# Health Insurance Oversight System Health Insurance Oversight User Portal Quick Guide

To access the Health Insurance Oversight System (HIOS), users will need to go through the CMS Enterprise Portal and register for a CMS IDM account. IDM is the acronym for CMS' Identity Management system which includes Identity Management, Access Management, Authorization Assistance Workflow Tools, and Identity Lifecycle Management functions (i.e., Password Reset, Forgot User ID, etc.). IDM handles the identity verification of users trying to request access to CMS systems. A CMS IDM account ensures that only authorized/registered users can access protected information and systems through the CMS Enterprise Portal. This guide provides detailed steps on how users register for a CMS IDM account and request access to HIOS.

New users are required to complete the Remote Identity Proofing (RIDP) process as well as Multi-Factor Authentication (MFA). As part of the RIDP process, users will be required to answer questions related to their personal information. Users will also be prompted to complete the MFA registration process, which requires users to provide more than one form of verification in order to access the CMS Enterprise Portal. Once an MFA device is registered for their account, users must use this device to log into the CMS Enterprise Portal.

**NOTE:** If you encounter any issues with your account or MFA device registration, please contact the Marketplace Service Desk at 1-855-267-1515 or email <u>CMS\_FEPS@cms.hhs.gov</u>.

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# **1** Create a CMS Enterprise Portal Account (For New Users)

Important Information

- Users that are not registered in HIOS will need to create an Enterprise Portal account.
- If you are an existing HIOS user with an existing IDM user account, skip to section 4.

To create a CMS Enterprise Portal Account:

- 1. Navigate to CMS Enterprise Portal at <u>https://portal.cms.gov</u>.
- 2. Select the New User Registration button located at the bottom of the screen (Figure 1).

Figure 1: CMS Enterprise Portal New User Registration

CMS.gov Enterprise Portal	Applications	Help	About
Login Login with PIV Card			
CMS.gov Enterprise Portal			
User ID is a required field			2
Password is a required field			16 /
✓ I agree to the Terms & Conditions			
Login	F	7	1
Forgot your <u>User ID</u> or your <u>Password</u> ? Need to <u>unlock</u> your account?			P
New User Registration	Hov hel	w can I p you?	

3. Step #1: Select Your Application - Select **HIOS** from the drop-down menu on (Figure 2).

Figure 2: Select HIOS Application

CMS.gov Enterprise Portal					
Step #1: Select Your Application					
Step 1 of 3 - Select your application from the dropdown. You will then need to agree to the terms & conditions.					
Select Your Application	~				
HETS Collaboration Tools (JIRA/Confluence)	·				
HICS					
HIOS	'				
Troac reaccas mananamanan aci naca (nan a)					
IC-Innovation Center					
IDM Reports					

4. Select I agree to the Terms and Conditions check box, then select Next (Figure 3).

Figure 3: Agree to Terms & Conditions

CMS.gov Enterprise Portal Applicatio	ns ? Help	About
Step #1: Select Your Application		
Step 1 of 3 - Select your application from the dropdown. You will then need to agree to the terms & conditions.		
HIOS	~	
• Application Description : Health Insurance Oversight System. The Health Insurance Oversight System is the federal government's primary data collection vehicle for regulated health insurance companies. It is used to register companies and their products, obtain Identification numbers and report medical loss ratio and other companidata. Additionally, HIOS is used for reporting by States and assister organizations for PPACA grant activities.	<i>,</i>	
Terms & Conditions OMB No.0938-1236 [Expiration Date: 08/31/2025 ] Paperwork Reduction Act 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.		
Protecting Your Privacy	-	
ancel	How can I help you?	

5. Step #2: Register Your Information – Complete the form with your personal information and select Next (Figure 4).

Figure 4: Register Your Information

CMS.gov Enterprise Por	tal	Help () About
	Step #2: Register Your Information	
	Step 2 of 3 - Please enter your personal and contact information. All fields are required unless marked (optional).	
	Enter First Name Enter Middle Name (optional) Enter Last Name Suffix (optional)	~
	Select Birth Month V Select Birth Date V Select Birth Year V	
	Is Your Home Address U.S. Based?	
	Enter Home Address Line 1 Enter Home Address 2 (optional)	
	Enter City Select State V Enter ZIP Code Enter ZIP 4 Code (optional)	
	Enter Email Address Confirm Email Address	
	Enter Phone Number	_
	Back Next Gancel	How can I help you?

6. Step #3: Create User ID, Password & Security Question/Answer- **Complete the user information** and select **Next** (Figure 4).

