Health Insurance Oversight System (HIOS)

Portal User Manual (UM)

CENTERS for MEDICARE & MEDICAID SERVICES

Version 39.00.00

March 2024

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Portal User Manual Change History

December 2019 Revisions

- Updated screenshots and added text within the document to reflect the minor design updates made throughout the HIOS Portal application.

December 2020 Revisions

- Updated to reflect minor updates regarding Identity Management within the CMS Portal.

October 2021 Revisions

- Updated screenshots and added text within the document to reflect the minor design updates made throughout the HIOS Portal application.

March 2022 Revisions

- Updated the Request a Role section to include steps specific to requesting the ‘Organization Role Approver’ role.
- Updated the Manage Approvals section to reflect the Approval Management functionality.

July 2022 Revisions

- Updated the Request a Role section to include steps to identify as either a Primary ORA or Backup ORA when requesting the ‘Organization Role Approver’ role.

March 2024 Revisions

- Updated screenshots and added text within the document to reflect the minor design updates made throughout the HIOS Portal application.
- Updated instructions for inputting manager’s name and email address under the Request a Role Section for requesting the ‘Organization Role Approver’ role.
- Updated with ORA enhancement to check their organization role request status by all modules.
- Updates to reflect denial email notifications for user role, and organization creation.
- Updates to reflect invalid character restrictions in Org. Legal Name field.
- Updates to HIOS Organization Type descriptions in the Create an Organization section.
- Updates to Other org type change to non-US registered entity and removed FEIN adding option for same.
- Added verbiage in document content and FAQ section for who needs the ORA role and context for single HIOS users.

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 (UI) 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 aid 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. Google Chrome.

2. Mozilla Firefox.

Before accessing HIOS, users must obtain their Identity Management System (IDM) credentials. The credentials are obtained by completing registration through the IDM secure authentication process. Once registered, these credentials will be used to access the Centers for Medicare & Medicaid Services (CMS) Enterprise Portal.

CMS Enterprise Portal is used for accessing CMS systems. HIOS is a system accessible through the CMS Portal using IDM authentication and authorization. Only users authenticated with the IDM procedures can access the HIOS system.

IDM provides authentication and authorization capabilities and is tightly integrated with the CMS Enterprise Portal. Users register for an IDM account and obtain an IDM User ID and Password to access the CMS Enterprise Portal.

Pre-Requisites for HIOS Access:

- All users must 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 ID Proofing: Social Security Number (SSN), Date of Birth, Home Address, and Primary Phone Number.

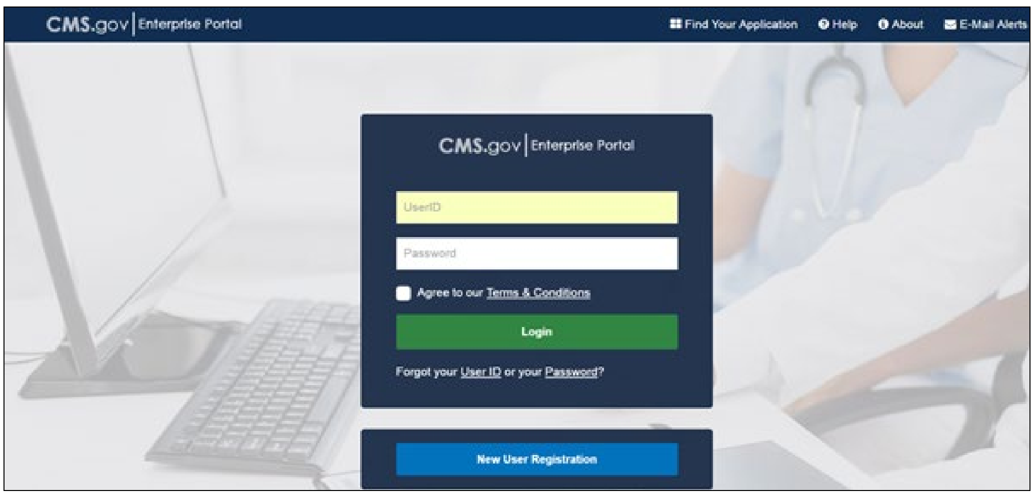
2 HIOS System Access

All IDM authorized and authenticated users will be able to access the HIOS system by navigating to the CMS Enterprise Portal using the secure uniform resource locator (URL): https://portal.cms.gov. Users will be required to enter their credentials obtained by registering through the IDM 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 2-1 displays the CMS Enterprise Portal Home Page.

Figure 2-1: CMS Enterprise Portal Main Screen



2.1 New User Registration

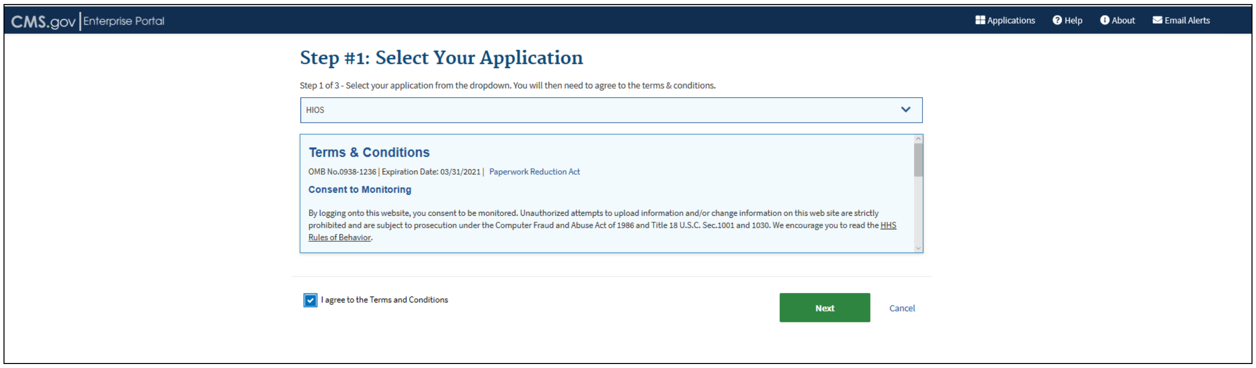
New users complete the following steps to access HIOS.

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

To register for an IDM account, new users will need to navigate to the CMS Enterprise Portal at https://portal.cms.gov to start the registration process. This registration process will require some PII such as (Date of Birth, Home Address, Full Name, Phone number, Credit Verification, etc.).

Select **New User Registration** at the bottom of the CMS Enterprise Portal Home Page, which will take you to Step #1: Choose Your Application page (Figure 2-2).

Figure 2-2: Choose Your Application Page

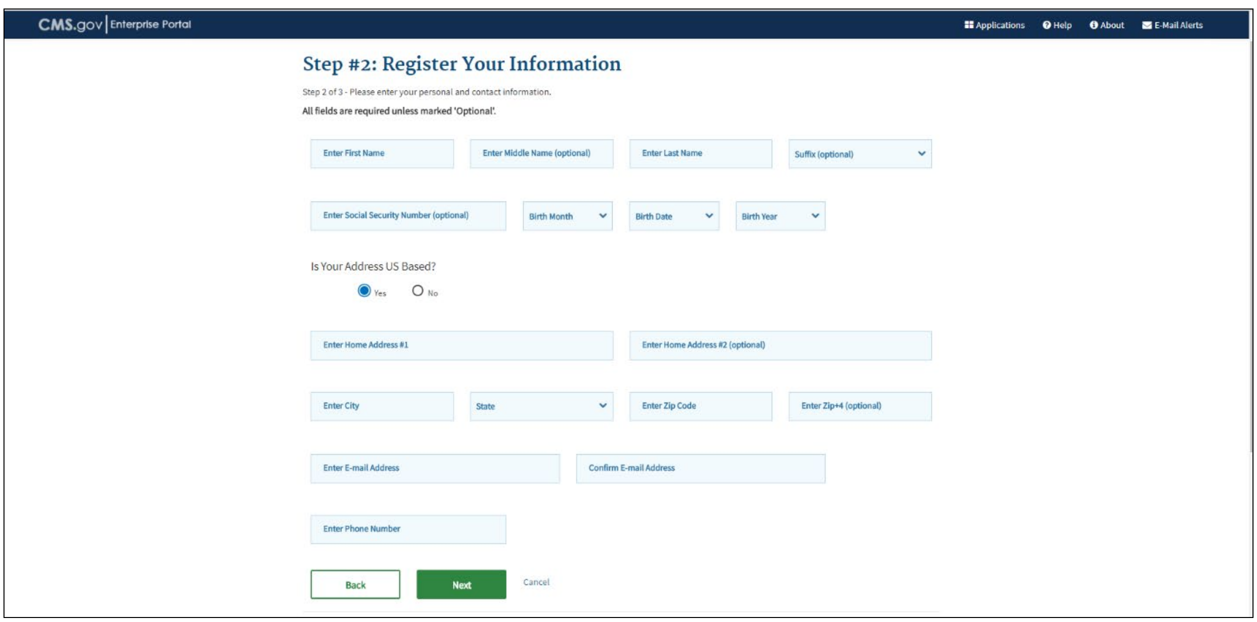


Select **HIOS** from the drop-down menu and agree to the terms and conditions by selecting the "**I agree to the Terms and Conditions**" checkbox. Once that checkbox is selected, the **Next** button will be available.

Step #2: Register Your Information page, provide your personal information and select **Next** to continue with the registration process.

Figure 2-3 displays the Step #2: Register Your Information page:

Figure 2-3: Register Your Information Page



You will be navigated to Step #3: Create User ID, Password & Challenge Questions page, where you will enter a user ID, password, and challenge question and answer. Once that is completed, select **Next** to continue.

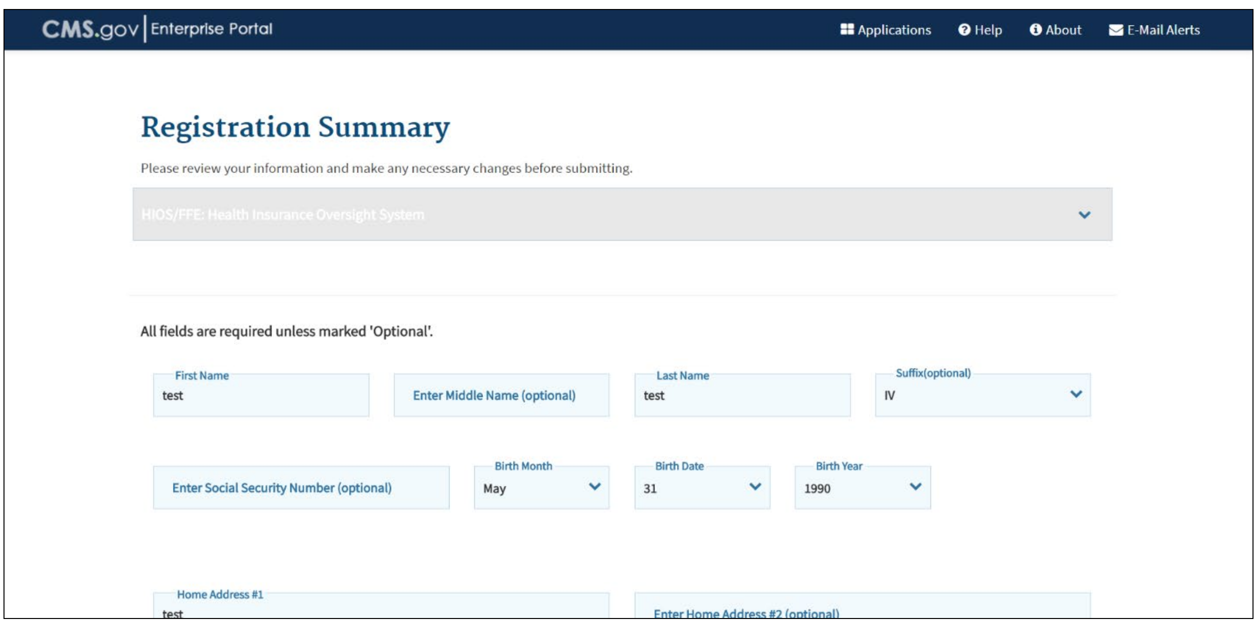
Figure 2-4 displays the Step #3: Create User ID, Password & Challenge Questions:

Figure 2-4: Create User ID, Password & Challenge Questions Page

Review the information provided on the Registration Summary page and make any changes if necessary. Once complete select **Submit User**.

Figure 2-5 displays the Registration Summary page.

Figure 2-5: Registration Summary Page

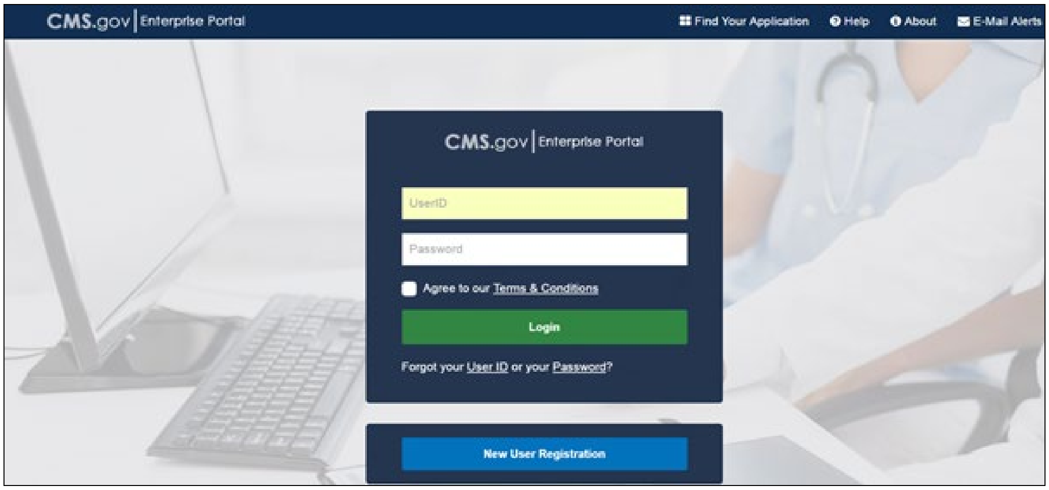


After completing the registration process, you will receive an email acknowledging successful registration and the email will include the IDM User ID.

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

Figure 2-6 displays the CMS Enterprise Portal login screen.

Figure 2-6: CMS Enterprise Portal – Login



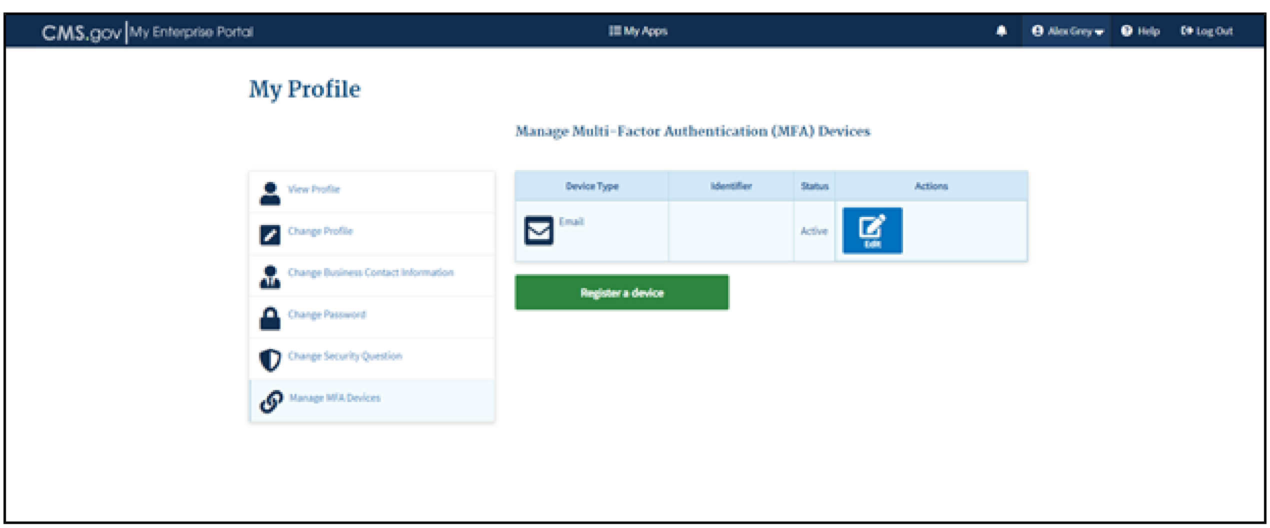
First-time users will be prompted to register a multi-factor authentication (MFA) device.

On the Multi-Factor Authentication (MFA) page, select your preferred option and select **Send MFA Code**. (The preferred option would be text or email. You may revisit this step in the future to register multiple devices.)

The code should be sent to your device within a couple of minutes. Enter the security code and select **Login**. Verify that the HIOS Application is seen under My Portal homepage. When you register an MFA device you will be navigated to the MFA Information page (see Figure 2-7). Select the **Name** dropdown and select **My Profile**. On the My Profile webpage, select the **Manage MFA Device**.

Select an MFA device from the **MFA Device Type** drop-down (Figure 2-8). Follow the on-screen instructions for your selected device type to complete the registration.

Figure 2-7: MFA Information Page

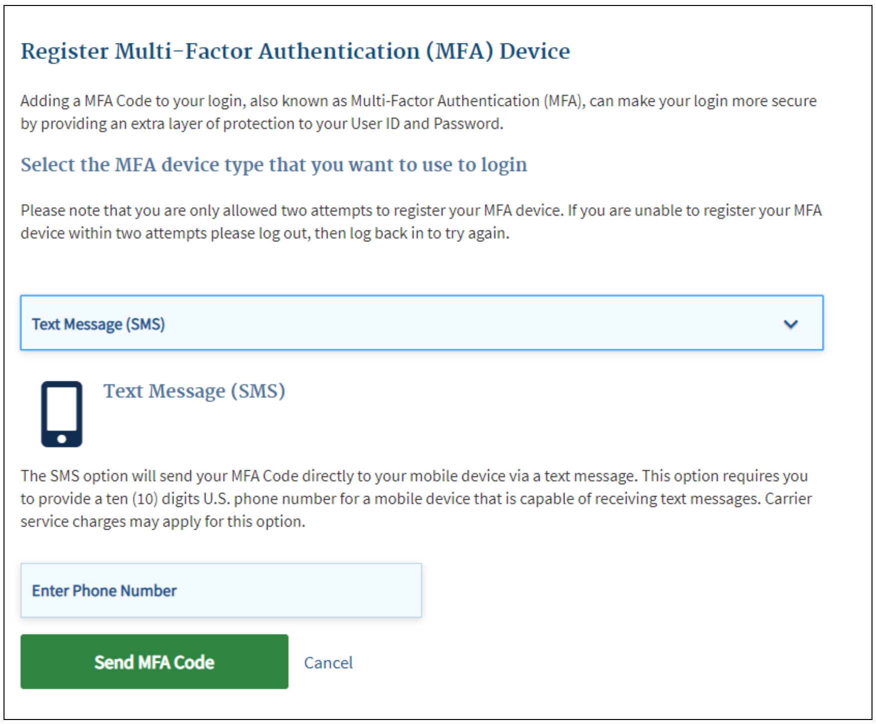


Next you will see an on-screen message confirming successful registration of the device to your user profile. Select **OK**. This completes the MFA device registration process. Select **Log Out** to exit the CMS Portal.

You will next be prompted to associate a security code with your Phone, Computer, or E-mail. Select the device you wish to use to log in from the **MFA Device Type** drop-down menu, a Credential ID, and an MFA Device Description. Once that is complete, select **Next** to continue.

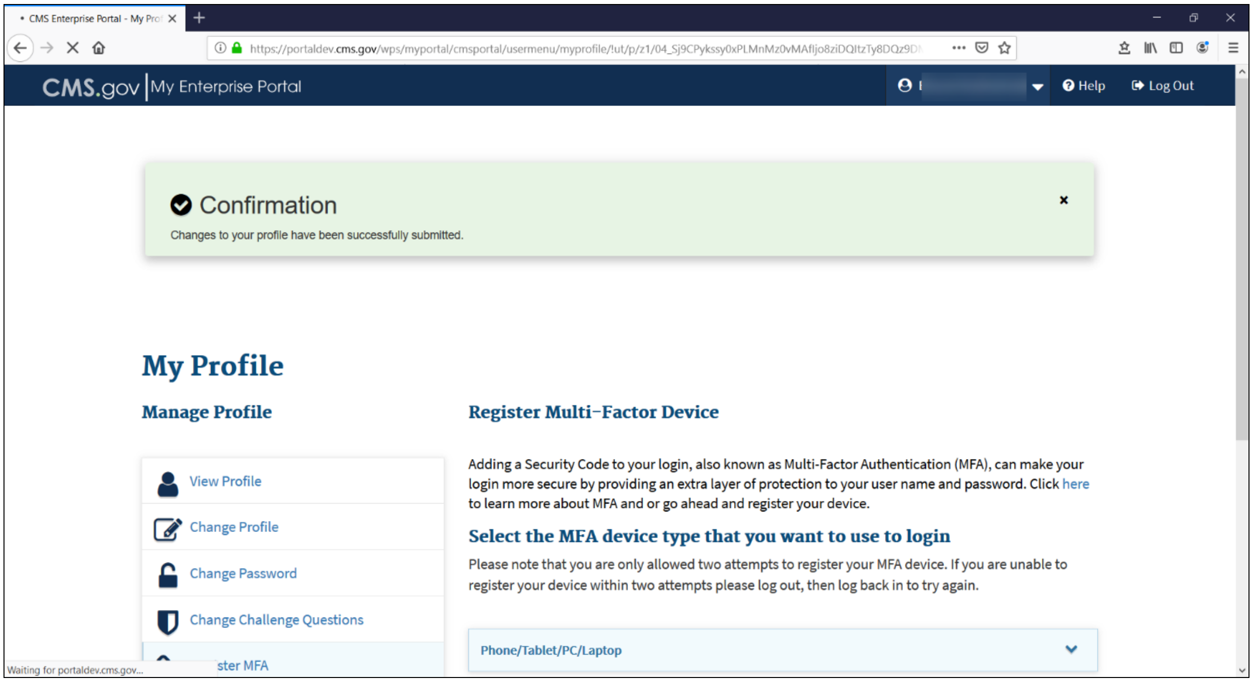
Figure 2-8 displays the Register Your Phone or Computer.

Figure 2-8: Register Your Phone, Computer, or E-mail Page



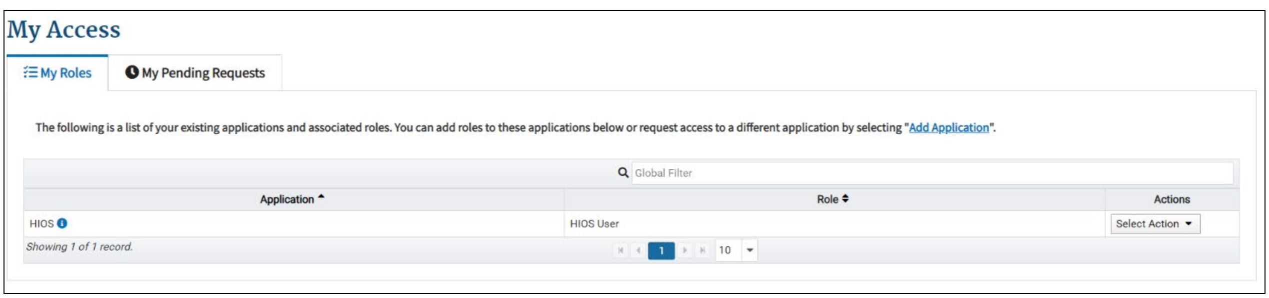
You will receive a message that your device has been successfully registered to their user profile. When you select **OK**, you will receive a message that your request was successfully completed (Figure 2-9). Select **OK** to continue.

Figure 2-9: Successful Completion Page



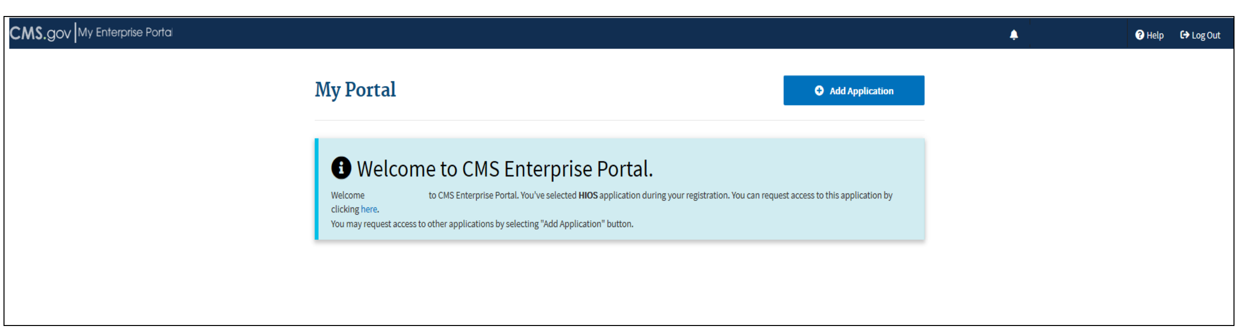
You will be able to see the HIOS application listed in the Manage Access tab of the My Access page (Figure 2-10).

Figure 2-10: My Access Page



After setting up your MFA device, return to https://portal.cms.gov/ . Upon login, you will see your **My Portal** homepage, select the **Add Application** button in the upper right corner (Figure 2-11).

Figure 2-11: My Portal Page – Request/Add Apps

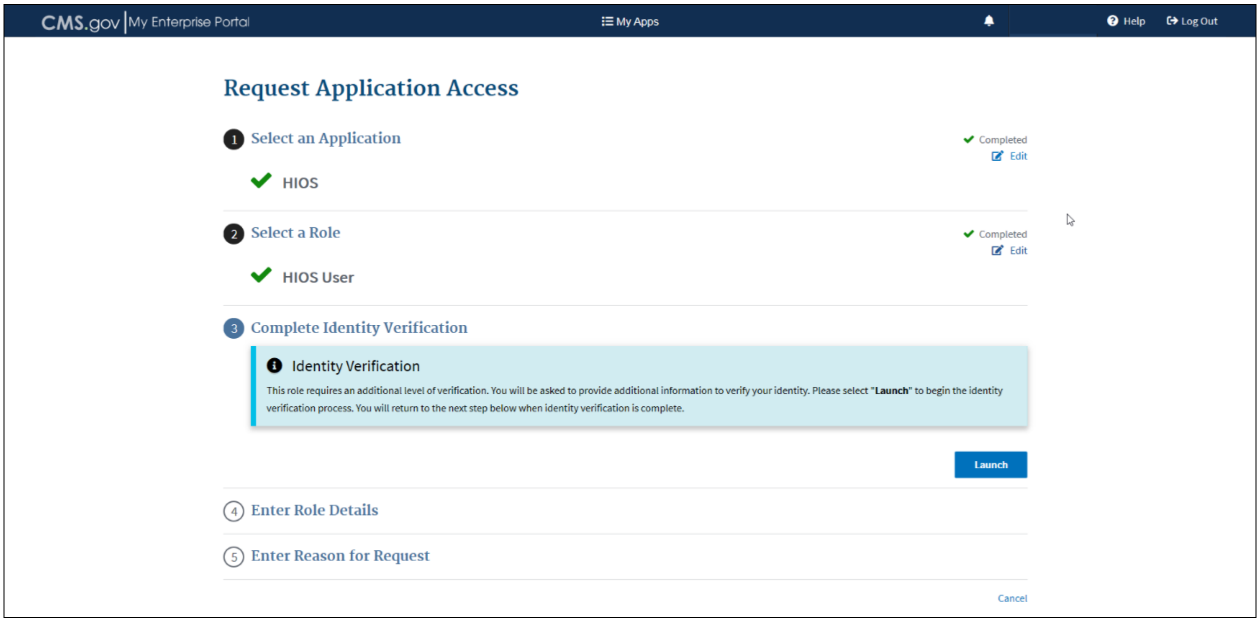


On the Request Application Access Page, select **HIOS** from the **Select an Application** drop-down menu and then select **Next**.

From the **Select a Role** section, select **HIOS User** and then select **Next** (Figure 2-12). This will open the **Complete Identity Verification** section.

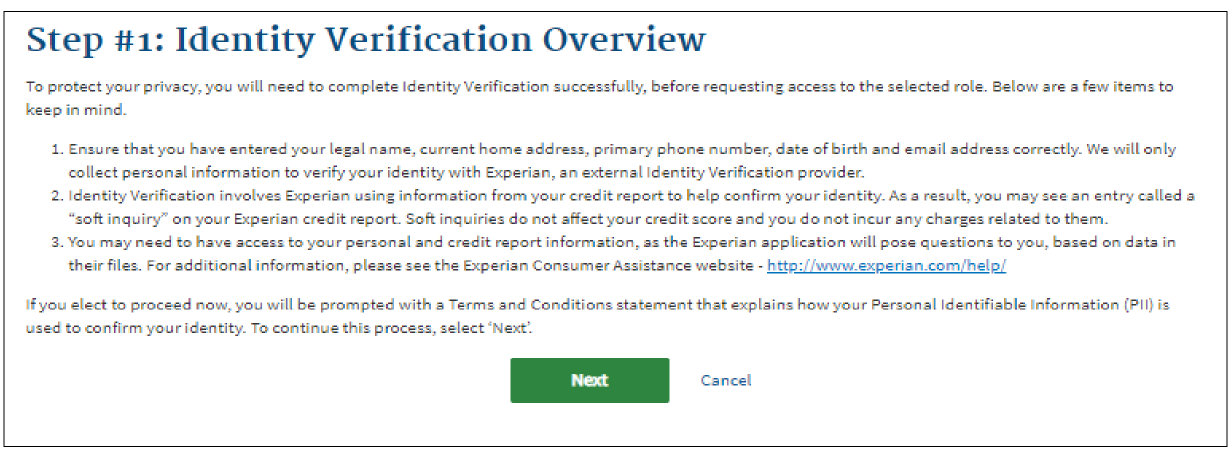
Note: <u>Do not</u> select the HIOS Help Desk User.

Figure 2-12: Request Application Access



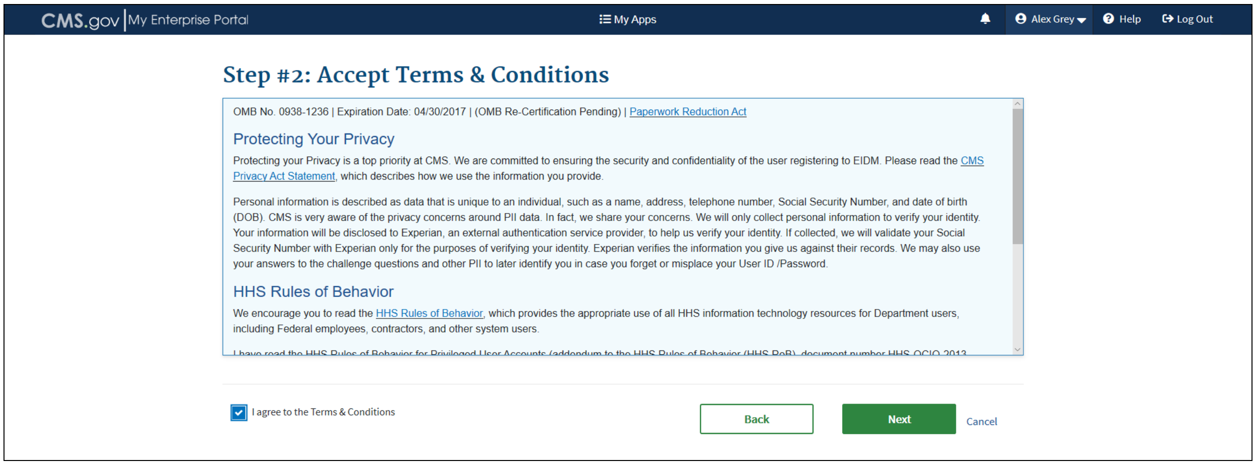
Select **Launch** and then **Next** on the Step #1 Identity Verification Overview page (Figure 2-13).

Figure 2-13: Identity Verification Overview Page



On the Terms and Conditions page, select the checkbox **I agree to the Terms and Conditions** to accept the terms and conditions and select **Next** to continue (Figure 2-14).

Figure 2-14: Accept Terms & Conditions Page



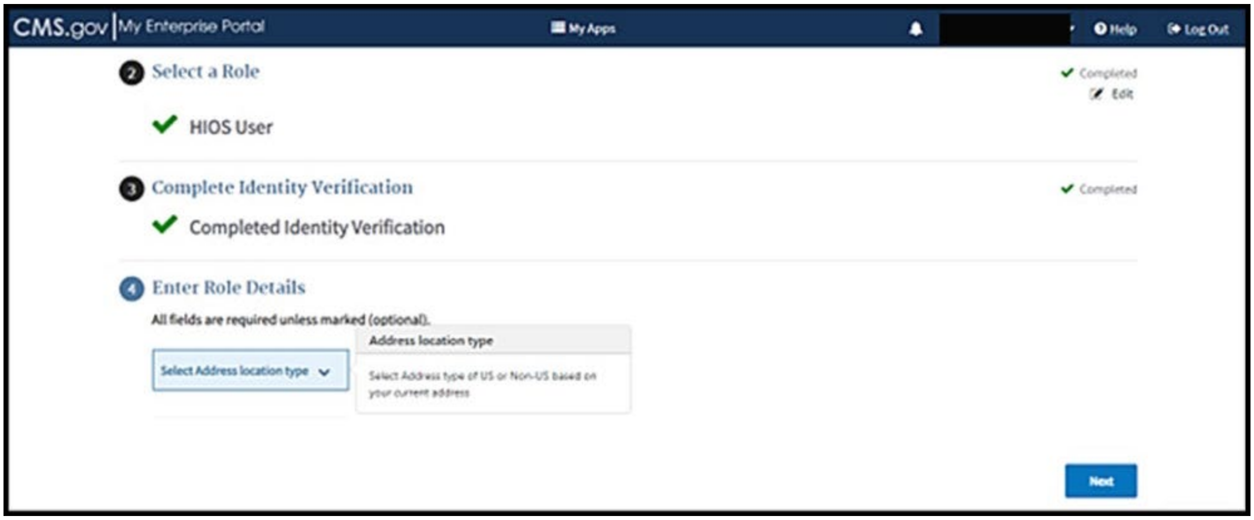
You will need to complete the questions and answers on the **Verify Your Identity** screen. Once complete, select **Next** which prompts an on-screen message confirming successful identity proofing (Figure 2-15).

Figure 2-15: Verify Your Identity Confirmation Page

Select **Next** and you will be directed back to the Request Application Access page.

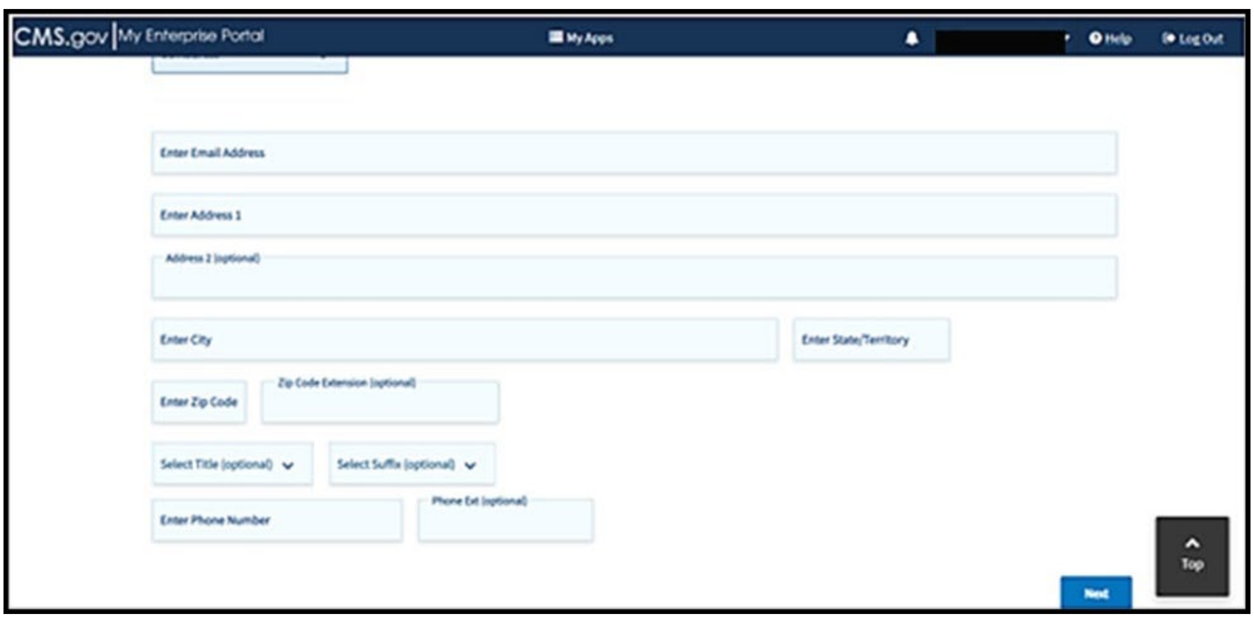
In the **Enter Role Details** section, **select Address location type** from the drop-down menu. (Figure 2-16)

Figure 2-16: Select Address Location Type



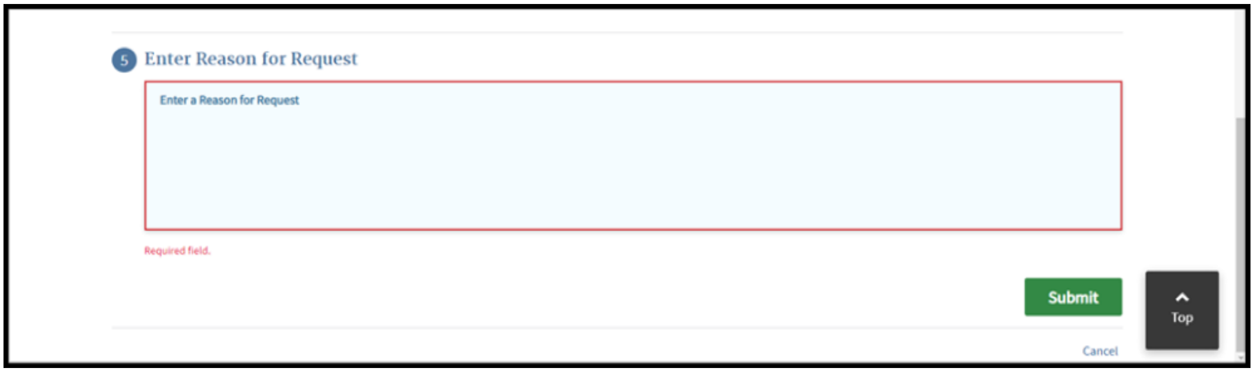
Complete the form and then select **Next** (Figure 2-17).

Figure 2-17: Role Request Detail Page



You will then be directed to the **Enter Reason for Request** section. (Figure 2-18.) You will be asked to provide a reason for needing a HIOS Account.

Figure 2-18: Enter Reason for Request



Once you are finished, select **Submit**. When the confirmation message pop-up appears, click **OK**. A Request New Application Access Acknowledgement will appear; select **OK**.

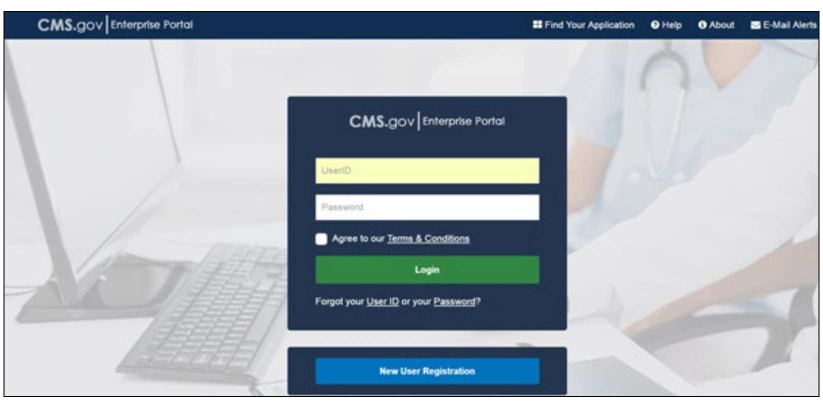
It is necessary at this point to first log out of HIOS and then sign back in. You will need to sign back in by entering your User ID, password, and selecting the “agree to terms and conditions.” Select **Login**.

2.2 Existing HIOS Users

Existing HIOS users will follow the steps below to access HIOS once they have completed the IDM registration process. You will first log out of the system for your profile updates to take effect which then will prompt you to log back into the Enterprise Portal with your IDM user ID and password.

Figure 2-19 displays the CMS Enterprise Portal Page.

Figure 2-19: CMS Enterprise Portal Page – Login with IDM Credentials



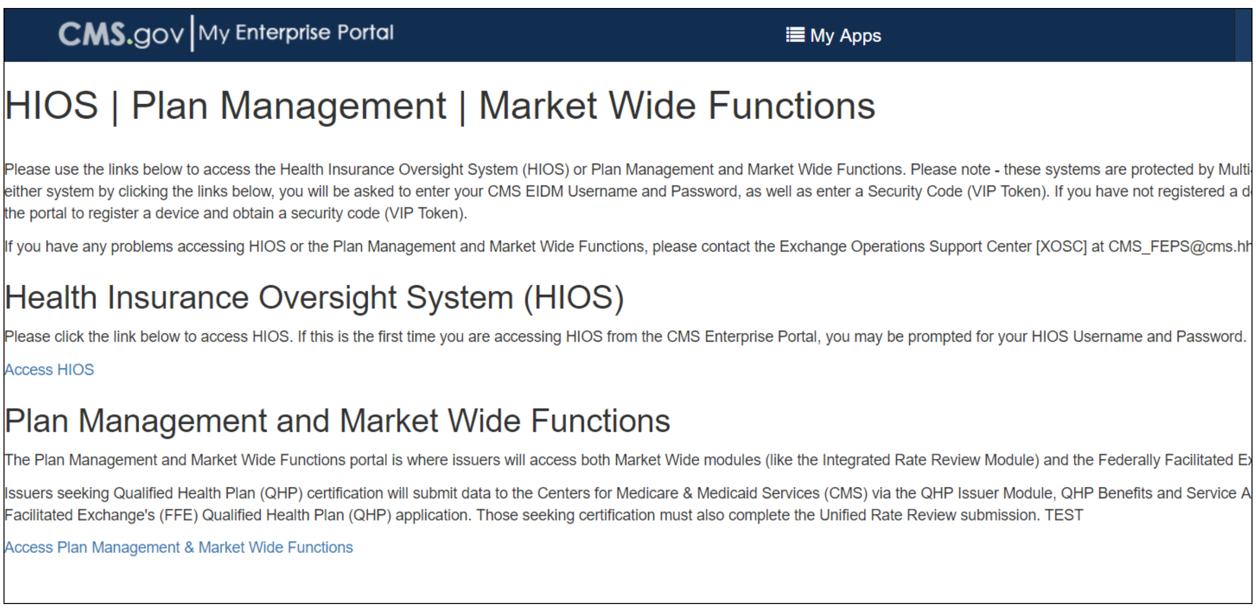
After you have logged back into the CMS Enterprise Portal, select **HIOS** from the My Portal page and then the **Overview** link. Figure 2-20 displays the My Portal page.

Figure 2-20: My Portal Page

On the landing page, select the **Access HIOS** or the **Access Plan Management & Market Wide Functions** link to access the HIOS functionality.

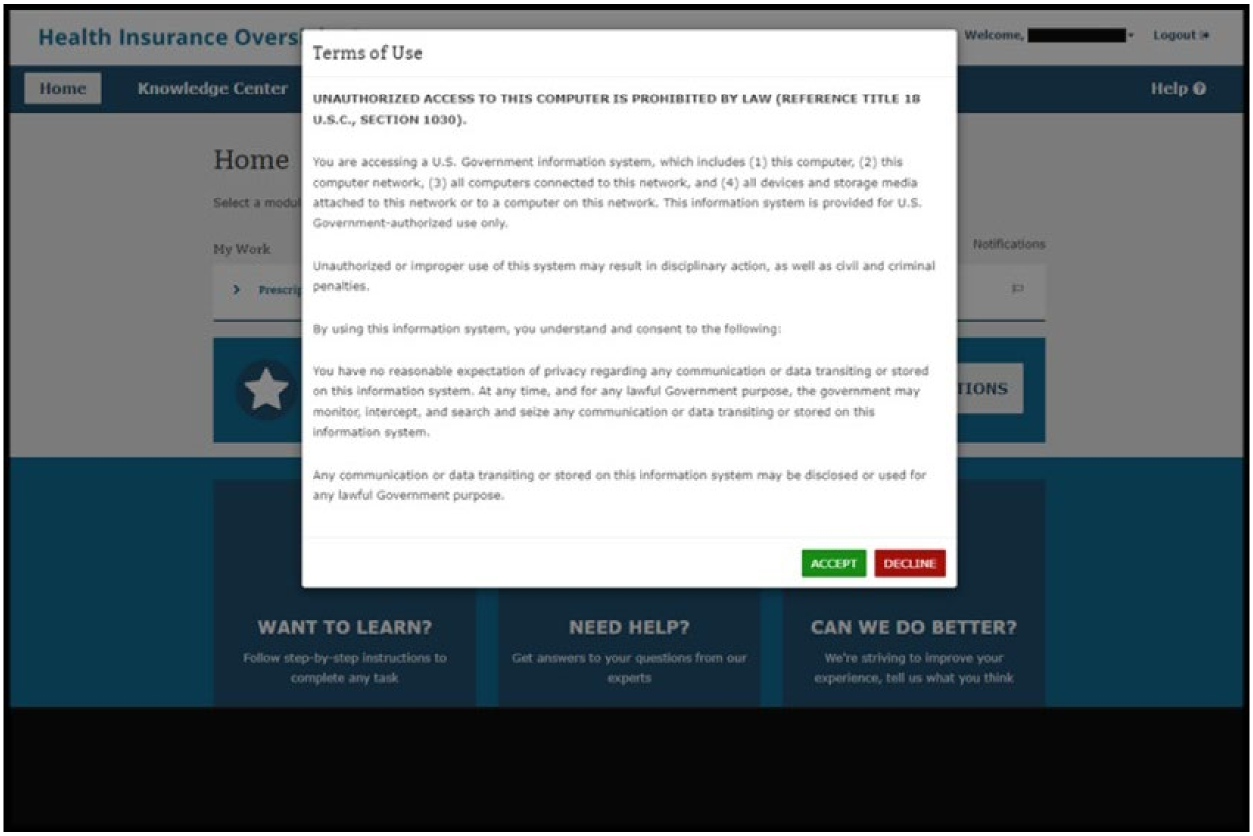
Figure 2-21 displays the page that will allow access to the HIOS Home Page. Select the **Access HIOS** link to navigate to the HIOS Home Page.

