

Marketplace Quality Module (MQM) Health Insurance Oversight System (HIOS)

Quick Reference Guide for Production (PROD) Users

The MQM is a web-based module within HIOS that provides a data management environment to support the Health Insurance Marketplace Quality Initiatives (MQIs). The MQM allows users to access Marketplace (also referred to as the Exchange) quality-related data, such as previewing Quality Rating System (QRS) quality ratings and Qualified Health Plan (QHP) Enrollee Survey results.

To access HIOS, users need to go through the Centers for Medicare & Medicaid (CMS) Enterprise Portal and register for a CMS Enterprise Identity Management (EIDM) account. CMS' EIDM system includes Identity Management, Access Management, Authorization Assistance Workflow Tools, and Identity Lifecycle Management functions (e.g., Password Reset, Forgot User ID).

This guide provides issuers and State users detailed steps on how to register for a CMS EIDM account, register a Multi-Factor Authentication (MFA) device, request access to HIOS and MQM, and navigate the MQM features including accessing QRS QHP Lists, QRS quality ratings, and QHP Enrollee Survey results.

Enhancements for Ratings Year 2018

CMS has enhanced the MQM system to streamline how issuers and State users access QRS quality ratings and QHP Enrollee Survey results.

- **For Issuers and State-level Users** – Viewing Quality Ratings and Survey Results by Reporting Unit
 - Users can access the quality ratings and survey results by reporting unit from a single location, the “Preview Ratings and Survey Results” page.
 - Additionally, when accessing this page, the system will automatically return the reporting units that the user is authorized to access, no longer requiring the user to search by Issuer ID.
- **For State-Level Users Only** – Viewing State-level Compiled Survey Results and Quality Ratings Data
 - State-level users can access both the State-level compiled survey results and the State Ratings File from a single State-level location, the “Download State Ratings and Survey Results” page.

1 Register for a CMS EIDM Account (For New Users)

1. Navigate to the CMS Enterprise Portal (<https://portal.cms.gov/>) and select the **New User Registration** link on the right side of the page. (Refer to Figure 1).
2. Agree to the Terms and Conditions and select the **Next** button to continue.
3. On the New User Registration page, enter the required personal information and your User ID and Password. The User ID uniquely identifies you to EIDM, and therefore cannot be changed. You'll need to select challenge questions and answers for identity verification and account management. After completing the registration, an email acknowledging

successful registration to EIDM will be sent, along with your User ID.

