

**Health Insurance Oversight System (HIOS)  
Portal User Manual (UM)**



Version 39.00.00

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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

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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.

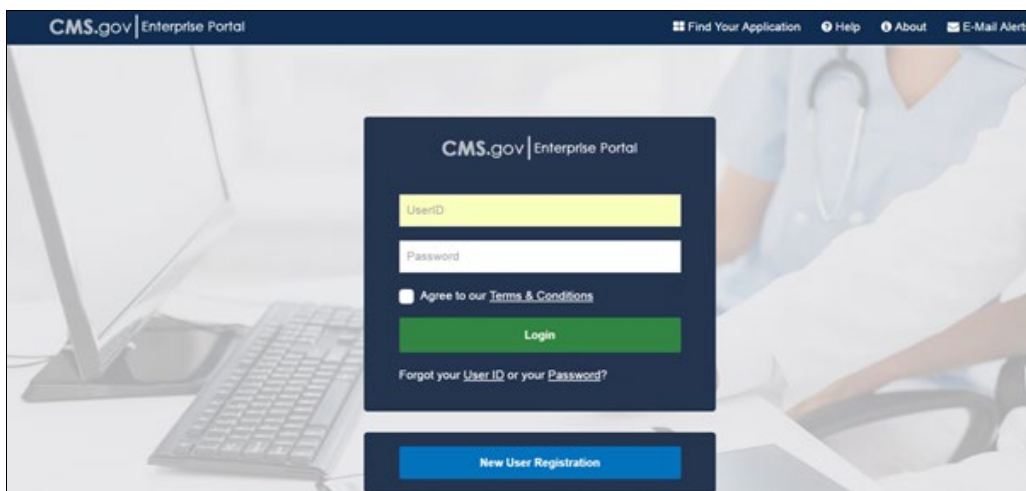
## 2 HIOS System Access

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**

The screenshot shows the 'Step #1: Select Your Application' page. At the top, there is a navigation bar with 'CMS.gov Enterprise Portal' on the left and 'Applications', 'Help', 'About', and 'E-Mail Alerts' on the right. The main heading is 'Step #1: Select Your Application'. Below the heading, it says 'Step 1 of 3 - Select your application from the dropdown. You will then need to agree to the terms & conditions.' There is a dropdown menu with 'HIOS' selected. Below that is a 'Terms & Conditions' section with a 'Consent to Monitoring' checkbox that is checked. A green 'Next' button is visible at the bottom right.

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**

The screenshot shows the 'Step #2: Register Your Information' page. At the top, there is a navigation bar with 'CMS.gov Enterprise Portal' on the left and 'Applications', 'Help', 'About', and 'E-Mail Alerts' on the right. The main heading is 'Step #2: Register Your Information'. Below the heading, it says 'Step 2 of 3 - Please enter your personal and contact information. All fields are required unless marked 'Optional''. The form contains several fields: 'Enter First Name', 'Enter Middle Name (optional)', 'Enter Last Name', 'Suffix (optional)', 'Enter Social Security Number (optional)', 'Birth Month', 'Birth Date', 'Birth Year', 'Is Your Address US Based?' (Yes/No), 'Enter Home Address #1', 'Enter Home Address #2 (optional)', 'Enter City', 'State', 'Enter Zip Code', 'Enter Zip+4 (optional)', 'Enter E-mail Address', 'Confirm E-mail Address', and 'Enter Phone Number'. A green 'Next' button is visible at the bottom.

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**

**Step #3: Create User ID, Password & Security Question/Answer**

Step 3 of 3 - Please create User ID and Password. Select a Security Question and provide Answer.

Enter User ID

Enter Password  Confirm Password 

Security answer to be used in case you forget your password or you need to unlock your account.

Select Your Security Question 

Enter Security Answer

Back Next Cancel

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**

**CMS.gov** | Enterprise Portal Applications Help About E-Mail Alerts


**Registration Summary**




Please review your information and make any necessary changes before submitting.

HIOS/FFE: Health Insurance Oversight System 

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All fields are required unless marked 'Optional'.

First Name: test | Enter Middle Name (optional): | Last Name: test | Suffix(optional): IV 

Enter Social Security Number (optional): | Birth Month: May  | Birth Date: 31  | Birth Year: 1990 

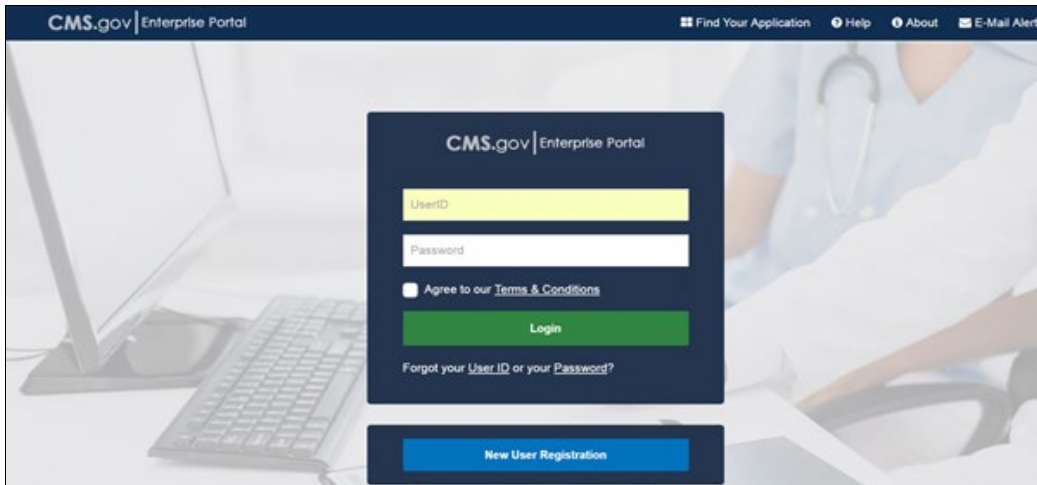
Home Address #1: test | Enter Home Address #2 (optional):

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**



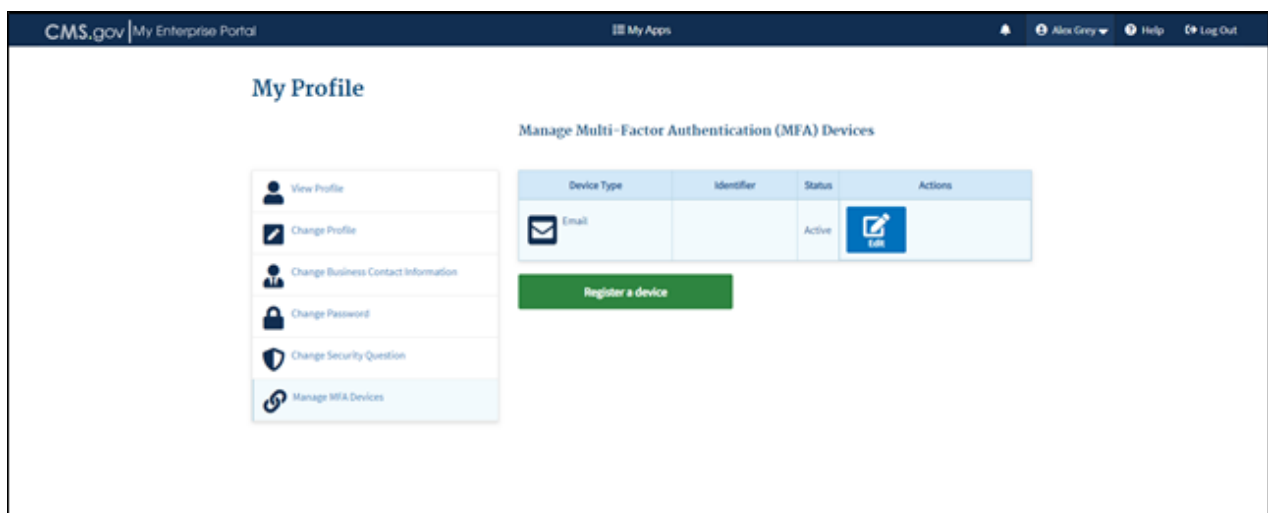
First-time users will be prompted to register a multi-factor authentication (MFA) device.

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**


**Register Multi-Factor Authentication (MFA) Device**

Adding a MFA Code to your login, also known as Multi-Factor Authentication (MFA), can make your login more secure by providing an extra layer of protection to your User ID and Password.

**Select the MFA device type that you want to use to login**

Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your MFA device within two attempts please log out, then log back in to try again.

Text Message (SMS) ▼

 Text Message (SMS)

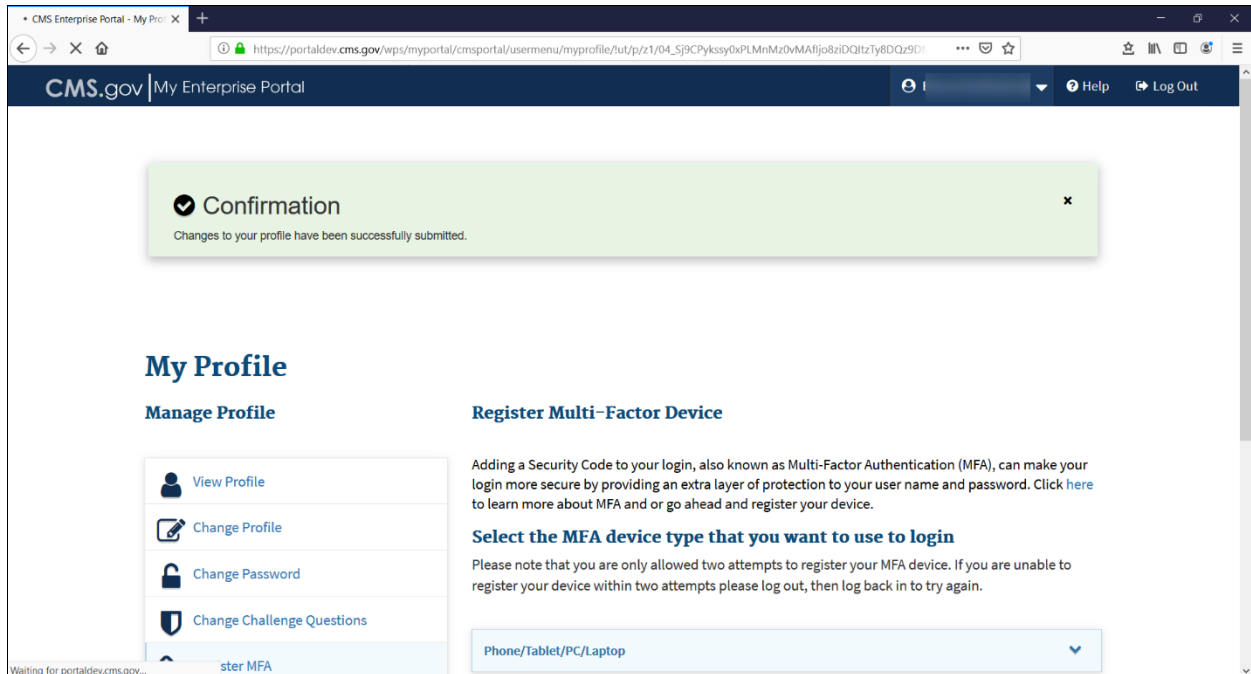
The SMS option will send your MFA Code directly to your mobile device via a text message. This option requires you to provide a ten (10) digits U.S. phone number for a mobile device that is capable of receiving text messages. Carrier service charges may apply for this option.

Enter Phone Number

**Send MFA Code** Cancel

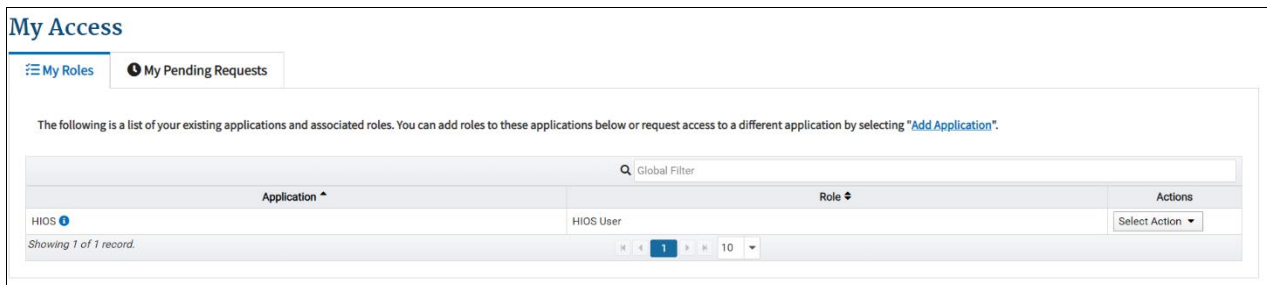
You will receive a message that your device has been successfully registered to their user profile. When you select **OK**, you will receive a message that your request was successfully completed (Figure 2-9). Select **OK** to continue.

**Figure 2-9: Successful Completion Page**



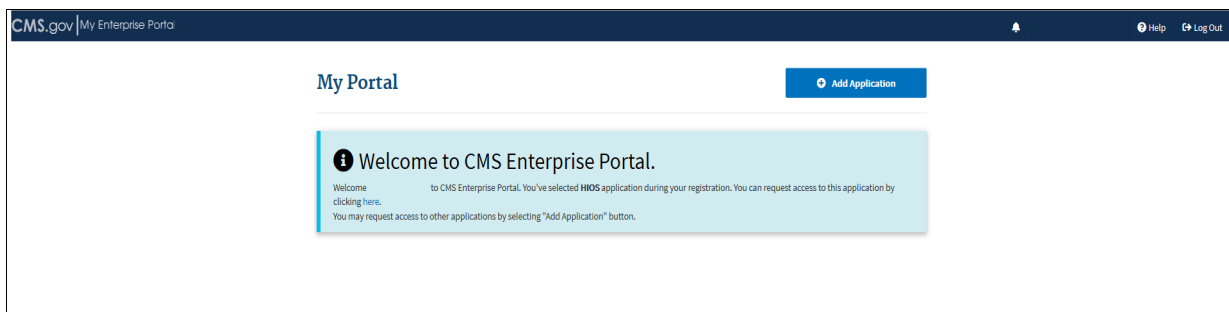
You will be able to see the HIOS application listed in the Manage Access tab of the My Access page (Figure 2-10).

**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**



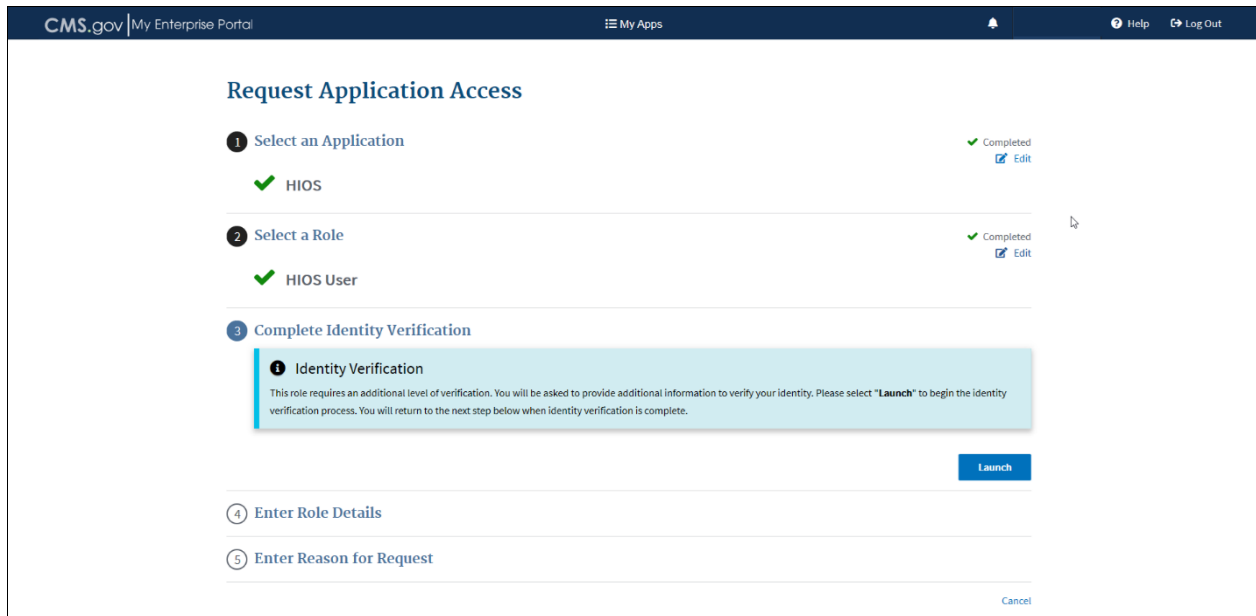


On the Request Application Access Page, select **HIOS** from the **Select an Application** drop-down menu and then select **Next**.

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

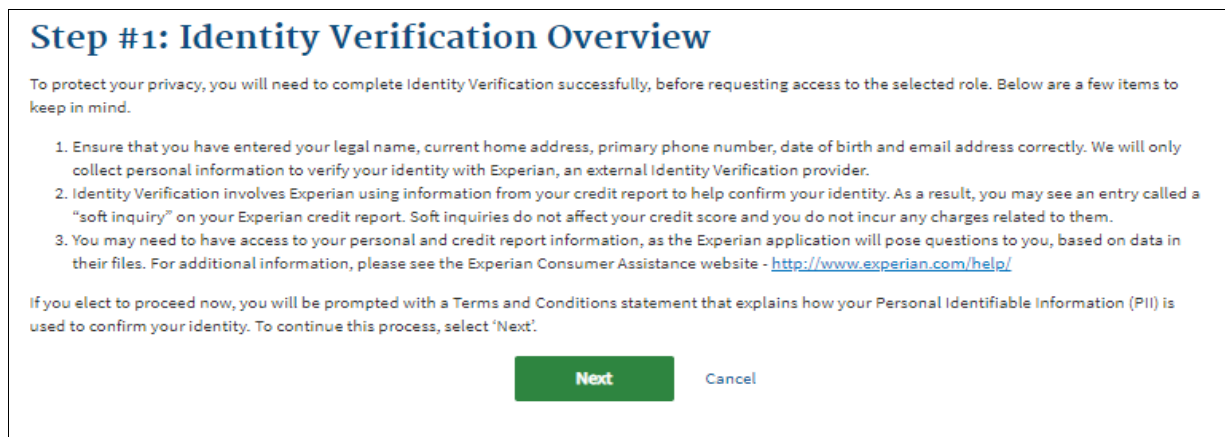
**Note:** Do not select the HIOS Help Desk User.

**Figure 2-12: Request Application Access**



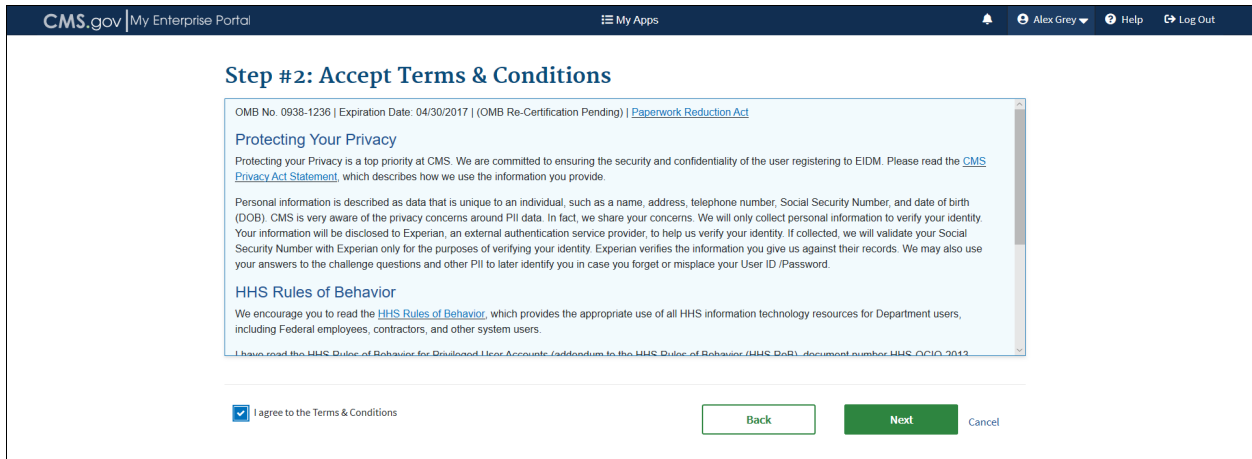
Select **Launch** and then **Next** on the Step #1 Identity Verification Overview page (Figure 2-13).

