insurance Oversight System". Below the header, the date "Friday, February 20, 2015" is displayed, along with navigation links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". A "Welcome" message is also present. On the left, there are three main menu buttons: "Manage an Organization" (highlighted in green), "Manage Organization Relationships", and "Manage Data Changes".

The main content area is titled "Manage an Organization". It includes a dropdown menu for "Please specify the primary purpose of your visit" (set to "Edit existing organization"), a link to "here" for organization types, and a dropdown for "Please select the type of organization" (set to "Company"). There is also a note about entering a Federal EIN/TIN and a search button.

Below this, a table lists organizations with columns for "Organization Legal Name", "Organization Type", "Federal EIN/TIN", and "Action". One row is shown:

Organization Legal Name	Organization Type	Federal EIN/TIN	Action
test001	Company	111111111	<ul style="list-style-type: none">• View• Edit

Under the "Issuers" heading, there is a table listing issuers with columns for "Issuer ID", "Issuer Legal Name", "Registered State", and "Action". Five items are listed:

Issuer ID	Issuer Legal Name	Registered State	Action
19681	test001	CA	<ul style="list-style-type: none">• View• Edit
33512	test001	NE	<ul style="list-style-type: none">• View• Edit
52663	test001	AL	<ul style="list-style-type: none">• View• Edit
65173	test001	VA	<ul style="list-style-type: none">• View• Edit
85775	test001	ND	<ul style="list-style-type: none">• View• Edit

At the bottom of the issuers section, there are "Back" and "Add Issuer" buttons.

Under the “Action” column, a “View” hyperlink will be displayed. When selected, the users will be redirected to a page containing the issuer’s detailed information in read-only format as illustrated in Figure 54 below.

Figure 55: View Issuer Information page

The screenshot shows the HIOS portal with a green header bar. The title 'Health Insurance Oversight System' is at the top left. On the right side of the header are four buttons: 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. Below the header, the word 'Welcome' is displayed. The main content area has a white background and features a section titled 'Issuer' in bold green text. Under this section, there is a table of issuer information:

Issuer ID:	67347
Issuer Legal Name:	Galaxy Insurance
Issuer Marketing Name:	Andromeda
Registered State:	GA
Federal EIN/TIN:	123098765
NAIC Company Code:	
NAIC Group Code:	
Market Type(s):	Line of Business:
Individual	Health Insurance Coverage
Small Group	Health Insurance Coverage
Large Group	Health Insurance Coverage

Below this table, there is a section titled 'Domiciliary Address' in blue. It contains the following address fields:

Address Line 1:	345 Main
Address Line 2:	
City:	Atlanta
State:	GA
ZIP code:	33133
ZIP Plus 4:	

At the bottom of the page is a 'Back' button.

3.1.4.2 Editing Issuer Information

Users with the Company Administrator or Issuer Administrator role will have the capability to edit Issuer level information. Company Administrators will be able to edit the information of all Issuers associated to the company.

Users with the Issuer Administrator role who are cross-referenced to an issuer can edit the information for that issuer. The following fields on the Edit Issuer page are editable: Issuer Marketing Name, Market Coverage, Line of Business, Address Line 1, Address Line 2, City, State, ZIP Code, and ZIP Plus 4, “Are you a TPA?” and “TPA Type”. An **Issuer Administrator** is defined as: A representative of the Issuer who will be solely responsible for the editing of Issuer-level information. An Issuer can have any number of Issuer Administrators. **Note:** Users with a submitter or validator role for an issuer cannot be an Issuer Administrator.

Figure 55 displays the issuer edit links under the Manage an Organization page.

Figure 56: Issuer Edit Link on Manage an Organization Page

Company Legal Name	Federal EIN/TIN	Action
Test Demo Insurance Rename	123123123	View
Company information can only be edited by an approved Company Administrator role. This role can be requested through the role request page.		
Issuers		
 Page size: 10 25 50 100		3 items in 1 page
Issuer ID	Issuer Legal Name	Registered State
18970	Test Demo Insurance	MI
42723	Test Demo Insurance	VA
57494	Test Demo Insurance	CA
		View Edit
Back Add Issuer		

Once the users select the “Edit” hyperlink, they will be redirected to the page illustrated in Figure 56 where they can edit the issuer’s information.

Figure 57: Edit Issuer Information page

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT

Welcome

Edit Issuer

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

Note: (*) Indicates a required field.

Issuer ID: 17376
*Issuer Legal Name: Snickers
Issuer Marketing Name: Editing Test
Registered State: VA
Federal EIN/TIN: 987654321
NAIC Company Code:
NAIC Group Code:
*Market Type and Line of Business: Individual
Individual Line of Business
 Health Insurance Coverage
 Mini-Med
 Student Health Plans
 Rx-only
 Small Group
Small Group Line of Business
 Health Insurance Coverage
 Mini-Med
 Expatriate
 Rx-only
 Large Group
Large Group Line of Business
 Health Insurance Coverage
 Mini-Med
 Expatriate
 Rx-only

Domiciliary Address

*Address Line 1: 123 Work
Address Line 2:
*City: Fair
*State: VA
*ZIP code: 12312
ZIP Plus 4:
*Are you TPA? Yes No
*TPA Type: EDGE Server
Back Review/Continue

Note: Users can select multiple Market Coverage types. A validation check will be implemented to prevent a user from unselecting a Market Coverage type if that Issuer has a valid Product in that same Market Coverage type. Users can also select multiple Lines of Business for each Market Coverage type selected.

Figure 57 displays the market coverage notification page.

Figure 58: Market Coverage Notification

The screenshot shows a web application titled "Health Insurance Oversight System". At the top, there is a navigation bar with links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". A "Welcome" message is displayed. Below the navigation, an "Error(s):" section lists a single error: "Issuer Market Coverage cannot be changed as there exist product for the market coverage". The main content area is titled "Edit Issuer" and contains a form for entering issuer information. The form fields include "Issuer ID" (38118), "*Issuer Legal Name" (World Insurance Company), and "Issuer Marketing Name" (testing marketing name). A note at the top of the form states: "Please fill in the form below with your Issuer's information. Note: (*) Indicates a required field."

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 as shown below in Figure 58 and Figure 59.

Figure 59: Edit Issuer – TPA Attributes (1 of 2)

The screenshot shows a web-based application titled "Health Insurance Oversight System". At the top right, there are links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". Below these, the text "Welcome" is displayed. The main content area is titled "Edit Issuer". A note says "Please fill in the form below with your Issuer's information." and "Note: (*) Indicates a required field." The form is divided into sections: "Legal Business Address" containing fields for Address Line 1 through ZIP Plus 4; and "Authorizing Official Contact Information" containing fields for Title, First Name, Last Name, Email Address, Phone Number, and Phone Ext. At the bottom, there are "Back" and "Continue" buttons, and a footer with links to 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".

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT

Welcome

Edit Issuer

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

Note: (*) Indicates a required field.

Legal Business Address:

*Address Line 1:

Address Line 2:

*City:

*State:

*ZIP code:

ZIP Plus 4:

Authorizing Official Contact Information:

Title:

First Name:

Last Name:

Email Address:

Phone Number:

Phone Ext:

[Back](#) [Continue](#)

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 60: Edit Issuer – TPA Attributes (2 of 2)

Edit Issuer

Please fill in the form below with your Issuer'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](#)

When the users have finished reviewing and submitting their Issuer Edit request, it will be queued up for approval. Once approved, the users will receive an email notification informing them that their request has been approved.

3.2 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. The 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.

Figure 60 displays the role request page.

Figure 61: HIOS Portal – Role Management

Health Insurance Oversight System

ACCESS PM HOME FAQ CONTACT US SIGN OUT

Welcome

HIOS Home Page

Organization Management & Administrative Functions:

Manage Account

Manage an Organization

Role Management

HIOS Main Page Announcements:

Obtaining a Health Plan Identifier (HPID)

Users needing to obtain an HPID for their organization will need to take the following steps in HIOS:

1. Register the organization in HIOS
2. Request access to the HPOES module through user role management
3. Complete an HPID application within the HPOES module
4. Once an HPID application has been successfully submitted, an HPID number will be assigned

Users may also access an HPID Quick Guide that provides an easy step-by-step reference for completing the necessary steps in HIOS and HPOES to obtain an HPID. You can view the Quick Guide in graphic or a text form at <http://www.cms.gov/Regulations-and-Guidance/HIPAA-Administrative-Simplification/Affordable-Care-Act/Health-Plan-Identifier.html>.