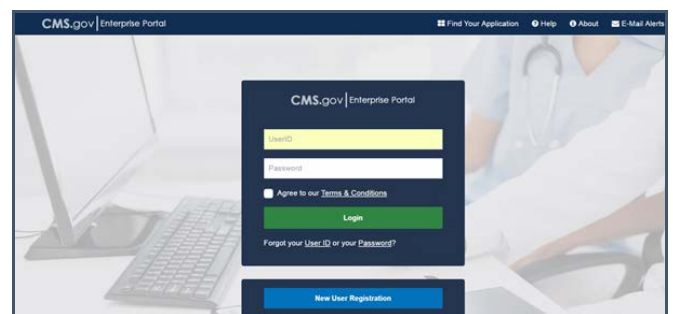


Figure 1: Enterprise Portal Homepage

2 Request Access to HIOS (For New Users)

1. Navigate to the CMS Enterprise Portal (<https://portal.cms.gov/>) and select the **Login to CMS Secure Portal** button.
2. Accept the Terms and Conditions and enter your EIDM credentials.
3. Select the **Request Access Now** button. From the Access Catalog, select the **Request Access** button for the HIOS application.
4. On the My Access page, select the **Request New System Access** link. Select **HIOS Application** from the System Description drop-down menu and **HIOS User** for the Role.
5. On the Request New System Access page, select the hyperlink provided to register for access to HIOS (Refer to Figure 2). On the Request HIOS Account page, complete the HIOS registration form and submit for approval. Once the HIOS user registration request has been reviewed and approved, you'll receive an email containing the HIOS Authorization Code.
6. Repeat steps 1-4 above. On the Request New System Access page, enter the HIOS Authorization Code and then select the **Submit** button (Refer to Figure 2).
7. The system will take you through the identity verification process. Once you complete the questions and answers on the Verify Identity screen, select the **Next** button.
8. After successful remote identity proofing, new users will be prompted to register a device for Multi-Factor Authentication (MFA). Follow the on-screen instructions for your selected device type and complete the registration.
9. You will receive an on-screen message confirming successful registration of the device to your user profile. Select the **OK** button. This completes the MFA device registration process. Log out of the CMS Enterprise Portal. For CMS Enterprise Portal issues, contact the Marketplace Service Desk at 1-855-267-1515 or email CMS_FEPS@cms.hhs.gov.
10. Repeat steps 1-2 above. Select your MFA Device Type and enter the Security Code from your device to log in.
11. Select the yellow **HIOS** button on the top left of the dashboard and then select the **Overview** link. On the landing page, select the **Access HIOS** link to access the HIOS functionality (Refer to Figure 3).

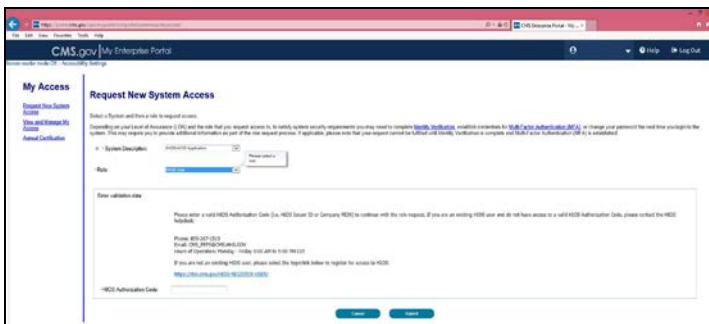


Figure 2: CMS Enterprise Portal – Request New System Access



Figure 3: CMS Enterprise Portal – Access HIOS

3 Request Role(s)

- **Issuer Users** - Follow the steps below to request an MQM role.
- **All Other Users** - Contact your authorizing official (CMS [via the Marketplace Service Desk] or your State Access Administrator [SAA]) to initiate your role request.

1. On the HIOS Home page, select the **Welcome** dropdown menu and select the **Request a Role** link.
2. On the Request a Role page, select the **Marketplace Quality Module** as the module and then select the **Next** button.
3. Select the **Ratings/Reports Viewer** role as the role and then select the **Next** button.
4. Enter the Issuer ID for the association and then select the **Search** button. Select the **Add** button to associate Issuer ID to the role.
5. Additional Issuer ID associations can be added by repeating the search and add steps. The system allows up to 10 Issuer IDs per submission. (Refer to Figure 4).
6. Select the **Next** button to review the requested Issuer ID associations and then select the **Submit** button to submit the role request.
7. You will receive an on-screen message confirming your role request submission and notifying you to log back in to HIOS within one to two business days to check the status of your request.

8. When you return, select the **Manage Roles** link from the **Welcome** drop down menu to see your user role(s) and access permissions.

Figure 4: HIOS – Request Role

4 View MQM Home Page

1. Once you have been assigned an MQM role, select the **Marketplace Quality Module** link on the HIOS Home Page to navigate to the MQM Home page (Refer to Figure 5).
2. The MQM Home page contains an **Announcements** section where CMS may post important information for MQM users.
3. The left side of the MQM Home page contains the MQM functions that can be performed by your assigned role. You may have more or fewer functions compared to those shown in Figure 5.
4. You may also view the **Help** and **Resources** sections on the Home page.

Figure 5: HIOS – MQM Home Page

5 Access QRS QHP Lists

1. To view a set of downloadable QRS QHP Lists, select the **Download QRS QHP List** button on the MQM Home page (Refer to Figure 5 above).
2. The entire set of QHP Lists for the ratings year displays. This includes the All QHPs List and the individual State QHP Lists (Refer to Figure 6).
3. The All QHPs List includes all QHPs for the ratings year.
4. The State QHP Lists includes all the QHPs for the ratings year associated with a given State.