**Figure 2-13: Identity Verification Overview Page**



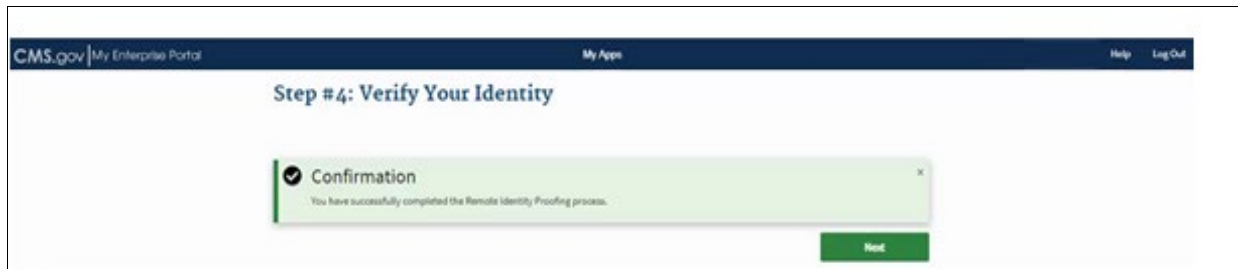
On the Terms and Conditions page, select the checkbox **I agree to the Terms and Conditions** to accept the terms and conditions and select **Next** to continue (Figure 2-14).

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**

The screenshot shows the 'Enter Role Details' section of the CMS.gov My Enterprise Portal. The 'Address location type' dropdown menu is open, showing the option 'Select Address location type'. A tooltip is displayed next to the dropdown, stating: 'Address location type. Select Address type of US or Non-US based on your current address.' The 'Next' button is visible at the bottom right of the form.

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

**Figure 2-17: Role Request Detail Page**

The screenshot shows the 'Role Request Detail Page' of the CMS.gov My Enterprise Portal. The page contains several input fields for user information: 'Enter Email Address', 'Enter Address 1', 'Address 2 (optional)', 'Enter City', 'Enter State/Territory', 'Enter Zip Code', 'Zip Code Extension (optional)', 'Select Title (optional)', 'Select Suffix (optional)', 'Enter Phone Number', and 'Phone Ext (optional)'. The 'Next' button is visible at the bottom right of the form.

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.

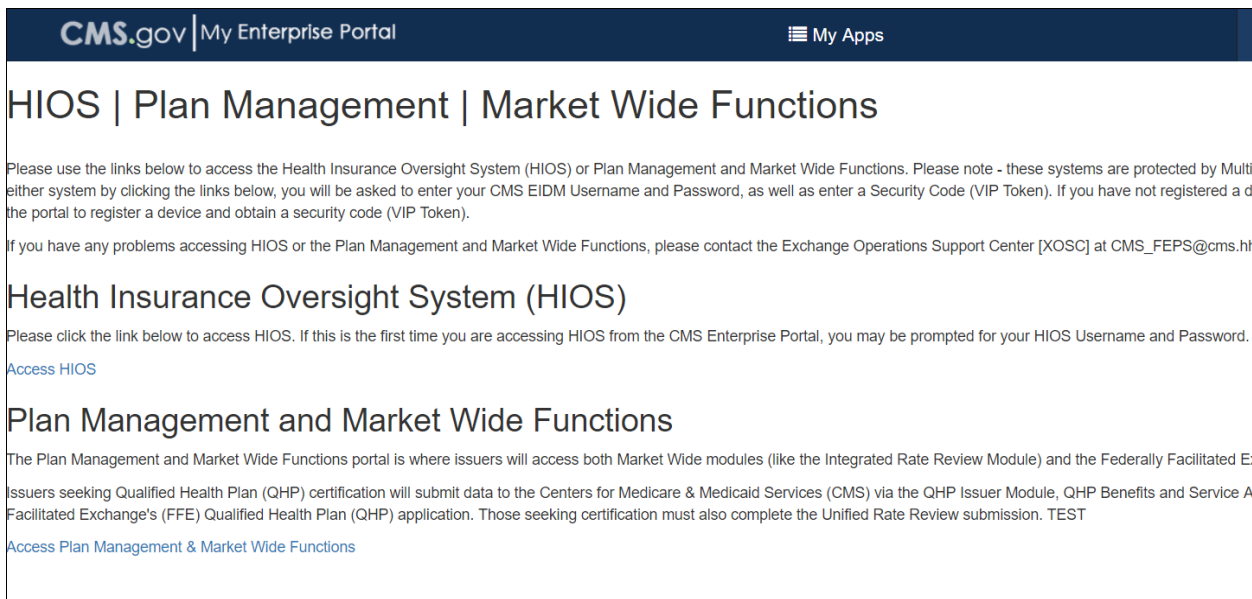
**Figure 2-20: My Portal Page**



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

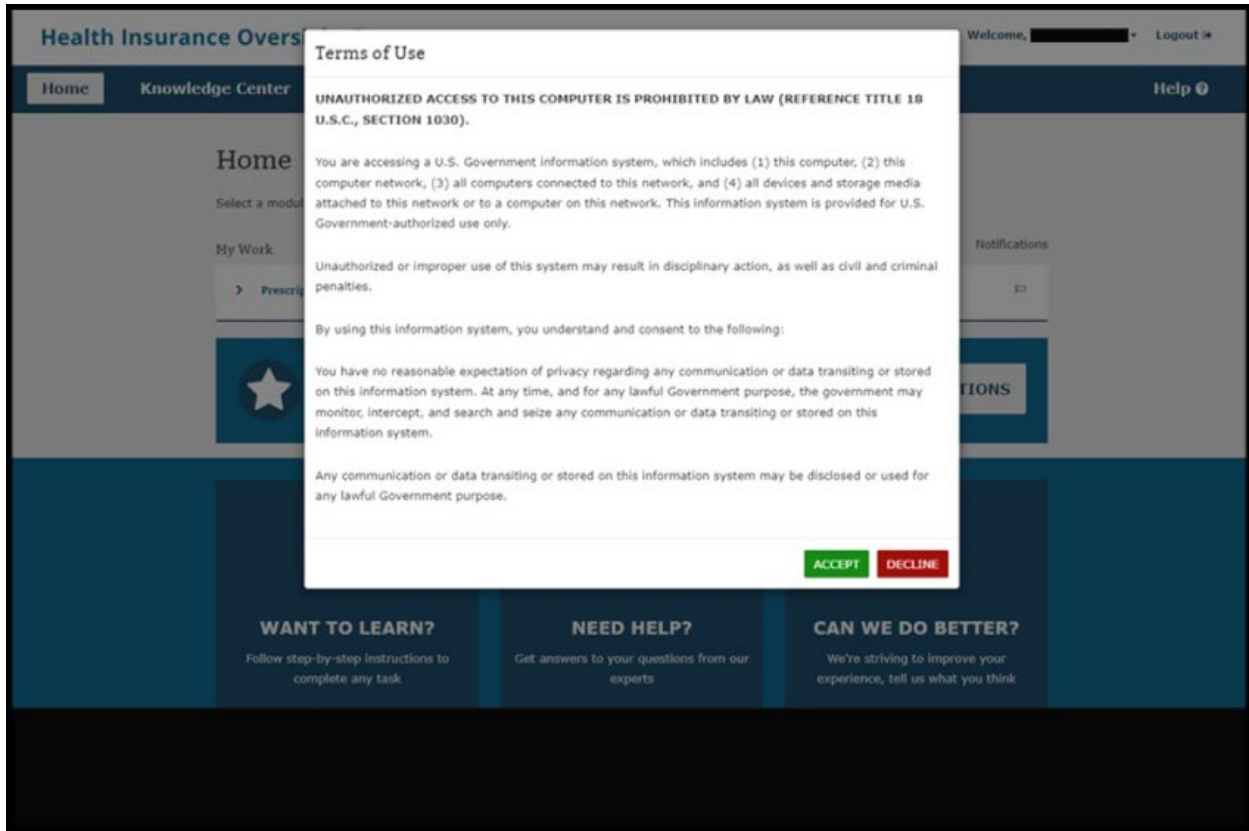
Figure 2-21 displays the page that will allow access to the HIOS Home Page. Select the **Access HIOS** link to navigate to the HIOS Home Page.

**Figure 2-21: Access HIOS Plan Management Landing Page**



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

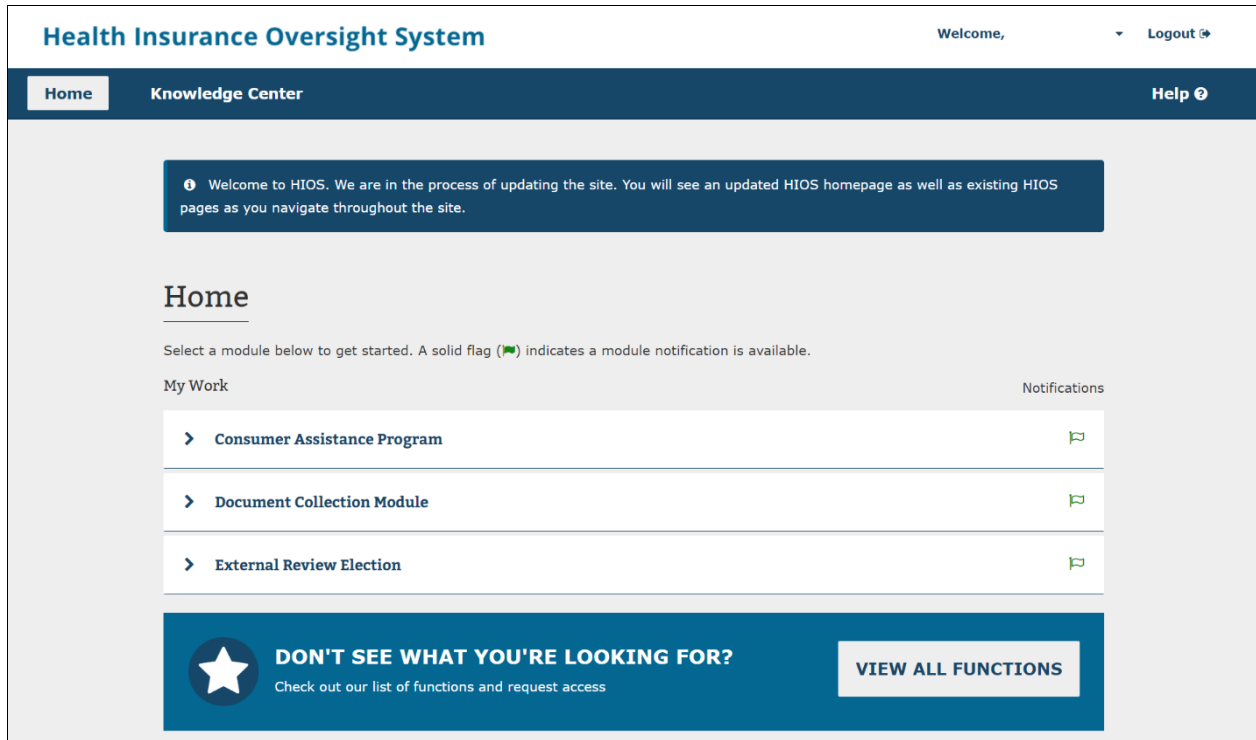
Figure 2-22: Accept Terms of Use



### 3 HIOS Portal Home Page

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

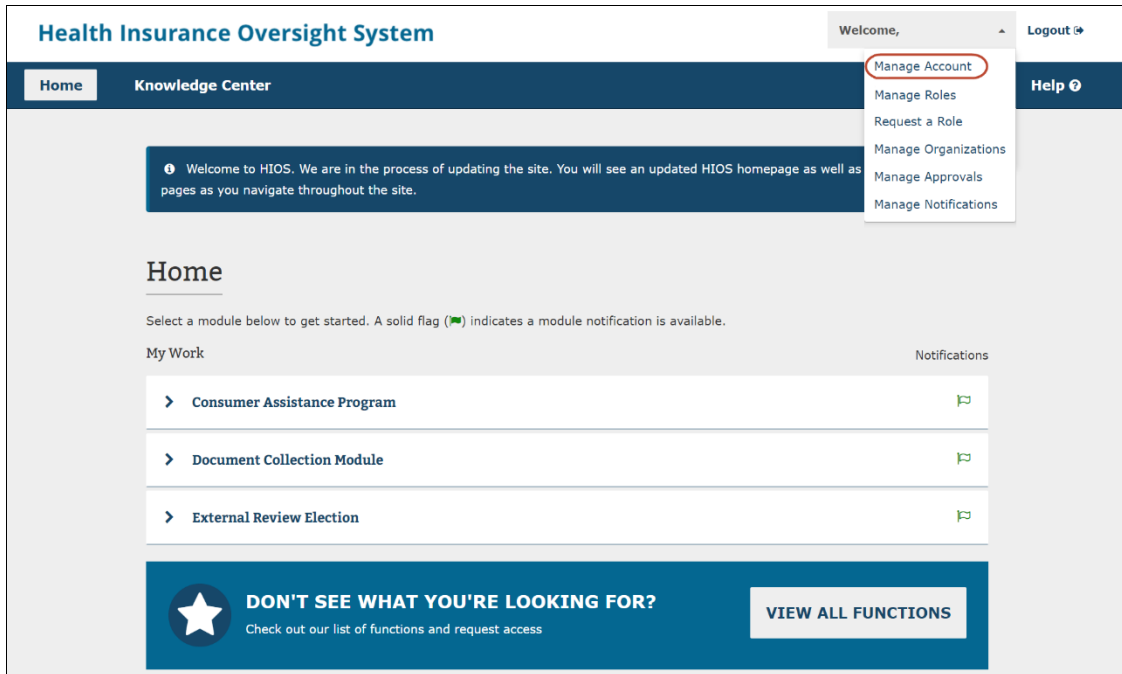
**Figure 3-1: HIOS Portal Home Page**



#### 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**

### Manage Account

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

**Personal Information**

HIOS Username

Title

\* First Name

Middle Name

\* Last Name

Suffix

\* Job Title

\* Organization Name

Email Address

**US Based Address Information**

\* Address 1

Address 2

\* City

\* State

\* ZIP Code (5 digits)

ZIP Plus 4 (4 digits)

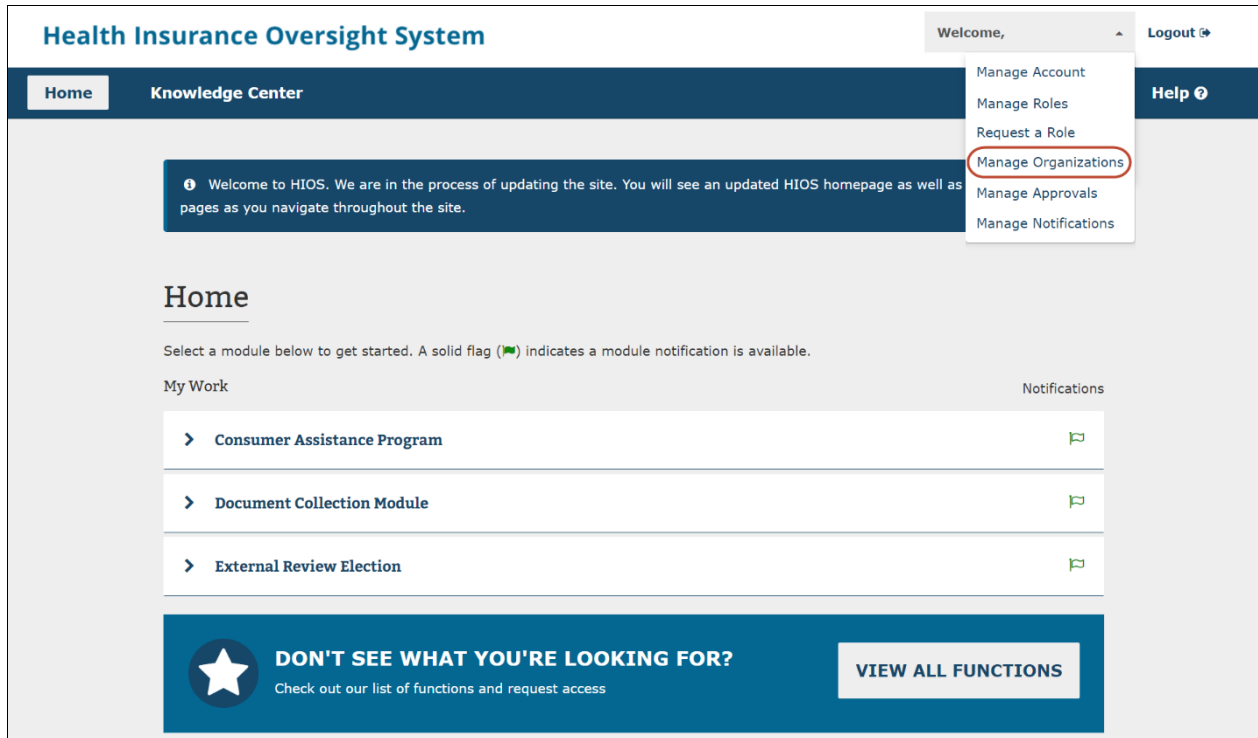
\* Phone (xxx-xxx-xxxx)

Phone Ext.

## 3.2 Manage Organizations

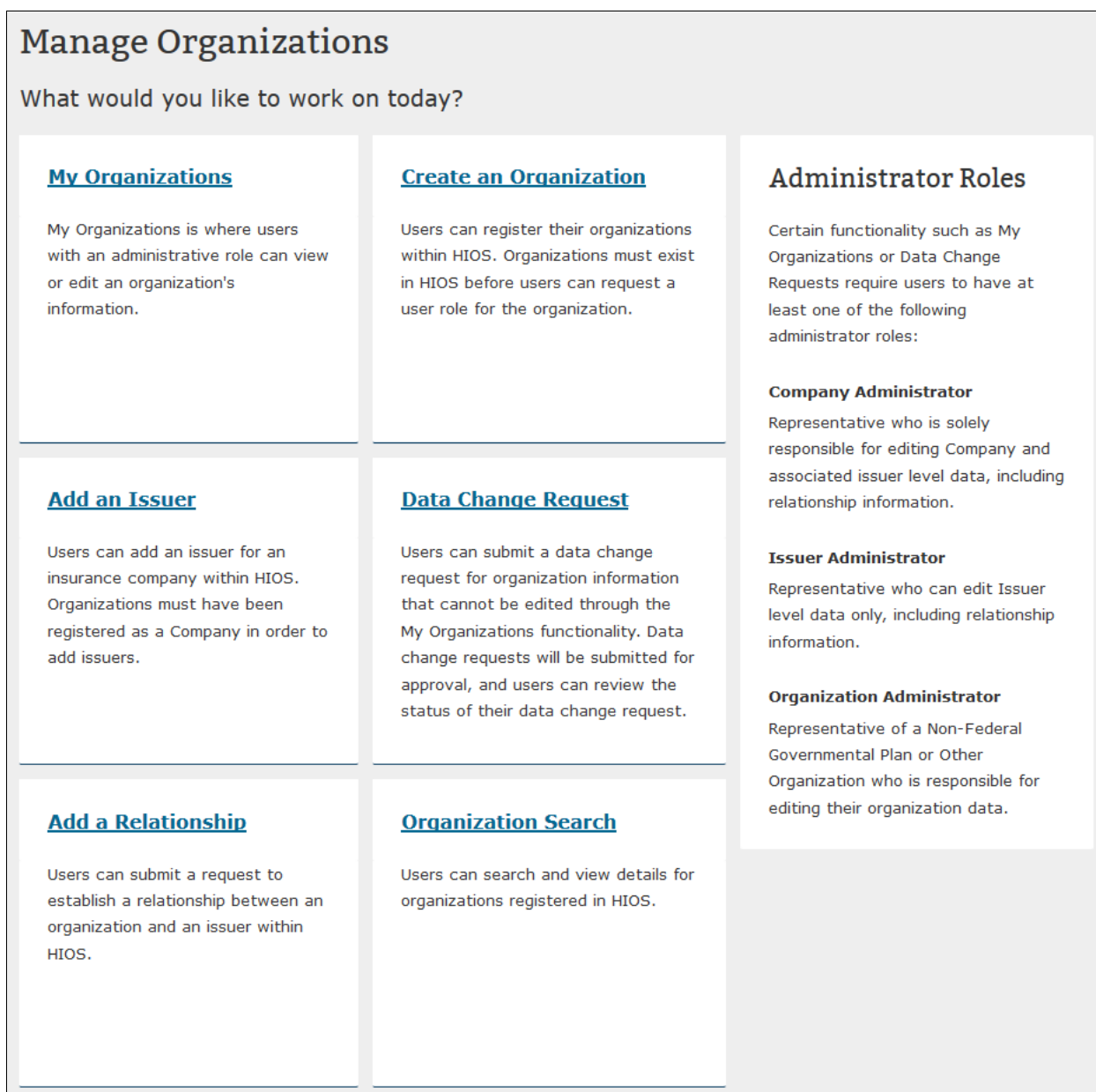
You can access and view the Manage Organizations landing page from the HIOS **Welcome** drop-down menu (Figure 3-4).