Step #3: C	reate U	ser ID, Pass	word & Security Question/Answe
Enter User ID			
Enter Password	0	Confirm Password	0
curity answer to be used	d in case you for	get your password or you ne	ed to unlock your account.
Select Your Security Que	estion		~
Enter Security Answer			
Back	Ne	ext Cancel	

- 7. Review the Registration Summary Page and <u>ensure all the information is correct</u>. Select **Submit User** when done (Figure 5).
  - An email will be sent from donotreply@cms.gov acknowledging successful registration. This email will contain your Identity Management System (IDM) **User ID** necessary for Multi-Factor Authentication (Figure 6).

Figure	6:	Registi	ration	Summ	nary
--------	----	---------	--------	------	------

CMS.gov	Enterprise Portal					<b>II</b> A;	oplications	Help	About	🖂 E-Mail Alerts
	Registration Summ	<b>nary</b> my necessary changes before s	submittin	g.						
									*	
	All fields are required unless marked 'Op First Name test	tional".	0	Last Name test			Suffix(opt	ional)	¥	
	Enter Social Security Number (optional)	Birth Month May	~	Birth Date 31	~	Birth Year 1990	~			
	Home Address #1			1						

Figure 7: Account Registration Email

🖼 🔗 🖒 ↑ 🧎 👻 CMS Enterprise Portal - Account Registration - Message (HTML) 🔑 Search	0 - 0 ×
File Message Help Acrobat	
$ \boxed{1} ~ \boxed{1} ~ \cancel{5} ~ \cancel{5} ~ \cancel{5} ~ \cancel{1} ~ \cancel{5} ~$	Q. Zoom 🛛 🔗 Viva Insights 🛛 …
CMS Enterprise Portal - Account Registration	
donotreniv@cms.gov	← Reply ≪ Reply All → Forward 🚺 ····
	Thu 11/10/2022 12:54 PM
Dear	
Thank you for registering with the CMS Enterprise Portal.	
The User ID that you have chosen (	
Please keep this email for your records.	
You can use your User ID and Password to login to the system using the following link. https://portal.cms.gov	
Thank You,	
CMS Enterprise Portal Team.	
Please do not reply to this system generated email.	

# 2 Register a Multi-Factor Authentication Device (For New Users)

1. After you receive the email with your User ID, return to the CMS Enterprise Portal at <a href="https://portal.cms.gov/">https://portal.cms.gov/</a> and login with your User ID and password (Figure 8).

Figure 8: CMS Enterprise Portal Login Page

CMS.gov Enterprise Portal	E Find Your Application O Help O About E Mail Alerte
CMS.gov Enterprise Portal	
Agree to our <u>Terms &amp; Conditions</u>	
Forget your <u>User</u> (D or your <u>Passwood</u> ?	
New User Registration	

- 2. First-time users will be prompted to register a multi-factor authentication (MFA) device. Select an option from the drop-down menu. **Enter 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.
  - For further details about setting up your MFA device, consult the Enterprise Portal User Guide.

### **3** Request a Role & Identity Verification – New Users (without a role assigned)

1. After you create your CMS Enterprise Portal Account and set-up your MFA device, return to <u>https://portal.cms.gov/</u>. Upon login, you will see your My Portal homepage. Select **Add Application** in the upper right corner (Figure 9).

Figure 9: My Portal Home Page – Add Application

CMS.gov	My Enterprise Portal	A O Help C+ L	og Out
My Po	ortal	Add Application	
		Previous Login: <u>View Login Hi</u>	tery
€We	elcome to CMS Enterprise Portal.		
Welcome You've se You may	to CMS Enterprise Portal. elected HIOS application during your registration. You can request access to request access to other applications by selecting "Add Application" button	o this application by clicking <u>here</u> .	
	Learn how to add Multi-Factor Authentication (MEA) de	vices via My Profile in the Manage MFA Devices section.	

2. On the Request Application Access screen, select **HIOS** from the **Select an Application** drop-down, then select **Next** (Figure 10).



