HIOS Issuer, Benefits and Service Area, and Rating Modules Updates

April 11, 2018

Qualified Health Plan (QHP) Issuer Conference

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Enterprise Identity Management System (EIDM) and HIOS Registration Process

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Introduction

The purpose of this presentation is to provide an overview of the **CMS Enterprise Identity Management System (EIDM) Account Registration and Health Insurance Oversight System (HIOS) Registration process.** It is intended as a refresher for issuers already familiar with HIOS, and introduces changes to the HIOS Portal for 2018.

Agenda

Today we will cover the following topics:

- Create an Enterprise Identity Management System (EIDM) account
- Create a HIOS account
- Register a Multi-Factor Authentication (MFA) Device
- Access HIOS from the CMS Enterprise Portal
- Register an Organization if not currently existing in HIOS
- Request HIOS user roles
- Access Plan Management Modules



Register for a CMS EIDM Account (For New Users)

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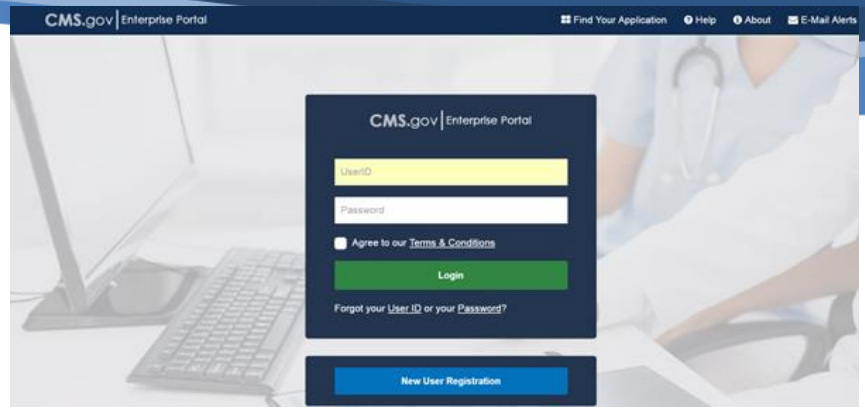
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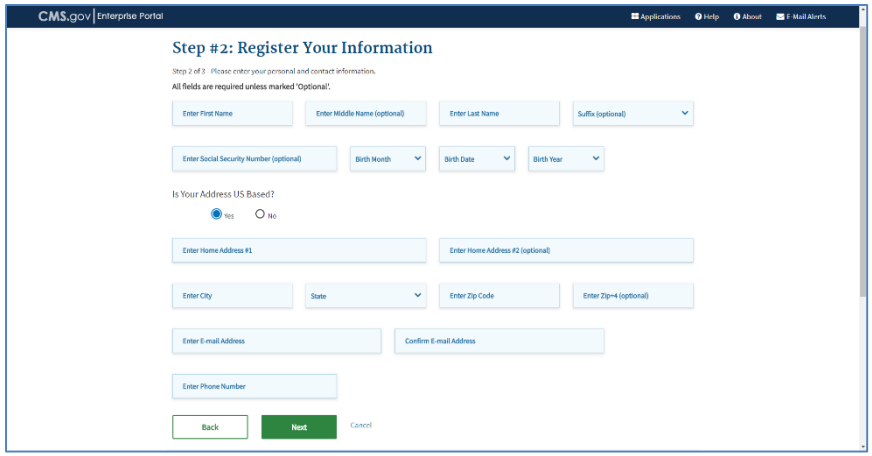
EIDM Account Registration

New users will navigate to the CMS Enterprise Portal, https://portal.cms.gov

- Select the 'New User Registration' button
- Agree to the Terms and Conditions
- Enter the required information on the New User Registration page
- Create User ID and Password
- Select security Question(s) and Answer(s)
- Submit account Request
- Receive email with EIDM User ID and Password

For CMS Enterprise Portal Support, contact the Marketplace Service Desk at 1-855-267-1515 or email CMS_FEPS@cms.hhs.gov.





Create an EIDM Account → Create a HIOS Account → Register an MFA Device → Register an Organization in HIOS → Request User Roles

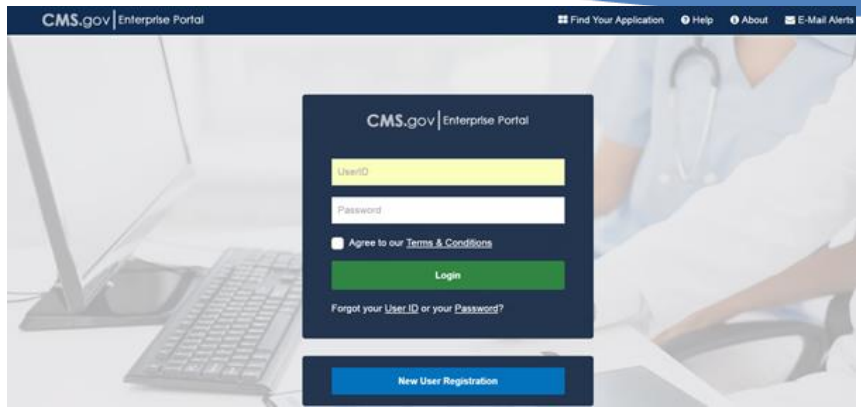
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Request New System Access & Remote Identity Proofing (RIDP)

New users will navigate to the CMS Enterprise Portal, https://portal.cms.gov

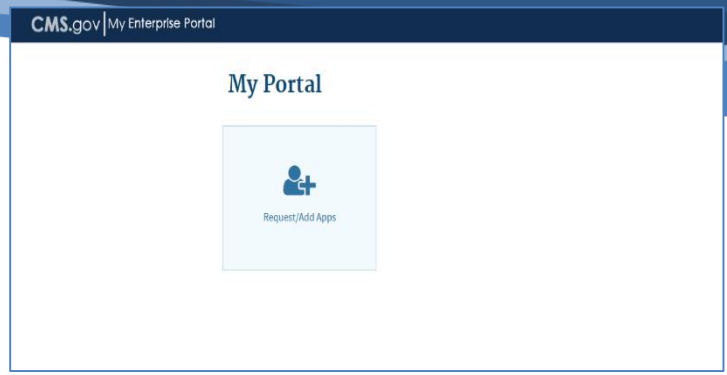
- Enter the EIDM User ID and Password
- Agree to the Term and Conditions
- Select Login

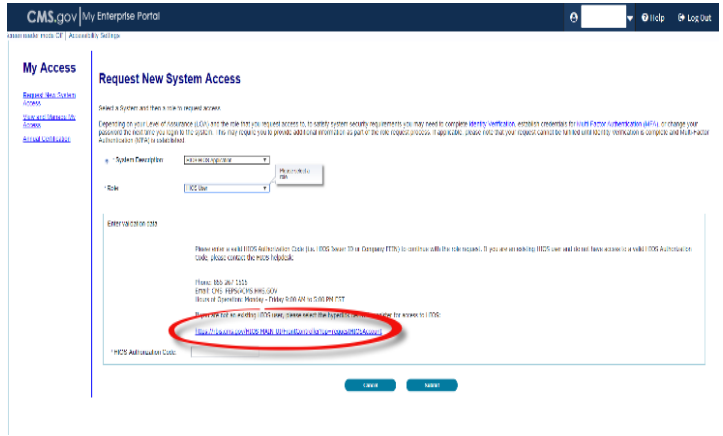




Request New System Access & Remote Identity Proofing (RIDP) (Continued)

- Select Request / Add Apps
- From the Access Catalog page, activate the “Request Access” button for HIOS
- Select the “Request New System Access” link
- Select “HIOS- HIOS Application” from the System Description drop-down menu
- Select “HIOS User” for the Role
- New users will need to select the URL provided on the page





Create an EIDM Account → **Create a HIOS Account** → Register an MFA Device → Register an Organization in HIOS → Request User Roles

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Request New System Access & Remote Identity Proofing (RIDP) (Continued)

- New users will navigate to the “Request HIOS Account” page
- Complete the Request form and click on the “Submit” button
- Once the account request has been approved, users receive an email with the HIOS Authorization Code

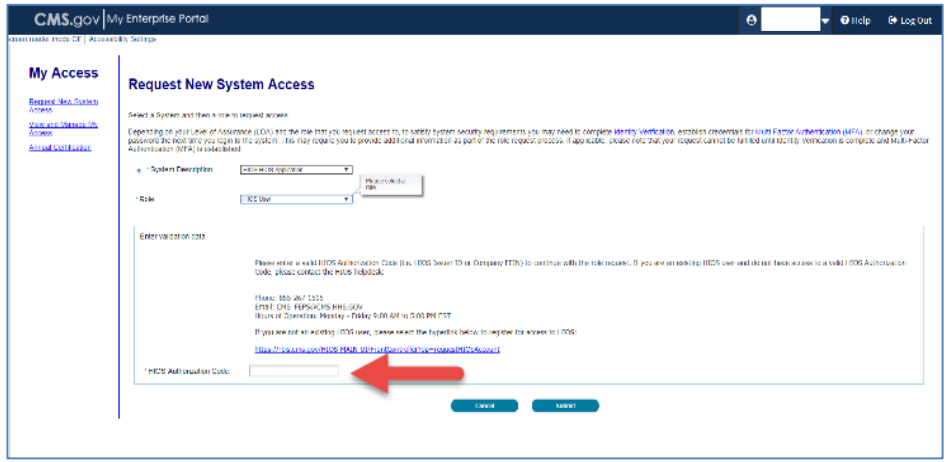


Create an EIDM Account → **Create a HIOS Account** → Register an MFA Device → Register an Organization in HIOS → Request User Roles

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Request New System Access & Remote Identity Proofing (RIDP) (Continued)

- Users will need to log back into the CMS Enterprise Portal
- Select the "Request New System Access" link
- Select the "HIOS-HIOS Application" for the System Description
- Select "HIOS User" for the Role
- Enter the HIOS Authorization Code
- Click on the "Submit" button
- Proceed with the on-screen instructions to verify your identity

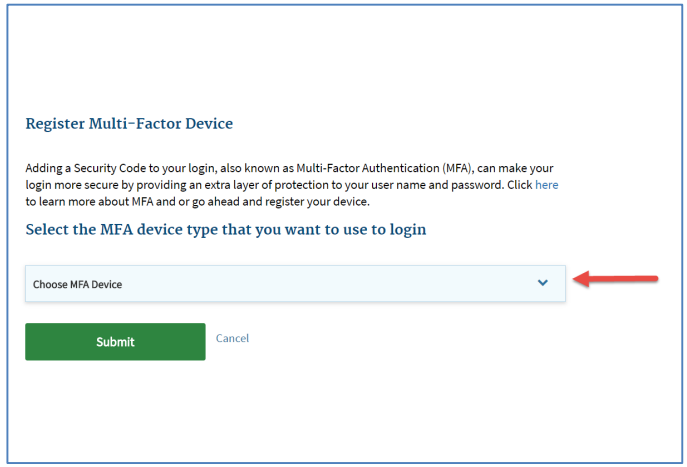


Create an EIDM Account → **Create a HIOS Account** → Register an MFA Device → Register an Organization in HIOS → Request User Roles

New Users - Register a Device for Multi-Factor Authentication (MFA)

After successful completion of the remote identity proofing, new users will be prompted to complete the registration of a device for multi-factor authentication (MFA).