**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

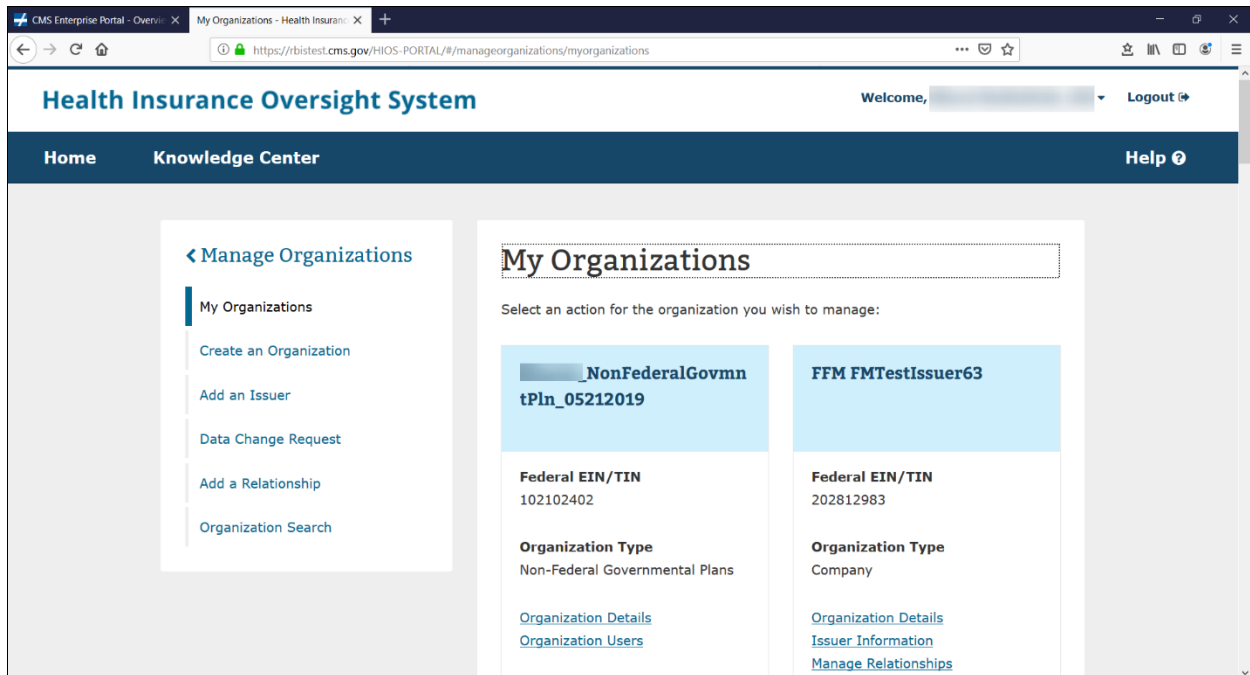
The **My Organizations** page (Figure 3-6) allows Company, Issuer, and Organization administrator users to view information for the organizations for which they have an administrative role. Each organization that a user has an administrator role for will appear as its own card with specific links on 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.

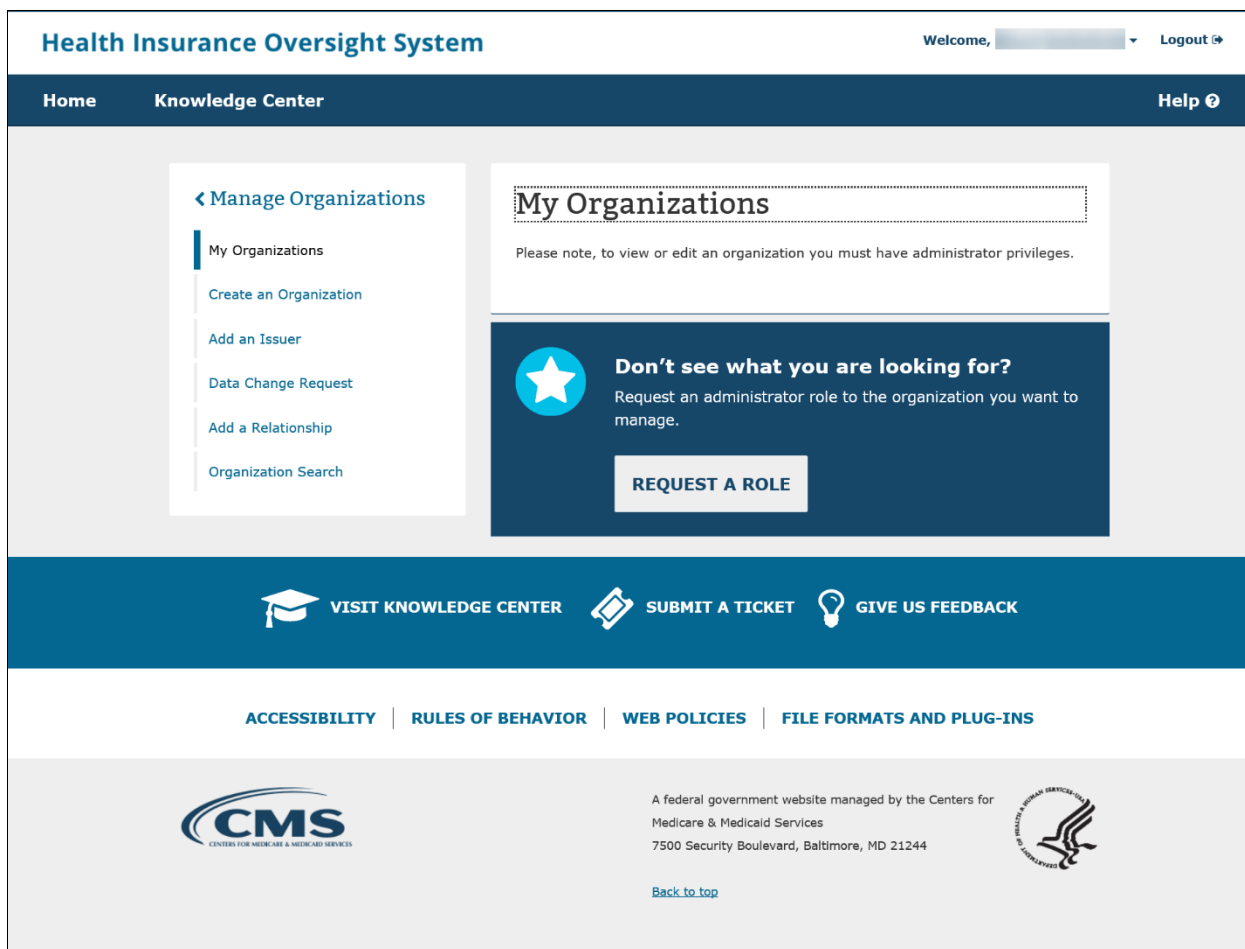
**Figure 3-6: My Organizations Page for User with Administrator Role**



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**

### Organization Details

Leah Test Company 4 2018

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.

<b>Organization Type</b>	<b>Incorporated State</b>
Company	Kentucky (KY)

**\* Organization Legal Name**

<b>* Federal EIN/TIN (9 digits)</b>	<b>Validation Status</b>
<input type="text" value="988798798"/>	Validation in Process

---

#### Additional Information

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**

* City	herndon	* State	Virginia (VA)
* ZIP Code (5 digits)	44444	ZIP Plus 4	1234

**Third Party Administrator (TPA) Information**

TPA Type

EDGE Server

Enrollment

Please fill in the form below with your Company information.

**Legal Business Address**

\* Address Line 1

4108 11th Pl

Address Line 2

City

Herndon

State

Virginia (VA)

\* ZIP Code (5 digits)

20171

ZIP Plus 4

**Primary Contact Information**

\* Job Title

Consultant

\* First Name

John

\* Last Name

Smith

\* Email Address

test@test.com

\* Phone (xxx-xxx-xxxx)

703-222-2222

Phone Ext.

Add Secondary Contact Information

**SUBMIT**

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**

**Organization Details**

JN Test Company 12-12-17

---

**Organization Legal Information**

<b>Organization Type</b> Company	<b>Incorporated State</b> Colorado (CO)
<b>Organization Legal Name</b> JN Test Company 12-12-17	
<b>Federal EIN/TIN</b> 871263871	<b>Validation Status</b> Validation in Process

---

**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**  
123 Test Street  
Oakton, Colorado 22124

### 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**

The screenshot shows the 'Issuer Information' page for 'test001 Email Test Update'. On the left is a navigation menu with options: 'My Organizations', 'Organization Details', 'Issuer Information' (selected), 'Organization Users', and 'Manage Relationships'. The main content area has a title 'Issuer Information' and a subtitle 'test001 Email Test Update'. Below this is a text block: 'The following issuers are associated to test001 Email Test Update. To add another issuer, please navigate to the [Add an Issuer](#) page.' A table follows, displaying 8 records. The table has columns for 'Issuer ID', 'Issuer Name', 'Registered State', and 'Actions'. Each row includes a link for 'Issuer Details' and 'Issuer Users'. At the bottom of the table are pagination controls: 'First', 'Previous', '1' (current page), 'Next', and 'Last'. Above the table, it says 'Showing 1-8 of 8 records' and 'Records per page 10'.

Issuer ID	Issuer Name	Registered State	Actions
19681	test001	CA	<a href="#">Issuer Details</a> <a href="#">Issuer Users</a>
22241	test001 UPDATE	KS	<a href="#">Issuer Details</a> <a href="#">Issuer Users</a>
33512	test001	NE	<a href="#">Issuer Details</a> <a href="#">Issuer Users</a>
52663	test001	AL	<a href="#">Issuer Details</a> <a href="#">Issuer Users</a>
62129	test001 UPDATE	AR	<a href="#">Issuer Details</a> <a href="#">Issuer Users</a>
65173	test001	VA	<a href="#">Issuer Details</a> <a href="#">Issuer Users</a>
85775	test001	ND	<a href="#">Issuer Details</a> <a href="#">Issuer Users</a>
88644	test001 Email Test Update	AZ	<a href="#">Issuer Details</a> <a href="#">Issuer Users</a>

**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

[← Issuer Information](#)

- Issuer Details
- Issuer Users

### Issuer Details

test001

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.

<b>Issuer ID</b> 19681	<b>Registered State</b> California (CA)
<b>Issuer Legal Name</b> test001	<b>Federal EIN/TIN</b> 111111111
<b>NAIC Company Code</b> N/A	<b>NAIC Group Code</b> N/A

---

#### Additional Information

**Issuer Marketing Name**

Please note, users must select "Yes" for at least one of the following market type coverages and at least one associated line of business:

**\* Does this issuer offer coverage in the Individual Market?**

Yes  
 No

**\* Select all lines of business that apply for the Individual Market:**

Health Insurance Coverage (HIC)  
 Mini-Med  
 Student Health Plans  
 Rx-only

**\* Does this issuer offer coverage in the Small Group Market?**

Yes  
 No

**\* Select all lines of business that apply for the Small Group Market:**

Health Insurance Coverage (HIC)  
 Mini-Med  
 Expat  
 Rx-only

**\* Does this issuer offer coverage in the Large Group Market?**

Yes  
 No

**\* Select all lines of business that apply for the Large Group Market:**

Health Insurance Coverage (HIC)  
 Mini-Med  
 Expat  
 Rx-only

---

#### 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**

**Address Line 2**

**Figure 3-13: Issuer Details Page – View**

The screenshot displays the 'Issuer Details' page. On the left, there is a navigation sidebar with a back arrow and the text 'Issuer Information', and a sub-item 'Issuer Details' which is currently selected. The main content area is titled 'Issuer Details' and shows the issuer name 'JN Test Company 12-12-17'. Below this, there are three sections: 'Organization Legal Information', 'Additional Information', and 'Domiciliary Address'. The 'Organization Legal Information' section contains a table with four rows: Issuer ID (80381), Incorporated State (Arizona(AZ)), Issuer Legal Name (JN Test Company 12-12-17), and Federal EIN/TIN (871263871). The 'Additional Information' section is titled 'Market Type and Associated Line of Business' and shows 'Small Group' with a tag for 'Health Insurance Coverage (HIC)'. The 'Domiciliary Address' section includes a note about the address and the address itself: '1234 Test Street, Oakton, Virginia 22124'.

**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

The screenshot displays the 'Issuer Users' page within the Health Insurance Oversight System. The page header includes the system name and a user greeting. The navigation bar contains 'Home', 'Knowledge Center', and 'Help'. A sidebar on the left shows 'Issuer Information' with sub-links for 'Issuer Details' and 'Issuer Users'. The main content area features the title 'Issuer Users' and a sub-header '000000001-test'. Below this, it indicates 'Showing 1-3 of 3 records' and 'Records per page 10'. A table lists the users with the following data:

Username	Module	Role	Job Title	Contact Type	Approved Date
[Placeholder]	EDGE Server Management	Issuer EDGE Registration Request Submitter	Module Lead	N/A	01/27/2017
[Placeholder]	Plan Finder Product Data Collection	Issuer	Module Lead	Primary Contact	10/18/2017
[Placeholder]	Rates & Benefits Information System	Issuer	Module Lead	Primary Contact	10/18/2017

At the bottom of the table, there are navigation buttons: 'First', 'Previous', '1', 'Next', and 'Last'.

### 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**

Username	Module	Role	Approved Date	Actions
	Minimum Essential Coverage	Submitter	09/18/2018	<a href="#">View details</a>
	Minimum Essential Coverage	Submitter	07/11/2014	<a href="#">View details</a>
	HIOS Portal	Company Administrator	03/13/2018	<a href="#">View details</a>
	Minimum Essential Coverage	Submitter	01/12/2017	<a href="#">View details</a>
	Financial Management	Payee Data Submitter	05/01/2015	<a href="#">View details</a>
	HIOS Portal	Company Administrator	09/28/2017	<a href="#">View details</a>
	Financial Management	Payee Data Submitter	09/18/2014	<a href="#">View details</a>
	HIOS Portal	Company Administrator	09/22/2014	<a href="#">View details</a>

### 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**

**< My Organizations**

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

## Organization Users

Insurance Co 00000007

Showing 1-10 of 26 records    Records per page 10

Username <span style="font-size: 0.8em;">▲</span>	Module <span style="font-size: 0.8em;">↕</span>	Role <span style="font-size: 0.8em;">↕</span>	Approved Date <span style="font-size: 0.8em;">↕</span>	Actions
CertComSystem	Submitter	Submitter	09/18/2018	<a href="#" style="border: 1px solid #ccc; padding: 2px 5px;">View details</a>
Minimum Essential Coverage	Submitter	Submitter	09/18/2018	<a href="#" style="border: 1px solid #ccc; padding: 2px 5px;">View details</a>
Minimum Essential Coverage	Submitter	Submitter	07/11/2014	<a href="#" style="border: 1px solid #ccc; padding: 2px 5px;">View details</a>
HIOS Portal	Company Administrator	Company Administrator	03/13/2018	<a href="#" style="border: 1px solid #ccc; padding: 2px 5px;">View details</a>
Minimum Essential Coverage	Submitter	Submitter	01/12/2017	<a href="#" style="border: 1px solid #ccc; padding: 2px 5px;">View details</a>
Financial Management	Payee Data Submitter	Payee Data Submitter	05/01/2015	<a href="#" style="border: 1px solid #ccc; padding: 2px 5px;">View details</a>
HIOS Portal	Company Administrator	Company Administrator	09/28/2017	<a href="#" style="border: 1px solid #ccc; padding: 2px 5px;">View details</a>
Financial Management	Payee Data Submitter	Payee Data Submitter	09/18/2014	<a href="#" style="border: 1px solid #ccc; padding: 2px 5px;">View details</a>
HIOS Portal	Company Administrator	Company Administrator	09/22/2014	<a href="#" style="border: 1px solid #ccc; padding: 2px 5px;">View details</a>

Figure 3-17: View User Details Page

The screenshot shows a web page titled "View User Details". It contains a table of user information:

<b>HIOS User Name</b>	<b>Role</b> Submitter
<b>First and Last Name</b>	<b>Contact Type</b> N/A
<b>Job Title</b> Tester	<b>Module Name</b> CertComSystem
	<b>Association</b> Insurance Co 000000007
	<b>Date of Role Approval</b> 09/18/2018

Below the table is a red button labeled "REMOVE ROLE". At the bottom of the page is a blue link: "◀ BACK TO ORGANIZATION USERS".

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

The screenshot shows a confirmation pop-up dialog titled "Confirm Removal of User Role" with a close button (X) in the top right corner. The dialog contains the following text:

You are about to remove this user's role for your organization. Are you sure you would like to proceed?

At the bottom of the dialog are two buttons: "◀ RETURN TO VIEW USER DETAILS" and "CONFIRM REMOVAL".

The background of the page is dimmed, showing the same "View User Details" page as in Figure 3-17, with the "REMOVE ROLE" button highlighted in red.

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

The screenshot displays the 'Organization Users' page for 'Insurance Co 000000007'. A green confirmation message at the top states: 'Confirmation: The user's role has been removed. An email will be sent to the user notifying them of the change.' Below this, a table lists organization users with columns for Username, Module, Role, Approved Date, and Actions. Each row includes a 'View details' button.

Username	Module	Role	Approved Date	Actions
	Minimum Essential Coverage	Submitter	09/18/2018	<a href="#">View details</a>
	Minimum Essential Coverage	Submitter	07/11/2014	<a href="#">View details</a>
	HIOS Portal	Company Administrator	03/13/2018	<a href="#">View details</a>
	Minimum Essential Coverage	Submitter	01/12/2017	<a href="#">View details</a>
	Financial Management	Payee Data Submitter	05/01/2015	<a href="#">View details</a>
	HIOS Portal	Company Administrator	09/28/2017	<a href="#">View details</a>
	Financial Management	Payee Data Submitter	09/18/2014	<a href="#">View details</a>
	HIOS Portal	Company Administrator	09/22/2014	<a href="#">View details</a>

### 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**

**Manage Relationships**

JN Test Company 12-12-17

The table below displays your organization's relationships. Please select "Add a Relationship" below to request new relationships.

[Add a Relationship](#)

Showing 1-2 of 2 records    Records per page 10

Service Provider	Service Receiver	Relationship Type	Status	Actions
817263871 - JN Test Company Edit 3 on 3-6-18	24015 - JN Test Company 12-17 - AL	TPA Enrollment	Approval Required	<a href="#">View Details</a>
817263871 - JN Test Company Edit 3 on 3-6-18	24015 - JN Test Company 12-17 - AL	TPA Enrollment	Approved	<a href="#">View Details</a>

First   Previous   **1**   Next   Last

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**

### View Relationship Details

Review the relationship information below and select "Approve Relationship" if this request is valid. If this is not a valid relationship, select "Deny Relationship".