Figure 2-21: Access HIOS Plan Management Landing Page



Read the Terms of Use and Select **Accept** (Figure 2-22).

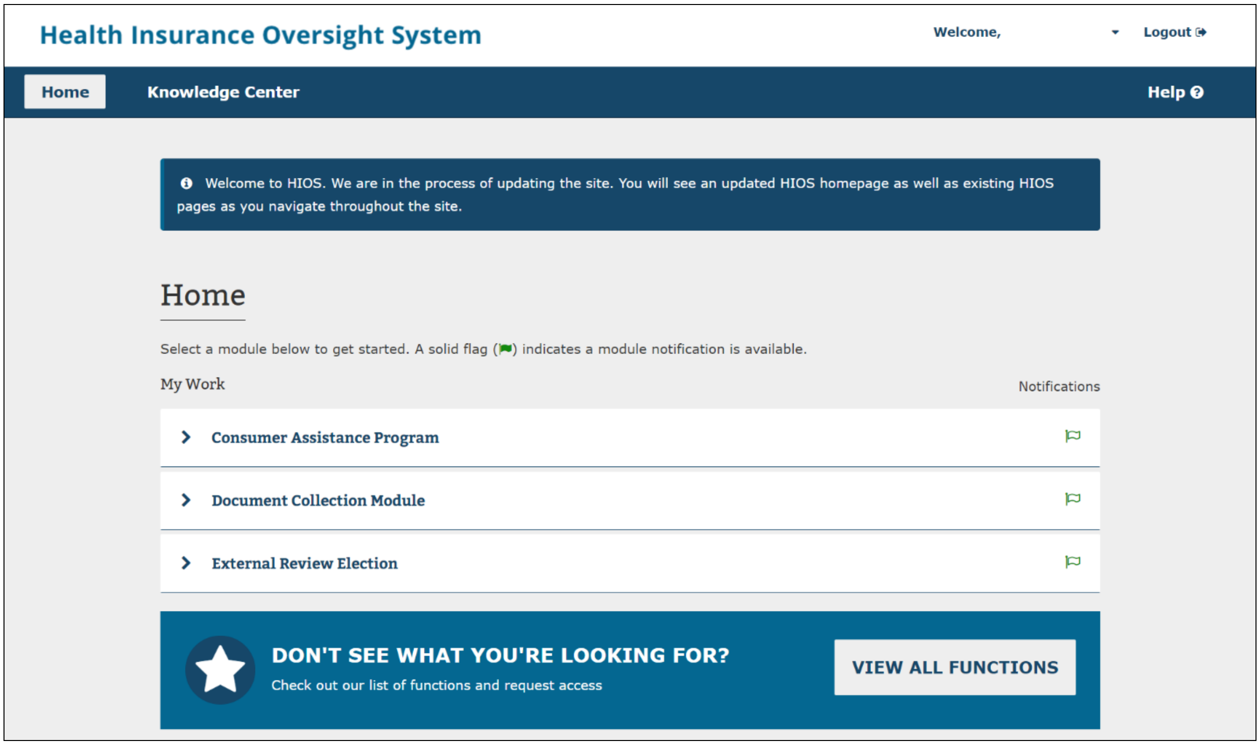
Figure 2-22: Accept Terms of Use



3 HIOS Portal Home Page

Upon successful login, you will arrive on the HIOS Portal Home Page as shown in Figure 3-1.

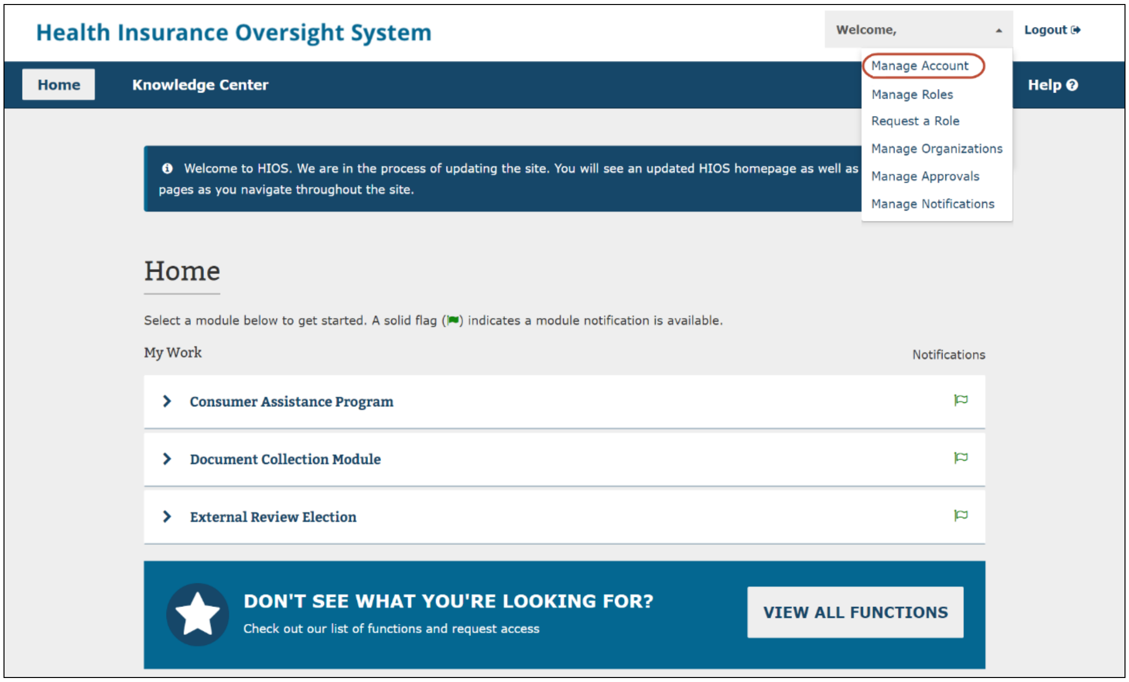
Figure 3-1: HIOS Portal Home Page



3.1 Manage Account

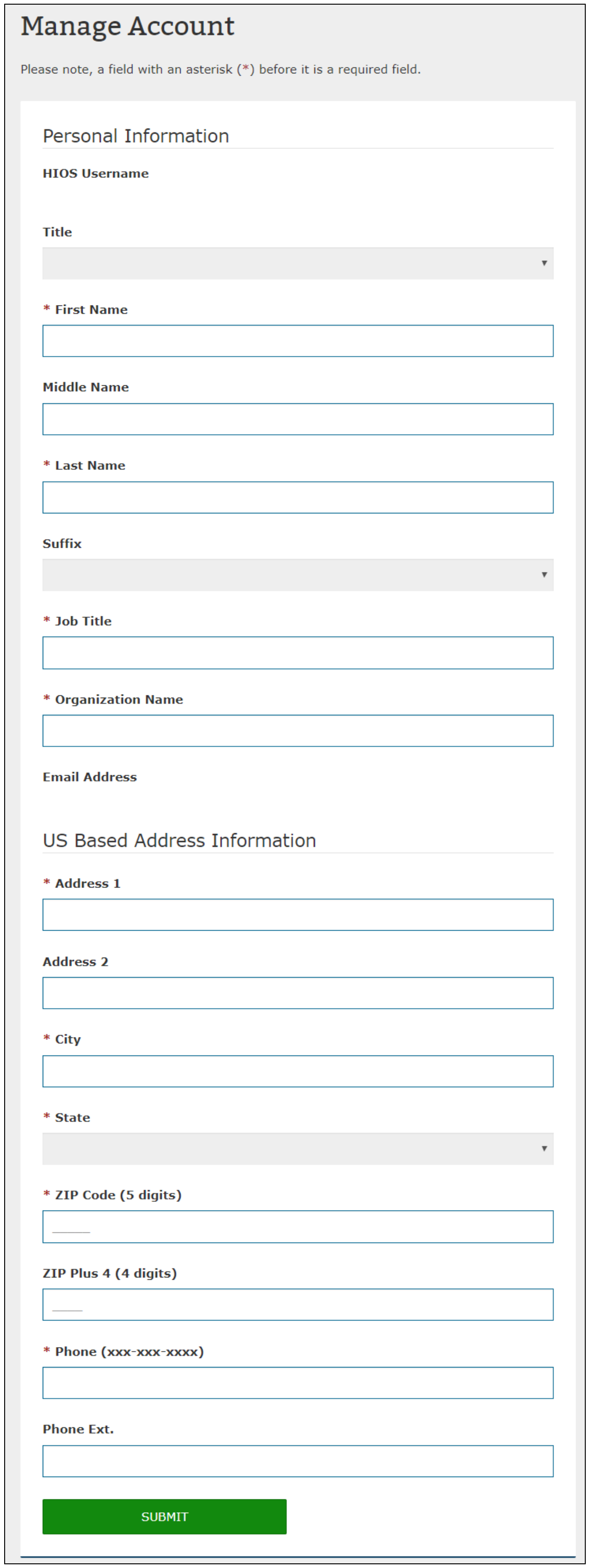
Users with a HIOS user account can edit some of the information they entered when they first created a HIOS account. As illustrated in Figure 3-2, the Manage Account functionality can be accessed from the **Welcome** user drop-down on the HIOS Home Page.

Figure 3-2: HIOS Home Page – Manage Account Link



Once you select the link, you will be navigated to the Manage Account page as illustrated in Figure 3-3.

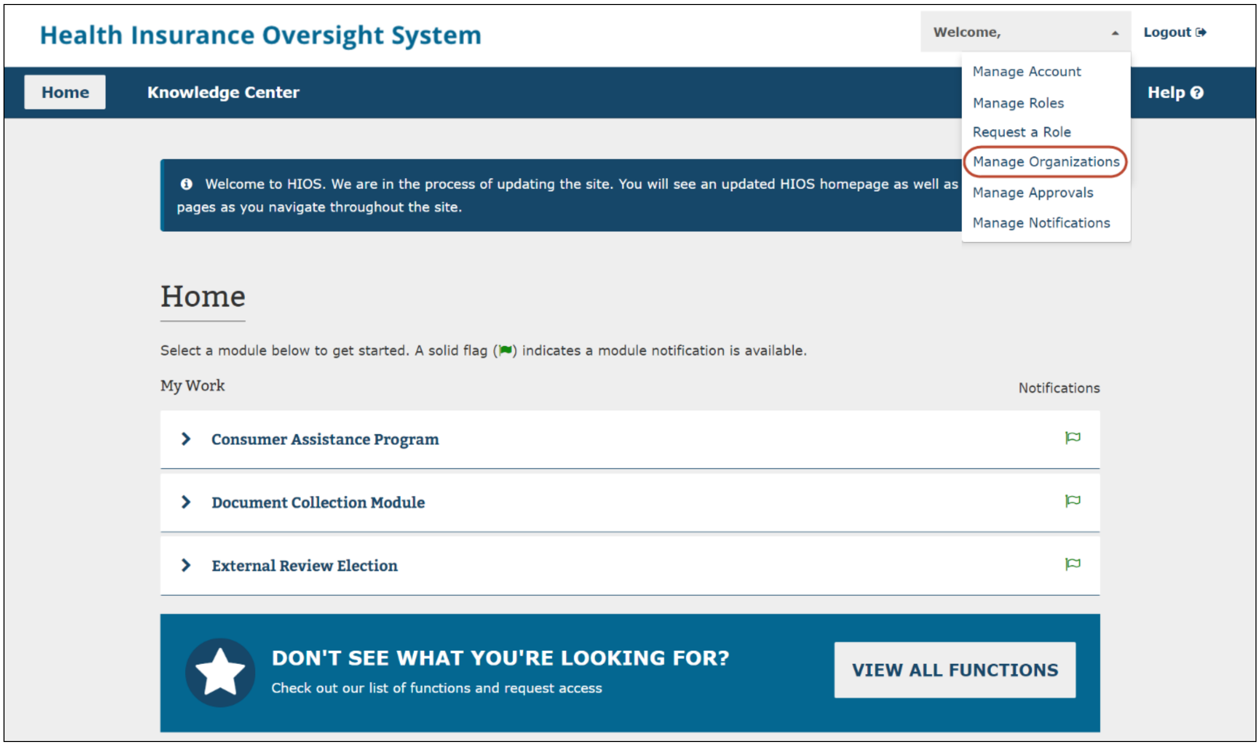
Figure 3-3: Manage Account Page



3.2 Manage Organizations

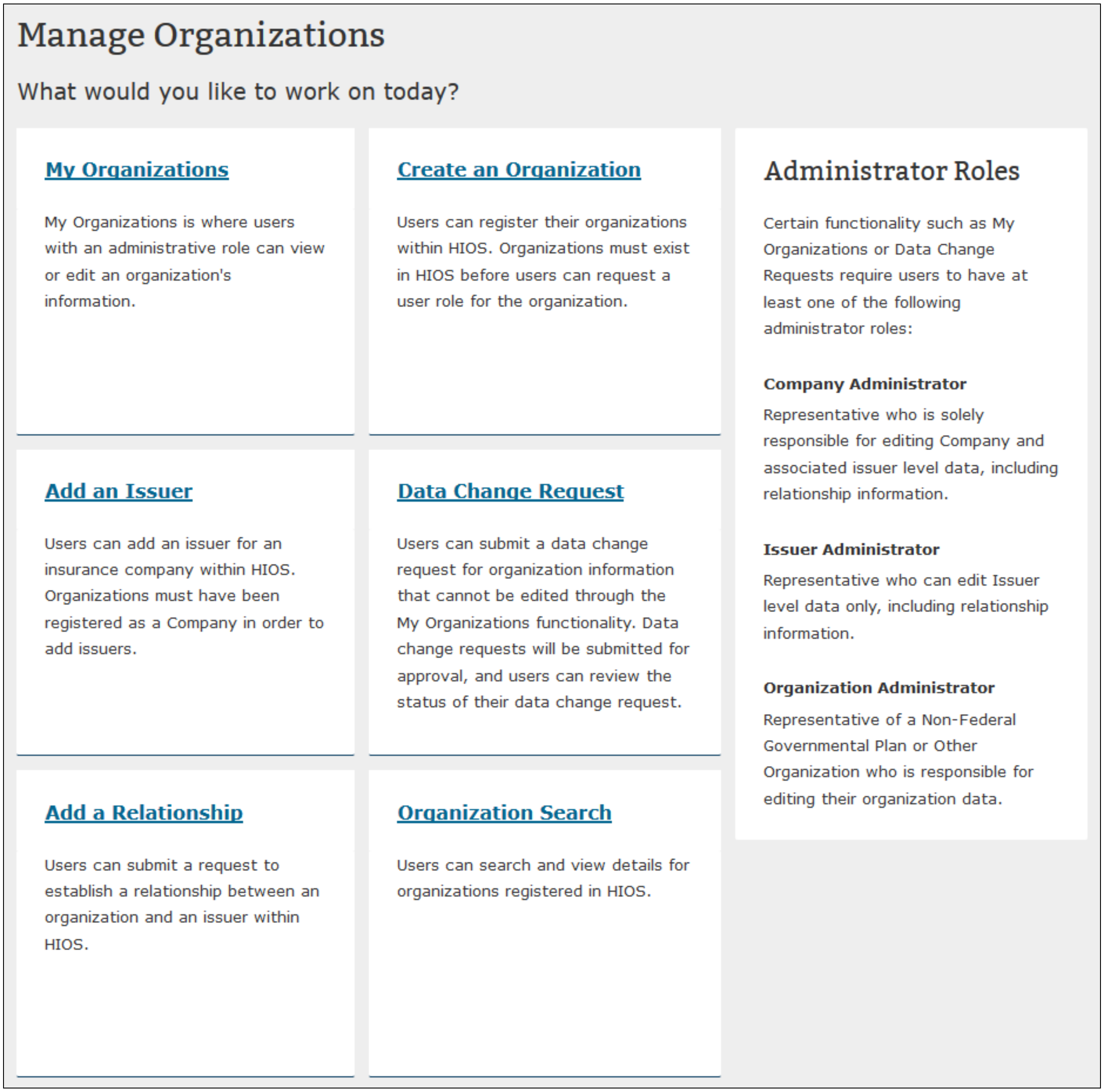
You can access and view the Manage Organizations landing page from the HIOS **Welcome** drop-down menu (Figure 3-4).

Figure 3-4: HIOS Portal Home Page – Manage Organizations



On the Manage Organizations landing page, you can view descriptions for and navigate to the following pages: **My Organizations**, **Create an Organization**, **Add an Issuer**, **Data Change Request**, **Add a Relationship**, and **Organization Search**. You will also be able to see descriptions for the various types of **Administrator Roles** on the right side of the landing page (Figure 3-5).

Figure 3-5: Manage Organizations Landing Page



3.2.1 My Organizations

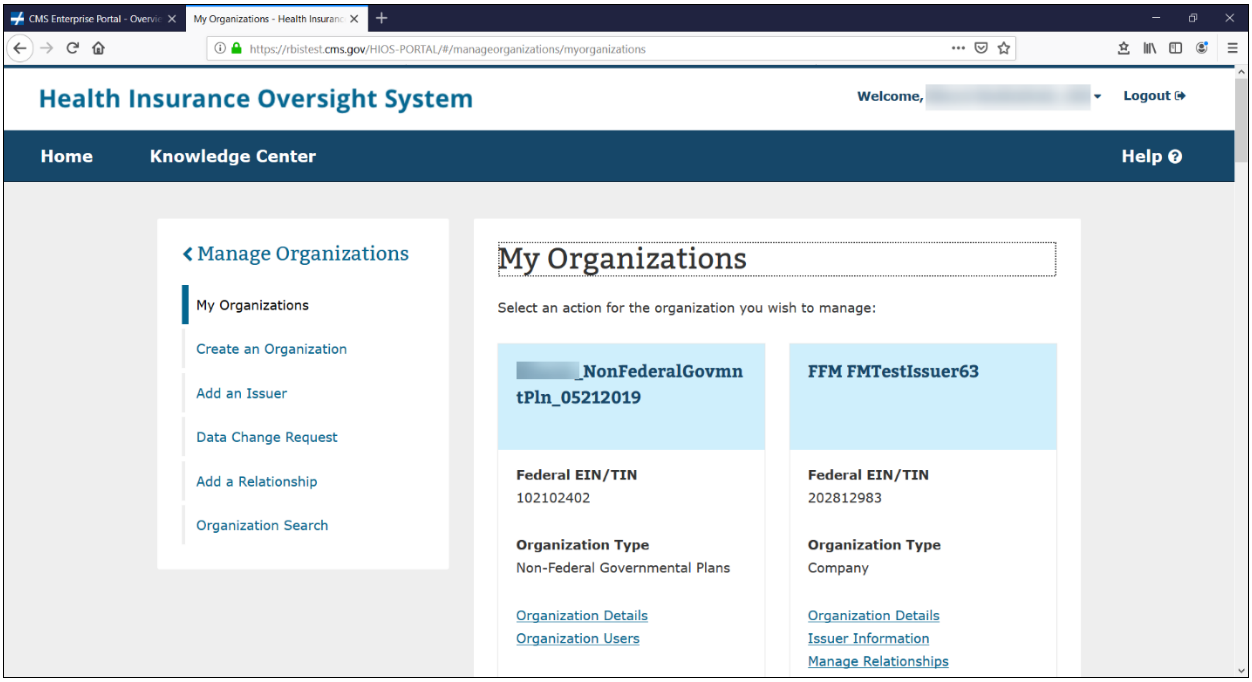
The **My Organizations** page (Figure 3-6) allows Company, Issuer, and Organization administrator users to view information for the organizations for which they have an administrative role. Each organization that a user has an administrator role for will appear as its own card with specific links on the My Organizations page. There is also a left-hand navigation menu that can take you back to the Manage Organizations landing page, Create an Organization page, Add an Issuer page, and Data Change Request page.

If an organization is a legal entity licensed to sell health insurance products and plans, company administrator users will have access to the Organization Details, Issuer Information, Organization Users, and Manage Relationships pages from the organization card. If you are only an issuer administrator, you will not see the Organization Users page.

If an organization is an entity whose primary business is not selling health insurance products and plans, company administrator users will have access to the Organization Details, Organization Users, and Manage Relationships pages from the organization card.

If an organization is an employer-sponsored group health plan offered by a state or local government or a non-US registered entity, organization administrator users will have access to the Organization Details and Organization Users pages from the organization card.

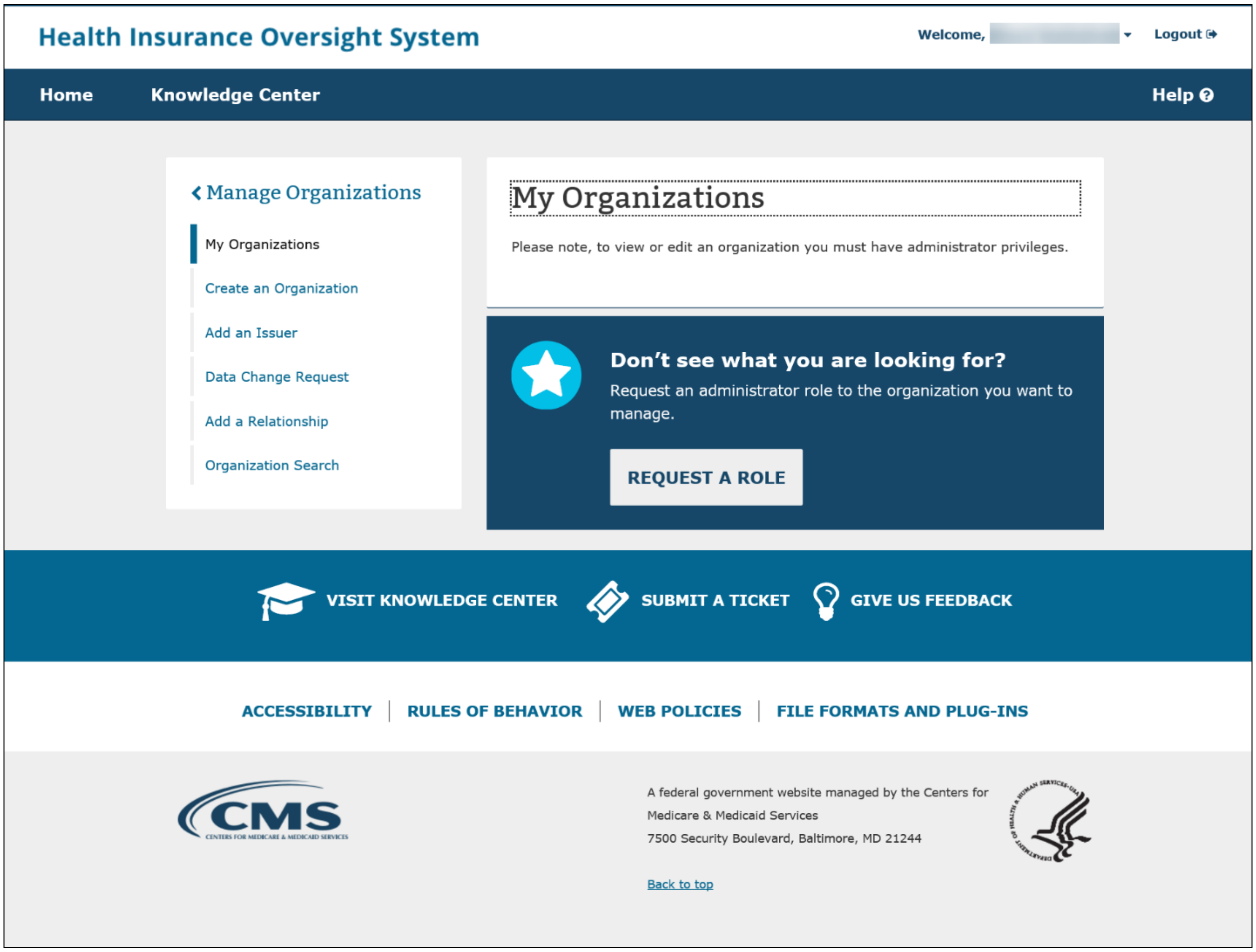
Figure 3-6: My Organizations Page for User with Administrator Role



Organization Details allows you to view and edit some of the organization's information. If you are only an issuer administrator user, you will not be able to edit the organization information and will only see the information in a read-only format. Issuer Information allows you to view all the issuers associated with the legal entity licensed to sell insurance products/plans. Organization Users allows you to view a list of users who have a role associated with that organization. Manage Relationships allows you to view a list of relationships for the organization(s).

If you do not have any administrator roles, the My Organizations page will appear with no organization cards (Figure 3-7). You can navigate to the Request a Role page to request an administrator role.

Figure 3-7: My Organizations Page for User without Administrator Role



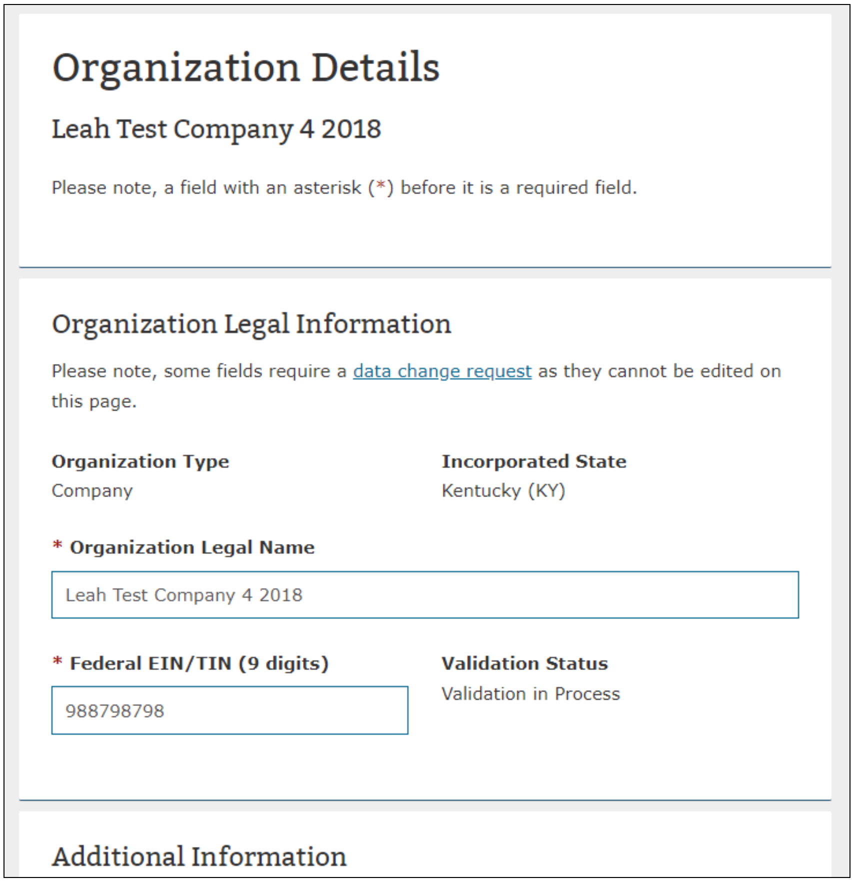
3.2.1.1 Organization Details

After selecting **Organization Details** (Figure 3-8), under any of your organizations, you can view organization information and make edits. To make other changes related to existing organizational data, select **Data Change Request**. This functionality is described in detail in Section 3.5: Data Change Request.

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

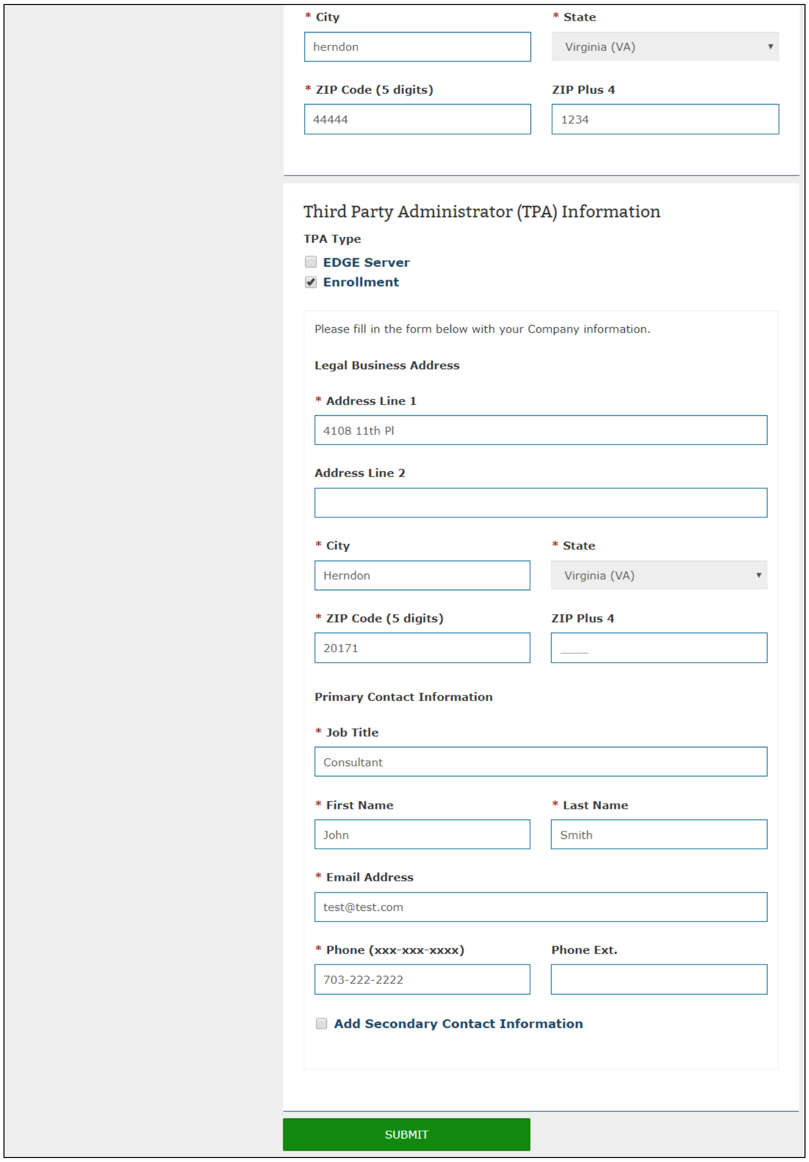
Note: The FEIN and Company Legal Name fields will be locked down and disabled for editing when the FEIN Validation Status is Validated.

Figure 3-8: Organization Details



For insurance and non-insurance companies, there is an additional set of information collected called Third Party Administrator (TPA) Information. If you select EDGE Server and/or Enrollment as the TPA type, you will be asked to provide additional information for the company. Figure 3-9 displays the additional information that needs to be provided.

Figure 3-9: Organization Details – TPA Information



Once the TPA information has been entered, submit your updates.

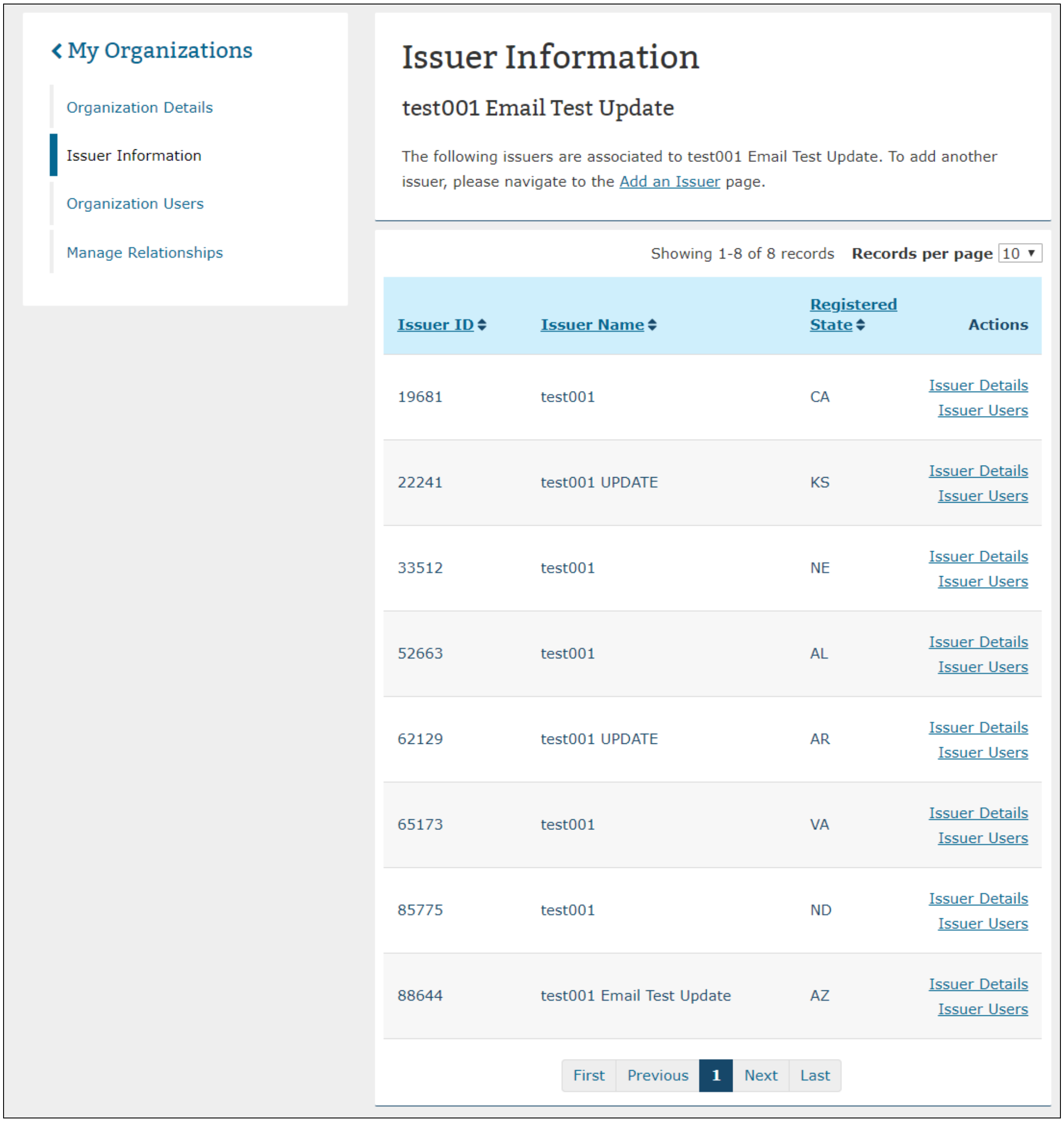
If you are only an Issuer Administrator, you will only see a read-only page of the insurance company information after selecting **Organization Details** (Figure 3-10).

Figure 3-10: Organization Details Page – View

3.2.1.2 Issuer Information

Users that are either a Company Administrator or an Issuer Administrator can view Issuers associated to the company on the Issuer Information page (Figure 3-11). From the table, users also have access to the Issuer Details or the Issuer Users page.

Figure 3-11: Issuer Information Page



3.2.1.2.1 Issuer Details

From the Issuer Information page (Figure 3-12), Company and Issuer administrator users can view Issuer Details and make edits. Fields that are editable on this page are Issuer Marketing Name, Market Type and Line of Business, and Domiciliary Address. To make other changes related to existing organizational data, a user can select **Data Change Request**.

If you are not an Issuer administrator for the selected issuer, you will only see the information in a read-only page (Figure 3-13).

Figure 3-12: Issuer Details Page

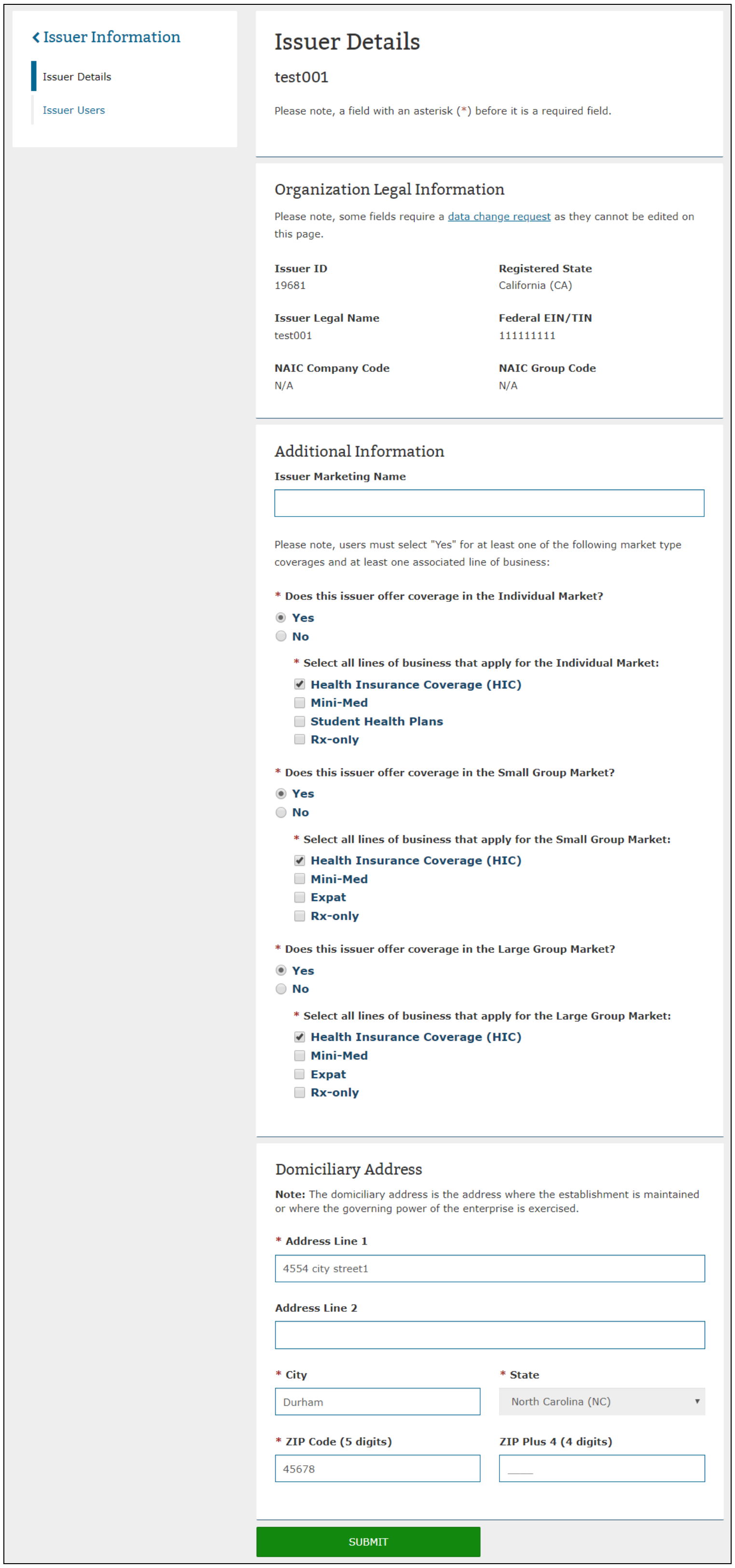
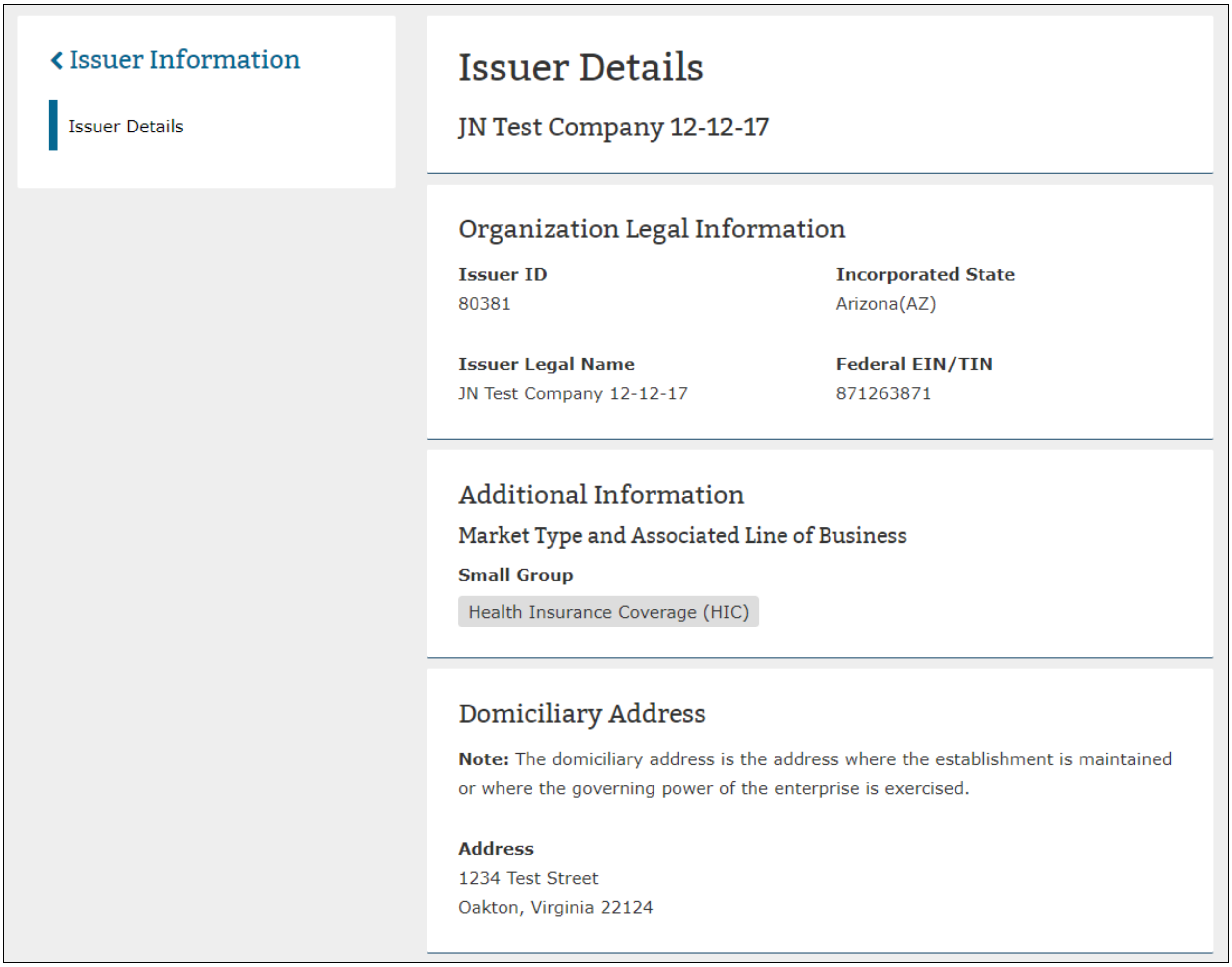


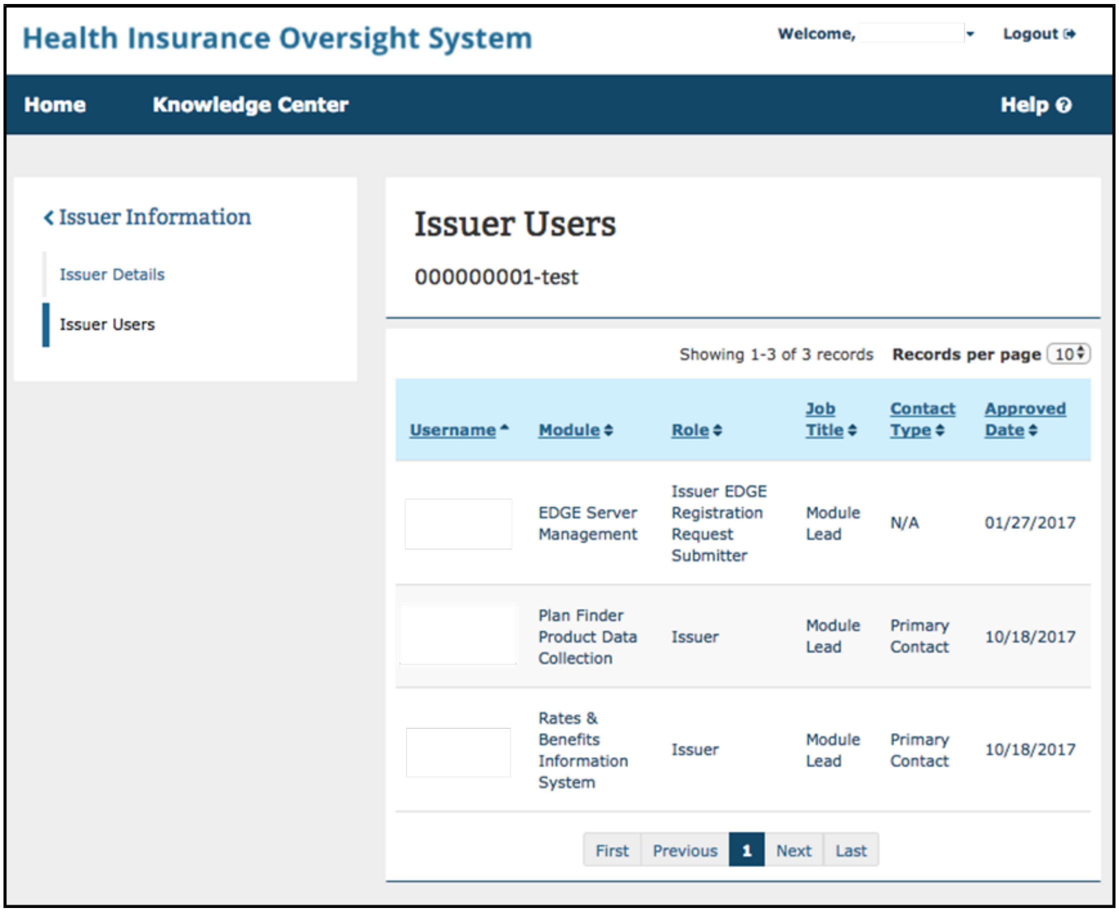
Figure 3-13: Issuer Details Page – View



3.2.1.2.2 Issuer Users

The Issuer Users page (Figure 3-14) shows a table listing all users with a role associated at the issuer level. You can view or sort by the Username, Module Name, Role, Job Title, Contact Type, or Approved Date. Only users that have the Company or Issuer administrator role can view the Issuer Users page for their specific issuer.