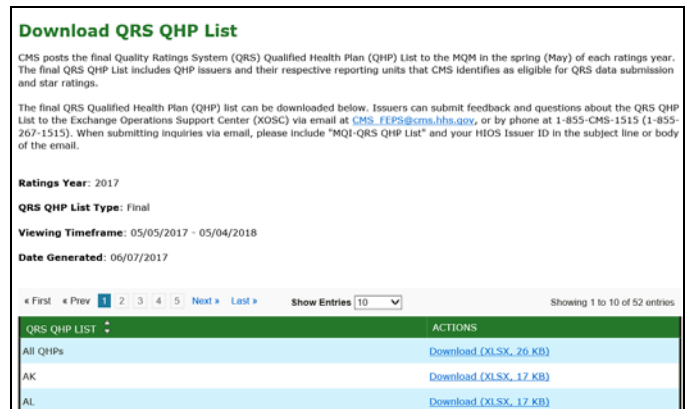


Figure 6: Download QRS QHP List Page

6 Access Reporting Unit Level Quality Ratings Reports and Survey Results

1. Select the **Preview Ratings and Survey Results** button on the MQM Home page (Refer to Figure 5 above).
2. All reporting units on the QHP List for the ratings year that you are authorized to access appear in a table at the bottom of the page. Reporting unit is defined by the combination of an Issuer ID, State, and product type (Refer to Figure 7).
3. For rated reporting units, the global rating is displayed. Select the **View** link in the **Preview Report (Online)** column to view the Preview Report (Refer to Figure 7) which includes the global rating and the rating for each QRS hierarchy component (summary indicators, domains, and composites).
4. For both reporting units that were rated, as well as ones on the QHP List that were not rated, select the **Download** link in the **Preview Details** column to download the available quality ratings and survey results artifacts available for the selected reporting unit.
 - a. The QRS Preview Report, QRS Proof Sheet, and QHP Survey Quality Improvement (QI) Reports are included in the Preview Details download .zip file, as applicable.
 - b. The QRS Preview Report and QRS Proof Sheet are only available for rated reporting units.