<b>Service Provider</b> 817263871 - JN Test Company Edit 3 on 3-6-18	<b>Effective Start Date</b> 04-01-2018
<b>Service Receiver</b> 85586 - JN Test Company 11-13-17 Edit on 3-5 - AK	<b>Effective End Date</b> 04-02-2018
<b>Relationship Type</b> TPA Enrollment	<b>Status</b> Approval Required

[APPROVE RELATIONSHIP](#) [DENY RELATIONSHIP](#)

[← BACK TO MANAGE RELATIONSHIPS](#)

**Figure 3-22: Approve Relationship Confirmation**

### Approve Relationship Confirmation

You have selected to **approve** this relationship. Please confirm this is the task you want to complete.

[← RETURN TO VIEW DETAILS](#) [CONFIRM APPROVAL](#)

Review the relationship information below and select "Approve Relationship" if this request is valid. If this is not a valid relationship, select "Deny Relationship".

<b>Service Provider</b> 817263871 - JN Test Company Edit 3 on 3-6-18	<b>Effective Start Date</b> 04-01-2018
<b>Service Receiver</b> 85586 - JN Test Company 11-13-17 Edit on 3-5 - AK	<b>Effective End Date</b> 04-02-2018
<b>Relationship Type</b> TPA Enrollment	<b>Status</b> Approval Required

[APPROVE RELATIONSHIP](#) [DENY RELATIONSHIP](#)

[← BACK TO MANAGE RELATIONSHIPS](#)

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**

**< Manage Organizations**

- My Organizations
- Create an Organization
- Add an Issuer
- Data Change Request
- Add a Relationship
- Organization Search

## Create an Organization

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

---

**1 Select the Organization's Primary Function**

\* What is the organization's primary business?

**A legal entity licensed to sell health insurance products and plans.**

This is also the required selection if you are the submitter from the parent corporation of licensed health insurance entities, or you are submitting data for Plan Finder (PF), Rates & Benefits Information System (RBIS) or Marketplace Plan Management System (MPMS).

**An entity whose primary business is not selling health insurance products and plans.**

Examples include agents and brokers, pharmacy benefit managers, third-party administrators, consultants, employer-sponsored group health plans that are not non-federal governmental plans, self-insured employers, sole proprietors, etc.

**An employer-sponsored group health plan offered by a state or local government.**

Examples include plans that are sponsored by school districts, fire departments, state governments or local governments, etc.

**A non-US registered entity whose health insurance is regulated by a foreign government.**

This is the required selection if you are a non-US registered entity that is submitting data for Minimum Essential Coverage (MEC).

NEXT

---

**2 Enter Federal EIN/TIN**

---

**3 Organization Details**

---

**4 Confirm Your Request**

### 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**

The screenshot shows a web interface for creating an organization. On the left is a sidebar titled 'Manage Organizations' with options: My Organizations, Create an Organization (highlighted), Add an Issuer, Data Change Request, Add a Relationship, and Organization Search. The main content area is titled 'Create an Organization' and contains a progress indicator with four steps: 1. Select the Organization's Primary Function, 2. Enter Federal EIN/TIN (current step), 3. Organization Details, and 4. Confirm Your Request. Step 1 includes a 'Revisit this step' button. Step 2 includes a text box with the value '444666444' and a 'SEARCH' button. A green confirmation message states: 'Confirmation: The FEIN/TIN you entered does not already exist in the system. Please select next below to enter your organization's details.' Below this is a 'NEXT' button. A note at the top of the main area says: 'Please note, a field with an asterisk (\*) before it is a required field.'

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**

**3 Organization Details**

Please enter your organization details below.

\* Organization Legal Name

\* Incorporated State

**Additional Information**

NAIC Company Code (5 Digits)

NAIC Group Code (5 Digits)

Group Name

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

Address Line 2

\* City

\* State

\* ZIP Code (5 digits)

ZIP Plus 4 (4 digits)

**Third Party Administrator (TPA) Information**

**TPA Type**

EDGE Server

Enrollment

Please fill in the form below with your Company Information.

**Legal Business Address**

\* Address Line 1

Address Line 2

\* City

\* State

\* ZIP Code (5 digits)

ZIP Plus 4 (4 digits)

**Primary Contact Information**

\* Job Title

\* First Name

\* Last Name

\* Email Address

\* Phone (xxx-xxx-xxxx)

Phone Ext.

Add Secondary Contact Information

NEXT

**4 Confirm Your Request**

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**

The screenshot displays a four-step process for creating a company organization. Step 1, 'Select the Organization's Primary Function', includes a description: 'A legal entity licensed to sell health insurance products and plans.' Step 2, 'Enter Federal EIN/TIN', shows the value '444666444'. Step 3, 'Organization Details', indicates 'Organization Details Provided'. Step 4, 'Confirm Your Request', is the active step and contains a summary box for 'ORGANIZATION 444666444 - JN Test Company' and two buttons: 'SUBMIT' and 'RESET'. Each step has a 'Revisit this step' button.

### 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**

The screenshot shows a web interface for creating a non-insurance organization. On the left is a sidebar with navigation options: 'Manage Organizations', 'My Organizations', 'Create an Organization' (highlighted), 'Add an Issuer', 'Data Change Request', 'Add a Relationship', and 'Organization Search'. The main content area is titled 'Create an Organization' and includes a note: 'Please note, a field with an asterisk (\*) before it is a required field.' The process is divided into four steps: 1. Select the Organization's Primary Function (with a 'Revisit this step' button), 2. Enter Federal EIN/TIN (the current step), 3. Organization Details, and 4. Confirm Your Request. Step 2 includes instructions to enter a 9-digit FEIN/TIN and a 'SEARCH' button. A green confirmation box states that the entered FEIN/TIN does not exist in the system, and a green 'NEXT' button is visible below it.

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**

3

**Organization Details**

Please enter your organization details below.

**\* Organization Legal Name**

**\* Incorporated State**

▼

**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**

Address Line 2

**\* City**

**\* State**

▼

**\* ZIP Code (5 digits)**

**ZIP Plus 4 (4 digits)**

**Third Party Administrator (TPA) Information**

**TPA Type**

**EDGE Server**

**Enrollment**

Please fill in the form below with your Company Information.

**Legal Business Address**

**\* Address Line 1**

Address Line 2

**\* City**

**\* State**

▼

**\* ZIP Code (5 digits)**

**ZIP Plus 4 (4 digits)**

**Primary Contact Information**

**\* Job Title**

**\* First Name**

**\* Last Name**

**\* Email Address**

**\* Phone (xxx-xxx-xxxx)**

**Phone Ext.**

**Add Secondary Contact Information**

NEXT

4

**Confirm Your Request**

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**

**Create an Organization**

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

- 1 Select the Organization's Primary Function** [Revisit this step](#)  
An entity whose primary business is not selling health insurance products and plans.
- 2 Enter Federal EIN/TIN** [Revisit this step](#)  
182736812
- 3 Organization Details** [Revisit this step](#)  
Organization Details Provided
- 4 Confirm Your Request**  
Please select "Submit" to complete your request.  
ORGANIZATION  
182736812 - JN Testing Company  
[SUBMIT](#) [RESET](#)

### 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**

**< Manage Organizations**

- My Organizations
- Create an Organization**
- Add an Issuer
- Data Change Request
- Add a Relationship
- Organization Search

## Create an Organization

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

- 1 Select the Organization's Primary Function** [Revisit this step](#)  
An employer-sponsored group health plan offered by a state or local government.
- 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.  
 [SEARCH](#)  
**Confirmation:** The FEIN/TIN you entered does not already exist in the system. Please select next below to enter your organization's details.  
[NEXT](#)
- 3 Organization Details**
- 4 Confirm Your Request**

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**

3

### Organization Details

Please enter your organization details below.

**\* Organization Legal Name**

**\* Non-Fed Plan Type**

**Self Funded**

**Fully Insured**

Domiciliary Address

**Note:** The Domiciliary address is the location in which an organization is incorporated/registered or organized, while the Business address is the location from where the organization can conduct their business.

**\* Address Line 1**

**Address Line 2**

**\* City**

**\* State**

▼

**\* ZIP Code (5 digits)**

**ZIP Plus 4 (4 digits)**

NEXT

4

### Confirm Your Request

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**

## Create an Organization

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

- 1 Select the Organization's Primary Function** [Revisit this step](#)

An employer-sponsored group health plan offered by a state or local government.
- 2 Enter Federal EIN/TIN** [Revisit this step](#)

123896123
- 3 Organization Details** [Revisit this step](#)

Organization Details Provided
- 4 Confirm Your Request**

Please select "Submit" to complete your request.

ORGANIZATION  
123896123 - JN Testing Organization

[SUBMIT](#) [RESET](#)

### 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**

**< Manage Organizations**

- My Organizations
- Create an Organization**
- Add an Issuer
- Data Change Request
- Add a Relationship
- Organization Search

## Create an Organization

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

- 1 Select the Organization's Primary Function** [Revisit this step](#)  
A non-US registered entity whose health insurance is regulated by a foreign government.
- 2 Enter Organization Name**  
First, let's see if your organization already exists in the system.  

\* Enter the organization's name and select "Search"

To see if your organization already exists in the system, enter the organization name and select "Search". You must enter at least three characters before selecting search. If your organization is listed in the table, then you are already in the system. If your organization is not listed, proceed to the next step by selecting "Next".
- 3 Organization Details**
- 4 Confirm Your Request**

**Confirmation:** The Organization Name you entered does not already exist in the system. Please select next below to enter your organization's details.

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**

2

### Enter Organization Name

First, let's see if your organization already exists in the system.

**\* Enter the organization's name and select "Search"**

To see if your organization already exists in the system, enter the organization name and select "Search". You must enter at least three characters before selecting search. If your organization is listed in the table, then you are already in the system. If your organization is not listed, proceed to the next step by selecting "Next".

Showing results for "Jackie"

Organization Name	Address	Actions
Jackie Test Non-Fed	Herndon, VA	<a href="#" style="border: 1px solid #004a7c; padding: 2px 5px; text-decoration: none; color: #004a7c;">View details</a>
Jackie Test Other	Herndon, VA	<a href="#" style="border: 1px solid #004a7c; padding: 2px 5px; text-decoration: none; color: #004a7c;">View details</a>
Jackie Test Non-Fed	Herndon, VA	<a href="#" style="border: 1px solid #004a7c; padding: 2px 5px; text-decoration: none; color: #004a7c;">View details</a>
Jackie Test Other	Herndon, VA	<a href="#" style="border: 1px solid #004a7c; padding: 2px 5px; text-decoration: none; color: #004a7c;">View details</a>

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**

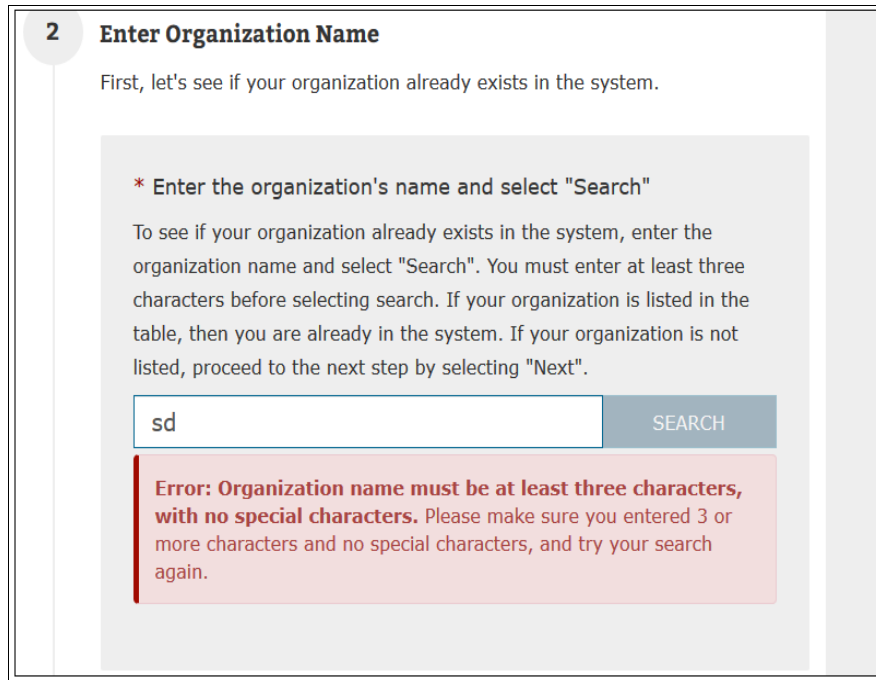
**Error:** Search results set returned is too large. Please refine your search and enter the organization name

**\* Enter the organization's name and select "Search"**

To see if your organization already exists in the system, enter the organization name and select "Search". You must enter at least three characters before selecting search. If your organization is listed in the table, then you are already in the system. If your organization is not listed, proceed to the next step by selecting "Next".

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**

### 3 Organization Details

Please enter your organization details below.

**\* Organization Location**

**\* Organization Legal Name**

**\* Address Type**

**Domiciliary Address**

**Business Address**

Domiciliary Address

**Note:** The Domiciliary address is the location in which an organization is incorporated/registered or organized, while the Business address is the location from where the organization can conduct their business.

**\* Address Line 1**

Address Line 2

**\* City**

**\* State**

**\* ZIP Code (5 digits)**

**ZIP Plus 4 (4 digits)**

**Additional Details**

In the text field below, please provide additional details for your organization request.

1000 characters left

**NEXT**

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**

**Create an Organization**

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

- 1 Select the Organization's Primary Function** [Revisit this step](#)  
A non-US registered entity whose health insurance is regulated by a foreign government.
- 2 Enter Organization Name** [Revisit this step](#)  
Example Non-US Registered Entity Ltd.
- 3 Organization Details** [Revisit this step](#)  
Organization Details Provided
- 4 Confirm Your Request**  
Please select "Submit" to complete your request.  
  
[SUBMIT](#) [RESET](#)

### 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**

The screenshot shows a web interface for adding an issuer. On the left is a sidebar with navigation options: 'Manage Organizations', 'My Organizations', 'Create an Organization', 'Add an Issuer' (highlighted), 'Data Change Request', and 'Add a Relationship'. The main content area is titled 'Add an Issuer' and includes a note: 'Please note, a field with an asterisk (\*) before it is a required field.' Below this is a progress indicator with four steps: 1. Search for an Organization (active), 2. Issuer Registered State, 3. Issuer Details, and 4. Confirm Your Request. Step 1 contains instructions: '\* Enter the organization's FEIN and select "Search"', followed by 'Please enter the Organization Federal EIN/TIN below. The Federal EIN/TIN must be a 9 digit, numeric value.' A text input field contains '000000010' and a 'SEARCH' button is to its right. A green 'NEXT' button is positioned below the input field.

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**

**Add an Issuer**

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

**1 Search for an Organization** [Revisit this step](#)

000000010 - 000000010-test

**2 Issuer Registered State**

\* Registered State

**NEXT**

**3 Issuer Details**

**4 Confirm Your Request**

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**

Please note, users must select "Yes" for at least one of the following market type coverages and at least one associated line of business:

**\* Does this issuer offer coverage in the Individual Market?**

**Yes**  
 **No**

**\* Select all lines of business that apply for the Individual Market:**

**HIC**  
 **Mini-Med**  
 **Student Health Plans**  
 **Rx-only**

**\* Does this issuer offer coverage in the Small Group Market?**

**Yes**  
 **No**

**\* Select all lines of business that apply for the Small Group Market:**

**HIC**  
 **Mini-Med**  
 **Expat**  
 **Rx-only**

**\* Does this issuer offer coverage in the Large Group Market?**

**Yes**  
 **No**

**\* Select all lines of business that apply for the Large Group Market:**

**HIC**  
 **Mini-Med**  
 **Expat**  
 **Rx-only**

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**

## Add an Issuer

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

---

**1**

**Search for an Organization**

871263871 - JN Test Company 12-12-17

Revisit this step

---

**2**

**Issuer Registered State**

Alabama (AL)

Revisit this step

---

**3**

**Issuer Details**

Issuer Details Provided

Revisit this step

---

**4**

**Confirm Your Request**

Please select "Submit" to complete your request.

ORGANIZATION  
**871263871 - JN Test Company 12-12-17**

REGISTERED STATE  
**Alabama (AL)**

**NOTE:** The selected issuer's state is non-compliant with the State Review Process. Please access the External Review Election to enter your Appeals information.

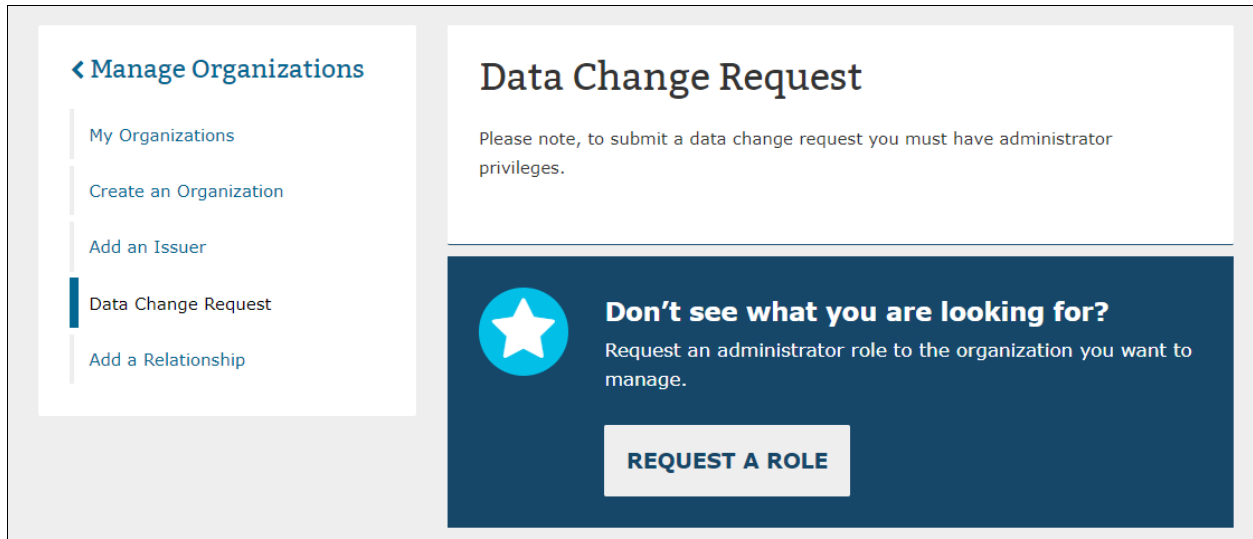
SUBMIT

RESET

### 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**

## Manage Data Changes

Create Request for Data Change

Please select a Request Status from the drop-down list below or Search By Request ID and select the Enter button to view the corresponding requests.

**Request Status:** Pending Approval v **(OR)** **Search By Request ID:**  Enter

---

« First « Prev 1 Next » Last » **Show Entries** 10 Showing 1 to 9 of 9 entries

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	<a href="#">View</a>
DCR95	11/21/2017 8:47 AM	Pending Approval	11/21/2017 8:47 AM	Test	<a href="#">View</a>
DCR94	11/21/2017 8:46 AM	Pending Approval	11/21/2017 8:46 AM	Test	<a href="#">View</a>
DCR93	11/21/2017 8:46 AM	Pending Approval	11/21/2017 8:46 AM	Test	<a href="#">View</a>
DCR92	11/21/2017 8:46 AM	Pending Approval	11/21/2017 8:46 AM	test	<a href="#">View</a>
DCR91	11/20/2017 5:01 PM	Pending Approval	11/20/2017 5:01 PM	Test	<a href="#">View</a>
DCR90	11/20/2017 5:01 PM	Pending Approval	11/20/2017 5:01 PM	Test	<a href="#">View</a>
DCR85	11/16/2017 11:01 PM	Pending Approval	11/16/2017 11:01 PM	Testing	<a href="#">View</a>
DCR81	08/04/2017 10:38 AM	Pending Approval	08/04/2017 10:38 AM	hjkjhkhjk	<a href="#">View</a>

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.