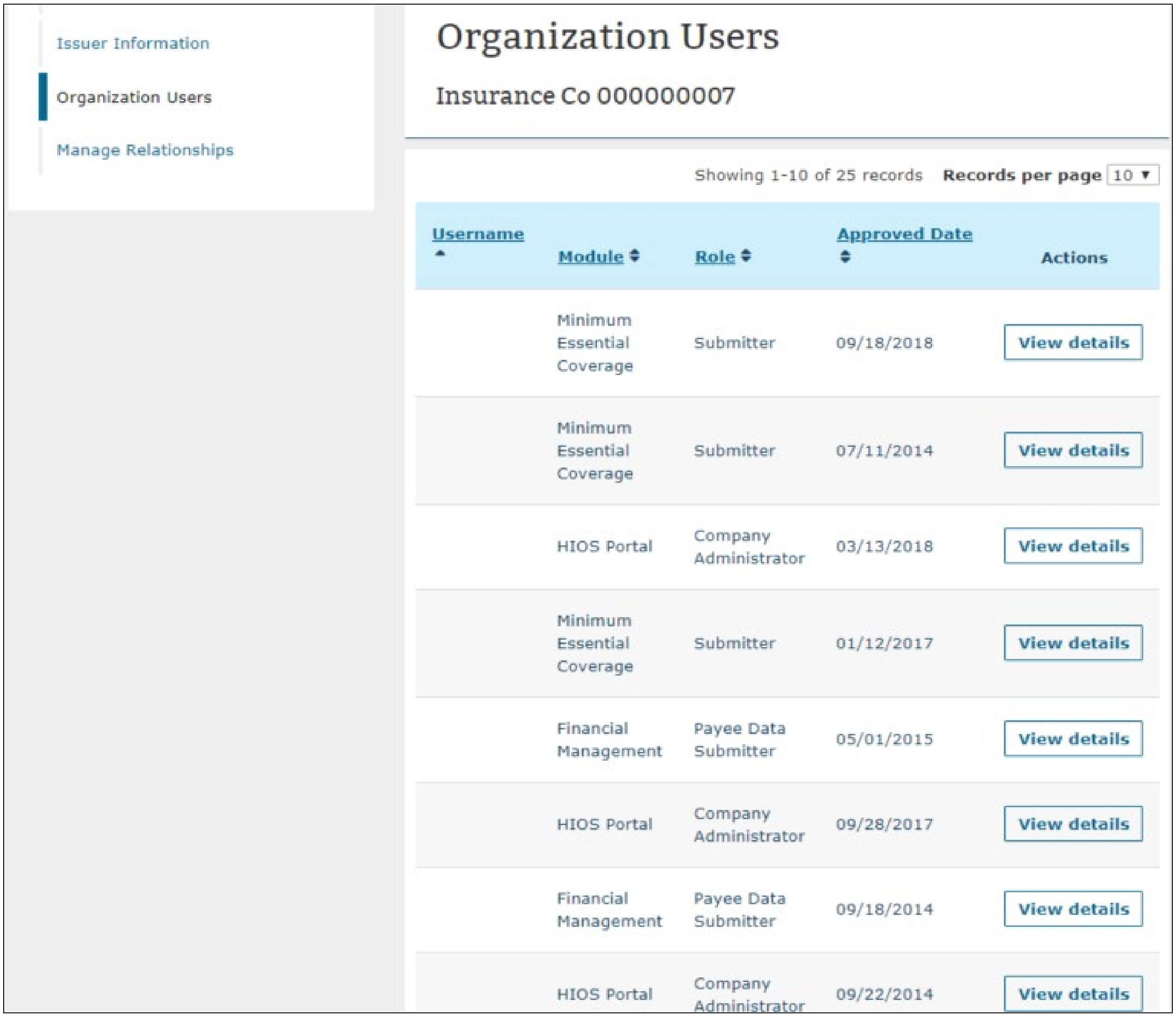
Figure 3-14: Issuer Users



3.2.1.3 Organization Users

The Organization Users page (Figure 3-15) displays a table which lists all users that have a role associated with that organization. Users can view or sort by the Username, Module Name, Role Name, Job Title, Contact Type, Requested Approved Date. Only users that have the Company or Organization administrator role can view the Organization Users page for their specific organization. If a user is only an Issuer administrator, then they will not have access to the Organization Users page.

Figure 3-15: Organization Users



3.2.1.3.1 Organization Users – User Role Removal

Users with the Company and Organization Administrator can remove user access from HIOS for a specific module and a specific role at the organization level. Please note, for roles not available for deletion on the Organization Users page, users may contact the Help Desk for assistance.

The Company and Organization Administrator can remove the user access for a specific role from the Organization Users page by selecting the View Details button and selecting the **Remove Role** button. The user will receive a confirmation message that the role has been deleted and is directed back to the Organization Users page. Once the role is removed, an email is sent out to the user whose role has been removed alerting them of the change. Additionally, once removed, the role will no longer appear on the Organization Users table. Please see Figure 3-16 through Figure 3-19.

Figure 3-16: Organization Users with View Details Button

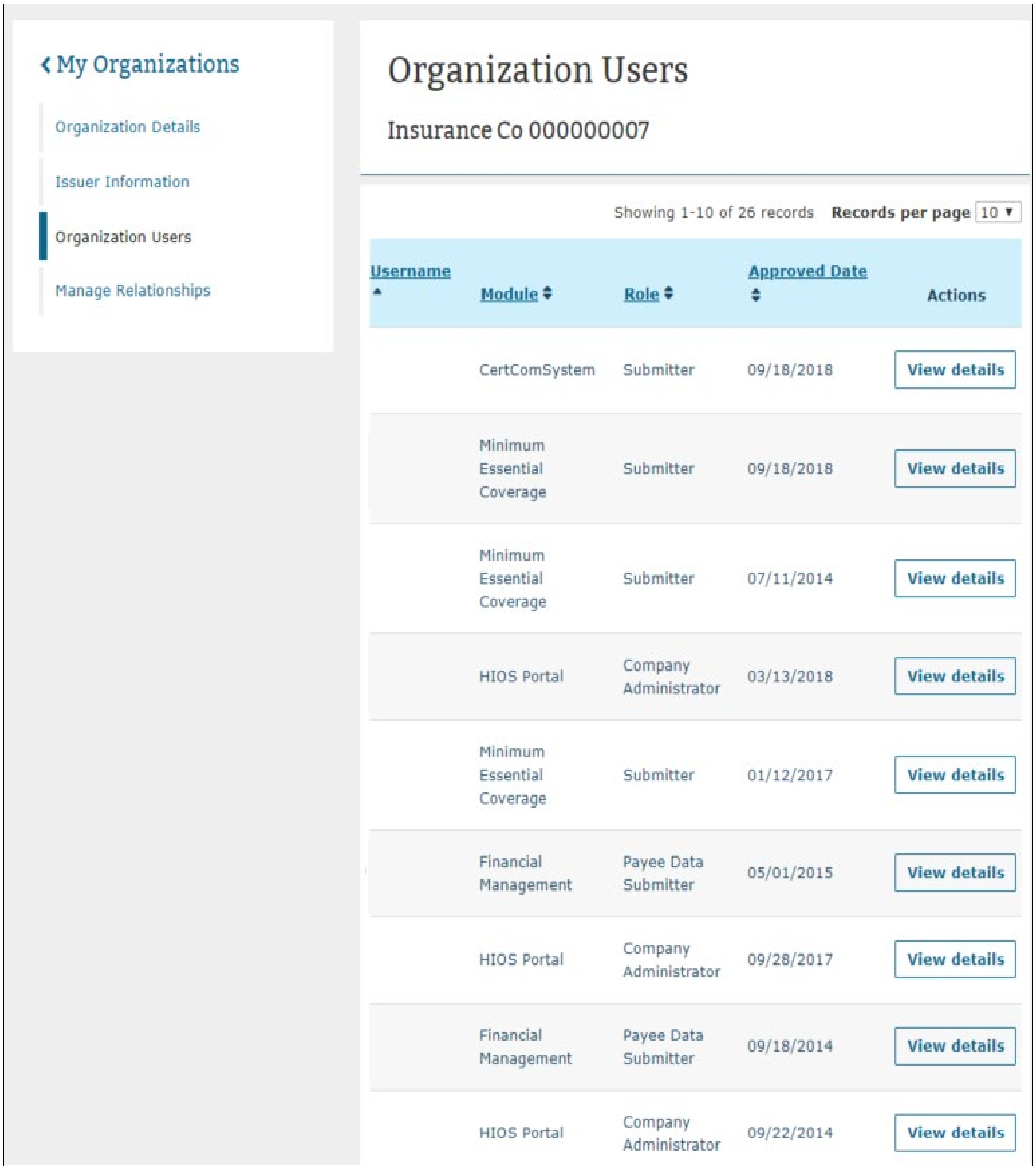


Figure 3-17: View User Details Page

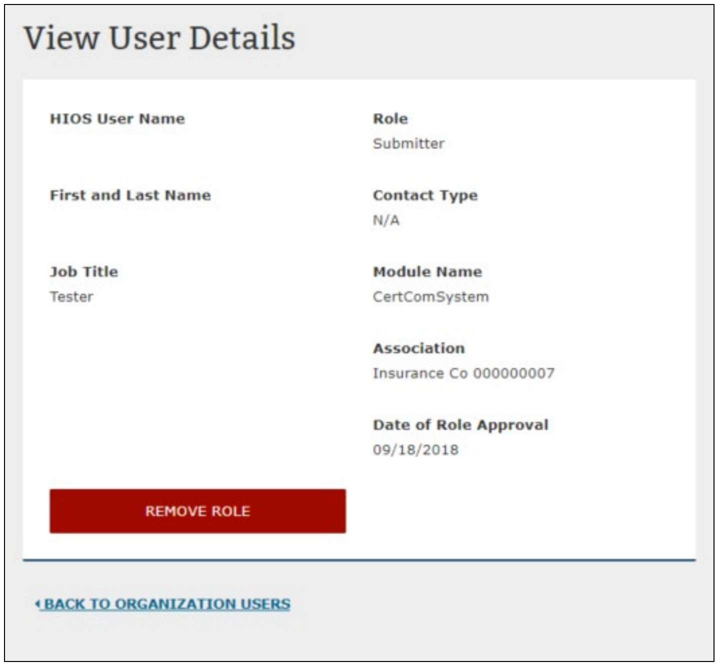


Figure 3-18: View User Details – Confirmation Pop-Up

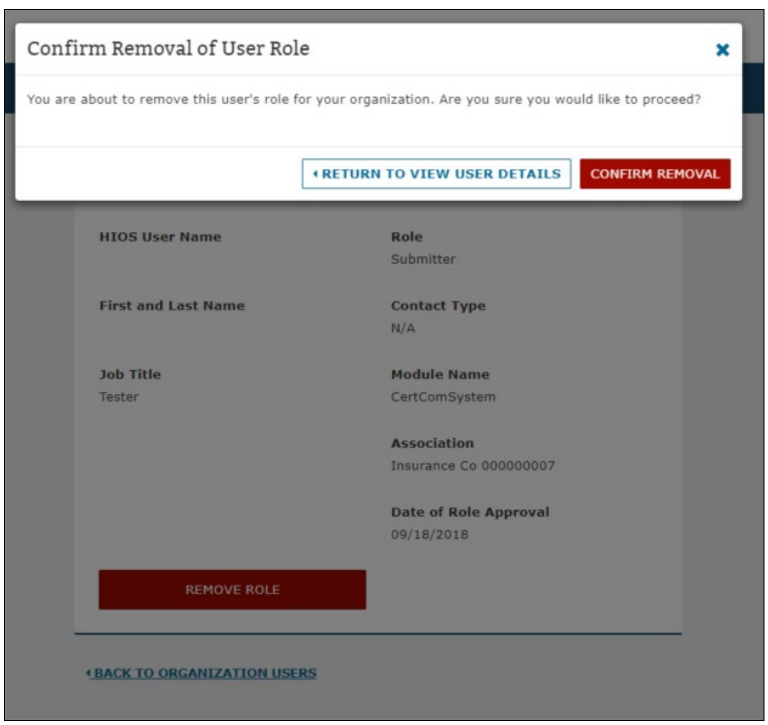
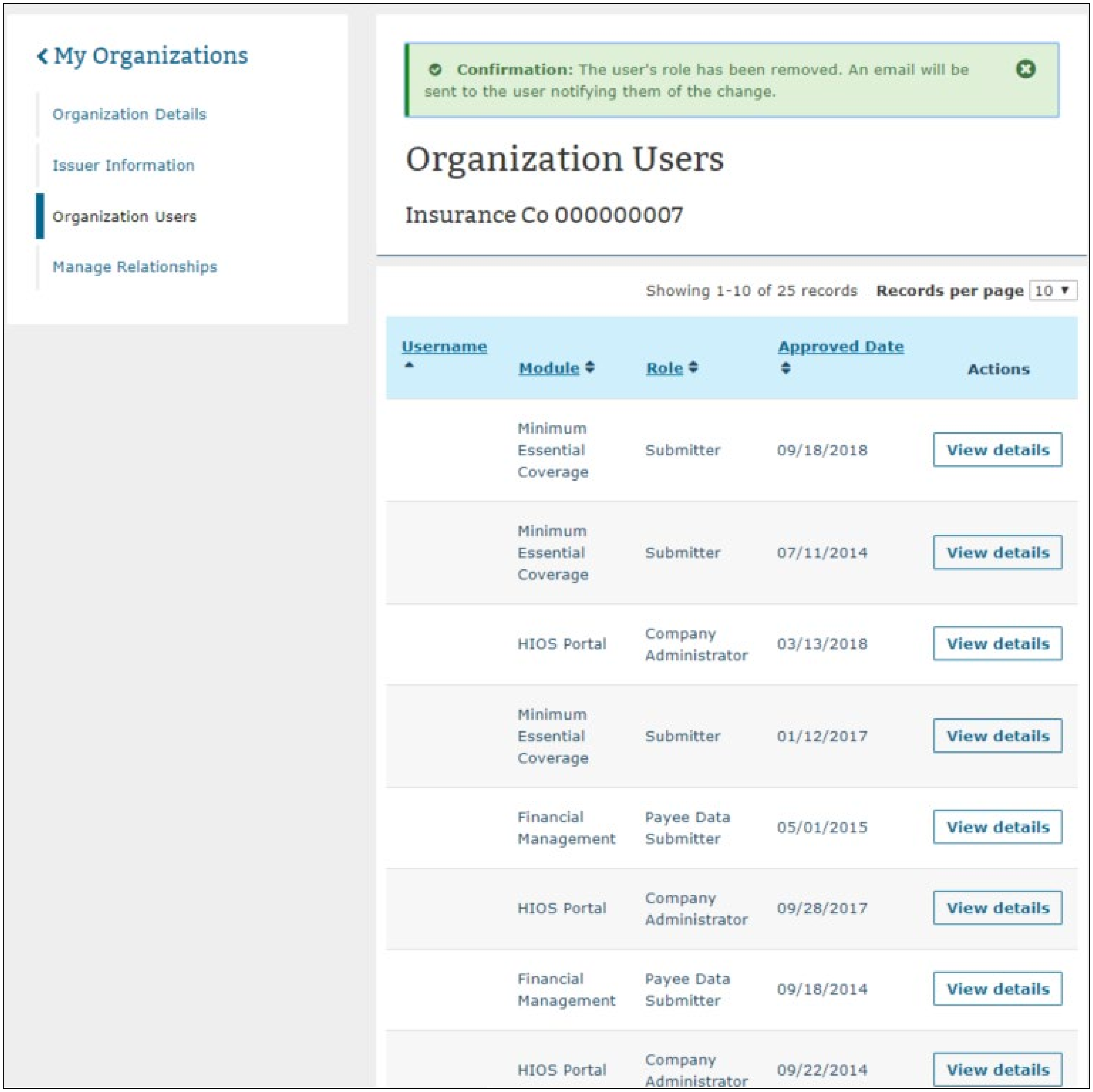


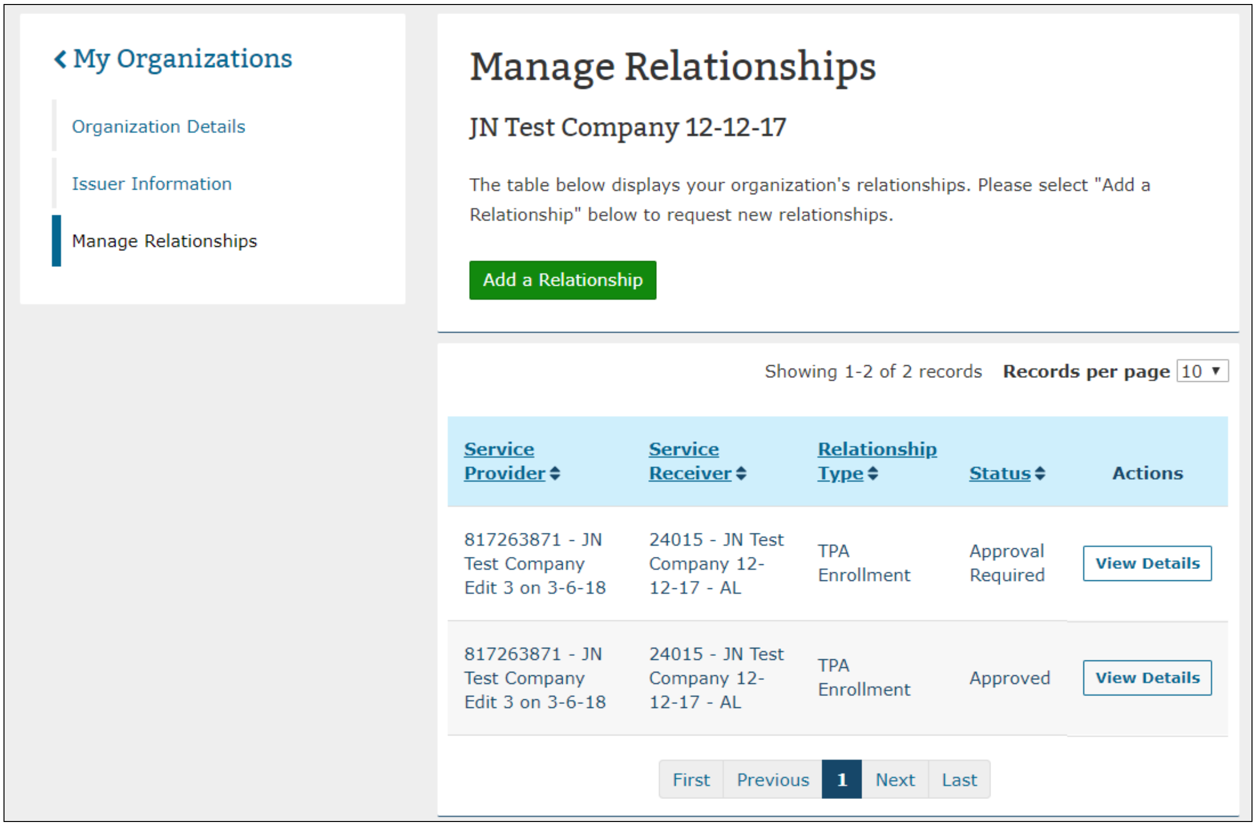
Figure 3-19: Organization Users – Confirmation Message After Removal is Complete



3.2.1.4 Manage Relationships

Users that are either a Company Administrator or an Issuer Administrator can view relationship information associated to the company or issuers on the Manage Relationships page (Figure 3-20). The relationship information will appear in a sortable table format with the following statuses: Pending, Approval Required, Approved, or Denied.

Figure 3-20: Manage Relationships Page



Users can select View Details from within the table to view additional relationship details. If the status of the relationship is **Approval Required**, users will have the option to Approve or Deny the relationship from the View Relationship Details page (Figure 3-21). Once **Approve** or **Deny** is selected, a pop-up confirmation will appear for users to confirm their action (Figure 3-22).

Figure 3-21: View Relationship Details Page – Approve/Deny

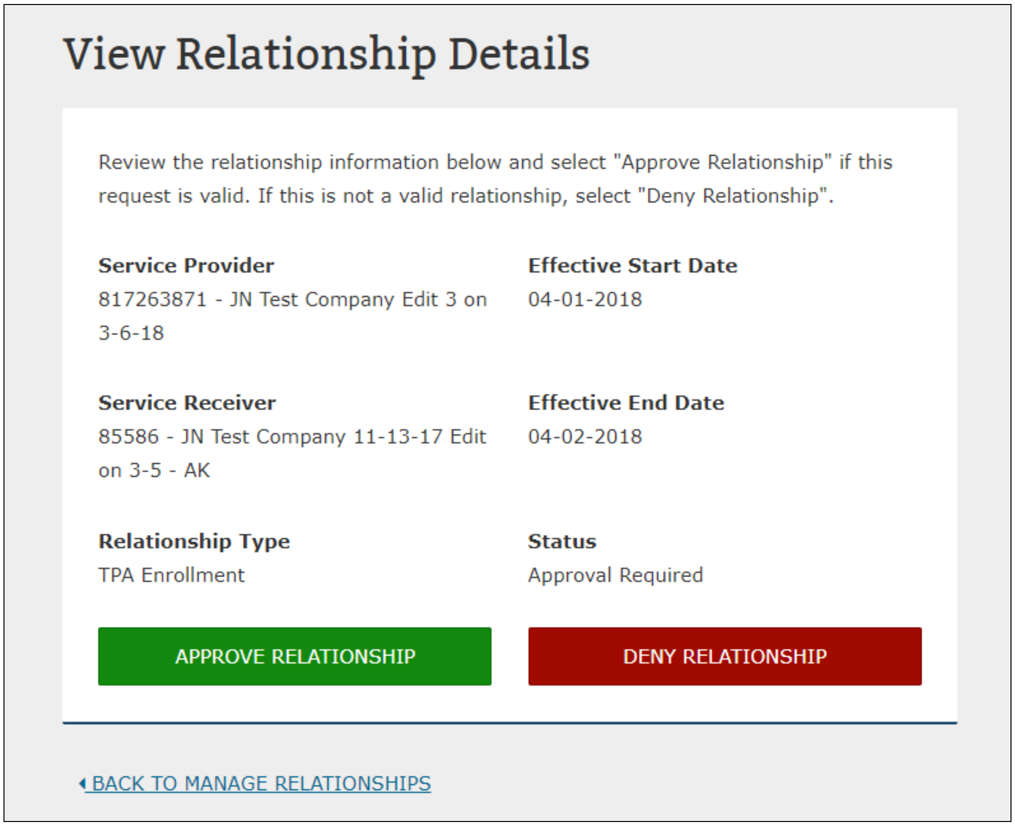
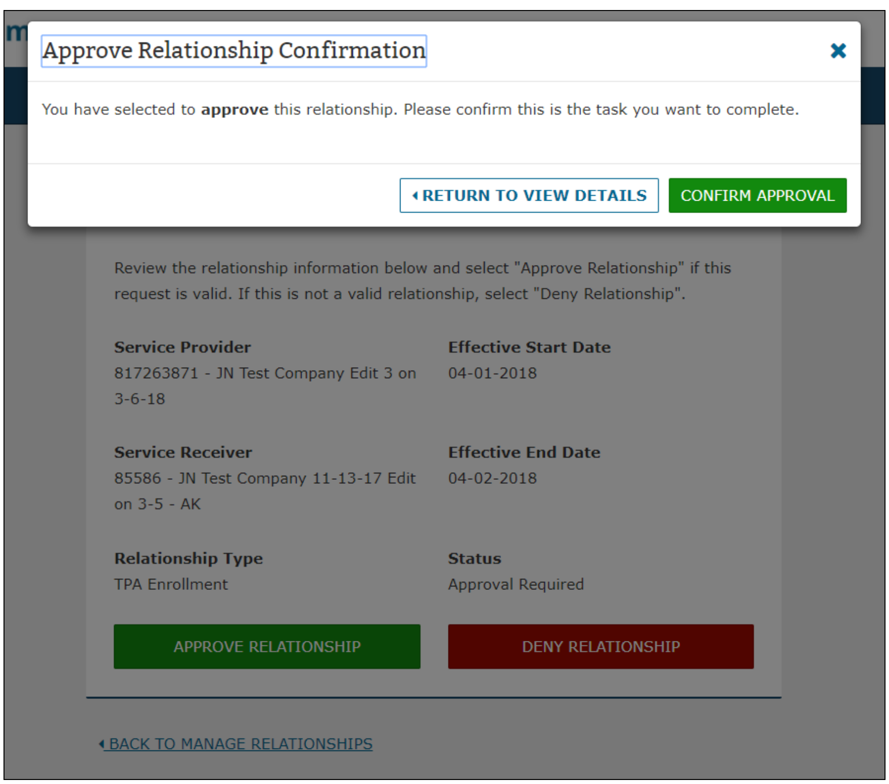


Figure 3-22: Approve Relationship Confirmation



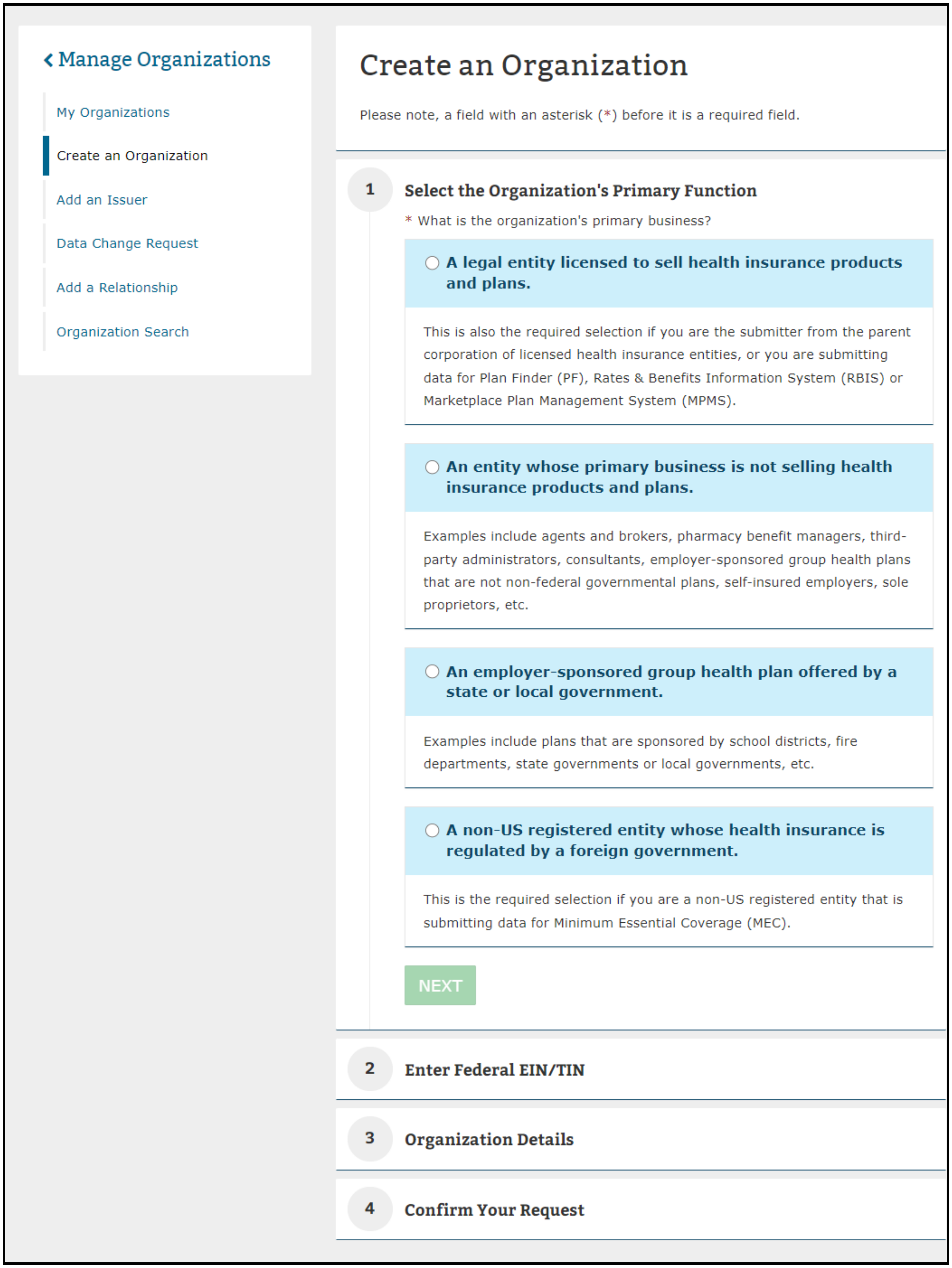
If a relationship's effective end date has passed or if a relationship is already in an Approved or Denied status, users will not have access to the Approve/Deny functionality on the View page (Figure 3-23).

Figure 3-23: View Relationship Details

3.3 Creating an Organization

You can access the **Create an Organization** functionality from the **Manage Organizations** landing page. Through the Create an Organization functionality, you can register an organization in HIOS by completing four steps. In Step 1, select the organization's primary function from the options listed and described. (Figure 3-24).

Figure 3-24: Create an Organization – Step 1

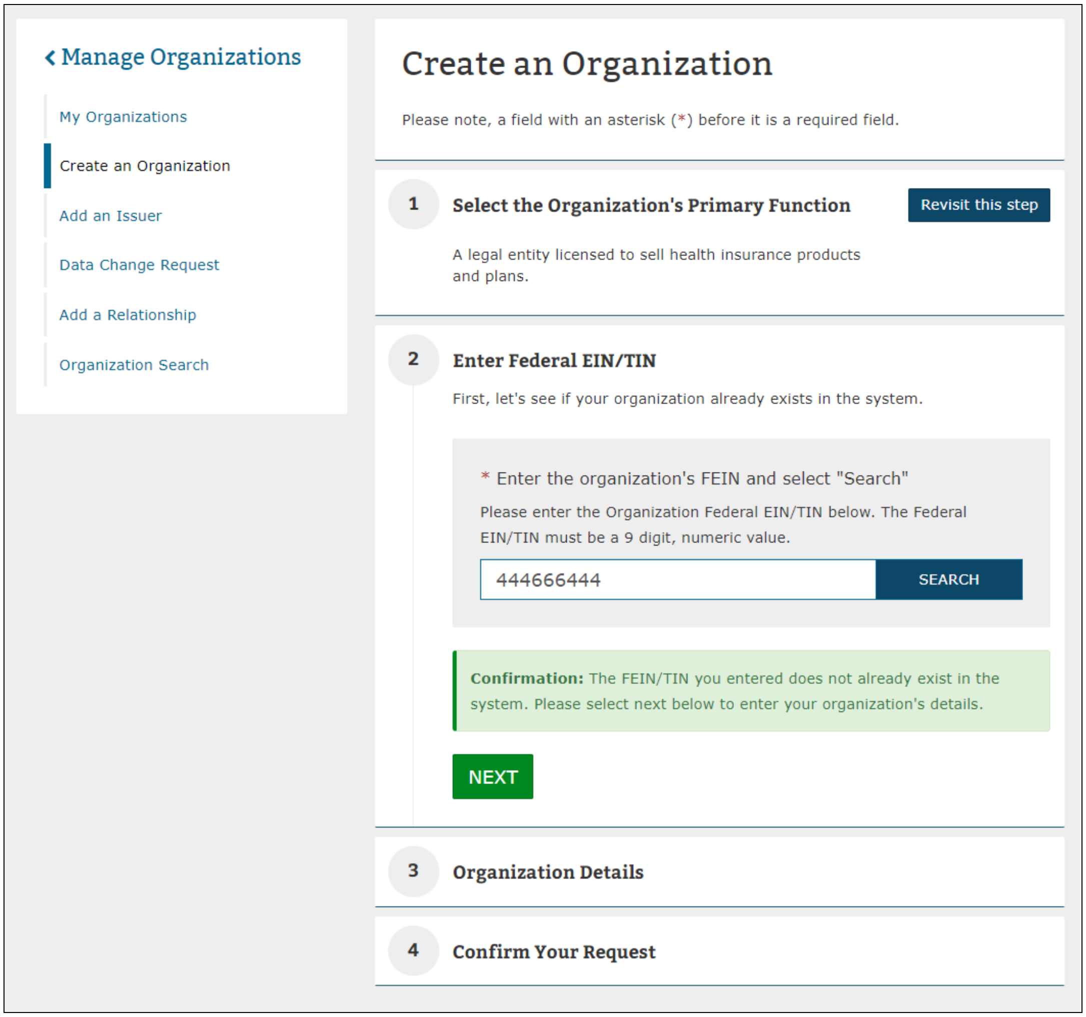


3.3.1 Company

This section will cover the process of creating a new Insurance Company in HIOS. This refers to a legal entity licensed to sell health insurance and plans.

In Step 1, select **A legal entity licensed to sell health insurance products and plans**. Step 2 will require users to enter the FEIN/TIN (Figure 3-25).

Figure 3-25: Create an Organization – Company – Step 2



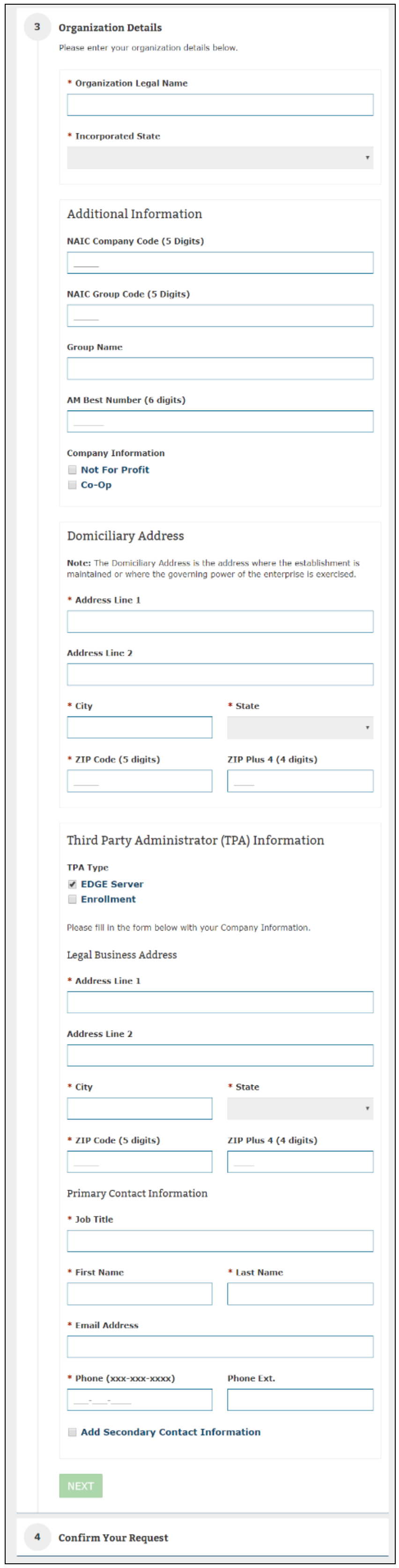
In Step 3, Enter the organization details (Figure 3-26). For this organization type, the following fields are required: Organization Legal Name, Incorporated State.

Enter details for the following fields: National Association of Insurance Commissioners (NAIC) Company Code, NAIC Group Code, Group Name, AM Best Number, Not for Profit, Co-op, and TPA information.

You must enter the following fields for the Domiciliary Address: Address Line 1, City, State, and ZIP.

Please note that when entering Organization Name in HIOS, these special characters are not allowed: < > ; " = \ [ ] ` ~ ! @ # $ % ^ * ( ) _ + { } : " ? / , . ' |

Figure 3-26: Create an Organization – Company – Step 3

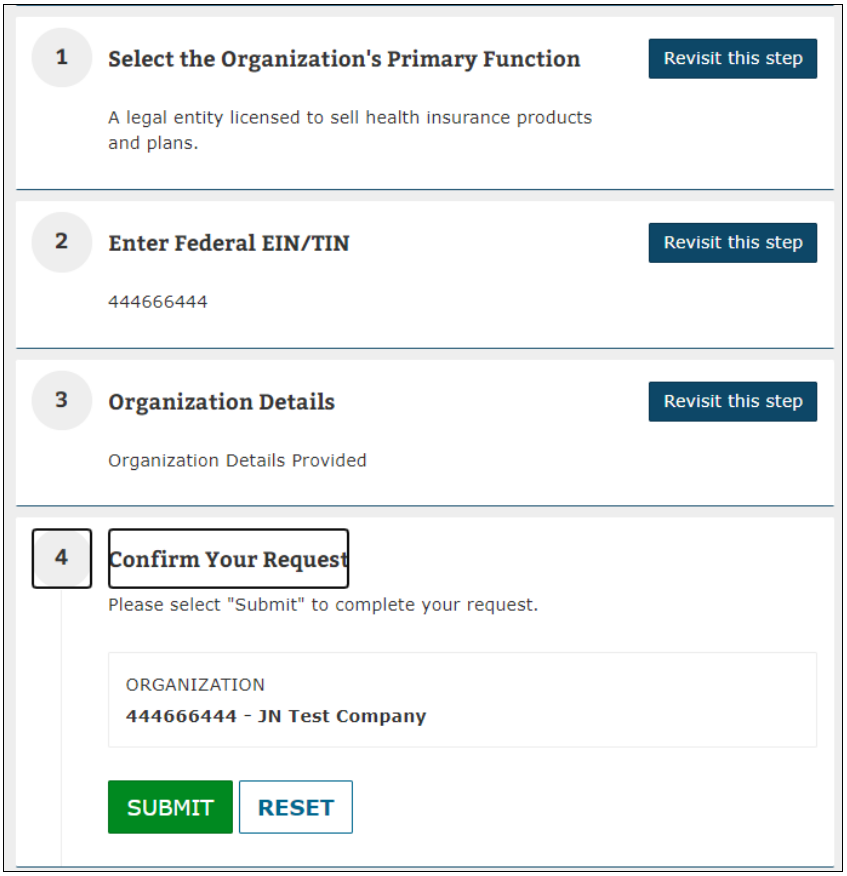


Review a high-level summary of your request in Step 4 as shown in Figure 3-27

Once you have reviewed the information, you may submit your request for approval.

The requesting user will receive an email once the new organization has been approved. If the request was denied, users will also receive a denial notification email with some pointers on the next steps.

Figure 3-27: Create an Organization – Company – Step 4

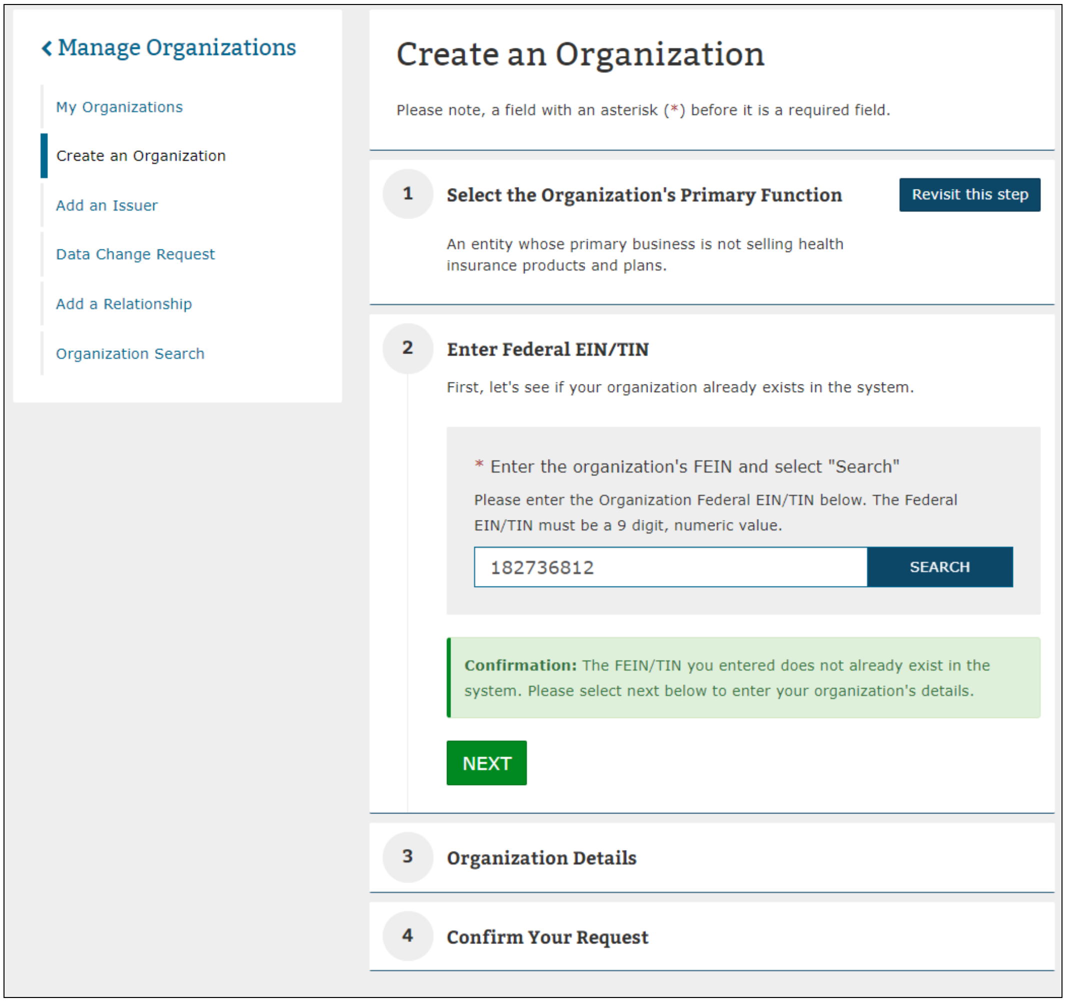


3.3.2 Non-Insurance Company

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

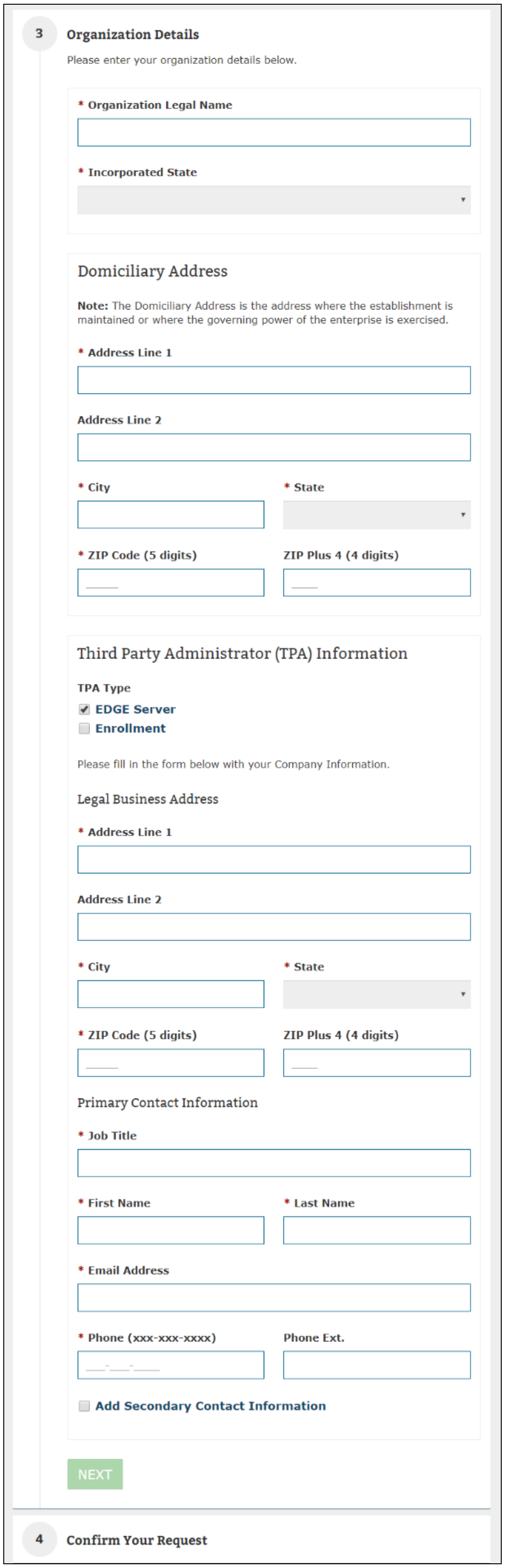
In Step 1, select **An entity whose primary business is not selling health insurance products and plans**. Step 2 will require you to enter the FEIN/TIN (Figure 3-28).

Figure 3-28: Create an Organization – Non-Insurance Company – Step 2



In Step 3, enter the organization details (Figure 3-29). For this organization type, the following fields are required: Organization Legal Name, Incorporated State, and Domiciliary Address. You can also enter TPA information.

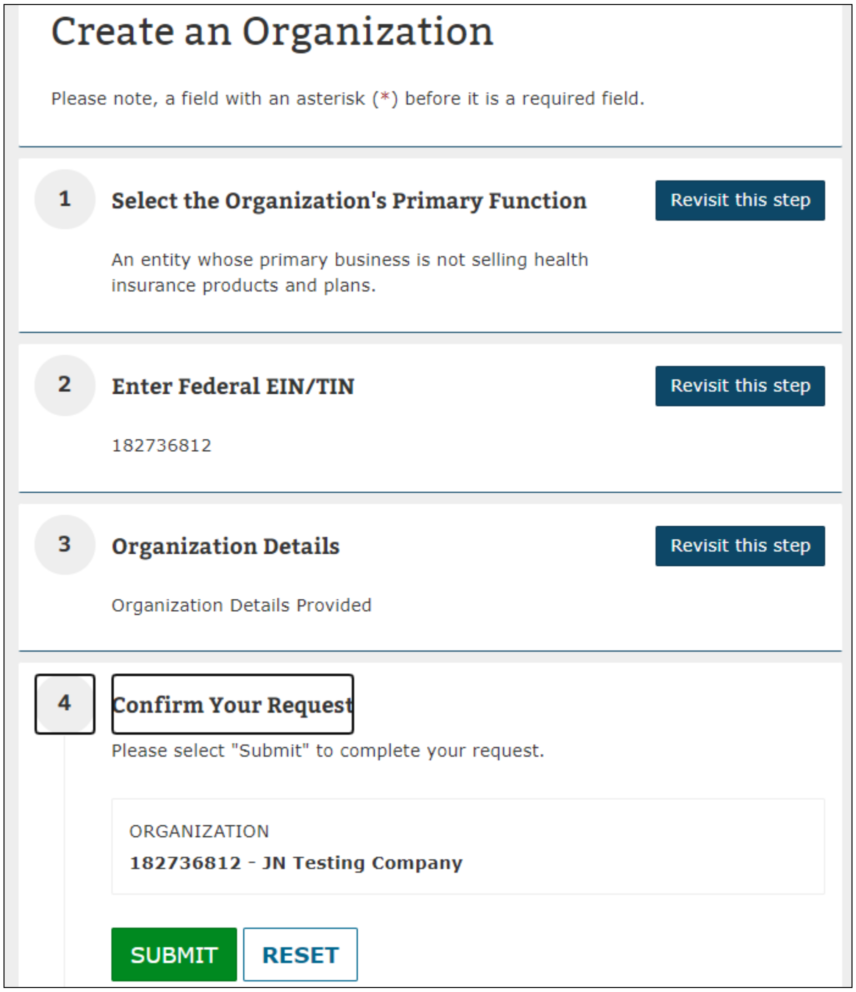
Figure 3-29: Create an Organization – Non-Insurance Company – Step 3



You will get a chance to review a high-level summary of your request in Step 4 as shown in Figure 3-30. Once you have reviewed the information, you may submit your request for approval.