- Select a device from the "MFA Device Type" drop-down menu
- Follow the on-screen instructions for your selected device type
- Users will see an on-screen message confirming successful registration of the device to their user profile
- Log out of the CMS Enterprise Portal

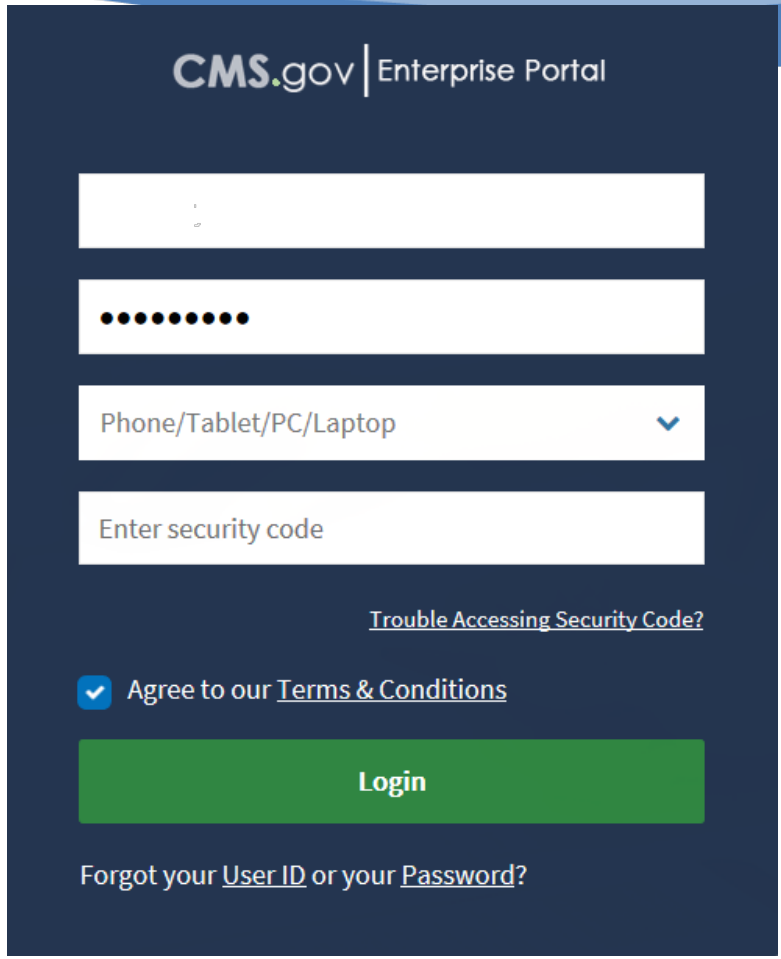




New and Existing Users Log into HIOS to Create Organization and Request Roles

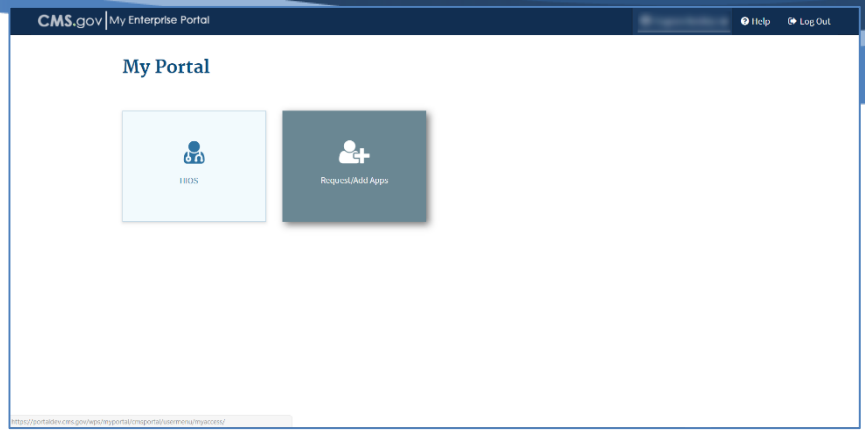
Log-In Using MFA

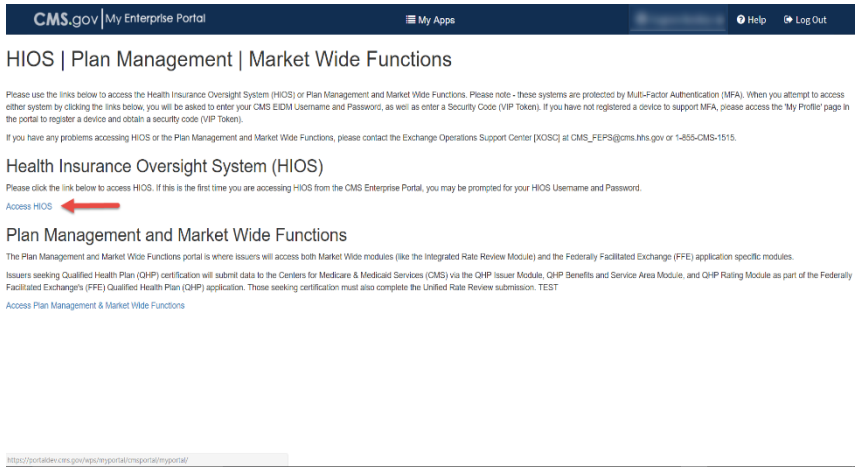
- Navigate to the CMS Enterprise Portal (https://portal.cms.gov)
- Enter the CMS User ID and Password
- Select your MFA Device from the drop-down
- Enter your security code
- Select Login



Access HIOS

- Users that have registered in EIDM and HIOS will now see a “HIOS” card displayed on the My Portal page.
- Selecting the “HIOS” card and then then the “Overview” link will open the HIOS landing page
- On the HIOS | Plan Management | Market Wide Functions landing page, select the “Access HIOS” hyperlink





Create HIOS Organizations

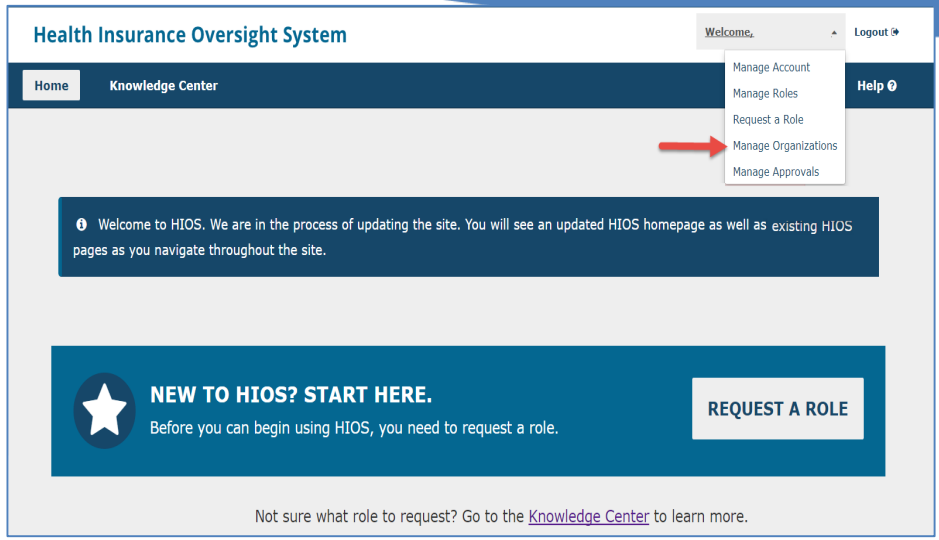
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Register an Organization in HIOS (New Users)

New users will not have any organizational associations or role permissions. The **Manage Organizations** functionality allows new users to create an organization before requesting a user role(s).

- Select the Manage Organizations link on the HIOS Home Page

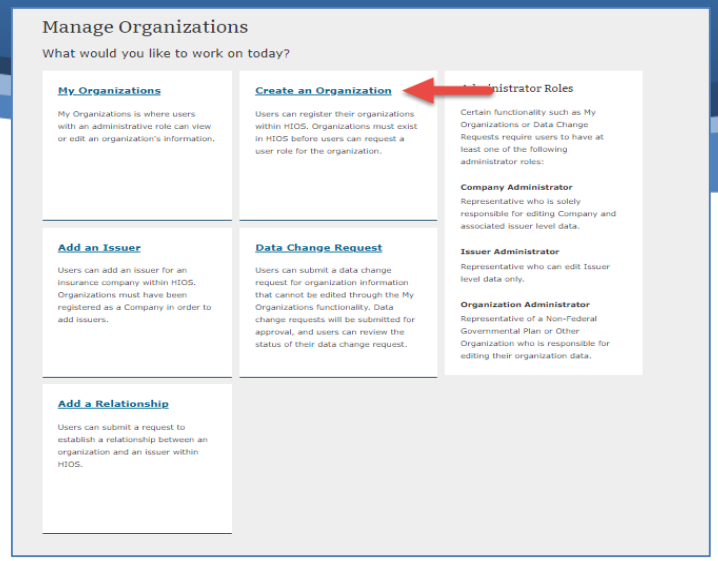


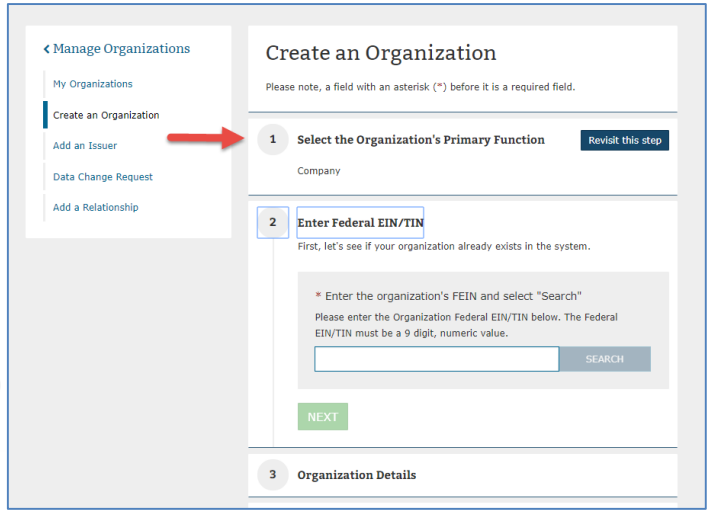


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Register an Organization in HIOS (New Users) (Continued)