<b>Organization Type</b> Company	<b>Incorporated State</b> Virginia (VA)
<b>* Organization Legal Name</b> <input type="text" value="test001 Email Test Update"/>	
<b>* Federal EIN/TIN (9 digits)</b> <input type="text" value="111111111"/>	<b>Validation Status</b> Validation in Process

---

### Additional Information

<b>NAIC Company Code (5 digits)</b> <input type="text"/>	<b>NAIC Group Code (5 digits)</b> <input type="text"/>
<b>Group Name</b> <input type="text" value="testgroup"/>	
<b>AM Best Number (6 digits)</b> <input type="text"/>	

**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**

**Address Line 2**

<b>* City</b> <input type="text" value="herndon"/>	<b>* State</b> Virginia (VA) ▼
<b>* ZIP Code (5 digits)</b> <input type="text" value="44444"/>	<b>ZIP Plus 4</b> <input type="text" value="1234"/>

---

### Third Party Administrator (TPA) Information

**TPA Type**

**EDGE Server**

**Enrollment**

SUBMIT

**Figure 3-47: Issuer Details Page**

[← Issuer Information](#)

- [Issuer Details](#)
- [Issuer Users](#)

## Issuer Details

test001

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.

<b>Issuer ID</b> 19681	<b>Registered State</b> California (CA)
<b>Issuer Legal Name</b> test001	<b>Federal EIN/TIN</b> 111111111
<b>NAIC Company Code</b> N/A	<b>NAIC Group Code</b> N/A

---

### Additional Information

**Issuer Marketing Name**

Please note, users must select "Yes" for at least one of the following market type coverages and at least one associated line of business:

**\* Does this issuer offer coverage in the Individual Market?**

**Yes**  
 **No**

**\* Select all lines of business that apply for the Individual Market:**

**Health Insurance Coverage (HIC)**  
 **Mini-Med**  
 **Student Health Plans**  
 **Rx-only**

**\* Does this issuer offer coverage in the Small Group Market?**

**Yes**  
 **No**

**\* Select all lines of business that apply for the Small Group Market:**

**Health Insurance Coverage (HIC)**  
 **Mini-Med**  
 **Expat**  
 **Rx-only**

**\* Does this issuer offer coverage in the Large Group Market?**

**Yes**  
 **No**

**\* Select all lines of business that apply for the Large Group Market:**

**Health Insurance Coverage (HIC)**  
 **Mini-Med**  
 **Expat**  
 **Rx-only**

---

### 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**

4554 city street1

**Address Line 2**

**\* City**

Durham

**\* State**

North Carolina (NC) ▼

**\* ZIP Code (5 digits)**

45678

**ZIP Plus 4 (4 digits)**

SUBMIT

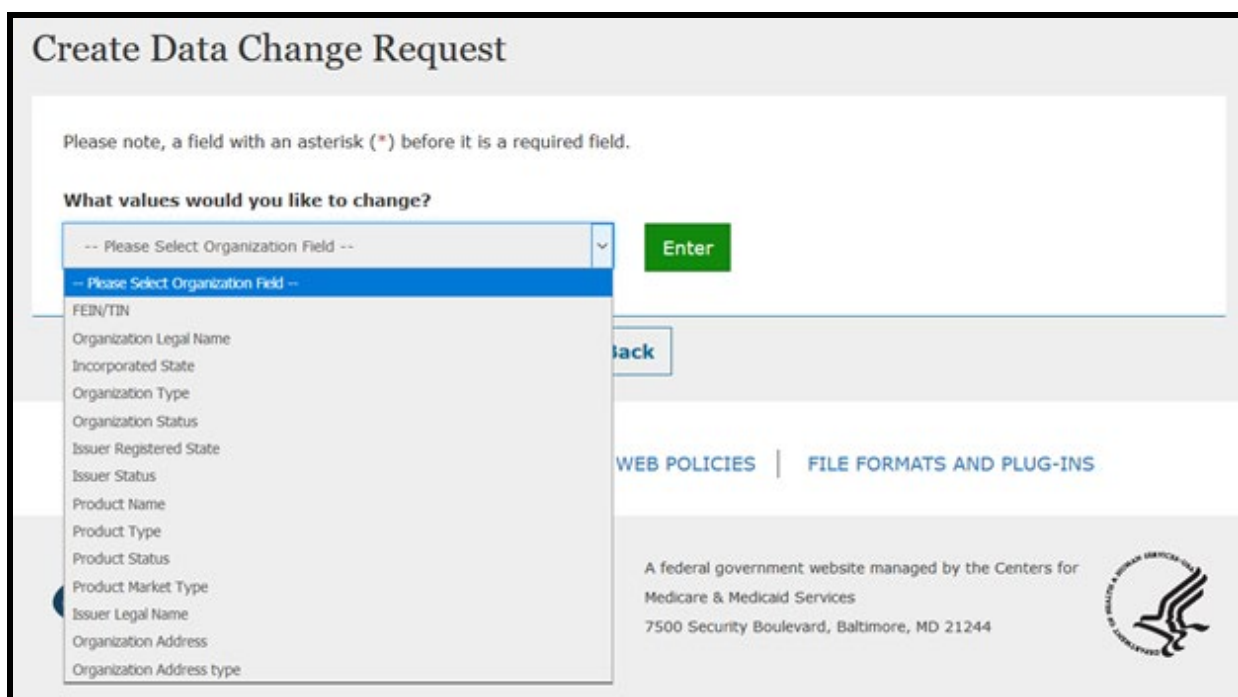
### 3.5.1 Company Administrator – Data Changes

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 screenshot shows the 'Create Data Change Request' form. At the top, it says 'Please note, a field with an asterisk (\*) before it is a required field.' Below this, there are two sections: 'What values would you like to change?' and 'Choose the Organization'. The 'What values would you like to change?' section has a dropdown menu for 'Organization Type' and an 'Enter' button. The 'Choose the Organization' section has a dropdown menu with a list of organizations: '-Please select the organization you are making the change for-', 'Mel Test - Company - FEIN -321456987 - Company', 'MelTest IMPL 030719 - FEIN -753698412 - Company', 'Test 112233445 - FEIN -112233445 - Company', and 'Mel Test - OtherOrg - Alexandria,'. There is an 'Enter' button next to the dropdown and a 'Back' button below it.

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**

The screenshot shows the 'Create Data Change Request' form. At the top, it says 'Please note, a field with an asterisk (\*) before it is a required field.' Below this, there are two sections: 'What values would you like to change?' and 'Choose the Organization'. The 'What values would you like to change?' section has a dropdown menu for 'Organization Type' and an 'Enter' button. The 'Choose the Organization' section has a dropdown menu with the value 'Mel Test - Company - FEIN -321456987 - Company' and an 'Enter' button. Below these sections, there is a table with three columns: 'Current Value', '\*New Value', and '\*Reason for change'. The 'Current Value' column has the value 'Company'. The '\*New Value' column has a dropdown menu with the value '-Select new value-' and an 'Enter' button. The '\*Reason for change' column has an empty text input field. At the bottom of the form, there are 'Back' and 'Submit' buttons.

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**

### Create Data Change Request

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

**What values would you like to change?**

Organization Type

**Choose the Organization**

Mel Test - Company - FEIN - 321456987 - Company

Current Value	*New Value	*Reason for change
Company	Non-Federal Governmental Plans <input type="text" value="Non-Federal Governmental Plans"/> <input type="button" value="Enter"/>	<input type="text"/>

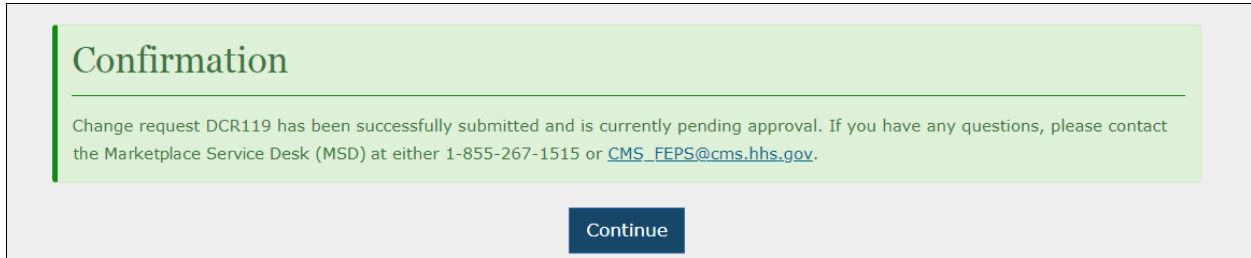
**\*Please select the type:**

Self Funded

Fully Insured

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**

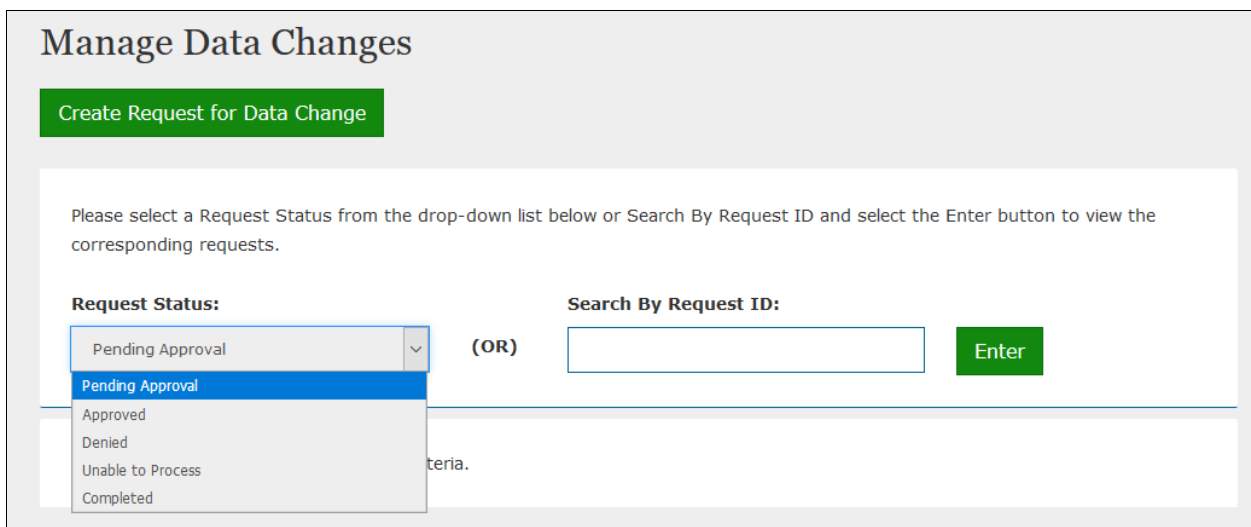


### 3.5.1.2 View Data Change Requests

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**

### Data Change Details View

<p><b>Change Request ID</b> DCR96</p> <p><b>User Name</b></p> <p><b>Organization Legal Name</b> Testing Non Fed Organization - TT 2.12.18</p> <p><b>Current Value</b> Testing Non Fed Organization - Tara's</p> <p><b>Supplement Attributes</b></p> <p><b>Note</b> Test</p>	<p><b>Request Created Date</b> 11/21/2017 8:48 AM</p> <p><b>Federal EIN/TIN</b> 321321321</p> <p><b>Organization Type</b> Non-Federal Governmental Plans</p> <p><b>New Value</b> test</p> <p><b>Attribute</b> Organization Legal Name</p>
---	---

[Back](#)

### 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**

**Create Data Change Request**

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

**What values would you like to change?**

Issuer Legal Name  Enter

**Choose the Issuer**

Test 112233445 - 17894  Enter

Current Value	*New Value (9 digits)	*Reason for change
Test 112233445	<input type="text"/>	<input type="text"/>

Back Submit

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**

**Create Data Change Request**

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

**What values would you like to change?**

Product Name  Enter

**Choose the product**

Product 1 - 60009CA001  Enter

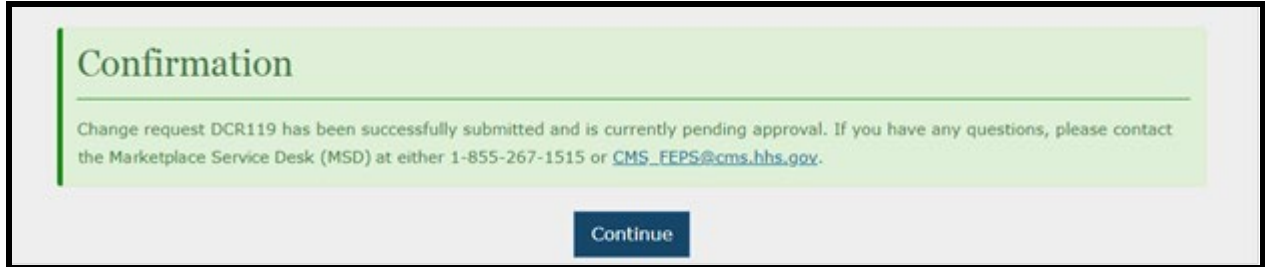
Current Value	*New Value	*Reason for change
Product 1	<input type="text"/>	<input type="text"/>

Back Submit



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**

### Manage Data Changes

[Create Request for Data Change](#)

Please select a Request Status from the drop-down list below or Search By Request ID and select the Enter button to view the corresponding requests.

**Request Status:**

Pending Approval

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

(OR)

**Search By Request ID:**

Enter

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	<a href="#">View</a>
DCR95	11/21/2017 8:47 AM	Pending Approval	11/21/2017 8:47 AM	Test	<a href="#">View</a>
DCR94	11/21/2017 8:46 AM	Pending Approval	11/21/2017 8:46 AM	Test	<a href="#">View</a>

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**

### Data Change Details View

<p><b>Change Request ID</b> DCR96</p> <p><b>User Name</b></p> <p><b>Organization Legal Name</b> Testing Non Fed Organization - TT 2.12.18</p> <p><b>Current Value</b> Testing Non Fed Organization - Tara's</p> <p><b>Supplement Attributes</b></p> <p><b>Note</b> Test</p>	<p><b>Request Created Date</b> 11/21/2017 8:48 AM</p> <p><b>Federal EIN/TIN</b> 321321321</p> <p><b>Organization Type</b> Non-Federal Governmental Plans</p> <p><b>New Value</b> test</p> <p><b>Attribute</b> Organization Legal Name</p>
---	---

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### 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**

The screenshot shows a web form titled "Create Data Change Request". At the top, there is a note: "Note: (\*) Indicates a required field". The form is divided into several sections:

- What values would you like to change?**: A dropdown menu is set to "Organization Type" with a green "Enter" button next to it.
- Choose the Organization**: A dropdown menu is set to "Testing Non Fed Organization - TT 2.12.18 - FEIN -321321321 - Non-Federal Governmental Plans" with a green "Enter" button next to it.
- Current Value**: A light blue header for a table. Below it, the current value is "Non-Federal Governmental Plans".
- \*New Value**: A dropdown menu is set to "Company" with a green "Enter" button next to it.
- \*Reason for change**: An empty text input field.
- Please select an incorporated state:\***: A dropdown menu is set to "-Please select a state-" with a downward arrow.

At the bottom of the form, there are two buttons: a blue "Back" button and a green "Submit" button.

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**

The screenshot shows the 'Create Data Change Request' form. At the top, it says 'Note: (\*) Indicates a required field'. Below this, there is a section 'What values would you like to change?' with a dropdown menu for 'Organization Type' and an 'Enter' button. The next section is 'Choose the Organization', which has a dropdown menu with the text '-Please select the organization you are making the change for-'. A list of organizations is displayed below the dropdown, including 'Insurance Please - FEIN -963852741 - Company', 'JN Test Company 11-13-17 Edit on 3-5 - FEIN -192391823 - Company', 'JN Test Company Edit 3 on 3-6-18 - FEIN -817263871 - Company', 'JN Test Non Insurance 2-16-18 - FEIN -928379182 - Non Insurance Company', 'test001 Email Test Update - FEIN -111111111 - Company', and 'Testing Non Fed Organization - TT 2.12.18 - FEIN -321321321 - Non-Federal Governmental Plans'. There is an 'Enter' button to the right of the dropdown.

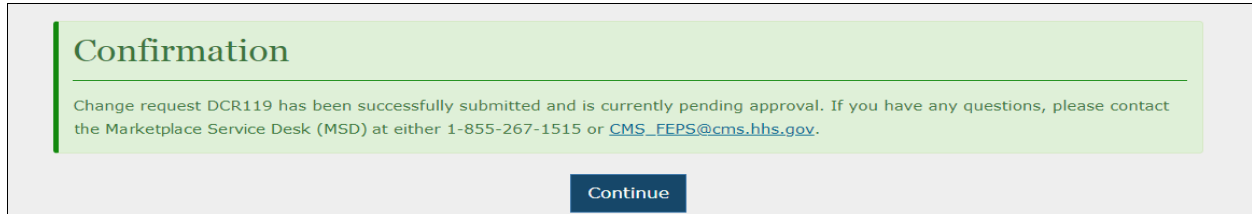
If the Organization Administrator changes the Organization Type from a non-US registered entity to either Company or Non-Insurance Company, then a FEIN is required, and the user needs to select an incorporated state drop-down menu. (Figure 3-62)

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

The screenshot shows the 'Create Data Change Request' form. At the top, it says 'Please note, a field with an asterisk (\*) before it is a required field.' Below this, there is a section 'What values would you like to change?' with a dropdown menu for 'Organization Type' and an 'Enter' button. The next section is 'Choose the Organization', which has a dropdown menu with the text 'Mel Test - OtherOrg - Alexandria,' and an 'Enter' button. Below this, there is a table with three columns: 'Current Value', '\*New Value', and '\*Reason for change'. The 'Current Value' column contains 'Other Organization Type'. The '\*New Value' column contains a dropdown menu with the text '-Select new value-' and an 'Enter' button. The '\*Reason for change' column contains an empty text input field. At the bottom of the form, there are 'Back' and 'Submit' buttons.

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**

### Manage Data Changes

[Create Request for Data Change](#)

Please select a Request Status from the drop-down list below or Search By Request ID and select the Enter button to view the corresponding requests.

**Request Status:**

Pending Approval

Pending Approval
Approved
Denied
Unable to Process
Completed

**Search By Request ID:**

(OR)

Enter

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	<a href="#" style="color: #0070c0; text-decoration: underline;">View</a>
DCR95	11/21/2017 8:47 AM	Pending Approval	11/21/2017 8:47 AM	Test	<a href="#" style="color: #0070c0; text-decoration: underline;">View</a>
DCR94	11/21/2017 8:46 AM	Pending Approval	11/21/2017 8:46 AM	Test	<a href="#" style="color: #0070c0; text-decoration: underline;">View</a>

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**

### Data Change Details View

<p><b>Change Request ID</b> DCR96</p>	<p><b>Request Created Date</b> 11/21/2017 8:48 AM</p>
<p><b>User Name</b></p>	<p><b>Federal EIN/TIN</b> 321321321</p>
<p><b>Organization Legal Name</b> Testing Non Fed Organization - TT 2.12.18</p>	<p><b>Organization Type</b> Non-Federal Governmental Plans</p>
<p><b>Current Value</b> Testing Non Fed Organization - Tara's</p>	<p><b>New Value</b> test</p>
<p><b>Supplement Attributes</b></p>	<p><b>Attribute</b> Organization Legal Name</p>
<p><b>Note</b> Test</p>	

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### 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

**< Manage Organizations**

- My Organizations
- Create an Organization
- Add an Issuer
- Data Change Request
- Add a Relationship**

## Add a Relationship

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

**1 Relationship Type**

- \* What relationship are you trying to initiate?
  - TPA Enrollment**
- \* Is your organization providing or receiving the TPA Services?
  - My organization is providing TPA Services**
  - My organization is receiving TPA Services**

\* 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.

**NEXT**

**2 Relationship Details**

**3 Relationship Attributes**

**4 Confirm Your Request**

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**

[← Manage Organizations](#)

- [My Organizations](#)
- [Create an Organization](#)
- [Add an Issuer](#)
- [Data Change Request](#)
- [Add a Relationship](#)

## Add a Relationship

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

1
**Relationship Type**
Revisit this step

TPA Enrollment, Providing TPA Services,  
928379182 - JN Test Non Insurance 2-16-18

2
**Relationship Details**
Revisit this step

\* Enter the FEIN of the organization you are trying to establish a relationship with and select "Search"

Please enter the Organization Federal EIN/TIN below. The Federal EIN/TIN must be a 9 digit, numeric value.

