

# HIOS Document Collection – Form Filing Module Issuer Training



FFM Issuer Training
April 2013

### **Agenda**

- Introduction
- Form Filing Process Flow
- User Registration Overview
- Certifying Officials
- Issuer Submitter Submission Process



### Form Filing Module

- The Centers for Medicare & Medicaid Services (CMS) has the responsibility to enforce provisions of title XXVII of the Public Health Service Act (PHS Act) with respect to health insurance issuers in the group and individual markets when a State informs CMS that it does not have authority to enforce or is not otherwise enforcing one or more of the provisions.
- Policy form review is one of the enforcement tools used by CMS to confirm health insurance Issuers' compliance with the provisions of the PHS Act.
- The Health Insurance Oversight System (HIOS) Form Filing Module supports the collection of policy forms by health insurance Issuers in States where CMS is directly enforcing provisions of the PHS Act.



# Health Insurance Oversight System (HIOS Overview)



#### **HIOS Overview**

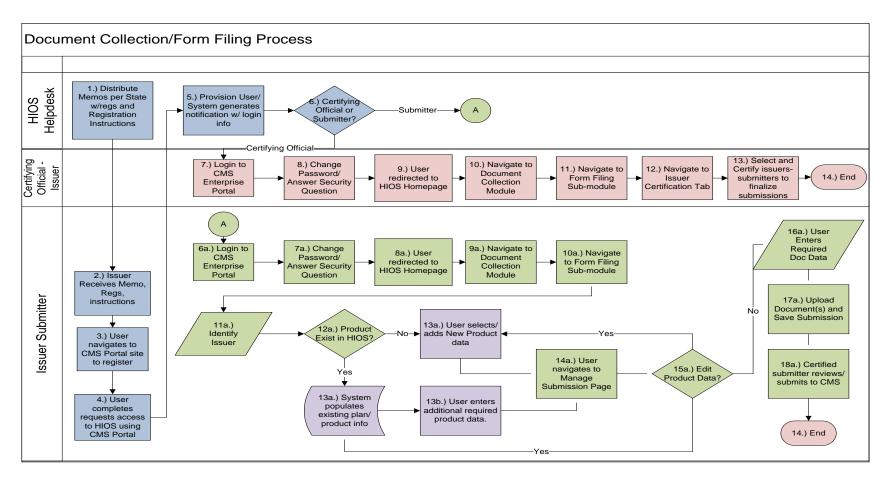
- HIOS Stands for: Health Insurance Oversight System.
- Purpose: HIOS provides a central portal containing multiple modules to assist CMS with consumer support, data collection and review capabilities.
  - The system originally served to collect private insurance Issuer and Product data. Today, HIOS also supports oversight activities and now encompasses Company and Plan data.



# Form Filing Process Flow



#### **Initial Login**





# **User Registration Overview**



#### **Registration Overview**

- Beginning **April 1**<sup>st</sup>, users will access the Form Filing Module (FFM) by going through the CMS Enterprise Portal and selecting the Health Insurance Oversight System (HIOS).
- The Health Insurance Oversight System (HIOS) will be integrated with the Enterprise Portal and Enterprise Identity Management System (EIDM).
  - CMS Enterprise Portal: Enterprise web portal for accessing CMS systems. Various
     CMS systems will be integrated with the portal in the coming months.
  - o Enterprise Identity Management System (EIDM): EIDM provides Authentication and Authorization capabilities and is tightly integrated with the CMS portal.
    - Authentication (establishes who a person is)
    - Authorization (granting permissions to access modules, pages, data, etc.)
- All existing HIOS users will receive an email with their EIDM credentials.
- New HIOS users need to register in EIDM and obtain an EIDM User ID and Password.



# Accessing HIOS through the CMS Enterprise Portal

Starting on 3/28, HIOS will be integrated with the CMS
 Enterprise Portal and users will no longer be able to access
 HIOS via the current URL.

 Users will need to go to the CMS Enterprise Portal at <a href="https://portal.cms.gov/">https://portal.cms.gov/</a> to access HIOS.