- On the Manage Organizations page, select “Create an Organization”
- Select “Company” as the organization type. Users will need to register as a “Company” in order to create Issuer IDs and use the Manage Relationship Functionality.
- Enter the Federal Employer Identification Number (FEIN) / Tax Identification Number and activate the “FEIN/TIN Search” button





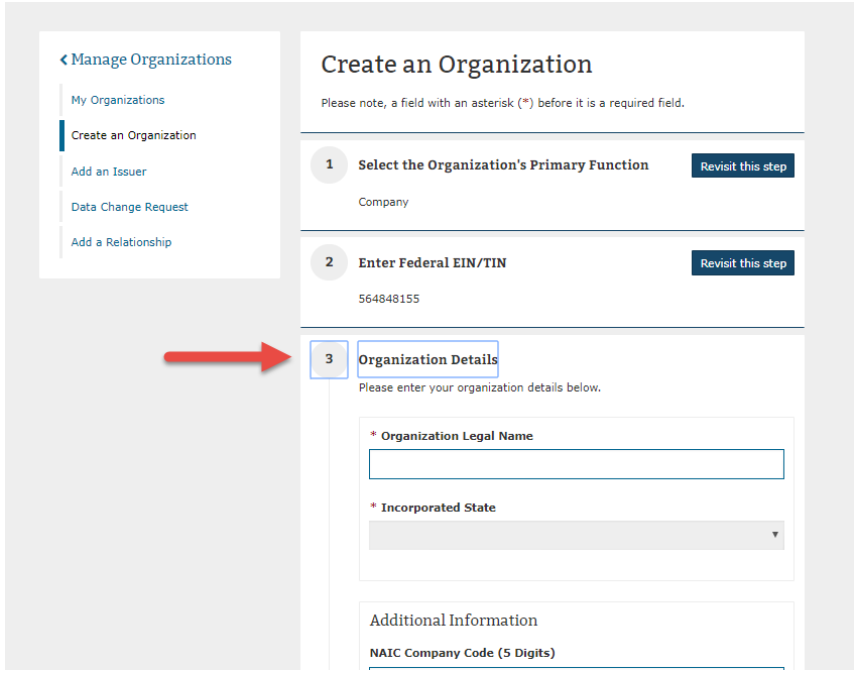
Create an EIDM Account → Create a HIOS Account → Register an MFA Device → **Register an Organization in HIOS** → Request User Roles

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Register an Organization in HIOS (New Users) (Continued)

- If an organization does not exist, proceed forward to Step 3 where you will enter your organization's details. Once you have completed this section click **Next**.
- In Step 4, you will review the organization. You may revisit any previous steps to update the information. Once the information has been reviewed, select the **Submit** button.





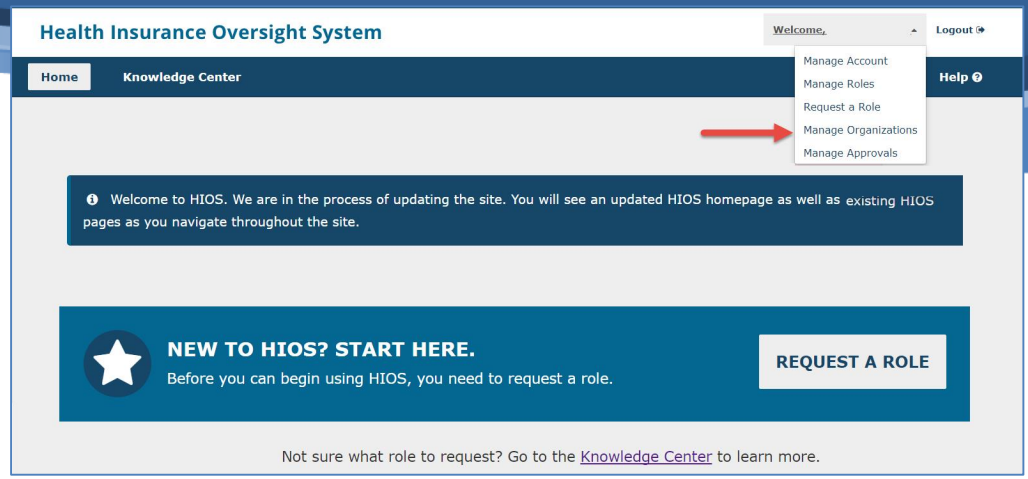
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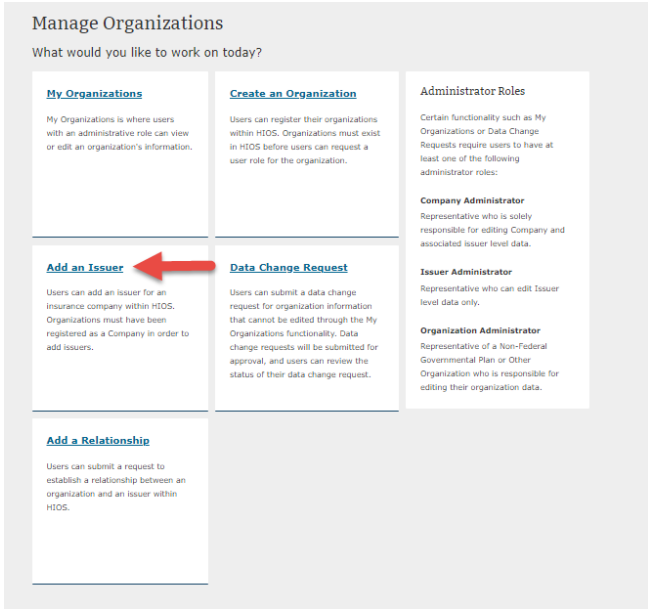
Add an Issuer to an Organization

Add an Issuer

Users can add Issuers to the organizations

- Select the Manage Organizations link from the HIOS Home Page
- Select Add an Issuer, on the Manage Organizations page.

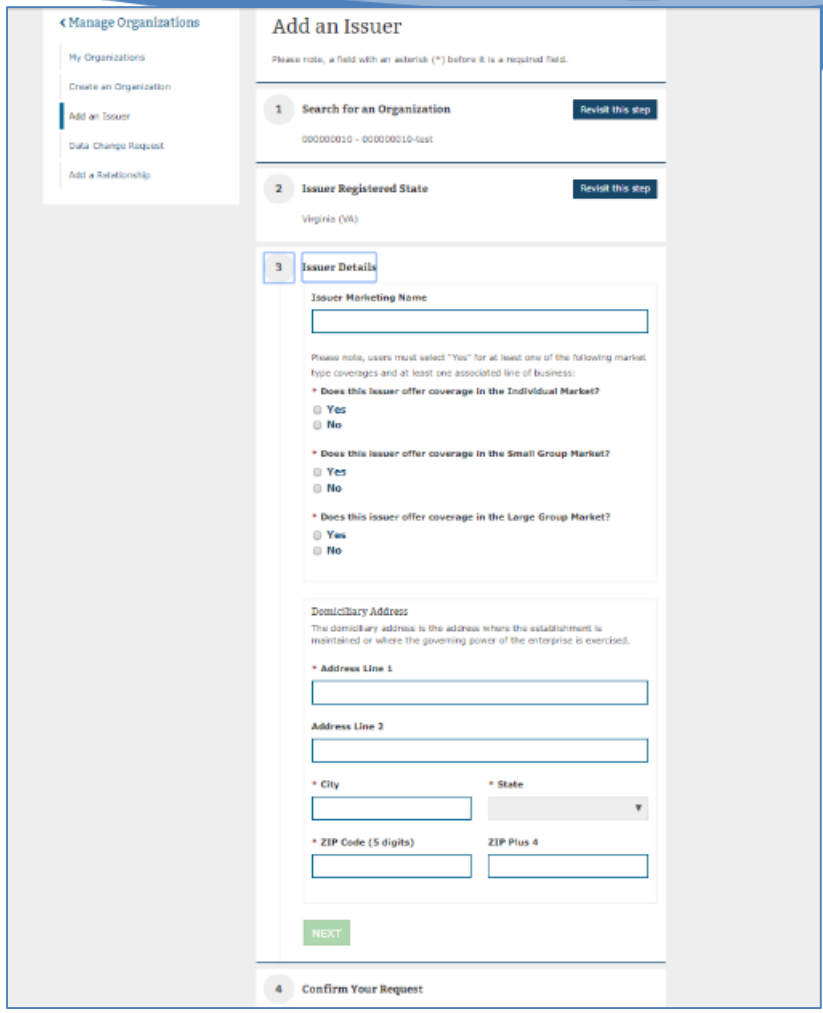




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Add an Issuer (Continued)

- Complete the New Issuer registration form
- Search for your organization using the “FEIN/TIN Search”. If your organization does not exist, HIOS will prompt you to create an organization
- Complete the Issuer Registered State and Issuer Details