SEARCH

Showing associated issuers related to "192391823 - JN Test Company 11-13-17 Edit on 3-5"

\* SELECTED ORGANIZATION

- 192391823 - JN Test Company 11-13-17 Edit on 3-5**

Showing 1-2 of 2 records    **Records per page** 10

Select 2 issuers	Issuer Details ↕	Registered State ↕
<input checked="" type="checkbox"/>	25880 - JN Test Company 11-13-17 Edit on 3-5	AL
<input type="checkbox"/>	85586 - JN Test Company 11-13-17 Edit on 3-5	AK

First
Previous
1
Next
Last

NEXT

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

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**Figure 3-68: Add a Relationship – Step 3**

The screenshot displays the 'Add a Relationship' process in Step 3, 'Relationship Attributes'. On the left, a sidebar titled 'Manage Organizations' contains links for 'My Organizations', 'Create an Organization', 'Add an Issuer', 'Data Change Request', and 'Add a Relationship' (which is highlighted). The main content area is titled 'Add a Relationship' and includes a note: 'Please note, a field with an asterisk (\*) before it is a required field.' The progress indicator shows four steps: 1. Relationship Type, 2. Relationship Details, 3. Relationship Attributes (current step), and 4. Confirm Your Request. Step 1 shows 'TPA Enrollment, Providing TPA Services, 817263871 - JN Test Company Edit 3 on 3-6-18'. Step 2 shows '1 Issuer'. Step 3 contains two required date fields: '\* Effective Start Date (MM/DD/YYYY)' and '\* Effective End Date (MM/DD/YYYY)', each with a calendar icon. A green 'NEXT' button is located below the date fields. A 'Revisit this step' button is present for each of the first three steps.

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

**< Manage Organizations**

- My Organizations
- Create an Organization
- Add an Issuer
- Data Change Request
- Add a Relationship**

## Add a Relationship

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

- 1 Relationship Type** [Revisit this step](#)  
TPA Enrollment, Providing TPA Services,  
817263871 - JN Test Company Edit 3 on 3-6-18
- 2 Relationship Details** [Revisit this step](#)  
1 Issuer
- 3 Relationship Attributes** [Revisit this step](#)  
03/20/2018 to 03/21/2018
- 4 Confirm Your Request**  
Please review and confirm if this is the correct information.  

RELATIONSHIP TYPE  
**TPA Enrollment, Providing TPA Services, 817263871 - JN Test Company Edit 3 on 3-6-18**

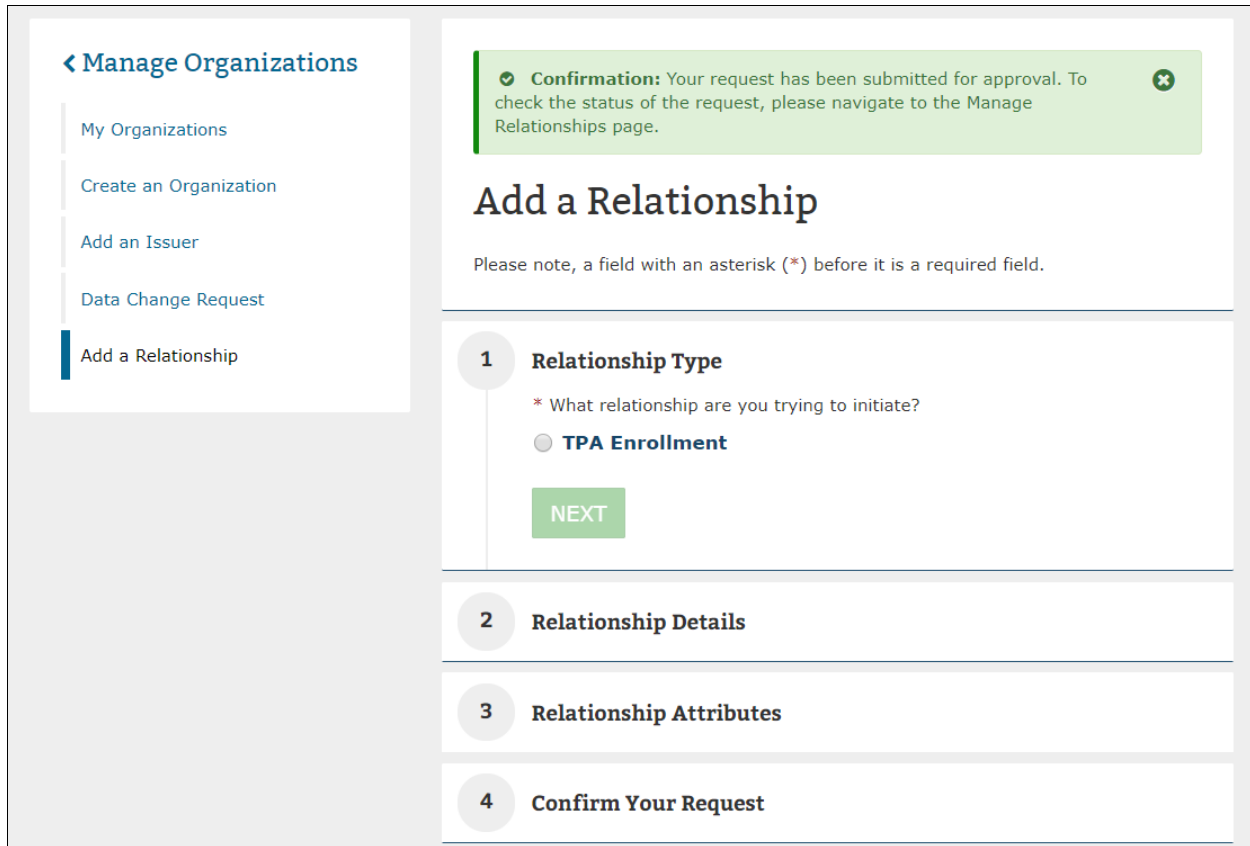
RELATIONSHIP DETAILS  
**85586 - JN Test Company 11-13-17 Edit on 3-5 (AK)**

EFFECTIVE START DATE  
**03/20/2018**

EFFECTIVE END DATE  
**03/21/2018**

SUBMITRESET

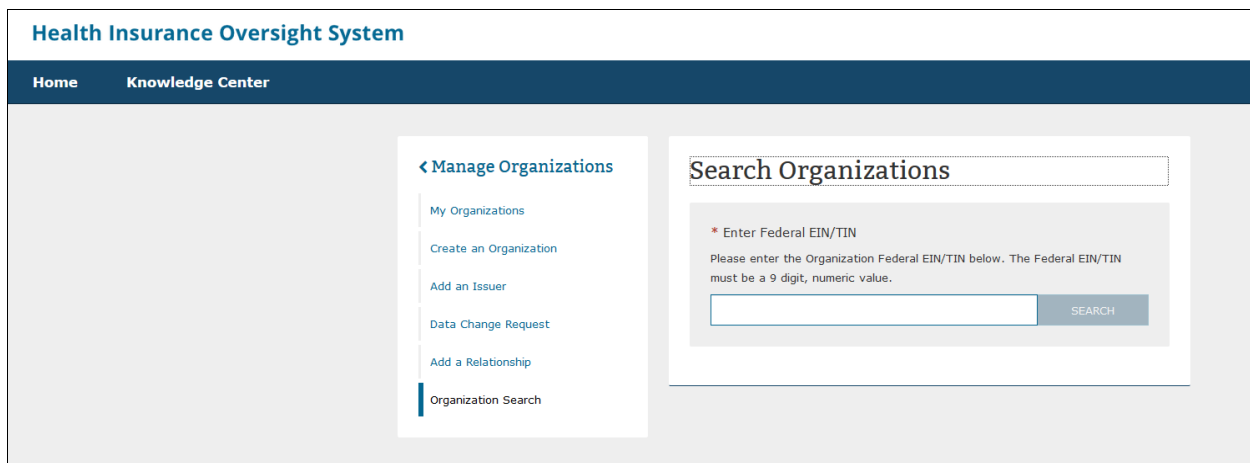
**Figure 3-70: Add a Relationship – Confirmation Message**



### 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.

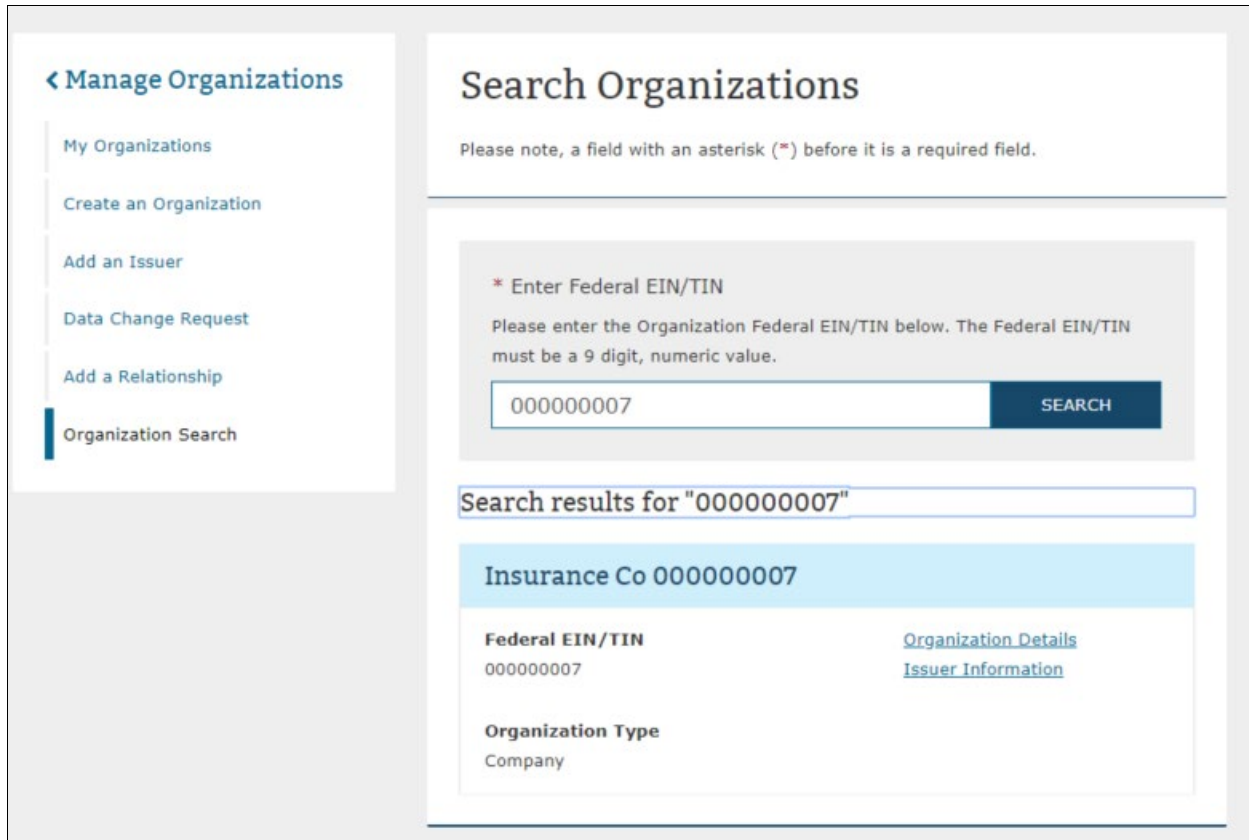
**Figure 3-71: Organization Search**



### 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**

## Organization Details

FMLoadTest0139

---

### Organization Legal Information

<b>Organization Type</b> Company	<b>Incorporated State</b> Virginia (VA)
<b>Organization Legal Name</b> FMLoadTest0139	
<b>Federal EIN/TIN</b> 000038398	<b>Validation Status</b> Validation in Process

---

### Additional Information

**Group Name**  
FMLoadTest Group

---

### 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**  
Load Test Drive  
Office 364  
Fairfax, Virginia 93772

---

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

## Issuer Information

FMLoadTest0139

The following issuers are associated to FMLoadTest0139.

---

Showing 1-10 of 12 records    Records per page 10 ▼

Issuer ID ☼	Issuer Name ☼	Registered State ☼	Actions
10020	FMLoadTest0139	Hawaii	<a href="#">Issuer Details</a>
12869	FMLoadTest0139	Indiana	<a href="#">Issuer Details</a>
22035	FMLoadTest0139	Kentucky	<a href="#">Issuer Details</a>
43578	FMLoadTest0139	United States Virgin Islands	<a href="#">Issuer Details</a>
49367	FMLoadTest0139	New Jersey	<a href="#">Issuer Details</a>
54619	FMLoadTest0139	Mississippi	<a href="#">Issuer Details</a>
70072	FMLoadTest0139	West Virginia	<a href="#">Issuer Details</a>
86092	FMLoadTest0139	Texas	<a href="#">Issuer Details</a>
89346	FMLoadTest0139	Alaska	<a href="#">Issuer Details</a>
90798	FMLoadTest0139	Connecticut	<a href="#">Issuer Details</a>

First Previous 1 2 Next Last

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

### Issuer Details

FM-Company-IMPL0-087

---

#### Organization Legal Information

<b>Issuer ID</b> 85941	<b>Incorporated State</b> Georgia(GA)
<b>Issuer Legal Name</b> FM-Company-IMPL0-087	<b>Federal EIN/TIN</b> 103213537
<b>NAIC Company Code</b> 38678	<b>NAIC Group Code</b> 38678

---

#### Additional Information

**Issuer Marketing Name**  
FM-Company-IMPL0-087ISSUER-AK

**Market Type and Associated Line of Business**

**Small Group**  
Mini-Med

---

#### 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**  
593 Harndon Pkwy  
Herndon, Virginia 20170

---

[← BACK TO ISSUER INFORMATION](#)

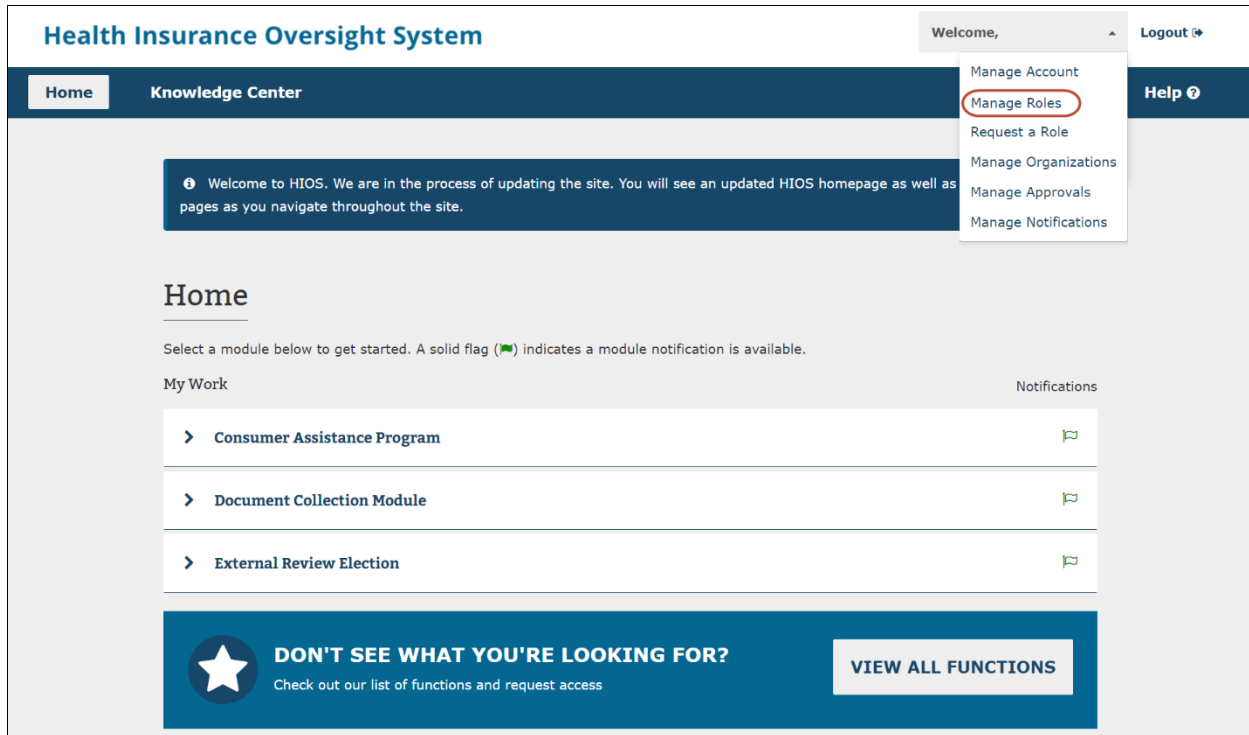
### 3.8 Role Management

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**

## Manage Roles

The table below displays your pending role requests and your approved roles. Please select "Add a new role" below to request a role.