Welcome to the Health Insurance Oversight System (HIOS).
HIOS will be accessible through the CMS Enterprise Portal.
The following Modules are now live in HIOS:

- HIOS Portal
- Plan Finder and Product Data Collection Module (PF)
- Rates and Benefits Information System (RBIS)
- Consumer Assistance Program (CAP)
- Medical Loss Ratio Data Collection System (MLR)
- Rate Review System (RRJ)
- Rate Review Grants Reporting System (RRG)
- Health Plan and Other Entity Enumeration System (HPOES)
- Document Collection Module- Form Filing Module (DCM- FFM)
- Document Collection Module- Market Conduct Module (DCM-MCM)
- Document Collection Module- State Document Collection (SDC)
- Minimum Essential Coverage (MEC)
- Non Federal Governmental Plan (Non-Fed)
- Assister (NAV)

For any further inquiries or questions, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.

3.2.1 View Existing Roles

The users can view their existing roles and access permissions on the View Existing Roles tab as displayed below in Figure 61.

Figure 62: Manage Roles

The screenshot shows a web application interface titled "Manage Roles". At the top, there are navigation links: HOME, FAQ, CONTACT US, and SIGN OUT. Below these is a "Welcome" message. On the left, there are two buttons: "Manage Roles" (highlighted in green) and "Request Role". The main content area has two sections:

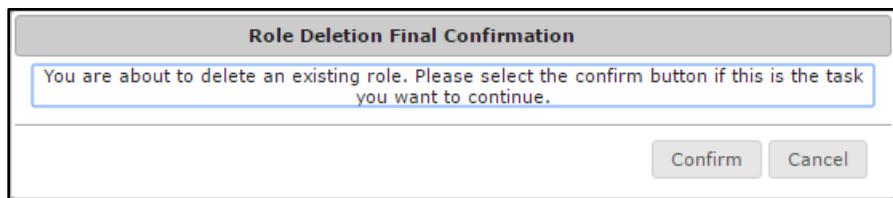
- HIOS Plan Finder Product Data Collection (PF)**: A table with columns: Role, Association Type, Association, User Type, User Sub-Type, and Actions. One row is shown: Issuer (Association Type: Issuer, Association: 78597 - 00000044 Test - AR, User Type: Individual Market Submitter, User Sub-Type: Primary Contact, Actions: Delete).
- HIOS Portal**: A larger table with columns: Role, Association Type, Association, and Actions. It lists various roles and their associations, each with a "Delete" link in the Actions column. Some rows have specific association details like "Non-Federal Governmental Plans" or organization names.

Figure 61-1 First Confirmation Message

A confirmation dialog box titled "Role Deletion Confirmation". It contains a message: "You have selected to delete an existing role, please confirm this is the task you want to complete." Below this, it displays the details of the role being deleted:
Name : **Issuer Submitter**
Module: **QHP Issuer Module**
Association Name: **39364 - Medica Insurance Company - ND**

At the bottom right are "Submit" and "Cancel" buttons.

Figure 61-2 Second Confirmation Message



To view existing roles, complete the following steps:

1. From the HIOS Portal Home Page, select the “Role Management” button.
2. Select the “Manage Roles” tab.
3. Users can also delete each of their existing roles by clicking the “Delete” link in the Actions column.
4. Once the request is submitted, the system shall displayed confirmation pop up messages's for confirming the deletion.

3.2.2 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 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 “Role Management” 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.
 - The USER TYPE field 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
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.
9. Select the “Submit” button. The “Back” button is also an option if the user needs to make changes to prior to this page.

Figure 62, Figure 63, and Figure 64 display the role request for the Ratings/Reports Viewer role within the Marketplace Quality Management (MQM) module.

Figure 63: Ratings/Reports Viewer Role Request

The screenshot shows a web-based application interface for requesting a role. At the top, there is a header bar with the date "Wednesday, October 19, 2016" and links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". To the right of the date is a "Welcome" message. Below the header, there are two buttons: "Manage Roles" and "Request Role", with "Request Role" being highlighted in green. The main content area is titled "Request Role" and contains a note: "All fields are required. 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 (PDF - 835KB)". There are three dropdown menus: "Module" set to "Marketplace Quality Module (MQM)", "Requested Role" set to "Ratings/Reports Viewer", and "Association" set to "HIOS Issuer ID". Below these, a note says: "Please enter the HIOS Issuer ID below and select the Search button. Once an issuer is found, select the Add Issuer button to associate the Issuer to the role. You may add up to 10 Issuers per submission." A text input field for "Issuer ID" contains "55555" and a "Search" button next to it. The search result is "55555 - FM-Company-TEST0-027 - DC" and there is a "Add Issuer" button below it. At the bottom of the page, there are links for "Accessibility", "Rules of Behavior", "Web Policies", and "File Formats and Plug-Ins", followed by the text "U.S. Department of Health & Human Services • 200 Independence Avenue, S.W. • Washington, D.C. 20201".

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 Issuer button.

The system shall validate if there is an existing Role Request (for same role and Issuer) in the Pending Requests. System shall display the following error message if there is another pending request for the same role and association.

Figure 62-1 Role Request- Error message-Duplicate Request

The screenshot shows a web page titled "Request Role". At the top, there is a red error message: "Error(s): Request for the following role has been previously submitted and is pending approval." Below this, there are fields for "Module" (set to "HIOS Portal"), "Requested Role" (set to "Issuer Administrator"), and "Association" (set to "HIOS Issuer ID"). A search bar for "Issuer ID" contains "22445" and a "Search" button. The page header includes the date "Friday, August 19, 2016" and links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". The user is identified as "Welcome Test User".

Figure 64: Ratings/Reports Viewer Issuer Association

The screenshot shows a web page titled "Health Insurance Oversight System". The main content area is titled "Request Role". It displays a message: "All fields are required. 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 (PDF - 835KB)". Below this are dropdown menus for "Module" (set to "Marketplace Quality Module (MQM)", "Requested Role" (set to "Ratings/Reports Viewer"), and "Association" (set to "HIOS Issuer ID"). A search bar for "Issuer ID" contains "22445" and a "Search" button. The page header includes the date "Wednesday, October 19, 2016" and links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". The user is identified as "Welcome !".

Search Result:

Below are the issuers you have requested to associate to this role. To remove an issuer from the table, you may select the Delete link under the Actions column. Once satisfied with the records, select the Submit button to request the role.

Issuer Legal Name	Registered State	Actions
55555 -FM-Company-TEST0-027	DC	Delete

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

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 Issuer. Should the system fail either validation check, it will throw one of the following error messages as displayed by Figure 64 and Figure 65, respectively.

Figure 65: Invalid Issuer ID Error Message

The screenshot shows the 'Health Insurance Oversight System' homepage with a green header. Below the header, there's a navigation bar with links for HOME, FAQ, CONTACT US, and SIGN OUT. A 'Welcome' message is displayed. The main content area has a title 'Request Role'. It includes a note that 'All fields are required.' and instructions to select a module from a dropdown. A red error message box contains the text: 'Error(s):' followed by 'Invalid Issuer ID or no match found for the Issuer ID you entered.' Below this, there are three dropdown menus labeled 'Module:', 'Requested Role:', and 'Association:'. Underneath these, there's a text input field for 'Issuer ID' containing '11111' and a 'Search' button. At the bottom of the page, there are links for Accessibility, Rules of Behavior, Web Policies, and File Formats and Plug-Ins, along with a copyright notice for the U.S. Department of Health & Human Services.

Figure 66: Existing Association Error Message

The screenshot shows a web application interface for requesting roles. At the top, there is a navigation bar with links for HOME, FAQ, CONTACT US, and SIGN OUT. Below this is a 'Welcome' message. A prominent red error message box contains the text: "Error(s):" followed by "The account already has the requested association." Below the error message, there are two buttons: "Manage Roles" and a green "Request Role" button. The main content area is titled "Request Role" and contains the following instructions: "All fields are required. 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 \(PDF - 835KB\)](#)". There are four dropdown menus: "Module" (set to "QHP Issuer Module"), "Requested Role" (set to "Issuer Submitter"), "User Sub-Type" (set to "Primary Contact"), and "Association" (set to "HIOS Issuer ID"). Below these fields is a note: "Please enter the HIOS Issuer ID below and select the Search button. Once an issuer is found, select the Add Issuer button to associate the Issuer to the role. You may add up to 10 Issuers per submission." It includes a text input field for "Issuer ID" and a "Search" button. A "Search Result:" section is present but currently empty. At the bottom of the page, there are links for Accessibility, Rules of Behavior, Web Policies, and File Formats and Plug-Ins, along with the U.S. Department of Health & Human Services address: 200 Independence Avenue, S.W., Washington, D.C. 20201.

The users may add up to 10 issuers to a role request association. If users attempt to add more than 10 issuers, the system will throw the error message as displayed in Figure 66.