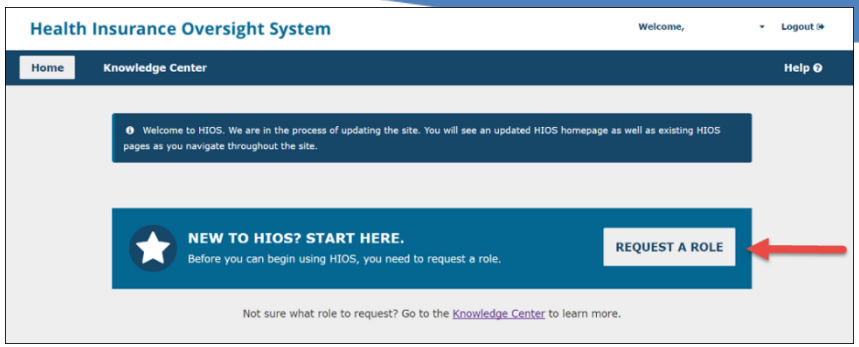


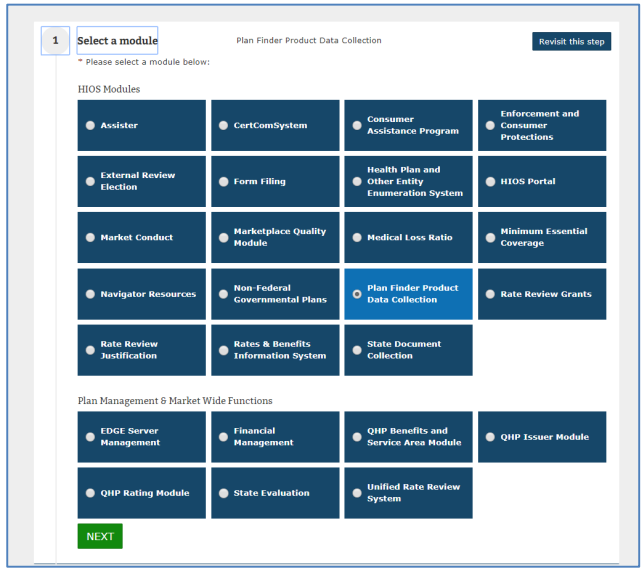
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Request HIOS Module Roles

Request HIOS Module Roles (New Users)

- New users can request a role by selecting the “Request a Role” link on the HIOS Home Page.
- Activate the radio button next to the desired “Module”

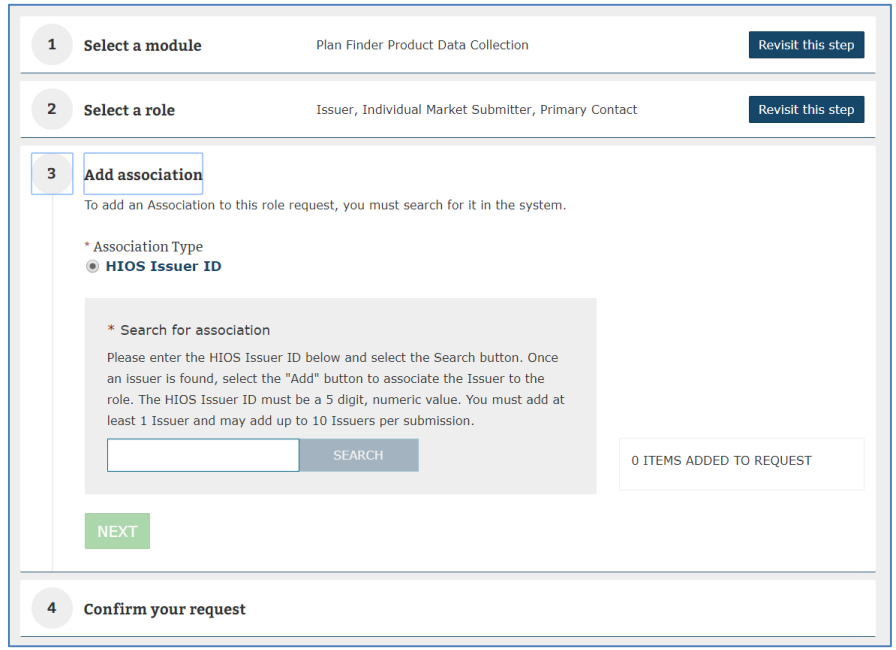






Request HIOS Module Roles (New Users) (Continued)

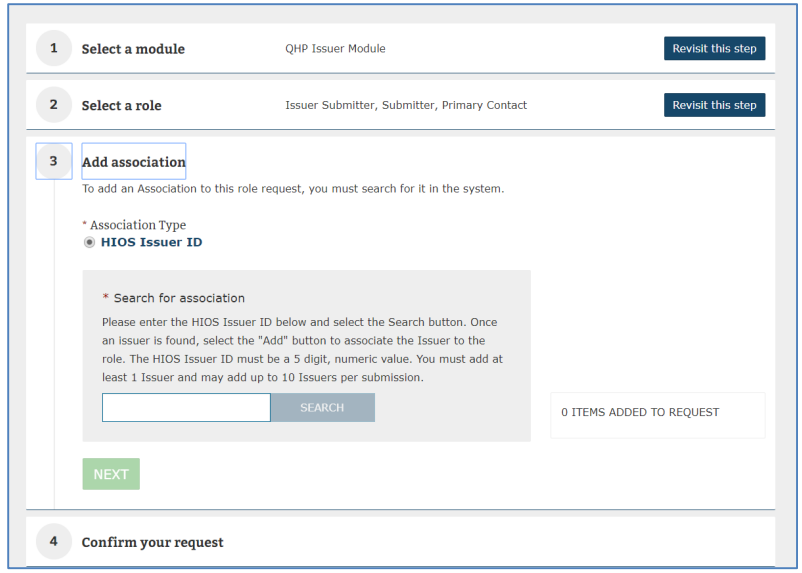
- In Step 2 you will need to select a role
- Displayed is an example of a role request for the Plan Finder Product Data Collection Module
- User will need to enter an Issuer ID to proceed with a role request submission





Request HIOS Module Roles (New Users) (Continued)

- Displayed is an example of a role request for the QHP Issuer Module
- Users will need to enter an Issuer ID to proceed with a role request submissions





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User Roles in HIOS

Listed are frequently requested roles for HIOS:

HIOS Module	User Role
HIOS Portal	• Company Administrator- A representative who is solely responsible for editing Company and associated issuer level data. • Issuer Administrator: A representative who can edit Issuer level data only.
Plan Finder Product Data Collection	• Issuer Submitter: A primary representative of issuer organization and the primary contact for the submission. • Issuer Validator: A primary representative of issuer organization who can validate the data submitted by the issuer. • Attestation User: An official within an organization, usually CEO or CFO, who attests the data submitted.

User Roles in HIOS (Continued)

Listed are frequently requested roles for HIOS:

HIOS Module	User Role
QHP Issuer Module	• Issuer Submitter – Users with this role can submit data necessary to complete the QHP Issuer application. Submitters can also cross validate applications to ensure consistency. • Issuer Validator – Users with this role can validate all sections of the QHP Issuer application for accuracy, cross validate the final submission and submit the application after successful cross validation. • Issuer Attester – Users with this role can access the QHP Plan Confirmation Module and view the list of approved plans.

User Roles in HIOS (Continued)

Listed are frequently requested roles for HIOS:

HIOS Module	User Role
QHP Benefits and Service Area Module	• Issuer Submitter - Users with this role can submit data necessary to complete the QHP Benefits and Service Area application. Submitters can also cross validate applications to ensure consistency. • Issuer Validator - Users with this role can validate all sections of the QHP Benefits and Service Area application for accuracy, cross validate the final submission and submit the application after successful cross validation.

User Roles in HIOS (Continued)

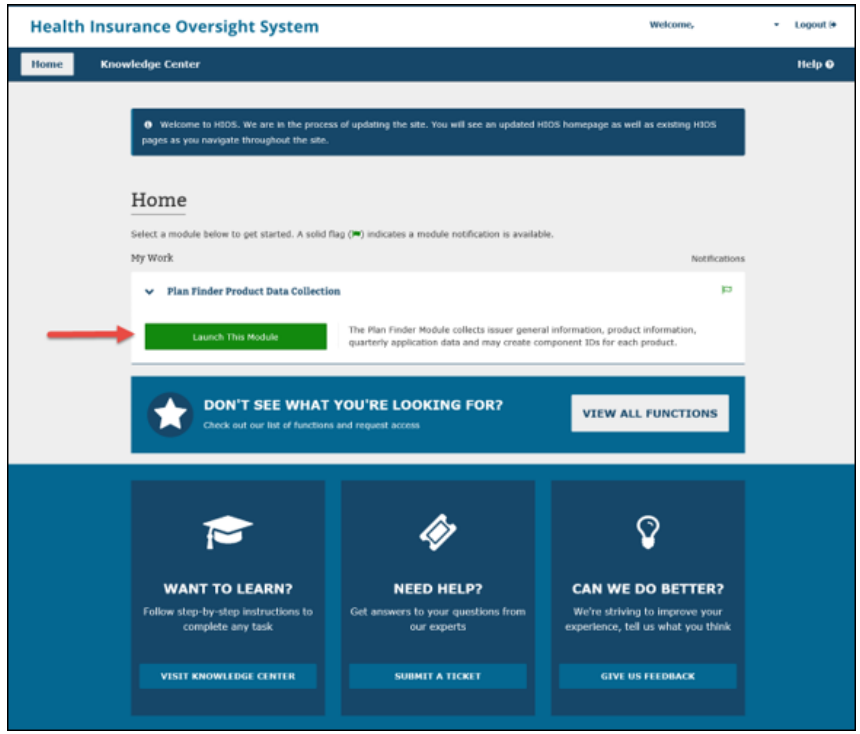
Listed are frequently requested roles for HIOS:

HIOS Module	User Role
QHP Rating Module	• Issuer Submitter - Users with this role can submit data necessary to complete the QHP Rating application. Submitters can also cross validate applications to ensure consistency. • Issuer Validator - Users with this role can validate all sections of the QHP Rating application for accuracy, cross validate the final submission and submit the application after successful cross validation.

Accessing Plan Management and QHP Modules

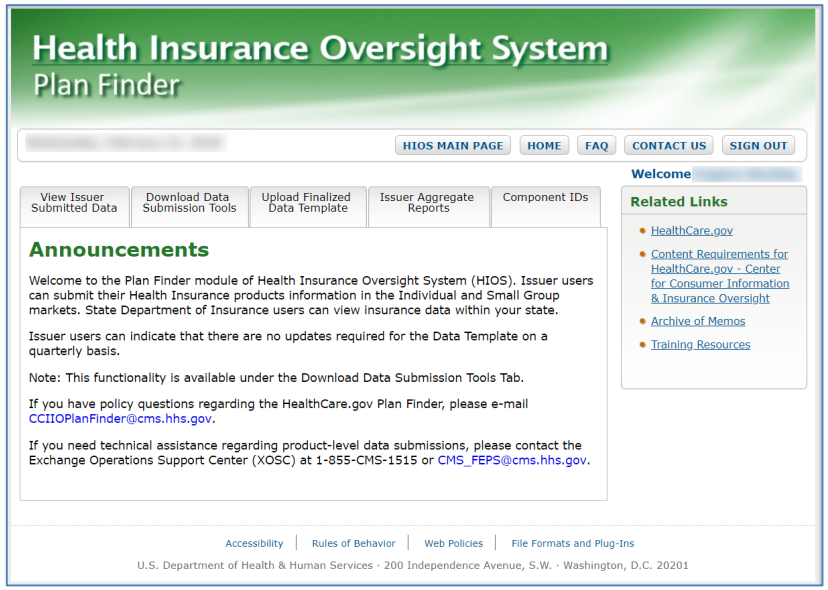
Plan Finder Product Data Collection

- From the HIOS Home Page, select the “Plan Finder Product Data Collection” drop-down and then select the “Launch this Module” button.



