CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Health Insurance Casework System (HICS) Enhancements Release 6 Overview



Center for Consumer Information and Insurance Oversight (CCIIO)

November 7, 2016

HICS Upcoming Technical Enhancements

- Release Date: January 5, 2017
- New Aging Reports will be available
  - Determined by Issuer Assignment Date, broken out by 0-5, 5-10, 10-20, 20-30, and 30+ Day timeframes
  - Cases can be filtered to show Level 1, Level 2, or all cases
  - Cases can be filtered by state and issuer
  - Cases can be filtered by date range
  - Cases can be filtered by Special Interest designation
  - Output shows hyperlinked figures, which can be clicked through to pull up cases

HICS Upcoming Technical Enhancements

- When reviewing an individual case on the Case Information tab, the application id will appear closer to the top of the screen
- Repeat Case Finder will also appear at the top of the screen
- **If CMS ever makes a changes the Issue Level of a case, it will be noted in the issuer extract in a new field**
  - If a change has ever been made, it will show “Yes”
  - Historical complaints will have a blank for this item
  - The Issuer Assignment Date will reset when a case is moves from Level 2 to Level 1

HICS Upcoming Technical Enhancements, cont'd.

- Category/subcategory and Issue Level histories will now show on the Case History tab
- Issuer uploads will now be more user-friendly
  - Easier identification of cases requiring further attention
- New White House Correspondence search criterion added to the search page
- Minor changes to HICS extracts
  - As always, new fields are added at the end of the file

Requesting HICS Access

- Application for Access to CMS Computer Systems form http://www.cms.hhs.gov/InformationSecurity/Downloads/EUAaccessform.pdf
- Submit form via traceable carrier to:

  Centers for Medicare & Medicaid Services;

  Attn: Bonita Porter

  Center for Consumer Information & Insurance Oversight, Room 739

  200 Independence Avenue, SW, Washington, DC 20201
- Original signed form required (no photocopies)
  - Provide HIOS Issuer ID
- Allow 10 business days from receipt for processing
  - Credentials will be emailed
  - Default password will need to be changed
  - CMS Information Systems Security and Privacy Awareness Training

Maintaining HICS Access

- **Annual recertification and security requirement**
  - Important CMS internal control procedure
  - CMS will send a notification directing user to recertify at:
    - Enterprise User Administration (EUA) webpage (https://eua.cms.gov)
    - Computer Based Training (CBT) webpage (https://www.cms.gov/cbt/login)
  - Failure to complete recertification requirements will result in revoked access and delays with regaining access
- **See CCIIO memorandum issued on 5/21/2015 for more information on securing and maintaining system access**

HICS Resources

- **Password Resets**
  - Contact CMS IT Help Desk at 1-410-786-2580
  - Passwords need to be changed every 60 days
- **HICS Help Desk**
  - Technical questions and troubleshooting
  - Unable to address policy issues/questions
  - hics@cms.hhs.gov
  - 1-888-205-0684
    - 8 a.m.-5 p.m. (ET), Monday through Friday

HICS Resources, cont'd

- **HICS Access Resource Mailbox**
  - HICS_Access@cms.hhs.gov
  - Restoring access after inactivity
    - o Access revoked for failure to logon within a 60-day period
  - Adding HICS profile when already have CMS account
    - o Example user already accesses CMS' Complaints Tracking Module
  - Deleting users
  - Adding an Issuer ID to view
    - o For example, parent company which currently operates issuer 12345 and 98765, needs access to Issuer ID cases for 99999, a new issuer operating in 2016

Moving Forward

- **CMS will continue to work with QHP and SADP issuers to identify ways to improve the customer service experience for consumers in FFM and SBM-FP states**
  - This includes promoting best practices, enhancing the HICS, refining casework guidance, and seeking to minimize cases assigned to issuers in HICS for their review and handling
- **CMS is finalizing an issuer guidance document that will serve as an aid for resolving HICS cases**
  - We hope to release it this month

Additional Resources

- HICS Access Guide distributed on May 21, 2015
- Oct 1, 2015 Presentation for Issuers on HICS
- Dec 17, 2015 Decision Support Features Complaints (Machine Readable Complaint Guidance)
- Updated Plan User Manual for HICS
  - Available early January 2017 in HICS

Resource (File layout for the new HICS "cases" File Extract)

- **File Layout**
  - Case ID
  - Case Narrative
  - Received Date
  - Issuer Assignment Date
  - Caseworker Assignment Date
  - Issuer ID
  - Issuer Name
  - Issuer State
  - Other Issuer/Plan ID
  - Plan ID
  - Plan Name
  - Case Source
  - Case Source Description
  - Issue Level
  - Issue Level Description
  - Caseworker
  - Caseworker Name
  - Category
  - Category Description
  - Subcategory
  - Subcategory Description
  - Other Subcategory
  - Market Place Model
  - Market Place Model Description
  - COOP
  - PCIP
  - SHOP
  - SWIFT
  - Media Interest
  - Elected Official
  - Agent Broker
  - Resolved
  - Resolution Date
  - Date of Resolution Notification
  - Region
  - Component
  - Appeals DecisionMade
  - White House Correspondence
  - Case Pending XOSC Helpdesk
  - Date Case Referred
  - SEP Decision Made
  - Application ID
  - Reserved Date
  - Coverage Year
  - Agree with Issue Level
  - Agree with Issue Level Text
  - Preferred Language
  - Preferred Callback Time
  - Has Consumer Contacted Issuer
  - Outcome of Resolution
  - Other Outcome of Resolution
  - Change of Issue Level