Figure 67: 10 Issuers Limit Error Message

The screenshot shows a web-based application titled "Health Insurance Oversight System". At the top right, there are links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". Below these is a "Welcome" message. A red error message box contains the text: "Error(s):" followed by a bullet point: "You may only add up to 10 records per submission." Below the error message, there are two buttons: "Manage Roles" and "Request Role", with "Request Role" being highlighted in green. The main content area is titled "Request Role" and includes a note that "All fields are required." It instructs users to select a module from a dropdown menu and a requested role from another dropdown menu. The "Module" dropdown is set to "Marketplace Quality Module (MQM)" and the "Requested Role" dropdown is set to "Ratings/Reports Viewer". A section titled "Issuer Association" asks users to enter an issuer ID and search for it. The search result for "80779" is "80779 - Neighborhood Health Partnership, Inc. - FL". There is a "Add Issuer" button. Below this, a table lists issuers with their legal names, registered states, and actions (Delete). The table has columns: "Issuer Legal Name", "Registered State", and "Actions". The data in the table is as follows:

Issuer Legal Name	Registered State	Actions
55555 -FM-Company-TEST0-027	DC	Delete
38118 -World Insurance Company	NE	Delete
12281 -Principal Life Insurance Company	NE	Delete
79636 -Coventry Health and Life Insurance Co.	NE	Delete
57145 -United Security Life and Health Insurance Company	NE	Delete
73102 -UnitedHealthcare Insurance Company	NE	Delete
16842 -Blue Cross and Blue Shield of Florida	FL	Delete
18628 -Aetna Health Inc. (a FL corp.)	FL	Delete
62662 -Time Insurance Company	FL	Delete
21663 -Celtic Insurance Company	FL	Delete

At the bottom of the form is a "Submit" button.

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 68: Role Request Confirmation Page

The screenshot shows a web page titled "Role Request Confirmation". At the top left are two buttons: "Manage Roles" and "Request Role", with "Request Role" being green and bolded. The main content area has a title "Request Role" and a section titled "Confirmation" with the message: "Your role request has been submitted for approval, please log back in within 1 to 2 business days to check the status of your request. All fields are required." Below this is a note: "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 \(PDF - 835KB\)](#)". A dropdown menu labeled "Module:" contains the placeholder text "-Select Module-". At the bottom of the page are links for "Accessibility", "Rules of Behavior", "Web Policies", and "File Formats and Plug-Ins", followed by the text "U.S. Department of Health & Human Services • 200 Independence Avenue, S.W. • Washington, D.C. 20201".

3.3 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 Approvals button displayed in the HIOS Portal Home page as displayed in Figure 68.

Figure 69: Approvals Button on HIOS Home Page

Health Insurance Oversight System

ACCESS PM HOME FAQ CONTACT US SIGN OUT Welcome

HIOS Home Page

Organization Management & Administrative Functions:

- Manage Account
- Manage an Organization
- Role Management
- Approvals

HIOS Main Page Announcements:

Obtaining a Health Plan Identifier (HPID)

Users needing to obtain an HPID for their organization will need to take the following steps in HIOS:

1. Register the organization in HIOS
2. Request access to the HPOES module through user role management
3. Complete an HPID application within the HPOES module
4. Once an HPID application has been successfully submitted, an HPID number will be assigned

Users may also access an HPID Quick Guide that provides an easy step-by-step reference for completing the necessary steps in HIOS and HPOES to obtain an HPID. You can view the Quick Guide in graphic or a text form at <http://www.cms.gov/Regulations-and-Guidance/HIPAA-Administrative-Simplification/Affordable-Care-Act/Health-Plan-Identifier.html>.

Welcome to the Health Insurance Oversight System (HIOS).

HIOS will be accessible through the CMS Enterprise Portal.

The following Modules are now live in HIOS:

- HIOS Portal
- Plan Finder and Product Data Collection Module (PF)
- Rates and Benefits Information System (RBIS)
- Consumer Assistance Program (CAP)
- Medical Loss Ratio Data Collection System (MLR)
- Rate Review System (RRJ)
- Rate Review Grants Reporting System (RRG)
- Health Plan and Other Entity Enumeration System (HPOES)
- Document Collection Module- Form Filing Module (DCM- FFM)
- Document Collection Module- Market Conduct Module (DCM-MCM)
- Document Collection Module- State Document Collection (SDC)
- Minimum Essential Coverage (MEC)
- Non Federal Governmental Plan (Non-Fed)
- Assister (NAV)

For any further inquiries or questions, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.

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

Figure 70: Approval Tabs – Request Status

The screenshot shows the HIOS portal interface. At the top, there's a green header bar with the title "Health Insurance Oversight System". Below the header, a navigation bar contains links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". A "Welcome" message is displayed. The main content area has a sub-header "User Role Request Approvals". It includes a note asking users to select a module from a dropdown and a request status from another dropdown. The second dropdown is currently set to "Pending Approval". A descriptive text below the dropdowns explains how to use checkboxes to approve or deny requests and how to use the "Approve" or "Deny" buttons in the table to complete the action. At the bottom, there are navigation icons for first, previous, next, last, and a page size selector set to 10 items per page. A status message indicates "5 items in 1 page".

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 71: User Role Request Approvals

The screenshot shows the 'User Role Request Approvals' page of the Health Insurance Oversight System. At the top, there is a navigation bar with links for 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. Below the navigation bar, there is a 'Welcome' message and a row of buttons for 'New Organization Approvals', 'User Account Approvals', 'User Role Approvals' (which is highlighted in green), 'Organizational User Role Approvals', and 'Manage Data Change Approvals'. The main content area has a title 'User Role Request Approvals' and a sub-instruction: 'Please select a Module from the drop-down list below to view the corresponding requests.' A dropdown menu shows 'HIOS Plan Finder Product Data Collection (PF)'. Below it, a 'Request Status' dropdown shows 'Pending Approval'. A note says: '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.' A table lists three items:

Select	Requestor Username	Job Title	Module	Role	Association Type	Association	User Type	User Sub-Type	Requested Date
<input type="checkbox"/>	heather.maloney@cgi.com	Tester	HIOS Plan Finder Product Data Collection (PF)	Issuer	Issuer	19930 - Hm 211344528 Company - CO	Individual Market Submitter	Primary Contact	10-11-2016 2:59:57 PM
<input type="checkbox"/>	heather.maloney@cgi.com	Tester	HIOS Plan Finder Product Data Collection (PF)	Issuer	Issuer	10029 - American National Life Insurance Company of Texas - MD	Individual Market Submitter	Primary Contact	09-19-2016 1:22:23 PM
<input type="checkbox"/>	heather.maloney@cgi.com	Tester	HIOS Plan Finder Product Data Collection (PF)	Issuer	Issuer	17318 - Hm 211344528 Company - MT	Individual Market Submitter	Primary Contact	08-31-2016 5:00:08 PM

At the bottom of the table are 'Approve' and 'Deny' buttons. The footer contains links for 'Accessibility', 'Rules of Behavior', 'Web Policies', and 'File Formats and Plug-Ins', along with the text 'U.S. Department of Health & Human Services • 200 Independence Avenue, S.W. • Washington, D.C. 20201'.

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 72: Organizational User Role Approvals

The screenshot shows the 'Health Insurance Oversight System' homepage with a green header bar. Below the header, a navigation bar includes links for 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. A 'Welcome' message is displayed above a menu bar with options: 'New Organization Approvals', 'User Account Approvals', 'User Role Approvals', 'Organizational User Role Approvals' (which is highlighted in green), and 'Manage Data Change Approvals'. The main content area is titled 'Organizational User Role Request Approvals' and contains instructions: 'Please select a Module from the drop-down list below to view the corresponding requests'. It features two dropdown menus: 'Module' set to 'External Review Election (ERE)' and 'Request Status' set to 'Pending Approval'. Below these is a table with one item, showing details for a record submitted by 'Mimi.Le@cgifederal.com' as a 'Tester' for 'External Review Election (ERE)'. The table columns include: Select, Requestor Username, Job Title, Module, Role, Association Type, Association, User Type, User Sub-Type, and Requested Date. At the bottom of the table are 'Approve' and 'Deny' buttons.

Select	Requestor Username	Job Title	Module	Role	Association Type	Association	User Type	User Sub-Type	Requested Date
<input type="checkbox"/>	Mimi.Le@cgifederal.com	Tester	External Review Election (ERE)	ERE Submitter	Non-Federal Governmental Plans	Test Non-Federal Org 10	Submitter	Primary Contact	2015-02-11 21:37:56.763

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 73: User Role Request Approvals Confirmation Page

The screenshot shows the HIOS Portal interface. At the top, a green header bar displays the title "Health Insurance Oversight System". Below the header, a navigation menu bar includes links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". A welcome message "Welcome XXXX Pxoooox" is displayed. The main content area has a white background and features a sub-navigation menu with links: "New Organization Approvals", "User Account Approvals", "User Role Approvals" (which is highlighted in green), "Organizational User Role Approvals", and "Manage Data Change Approvals". The main section is titled "User Role Request Approvals Confirmation" in bold green text. It contains a message stating "The following role requests have been successfully Approved for the HIOS Portal module:". Below this message is a table showing the details of the approved role request:

Role ▾	Requestor Username ▾	Association Type ▾	Association ▾	User Type ▾	User Sub-Type ▾
Issuer Administrator	kkussow@humana.com	Issuer	30613 - Humana Insurance Company - MO		

A blue "Continue" button is located at the bottom left of the main content area.