[Add a new role](#)

Showing 1-10 of 206 records **Records per page** 10

Module	Role	Role Type	Association	Status	Action
Minimum Essential Coverage	Submitter	N/A	120312301 - SDVNnew10312019	Pending	<a href="#">View Details</a>
Rates & Benefits Information System	Issuer	Small Group Market Validator	65314 - SDTEST2 - VA	Approved	<a href="#">View Details</a>
Rates & Benefits Information System	Issuer	Small Group Market Submitter	65314 - SDTEST2 - VA	Approved	<a href="#">View Details</a>
Rates & Benefits Information System	Issuer	Individual Market Validator	65314 - SDTEST2 - VA	Approved	<a href="#">View Details</a>

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**

**Health Insurance Oversight System** Welcome, [Logout](#)

[Home](#) [Knowledge Center](#) [Help](#)

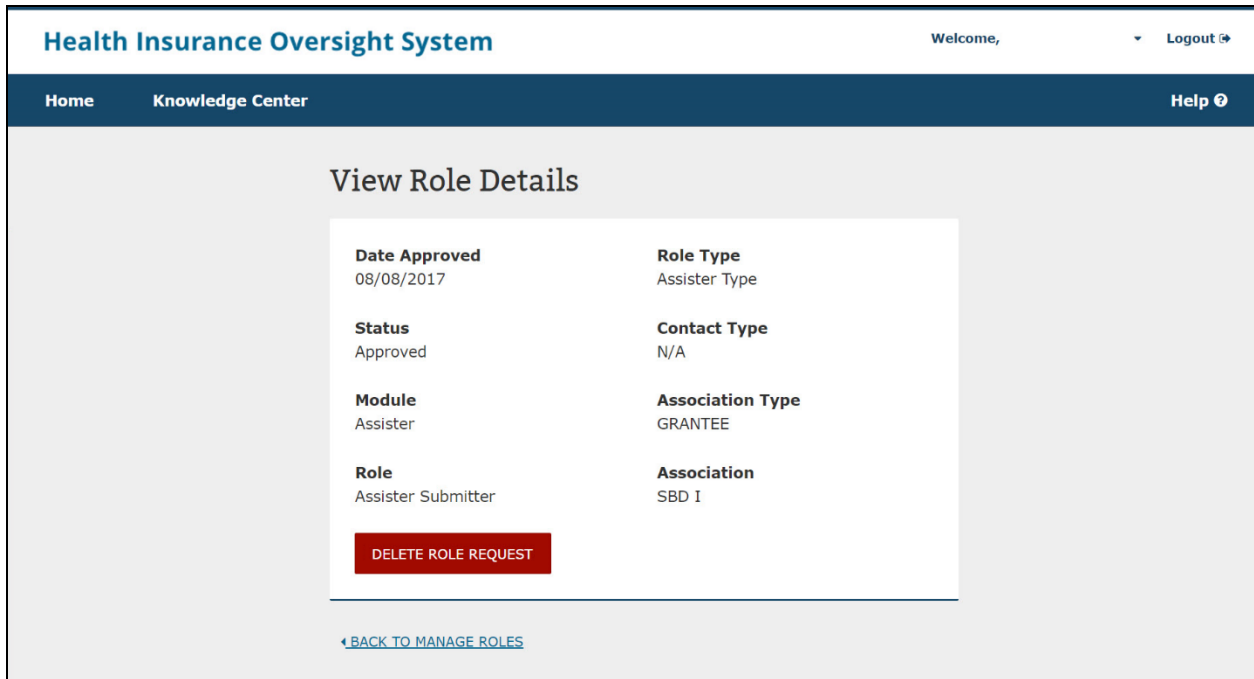
### View Role Details

<b>Date Requested</b> 08/04/2017	<b>Role Type</b> Submitter
<b>Status</b> Pending	<b>Contact Type</b> Primary Contact
<b>Module</b> Non-Federal Governmental Plans	<b>Association Type</b> NONFED
<b>Role</b> NonFed Submitter	<b>Association</b> Testing Non Fed Organization - Tara's

[CANCEL ROLE REQUEST](#)

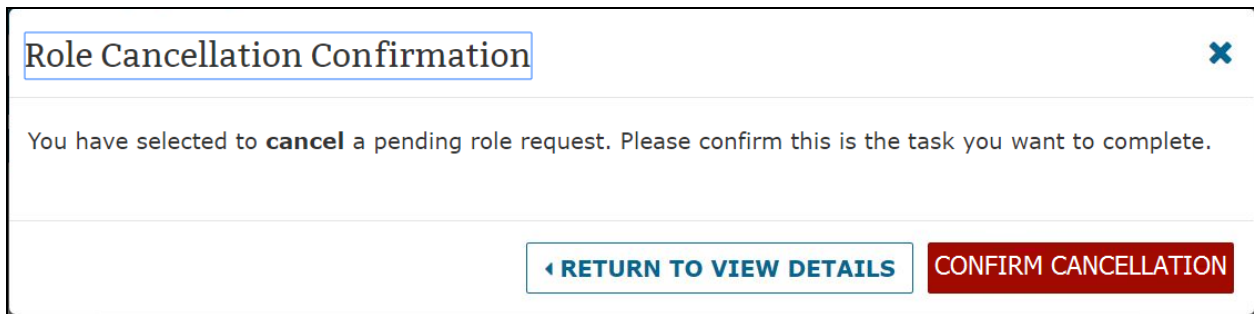
[← BACK TO MANAGE ROLES](#)

**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

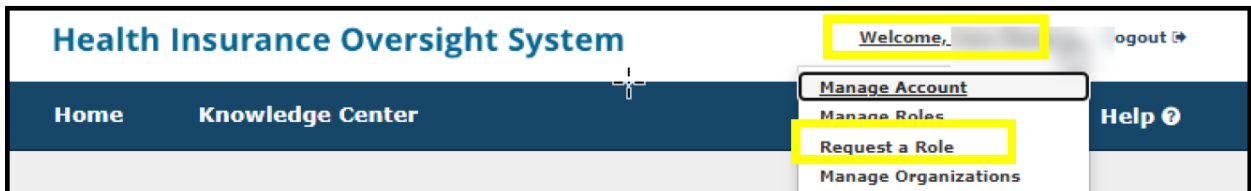
---

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

**1 Select a module**  
\* Please select a module below:

**HIOS Modules**

<input type="radio"/> Agent Broker Compensation Data Collection	<input type="radio"/> Assister	<input type="radio"/> Enforcement and Consumer Protections	<input type="radio"/> External Review Election
<input type="radio"/> Form Filing	<input type="radio"/> HIOS Portal	<input type="radio"/> Market Conduct	<input type="radio"/> Marketplace Quality Module
<input type="radio"/> Medical Loss Ratio	<input type="radio"/> Minimum Essential Coverage	<input type="radio"/> Navigator Resources	<input type="radio"/> Non-Federal Governmental Plans
<input type="radio"/> Pharmacy Benefit Manager	<input type="radio"/> Plan Finder Product Data Collection	<input checked="" type="radio"/> Prescription Drug Data Collection (RxDc)	<input type="radio"/> Rate Review Grants
<input type="radio"/> Rate Review Justification	<input type="radio"/> Rates & Benefits Information System	<input type="radio"/> State Document Collection	<input type="radio"/> State Flexibility Grant

**Plan Management & Market Wide Functions**

<input type="radio"/> EDGE Server Management	<input type="radio"/> Financial Management	<input type="radio"/> Plan Management and Market Wide Functions	<input type="radio"/> Plan Validation
<input type="radio"/> QHP Benefits and Service Area Module	<input type="radio"/> QHP Issuer Module	<input type="radio"/> QHP Rating Module	<input type="radio"/> State Evaluation
<input type="radio"/> Unified Rate Review System			

**NEXT**

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:
    - o ERE
    - o Non-Fed
    - o Financial Management
    - o Qualified Health Plan (QHP) Issuer Module
    - o QHP Rating Module
    - o QHP Benefits and Service Area
    - o State Evaluation module
    - o 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**

**Health Insurance Oversight System** Welcome, [Logout](#)

[Home](#) [Knowledge Center](#) [Help](#)

## 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** Marketplace Quality Module [Revisit this step](#)
- 2 **Select a role** Ratings/Reports Viewer [Revisit this step](#)
- 3 **Add association** 4 Associations [Revisit this step](#)

To add an Association to this role request, you must search for it in the system.

\* Association Type

  - HIOS Issuer ID**

\* Search for association

Please enter the HIOS Issuer ID below and select the Search button. Once an issuer is found, select the "Add" button to associate the Issuer to the role. The HIOS Issuer ID must be a 5 digit, numeric value. You must add at least 1 Issuer and may add up to 10 Issuers per submission.

69834 [SEARCH](#)

Showing results for "69834"

**69834 - Test Demo Comp (VA)** [Remove](#)

[NEXT](#)
- 4 **Confirm your request**

4 ITEMS ADDED TO REQUEST

- DE 53313 ✕
- MI 55158 ✕
- IL 67116 ✕
- VA 69834 ✕

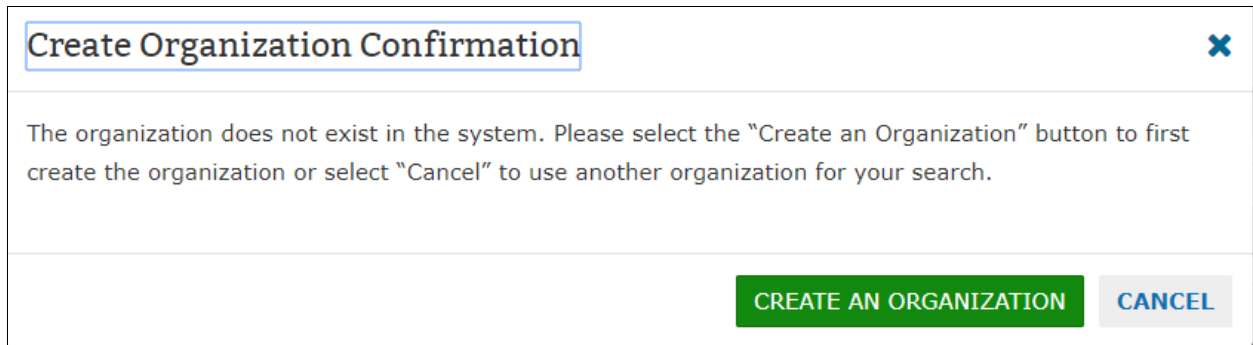
Users who seek to request the Ratings/Reports Viewer role can associate themselves with multiple Issuers per request. Search for a valid Issuer and then select **Add**.

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.

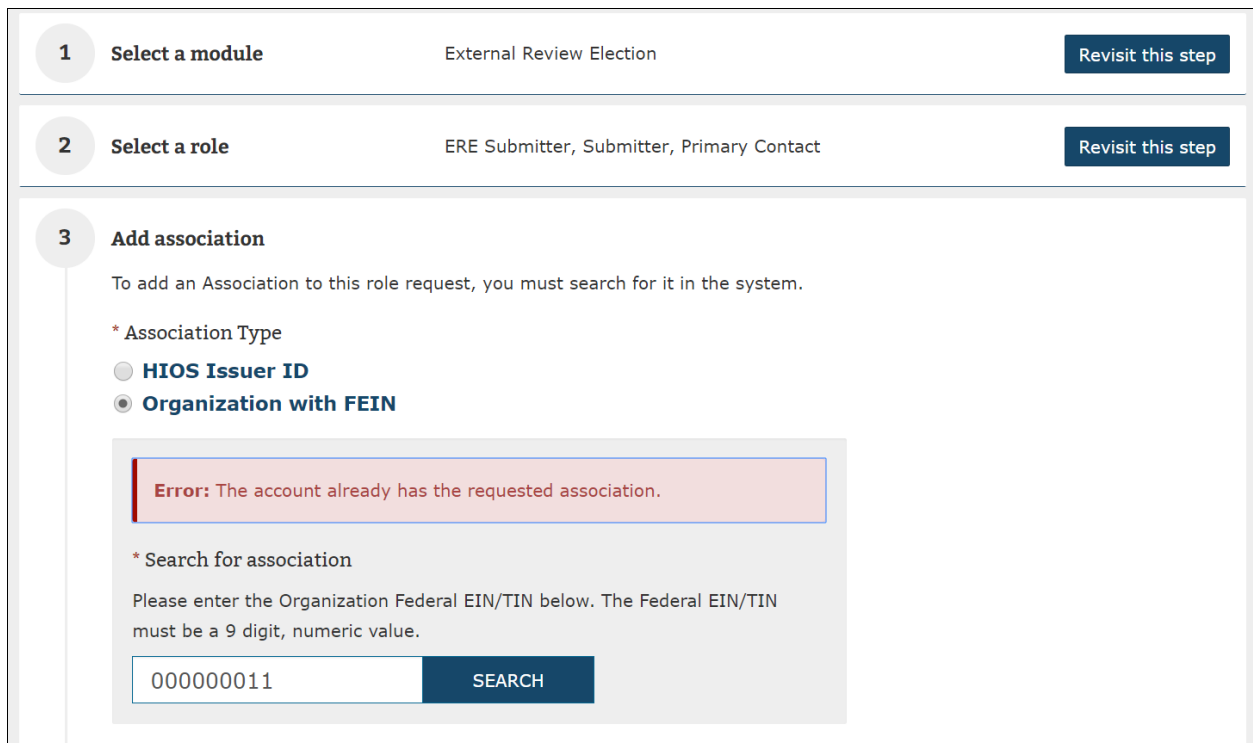
**Figure 3-85: Organization Not Found – Navigate to Create an Organization**



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

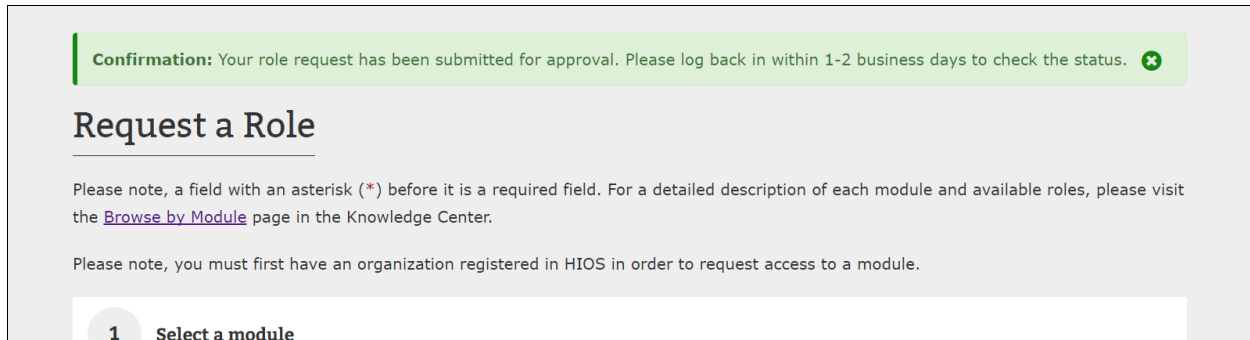
On step 3 of the role request process, if you already have a role associated with the Issuer ID or FEIN you entered, the system will display the error message as in Figure 3-86.

**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.

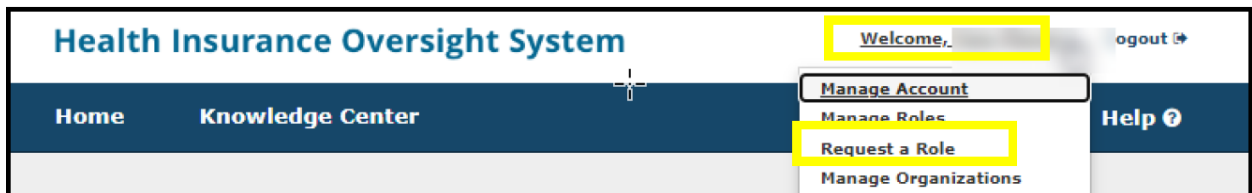
Every organization within HIOS (that has a FEIN and/or Issuer ID) is required to identify ORA users who would vet all access requests for the associated Organization across all HIOS modules. The organization is required to assign both a Primary and Backup ORA user.

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**

### 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**

\* Please select a module below:

HIOS Modules

<input type="radio"/> Assister	<input type="radio"/> Enforcement and Consumer Protections	<input type="radio"/> External Review Election	<input type="radio"/> Form Filing
<input checked="" type="radio"/> HIOS Portal	<input type="radio"/> Market Conduct	<input type="radio"/> Marketplace Quality Module	<input type="radio"/> Medical Loss Ratio
<input type="radio"/> Minimum Essential Coverage	<input type="radio"/> Navigator Resources	<input type="radio"/> Non-Federal Governmental Plans	<input type="radio"/> Pharmacy Benefit Manager
<input type="radio"/> Plan Finder Product Data Collection	<input type="radio"/> Prescription Drug Data Collection (RxDC)	<input type="radio"/> Rate Review Grants	<input type="radio"/> Rate Review Justification
<input type="radio"/> Rates & Benefits Information System	<input type="radio"/> State Document Collection	<input type="radio"/> State Flexibility Grant	

Plan Management & Market Wide Functions

<input type="radio"/> EDGE Server Management	<input type="radio"/> Financial Management	<input type="radio"/> Marketplace Plan Management System	<input type="radio"/> Plan Validation
<input type="radio"/> QHP Benefits and Service Area Module	<input type="radio"/> QHP Issuer Module	<input type="radio"/> QHP Rating Module	<input type="radio"/> State Evaluation
<input type="radio"/> Unified Rate Review System			

NEXT

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**

## 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

\* Please select the role below:

- Organization Role Approver**
- Issuer Administrator**
- Company Administrator**
- Organization Administrator**

\* Please select the role type below:

- Organization Role Approver (ORA)**

\* Please select the contact type below:

- Primary ORA**
- Backup ORA**

NEXT

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**

**1 Select a module** HIOS Portal [Revisit this step](#)

**2 Select a role** Organization Role Approver [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

\* Search for association

Please enter the Organization Federal EIN/TIN below. The Federal EIN/TIN must be a 9 digit, numeric value.

000000008 [SEARCH](#)

Showing results for "000000008"

\* ASSOCIATION

000000008 - 000000008-test1 (AL)

[NEXT](#)

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., `example@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**

**5 Confirm your request**

Please select "Submit" to complete your request.

MODULE  
**HIOS Portal**

ROLE  
**Organization Role Approver, Organization Role Approver (ORA),  
Primary ORA**

ASSOCIATIONS  
**NonIns Co 000000009 11/8**

**I certify that my organization is responsible for informing HIOS if I leave the organization or no longer require the ORA role. If this occurs, my organization will submit a service ticket to MSD requesting the ORA role to be removed from my account.**

**SUBMIT** **RESET**

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

**Confirmation:** Your role request has been submitted for approval. Please log back in within 1-2 business days to check the status.

**Request a Role**

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

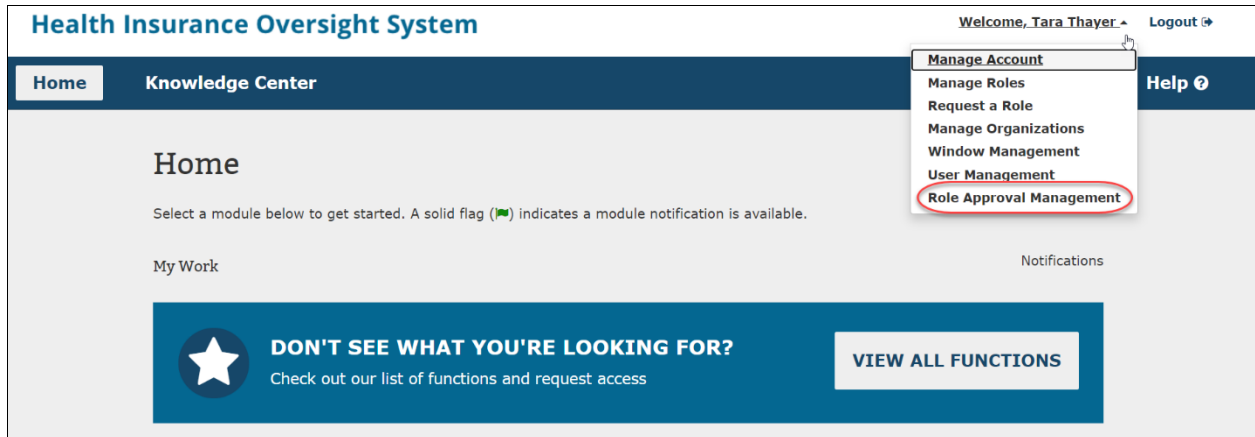


Figure 3-95: Role Approval Tab

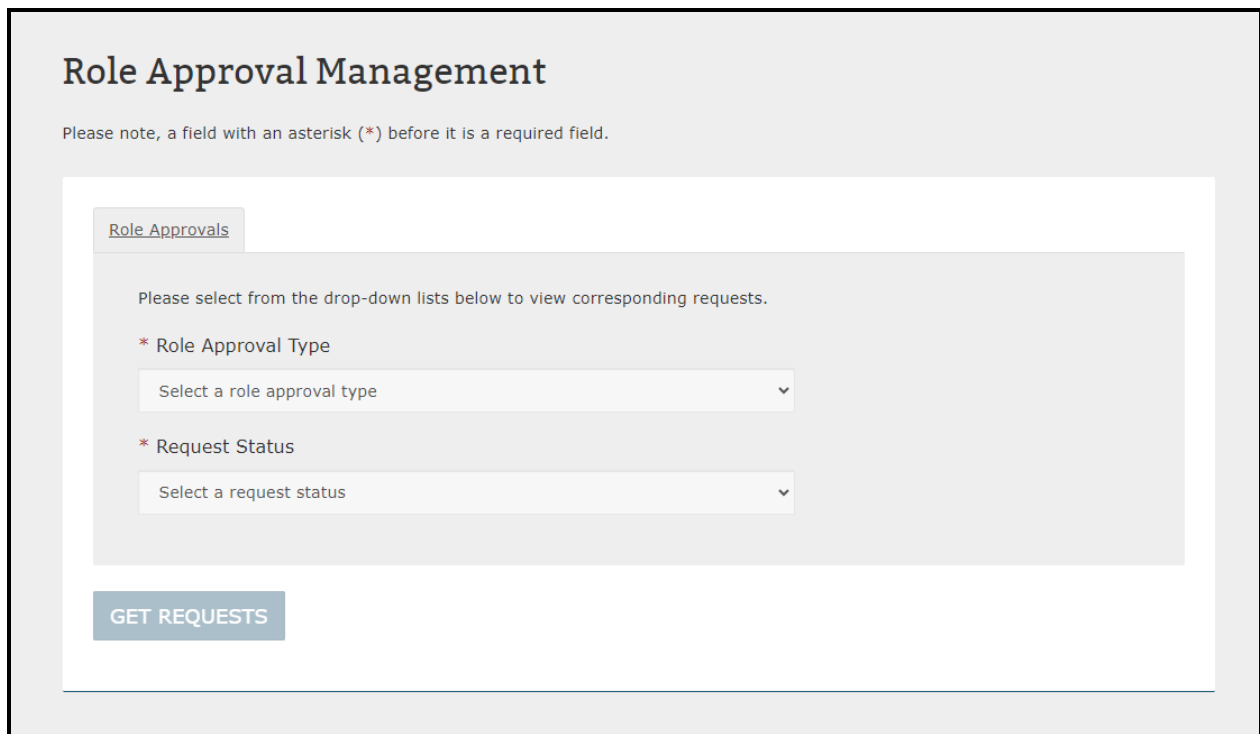


Figure 3-96 displays the **Organization Role Requests** option in the **Role Approval Type** dropdown which only users with the **Organization Role Approver (ORA)** role will be able to see.