CMS.gov My Enterprise Portal	🔳 My Apps		🛛 Help 🛛 🗘 Log Out
Request Application Ac	cess		
The following is the step-by-step process for requesting a related information to review at the last step. Please note that	role in a CMS Enterprise Portal application. A summary of each step t the number of steps and the questions asked will vary depending of	p taken will be shown after each step. Y on the role that you are requesting and	tou will be presented with all your role I your current level of access.
You can review your current roles and pending role requests it	N My Access.		
Select an Application			
HIOS			**
Application Description: Health Insurance Ow Insurance companies. It is used to register comp used for reporting by States and assister organize Itelp Desk Information	rsight System. The Health Insurance Oversight System is the fee anies and their products, obtain Identification numbers and rep ations for PPACA grant activities.	deral government's primary data coll ort medical loss ratio and other com	ection vehicle for regulated health pany data. Additionally, HIOS is
			Net

3. Select HIOS User in the Select a Role drop-down, then select Next (Figure 11).

Figure 11: Select the HIOS User Role

CMS.gov My Enterprise Portal	🔳 My Apps	<b>*</b>	🕑 Help 🛛 🖨 Log Out
<b>Request Application Acce</b>	ess		
The following is the step-by-step process for requesting a role related information to review at the last step. Please note that the	e in a CMS Enterprise Portal application. A summary of each step t e number of steps and the questions asked will vary depending or	taken will be shown after each step. You wil n the role that you are requesting and your	Il be presented with all your role current level of access.
You can review your current roles and pending role requests in M	v.Access.		
1 Select an Application			✓ Completed
V HIOS			
2 Select a Role			
HIOS User			×~
Role Description: HIOS User			
			Next

4. Select Launch to begin the process of completing identity verification (Figure 12).

Figure	12:	Begin	Identity	Verification
--------	-----	-------	----------	--------------

My Enterprise Portal	🔳 Му Аррз		Anna Coppedge 🔻 🧯	Help	G Log
✓ HIOS					
2 Select a Role			✓ Con	pleted	
✓ HIOS User					
3 Complete Identity Verification					
Identity Verification This role requires an additional level of verificatio process. You will return to the next step below wh	m. You will be asked to provide additional information to verify your sen identity verification is complete.	ridentity. Please select " <b>Launch</b> " to b	egin the identity verificat	ion	
			Laun	ch	
(4) Enter Role Details					
(5) Enter Reason for Request					To

# **3.1 Identity Verification**

1. Step #1: Identity Verification Overview - After you select Launch, select Next (Figure 13).

Figure 13: Step # 1 - Identity Verification Overview

o protect your p	ivacy, you will need to complete Identity Verification successfully, before requesting access to the selected role. Below are a few items to keep in mind.
1 Ensure that	be have entered your legal name current home address, phone number, date of birth and email address correctly. We will only collect nervonal
information	our have entered your tegen tegens, current sources prove number, date of birth and entail address contexty. We will only context personal overify your legen tegens an external identity Verification provider.
2. Identity Verif your Experia	ication involves Experian using information from your credit report to help confirm your identity. As a result, you may see an entry called a "soft inquiry" on n credit report. Soft inquiries do not affect your credit score and you do not incur any charges related to them.
3. You may nee additional in	d to have access to your personal and credit report information, as the Experian application will pose questions to you, based on data in their files. For formation, please see the Experian Consumer Assistance website - <a href="http://www.experian.com/help/">http://www.experian.com/help/</a>
you elect to pro our identity. To (	ceed now, you will be prompted with a Terms and Conditions statement that explains how your Personal Identifiable Information (PII) is used to confirm continue this process, select 'Next'.

- 2. Step #2: Accept Terms and Conditions Check I agree to Terms & Conditions box and select Next (Figure 14).
  - Figure 14: Step #2 Accept Terms & Conditions

Step #2: Accept T	erms & Conditions		
OMB No. 0938-1236   Expiration Date	08/31/2025     Papenwork Reduction Act	1	
Protecting Your Privacy			
Protecting your Privacy is a top priority EIDM. Please read the <u>CMS Privacy</u> A	y at CMS. We are committed to ensuring the security and confid oct Statement, which describes how we use the information you	entiality of the user registering to provide.	
Personal information is described as d Number, and date of birth (DOB). CMS collect personal information to verify yo to help us verify your idently. If collect identity. Experian verifies the informatio other PII to later identify you in case yo	lata that is unique to an individual, such as a name, address, te S is very aware of the privacy concerns around PII data. In fact, our identity. Your information will be disclosed to Experian, an e ed, we will validate your Social Security Number with Experian on you give us against their records. We may also use your are ou forget or misplace your User ID /Password.	lephone number, Social Security we share your concerns. We will only xternal authentication service provider, only for the purposes of venifying your swers to the challenge questions and	
HHS Rules of Behavior			
We encourage you to read the HHS R Department users, including Federal e	ules of Behavior, which provides the appropriate use of all HHS imployees, contractors, and other system users.	i information technology resources for	

- 3. Complete the form to verify your identity and then select Next (Figure 15).
  - The Social Security Number (SSN) is the primary piece of information that is required.