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 74: Organizational User Role Approvals Confirmation Page

The screenshot shows the HIOS Organizational User Role Approvals Confirmation page. At the top, there's a navigation bar with links for HOME, FAQ, CONTACT US, and SIGN OUT. Below that is a menu bar with links for New Organization Approvals, User Account Approvals, User Role Approvals, **Organizational User Role Approvals** (which is highlighted in green), and Manage Data Change Approvals. A 'Welcome' message is displayed above the menu.

Organizational User Role Approvals Confirmation

Error in approving the following requests:

Role	Requestor Username	Association Type	Association	User Type	User Sub-Type
NonFed Submitter	Patrick.Fakhry@cgifederal.com	Non-Federal Governmental Plans	Diligence	Submitter	Primary Contact

The following role requests have been successfully Approved for the Non-Federal Governmental Plans (Non-Fed) module:

Role	Requestor Username	Association Type	Association	User Type	User Sub-Type
NonFed Submitter	Patrick.Fakhry@cgifederal.com	Non-Federal Governmental Plans	insertvalidationStatus	Submitter	Primary Contact
NonFed Submitter	Patrick.Fakhry@cgifederal.com	Non-Federal Governmental Plans	non fed smoke test3	Submitter	Primary Contact

[Continue](#)

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 73.1 Other Organization type Approvals- New Request Sub type

The screenshot shows a web-based application interface for managing organization approvals. At the top, there is a navigation bar with tabs: 'Welcome', 'User Account Approvals', 'User Role Approvals', 'Organizational User Role Approvals', and 'Manage Data Change Approvals'. The 'New Organization Approvals' tab is highlighted in green.

The main content area is titled 'New Organization Approvals' and contains instructions: 'Please select a Request Type from the drop-down list below to view the corresponding requests.' Below this, there are three dropdown menus:

- 'Request Type:' set to 'Other Organization Type Creation'
- 'Request Sub Type:' set to 'All'
- 'Request Status:' set to 'Pending Approval'

Below these dropdowns is a note: '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.'

The central part of the screen is a table listing seven pending organization creation requests. The columns are: Select, View, Organization Address, Requestor Username, Organization Name, State or Country, Federal EIN, and Requested Date. The data in the table is as follows:

Select	View	Organization Address	Requestor Username	Organization Name	State or Country	Federal EIN	Requested Date
<input type="checkbox"/>	View	US Address	Manisha.Nanda@cgi-ams.com	Test	VT	777777789	Oct 7, 2016 10:30:08 AM
<input type="checkbox"/>	View	Non-US Address	Manisha.Nanda@cgi-ams.com	Manisha NonUS OtherOrg - FEIN	Aland Islands	333332222	Sep 16, 2016 11:36:13 AM
<input type="checkbox"/>	View	US Address	Manisha.Nanda@cgi-ams.com	Manisha OtherOrg - FEIN	AL	222221111	Sep 16, 2016 11:35:03 AM
<input type="checkbox"/>	View	Non-US Address	Manisha.Nanda@cgi-ams.com	Manisha NonUS OtherOrg - NoFEIN	Zimbabwe		Sep 16, 2016 11:33:38 AM
<input type="checkbox"/>	View	US Address	Manisha.Nanda@cgi-ams.com	Manisha OtherOrg - NoFEIN	VA	860272333	Sep 16, 2016 11:31:45 AM
<input type="checkbox"/>	View	US Address	raja.vivekananda@sbd2.com	OtherTestIncorporated State	VA		Oct 30, 2015 9:56:51 AM
<input type="checkbox"/>	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

At the bottom of the table, there are two buttons: 'Approve' and 'Deny'.

At the very bottom of the page, there are links to 'Accessibility', 'Rules of Behavior', 'Web Policies', and 'File Formats and Plug-Ins'. There is also a footer note: '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 a 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 click on Approve & Add button a 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 73.2 Approving and Adding an Issuer with a Specific ID

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:

Request Status:

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.

		Show Entries <input type="button" value="10"/>		Showing 1 to 10 of 292 entries				
« First	« Prev	1	2	3	4	5	Next »	Last »
Select	View	Requestor Username	Requested Dates	Issuer Legal Name	Registered State	Federal EIN		
<input type="checkbox"/>	<input type="button" value="View"/>	heather.malone@cgi.com	Sep 1, 2016 12:47:41 PM	Hm 211344528 Company	ME	211344566		
<input type="checkbox"/>	<input type="button" value="View"/>	raja.vivekananda@sbd2.com	Mar 24, 2016 11:53:43 AM	test- pppppppppppppppppppp pppppppppppppppppp pppp	GA	200911111		
<input type="checkbox"/>	<input type="button" value="View"/>	GreeneA	Mar 15, 2016 9:34:55 AM	000000020-test	AR	000000020		
<input type="checkbox"/>	<input type="button" value="View"/>	smohalcgi	Feb 22, 2016 1:38:58 PM	Sandeepa_Test_2_Co	VA	123456784		
<input type="checkbox"/>	<input type="button" value="View"/>	accfmHP001@ffetest.com	Nov 10, 2015 1:03:10 PM	FM Company &"(){}<>	CA	201511093		
<input type="checkbox"/>	<input type="button" value="View"/>	Karanams	Apr 6, 2015 2:18:53 PM	HM Company 0128-1	VA	050120001		
<input type="checkbox"/>	<input type="button" value="View"/>	pmtest045@ffetest.com	Aug 1, 2014 10:07:31 AM	Sang test ins co 101	VA	121212121		
<input type="checkbox"/>	<input type="button" value="View"/>	krishnaveni.colluru@cgifederal.com	Apr 7, 2014 3:32:49 PM	FM Company188	DE	1111111188		
<input type="checkbox"/>	<input type="button" value="View"/>	krishnaveni.colluru@cgifederal.com	Apr 7, 2014 3:32:49 PM	FM Company188	CT	1111111188		
<input type="checkbox"/>	<input type="button" value="View"/>	krishnaveni.colluru@cgifederal.com	Apr 7, 2014 3:32:49 PM	FM Company188	CO	1111111188		



3.4 Manage Data Changes

The Manage Data Changes functionality allows authorized users with the Company/Issuer/Organization Administrator roles to create change requests for editing certain data elements related to Organization, Issuers, Products, etc. along with a reason for the change. In order to view the Manage Data Changes tab, the users will need to navigate to the Manage an Organization page. It can be accessed by selecting its corresponding button as illustrated in Figure 74.

The Manage Data Changes tab will be available for the following roles in the HIOS Portal:

- Company Administrator
 - Issuer Administrator
 - Organization Administrator

Users with the roles above will have the ability to submit data change requests via the Manage Data Changes page for data elements not editable on the user interface. In addition to submitting data change requests, Company/Issuer/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 click on the “Create Request for Data Change” button on the Manage Data Changes page as illustrated in Figure 74. In addition, “Create

requests for data change” link 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 75 and 76.

Figure 74: HIOS Portal – Manage Data Changes

Tuesday, February 23, 2016

HOME FAQ CONTACT US SIGN OUT Welcome

Manage an Organization Manage Organization Relationships **Manage Data Changes**

Manage Data Changes

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

Request Status: Pending Approval

Search By Request ID: [Request ID Search](#)

Page size:		10	2 items in 1 page		
Request ID	Request Created Date	Status	Status updated Date	Note	Action
DCR30	02/23/2016 5:01 PM	Pending Approval	02/23/2016 5:01 PM	Test	View
DCR29	02/23/2016 2:56 PM	Pending Approval	02/23/2016 2:56 PM	test	View

[Create Request For Data Change](#)

Figure 75: HIOS Company Edit Page

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: fair
*City: VA
*State: VA
ZIP code: 20121
ZIP Plus 4:
*Are you a TPA? Yes No
TPA Type: EDGC Server

[Back](#) [Review/Continue](#) [Save](#)

Figure 76: HIOS Issuer Edit Page

Tuesday, February 23, 2016

HOME FAQ CONTACT US SIGN OUT

Welcome

Edit Issuer

Please fill in the form below with your Issuer'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.

Issuer ID: 80154

*Issuer Legal Name: Schema DB Testing

Issuer Marketing Name:

Registered State: VA

Federal EIN/TIN: 242424242

NAIC Company Code:

NAIC Group Code:

*Market Type and Line of Business:

Individual
 Individual Line of Business
 HIC
 Mini-Med
 Student Health Plans
 Rx-only
 Small Group
 Small Group Line of Business
 HIC
 Mini-Med
 Expat
 Rx-only
 Large Group
 Large Group Line of Business
 HIC
 Mini-Med
 Expat
 Rx-only

Domiciliary Address

*Address Line 1: 444 There

Address Line 2:

*City: VA

*State: VA

*ZIP code: 33333

ZIP Plus 4:

*Are you TPA?