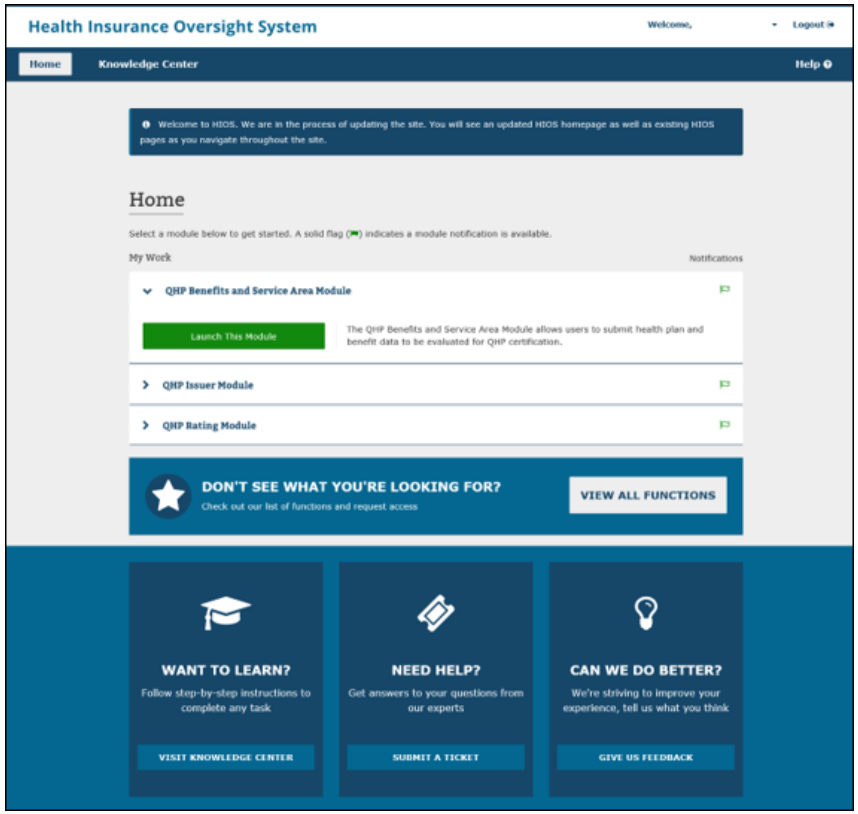
Plan Finder Product Data Collection (Continued)

- User will be redirected to the Plan Finder Announcements page
- Users can:
  - View Issuer Submitted Data
  - Download Data Submission Tools
  - Upload Finalized Data Template
  - Issuer Aggregate Reports
  - Component IDs



Access QHP Modules

- From the HIOS Home page, select the QHP Benefits and Service Area Module drop-down and then select the “Launch This Module” button.



Navigate to the Plan Management System

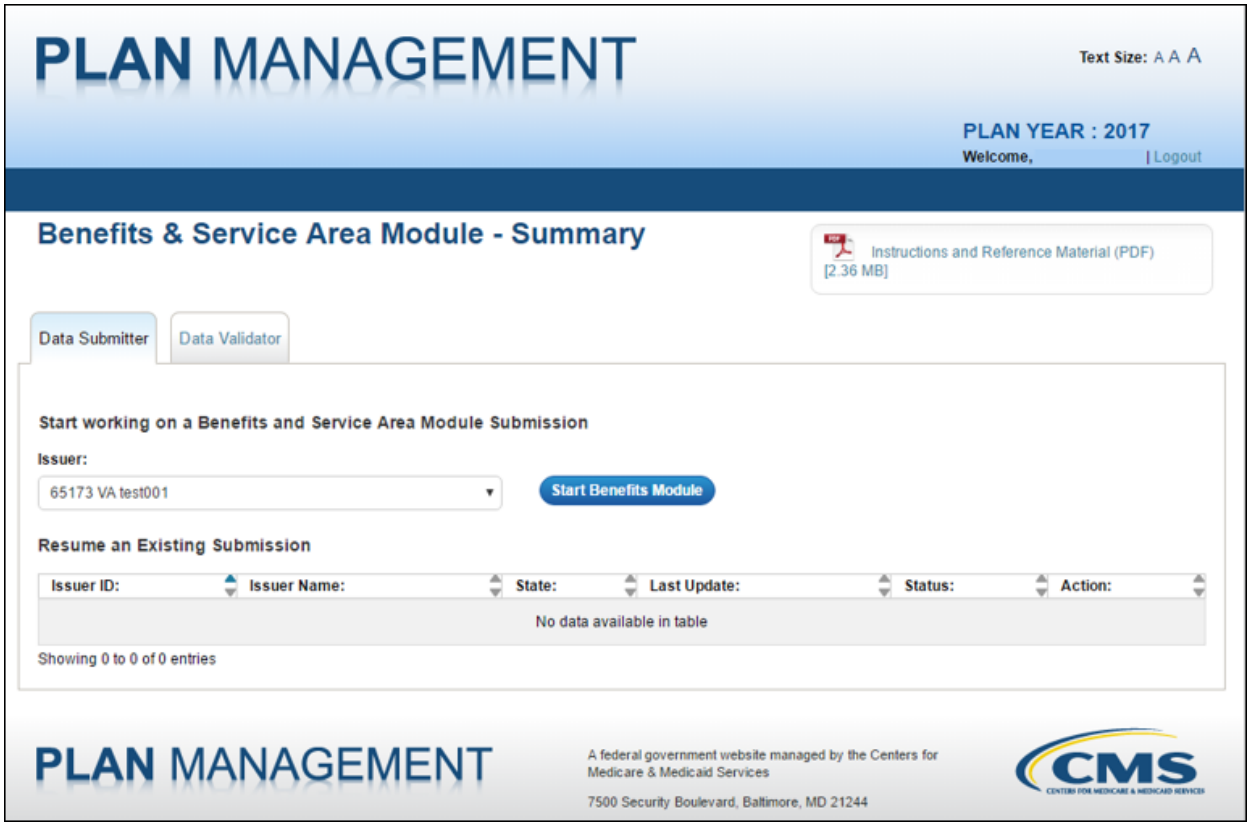
During the submission window, the link to access the Plan Year QHP Module will be enabled to allow users to navigate to the Plan Management system.



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Navigate to the Plan Management System

Displayed is the Plan Management user interface.



Summary

During today's session, we reviewed:

- The CMS EIDM Account Process
- HIOS Registration in the CMS Enterprise Portal
- Creating HIOS Organizations
- Creating HIOS User Roles
- Accessing the Plan Management and QHP Modules

Thank you for your attention!

Support Desk and Additional Resources

- If you have questions, please contact the Marketplace Service Desk (MSD):
  - Email: CMS_FEPS@cms.hhs.gov
  - Phone: (855) 267-1515
- Additional resources are available on the CMS website: http://www.cms.gov/CCIIO/Resources/Training-Resources/index.html

Introduction

The purpose of this presentation is to provide an overview of updates to the **Issuer, Benefits and Service Area**, **and Rating Modules** and discuss general best practices for working with templates. It is intended as a refresher for issuers already familiar with the Modules and Templates, and introduces changes to each module for Plan Year 2019.

Plan Management Overview

There are four FFE Plan Management and Market-wide data collection modules.

Issuer Module

Submit and validate data to support qualification of an issuer to offer QHPs on the Federally-facilitated Exchange

Benefits & Service Area

Submit and validate plan-related data including Benefits, Service Areas, Provider Networks, and Prescription Drugs for issuers that wish to offer plans within the Exchange

Rating Module

Submit and validate rating business rules and rate tables for each QHP to be offered on the Federally-facilitated Exchange

Unified Rate Review

Unified Rate Review filing information and supporting documents for Exchange and Non-Exchange plans in an integrated location for Single Risk Pool rate evaluation and rate increase review

FFE Plan Management Modules

Rate Review Module

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Agenda

- **Best Practices**
- **Issuer Module Updates**
  - Templates
  - Validations
- **Benefits and Service Area Module Updates**
  - Templates
  - Validations
- **Rating Module Updates**
  - No updates for PY 2019

Best Practices

General Best Practice Tips

- When using templates, we recommend the following best practices to ensure a successful experience:
  - ✓ Download latest 2019 templates
  - ✓ Make sure you have the most recent version of the Add-in file installed
  - ✓ Make sure you have the most up to date version of the AV calculator
  - ✓ Enable Macros
  - ✓ Save work frequently
  - ✓ Delete old versions of blank templates
  - ✓ The supported versions of Microsoft Excel have been updated for Plan Year 2019. We recommend using Excel 2013 or Excel 2016 for each of the QHP Application templates.
- Additionally -
  - ✓ Issuers that are applying for QHP certification in states performing plan management functions in an FFE should not submit QHP Applications into HIOS. Confirm application details with your state.
  - ✓ Additional information on systems used for QHP Application submission is available on the QHP Certification website:
    - ✓ https://www.qhpcertification.cms.gov/s/Application%20Submission

System Requirements

The supported system requirements for the Modules and Templates are as follows:

Browser Requirements

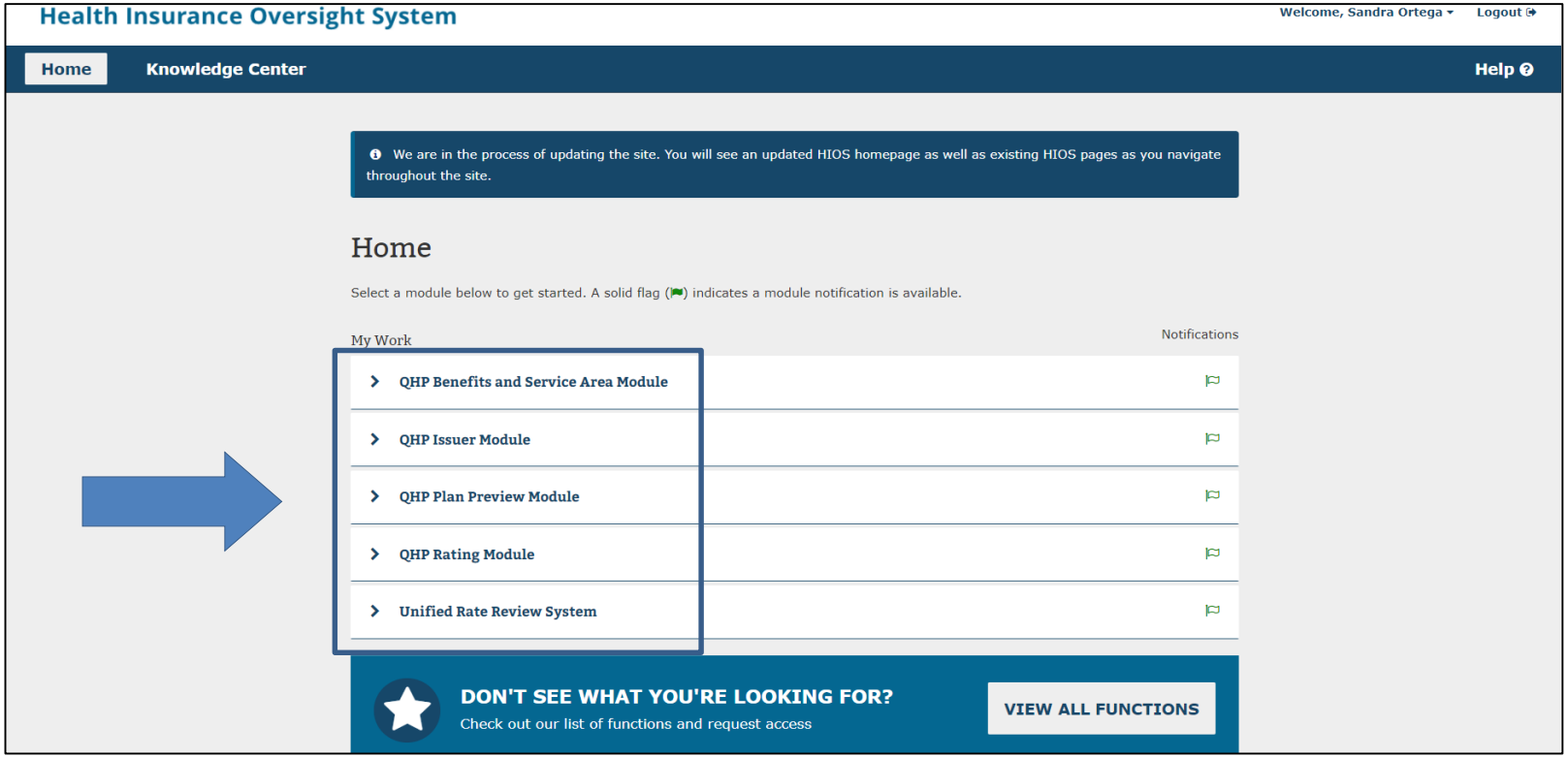
- Internet Explorer 11
- Firefox 56.0

Excel Requirements

- Microsoft 2013
- Microsoft 2016

Accessing the Modules

Each of the QHP Application Modules and their respective templates can be accessed within HIOS.



Issuer Module: Template and Validation Updates

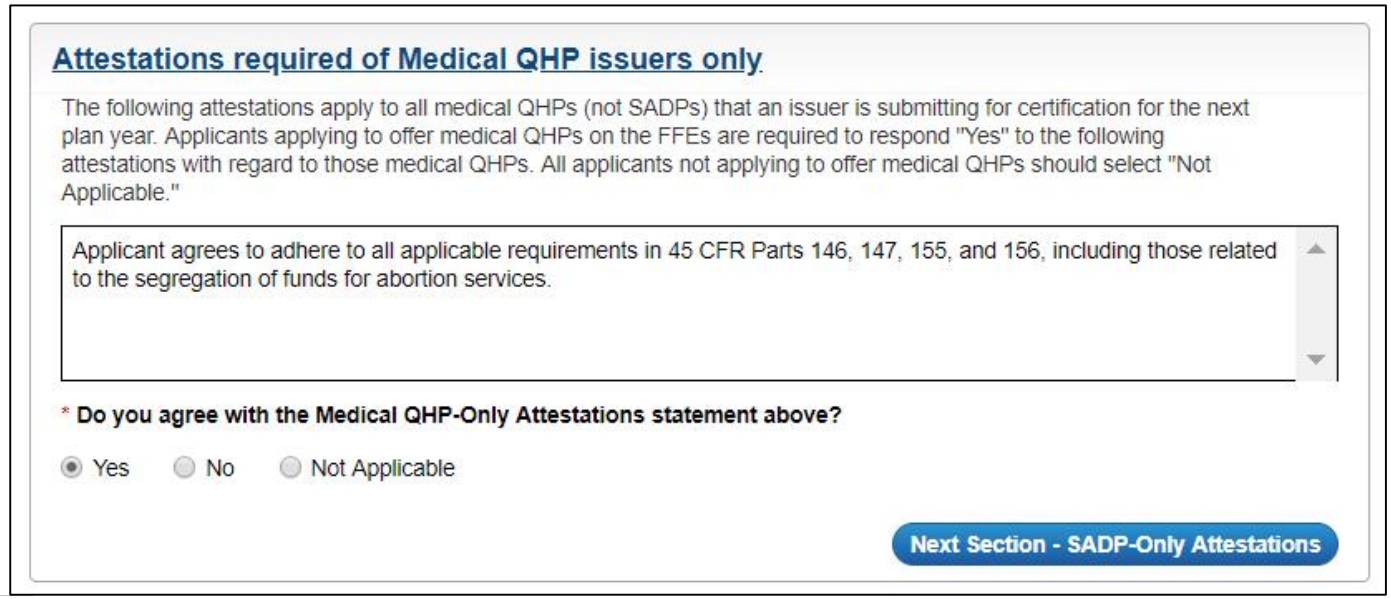
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Issuer Module Update: Change to Program Attestations Language

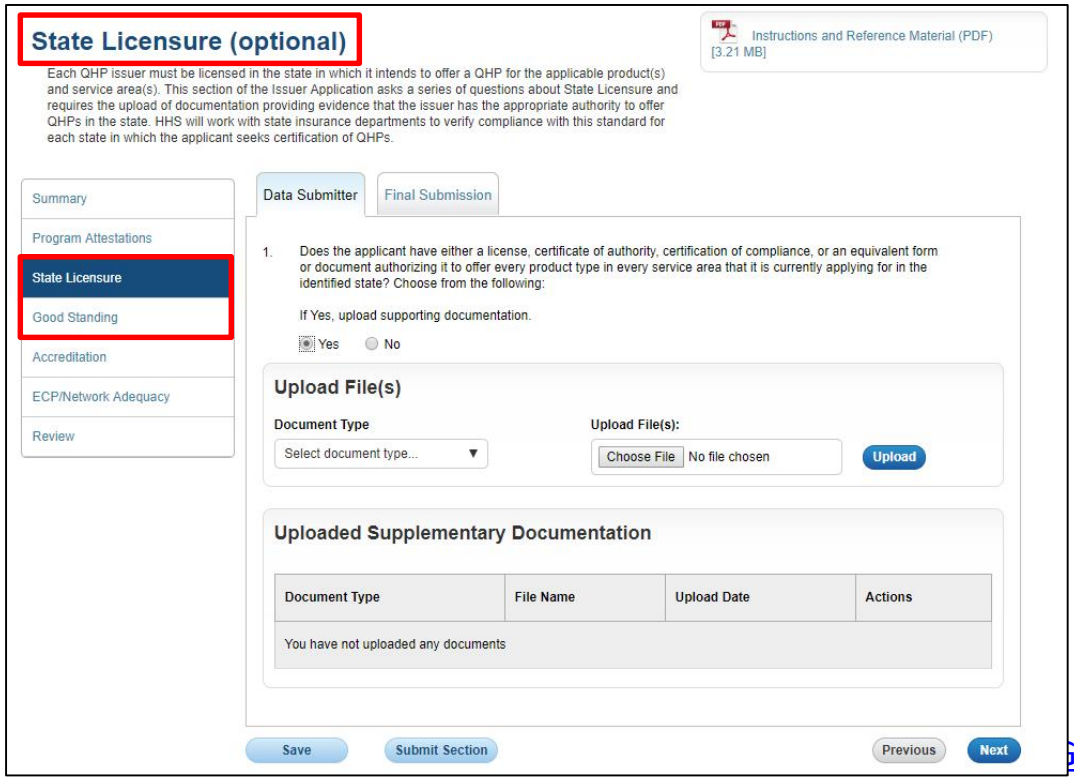
Segregation of funds for abortion services language has been added to the attestation required for Medical QHP-only issuers:

Applicant agrees to adhere to all applicable requirements in 45 CFR Parts 146,147,155, and 156, including those related to the segregation of funds for abortion services.