Figure 15: Step #3 - Enter Your Information

My Enterprise Portal		🔳 My Apps				4 0	Bryan Canty 🔻	Help	🕒 Log Out
All fields are required unless marked	optional).	ity vernicatio	лт <b>.</b>						
First Name	Middle Name (optional)		Last Name		Suffix (optional)	~	•		
Enter Social Security Number	Birth Month January	~	Birth Date	Birth Y 1993	ear 🗸				
Is Your Address US Based?									
Yes O No									
Home Address Line 1			Enter Home Address L	ine 2 (optional)					
City	State	~	ZIP Code	Enter ZIP+4 Coo	de (optional)				
Phone Number									
Email Address		Confirm Er	nail Address						
Changing your email address will remove any You can register a new email MFA in "Manage i	email MFA that you currently have. IFA Devices".								
Check here if you have read and verifi	ed the information above is accura	te and comple	ete as required by Identity \	erification.					
Back	Next		Cancel						
									► Top

- 4. Step #4: Verify Your Identity Complete **the identity verification questions** and select the **Checkbox** and then select **Next**. Select **Next** on the Confirmation screen (Figure 16).
  - Examples of the identity verification questions include the dates you lived at an address, worked at a job, or opened a credit card.
  - Entering this information will not impact your credit score.

Figure 16: Identity Verification Confirmation

CMS.gov My Enterprise Portal		Wy Agen		Help LogCut
	Step #4: Verify Your Identity			
	Confirmation		*	
	You have successfully completed the Remote identity Proofing pro	cieta.		
			Net	

## 3.2 Enter Role Details

1. Upon completion of the identity verification, you will be returned to the Request Application Access screen. In the Enter Role Details section, **select Address location type** from the drop-down menu (Figure 17).

CMS.gov My Enterprise Portal	🔳 Му Арря	• O Help	€ Log Out
2 Select a Role		Completed	
✓ HIOS User		(2 CON	
Complete Identity Verif	ication	✓ Completed	
<ul> <li>Completed Identity</li> </ul>	/erification		
Enter Role Details			
All fields are required unless marke	d (optional).		
	Address location type		
Select Address location type 🐱	Select Address type of US or Non-US based on your ourrent address		
		Next	

Figure 17: Enter Role Details

2. Complete the form and select Next (Figure 18).

### Figure 18: Role Details Address Information

CMS.gov My Enterprise Portal	🔳 My Apps	٠	P O Help De Log Out
Enter Email Address			
Enter Address 1			
Address 2 (optional)			
Enter City		Enter State/Territory	
Enter Zip Code	(m)		
Select Title (optional) 🐱 Select Suff	In (optional) 🗸		
Enter Phone Number	Phone Ext (optional)		
			Top

- 3. Fill-in the reason you need access within the Enter Reason for Request box and select Submit (Figure 19).
  - For example, "I need to submit my data in the RxDC HIOS module."

5	Enter Reason for Request	
	Enter a Reason for Request	
	Required field.	▲ Top

- 4. When the pop-up confirmation message appears, select **OK**.
- 5. When the Request New Application Access Acknowledgement message appears, select **OK** again.
- 6. If the RIDP Online Proofing is unsuccessful, then the system will display an error message (Figure 20).

Figure 20: Remote Identity Proofing Error

Rem	ote Identity Proofing	
	We were unable to verify the information that you have provided. Please contact Experian Verification Support Services at 1-866-578-5409 and provide the Review Reference Number - L317130165. To request access to an application please log back in after speaking with the Experian Support Services.	8

# 3.3 Unsuccessful Identity Proofing Steps

### **Important Information**

• ONLY users that experience an error during the Identity Proofing process will complete this section.

Steps to take if the RIDP Online Proofing is unsuccessful:

- 1. Write down the Experian support contact information and the Review Reference Number. Select the **Cancel** button.
- 2. Contact Experian using the contact information provided in the error message and perform Phone Proofing.
- 3. If Phone Proofing was successful, sign into the IDM System and initiate the role request procedure again. When the user reselects the desired role, IDM will be aware of the success or failure of Online and Phone Proofing. The Role Request window displays a message which asks if Experian has been contacted (Figure 21).

Figure 21: Remote Identity Proofing – Checkbox



- 4. Select the "*I have already verified my identity with Experian*" checkbox if Experian has been contacted and click the **Next** button.
- 5. Verify that the information in the form exactly matches the information that was used to successfully verify the user's identity by phone. Select the **Next** button and then Select the **OK** button. The Attribute menu appears, and the user resumes the Role Request procedure.