*TPA Type: EDGE Server

Back Review/Continue

3.4.1 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.

3.4.1.1 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 clicking 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 77.

Figure 77: Create Data Change Requests

The screenshot shows the 'Health Insurance Oversight System' homepage with a green header. Below the header, there's a navigation bar with links for 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. A 'Welcome' message is displayed. The main content area is titled 'Create Data Change Request'. It includes a sub-section 'What values would you like to change?' with a dropdown menu containing options like 'Please Select Organization Field', 'FEIN/TIN', 'Organization Legal Name', etc. There are also links for 'Accessibility', 'Rules of Behavior', and 'U.S. Department of Health & Human Services'. On the right side, there are links for 'Forms and Plug-Ins' and '5.W. - Washington, D.C. 20201'. A 'Back' button is located on the left side of the form.

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 clicking the “Submit” button. See Figures 78 and 79.

Figure 78: Company Data Changes – Select the company

This screenshot shows the same 'Create Data Change Request' page as Figure 77, but with a different dropdown menu. The dropdown is labeled 'Organization Type' and contains a single option: '-Please select the organization you are making the change for-'. Below this, there is a list of organizations: 'Schema DB Testing - FEIN -242424242 - Company', 'Joyful - FEIN -555555555 - Non-Federal Governmental Plans', and 'Test Org Email - emailCity, India'. A 'Back' button is visible at the bottom left.

Figure 79: Company Data Changes – Select the field to change

The screenshot shows the 'Health Insurance Oversight System' homepage with a green header. Below it, a sub-header reads 'Create Data Change Request'. A form is displayed with the following fields:

- What values would you like to change?**: A dropdown menu set to 'FEIN/TIN'.
- Choose the organization**: A dropdown menu set to 'Schema DB Testing - FEIN -242424242 - Company'.
- Current Value**: '242424242'.
- *New Value**: An empty input field.
- *Reason for change**: An empty input field.

At the bottom are 'Back' and 'Submit' buttons.

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 clicking the ‘Submit’ button as illustrated in Figure 80.

Figure 80: Company or Non Insurance to a Non Federal Governmental Plan – Select Self-Funded or Fully Insured Radio Button

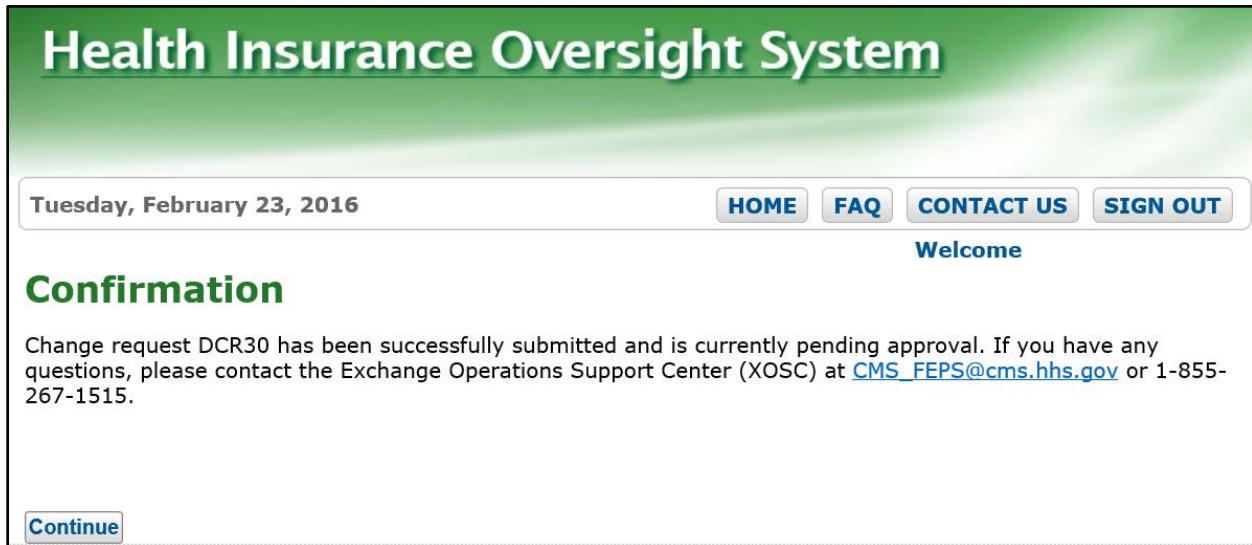
The screenshot shows the 'Health Insurance Oversight System' homepage with a green header. Below it, a sub-header reads 'Create Data Change Request'. A form is displayed with the following fields:

- What values would you like to change?**: A dropdown menu set to 'Organization Type'.
- Choose the organization**: A dropdown menu set to 'Schema DB Testing - FEIN -242424242 - Company'.
- Current Value**: 'Company'.
- *New Value**: 'Non-Federal Governmental Plans'.
- *Reason for change**: An empty input field.

Below the form, a note says 'Please select the type: *' followed by two radio buttons: 'Self Funded' and 'Fully Insured'. At the bottom are 'Back' and 'Submit' buttons.

Once the Company Administrator clicks 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 81.

Figure 81: Confirmation Page for Change Request



3.4.1.2 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 82.

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

Figure 82: Change Request Statuses

The screenshot shows the 'Health Insurance Oversight System' homepage with a green header bar. Below the header, there's a navigation bar with links for 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. A 'Welcome' message is displayed. On the left, there are three buttons: 'Manage an Organization', 'Manage Organization Relationships', and 'Manage Data Changes', with 'Manage Data Changes' being the active tab. The main content area is titled 'Manage Data Changes' and contains a message: 'Please select a Request Status from the drop-down list below to view the corresponding requests.' A dropdown menu is open under 'Request Status' with options: Pending Approval, Approved, Denied, Unable to Process, and Completed. The 'Pending Approval' option is selected. There's also a search field labeled 'Search By Request ID:' with a placeholder 'Request ID Search' and a 'Request ID Search' button. Below these controls are navigation icons for first, previous, next, last, and a page size selector set to 10 items. A table lists two items: DCR30 and DCR29, both with a status of 'Pending Approval'. The table includes columns for Request ID, Request Created Date, Status, Status updated Date, Note, and Action. The 'Action' column for both rows contains a 'View' link. At the bottom right of the table is a 'Create Request For Data Change' button.

Request ID	Request Created Date	Status	Status updated Date	Note	Action
DCR30	02/23/2016 5:01 PM	Pending Approval	02/23/2016 5:01 PM	Test	View
DCR29	02/23/2016 2:56 PM	Pending Approval	02/23/2016 2:56 PM	test	View

Company Administrators can click on the “View” link of the Action column as shown in Figure 82 and review the details of the change request as illustrated in Figure 83.

Figure 83: View a Change Request

The screenshot shows a web application interface for the Health Insurance Oversight System. At the top, there is a green header bar with the title "Health Insurance Oversight System". Below the header, a navigation bar includes links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". A "Welcome" message is displayed next to the "SIGN OUT" link. The main content area is titled "Data Change Details View". It displays a table of data change details:

Change Request ID:	DCR30
Request Created Date:	02/23/2016 5:01 PM
Username:	nagashwetha.paruchuri@cgi.com
Federal EIN/TIN:	555555555
Organization Legal Name:	Joyful
Organization Type:	Non-Federal Governmental Plans
Attribute:	Organization Legal Name
Current Value:	Joyful
New Value:	New Joy
Supplement Attributes:	
Note:	Test

At the bottom of the content area, there is a "Back" button.

3.4.2 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.

3.4.2.1 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 84.

Figure 84: Issuer Change Request

The screenshot shows the 'Create Data Change Request' page. At the top, the title 'Health Insurance Oversight System' is displayed. Below it, the date 'Tuesday, February 23, 2016' is shown, along with navigation links: HOME, FAQ, CONTACT US, and SIGN OUT. A 'Welcome' message is also present. The main form area has a green header bar with the text 'Create Data Change Request'. The first section asks 'What values would you like to change?' with a dropdown menu set to 'Issuer Legal Name'. The next section, 'Choose the issuer', has a dropdown menu set to 'Schema DB Testing - 80154'. Below these are three input fields: 'Current Value' (containing 'Schema DB Testing'), '*New Value' (an empty input field), and '*Reason for change' (an empty input field). At the bottom of the form are 'Back' and 'Submit' buttons.