The requesting users will receive an email once the new organization has been approved. If the request was denied, users will also receive a denial notification email with some pointers on the next steps.

Figure 3-30: Create an Organization – Non-Insurance Company – Step 4

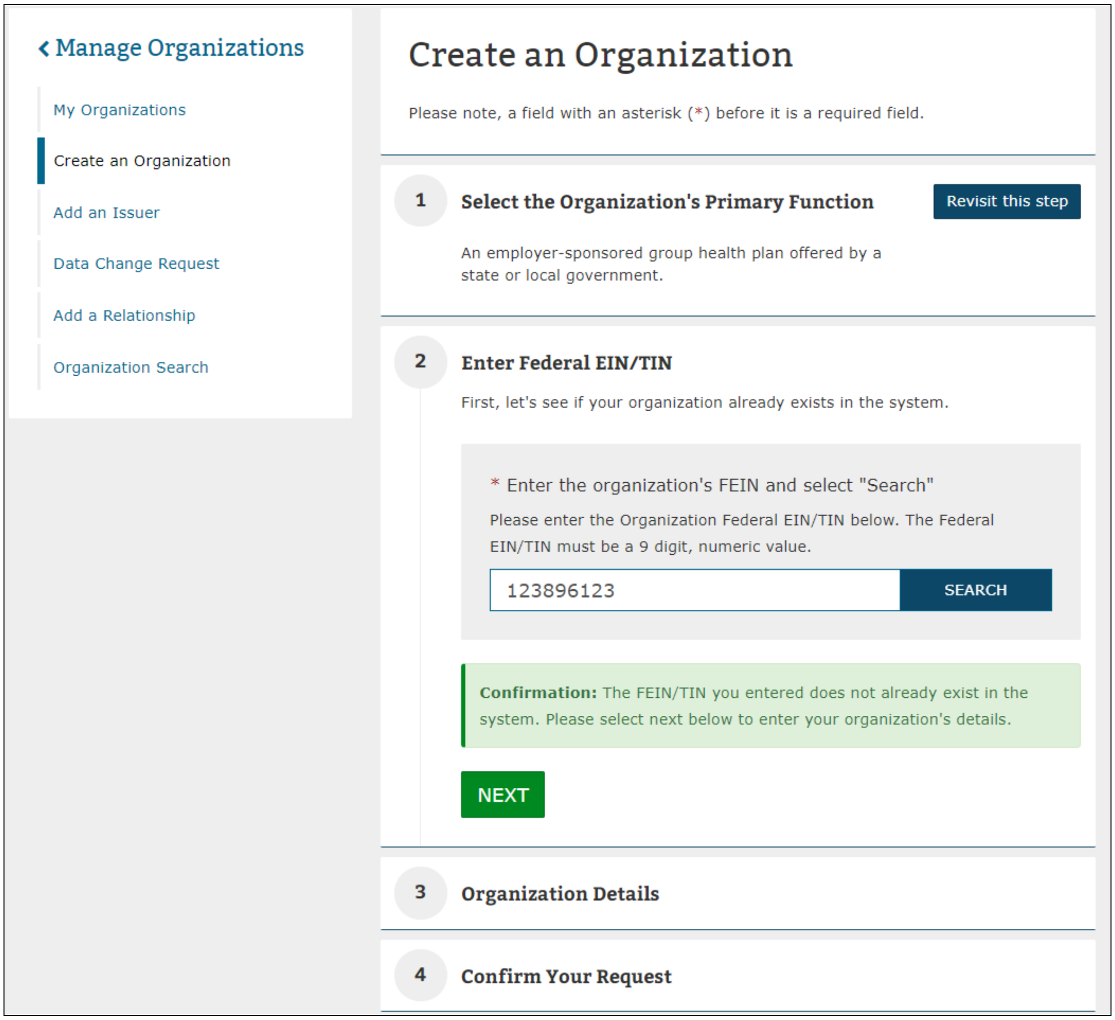


3.3.3 Non-Federal Governmental Health Plans

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

In Step 1, select **An employer-sponsored group health plan offered by a state or local government**. Step 2 will require you to enter the FEIN/TIN (Figure 3-31).

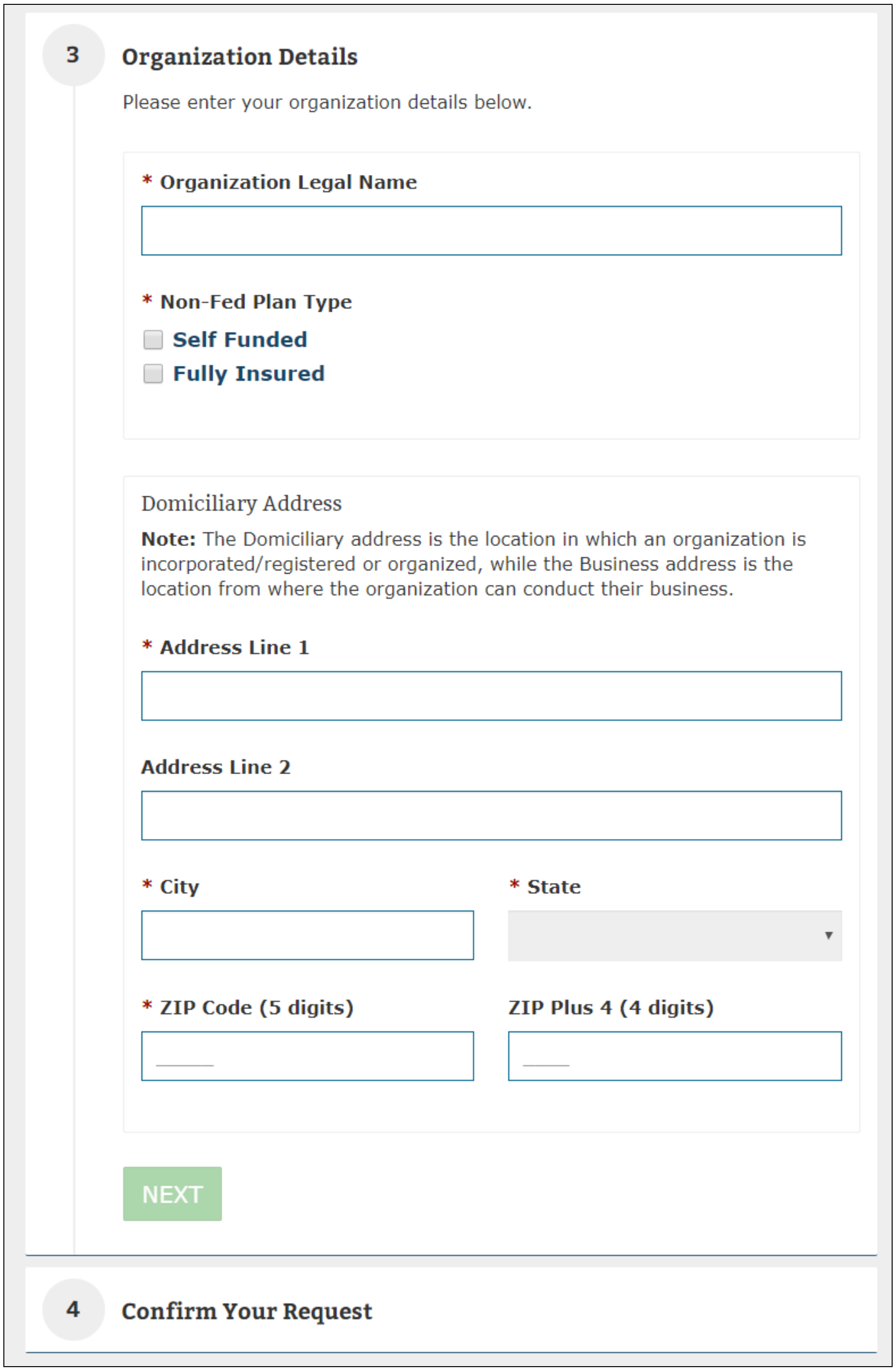
Figure 3-31: Create an Organization – Non-Federal Governmental Health Plan – Step 2



In Step 3, enter the organization details (Figure 3-32). For this organization type, you will need to enter the Organization Legal Name, select Self-Funded and/or Fully Insured as the Non-Fed Plan Type, and enter the Domiciliary Address.

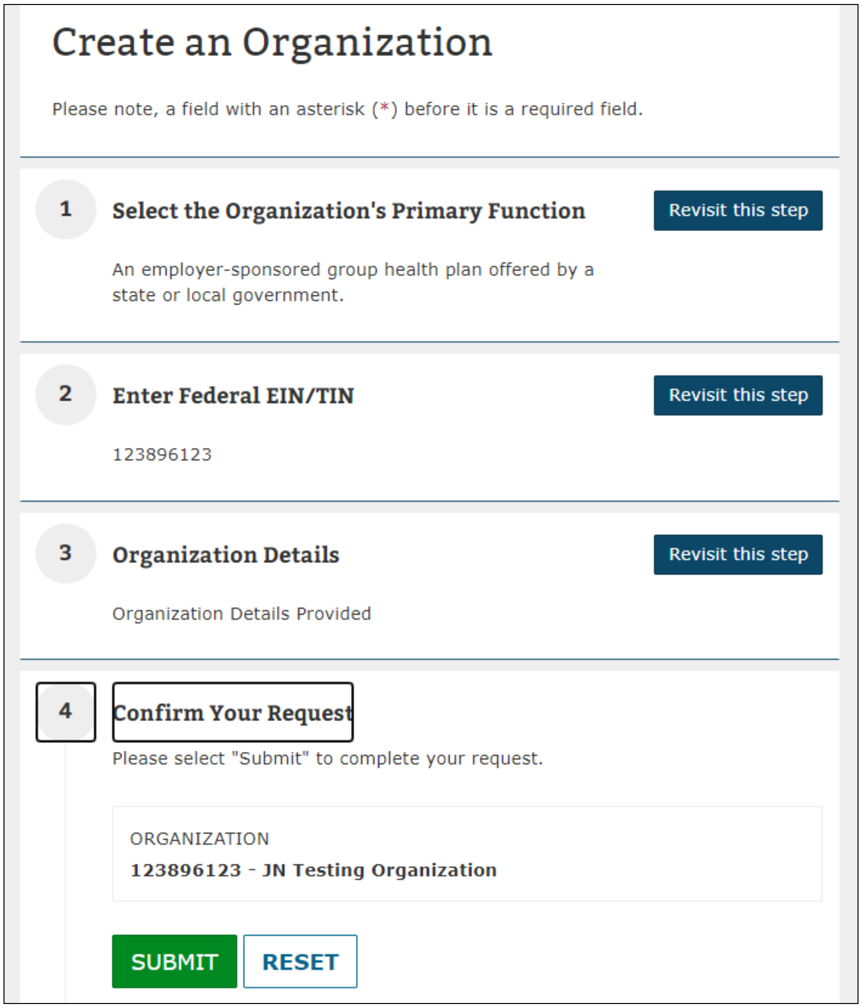
Please note that when entering Organization Name in HIOS, these special characters are not allowed: < > ; " = \ [ ] ` ~ ! @ # $ % ^ * ( ) _ + { } : " ? / , . ' |

Figure 3-32: Create an Organization – Non-Federal Governmental Health Plan – Step 3



You will get a chance to review a high-level summary of your request in Step 4 as shown in Figure 3-33. Once you have reviewed the information, you may submit your request for approval. The requesting users will receive an email once the new organization has been approved. If the request was denied, users will also receive a denial notification email with some pointers on the next steps.

Figure 3-33: Create an Organization – Non-Federal Governmental Health Plan – Step 4

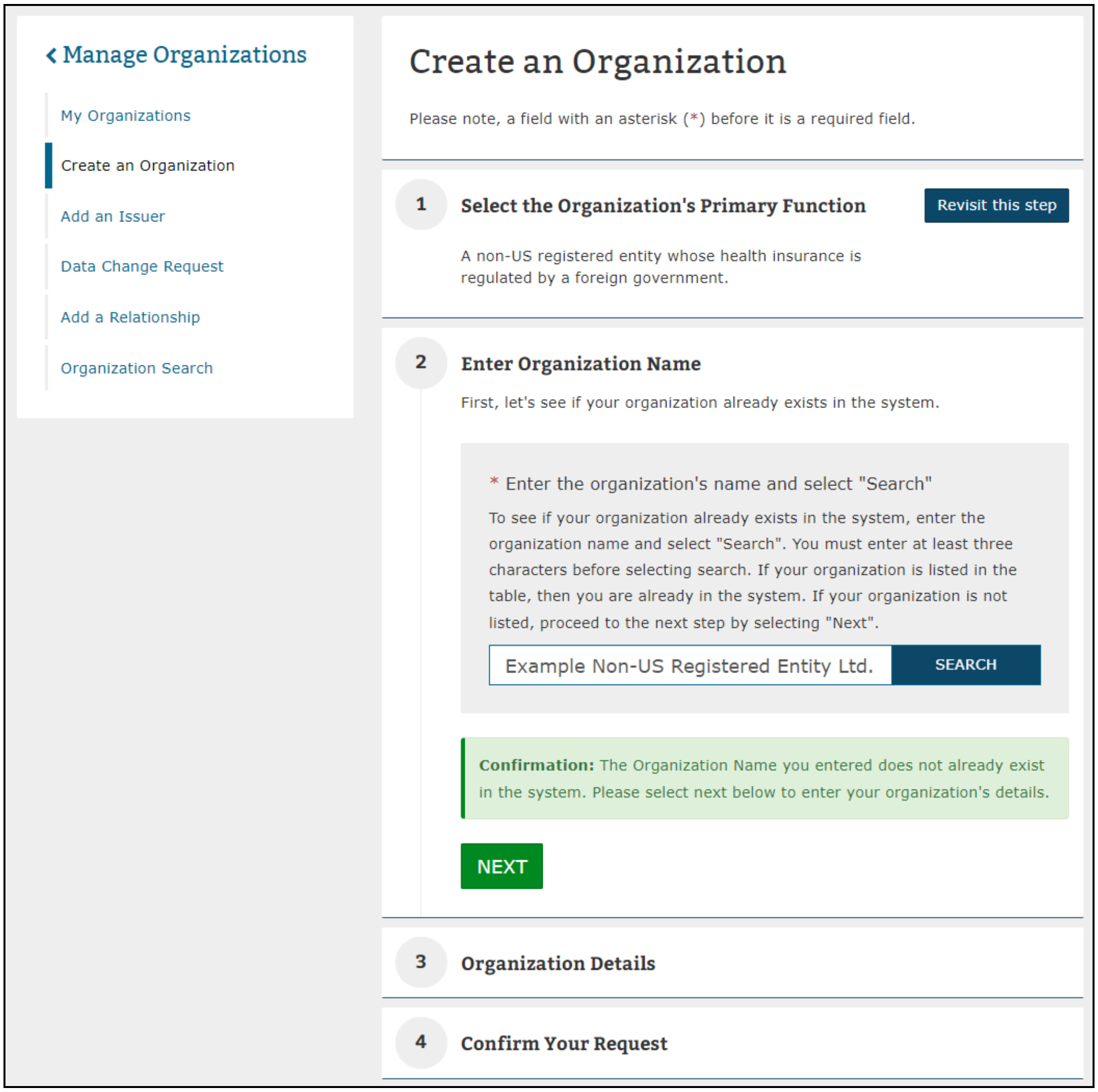


3.3.4 Non-US Registered Entity

If you are a non-US registered entity that is submitting data for Minimum Essential Coverage (MEC), in Step 1, select **A non-US registered entity whose health insurance is regulated by a foreign government.**

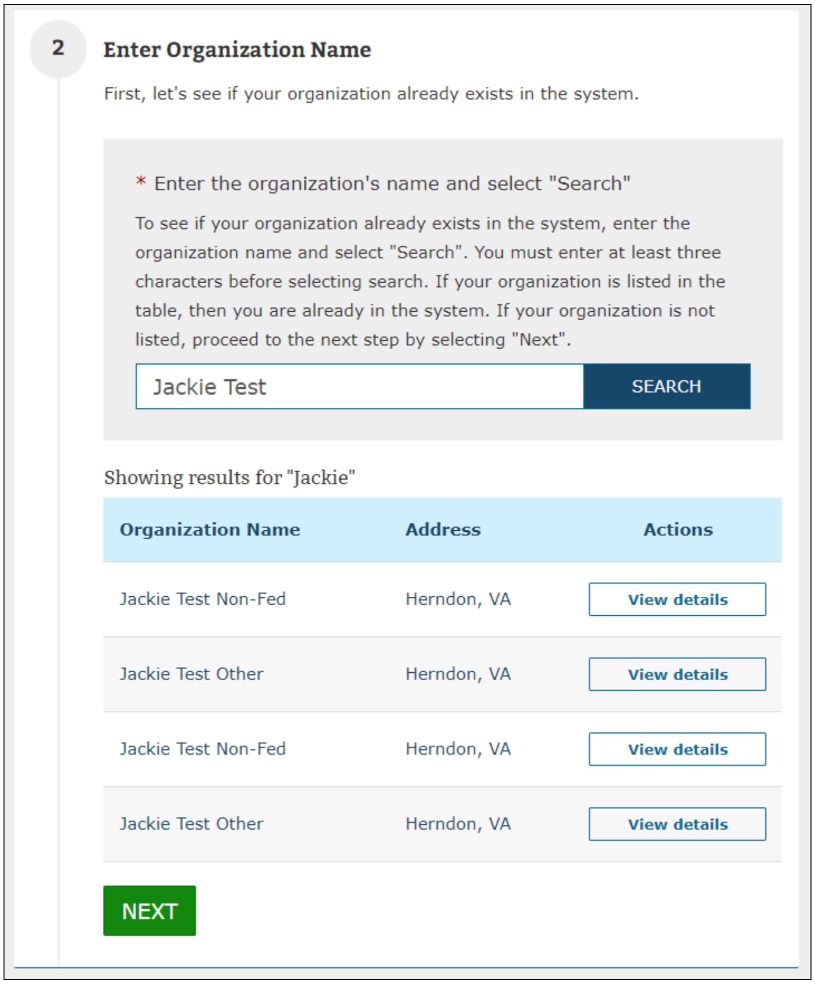
Step 2 will be to enter the Organization Name. (Figure 3-34).

Figure 3-34: Create an Organization – Non-US Entity – Step 2



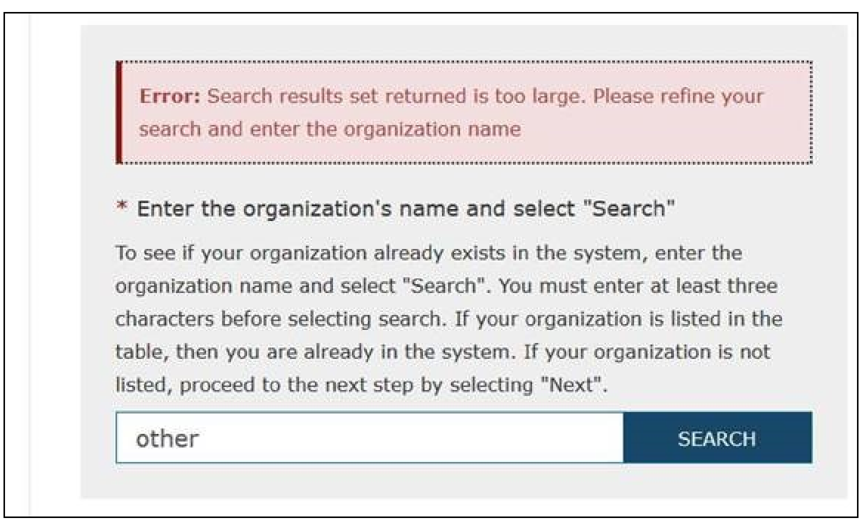
The system will check to confirm that your organization is not already in the system based on resemblance to the name entered and display the results in a table (Figure 3-35). If you notice that the listed organizations are not your intended organization, you can proceed forward.

Figure 3-35: Create an Organization – Non-US Entity – Step 2 Name Results



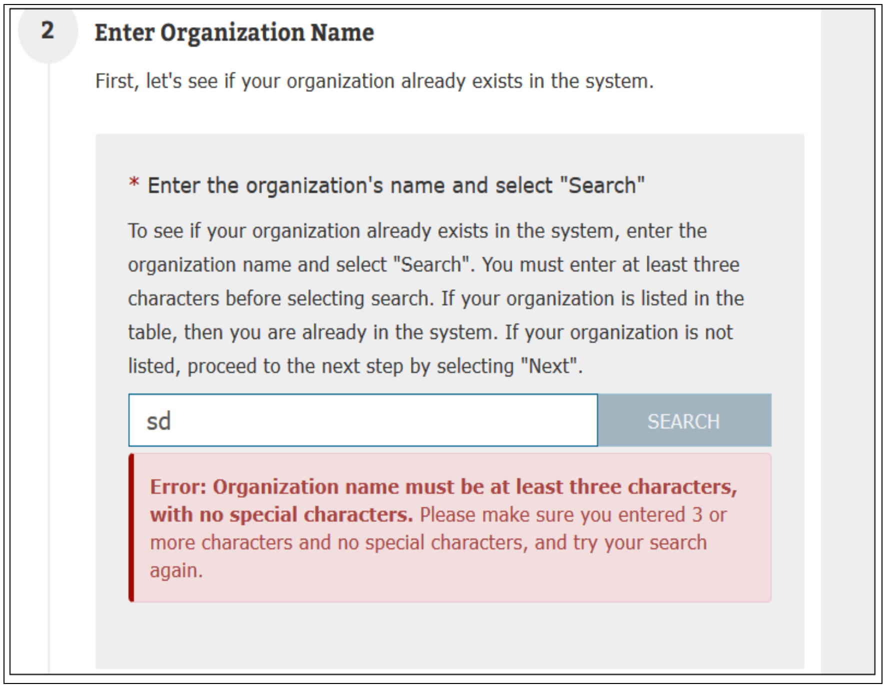
Please note if an organization name returns results larger than 10 records, an error message will appear instructing you to refine your search and enter a more unique organization name (Figure 3-36).

Figure 3-36: Create an Organization – Non-US Entity – Name Results Error Message



When creating a non-US registered entity, to check if your organization already exists within Portal, enter at least 3 characters within the Search field before selecting the Search button (Figure 3-37). **Please note, if less than 3 characters are entered in the Search field, an error message will display informing you that at least 3 characters are required.**

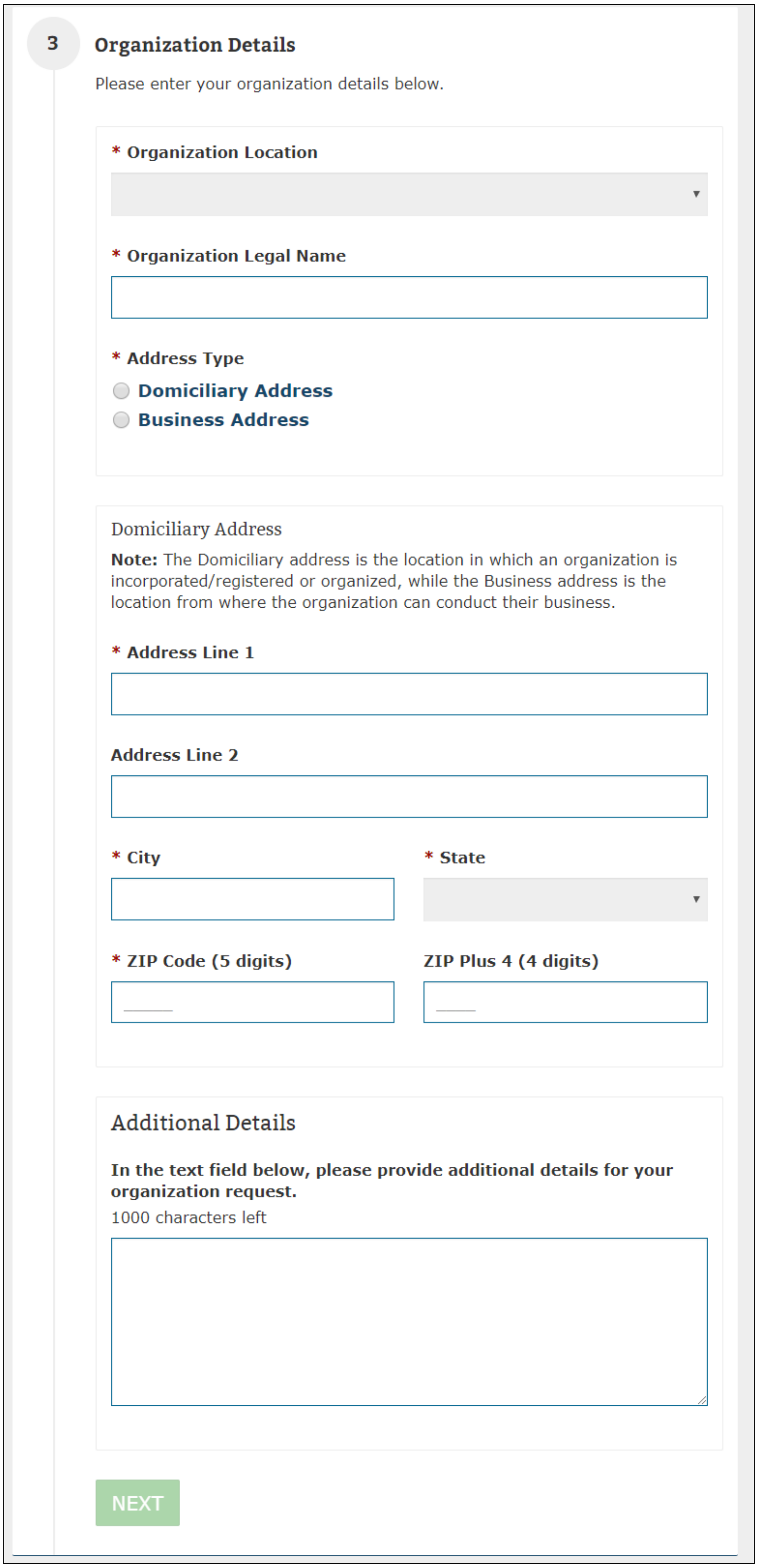
Figure 3-37: Create an Organization – Non-US Entity – Organization Name Error Message



In Step 3, enter the organization details (Figure 3-38). For Non-US registered entities, provide the Organization Location (US Address or Non-US address), enter the Organization Legal Name, select the Address Type (Domiciliary Address or Business Address), and enter the address of the previously selected address type.

Please note that when entering Organization Name in HIOS, these special characters are not allowed: < > ; " = \ [ ] ` ~ ! @ # $ % ^ * ( ) _ + { } : ” ? / , . ’ |

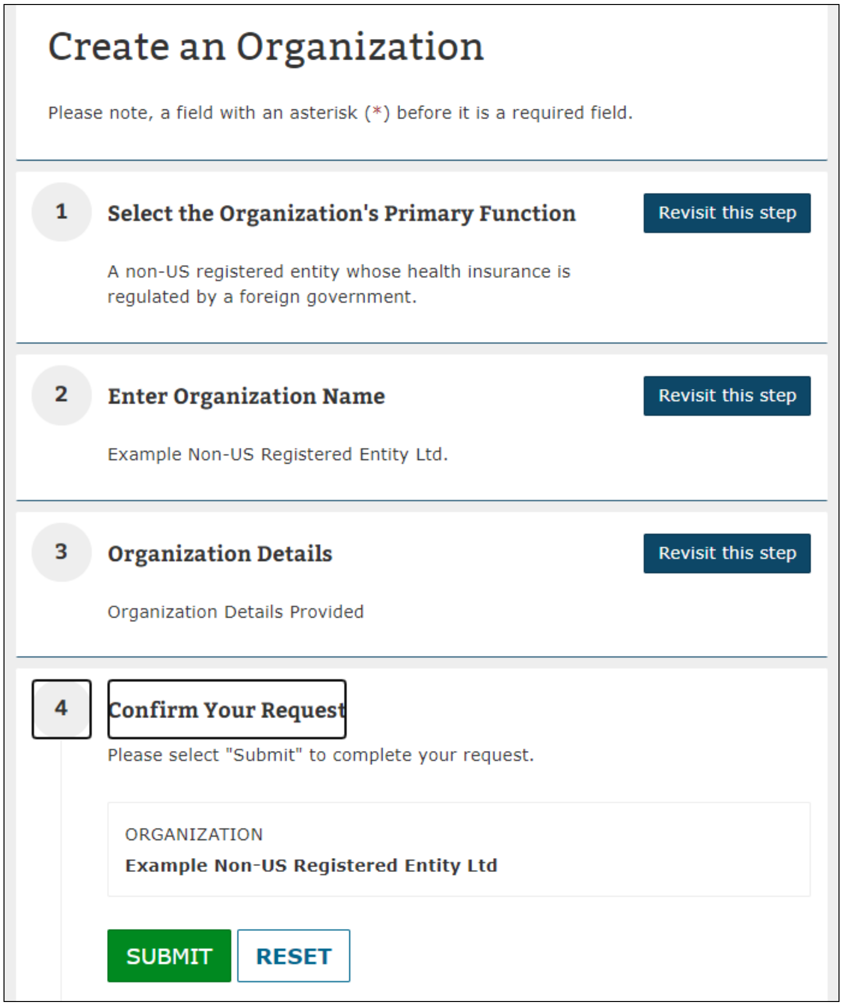
Figure 3-38: Create an Organization – Non-US Entity – Step 3



You will get a chance to review a high-level summary of your request in Step 4 as shown in Figure 3-39. Once you have reviewed the information, you may submit your request for approval.

The requesting users will receive an email once the new organization has been approved. If the request was denied, users will also receive a denial notification email with some pointers on the next steps.

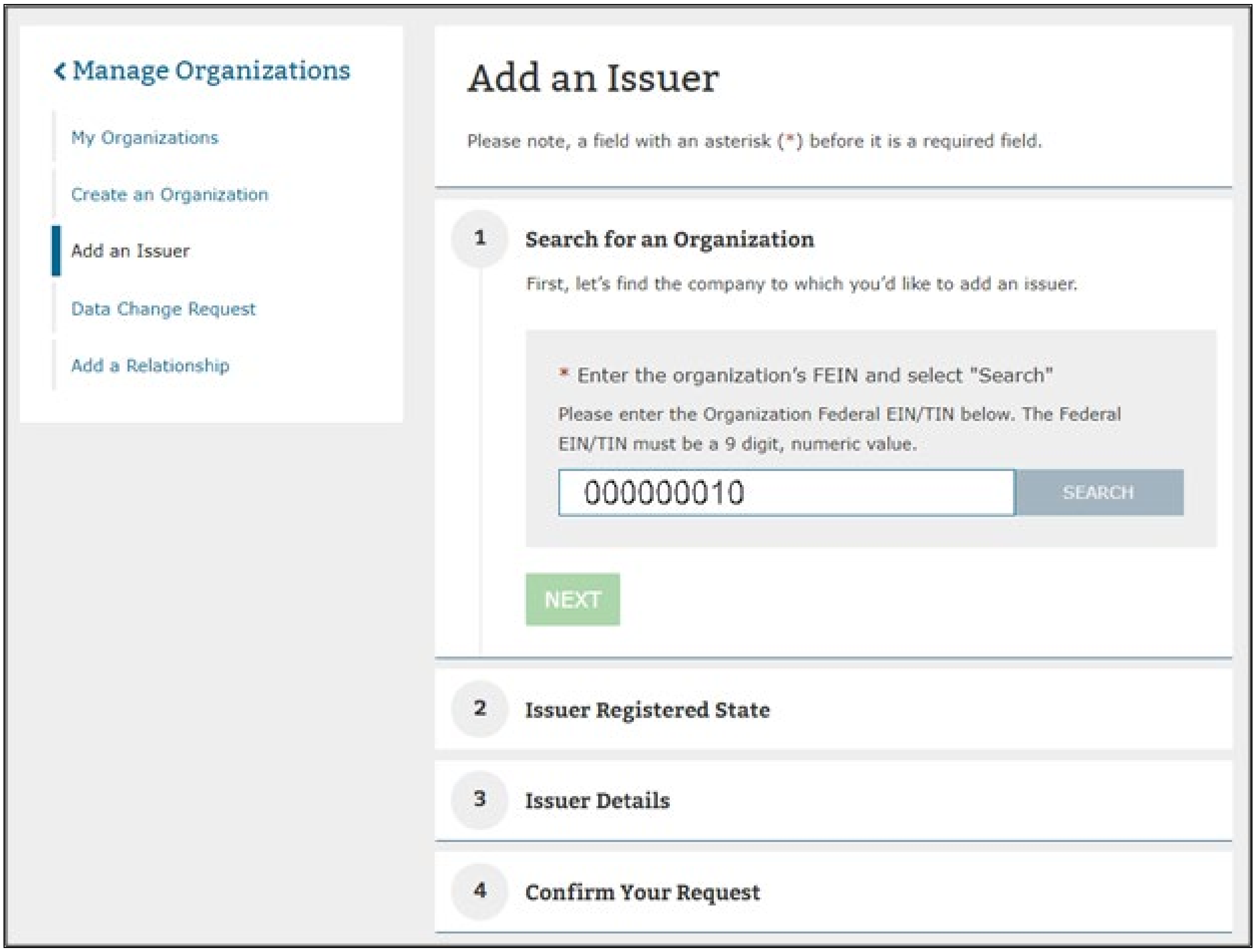
Figure 3-39: Create an Organization – Non-US Registered Entity – Step 4



3.4 Add an Issuer

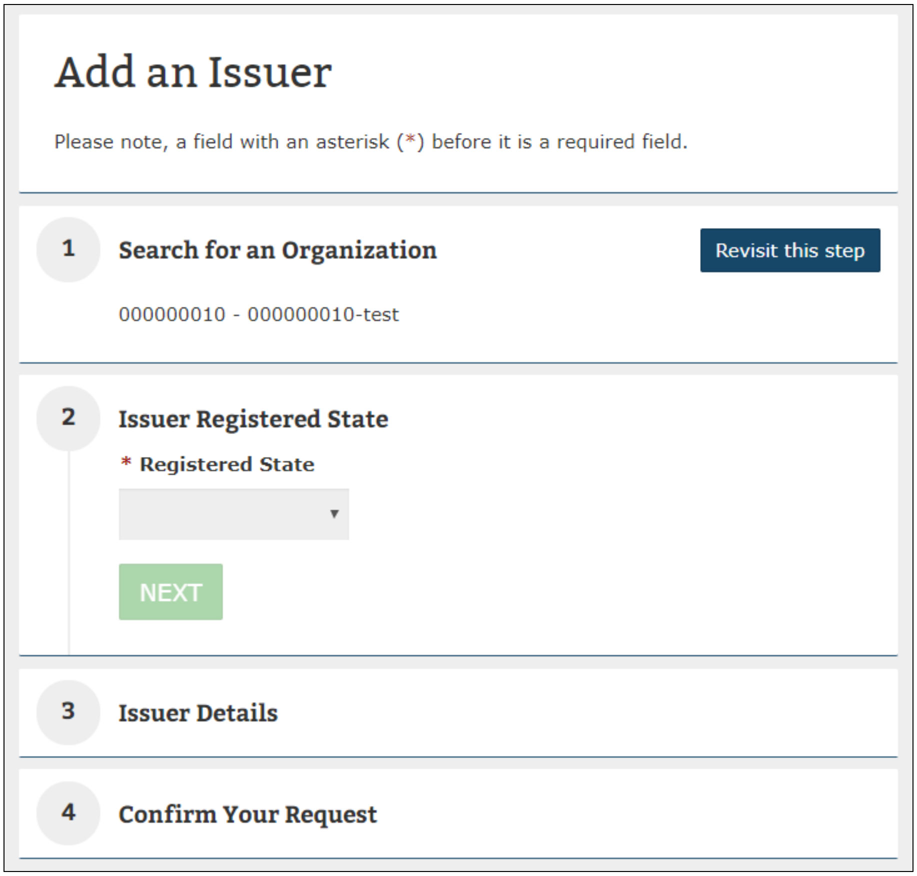
Access the **Add an Issuer** functionality from the Manage Organizations landing page. Through the Add an Issuer functionality, you can register an issuer under an existing insurance company in HIOS by completing four steps. In Step 1, identify the insurance company by searching by the FEIN/TIN (Figure 3-40).

Figure 3-40: Add an Issuer – Step 1



You must identify the issuers registered state as part of Step 2 of the Add an Issuer process as shown in Figure 3-41.

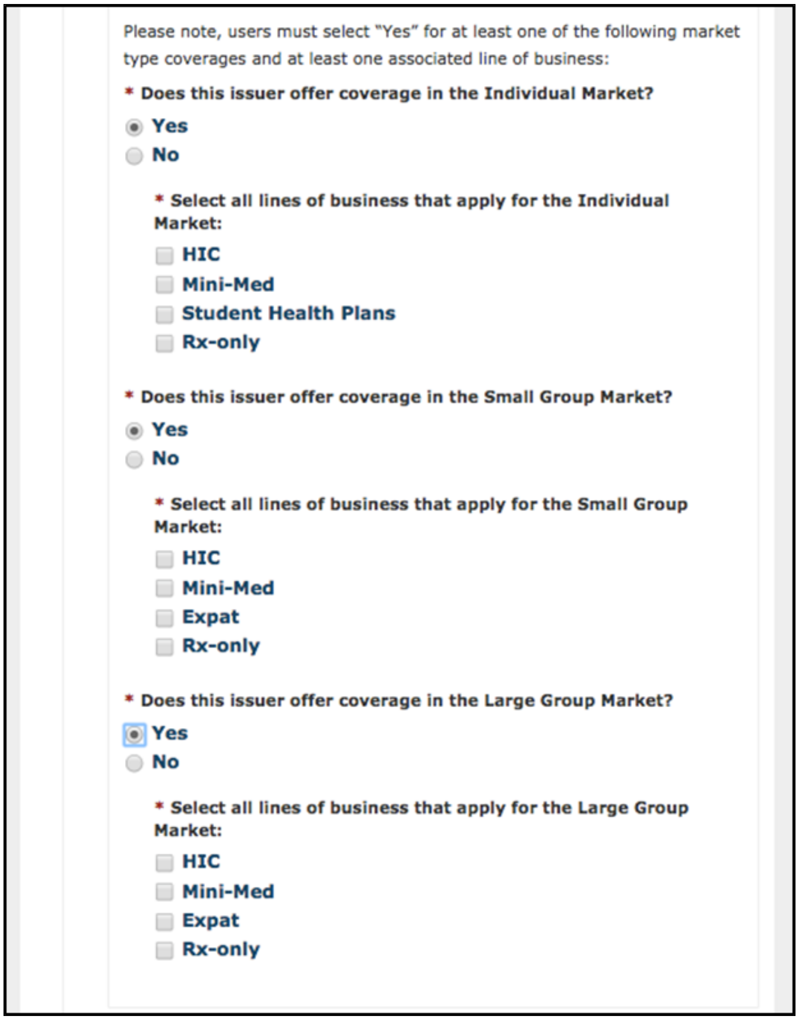
Figure 3-41: Add an Issuer – Step 2



In Step 3, you will need to enter the **Issuer Details** (Figure 3-42). You have the option to enter the Issuer Marketing Name. You are required to enter information on if they offer coverage in the Individual Market, Small Group Market, and/or the Large Group Market by selecting Yes or No.

If you select **Yes** to any of the market type coverages, additional fields will be displayed for the lines of business. You are also required to enter the **Domiciliary Address**. Once all the required fields are provided, proceed to step 4.

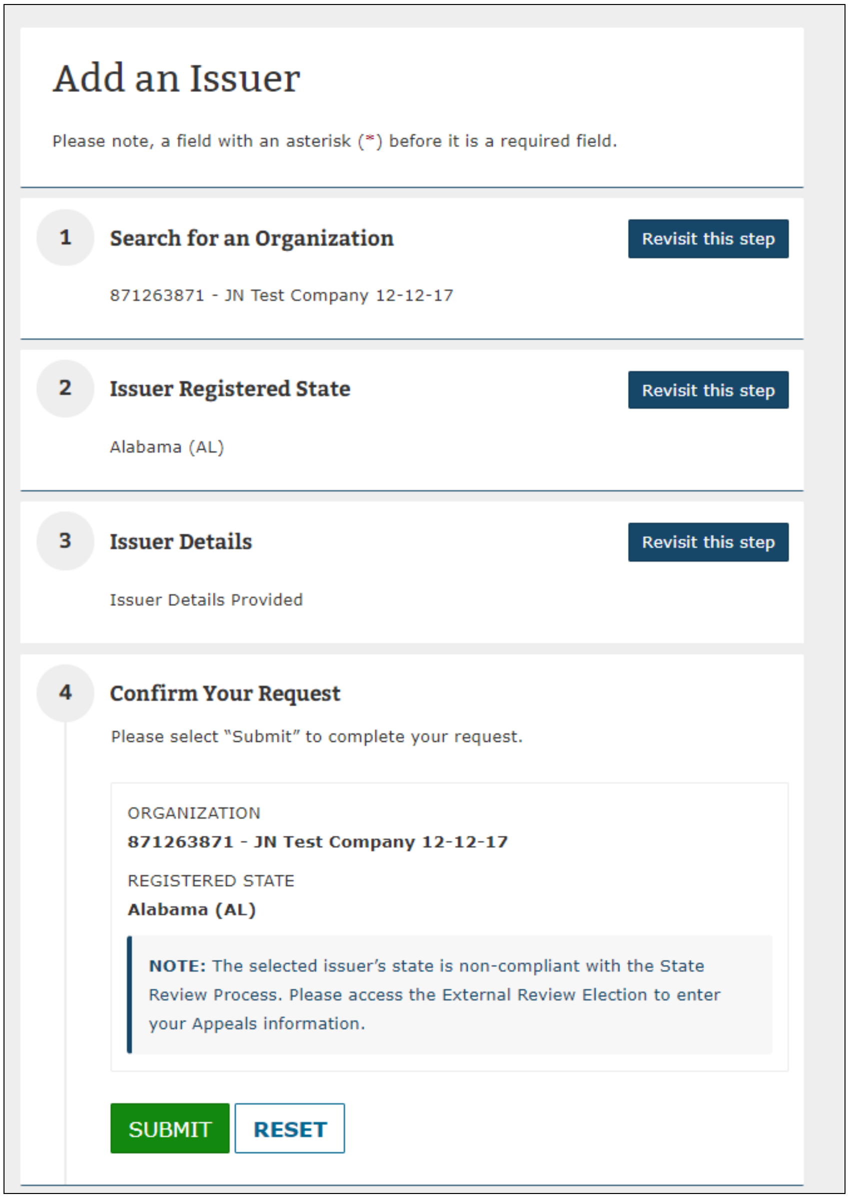
Figure 3-42: Add an Issuer – Step 3



You will view a summary of information provided as part of the Add an Issuer process including the organization FEIN, organization name, and registered state displayed in Step 4 (Figure 3-43). If you have selected a non-compliant state or territory (AL, AK, FL, GA, PA, WI, AS, GU, MP, VI), an additional text will appear informing you that you will need to access the External Review Election (ERE) module.

If you have deemed that the information is correct, select **Submit** for the request to be approved. The requesting users will receive an email once the new organization has been approved. If the request was denied, users will also receive a denial notification email with some pointers on the next steps.

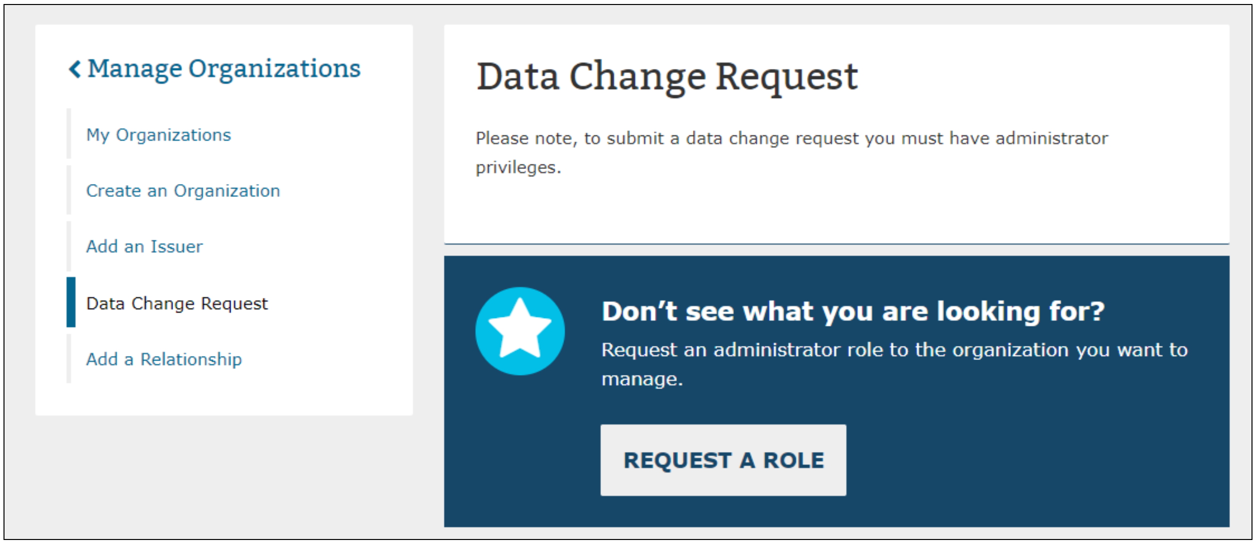
Figure 3-43: Add an Issuer – Step 4



3.5 Data Change Request

Access the **Data Change Request** functionality from the **Manage Organizations** landing page. Users who do not have a Company, Issuer, or Organization Administrator role will not have access to submit a data change request (Figure 3-44). Instead, they can navigate to the **Request a Role** page on a separate Data Change Request page.