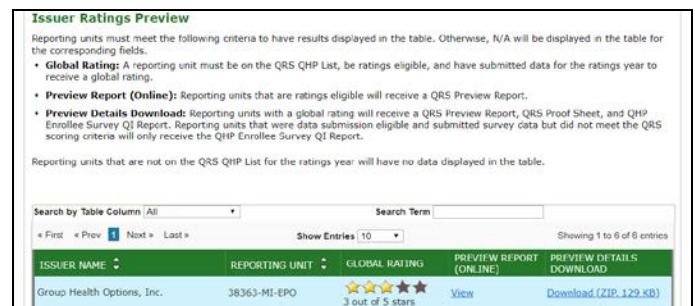


Figure 7: Preview Ratings and Survey Results Page

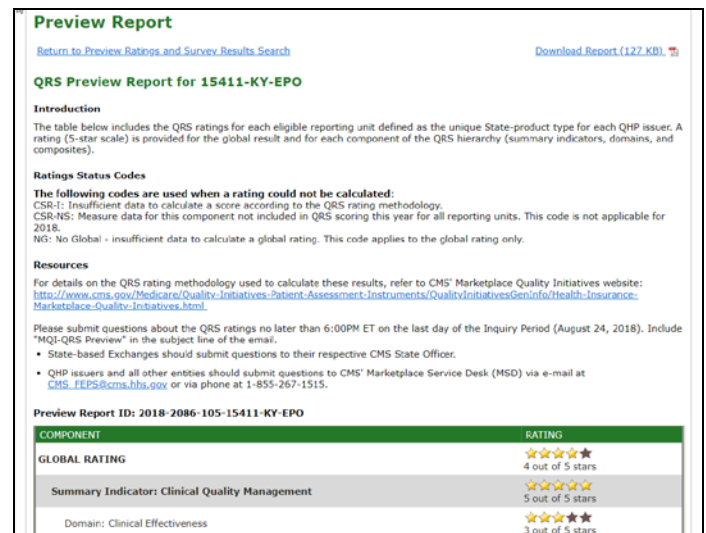


Figure 8: Preview Report Page

7 Access State Level Compiled Quality Ratings Data and Survey Results (for State Users Only)

1. Select the **Download State Ratings and Survey Results** button on the MQM Home page (Refer to Figure 9).
2. All States that the user is authorized to access appear in a table at the bottom of the page. (Refer to Figure 10).
3. To download the State-level compiled QHP Enrollee Survey QI Report, select the **Download** link in the **State Level QI Report** column.
4. To download the State-level compiled QRS quality ratings data file, select the **Download** link in the **State Rating File** column.
 - a. Note: The State Ratings Files are not made available until September of each ratings year.



Figure 9: HIOS – MQM Home Page (State User)

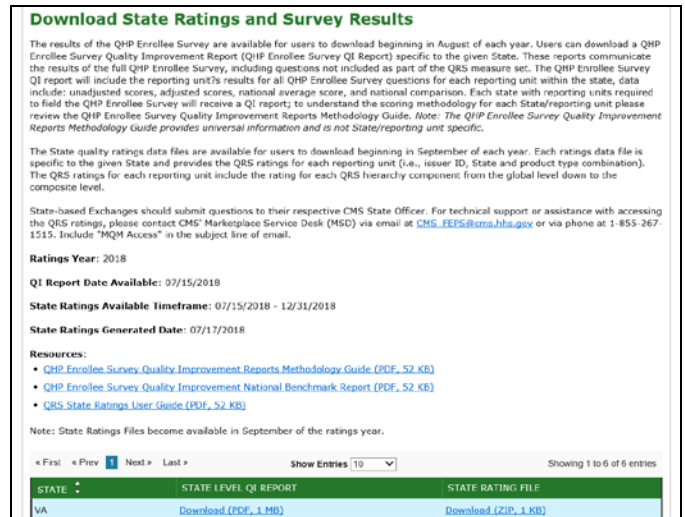


Figure 10: Download State Ratings and Survey Results Page

Frequently Asked Questions

Questions	Answers
Who can I contact for system support?	For Production system support, users can call the Marketplace Service Desk at 1-855-267-1515 or email CMS_FEPS@cms.hhs.gov .
How do I access the HIOS PROD environment?	To access the HIOS PROD environment visit https://portal.cms.gov/ . Users will need to complete the registration for a CMS EIDM account through the CMS Enterprise Portal prior to requesting a HIOS account.
Why am I required to enter the EIDM (Enterprise Identity Management) credentials to access HIOS?	Users must register for an EIDM account and obtain an EIDM User ID and Password to access the CMS Enterprise Portal. HIOS has been integrated with the CMS Enterprise Portal and is only accessible through the Portal.
What is the approval process for requesting access to HIOS?	Users with EIDM credentials need to complete the HIOS account information form and provide their organizational email address. The system does not accept domains such as Gmail, Yahoo, etc. The organizational email is one of the main criteria to verify the user to the organization relationship. Users will not have immediate approval. The user information is verified and processed on the backend.
I registered for a HIOS account but did not receive an authorization code. How do I obtain a HIOS Authorization Code?	Once the HIOS user registration request has been reviewed and approved, an email containing the HIOS Authorization Code will be sent to the organizational email address provided by the user. Users should also check their Junk Email folder to ensure the message was not marked as spam.
Where do I request roles and access to HIOS modules?	All module access and role requests are to be completed in the Role Management section of the HIOS Home Page. Users select the 'Role Request' button and the desired HIOS module and specific roles that apply to the module selected.
Why can't I find the role(s) I need on the Request a Role page?	Some roles for HIOS modules have restricted access. These will not display on HIOS. Users will need CMS approval before certain roles can be granted.
When I log in to HIOS, I do not see to the green button to access a module. How do I view the green button(s) to the module(s) I requested?	To access the green button for the module requested, users need to click the correct link on the CMS Enterprise Portal page; for access to MQM, click the Access HIOS link. Users will also need to have the correct role(s) to access specific HIOS module(s).