# 4 Accessing the HIOS Home Page

Important Information

- Both new and existing HIOS users will follow the steps in this section to access HIOS once they have a CMS Enterprise Portal account.
- To Access the HIOS Home Page:
- 1. After the HIOS Role request has been approved, navigate to CMS Enterprise Portal at <u>https://portal.cms.gov</u>. On the My Portal homepage, the HIOS application will display. Select **HIOS**, then select **Overview** (Figure 22).

My Portal	Add Application
HIOS	
HIDS Overview	

Figure 22: My Portal Page

2. Select Access HIOS (Figure 23).

### Figure 23: Access HIOS Page



3. Read the Terms of Use and Select Accept (Figure 24).

Figure 24: HIOS Terms of Use

Health Insurance	Overs Terms of Use		Welco	ome, Logout in
Home Knowledge	Center UNAUTHORIZED ACCESS T U.S.C., SECTION 1030).	TO THIS COMPUTER IS PROHIBITED BY LAW	(REFERENCE TITLE 18	Help 🛛
H Set	Vou are accessing a U.S. Gov computer network, (3) all co attached to this network or to Government-authorized use unauthorized or improper us penalties. By using this information system. Vou have no reasonable experion on this information system. Any communication or data ti any lawful Government purport	remment information system, which includes (1) mouters connected to this network, and (4) all do a computer on this network. This information s only. e of this system may result in disciplinary action, term, you understand and consent to the followin actation of privacy regarding any communication at any time, and for any lawful Government purp h and seize any communication or data transiting transiting or stored on this information system m ose.	this computer, (2) this evices and storage media ystem is provided for U.S. . as well as civil and criminal g: or data transiting or stored ose, the government may g or stored on this ay be disclosed or used for	fications 12 S
			ACCEPT	
	WANT TO LEARN?	NEED HELP?	CAN WE DO BETTE	R?
				ir ink

# 5 Request HIOS Module Roles

**Important Information** 

- If your organization does not exist in HIOS, skip to section 6 to create the organization. Once the organization has been created and approved in HIOS, you will need to revisit this section to request the role. The organization must exist in HIOS before a role can be requested.
- If you require an issuer role and your issuer does not exist in HIOS, skip to section 7 to create an issuer. Once the issuer has been created and approved in HIOS, you will need to revisit this section to request the role. The issuer must exist in HIOS before a role can be requested.

To request the HIOS roles:

1. New users can select the **Request A Role** button on the page (Figure 25).

Home	Knowledge Center	Help 😡
	<b>NEW TO HIOS? START HERE.</b> Before you can begin using HIOS, you need to request a role.	REQUEST A ROLE
	Not sure what role to request? Go to the Knowledge Center	<u>r</u> to learn more.

Figure 25: HIOS Homepage for New Users

2. Existing HIOS users will need to select the **Welcome** drop-down and then select **Request a Role** (Figure 26).

Figure 26: Request a Role Drop-Down

Health	Insurance Oversight System	<u>Welcome,</u>	ogout 🕩
Home	Knowledge Center	Manage Account Manage Roles	Help 🛛
		Manage Organizations	

3. Select a Module and select Next (Figure 27).



HIOS Modules			
Agent Broker Compensation Data Collection	Assister	Enforcement and Consumer Protections	External Review     Election
Form Filing	HIOS Portal	Market Conduct	Marketplace     Quality Module
Medical Loss     Ratio	Minimum Essential Coverage	Navigator     Resources	Non-Pederal Governmental Plans
Pharmacy Benefit     Manager	Plan Finder Product Data Collection	Prescription Drug O Data Collection (RxDC)	Rate Review     Grants
Rate Review     Justification	Rates & Benefits <ul> <li>Information</li> <li>System</li> </ul>	State Document     Collection	• State Flexibility Grant
Plan Management & Marke	t Wide Functions		
EDGE Server     Management	Financial     Management	Plan Management and Market Wide Functions	Plan Validation
QHP Benefits and Service Area Module	QHP Issuer     Module	QHP Rating     Module	State Evaluation

4. Select a **Role, and** if applicable to the module also select **Role Type and Contact Type** from step 2 and select **Next** (Figure 28).