**Figure 3-96: Select Organization Role Requests**

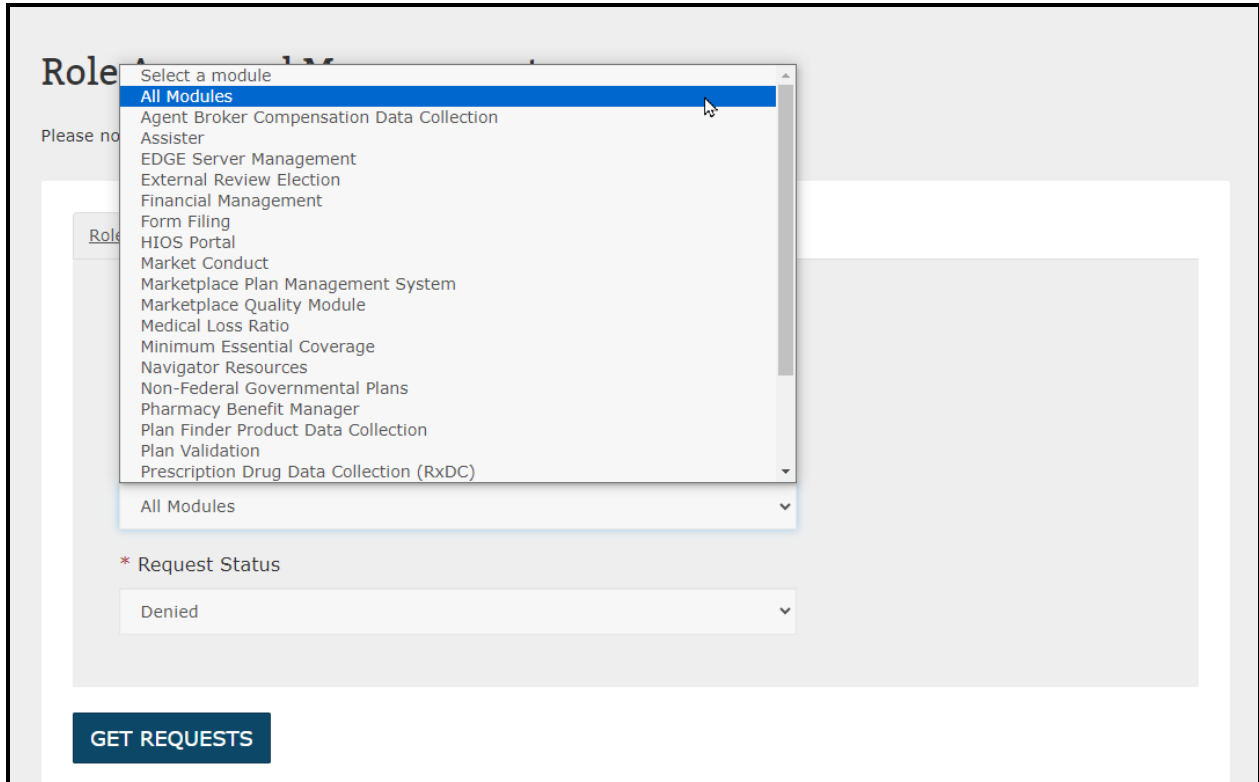
The screenshot shows a web interface titled "Role Approval Management". Below the title is a note: "Please note, a field with an asterisk (\*) before it is a required field." The main content area is titled "Role Approvals" and contains the instruction: "Please select from the drop-down lists below to view corresponding requests." There are two required dropdown menus: "\* Role Approval Type" and "Select a request status". The "Role Approval Type" dropdown is open, showing "Organization Role Requests" as the selected option. Below the dropdowns is a blue "GET REQUESTS" button. At the bottom of the form, it says "No results found."

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

## Role Approval Management

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

**Role Approvals**

Please select from the drop-down lists below to view corresponding requests.

- \* Role Approval Type  
Organization Role Requests
- \* Module  
All Modules
- \* Request Status  
Pending Approval

**GET REQUESTS**

Showing results for "Organization Role Requests" in the "All Modules" module with the request status "Pending Approval".

Showing 1-3 of 3 records **Records per page** 10

Select all	Requester Username	Email	Module	Role	Association Type	Association	Us Ty
<input type="checkbox"/>	EMANUELO		Assister	Assister Submitter	GRANTEE	SBDXII	N/
<input type="checkbox"/>			Prescription Drug Data Collection (RxDC)	RxDC Submitter	Company	AT Insurance Company8415	N/
<input type="checkbox"/>			Medical Loss Ratio	Company	COMPANY	AT Insurance Company8415	Up

First Previous 1 Next Last

APPROVE DENY

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**

**Approval Management**

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

**Role Approvals**

Please select from the drop-down lists below to view corresponding requests.

- \* Role Approval Type: Organization Role Requests
- \* Module: Pharmacy Benefits Managers
- \* Request Status: Pending Approval

**GET REQUESTS**

Showing results for "Organization Role Requests" in the "Pharmacy Benefits Managers" module with the request status "Pending Approval".

Showing 1-1 of 1 records    Records per page 10

Select all	Requester Username	Email	Module	Role	Association Type	Association	User Type
<input type="checkbox"/>	[Redacted]	[Redacted]	Pharmacy Benefits Managers	PBM Submitter	COMPANY	00000001	N/A

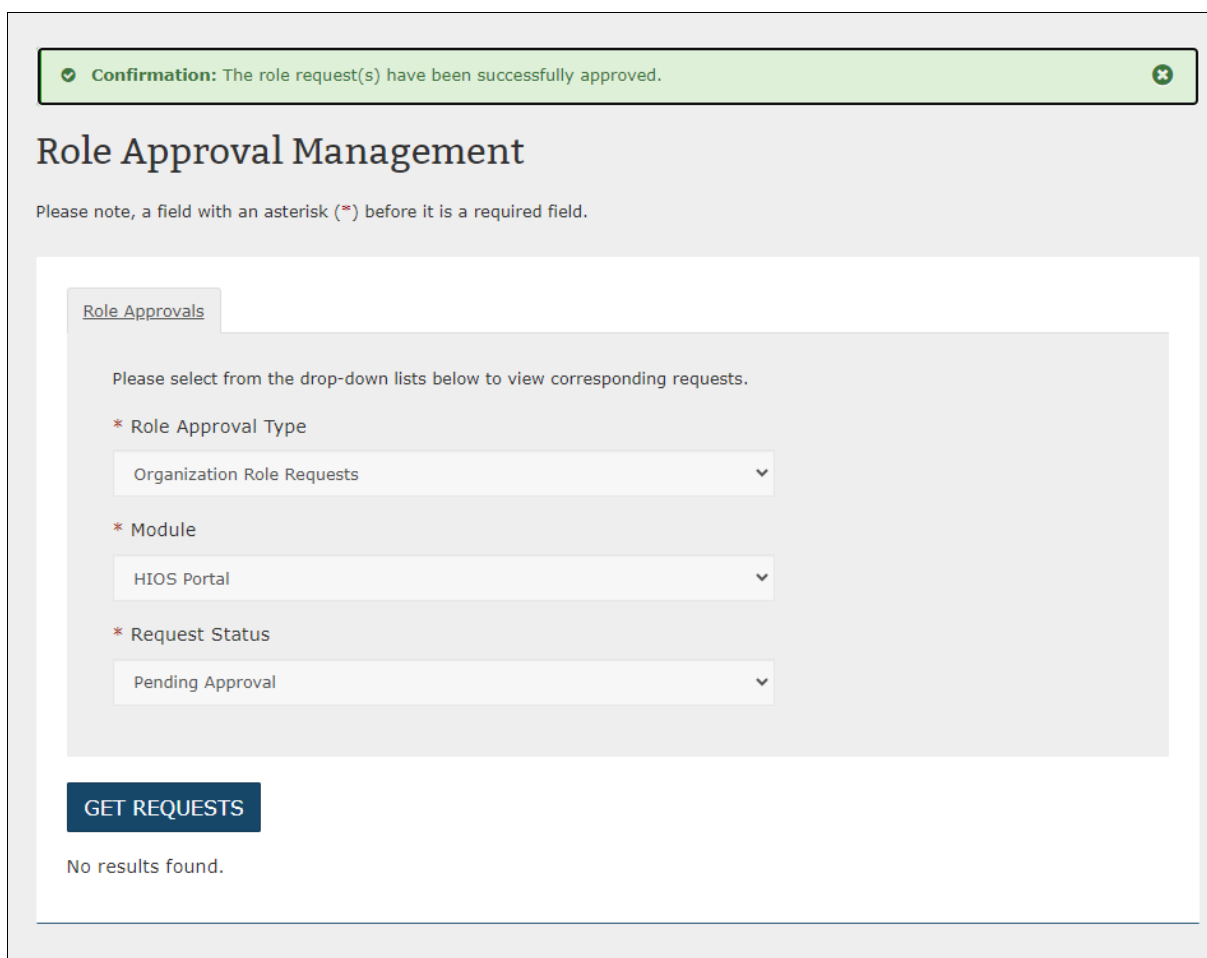
First Previous **1** Next Last

**APPROVE** **DENY**

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.

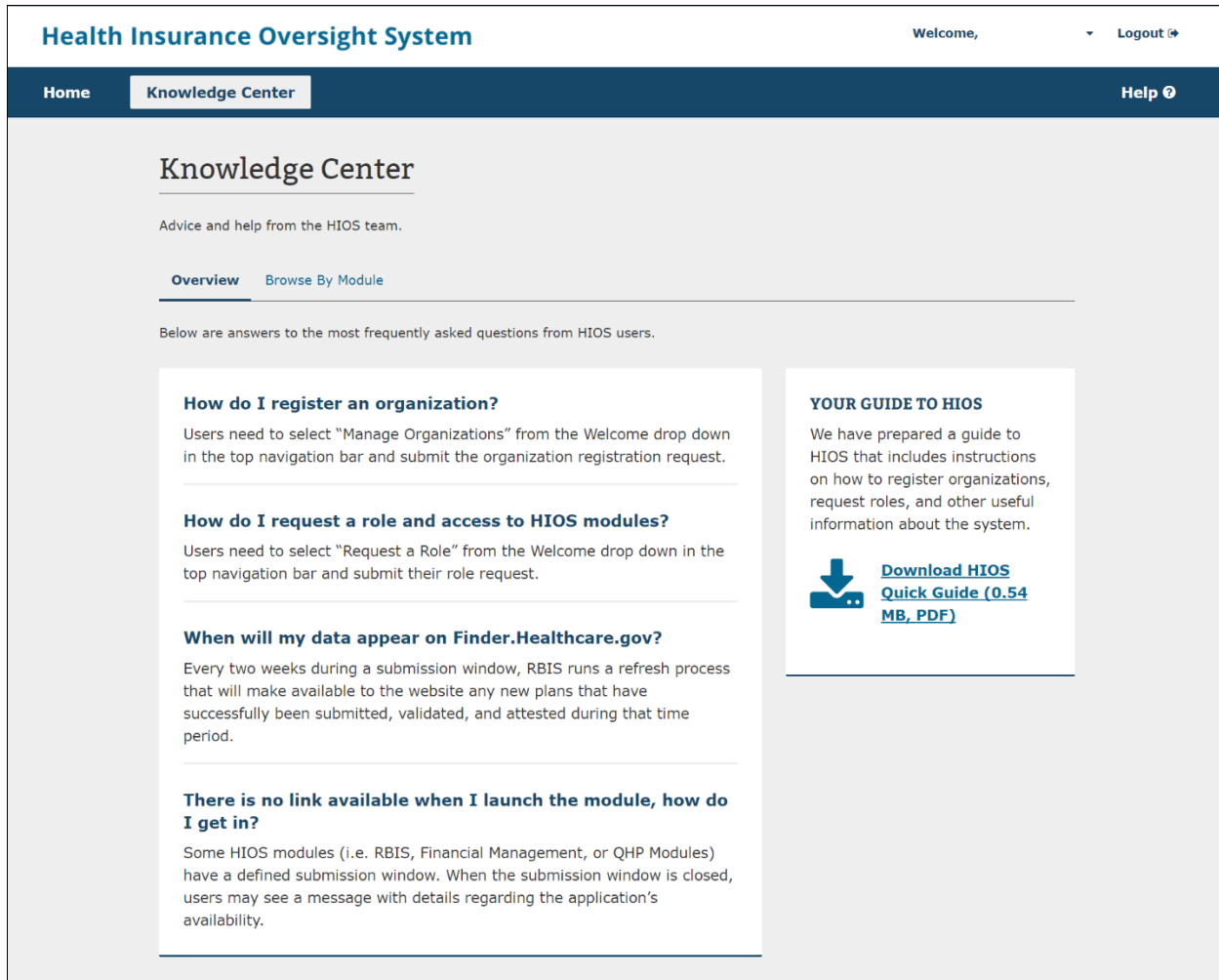
## 3.10 Knowledge Center

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.

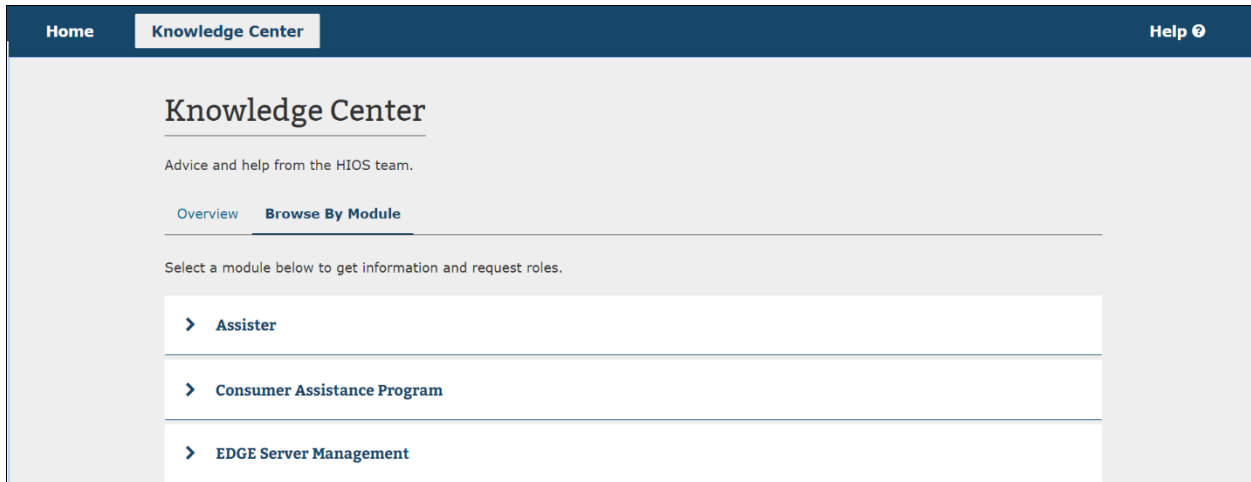
**Figure 3-101: Knowledge Center – Overview Page**



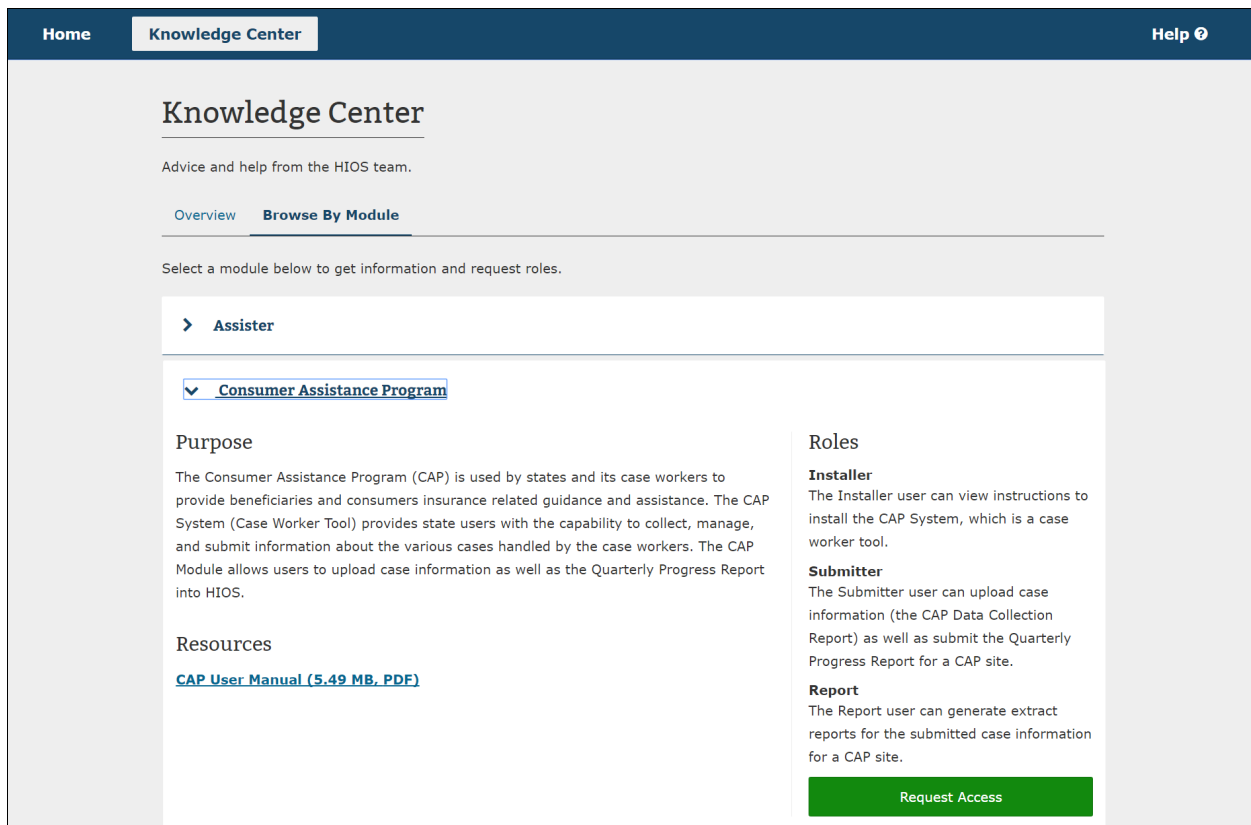
### 3.10.2 Browse by Module Page

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**

**Knowledge Center**

Advice and help from the HIOS team.

[Overview](#) [Browse By Module](#) [Glossary](#)

The below glossary includes key HIOS terms.

**Association Product**

Insurance products that are sponsored by an association and which are exempt from certain requirements.

**Clinical Quality Measures**

Information collected from healthcare providers regarding the effectiveness of care they have provided to subscribers. This information is used to generate QHP ratings as part of the Quality Rating System (QRS).

**Company**

An insurance company that is a legal entity licensed to sell health insurance products and plans.

**Component ID**

The product I.D. and the issuer I.D. combine with information at the plan level to create a unique identifier called the Standard Component I.D which maps the combination of specific benefits and cost sharing arrangements sold for a specific price.

**Domiciliary Address**

The domiciliary address is the address where the establishment is maintained or where the governing power of the enterprise is exercised.

## 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 <a href="mailto:CMS_FEPS@cms.hhs.gov">CMS_FEPS@cms.hhs.gov</a> .
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?	<p>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.</p> <p>If your organization fits the descriptions above and does not have any ORAs, CMS will approve your requests.</p>

### 4.2 Support

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For additional assistance, please contact the MSD at [CMS\\_FEPS@cms.hhs.gov](mailto: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**

<b>Acronym</b>	<b>Definition</b>
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