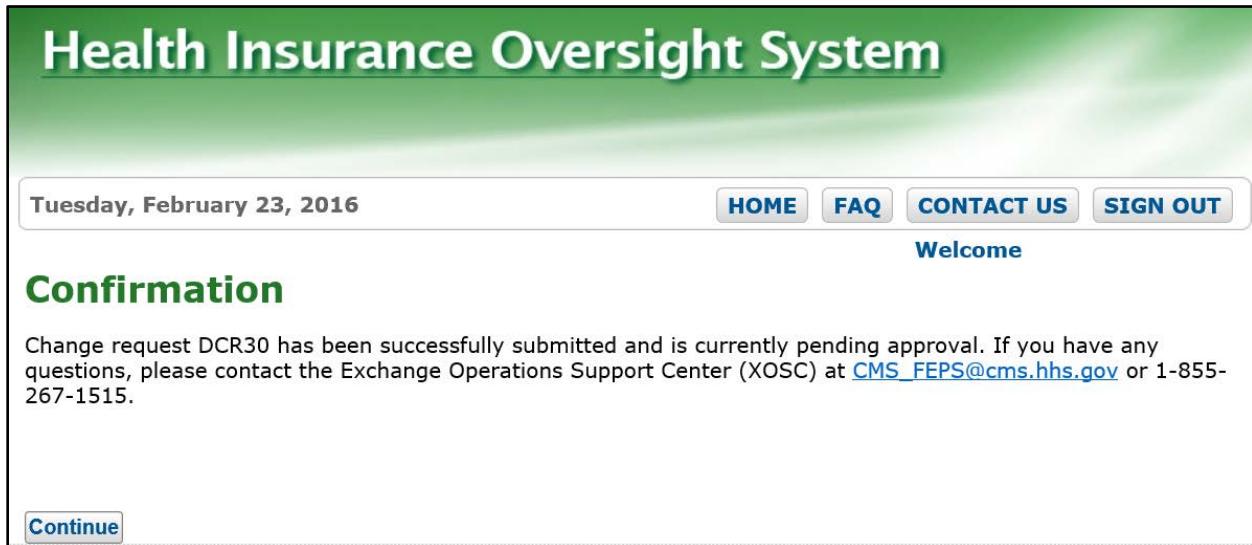
If the change value is selected for a Product, then “Choose the issuer” and “Choose the product” drop-down menus will be displayed for selection as illustrated in Figure 85. Once all the required fields are selected, the current value of the field to be changed will be displayed and the Issuer Administrator 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 clicking the “Submit” button.

Figure 85: Product Change Request

The screenshot shows the 'Create Data Change Request' page. The layout is identical to Figure 84, with the title 'Health Insurance Oversight System', date 'Tuesday, February 23, 2016', and navigation links. The 'Create Data Change Request' header is present. The 'What values would you like to change?' section has a dropdown menu set to 'Product Name'. The 'Choose the issuer' section has a dropdown menu set to 'Schema DB Testing - 80154'. The 'Choose the product' section has a dropdown menu set to 'Aubrey's Supplies - 10011TX001'. Below these are three input fields: 'Current Value' (containing 'Aubrey's Supplies'), '*New Value' (an empty input field), and '*Reason for change' (an empty input field). At the bottom of the form are 'Back' and 'Submit' buttons.

Once the Issuer Administrator clicks 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 86.

Figure 86: Confirmation Page for Change Request



3.4.2.2 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 click the “Request ID Search” button a summary of the change requests and its statuses will be displayed in search results as illustrated in Figure 87. The following statuses can be filtered on the Manage Data Changes page.

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

Figure 87: Change Request Statuses

The screenshot shows the "Manage Data Changes" section of the system. At the top, there are navigation links: HOME, FAQ, CONTACT US, and SIGN OUT. Below that is a "Welcome" message. There are three main buttons: "Manage an Organization", "Manage Organization Relationships", and a green button labeled "Manage Data Changes". The main content area has a heading "Manage Data Changes" and a sub-instruction: "Please select a Request Status from the drop-down list below to view the corresponding requests." A dropdown menu for "Request Status" is open, showing options: Pending Approval, Approved, Denied, Unable to Process, and Completed. The "Pending Approval" option is selected. Below the dropdown is a search bar labeled "Search By Request ID:" with a text input field containing "DCR30" and a "Request ID Search" button. To the right of the search bar is a "Page size: 10" dropdown set to 10. The table below shows two rows of data:

Request ID	Request Created Date	Status	Status updated Date	Note	Action
DCR30	02/23/2016 5:01 PM	Pending Approval	02/23/2016 5:01 PM	Test	View
DCR29	02/23/2016 2:56 PM	Pending Approval	02/23/2016 2:56 PM	test	View

At the bottom right of the table is a "Create Request For Data Change" button.

Issuer Administrators can review the data of the change requests displayed through the “View” link of the Action column as illustrated in Figure 88.

Figure 88: View Change Request

The screenshot shows the "Data Change Details View" section. At the top, there are navigation links: HOME, FAQ, CONTACT US, and SIGN OUT. Below that is a "Welcome" message. The main content area has a heading "Data Change Details View". The table displays the following details for a change request:

Change Request ID:	DCR30
Request Created Date:	02/23/2016 5:01 PM
Username:	nagaswetha.paruchuri@cgi.com
Federal EIN/TIN:	555555555
Organization Legal Name:	Joyful
Organization Type:	Non-Federal Governmental Plans
Attribute:	Organization Legal Name
Current Value:	Joyful
New Value:	New Joy
Supplement Attributes:	
Note:	Test

At the bottom left of the table is a "Back" button.

3.4.3 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.

3.4.3.1 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 clicking 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 89.

Figure 89: Non Federal Government Plans to Company

The screenshot shows the HIOS portal's 'Create Data Change Request' page. At the top, there is a navigation bar with links for HOME, FAQ, CONTACT US, and SIGN OUT. A 'Welcome' message is displayed. The main section is titled 'Create Data Change Request'. It contains three dropdown menus: 'Organization Type' (set to 'Non-Federal Governmental Plans'), 'Choose the organization' (set to 'Joyful - FEIN -555555555 - Non-Federal Governmental Plans'), and 'Current Value' (set to 'Non-Federal Governmental Plans'). There are also fields for '*New Value' (set to 'Company') and '*Reason for change'. Below these fields, there is a note 'Please select an incorporated state:' followed by a dropdown menu with the placeholder '-Please select a state-'. At the bottom of the form are 'Back' and 'Submit' buttons.

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 90. 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 clicking the “Submit” button.

Figure 90: Multiple Organizations

The screenshot shows a web-based application interface for managing organization data. At the top left, a question asks "What values would you like to change?". To its right is a dropdown menu with options: "Please Select Organization Field", "FEIN/TIN" (which is selected), "Organization Legal Name", "Organization type", "Organization Status", "Organization Address", and "Organization Address type". Below this is another dropdown labeled "Choose the organization:" with the instruction "-Please choose organization you like to make the change-". It lists three options: "Test other Org_1 - Paris, France", "Test Other Org_2 -Romford, United Kingdom", and "Test other org - Virginia, United States". A table below these dropdowns has columns: "Current Value", "*New Value", and "*Reason for change". The first row of the table contains the text "*****" in the "Current Value" column and an empty input field in the "*New Value" column. At the bottom left are "BACK" and "SUBMIT" buttons.

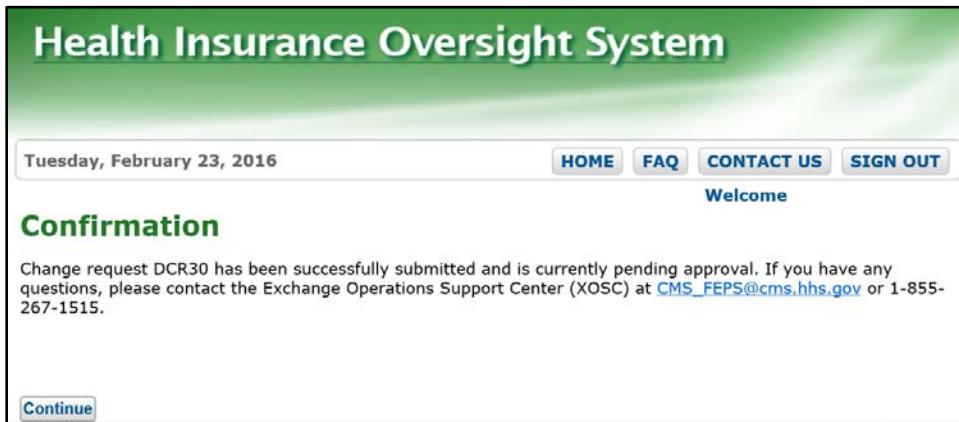
If the Organization Administrator changes the Organization Type from Other organization to either Company or Non Insurance Company, then an FEIN is required and user needs to select an incorporated state drop-down menu as illustrated in Figure 91.

Figure 91: Other Organization to a Company

The screenshot displays the "Health Insurance Oversight System" homepage with a green header bar. On the right side of the header, there are links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". The main content area is titled "Create Data Change Request". It includes fields for "What values would you like to change?" (dropdown: "Organization Type") and "Choose the organization" (dropdown: "Test Org Email - emailCity, India"). Below these are three input tables with columns: "Current Value", "*New Value", and "*Reason for change". The first table shows "Other Organization Type" in the "Current Value" column and "Company" in the "New Value" column. The second table has a "Please enter an FEIN: *" label and an empty input field. The third table has a "Please select an incorporated state: *" label and a dropdown menu with the option "-Please select a state-". At the bottom are "Back" and "Submit" buttons.