Home	Knowledge Cente		Help Q
Req Please n the <u>Brov</u>	uest a Role ote, a field with an asterisk (*) vse by Module page in the Know	before it is a required field. For a detailed description of each modu wledge Center.	ile and available roles, please visit
Please n	ote, you must first have an org Select a module	anization registered in HIOS in order to request access to a module. Prescription Drug Data Collection (RxDC)	Revisit this step
2	Select a role * Please select the role below © RxDC Submitter NEXT	w:	

5. Select your Association Type and then select the Search button (Figure 29).

Figure 29: Add Association

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 <u>Browse by Module</u> page in the Knowledge Center.
Please note, you must first have an organization registered in HIOS in order to request access to a module.
Select a module         Prescription Drug Data Collection (RxDC)         Revisit this step
2 Select a role RxDC Submitter Revisit this step
3       Add association         To add an Association to this role request, you must search for it in the system.         * Association Type         HIOS Issuer ID         Organization with FEIN         Organization without FEIN (Other Organization)

- 6. Within the Search for Association box, enter YOUR company's EIN and select Search (Figure 30).
  - NOTE: If your company is not already registered in HIOS, you will receive the message "The organization does not exist..." select **Create an Organization** and then skip to the instructions in Section 6 below. After the organization has been approved, you will need to revisit section 5 to request the role.

Figure 30: Search for Association

1	Select a module	Prescription Drug Data Collection (RxDC)	Revisit this step
2	Select a role	RxDC Submitter	Revisit this step
3	Add association To add an Association to this * Association Type O HIOS Issuer ID © Organization with F O Organization without	s role request, you must search for it in the system. EIN ut FEIN (Other Organization)	
	* Search for associati Please enter the Organiz must be a 9 digit, nume	on zation Federal EIN/TIN below. The Federal EIN/TIN ric value SEARCH	

7. Select your company from the results and select Next (Figure 31).

Figure 31: Association Search Results

3	Add association
	To add an Association to this role request, you must search for it in the system.
	* Association Type
	O HIOS Issuer ID
	Organization with FEIN
	<ul> <li>Organization without FEIN (Other Organization)</li> </ul>
	* Search for association
	Please enter the Organization Federal EIN/TIN below. The Federal EIN/TIN
	must be a 9 digit, numeric value.
	SEARCH
	Showing results for
	* ASSOCIATION
	-
	NEXT

- 8. Review the information in the Confirm your request section and select **Submit** (Figure 32).
  - If the information is not correct, return to the step where the incorrect information was entered and make the necessary correction.

Figure	32:	Confirm	Your	Request
--------	-----	---------	------	---------

4	Confirm your request
	Please select "Submit" to complete your request.
	MODULE
	Prescription Drug Data Collection (RxDC)
	ROLE
	RxDC Submitter
	ASSOCIATIONS
	SUBMIT DESET

- 9. After you select Submit, a confirmation box will show noting that your role request has been submitted for approval (Figure 33).
  - You will see a confirmation message notifying you to log back into HIOS within 1-2 business days to check the status of your request. To see your user role(s) and access permissions, select the Manage Roles link from the username drop down menu.

Home	Knowledge Center	Н
	Confirmation: Your role request has been submitted for approval. Please log back in within 1-2 busine check the status.	s to 🖸
	Request a Role	
	Please note, a field with an asterisk (*) before it is a required field. For a detailed description of each module the Browse by Module page in the Knowledge Center	ailable roles, please visit
	Please note, you must first have an organization registered in HIOS in order to request access to a module.	
	1 Advantation	
	* Please select a module below:	
	HIOS Modules	
	Agent Broker Enforcement and	ernal Review
	Data Collection Assister Consumer Protections	ction



### 6 Create an Organization

#### Important Information

- You may skip this section if your organization already exists in HIOS. (Please Note If you have previously submitted data within HIOS, then your organization is already registered within HIOS.)
- If your organization does not currently exist in HIOS, please complete this section to register your organization in HIOS.

### To create a new organization in HIOS:

1. If your organization does not currently exist in HIOS, you will receive a message "The organization does not exist..." when attempting to Add association during the role request process. Select **Create an Organization** (Figure 34).

Figure 34: Create Organization Button

Pleas	e note, ye	Create Organization Confirmation ×
9	1 Sel	create the organization or select "Cancel" to use another organization for your search.
9	2 Sel	CREATE AN ORGANIZATION CANCEL all this step
0	3 Add	association
	To ad	dd an Association to this role request, you must search for it in the system.
	* Ass	sociation Type
	. 0	Organization with FEIN
	00	Organization without FEIN (Other Organization)
		* Search for association
	р п	Vease enter the Organization Federal EIN/TIN below. The Federal EIN/TIN nust be a 9 digit, numeric value.
		00000000 SEARCH
	L	00000000 SEARCH

Alternatively, you can create an organization directly from the HIOS home page by selecting **Manage Organizations** from the Welcome drop-down (Figure 35). Either action will take you to the 'Create an Organization' page where you can then complete the steps to register your organization in HIOS.