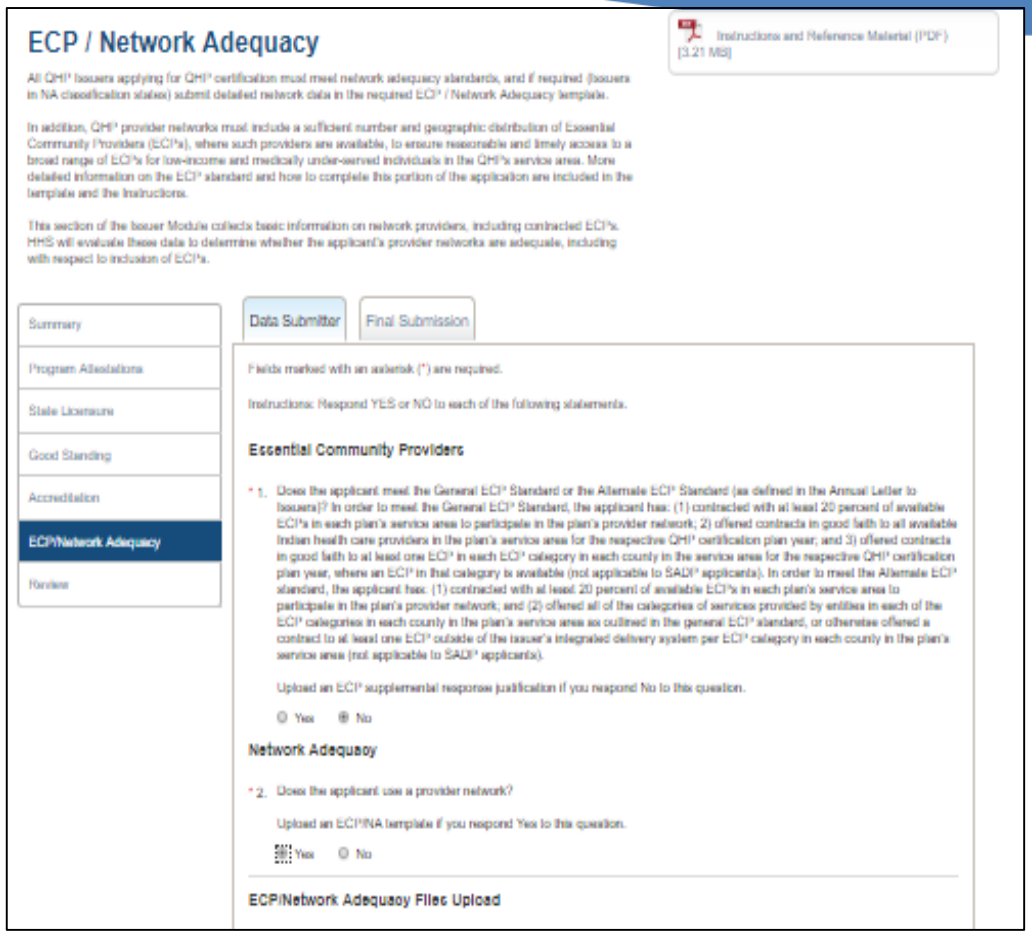
Issuer Module Update: Optional Sections

The State Licensure section and the Good Standing sections are now optional. Asterisks are removed and completion of these sections is no longer required in order to submit the Issuer Module.



Issuer Module Update: ECP/NA Section

The Network Adequacy question regarding 45 CFR 156.230 is being removed for Plan Year 2019. The two remaining ECP/NA questions are still required, including submission of the ECP/NA template containing the issuer's contracted essential community providers in compliance with 45 CFR 156.235.

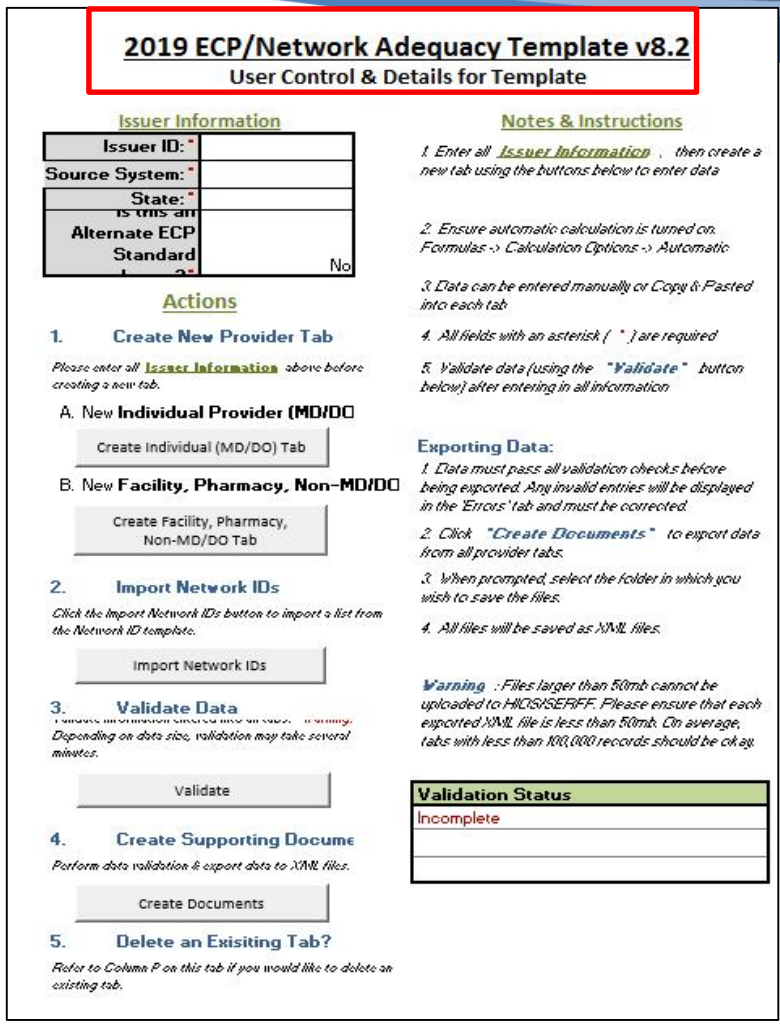


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Issuer Module Update: ECP/NA Template Version 8.2

The ECP/Network Adequacy Template has been updated to version 8.2 for Plan Year 2019. The ECP/Network Adequacy Template gives users the ability to link each provider (ECP or Network Adequacy) with the network with which it is associated.



2019 ECP/Network Adequacy Template v8.2

User Control & Details for Template

Issuer Information

Issuer ID: *	
Source System: *	
State: *	
Is this an Alternate ECP Standard	No

Actions

1. Create New Provider Tab

Please enter all Issuer Information above before creating a new tab.

A. New **Individual Provider (MD/DO)**

Create Individual (MD/DO) Tab

B. New **Facility, Pharmacy, Non-MD/DO**

Create Facility, Pharmacy, Non-MD/DO Tab

2. Import Network IDs

Click the Import Network IDs button to import a list from the Network ID template.

Import Network IDs

3. Validate Data

Depending on data size, validation may take several minutes.

Validate

4. Create Supporting Docume

Perform data validation & export data to XML files.

Create Documents

5. Delete an Exisiting Tab?

Refer to Column P on this tab if you would like to delete an existing tab.

Notes & Instructions

1. Enter all Issuer Information , then create a new tab using the buttons below to enter data

2. Ensure automatic calculation is turned on: Formulas -> Calculation Options -> Automatic

3. Data can be entered manually or Copy & Pasted into each tab

4. All fields with an asterisk (*) are required

5. Validate data (using the "Validate" button below) after entering in all information

Exporting Data:

1. Data must pass all validation checks before being exported. Any invalid entries will be displayed in the 'Errors' tab and must be corrected.

2. Click "Create Documents" to export data from all provider tabs.

3. When prompted, select the folder in which you wish to save the files.

4. All files will be saved as XML files.

Warning : Files larger than 50mb cannot be uploaded to HIOS/SERFF. Please ensure that each exported XML file is less than 50mb. On average, tabs with less than 100,000 records should be okay.

Validation Status
Incomplete

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Issuer Module Update: NCQA and URAC templates retired

- The NCQA and URAC Accreditation templates are retired for Plan Year 2019
  - Issuers using the HIOS Modules will still need to select the HHS accrediting entity, but downloading/completing these templates is no longer necessary
- Accreditation certificate submission is optional for all issuers
- Accreditation is a requirement for issuers in all Marketplace types
  - Issuers in State Partnership Exchanges (SPEs) and State-based Exchanges (SBEs) should ask each state about what the state requires to review accreditation.
  - Issuers should review the Letter to Issuers for specific requirements based on the number of years they have participated on the Exchange
- Accreditation requirements do not apply to SADPs

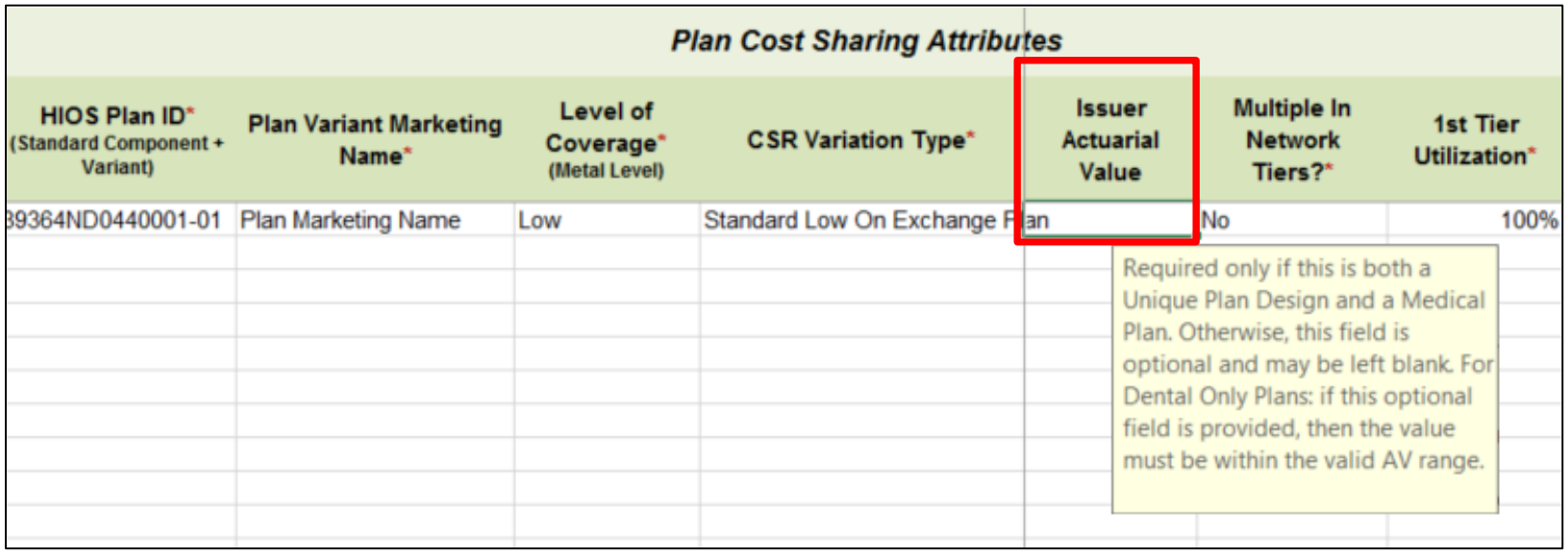
Benefits & Service Area Module: Template and Validation Updates