Once the Organization Administrator clicks 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 92.

Figure 92: Confirmation Page for Change Request



3.4.3.2 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 enter a valid Request ID in the “Request ID field” and clicks the “Request ID Search” button a summary of the change requests and its statuses will be displayed in search results as illustrated in Figure 93. The following statuses can be filtered on the Manage Data Changes page.

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

Figure 93: Change Request Statuses

Request ID	Request Created Date	Status	Status updated Date	Note	Action
DCR30	02/23/2016 5:01 PM	Pending Approval	02/23/2016 5:01 PM	Test	View
DCR29	02/23/2016 2:56 PM	Pending Approval	02/23/2016 2:56 PM	test	View

Organization Administrators can review the details of the data change request by clicking the “View” link in the Action column as illustrated in Figure 94.

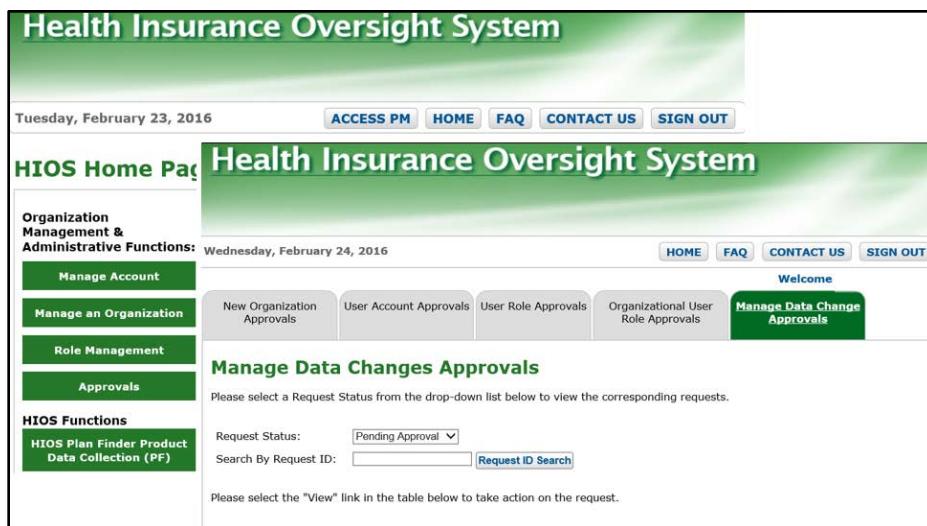
Figure 94: View Change Requests

Change Request ID:	DCR30
Request Created Date:	02/23/2016 5:01 PM
Username:	nagaswetha.paruchuri@cgi.com
Federal EIN/TIN:	555555555
Organization Legal Name:	Joyful
Organization Type:	Non-Federal Governmental Plans
Attribute:	Organization Legal Name
Current Value:	Joyful
New Value:	New Joy
Supplement Attributes:	
Note:	Test

3.5 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 95.

Figure 95: Manage Data Change Approvals



3.5.1 CClO Users

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

3.5.1.1 Approve the Pending Approval Change Request

CClO users navigate to the Manage Data Change Approvals page by selecting the Approvals tab on the HIOS Home page as illustrated in Figure 95. The Manage Data Change Approval page displays all the pending approvals. CClO users can enter a Request ID and click the "Request ID Search" button to search for the desired pending approval request. A "View" link is available for CClO users to review the details of the change requests as illustrated in Figure 96.

Figure 96: Pending Approvals

The screenshot shows a web application interface for the Health Insurance Oversight System. At the top, there is a navigation bar with links for HOME, FAQ, CONTACT US, and SIGN OUT. Below the navigation bar, a green header bar displays the text "Health Insurance Oversight System". On the left side of the header, it says "Wednesday, February 24, 2016". To the right of the header, there is a "Welcome" message and a menu bar with several items: New Organization Approvals, User Account Approvals, User Role Approvals, Organizational User Role Approvals, and Manage Data Change Approvals. The "Manage Data Change Approvals" item is highlighted with a green background. Below the menu, the title "Manage Data Changes Approvals" is displayed in bold green text. A sub-instruction below the title reads: "Please select a Request Status from the drop-down list below to view the corresponding requests." There are two input fields: "Request Status" with a dropdown menu showing "Pending Approval" and "Search By Request ID" with a text input field and a "Request ID Search" button. Below these fields, another instruction says: "Please select the 'View' link in the table below to take action on the request." A table follows, showing a list of 29 items across 3 pages. The table has columns for Request ID, Request Created Date, Username, and Action. Each row contains a "View" link under the Action column. The data in the table is as follows:

Request ID	Request Created Date	Username	Action
DCR19	02/22/2016 1:41 PM	GreeneA	View
DCR17	02/22/2016 1:38 PM	GreeneA	View
DCR18	02/22/2016 1:39 PM	GreeneA	View
DCR15	02/22/2016 1:33 PM	GreeneA	View
DCR16	02/22/2016 1:36 PM	GreeneA	View
DCR13	02/22/2016 1:05 PM	Stumkur	View
DCR14	02/22/2016 1:31 PM	GreeneA	View
DCR11	02/22/2016 1:00 PM	GreeneA	View
DCR12	02/22/2016 1:01 PM	GreeneA	View
DCR21	02/22/2016 2:02 PM	Stumkur	View

CCIO user clicks on the View link of Figure 96 to review the data of the change requests received. All the pending approval will have the following two radio buttons as illustrated in Figure 97.

- I approve this request
- I deny this request

Figure 97: View Data for Pending Approvals

The screenshot shows a web-based application titled "Health Insurance Oversight System". At the top, there's a navigation bar with links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". A "Welcome" message is displayed. The main content area is titled "Data Change Details". It lists several fields with their values:

Change Request ID:	DCR19
Request Created Date:	02/22/2016 1:41 PM
Username:	GreeneA
Federal EIN/TIN:	911161450
Issuer Legal Name:	LifeWise Assurance Company
Issuer ID:	22653
Attribute:	Issuer Legal Name
Current Value:	LifeWise Assurance Company
New Value:	LifeWise Assurance Co.
Note (Reason for change):	Issuer Legal Name

Below these fields are two radio buttons:

- I approve this request
- I deny this request

A text input field is present with the placeholder text: "* Please enter a reason for the action on the request. (Required field. Maximum 250 characters)".

At the bottom of the form are "Back" and "SUBMIT" buttons.

CCIIO user selects “I approve this request” radio button to approve the request received (See Figure 97). 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 clicks 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.

3.5.1.2 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 95. The Manage Data Change Approval page displays all the pending approvals. CCIIO users can enter a Request ID and click 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 96. All the pending approval will have the following two radio buttons as illustrated in Figure 97

- I approve this request
- I deny this request

CCIIO user selects the “I deny this request” radio button to deny the request received (See Figure 97). CCIIO user enters a reason for the denial in the text box displayed in figure 97. This is a

required field and accepts a maximum of 250 characters only. CCIIO user then clicks 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.

3.5.1.3 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 (See Figure 98). CCIIO user can also search the Approved requests by entering the Request ID and then click on the “Request ID Search” button.

Figure 98: Approved Change Requests

The screenshot shows the 'Health Insurance Oversight System' homepage. At the top, there is a navigation bar with links for HOME, FAQ, CONTACT US, and SIGN OUT. Below the navigation bar, a green header bar displays the title 'Health Insurance Oversight System'. On the left side of the header, it says 'Wednesday, February 24, 2016'. On the right side, there is a 'Welcome' message and a link labeled 'Manage Data Change Approvals' which is highlighted in a green box. Below the header, there are five buttons: 'New Organization Approvals', 'User Account Approvals', 'User Role Approvals', 'Organizational User Role Approvals', and 'Manage Data Change Approvals'. The 'Manage Data Change Approvals' button is the active one. The main content area has a title 'Manage Data Changes Approvals'. It includes a note: 'Please select a Request Status from the drop-down list below to view the corresponding requests.' A dropdown menu is set to 'Approved'. There is also a search bar with a placeholder 'Search By Request ID:' and a 'Request ID Search' button. Below these, a message says: 'Please select the "View" link in the table below to take action on the request.' A table follows, showing one item in the table: DCR19, 02/22/2016 1:41 PM, GreeneA, 02/24/2016 1:33 PM, and a 'View' link in the Action column. The table has a page size of 10 items.

Request ID	Request Created Date	Username	Status Updated Date	Action
DCR19	02/22/2016 1:41 PM	GreeneA	02/24/2016 1:33 PM	View

CCIO user clicks on the “View” link in the Action column in Figure 98 to review the details of the approved change requests as illustrated in Figure 99.