Health I	nsurance Oversight System	Welcome,	Logout 🖲
Home	Knowledge Center	Manage Account Manage Roles	Help 🛛
		Manage Organizations	
page	as you navigate throughout the site.		
C	<b>NEW TO HIOS? START HERE.</b> Before you can begin using HIOS, you need to request a role.	REQUEST A ROL	E

Figure 35: Manage Organizations

2. On the Create an Organization page, **Select the Organization's Primary Function** according to the instructions below. After selecting your organization's primary function, select **NEXT** (Figure 36).

**Organization Primary Function Notes:** 

- Organizations that are legal entities licensed to sell health insurance products and plans, and/or submitters from the parent corporation of licensed insurance entities, should select the first option.
- Agents and Brokers, TPAs, PBMs, third-party vendors, Consultants, employer sponsored group health plans that are not non-federal governmental plans, self-insured employers, sole proprietors etc. should select the second option.
- For plans that are sponsored by school districts, fire departments, state governments and local governments, select the third option.
- Non-US registered foreign entities that are coming into HIOS to report information for Minimum Essential Coverage should select the last option.

#### Figure 36: Select the Organization's Primary Function



3. After selecting your organization's primary function, select **NEXT** (Figure 37).

Figure 37: Finalize Selection



4. Enter **your company's EIN** in the search box and select **Search**. If the number is not in the system, a confirmation message will appear, stating that the number does not already exist in the system. Select **NEXT** (Figure 38).

2	Enter Federal EIN/TIN First, let's see if your organization already exists in the system.
	* Enter the organization's FEIN and select "Search" Please enter the Organization Federal EIN/TIN below. The Federal EIN/TIN must be a 9 digit, numeric value.
	444666444 SEARCH
	<b>Confirmation:</b> The FEIN/TIN you entered does not already exist in the system. Please select next below to enter your organization's details.
	Confirmation: The FEIN/TIN you entered does not already exist in the system. Please select next below to enter your organization's details.

Figure 38: Create an Organization: Enter Federal EIN/TIN

5. **Scroll down** to <u>Organization Details</u> and complete the form for your organization (Figure 39).

Figure 39: Create an Organization: Organization Details

Please enter your organization	details below.
* Organization Legal Nam	e
* Incorporated State	
Domiciliant Address	0
Donneniary Address	, <b>U</b>
* Address Line 1	
Address Line 2	
* City	* State
L	

- 6. Review the organization's information and scroll down to the Confirm Your Request section and select **SUBMIT** (Figure 40).
  - You may revisit any previous steps to make changes prior to confirming your request.
  - It takes 1-2 business days for an organization to be approved. After the organization has been approved, it will then be available for users to submit role requests.

confirm four Request	
Please select "Submit" to complete your request.	
ORGANIZATION	
L	
SUBMI	

### 7 Create an Issuer

#### Important Information

- You may skip this section if your issuer already exists in HIOS. (Please Note If you have previously submitted data within HIOS, then your organization is already registered within HIOS.)
- If your issuer does not currently exist in HIOS, please complete this section to register your organization in HIOS.
- **Please Note** The parent organization must be registered in HIOS as a **Company** before an issuer can be added. If the parent organization is not registered in HIOS, refer to section 6 to create an organization.
- Please note- An Issuer will only be required for certain modules. (Example: Plan Finder, RBIS)
- If an organization exists in HIOS, users can add an Issuer(s) to that organization by following the below steps:
- 1. Select the Manage Organizations link on the HIOS Home Page (Figure 41).

### Figure 41: Manage Organizations

Health	Insurance Oversight System	<u>Welcome,</u>	ogout 🗭
Home	Knowledge Center	Manage Account Manage Roles Request a Role	Help 🛛
		Manage Organizations	

2. On the Manage Organizations page, select Add an Issuer (Figure 42).

# Manage Organizations

What would you like to work on today?

<u>My Organizations</u>	Create an Organization	Administrator Roles
My Organizations is where users with an administrative role can view or edit an organization's information.	Users can register their organizations within HIOS. Organizations must exist in HIOS before users can request a user role for the organization.	Certain functionality such as My Organizations or Data Change Requests require users to have at least one of the following administrator roles:
		Company Administrator Representative who is solely
Add an Issuer	Data Change Request	responsible for editing Company and associated issuer level data, including relationship information.
Users can add an issuer for an insurance company within HIOS. Organizations must have been registered as a Company in order to add issuers.	Users can submit a data change request for organization information that cannot be edited through the My Organizations functionality. Data change requests will be submitted for approval, and users can review the status of their data change request.	Issuer Administrator Representative who can edit Issuer level data only, including relationship information. Organization Administrator Representative of a Non-Federal
Add a Relationship	Organization Search	Governmental Plan or Other Organization who is responsible for editing their organization data.
Users can submit a request to establish a relationship between an organization and an issuer within HIOS.	Users can search and view details for organizations registered in HIOS.	