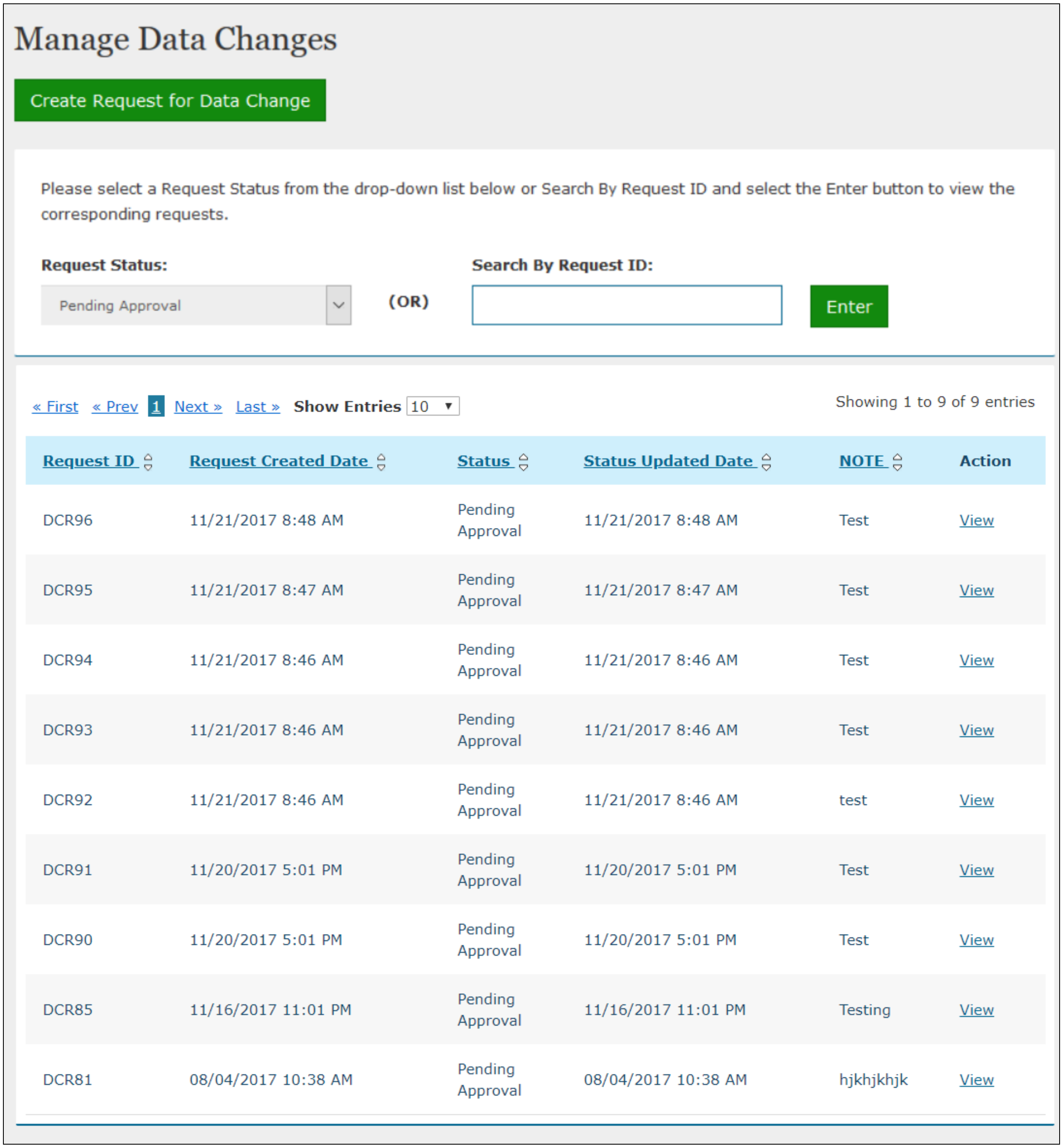
Figure 3-44: Data Change Request – No Administrator Roles



If you have a Company, Issuer, or Organization Administrator role, you will be navigated to the **Manage Data Changes** Tab. Administrator roles may create change requests for editing certain data elements related to Organization, Issuers, Products, etc. along with a reason for the change.

In addition to submitting data change requests, Company, Issuer, or Organization Administrators can view the latest status of their data change requests and view previous requests and request statuses.

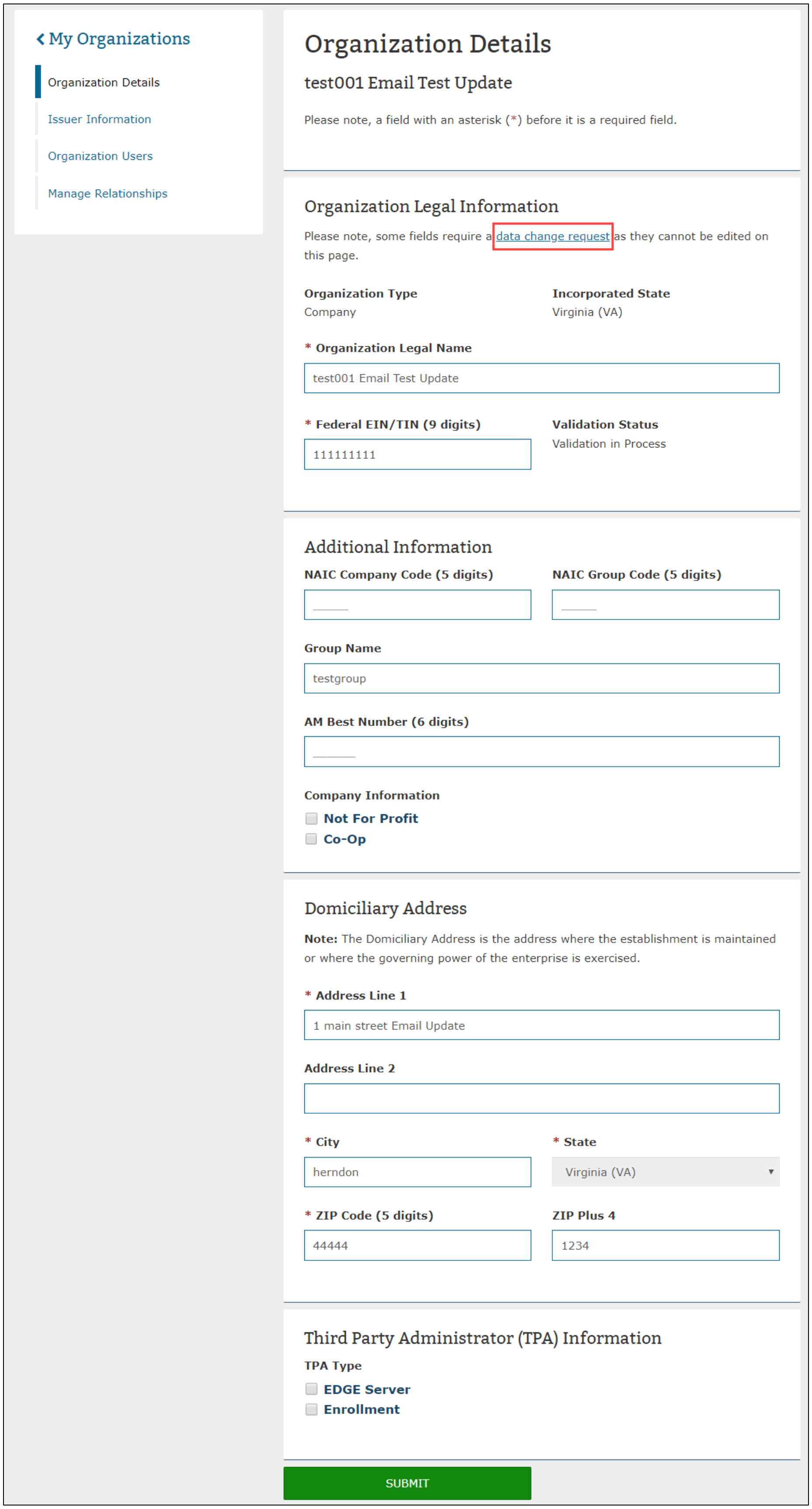
Figure 3-45: HIOS Portal – Manage Data Changes



Request ID	Request Created Date	Status	Status Updated Date	NOTE	Action
DCR96	11/21/2017 8:48 AM	Pending Approval	11/21/2017 8:48 AM	Test	View
DCR95	11/21/2017 8:47 AM	Pending Approval	11/21/2017 8:47 AM	Test	View
DCR94	11/21/2017 8:46 AM	Pending Approval	11/21/2017 8:46 AM	Test	View
DCR93	11/21/2017 8:46 AM	Pending Approval	11/21/2017 8:46 AM	Test	View
DCR92	11/21/2017 8:46 AM	Pending Approval	11/21/2017 8:46 AM	test	View
DCR91	11/20/2017 5:01 PM	Pending Approval	11/20/2017 5:01 PM	Test	View
DCR90	11/20/2017 5:01 PM	Pending Approval	11/20/2017 5:01 PM	Test	View
DCR85	11/16/2017 11:01 PM	Pending Approval	11/16/2017 11:01 PM	Testing	View
DCR81	08/04/2017 10:38 AM	Pending Approval	08/04/2017 10:38 AM	hjkhjkhjk	View

To create new data change requests, select **Create Request for Data Change** on the Manage Data Changes page as illustrated in Figure 3-45. In addition, Data Change Request will also be available on the Organization Details and Issuer Details pages for Company Administrator, Issuer Administrator, and Organization Administrators. It can be accessed by navigating through the link demonstrated in Figure 3-46 and Figure 3-47.

Figure 3-46: Organization Details Page



< My Organizations

- Organization Details
- Issuer Information
- Organization Users
- Manage Relationships

Organization Details

test001 Email Test Update

Please note, a field with an asterisk (*) before it is a required field.

Organization Legal Information

Please note, some fields require a data change request as they cannot be edited on this page.

Organization Type
Company

Incorporated State
Virginia (VA)

*** Organization Legal Name**
test001 Email Test Update

*** Federal EIN/TIN (9 digits)**
111111111

Validation Status
Validation in Process

Additional Information

NAIC Company Code (5 digits)

NAIC Group Code (5 digits)

Group Name
testgroup

AM Best Number (6 digits)

Company Information
- Not For Profit
- Co-Op

Domiciliary Address

Note: The Domiciliary Address is the address where the establishment is maintained or where the governing power of the enterprise is exercised.

*** Address Line 1**
1 main street Email Update

Address Line 2

*** City**
herndon

*** State**
Virginia (VA)

*** ZIP Code (5 digits)**
44444

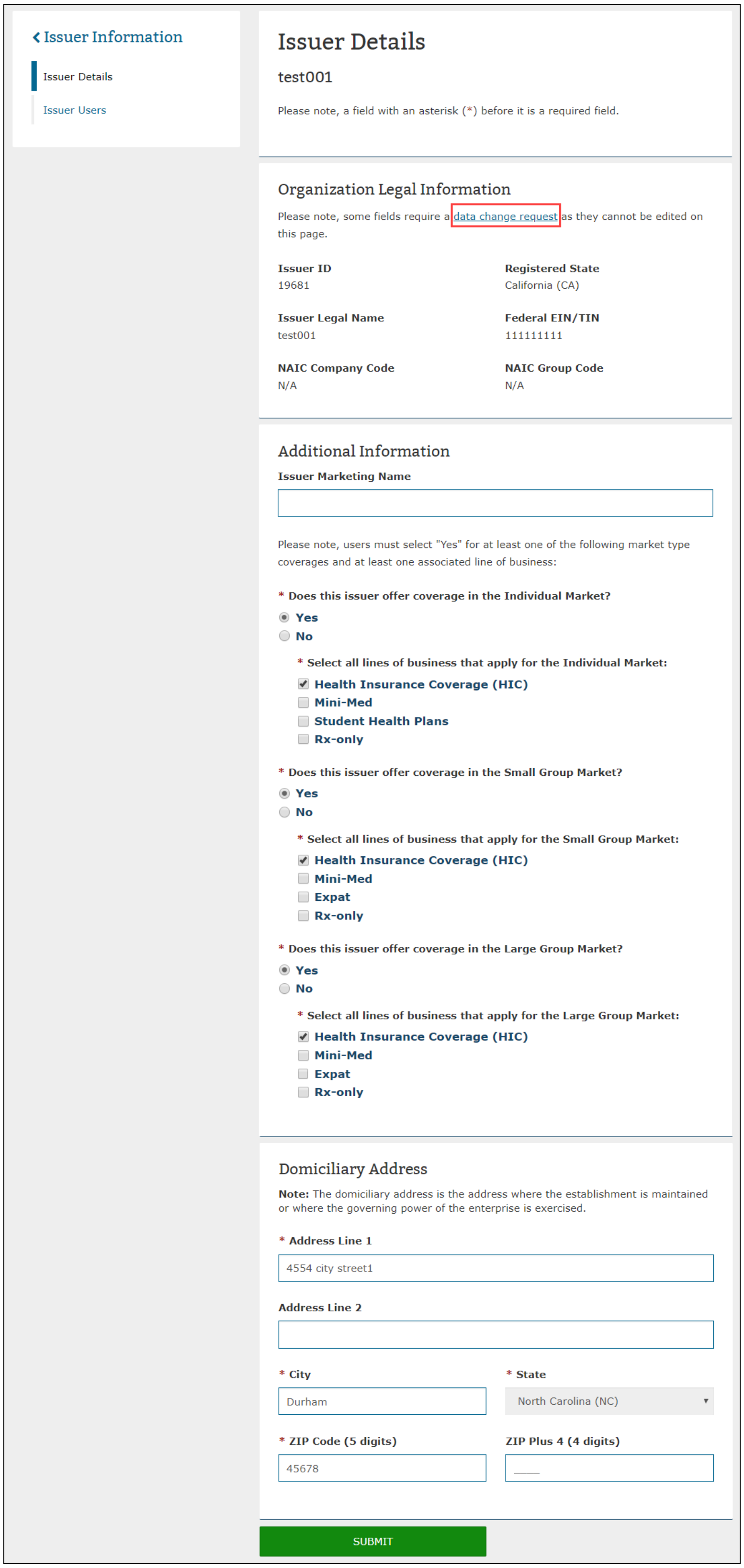
ZIP Plus 4
1234

Third Party Administrator (TPA) Information

TPA Type
- EDGE Server
- Enrollment

SUBMIT

Figure 3-47: Issuer Details Page



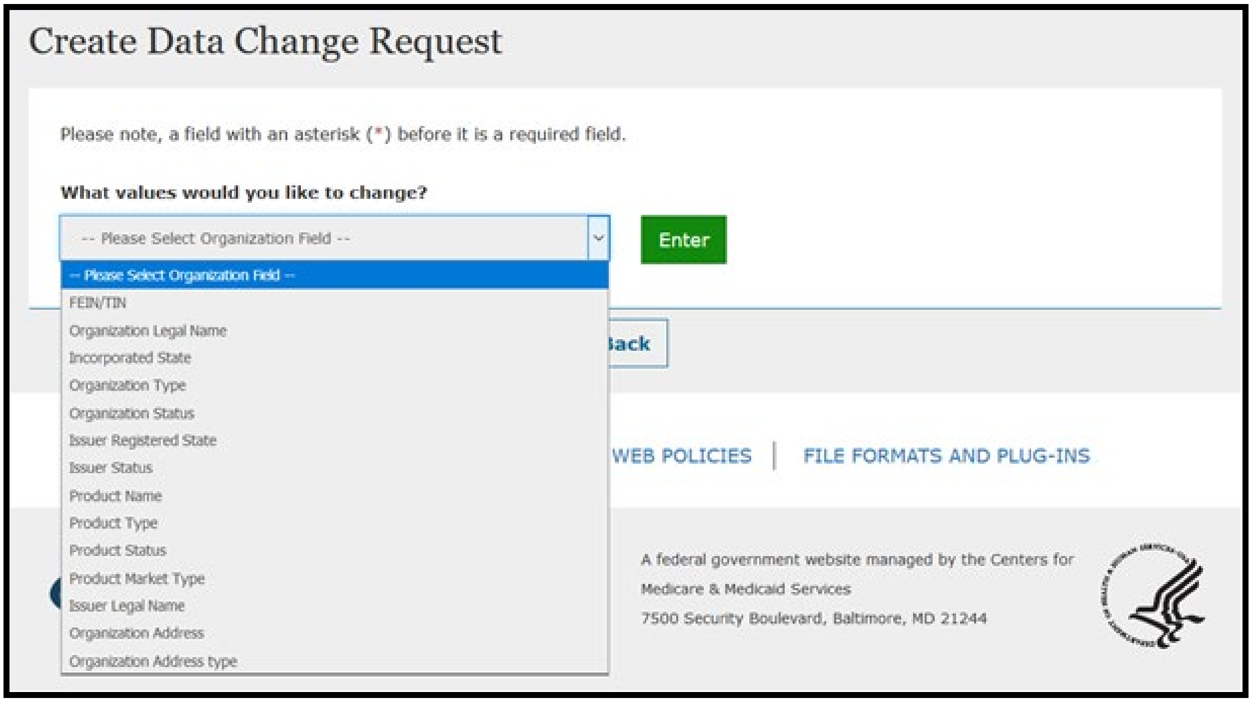
3.5.1 Company Administrator – Data Changes

Company Administrators can create, review, and submit data change requests through the **Manage Data Changes** tab. Company Administrators can also create new data change requests through the **Data Change Request** link available on the Organization Details page.

3.5.1.1 Create Data Change Requests

Once the Company Administrator is on the Manage Data Changes page, you will be able to Create Request for Data Change by selecting on the button at the top 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 3-48.

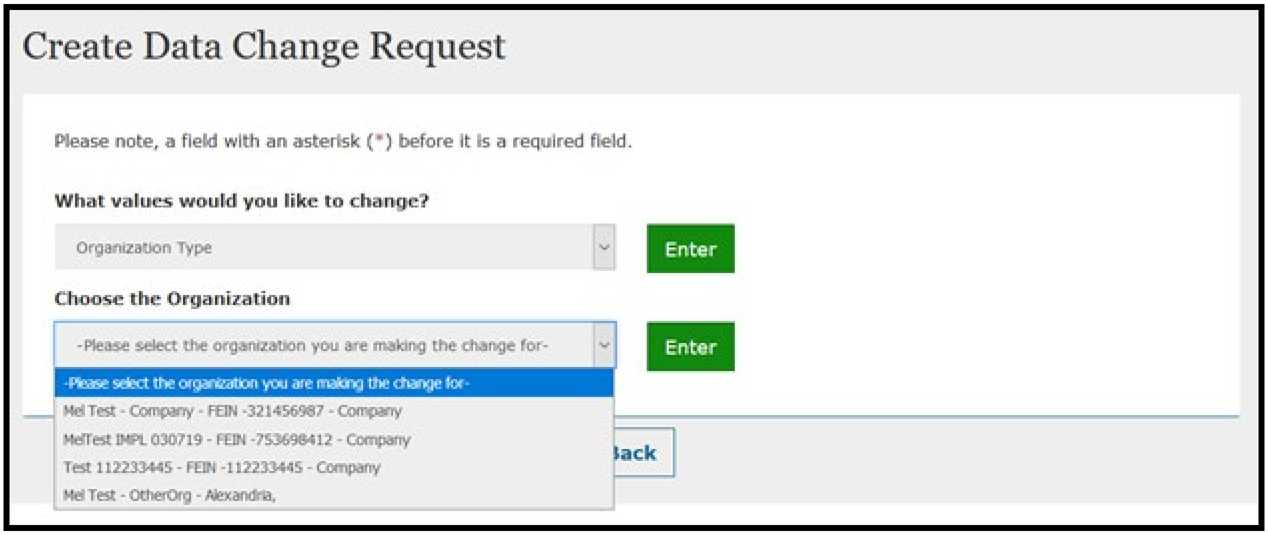
Figure 3-48: Create Data Updates



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, and then select the Enter button (Figure 3-49).

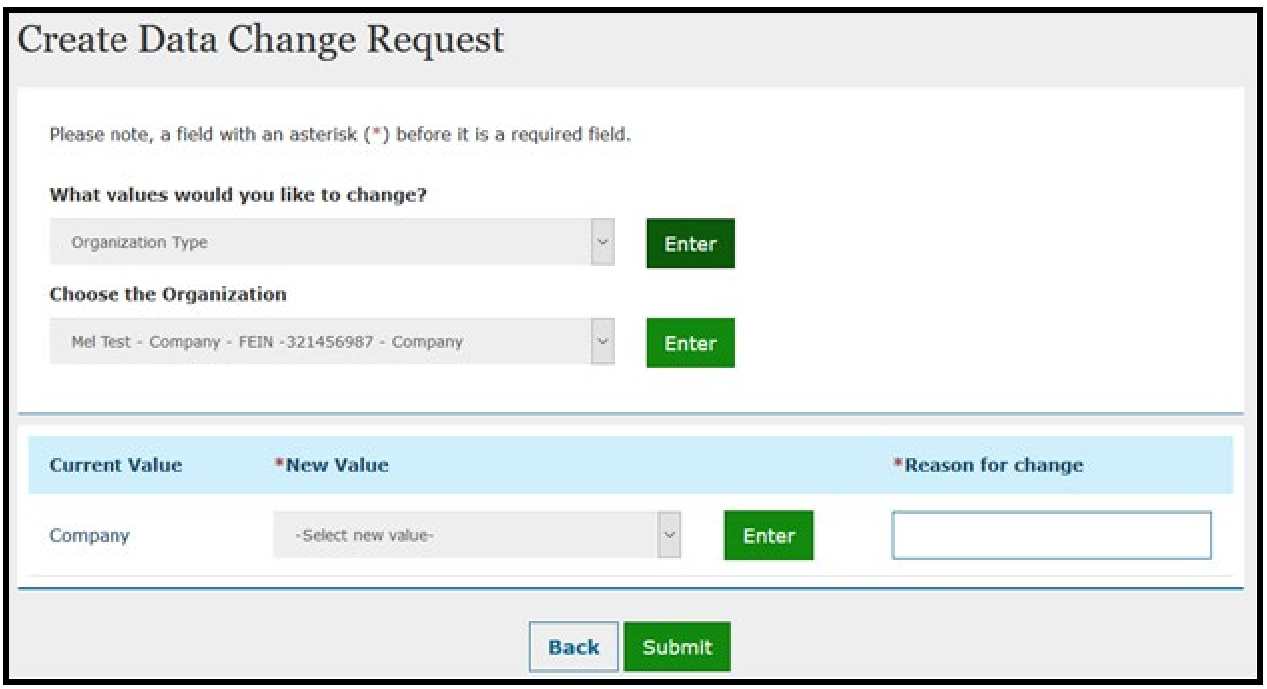
Please note that when entering Organization Name in HIOS, these special characters are not allowed: < > ; " = \ [ ] ` ~ ! @ # $ % ^ * ( ) _ + { } : ” ? / , . ’ |

Figure 3-49: Company Data Changes – Select the Company



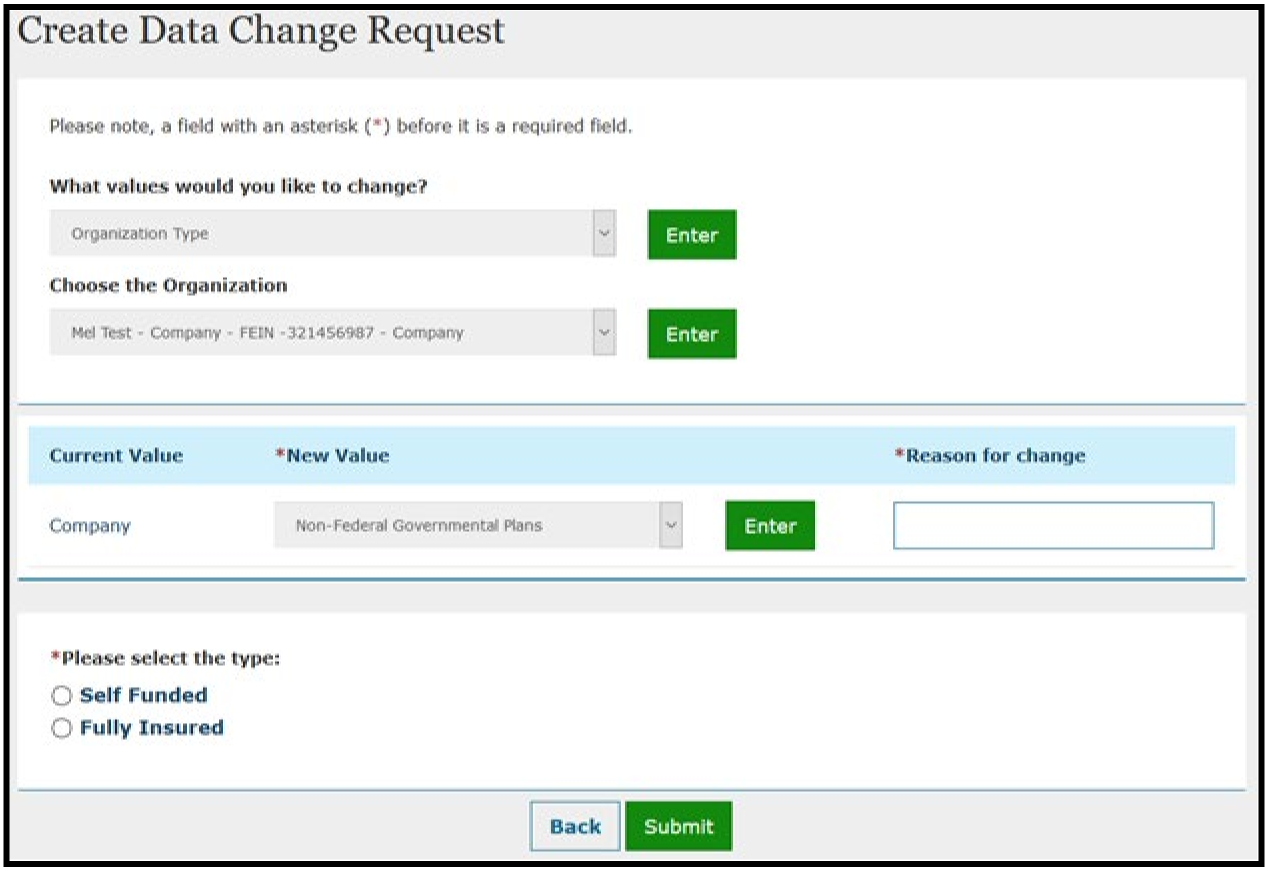
The current value will be displayed, and the Company Administrator will need to enter the New Value or select from a predefined list of values and enter a Reason for change (250 characters max) before selecting the Submit button (Figure 3-50).

Figure 3-50: Company Data Changes – Select the Field to Change



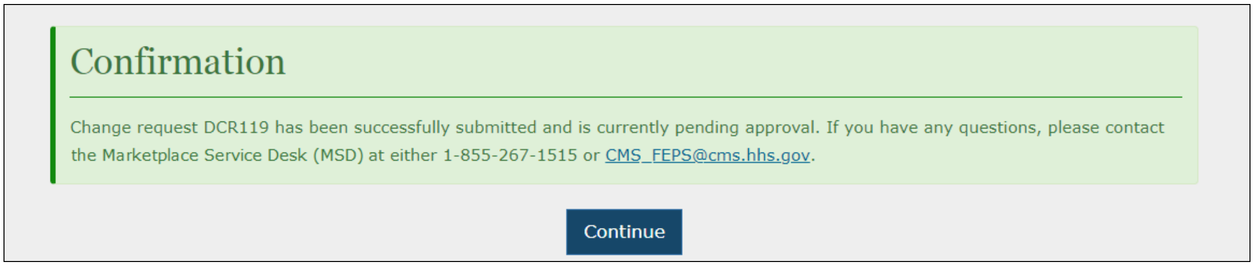
If a change to the Organization Type from Company or Non Insurance to Non-Federal Governmental Plans is needed, then the Company Administrator will need to select the Self-Funded or Fully Insured radio button before selecting the Submit button as illustrated in Figure 3-51.

Figure 3-51: Company or Non-Insurance to a Non-Federal Governmental Plan – Select Self-Funded or Fully Insured Radio Button



Once the Company Administrator selects the **Submit** button on the Manage Change Request page, a Request ID will be assigned, along with a Pending Approval status. An on-screen Confirmation message will display as illustrated in Figure 3-52.

Figure 3-52: Confirmation Page for Change Request

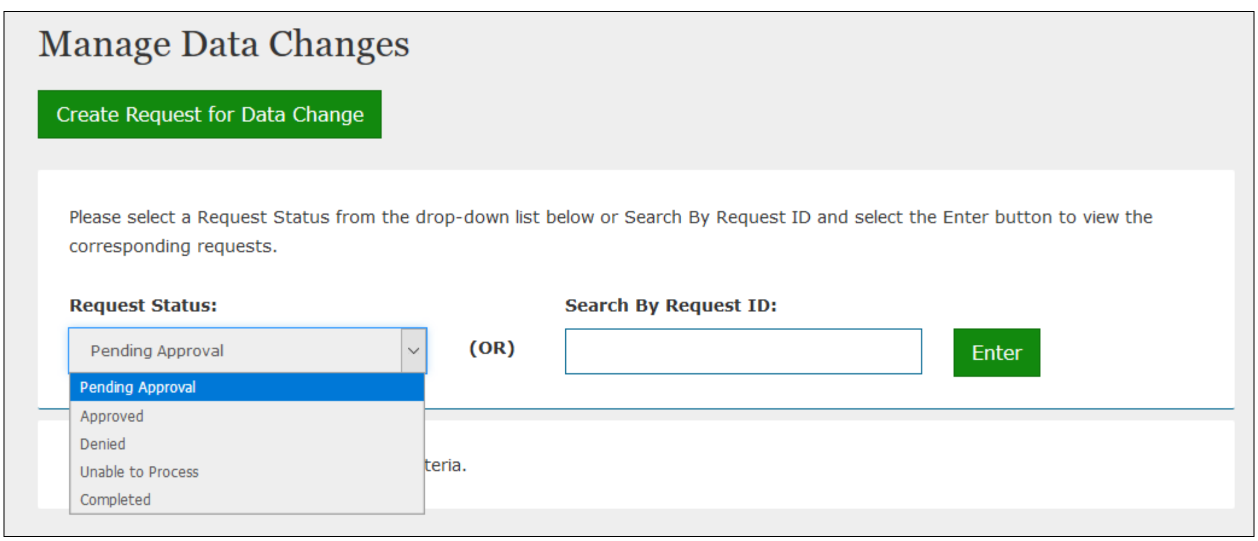


3.5.1.2 View Data Change Requests

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 **Search by Request ID** field and select the **Enter** 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 3-53.

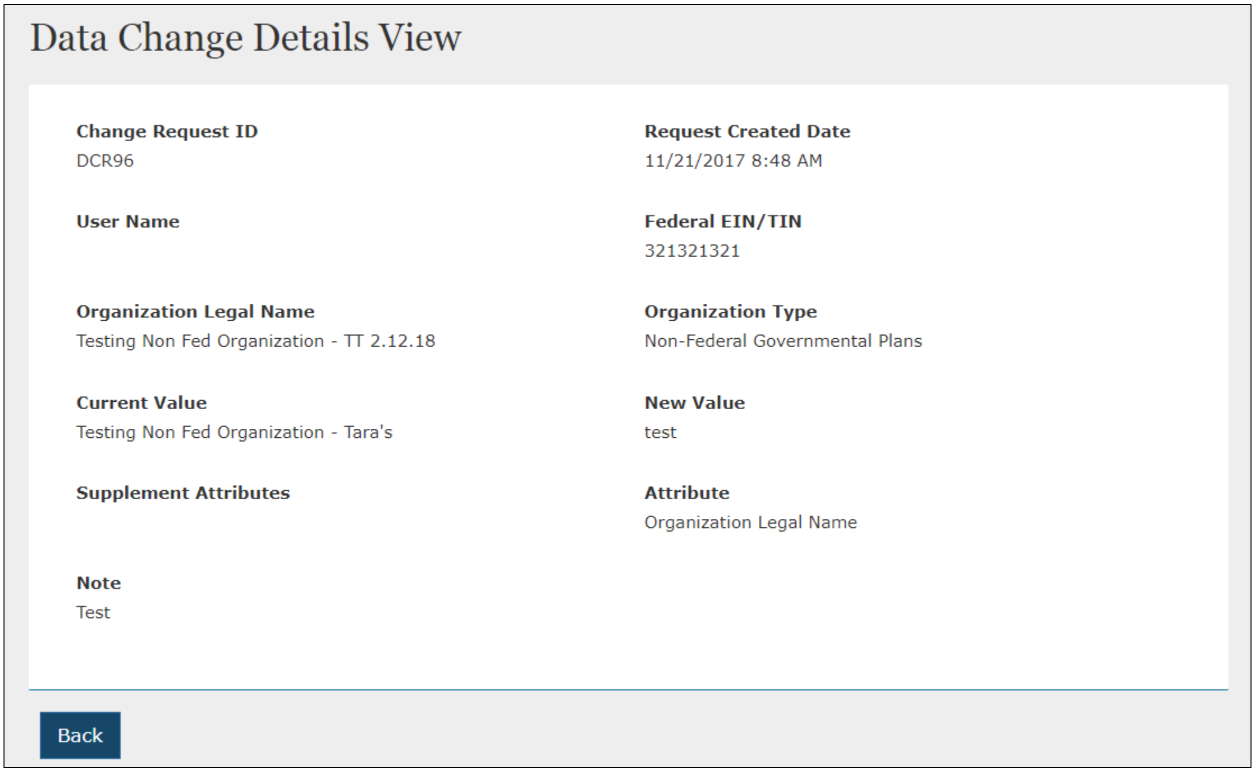
- Pending Approval
- Approved
- Denied
- Unable to Process
- Completed

Figure 3-53: Change Request Statuses



Company Administrators can select on the **View** link of the Action column and review the details of the change request as illustrated in Figure 3-54.

Figure 3-54: View a Change Request



3.5.2 Issuer Administrator – Data Changes

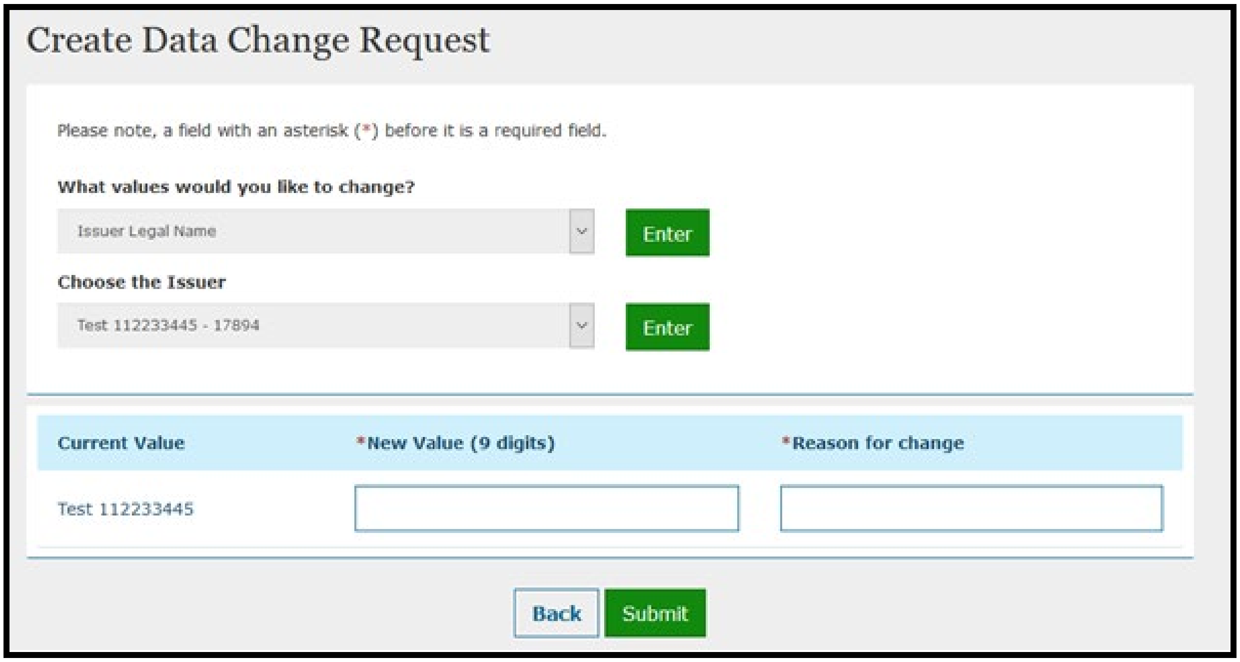
Issuer Administrators can create, review, and submit data change requests through the **Manage Data Changes** Tab. Issuer Administrators can also create new change requests through the **Data Change Request** on the **Issuer Details** page.

3.5.2.1 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.

This action displays the **Create Data Updates** page, where you will enter a search identifier for the update requested as shown in Figure 3-55.

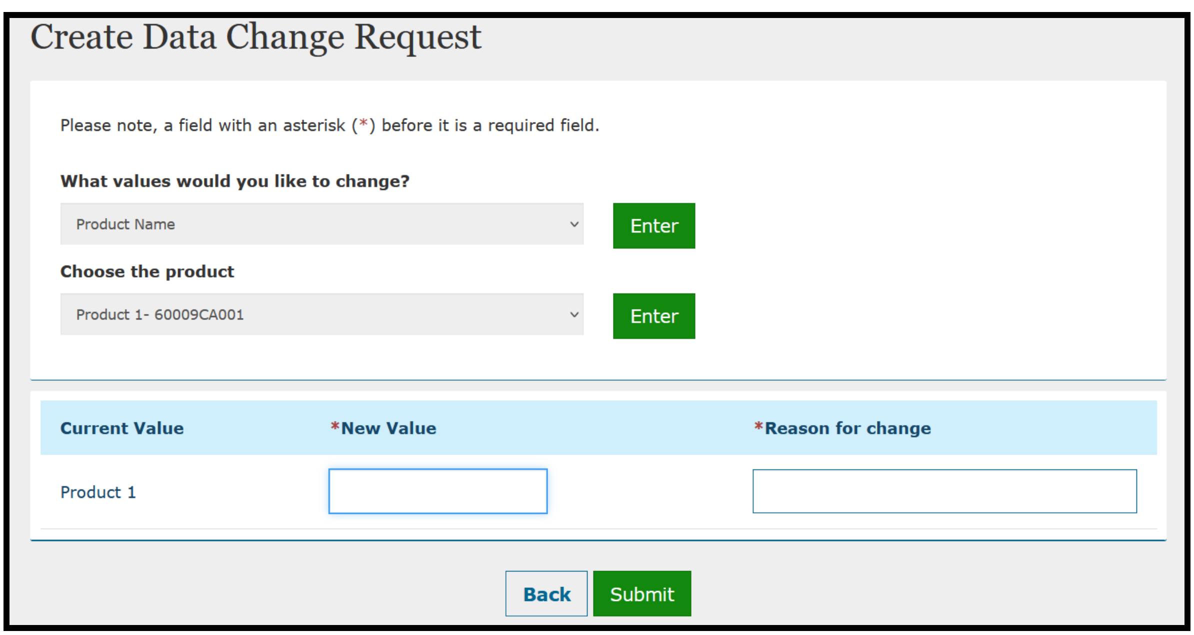
Figure 3-55: Create Data Updates - Issuer Change Request



If the change value is selected for a Product, then Choose the Issuer and Choose the product drop-down menus will be displayed for selection as illustrated in Figure 3-56. Once all the required fields are selected, the current value of the field to be changed will be displayed and the Issuer Administrator will need to enter the New Value, or select from a predefined list of values, and enter a Reason for change (250 characters max) before selecting the **Submit** button.

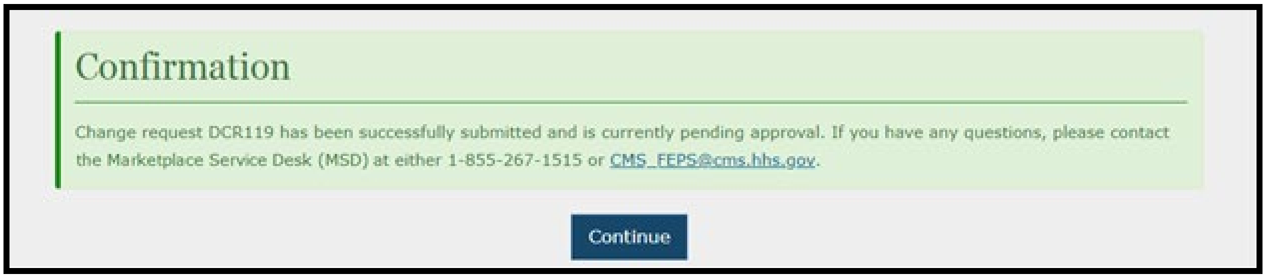
Please note that when entering Organization Name in HIOS, these special characters are not allowed: < > ; " = \ [ ] ` ~ ! @ # $ % ^ * ( ) _ + { } : " ? / , . ' |

Figure 3-56: Product Change Request



Once the Issuer Administrator selects the **Submit** button on the Manage Change Request page, a **Request ID** will be assigned, along with a Pending Approval status. An on-screen Confirmation message will display as illustrated in Figure 3-57.

Figure 3-57: Confirmation Page for Change Request

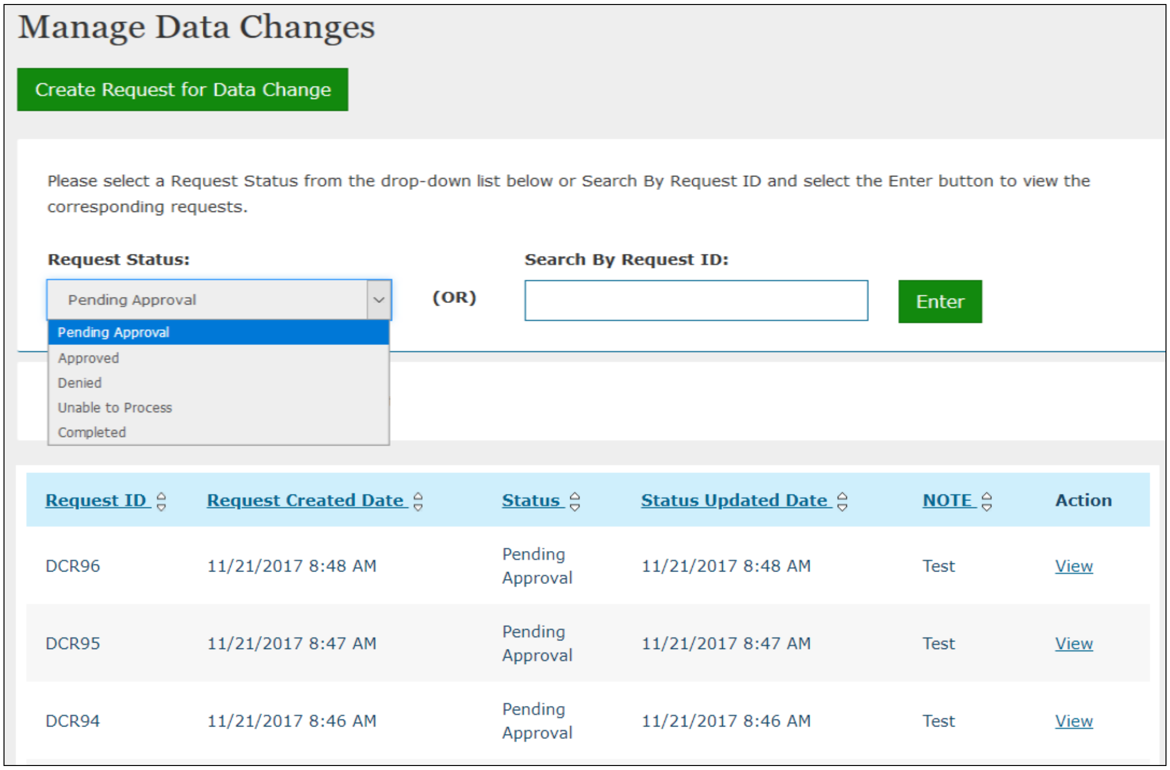


3.5.2.2 View Data Change Requests

Issuer 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 **Search by Request ID field** and select the **Enter** button, a summary of the change requests and its statuses will be displayed in search results as illustrated in Figure 3-58. The following statuses can be filtered on the Manage Data Changes page.

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

Figure 3-58: Change Request Statuses



Issuer Administrators can review the data of the change requests displayed through the **View** link of the Action column as illustrated in Figure 3-59.

Figure 3-59: View Change Request

3.5.3 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.