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Issuer Actuarial Value Update for Stand-Alone Dental Plans

The Issuer Actuarial field for Stand-Alone Dental Plans is now **optional.**



Plan Cost Sharing Attributes

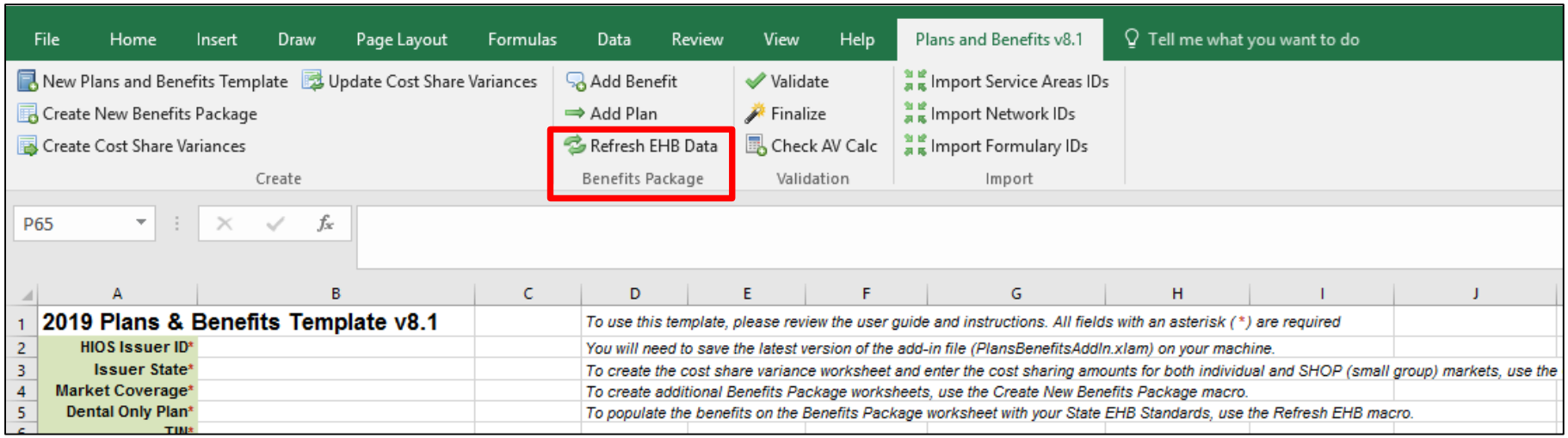
HIOS Plan ID* (Standard Component + Variant)	Plan Variant Marketing Name*	Level of Coverage* (Metal Level)	CSR Variation Type*	Issuer Actuarial Value	Multiple In Network Tiers?*	1st Tier Utilization*
39364ND0440001-01	Plan Marketing Name	Low	Standard Low On Exchange Plan		No	100%

Required only if this is both a Unique Plan Design and a Medical Plan. Otherwise, this field is optional and may be left blank. For Dental Only Plans: if this optional field is provided, then the value must be within the valid AV range.

Note: If AV is entered for an SADP, it will need to be within the prior high/low limits.

Essential Health Benefits Reference File Update

The EHB Reference file in the Plans and Benefits template Add-in File is replaced with an updated version for Plan Year 2019.



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AV Calculator Update

- The Plans and Benefits template will be updated to validate that the user selected the Plan Year 2019 AVC.

- The Validate and Finalize Macros will now confirm relevant cost-sharing fields have not been updated since the AV was calculated. If you see this error, re-run the Check AVC macro to finalize the template.

Rating Module: Template and Validation Updates:

There are no updates to the Rating Module for Plan Year 2019.

Plan Management Modules: Staggered Submission Windows

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Staggered Submission Windows

For Plan Year 2019, Issuers will be able to take advantage of staggered submission windows, allowing Rates template submissions later in the QHP Application cycle.

- Both FFE issuers (using the HIOS Modules) and SPE issuers (using Plan Transfer) will be able to take advantage of this submission timeline.
- Changes have been made to the Plan Transfer system to allow for partial Plan Transfers that exclude the Rates template.

Submission Windows	Dates
QHP Application Window: Issuer Module, Benefits & Service Area Module, and Business Rules templates	5/9/2018 – 6/20/2018
Full QHP Application including Rates	Deadline: 7/25/2018
Final Data Corrections	Deadline: 8/22/2018

Staggered Submission Windows

- ✓ By 6/20/2018, the following must be completed:
  1. Issuer Submitter submits the Issuer Module.
  2. Issuer Submitter submits the Benefits & Service Area Module.
  3. Issuer Validator validates the Issuer Module.
  4. Issuer Validator validates the Benefits & Service Area Module.
  5. Issuer Submitter submits the Business Rules template.

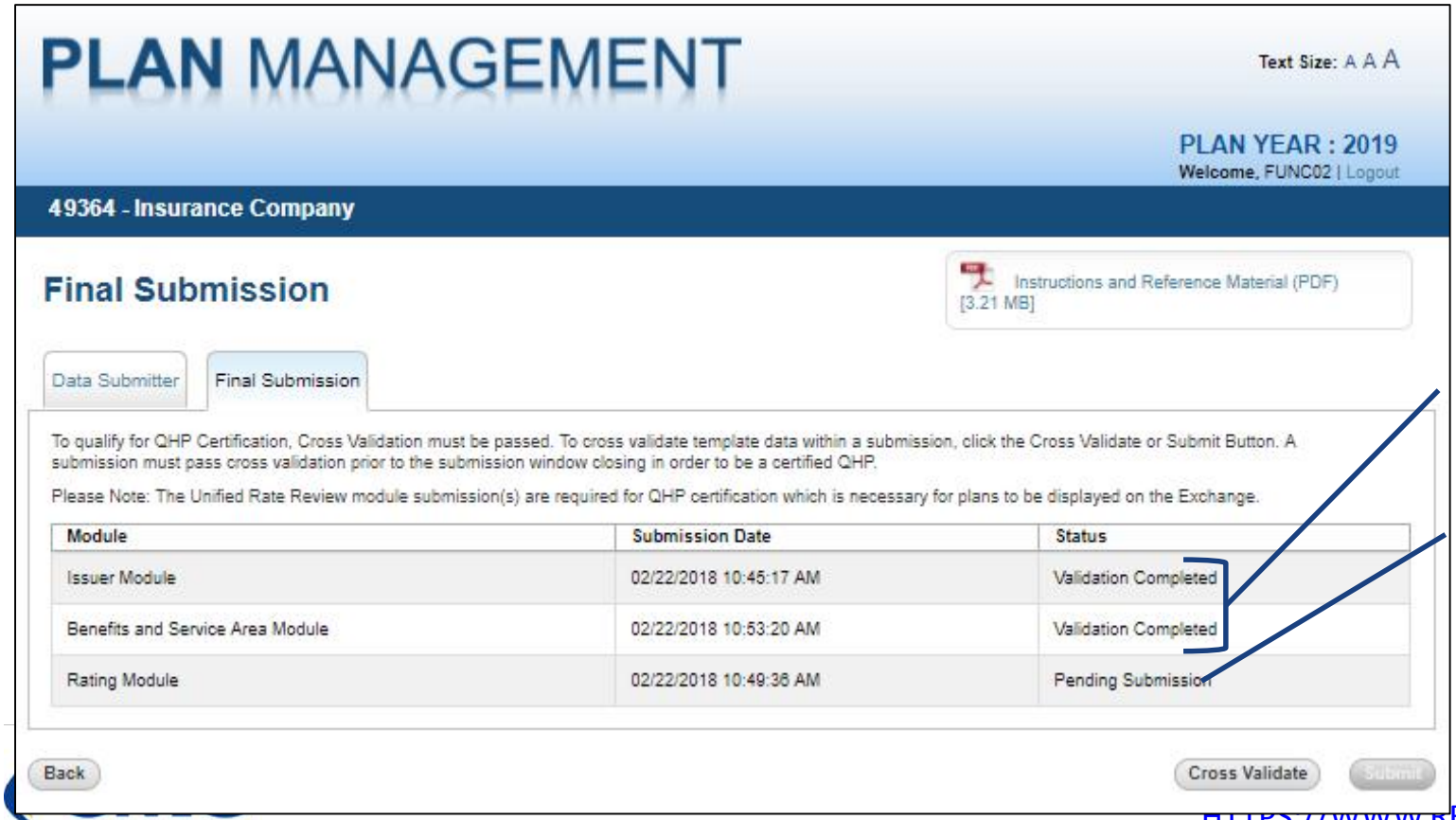
- ✓ Perform cross-validations often to identify any errors.
  - For example, you can identify cross-validation errors between the Plans and Benefits and Service Area templates even if you haven't uploaded Rates.

- ✓ All issuers must upload Rates template data and reach a status of Cross-Validation Complete by 7/25/2018.

- ✓ Submit Final Data Corrections by 8/22/2018.

Staggered Submission Windows

The following screenshot shows an example issuer ready for the 6/20/2018 deadline.



Issuer and B&SA Modules validated.

Business Rules template submitted.

Summary

During today's session, we reviewed:

- Best Practices
- Issuer Module Template and Validation Updates
- Benefits and Service Area Module Template and Validation Updates
- Rating Module Template and Validation Updates
- Staggered Submission Windows

Thank you for your attention!

Resources at a Glance

Resource	Audience	Primary Use	Look here for:	Access
HIOS / Issuer Portal	All Issuers	Allows issuers access to tools like RBIS	• Registration to provide issuer information for Plan Finder	• Through the CMS Enterprise Portal Access Link
zONE	Communities of States, Issuers, Web Brokers, other CMS partners	Social platform to connect, communicate, and share information, including documents and best practices	• Community specific documents • CMS templates	• CALT ID to access until 5/24/14 • EIDM profile after 6/1/14 Access Link
REGTAP	Open registration	Information hub for CMS technical assistance related to Marketplace and Premium Stabilization programs	• Registration for recurring training sessions • Training materials	• Open • Register on site and create log in Access Link
SERFF	All Issuers	System supporting rate and form filings submissions to the states and jurisdictions	• Assistance with state filing submission requirements • CMS templates	• Fee based Access Link
CALT	CMS and designated CMS partners	Social platform to assist with collaboration on CMS led Initiatives	• CMS documents	• Closed community • CMS approval required

Questions



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