- 3. Search for the organization you would like to add an issuer to by entering the Federal EIN/TIN and select Search.
- 4. Select the Issuer Registered State and proceed forward to enter the Issuer Details.
- 5. In Step 3, enter the Issuer Details and select NEXT (Figure 43).

*Figure 43: Issuer Details* 

<ul> <li>Manage Organizations</li> <li>My Organizations</li> <li>Ordete an Organization</li> <li>Add no Issuer</li> <li>Bata Change Respect</li> <li>Add a Relationship</li> </ul>	Add an Issuer         Picase note, a field with an asterick (**) before it is a required field.         I       Search for an Organization         \$17263871 - 3h Test Company Edit 2 on 13-21- 14         I       Issuer Registered State
	Source Marketing Name:
	Prease note, users must select "Yes" for at least one of the following market type coverage: • Does this issuer offer coverage in the Individual Market? • Yes • No • Does this issuer offer coverage in the Small Group Market? • Yes • No • Does this issuer offer coverage in the Large Group Market? • Yes • No
	Domiciliary Address The denicitary address is the address where the establishment is maintained or where the governing power of the enterprise is exercised. • Address Line 1
	Address Line 2
	City     State     TP Code (5 digits)     ZIP Plus 4
	4 Confirm Your Request

- 6. Review the organization's information and scroll down to the Confirm Your Request selection and select SUBMIT.
  - You may revisit any previous steps to make changes prior to confirming your request.
  - It takes 1-2 business days for an issuer to be approved. After the issuer has been approved, it will then be available for users to submit role requests.

### 8 Help Desk Information

Contact the CMS help desk at <u>CMS\_FEPS@cms.hhs.gov</u> or 1-855-267-1515 if you have questions about setting up your account.

# 9 Frequently Asked Questions

# Table 1: Frequently Asked Questions

Questions	Answers
Who can users contact for system support?	For Production system support, users can call the Marketplace Service Desk at 1-855-267-1515 or email <u>CMS_FEPS@cms.hhs.gov</u> .
How do users access HIOS?	To access HIOS, visit <u>https://portal.cms.gov</u> . Users will need to complete the registration for the CMS IDM account through the CMS Enterprise Portal prior to requesting access to HIOS.
How do users access HIOS and Plan Management & Market Wide Functions?	To access HIOS, users need to successfully complete the CMS Enterprise Portal registration for an IDM account. When users log in to the CMS Enterprise Portal, there will be a <b>HIOS</b> button displayed on the My Portal page. Users are not on HIOS maintained pages until they select the <b>HIOS</b> button. Once users select the <b>HIOS</b> button, they will be navigated to the landing page and can select either the <b>Access HIOS</b> link or the <b>Access Plan Management &amp; Market Wide Functions</b> link to navigate to the HIOS HOME Page. All HIOS and Plan Management functions will display on the same page.
Where do users request roles and access to HIOS modules?	Module access and role requests are done via the Request a Role function on the HIOS Home Page. To submit a request, users select the <b>Request a Role</b> link from the Welcome drop-down menu, the HIOS module(s), and role(s) applicable to the module(s).
Why can users not find the role(s) needed on the Request Role page?	Some roles for HIOS modules have restricted access. These will not display on the user interface. Users will need CMS approval before certain roles can be granted.
Which roles allow users to edit organization information?	Users should have the Company Administrator, Issuer Administrator, or Organization Administrator role to edit organization information and complete such tasks as updating the TPA information for that organization.
How do users view or access the module(s)?	To access the requested module, users need to select the correct link on the CMS Enterprise Portal page, either the <b>Access HIOS</b> link or the <b>Access Plan Management &amp;</b> <b>Market Wide Functions</b> link. Users will also need to have the correct user role(s) to access specific HIOS module(s).
When users launch the module, there is no link available to access an application. How do users view the link to access an application?	Some HIOS modules (i.e., EDGE Server Management, Financial Management, QHP Modules, or RBIS) have a submission window where a link to an application can be accessible. When the submission window is closed, the link will not display, and users may see a message stating the application is not available or the submission window is closed.