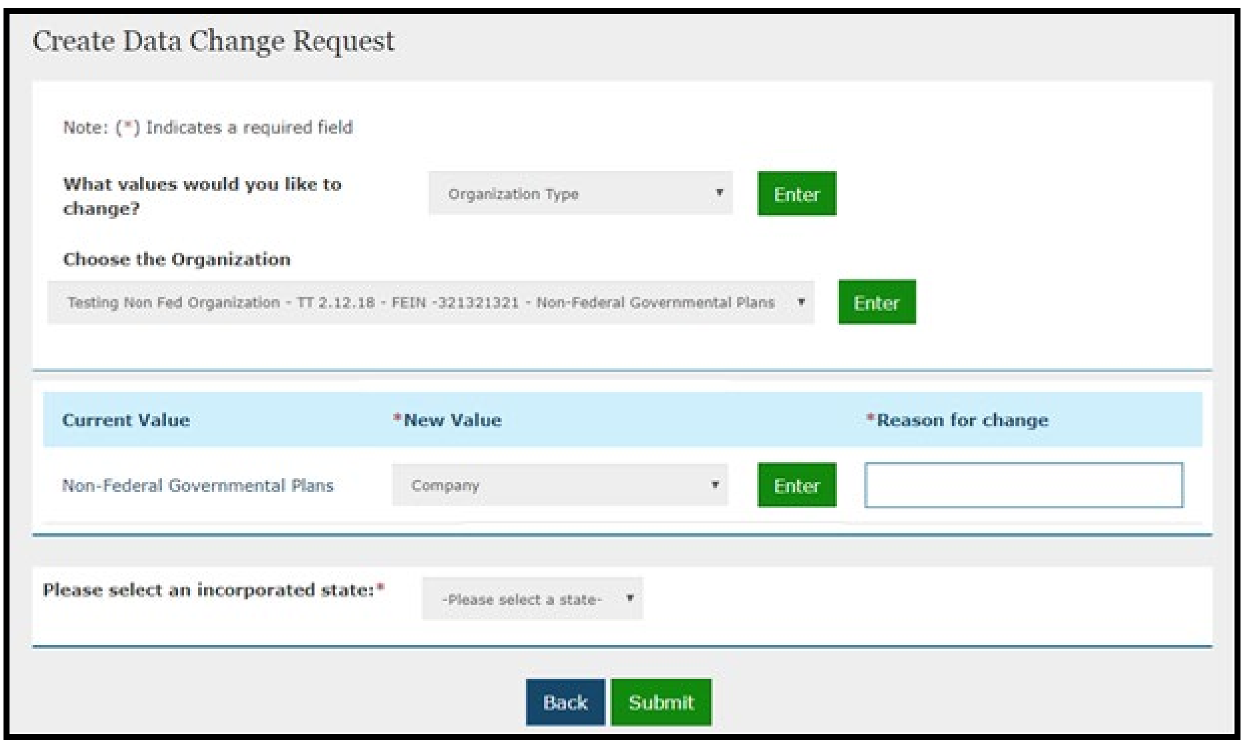
3.5.3.1 Create Data Change Requests

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 Organization. Once the value for the data change is selected, the current value of the field to be changed will be displayed and the Organization admin will need to enter the New Value, or select from a predefined list of values, and enter a Reason for change (250 characters max) before selecting the Submit button.

Organization Administrator will have to select the incorporated state, if changing the Organization Type from Non-Fed to either Company or Non-Insurance Company as illustrated in Figure 3-60.

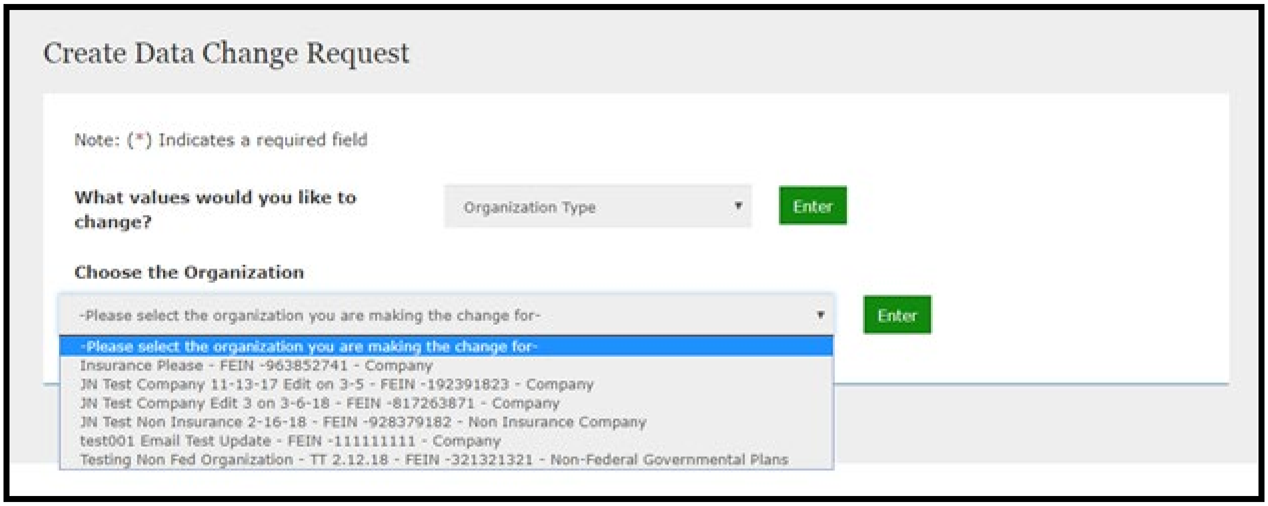
Figure 3-60: Non-Federal Government Plans to Company



Organization Administrator of a non-US registered entity selects the fields displayed for that 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. (Figure 3-61) The current value will be displayed, and the user will need to enter the New Value, or select from a predefined list of values, and enter a Reason for change (250 characters max) before selecting the Submit button.

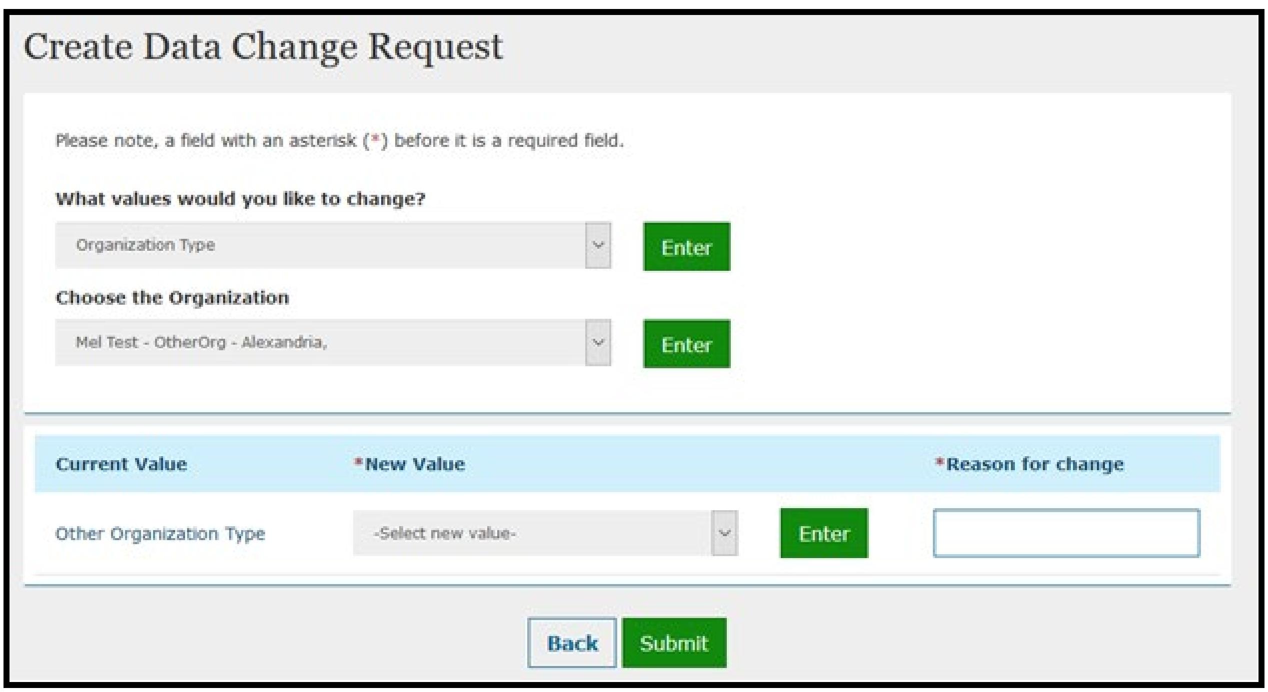
Please note that when entering Organization Name in HIOS, these special characters are not allowed: < > ; " = \ [ ] ` ~ ! @ # $ % ^ * ( ) _ + { } : " ? / , . ' |

Figure 3-61: Multiple Organizations



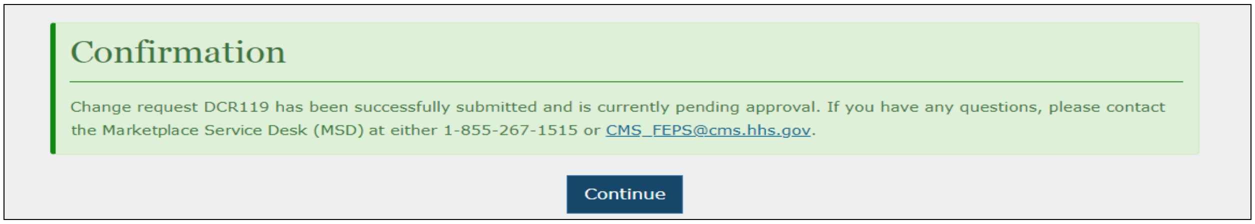
If the Organization Administrator changes the Organization Type from a non-US registered entity to either Company or Non-Insurance Company, then a FEIN is required, and the user needs to select an incorporated state drop-down menu. (Figure 3-62)

Figure 3-62: Non-US Registered Entity to a Company



Once the Organization Administrator selects the Submit button on the Manage Change Request page, a Request ID will be assigned, along with a Pending Approval status. An on-screen Confirmation message will display as illustrated in Figure 3-63.

Figure 3-63: Confirmation Page for Change Request

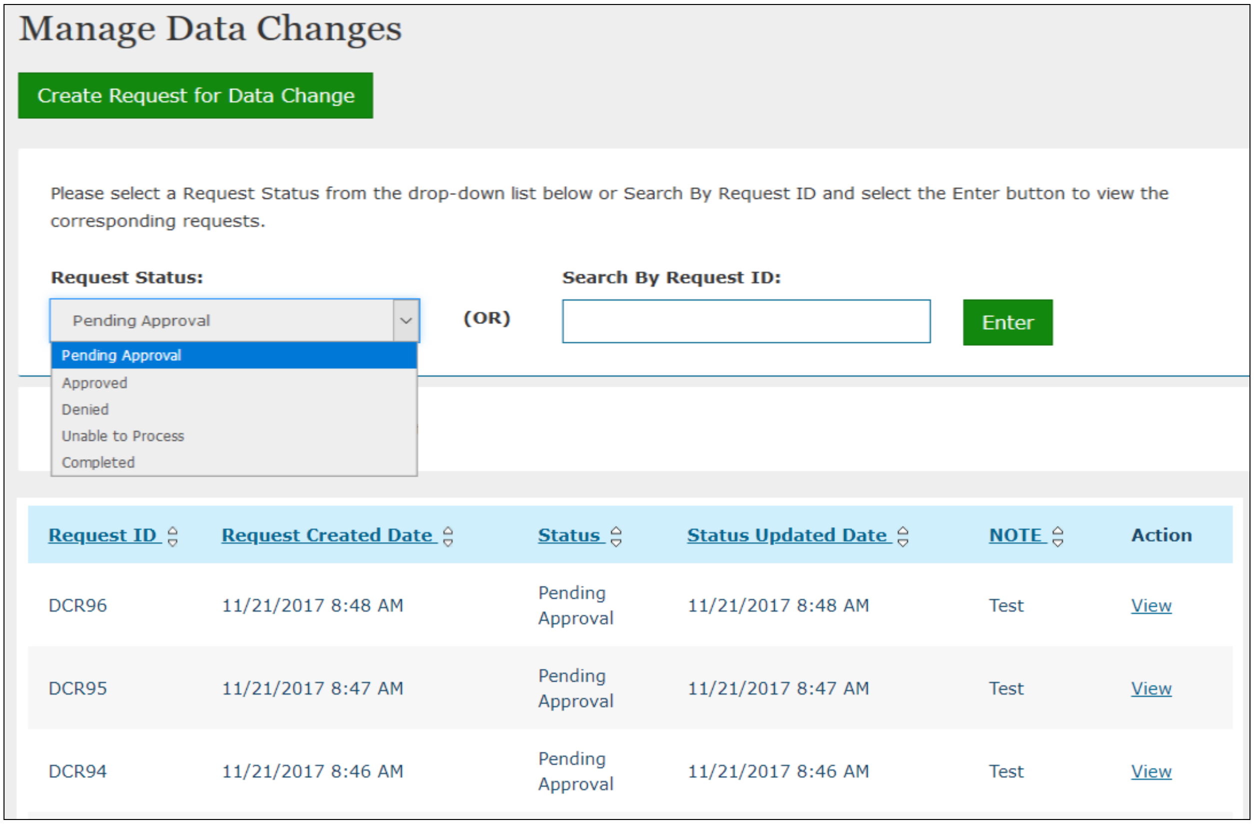


3.5.3.2 View Data Change Requests

Organization 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 **Search by Request ID field** and select the **Enter** button, a summary of the change requests and its statuses will be displayed in search results as illustrated in Figure 3-64. The following statuses can be filtered on the Manage Data Changes page.

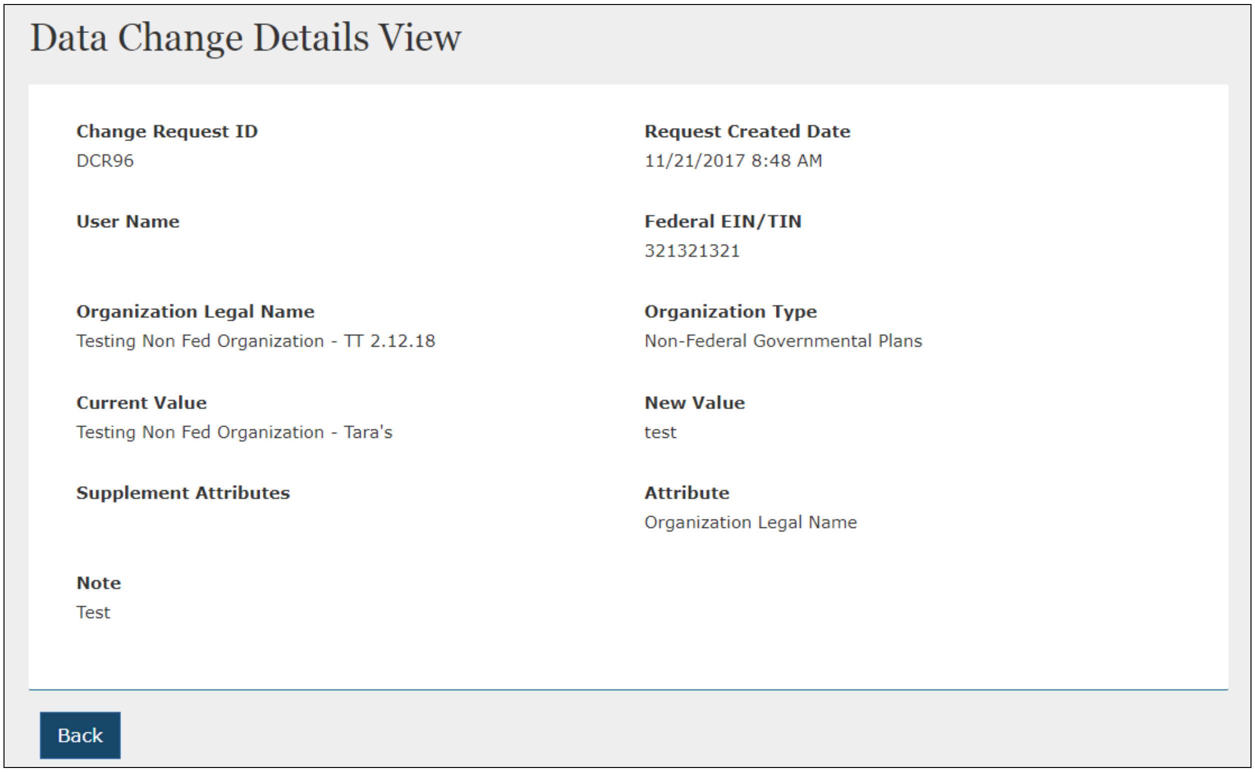
- Pending Approval
- Approved
- Denied
- Unable to Process
- Completed

Figure 3-64: Change Request Statuses



Organization Administrators can review the details of the data change request by selecting the **View** link in the Action column as illustrated in Figure 3-65.

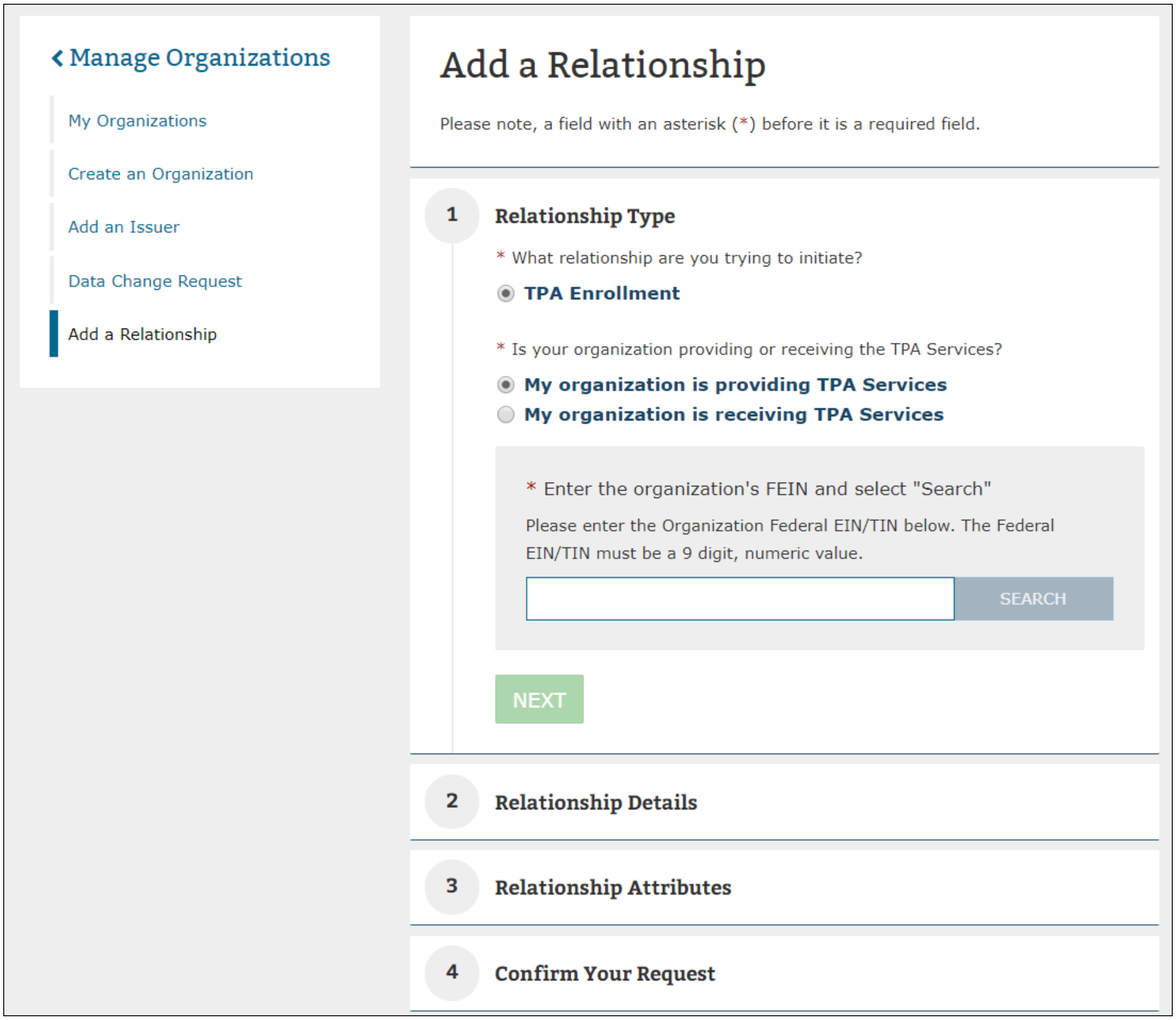
Figure 3-65: View Change Requests



3.6 Add a Relationship

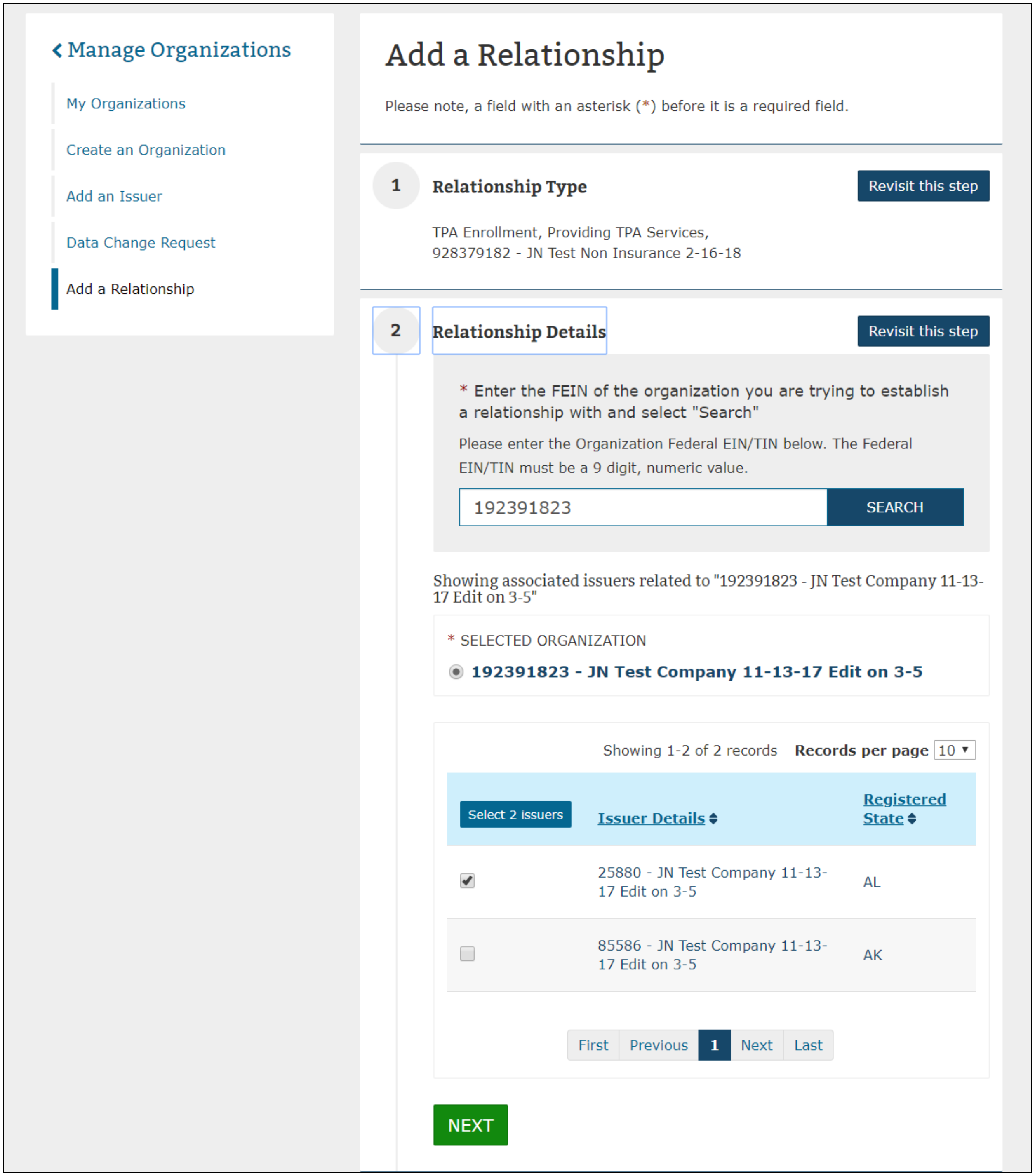
You can access the **Add a Relationship** functionality from the **Manage Organizations** landing page. Through the **Add a Relationship** functionality, add a relationship between a third-party administrator (TPA) organization and issuers in HIOS by completing four steps. The relationship can be initiated by either the TPA or the issuer(s). In Step 1, identify the relationship type and answer if you are providing or receiving TPA services (Figure 3-66).

Figure 3-66: Add a Relationship – Step 1



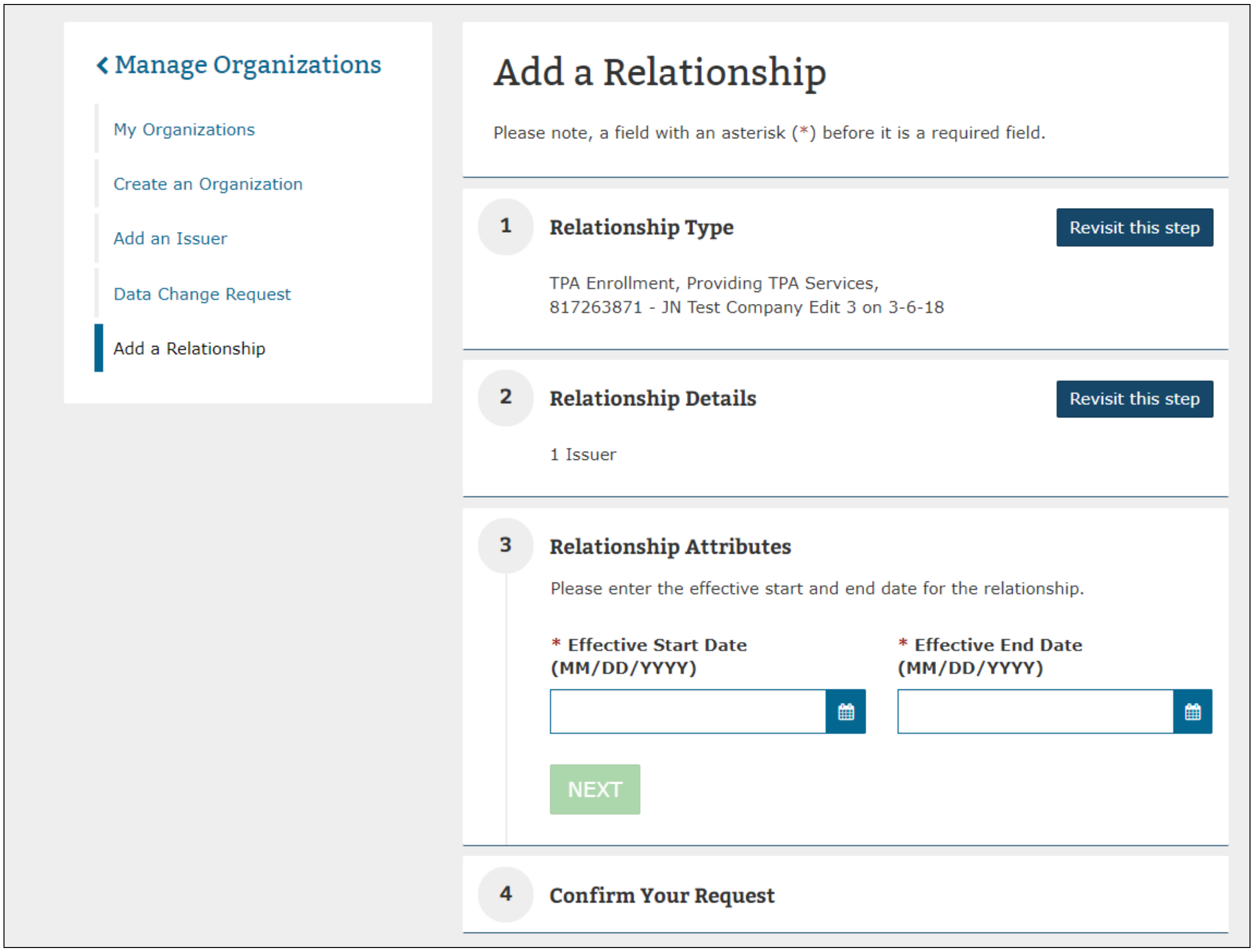
You will need to identify the other half of the relationship in Step 2, either the issuer(s) or the TPA depending on the answer provided in Step 1 (Figure 3-67).

Figure 3-67: Add a Relationship – Step 2



In Step 3, provide the relationship's effective start date and the effective end date (Figure 3-68).

Figure 3-68: Add a Relationship – Step 3



View a summary of information that was provided as part of the Add a Relationship process which includes the relationship type, organization and issuer information, and the effective start and end date displayed in Step 4 (Figure 3-69). If you have deemed the information to be correct, select **Submit** for the request to be approved (Figure 3-70).

Figure 3-69: Add a Relationship – Step 4

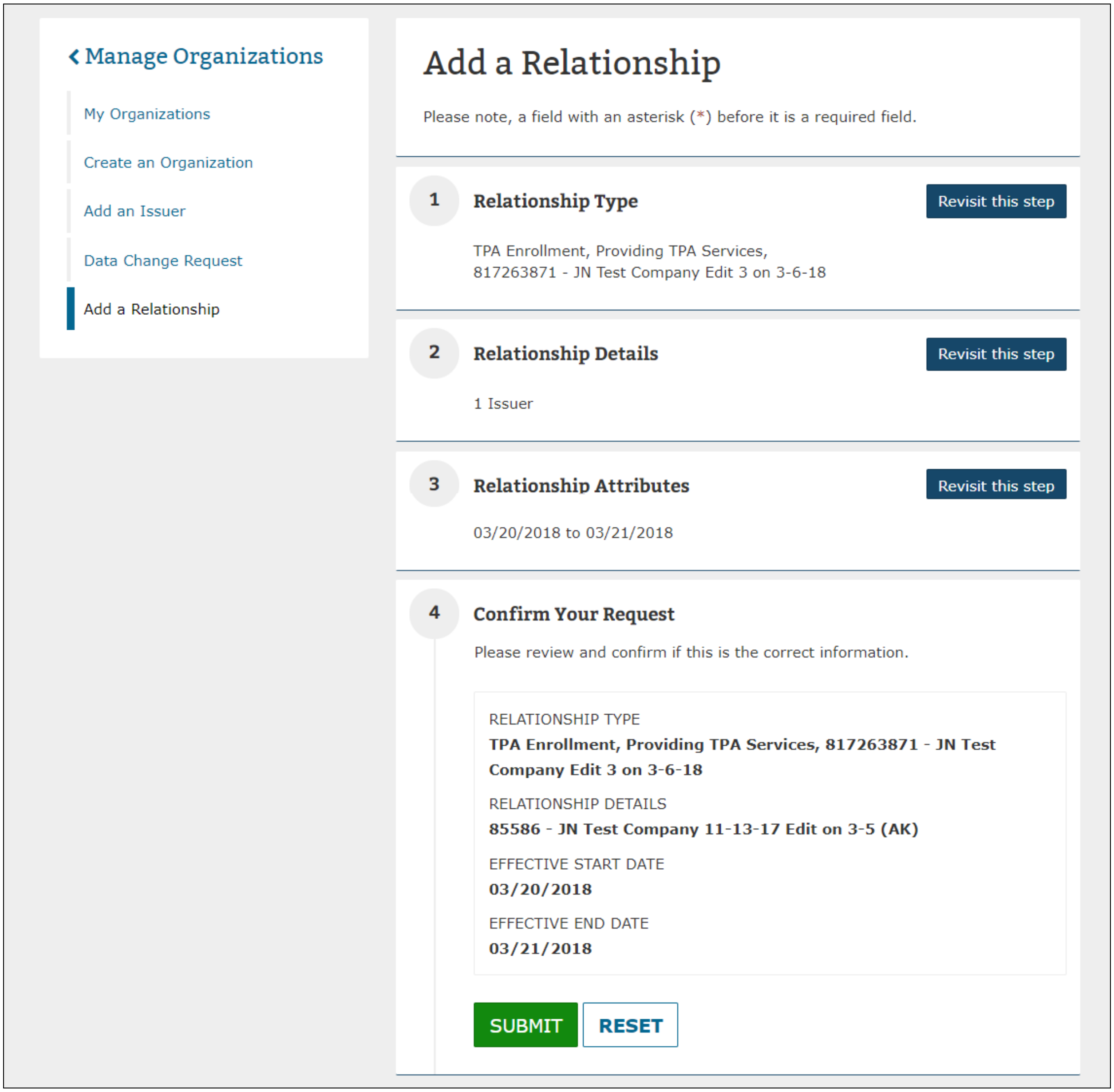
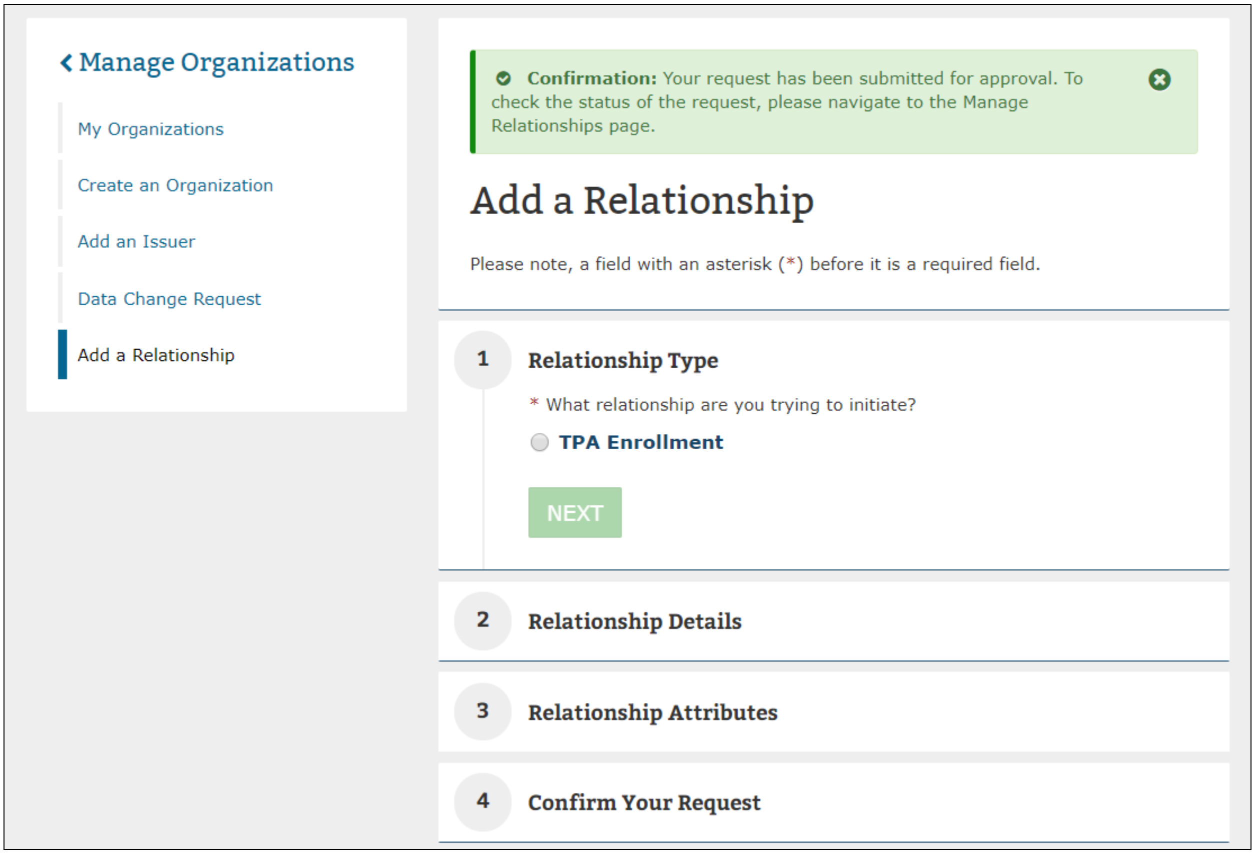


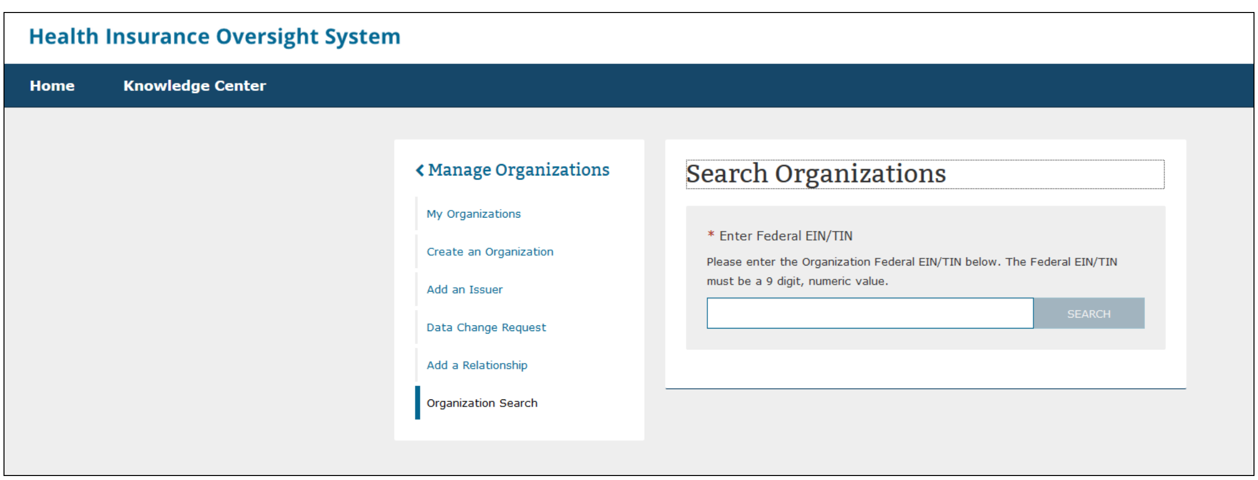
Figure 3-70: Add a Relationship – Confirmation Message



3.7 Organization Search

On the Organization Search page (Figure 3-71), you can search and view details for organizations registered in HIOS with a valid FEIN. The organization details are shown in an editable format for users who already have the company administrator and organization administrator for the organization returned in the search.

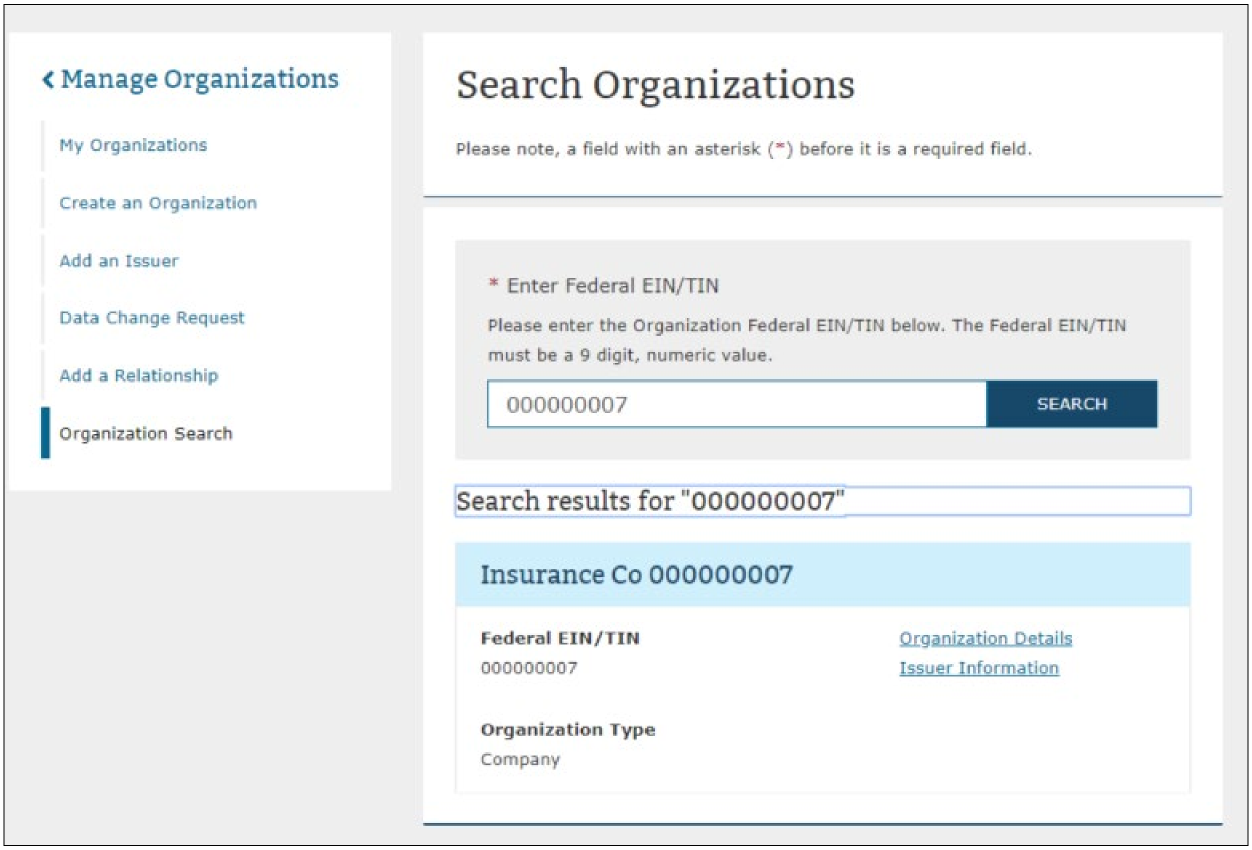
Figure 3-71: Organization Search



3.7.1 Company/Organization Administrator view

The organization details (Figure 3-72) are displayed in an editable format for users who already have the company administrator and organization administrator for the specific organization that is returned in the search.

Figure 3-72: Organization Search Results



3.7.2 All HIOS Users View

The organization details are displayed in a read-only format for all the HIOS users who do not have company administrator or organization administrator role (Figure 3-73). The Issuer details are also displayed in a read-only format for all the HIOS users who do not have company administrator or organization administrator role (Figure 3-74 and Figure 3-75).

Figure 3-73: Organization Search – Organization Details Page for All HIOS Users

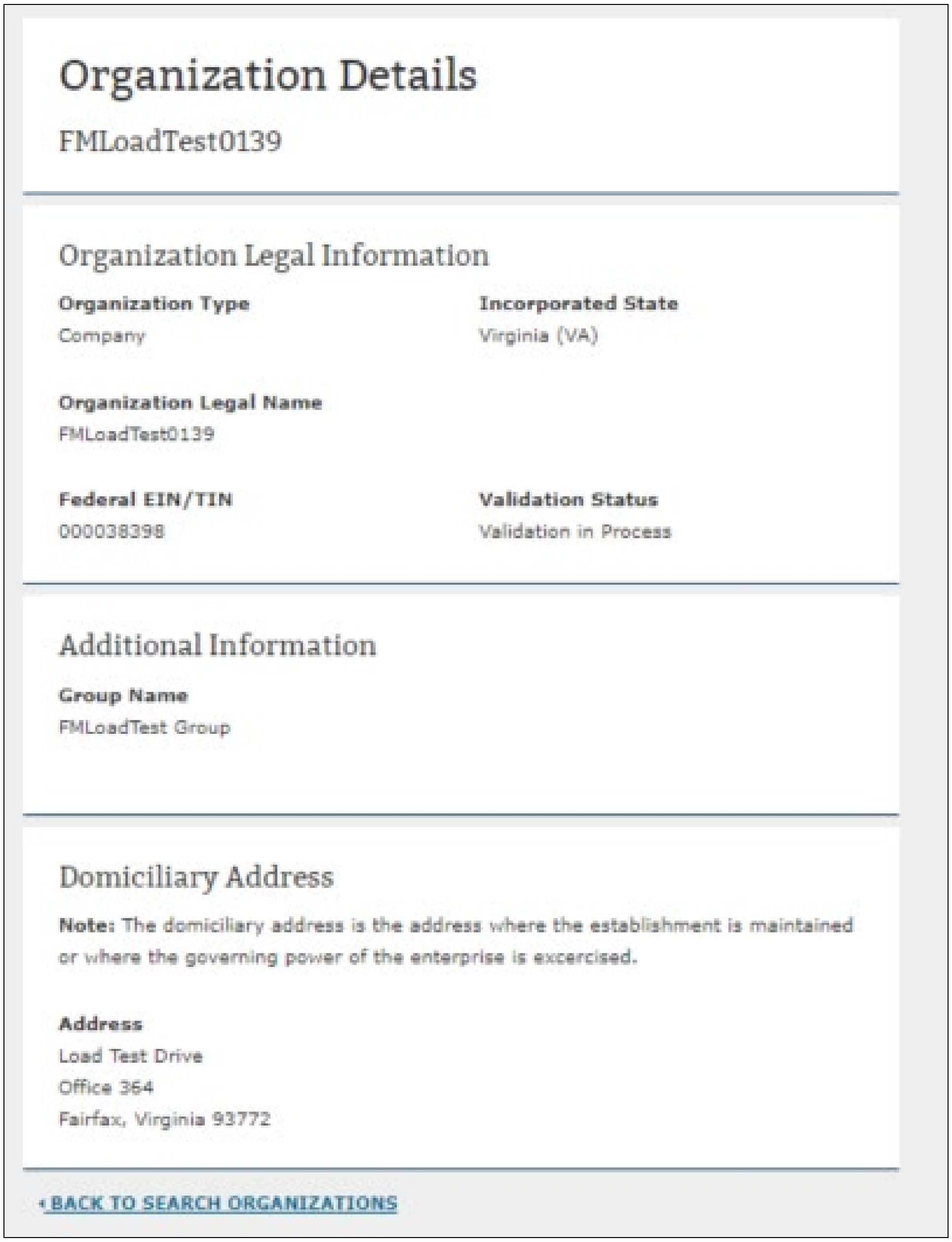
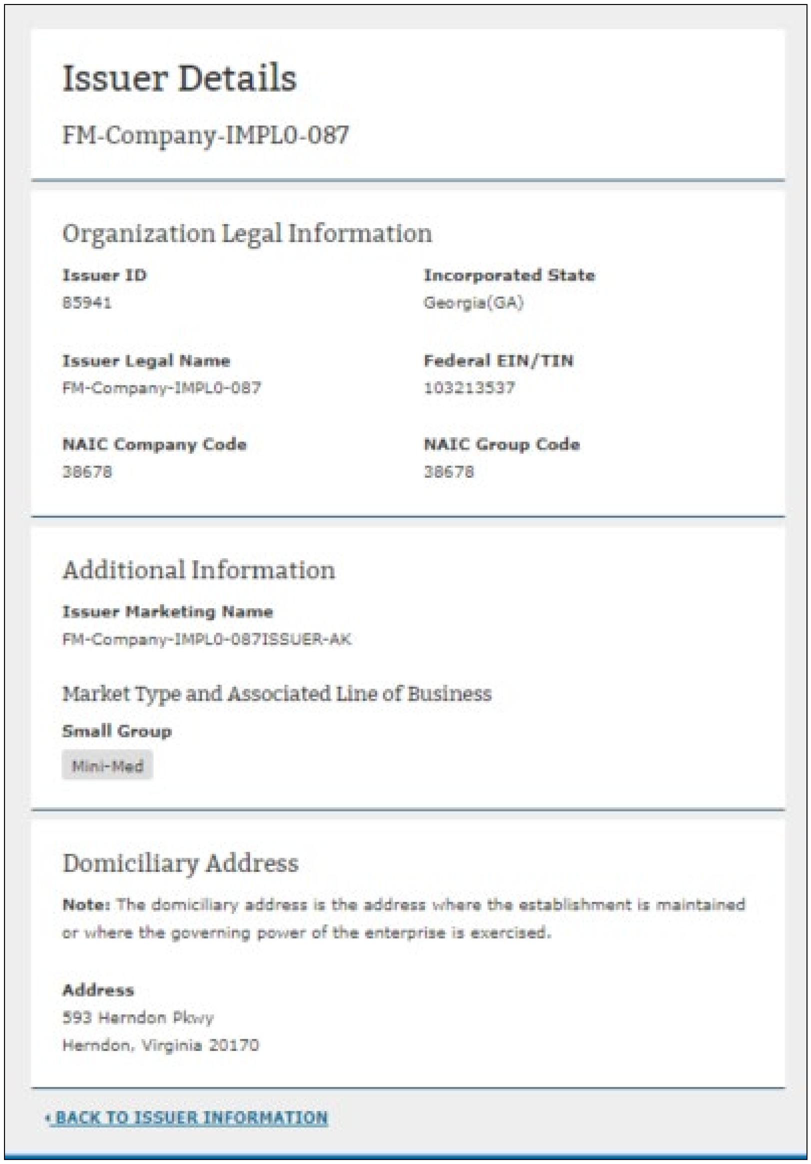


Figure 3-74: Organization Search – Issuer Information for All HIOS Users

Figure 3-75: Organization Search – Issuer Details for all HIOS Users

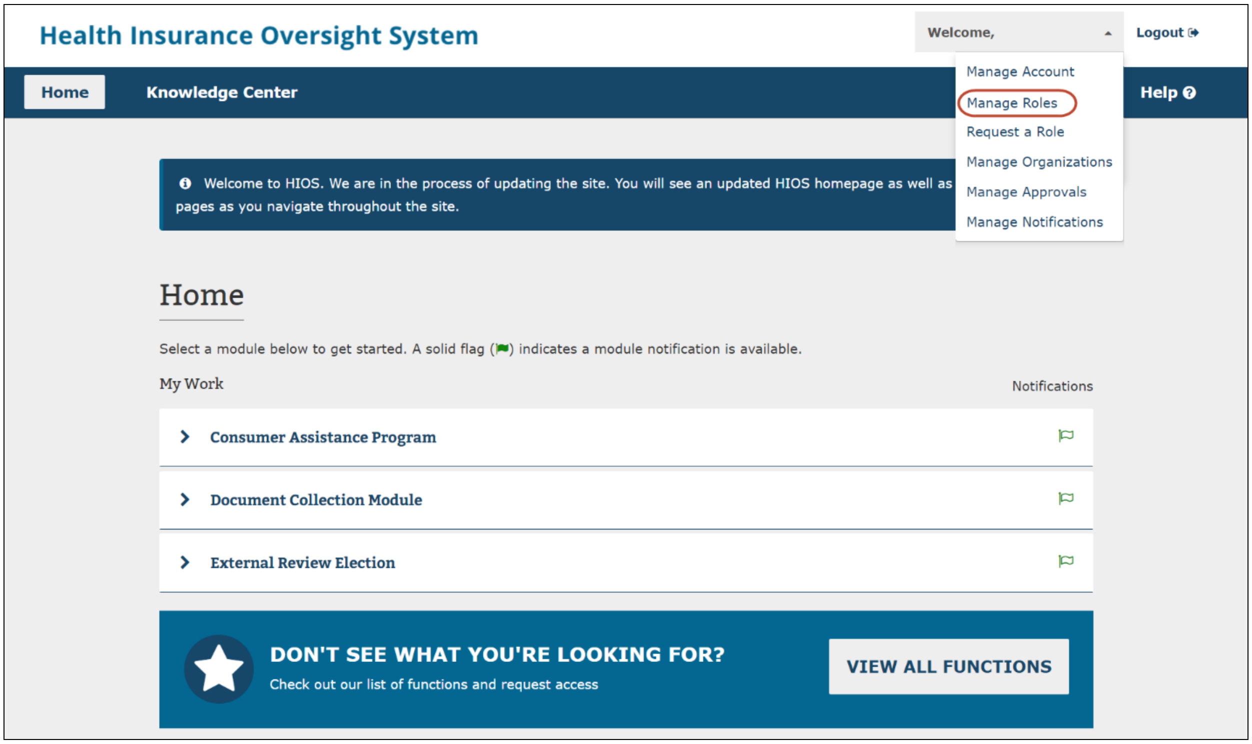


3.8 Role Management

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

The HIOS Home Page will display a **Manage Roles** link from the drop-down as illustrated in Figure 3-76.