Figure 99: View Approved Requests Data

The screenshot shows a web application titled "Health Insurance Oversight System". At the top, there is a navigation bar with links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". Below the navigation bar, the text "Wednesday, February 24, 2016" is displayed, followed by the word "Welcome". The main content area is titled "Data Change Details View". It contains a table with the following data:

Change Request ID:	DCR30
Request Created Date:	02/23/2016 5:01 PM
Username:	nagaswetha.paruchuri@cgi.com
Federal EIN/TIN:	555555555
Organization Legal Name:	Joyful
Organization Type:	Non-Federal Governmental Plans
Attribute:	Organization Legal Name
Current Value:	Joyful
New Value:	New Joy
Supplement Attributes:	Test
Note:	

At the bottom of the page, there is a "Back" button.

3.5.1.4 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 (See Figure 100). CCIIO user can also search the Denied requests by entering the Request ID and then click the “Request ID Search” button.

Figure 100: Denied Change Requests

The screenshot shows a web application titled "Health Insurance Oversight System". At the top, there is a navigation bar with links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". Below the navigation bar, the text "Wednesday, February 24, 2016" is displayed, followed by the word "Welcome". The main content area is titled "Manage Data Changes Approvals". It contains a table with the following data:

Request ID	Request Created Date	Username	Status Updated Date	Action
DCR20	02/22/2016 1:52 PM	GreeneA	02/24/2016 1:44 PM	<ul style="list-style-type: none"> • View • Edit

At the top of the page, there are several buttons: "New Organization Approvals", "User Account Approvals", "User Role Approvals", "Organizational User Role Approvals", and "Manage Data Change Approvals". The "Manage Data Change Approvals" button is highlighted with a green background. There is also a note: "Please select a Request Status from the drop-down list below to view the corresponding requests." and a "Request Status" dropdown set to "Denied".

CCIO user can review or modify the Denied change request by selecting one of the radio buttons as illustrated in Figure 101.

- I approve this request
- I deny this request

Figure 101: View/ Edit Denied Change Requests

The screenshot shows a web application titled "Health Insurance Oversight System". The top navigation bar includes links for HOME, FAQ, CONTACT US, and SIGN OUT, along with a "Welcome" message. The main content area is titled "Data Change Details" and displays various fields for a change request. The fields include:

Change Request ID:	DCR19
Request Created Date:	02/22/2016 1:41 PM
Username:	GreeneA
Federal EIN/TIN:	911161450
Issuer Legal Name:	LifeWise Assurance Company
Issuer ID:	22653
Attribute:	Issuer Legal Name
Current Value:	LifeWise Assurance Company
New Value:	LifeWise Assurance Co.
Note (Reason for change):	Issuer Legal Name

Below these fields are two radio buttons for approval/denial:

I approve this request
 I deny this request

A note below the radio buttons states: * Please enter a reason for the action on the request. (Required field. Maximum 250 characters). A large text input field is provided for this purpose.

At the bottom of the form are "Back" and "SUBMIT" buttons.

3.5.1.5 View Unable to Process Requests

CCIO Approved change requests that are unable to be processed by the HIOS Admin are the “Unable to Process” change requests. CCIO user selects “Unable to Process” status from the “Request Status” drop-down menu to display the requests that are in unable to process status (See Figure 102). CCIO user can also search the “Unable to process” requests by entering the Request ID and then click the “Request ID Search” button.

Figure 102: Unable to Process Change Requests

The screenshot shows the 'Health Insurance Oversight System' homepage. At the top, there is a navigation bar with links for 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. Below the navigation bar, a 'Welcome' message is displayed, followed by several approval links: 'New Organization Approvals', 'User Account Approvals', 'User Role Approvals', 'Organizational User Role Approvals', and a green-highlighted 'Manage Data Change Approvals'. The main content area is titled 'Manage Data Changes Approvals'. It contains a message asking the user to select a Request Status from a dropdown menu (set to 'Unable to Process') and a search bar for Request ID. A table displays two items in one page, with columns for Request ID, Request Created Date, Status, Status updated Date, Note, and Action (containing a 'View' link). A 'Create Request For Data Change' button is located at the bottom right of the table.

Request ID	Request Created Date	Status	Status updated Date	Note	Action
DCR30	02/23/2016 5:01 PM	Unable to Process	02/23/2016 5:01 PM	Test	View

CCIO user clicks on the “View” link in the Action column in Figure 102 to review the details of the Unable to Process change requests as illustrated in Figure 103.

Figure 103: View Unable to Process Change Requests

The screenshot shows a web-based application titled "Health Insurance Oversight System". At the top right, there are links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT", along with a "Welcome" message. Below the header, the title "Data Change Details" is displayed in green. A table lists various fields and their values:

Change Request ID:	PM98765432
Request Created Date:	Dec-28-2015 01:00 PM
Username:	CTester@sbd2.com
Federal EIN/TIN:	999999999
Issuer Legal Name:	XYZ Issuer Inc.
Issuer ID:	12345
Product Name:	Medical Product
Product ID:	12345VA001
Attribute:	Product Name
Current Value:	Medical Product
New Value:	Dental Product
Note:	Reason for unable to process by HIOS Admin goes here.

At the bottom left of the form area, there is a "Back" button.

3.5.1.6 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 (See Figure 104). CCIIO user can also search the “Completed” change requests by entering the Request ID and then click the “Request ID Search” button.

Figure 104: Completed Change Requests

The screenshot shows the 'Health Insurance Oversight System' interface. At the top, there's a navigation bar with links for HOME, FAQ, CONTACT US, and SIGN OUT. Below that is a 'Welcome' message. On the left, there are four buttons: New Organization Approvals, User Account Approvals, User Role Approvals, and Manage Data Change Approvals (which is highlighted in green). The main content area is titled 'Manage Data Change Approvals'. It includes a note to select a Request Status from a dropdown (set to 'Completed') and a search bar for Request ID. A table lists five completed requests, each with a 'View' link in the Action column.

Request ID	Request Created Date	Username	Status Updated Date	Action
OT12345678	12-10-2015 10:56:32 AM	HIOSAdmin@hios.com	12-11-2015 9:00:00 AM	• View
IL09876543	12-03-2015 12:22:25 PM	HIOSAdmin@hios.com	12-03-2015 01:00:00 PM	• View
PM98765432	12-03-2015 12:06:04 PM	HIOSAdmin@hios.com	12-03-2015 3:00:00 PM	• View
AC09876543	11-17-2015 10:15:09 AM	HIOSAdmin@hios.com	11-17-2015 11:00:00 AM	• View
PT12309876	10-06-2015 2:01:32 PM	HIOSAdmin@hios.com	10-06-2015 3:00:00 PM	• View

CCIO user clicks on the “View” link in the Action column in Figure 104 to review the data details of the Completed change requests.

3.5.2 HIOS Data Management Administrator

CCIO 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 CCIO 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 click on the “View” link of the approved request to process them and selects one of the following radio buttons (See Figure 105):

- 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 105: Approved Change Requests

Health Insurance Oversight System

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

Welcome

Data Change Details

Change Request ID:	PM98765432
Request Created Date:	Dec-28-2015 01:00 PM
Username:	CTester@sbd2.com
Federal EIN/TIN:	9999999999
Issuer Legal Name:	XYZ Issuer Inc.
Issuer ID:	12345
Product Name:	Medical Product
Product ID:	12345VA001
Attribute:	Product Market Type
Current Value:	Individual
New Value:	[Small Group, Large Group, Other]
Note (Reason for change):	A product market type change is needed for this issuer.

This request is now complete.
 Unable to process this request.

* Enter a reason why you're unable to process this request. (Required field. Maximum 250 characters)

▲

▼

[Back](#) [SUBMIT](#)

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 106.

Figure 106: Denied Change Requests View

The screenshot shows a web application titled "Health Insurance Oversight System". At the top right, there are links for "HOME", "FAQ", "CONTACT US", and "SIGN OUT". Below these, the word "Welcome" is displayed. The main content area is titled "Data Change Details". It contains a table of information about a denied change request:

Change Request ID:	PM98765432
Request Created Date:	Dec-28-2015 01:00 PM
Username:	CTester@sbd2.com
Federal EIN/TIN:	999999999
Issuer Legal Name:	XYZ Issuer Inc.
Issuer ID:	12345
Product Name:	Medical Product
Product ID:	12345VA001
Attribute:	Product Name
Current Value:	Medical Product
New Value:	Dental Product
Note:	Reason for reject of this change request entered by the CCIO Approver goes here.

At the bottom left of the content area, there is a "Back" button.

3.5.3 Manage Data Changes – Requests and Approval Emails

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

3.5.3.1 Pending Approval Status

Recipient: CCIO 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.

3.5.3.2 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.

3.5.3.3 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.

3.5.3.4 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.

3.5.3.5 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.

4 Trouble shooting and FAQ

4.1 FAQs

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 to the User Role Request section.

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) at 1-855-CMS-1515 or email them at CMS_FEPS@CMS.HHS.gov.

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 section.

4.2 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.