Figure 3-76: HIOS Portal Home Page – Manage Roles

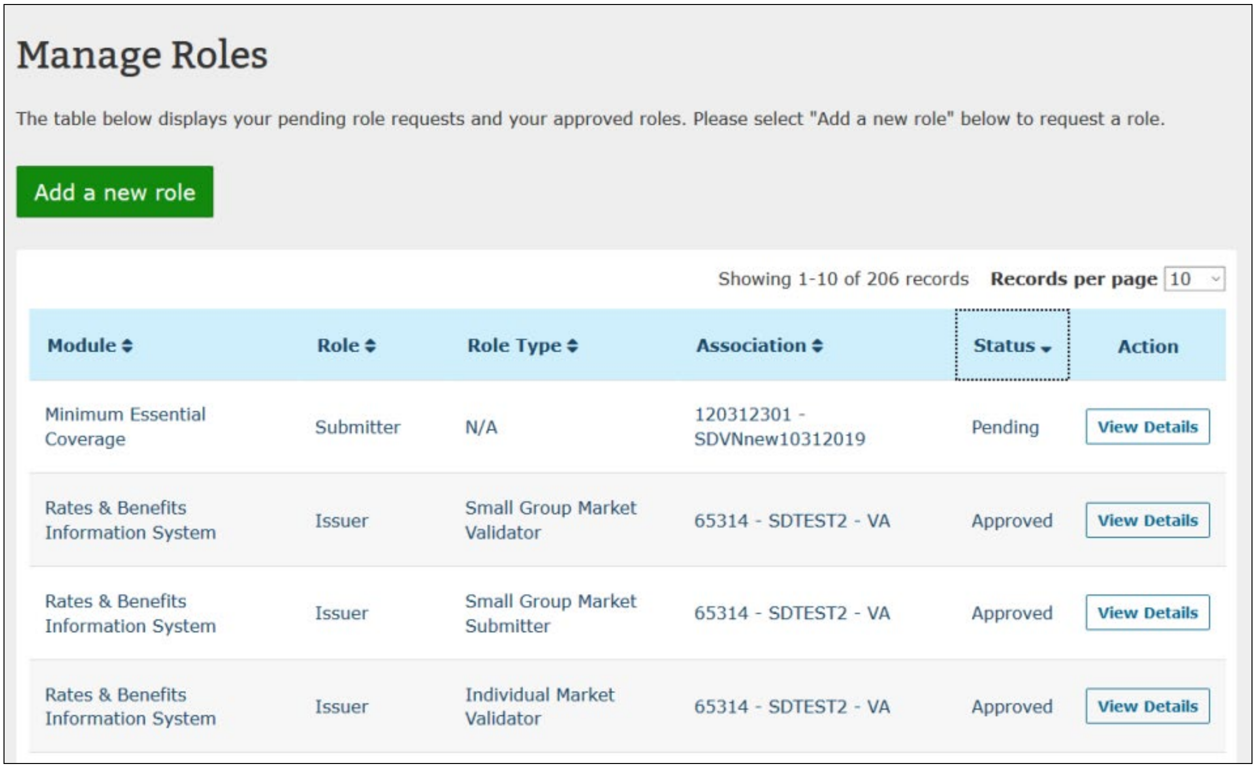


3.8.1 Manage Roles Page

You can view your existing roles and pending role requests on the Manage Roles page as displayed in Figure 3-77.

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

Figure 3-77: Manage Roles



You may select **View Details** to view additional information about the Pending or Approved role request. You will be navigated to the View Role Details page which will vary depending on the status of the role request. The two variations of the page are displayed in Figure 3-78 and Figure 3-79.

Figure 3-78: View Role Details – Pending Role Request

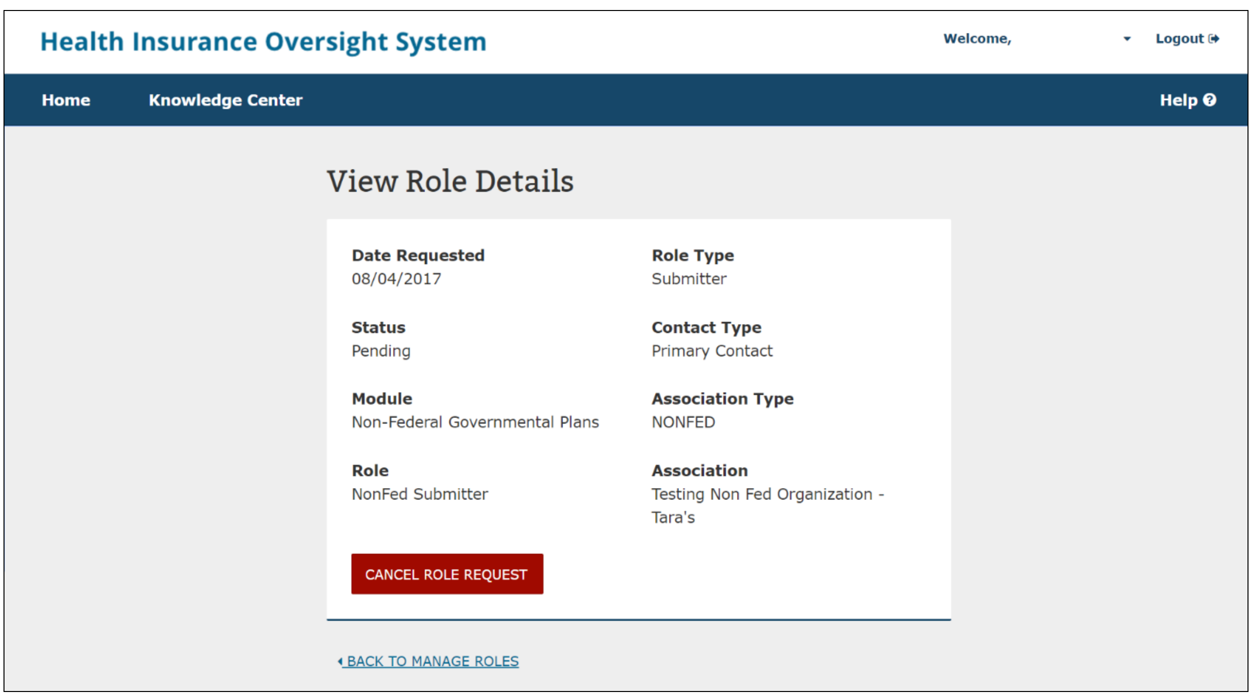
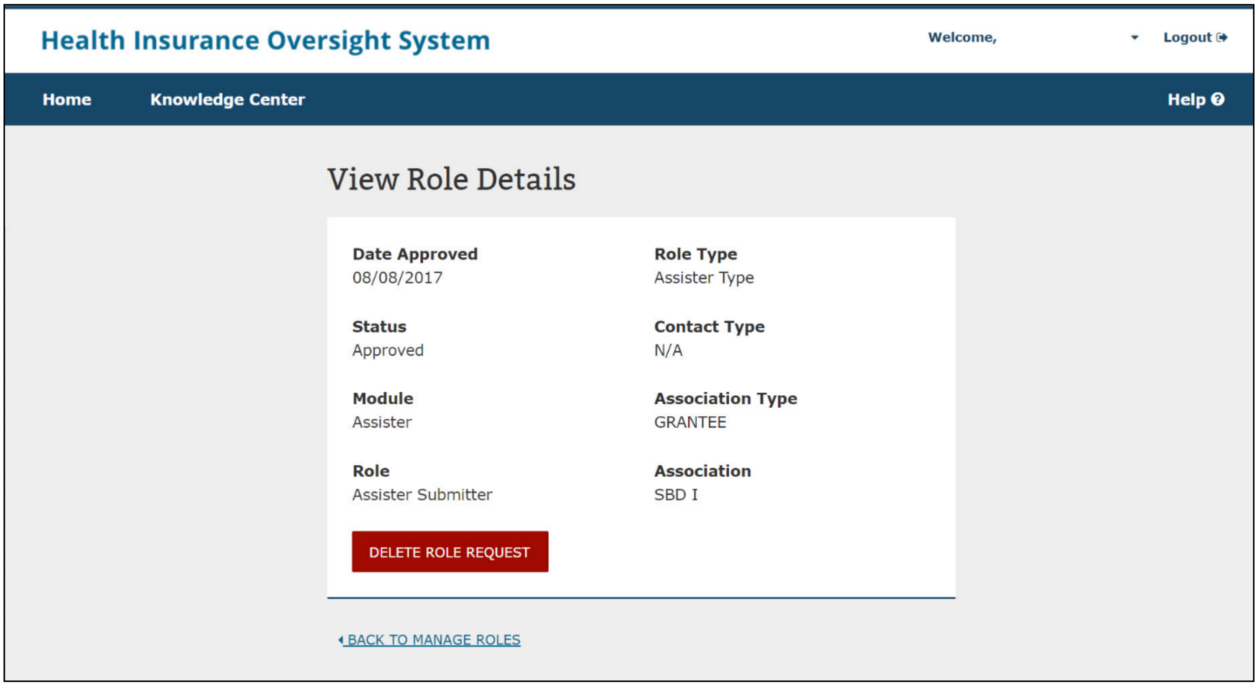


Figure 3-79: View Role Details – Approved Role Request



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

Figure 3-80: Role Cancellation Confirmation

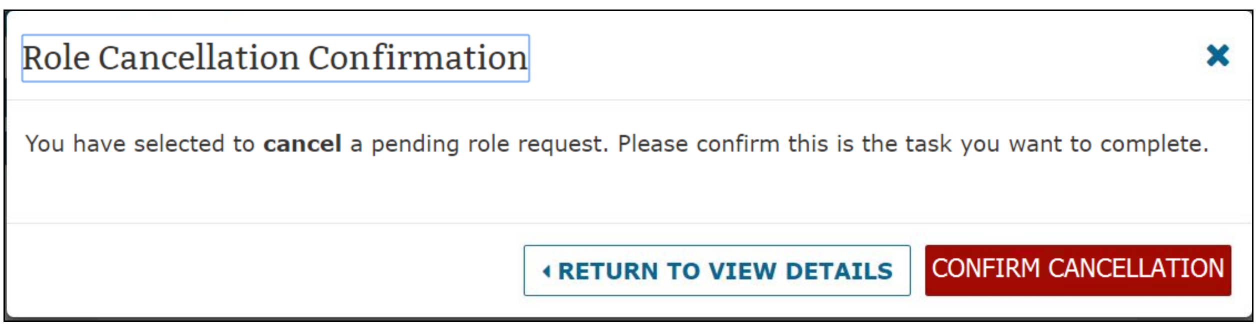


Figure 3-81: Role Deletion Confirmation

To view existing roles, complete the following steps:

1. From the HIOS Portal Home Page, select the **Manage Roles** link.
2. View additional details for the role request by selecting **View Details** in the Actions column.
3. Cancel or delete your pending or approved role requests from the View Role Details page.
4. Confirm your action on the pop-up. Once the request is submitted, the system shall display a confirmation message on the Manage Roles page. Figure 3-80 and Figure 3-81

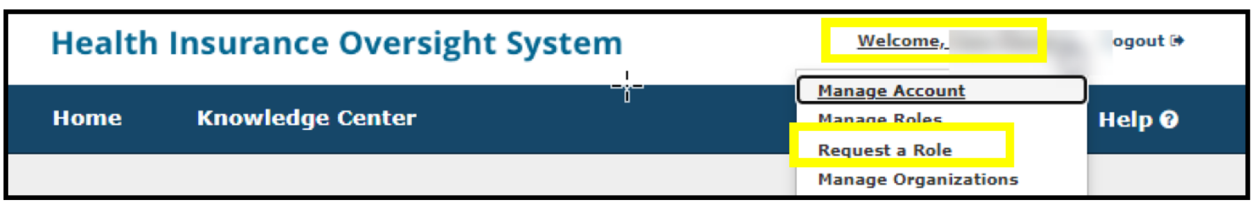
3.8.2 Requesting a Role

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

To request a role, complete the following steps:

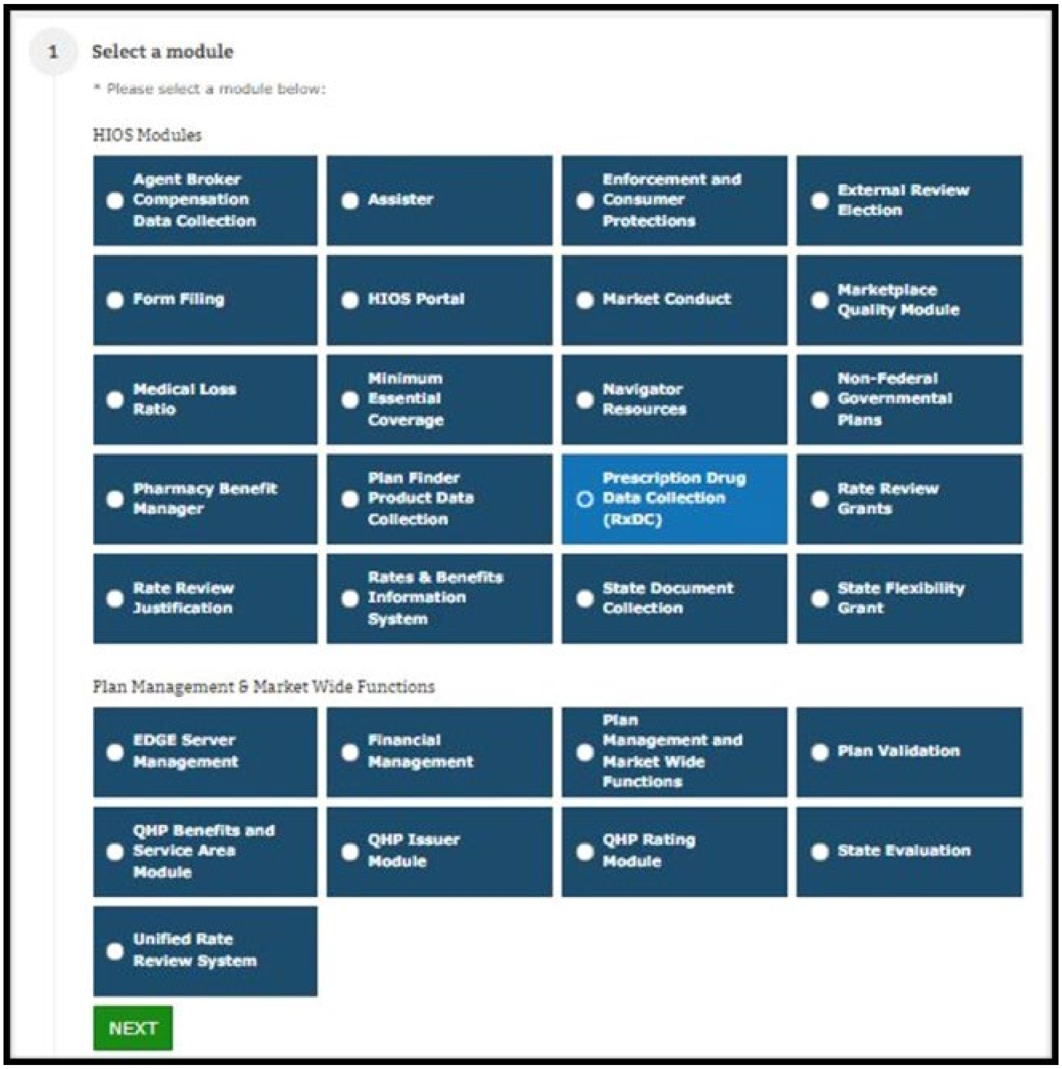
1. From the HIOS Portal Home Page, select **Request a Role** from the **Welcome** dropdown.

Figure 3-82: Request a Role



2. Select the Module needed. Figure 3-83

Figure 3-83: Select The Module

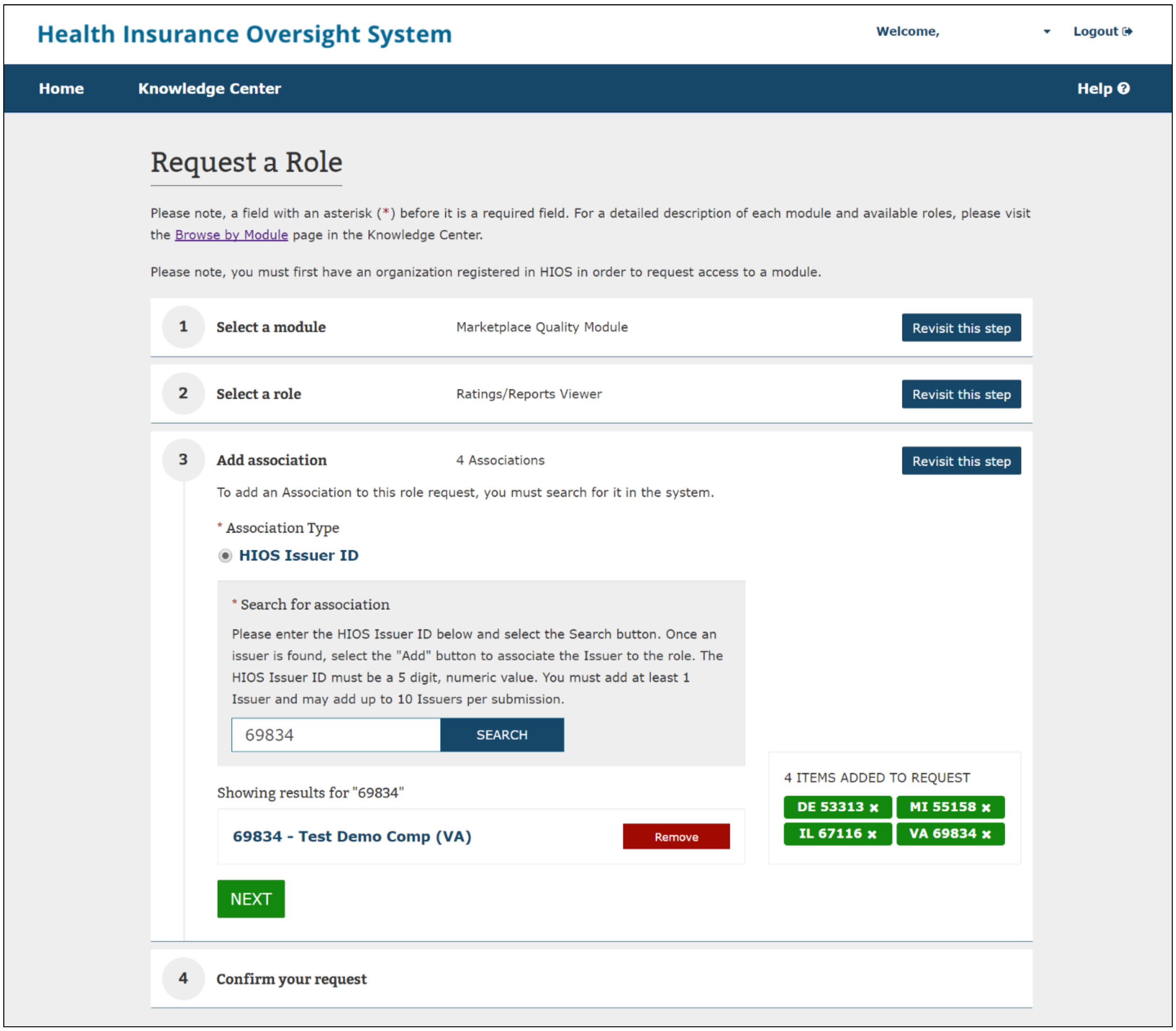


3. Select the requested role. The system will only display the specific roles that apply to the module selected.
4. If applicable for the module and role selected, select the role type.
   - The role type radio buttons shall **NOT** be displayed for the following modules:
     - ERE
     - Non-Fed
     - Financial Management
     - Qualified Health Plan (QHP) Issuer Module
     - QHP Rating Module
     - QHP Benefits and Service Area
     - State Evaluation module
     - Unified Rate Review System

5. If applicable for the module, role, and role type selected, select the **Contact Type**.
6. Select the **Association Type**. Enter the information and select **Search**. If a search result is not displayed, the user must register the organization first or verify that the issuer, site, or state reference provided is accurate.
7. Review the information and select the **Submit** button. The **Reset** button is also an option if the user wants to reset the steps and start over.

Figure 3-84 displays the role request for the Ratings/Reports Viewer role within the Marketplace Quality Management (MQM) module.

Figure 3-84: Ratings/Reports Viewer Role Request



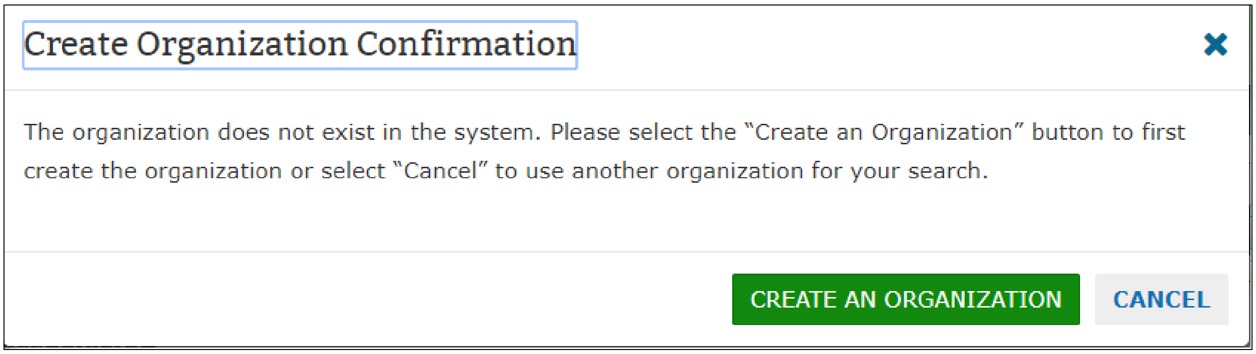
Users who seek to request the Ratings/Reports Viewer role can associate themselves with multiple Issuers per request. Search for a valid Issuer and then select **Add**.

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

The system will check that the Issuer IDs entered exist within HIOS and that you do not already have an existing association with the selected Organization. If an organization does not exist in the system, a pop-up message will display that allows you to first create the organization as displayed by Figure 3-85.

To create an organization, follow the instructions according to your organization function as instructed in Section 3.3 Creating an Organization.

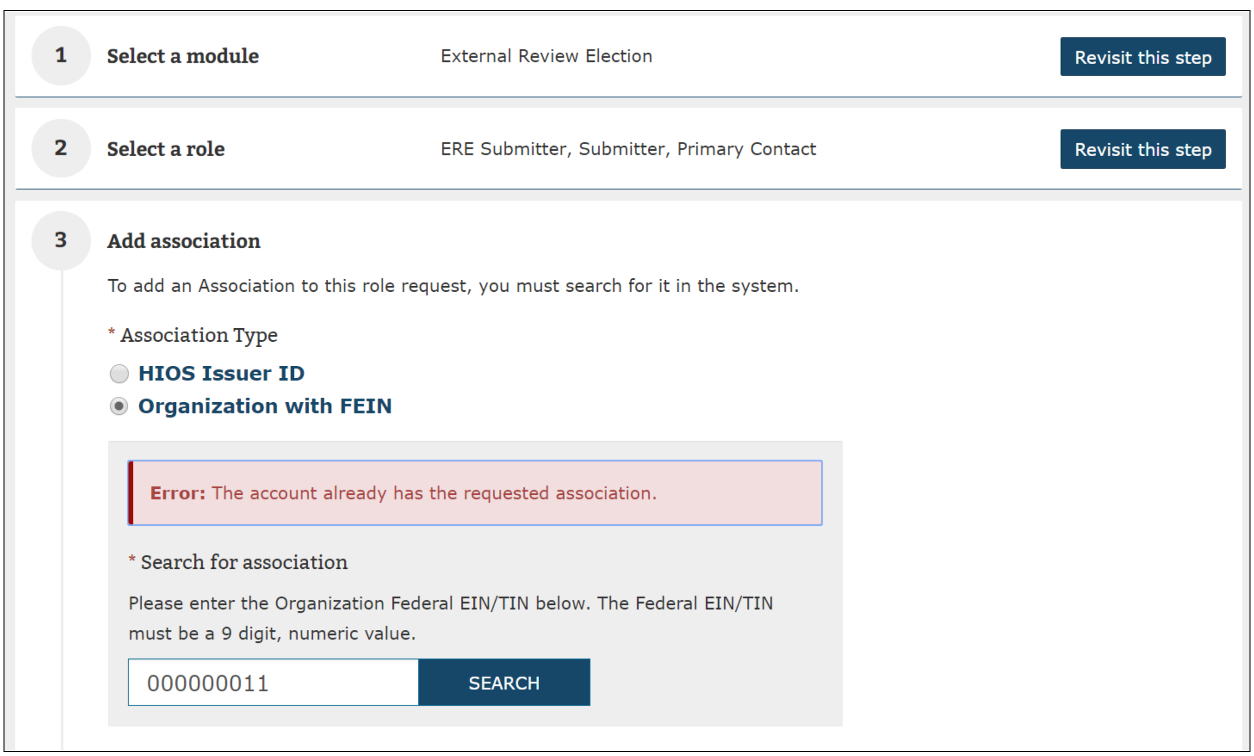
Figure 3-85: Organization Not Found – Navigate to Create an Organization



After creating your organization, return to Section 3.8.2 – Requesting A Role, and follow the role request process.

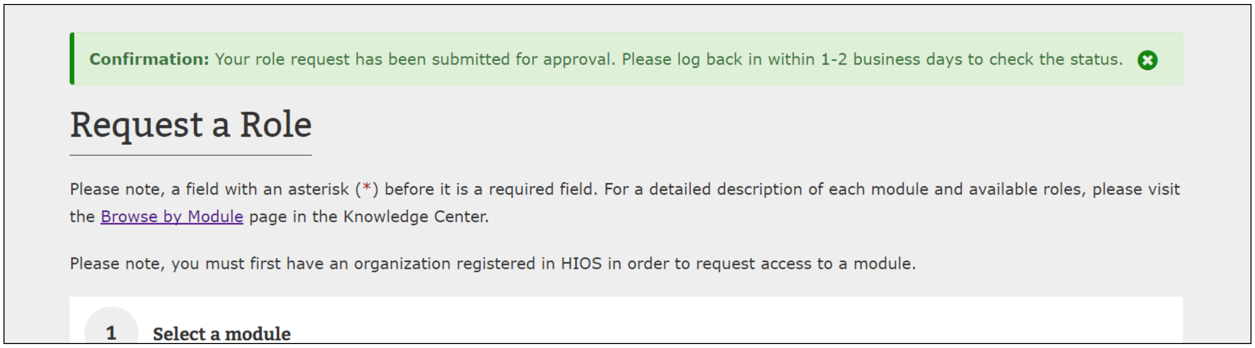
On step 3 of the role request process, if you already have a role associated with the Issuer ID or FEIN you entered, the system will display the error message as in Figure 3-86.

Figure 3-86: Existing Association Error Message



Once you have been able to submit the desired role request, the system will display a Confirmation screen, as seen in Figure 3-87, to notify you of a successful submission.

Figure 3-87: Role Request Confirmation Page



3.8.3 The Organization Role Approver (ORA) Role

The Organization Role Approver (ORA) is responsible for approving and denying pending role requests for their assigned organizations and/or issuers.

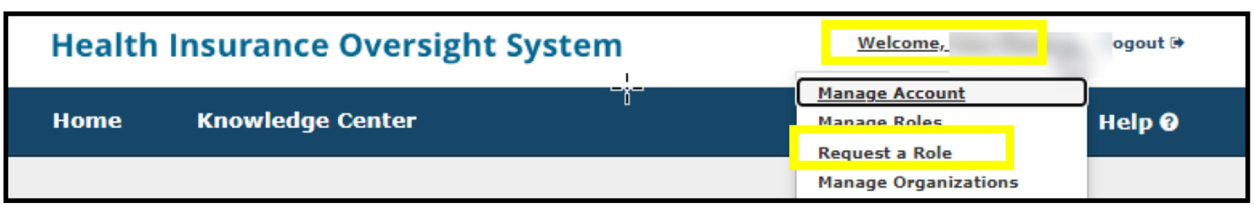
Every organization within HIOS (that has a FEIN and/or Issuer ID) is required to identify ORA users who would vet all access requests for the associated Organization across all HIOS modules. The organization is required to assign both a Primary and Backup ORA user.

However, If you work for an organization, such as a group health plan, that only needs ONE person to access a module in HIOS (e.g., RxDC), and DOES NOT need access to any other module, you do not need to request the 'Organization Role Approver (ORA)' role. Also, organizations with only one registered user in HIOS or sole proprietors do not need ORAs. If your organization fits the descriptions above and does not have any ORAs, CMS will approve your role requests.

To request the Organization Role Approver role, complete the following steps:

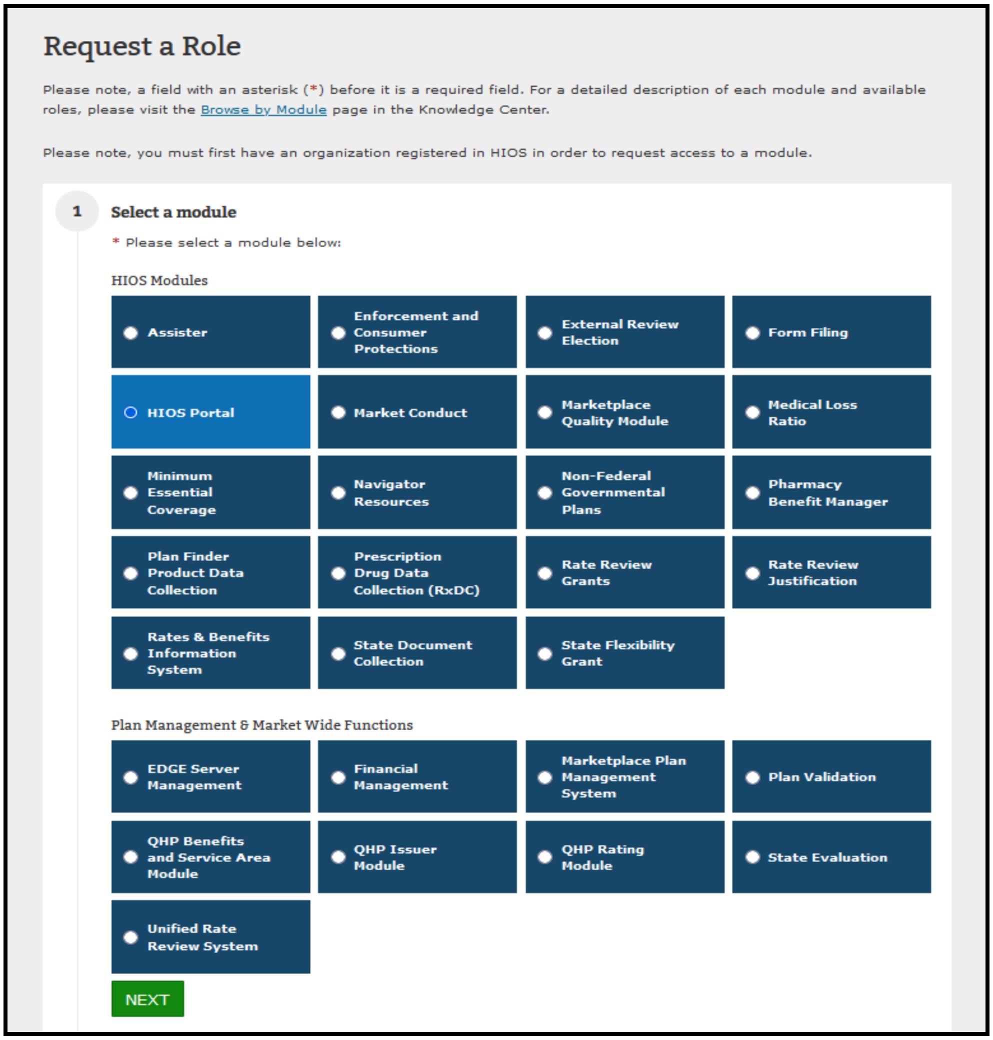
1. From the HIOS Portal Home Page, select the **Request a Role** link.

Figure 3-88: Request A Role - Welcome Dropdown



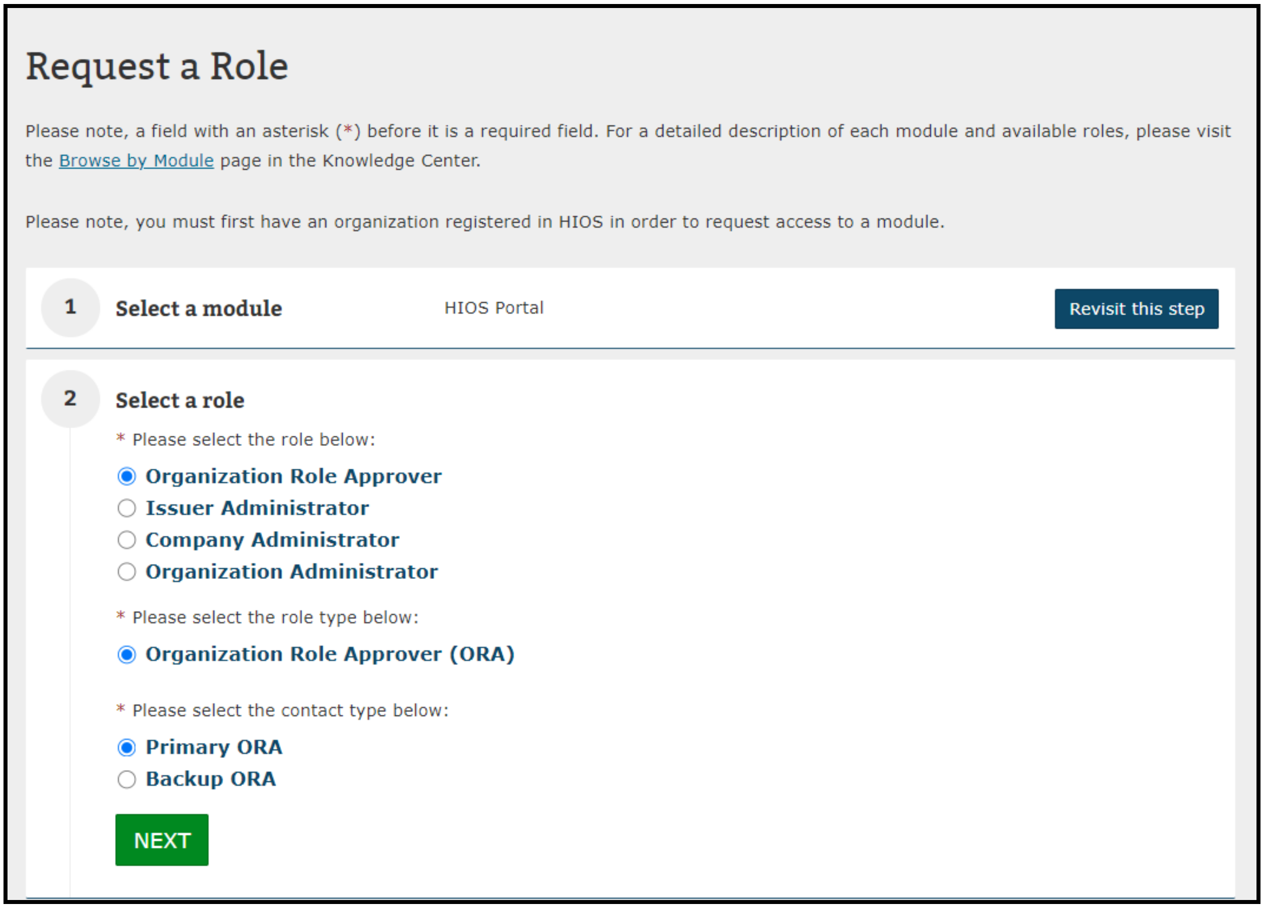
2. Select the HIOS Portal Module and then select **Next**.

Figure 3-89: Select Module



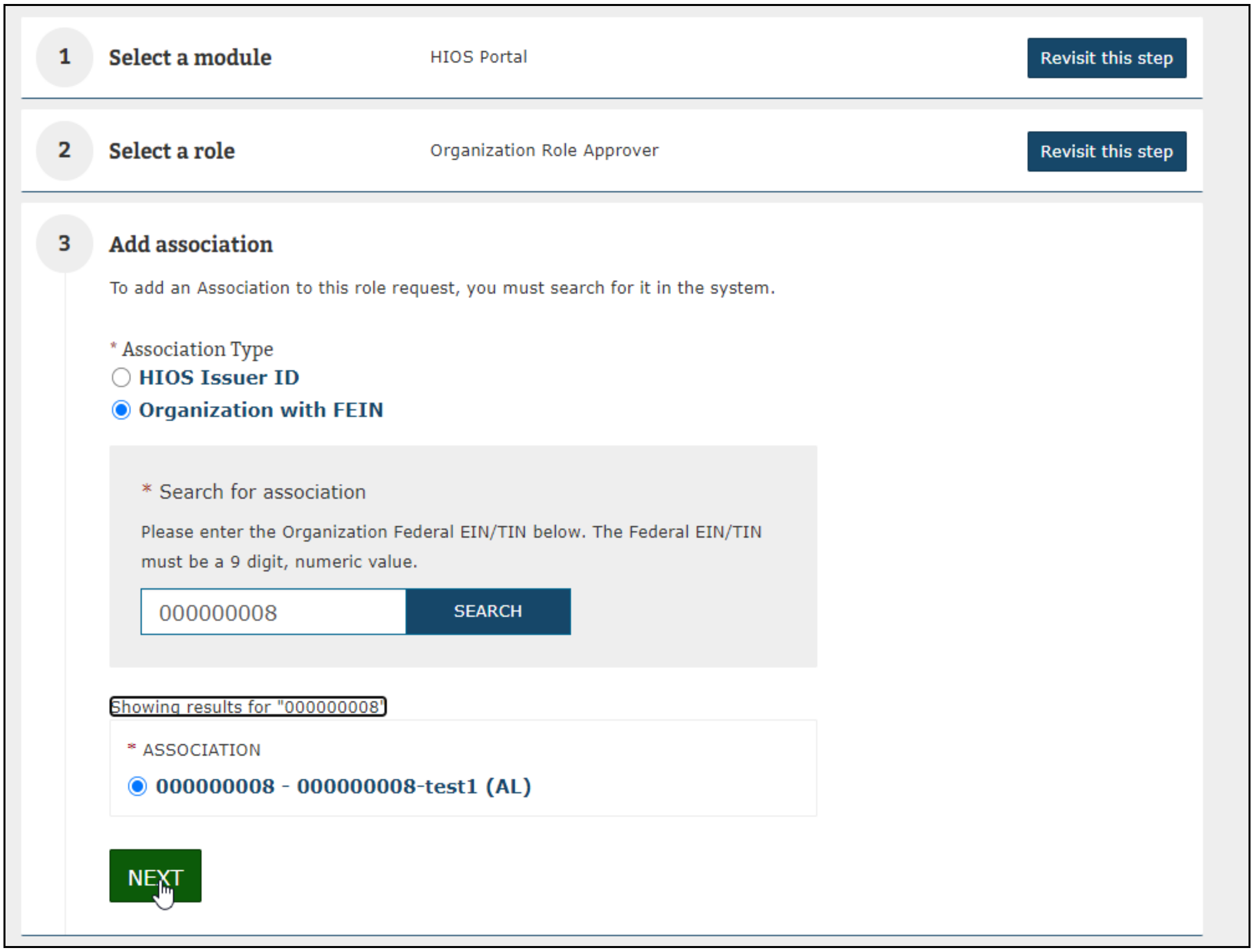
3. Select the **Organization Role Approver** role and then select **Organization Role Approver (ORA)** as the role type. Select either Primary ORA or Backup ORA for the contact type and then select '**Next.'**

Figure 3-90: Select Role and Contact Type



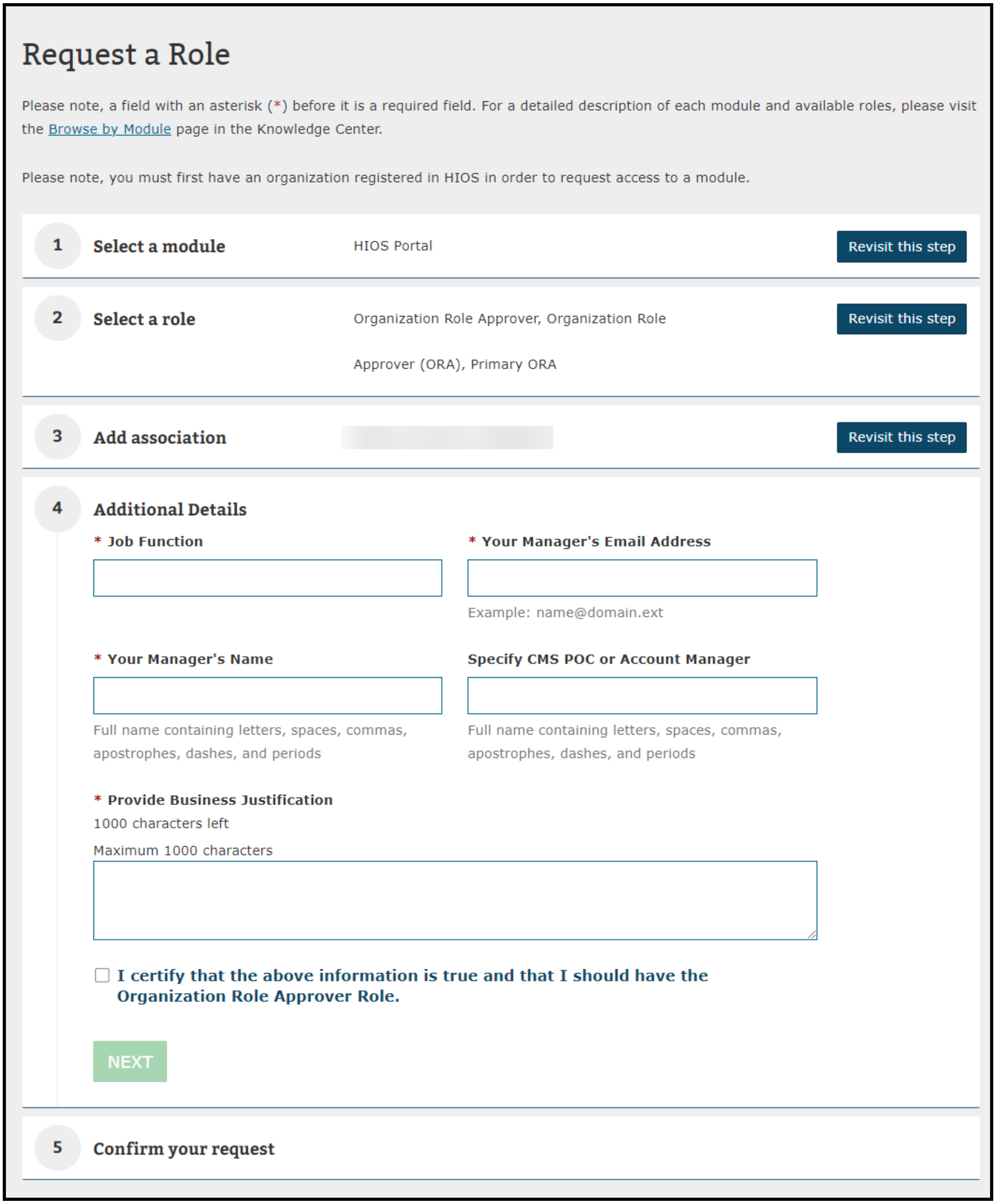
4. Select the **Association Type**. Enter the information and select **Search**. If a search result is not displayed, the user must register the organization first or verify that the issuer, site, or state reference provided is accurate.

Figure 3-91: Select Association Type



5. Enter the required **Additional Details** and select the checkbox to certify the information is correct. (Figure 3-92.) Select **next.** This role request requires that the user provide accurate information regarding job function, Manager's email address, Manager's name, provide a business justification and certify that the above information is correct. Failure to provide accurate and concise information may result in a denial of the role request.).
    a. The manager's email address must be a private domain email address. E.g., examplename@examplecompanydomain.com
    b. Manager's name must be full name containing only letters, spaces, commas, apostrophes, dashes, and periods.
6. Review the role request and select the **Submit** button. The **Reset** button is also an option if you want to reset the steps and start over. (Figure 3-93)

Figure 3-92: Request a Role – Organization Role Approver


Request a Role

Please note, a field with an asterisk (*) before it is a required field. For a detailed description of each module and available roles, please visit the Browse by Module page in the Knowledge Center.

Please note, you must first have an organization registered in HIOS in order to request access to a module.

1 **Select a module** HIOS Portal Revisit this step

2 **Select a role** Organization Role Approver, Organization Role Approver (ORA), Primary ORA Revisit this step

3 **Add association** Revisit this step

4 **Additional Details**

* Job Function

* Your Manager's Email Address

Example: name@domain.ext

* Your Manager's Name

Full name containing letters, spaces, commas, apostrophes, dashes, and periods

Specify CMS POC or Account Manager

Full name containing letters, spaces, commas, apostrophes, dashes, and periods

* Provide Business Justification

1000 characters left

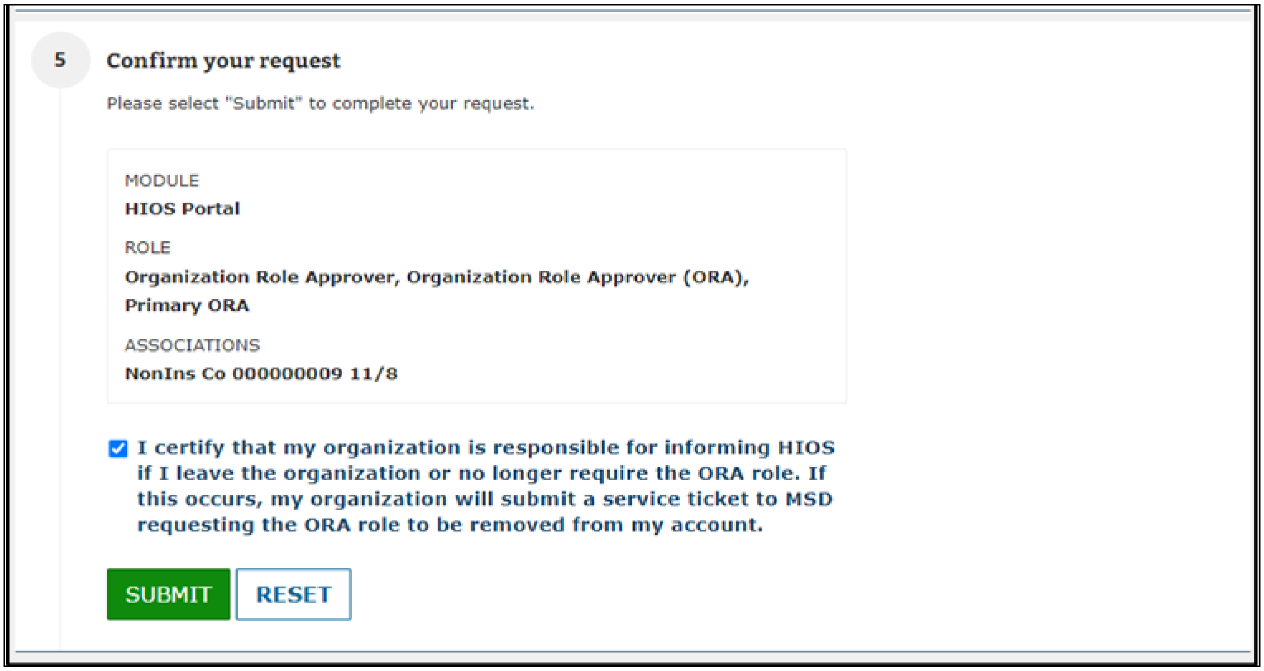
Maximum 1000 characters

☐ I certify that the above information is true and that I should have the Organization Role Approver Role.

NEXT

5 **Confirm your request**

Figure 3-93: Certify and Submit



After selecting **Submit**, a confirmation message will appear at the top of the page.

The requesting user will receive an email once the role request has been approved. If the request was denied, users will also receive a denial notification email with some pointers on the next steps.

3.9 Approvals

Users, with the appropriate role for their module, can Approve or Deny user role requests at both the module and organizational level.

Note that as an Organization Role approver (ORA), you will not be able to approve your own user role request(s). User role requests submitted by an ORA can only be viewed and approved by another ORA within the organization.

Users with approval roles will have the **Role Approval Management** link displayed in the drop-down on the HIOS Portal Home Page as displayed in Figure 3-94 and Figure 3-95.

Figure 3-94: HIOS Portal Home Page – Approval Management

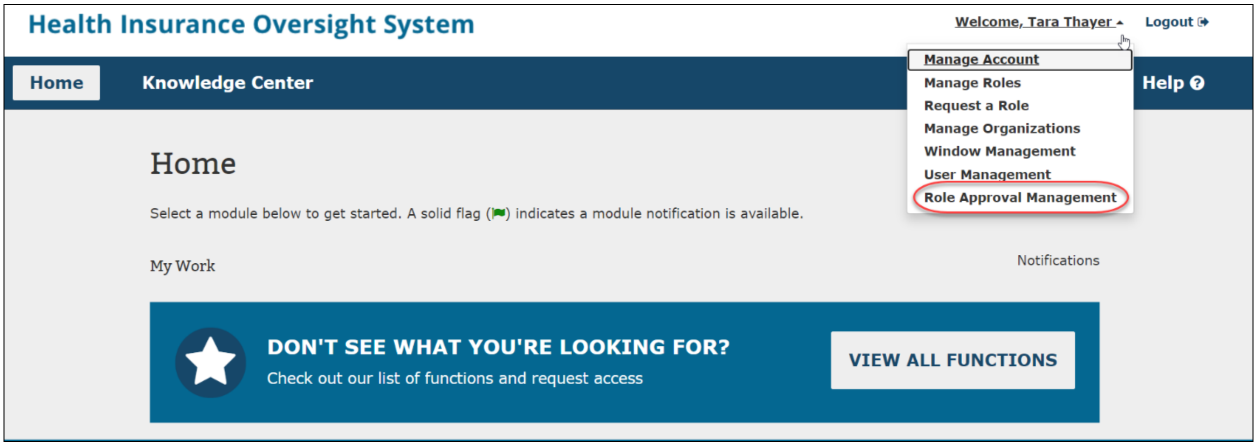


Figure 3-95: Role Approval Tab

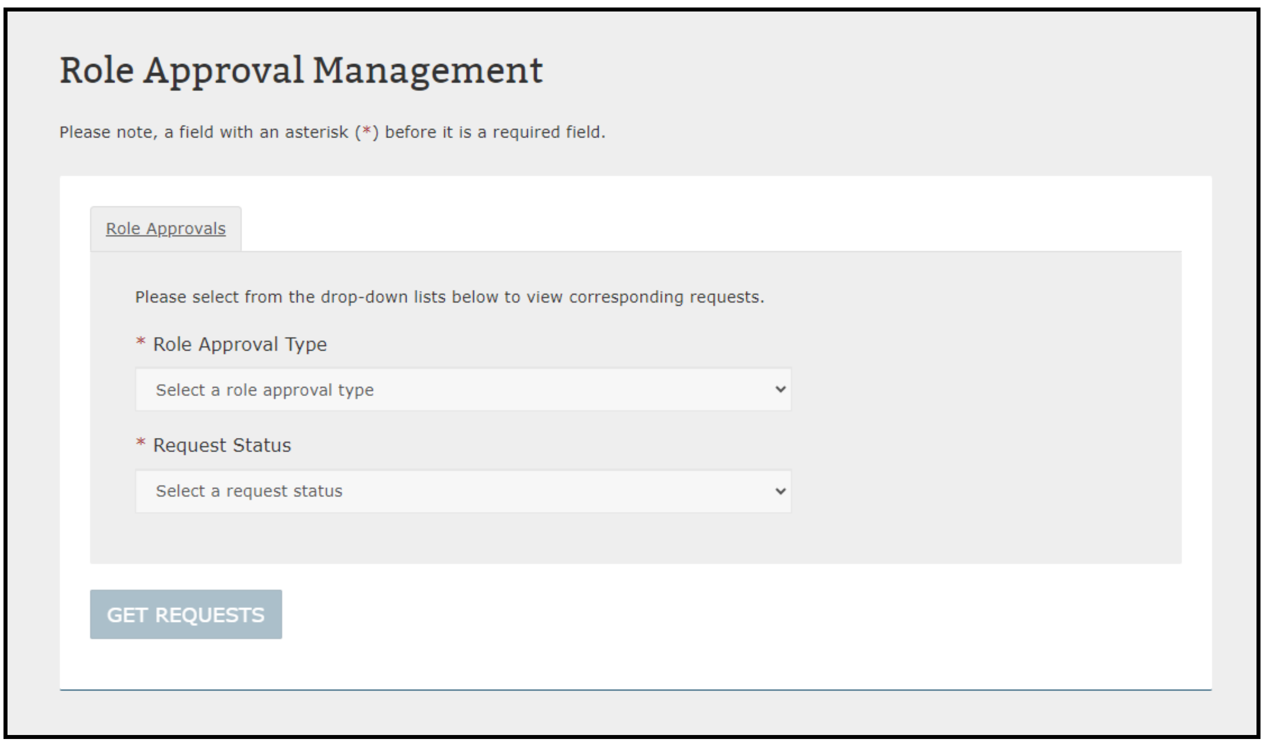
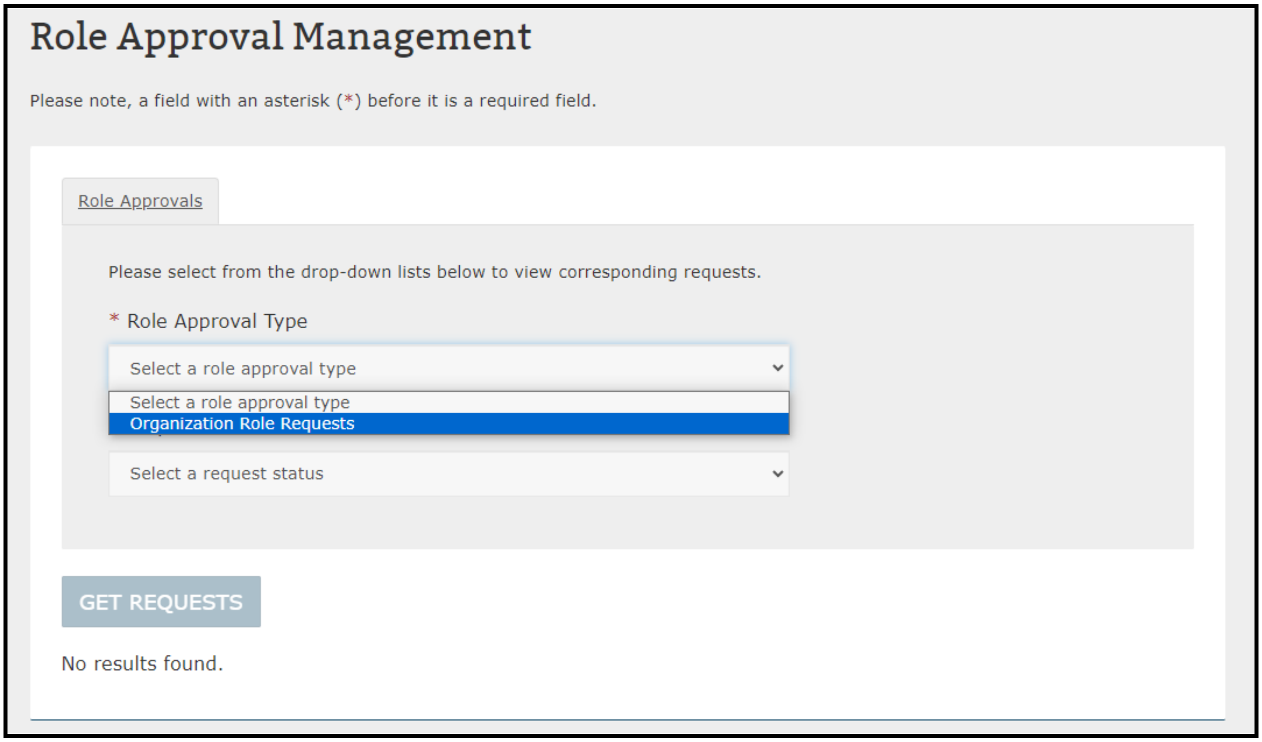


Figure 3-96 displays the **Organization Role Requests** option in the **Role Approval Type** dropdown which only users with the **Organization Role Approver (ORA)** role will be able to see.

Figure 3-96: Select Organization Role Requests

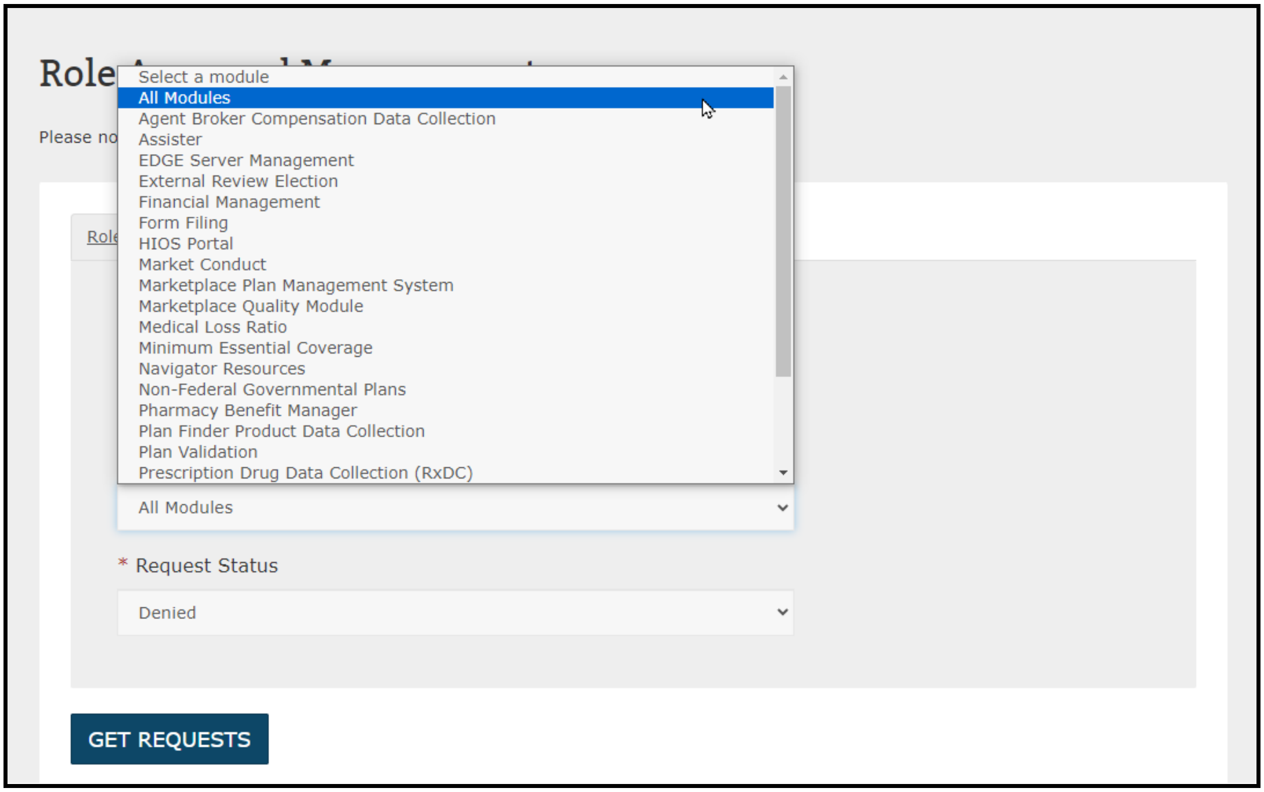


This role allows users to approve or deny requested associations between a user and a module for a particular Organization.

Organization Role Approvers have the option to select to view requests status either by an individual module for their organization, or all HIOS modules.

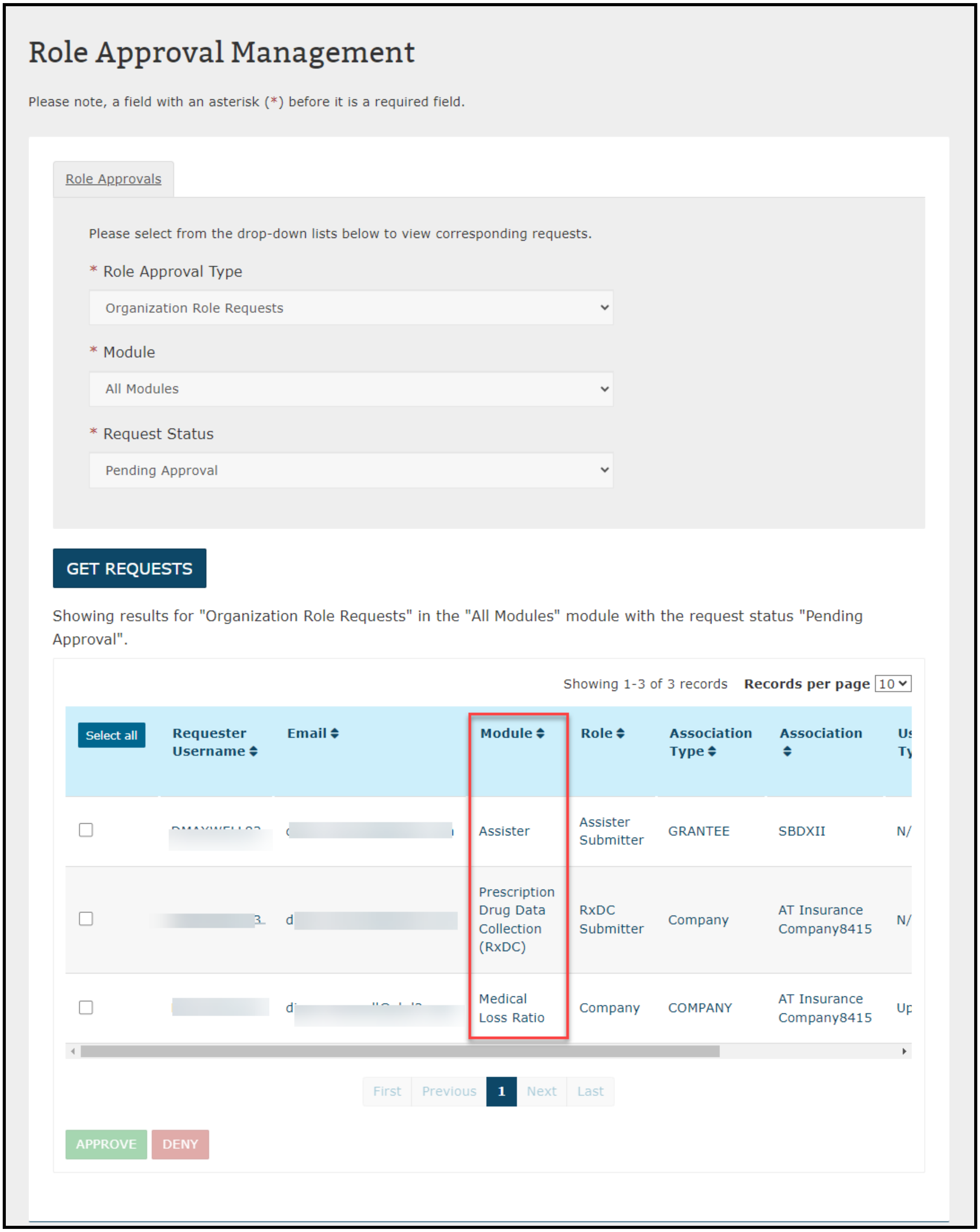
To view requests for all HIOS modules, select **All Modules** from the **Module** dropdown menu (See Figure 3-97).

Figure 3-97: All Modules Selection Option



Selecting **Get Requests** after this will display all requests in the selected request status (Pending Approval, Approved, Denied or Revoked) across all HIOS modules for the organization. (See Figure 3-98 for illustration)

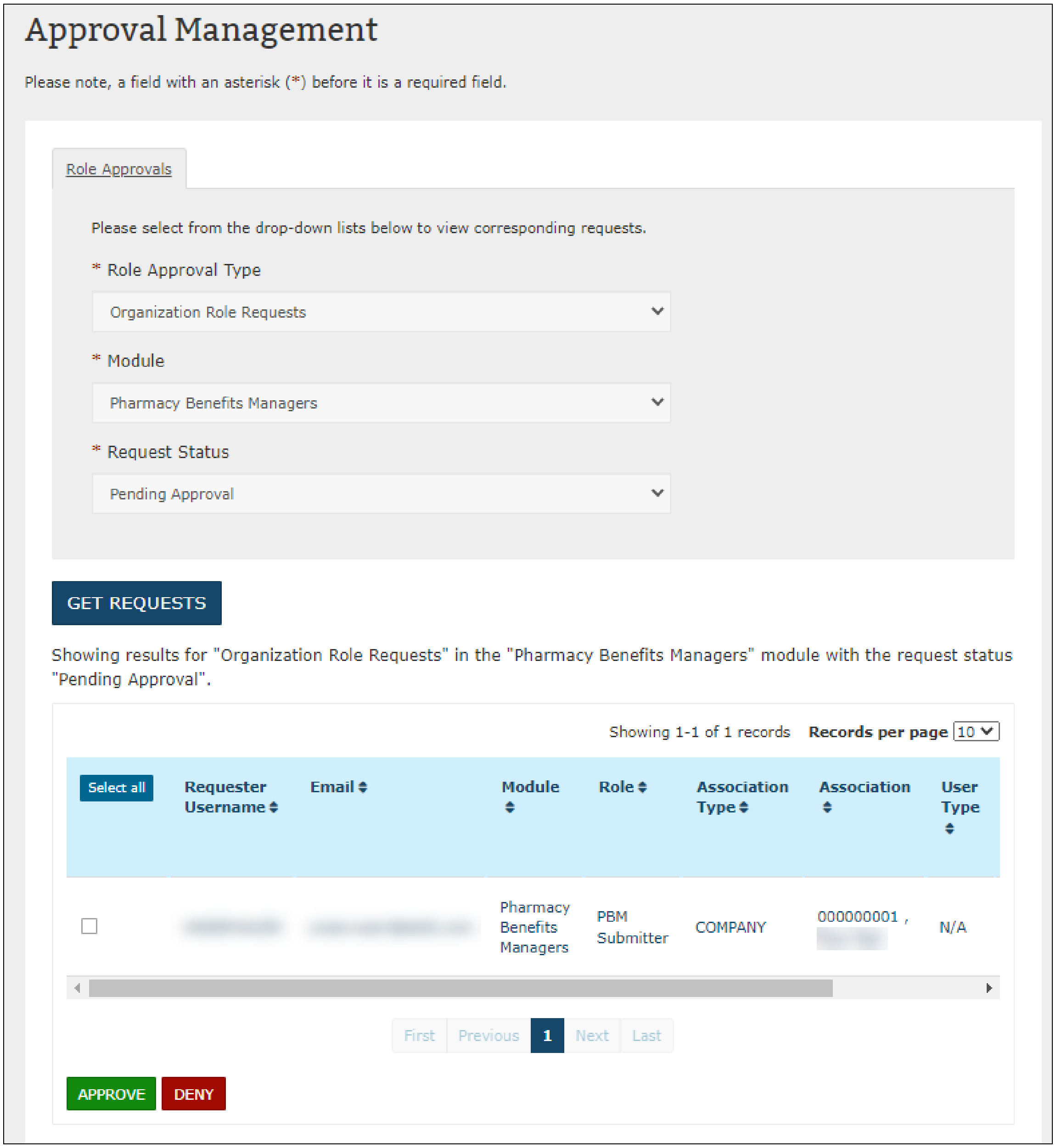
Figure 3-98: Display Request Status for All Modules



To approve or deny a record, the user 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.

To view requests for an individual module, select the desired module from the **Module** dropdown menu. The view for individual module selection is as illustrated in Figure 3-99 below under the **Module** dropdown menu.

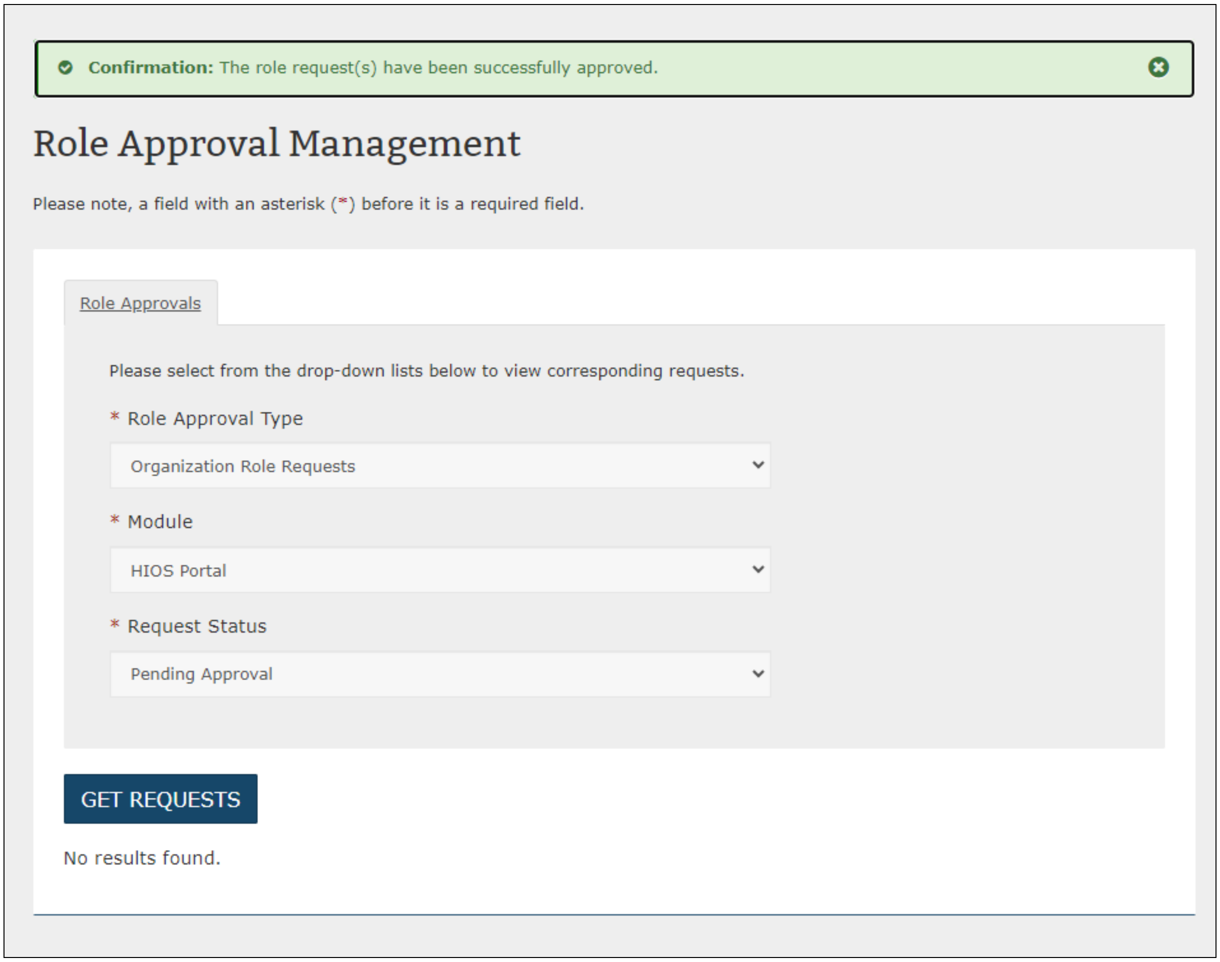
Figure 3-99: Organizational Role Request Approvals



Once the users have selected the record's checkbox and selected the **Approve** or **Deny** button, they will be redirected to a Confirmation page (Figure 3-100) where they will be notified of a successful request, and/or if the system encountered any errors in processing the request.

Requesting users will receive an email once the request has been approved. If the request was denied, users will also receive a denial notification email with some pointers on the next steps.

Figure 3-100: Organization Role Request Approvals Confirmation Page



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

Some approval requests may be partially successful. 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.

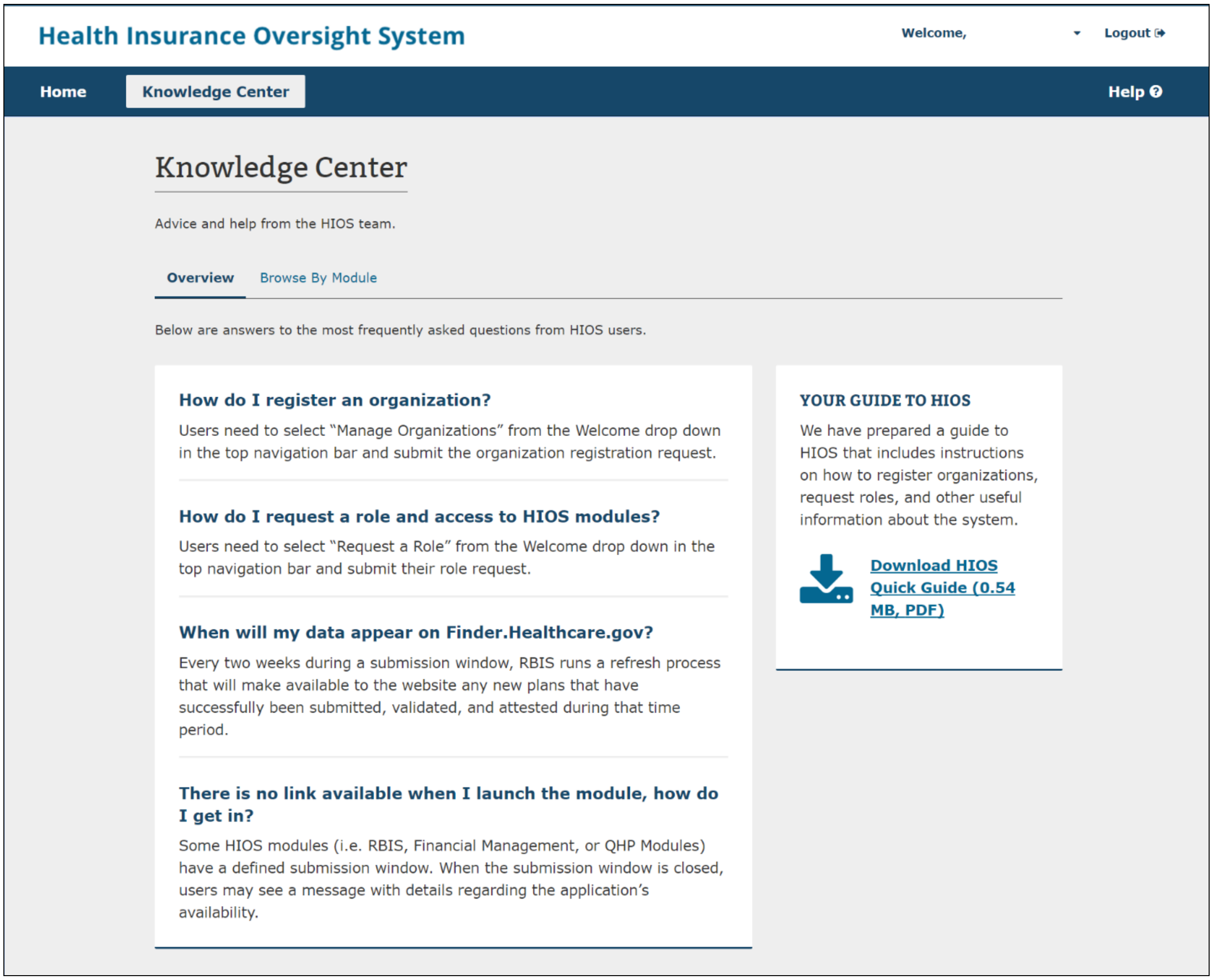
3.10 Knowledge Center

The following sections describe the different areas within the Knowledge Center.

3.10.1 Overview Page

The Knowledge Center – Overview page displays some of the most frequently asked questions (FAQs) from HIOS users (Figure 3-101). The page provides answers to these high-level questions. Additionally, you can download the HIOS Portal quick guide Portable Document Format (PDF) document which provides more in-depth detail to the main Portal functionality.

Figure 3-101: Knowledge Center – Overview Page



3.10.2 Browse by Module Page

The **Knowledge Center – Browse by Module** page displays the list of modules available within HIOS. When you expand a module accordion, you may read about the purpose of the module, the roles available to request in the module, and documents available for download if applicable. Figure 3-102 displays a portion of the Knowledge Center – Browse by Module page and Figure 3-103 displays one of the expanded accordions.

Figure 3-102: Knowledge Center – Browse by Module Page

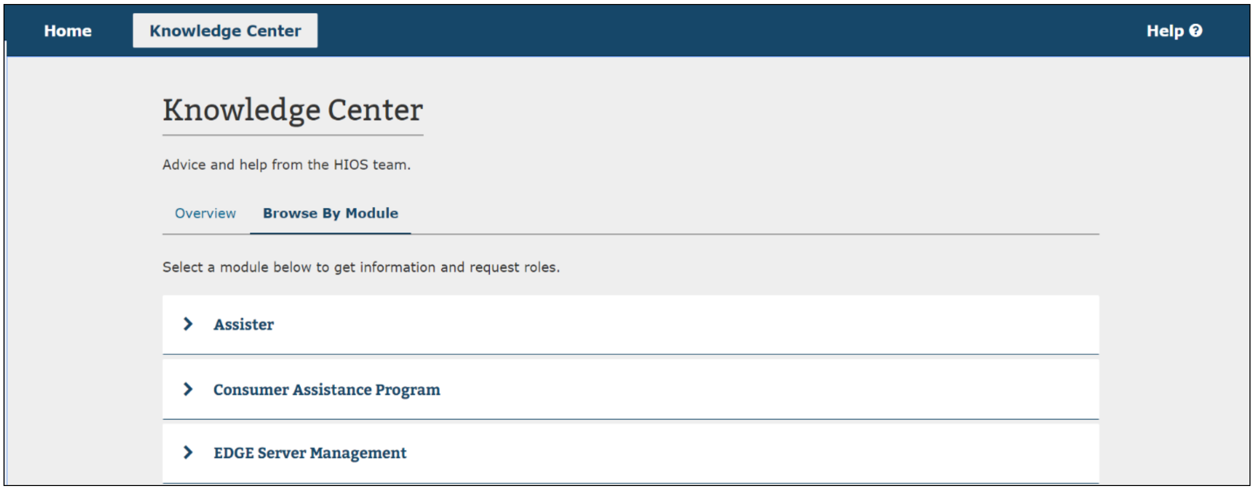
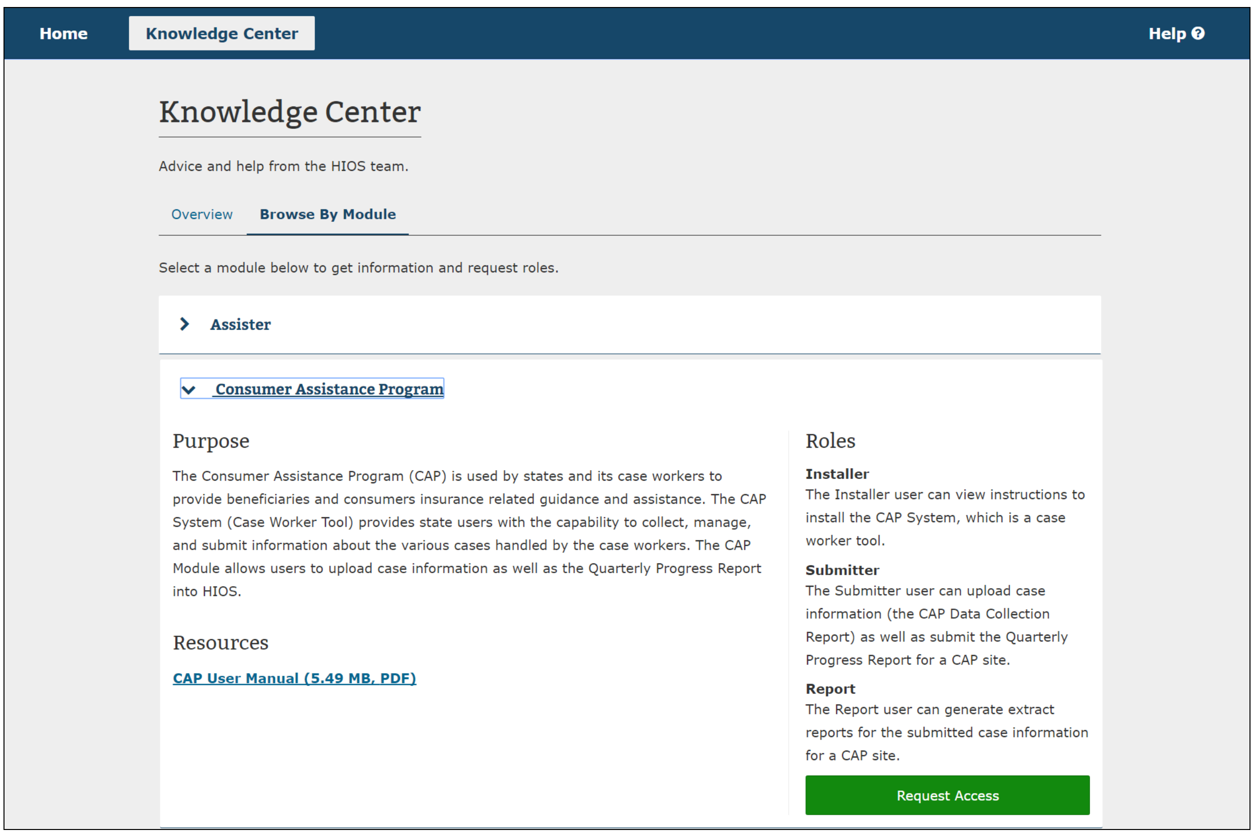


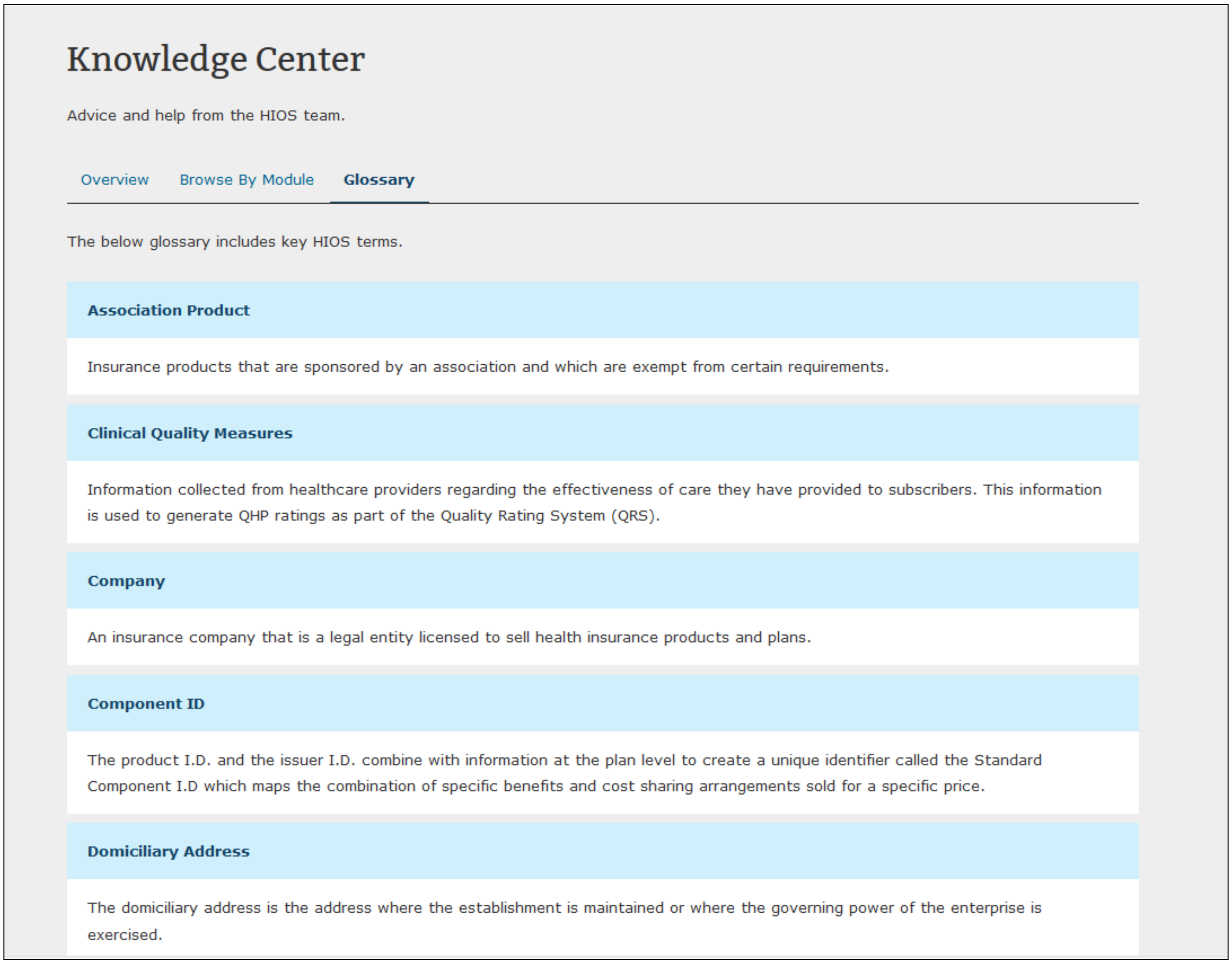
Figure 3-103: Knowledge Center – Browse by Module Expanded Accordion



3.10.3 Glossary Page

The Knowledge Center – Glossary page (Figure 3-104). When you select the **Glossary** tab, a page displays each of the HIOS terms with the definition underneath listed in alphabetical order.

Figure 3-104: Knowledge Center – Glossary



4 Troubleshooting and FAQs

4.1 FAQs

Table 4-1 details FAQs as it relates to Portal.

Table 4-1: FAQs

Question	Answer
I forgot my password. What do I do?	Select the Forgot Password link on the CMS Enterprise Portal.
I do not see the module access button for the application I would like to access. What do I do?	Refer to the User Role Request section.
I received an error stating that I am locked out of my account. What should I do?	Contact the Marketplace Service Desk (MSD) on 1-855-267-1515 or email them at CMS_FEPS@cms.hhs.gov.
I do not see the specific issuer or company information I am looking for within a specific module. What should I do?	Refer to User Role Request section.
Does every organization need a Primary and Backup ORA?	No. If you work for an organization, such as a group health plan, that only needs ONE person to access a module in HIOS (e.g., RxDC), and DOES NOT need access to any other module, you do not need to request the ‘Organization Role Approver (ORA)’ role. Also, organizations with only one registered user in HIOS or sole proprietors do not need ORAs. If your organization fits the descriptions above and does not have any ORAs, CMS will approve your requests.

4.2 Support

For additional assistance, please contact the MSD at CMS_FEPS@cms.hhs.gov or at 1-855-267-1515. This is the CMS Help Desk.

5 Acronyms

Table 5-1 details the acronyms and their definitions used throughout this document.

Table 5-1: Acronyms

Acronym	Definition
CCIIO	Center for Consumer Information and Insurance Oversight
CMS	Centers for Medicare & Medicaid Services
ERE	External Review Election
FAQs	Frequently Asked Questions
FEIN	Federal Employee Identification Number
HHS	Department of Health and Human Services
HIOS	Health Insurance Oversight System
IDM	Identity Management System
MFA	Multi-Factor Authentication
MQM	Marketplace Quality Management
MSD	Marketplace Service Desk
NAIC	National Association of Insurance Commissioners
PDF	Portable Document Format
PII	Personally Identifiable Information
QHP	Qualified Health Plan
SSN	Social Security Number
TIN	Tax Identification Number
TPA	Third Party Administrator
UI	User Interface
UM	User Manual
URL	Uniform Resource Locator
ORA	Organization Role Approver