# Accessing HIOS through the CMS Enterprise Portal

- Users can be either existing HIOS users or new users of the system.
- In order to gain access to the HIOS Form Filing Module, all users must follow these steps:
  - Users will need to access the CMS Portal using an EIDM User ID and Password.
  - Users will access HIOS.
  - Users will request access to the HIOS Form Filing module and their associated user role.



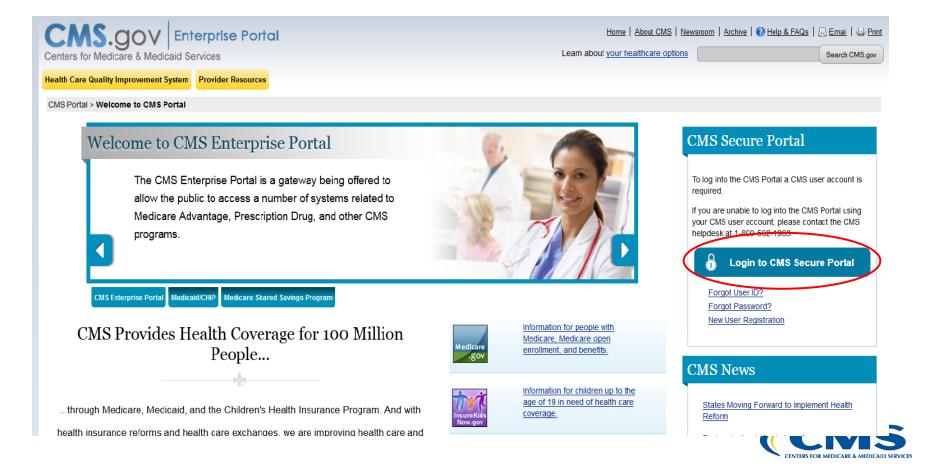
#### **Existing HIOS Users**

- Existing HIOS users should have received an email with their new EIDM credentials that will enable them to log into the CMS Enterprise Portal.
- Upon logging into the Enterprise Portal, HIOS users will be required to provide additional information that is not currently in HIOS to complete the registration process.
  - For MFA code details, please contact the Exchange Operations Support Center (XOSC)
- Once registration is complete, users will be able to access HIOS.
- All existing HIOS users will retain their existing user roles and are not required to submit another user role request.



#### **EIDM Login for Existing HIOS Users**

 Users will receive an email with the Enterprise Portal URL and login to the Portal with their EIDM credentials.



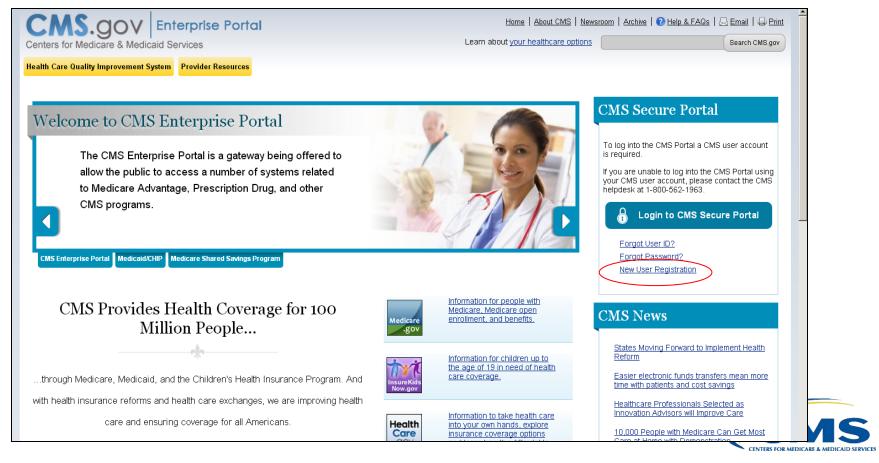
#### **New Users**

- New HIOS users will need to complete the following steps to access HIOS:
  - Register for an EIDM account.
  - Request access to HIOS in the CMS Enterprise Portal.
  - Register a smartphone or computer for multi-factor authentication.
    - For MFA code details, please contact the Exchange Operations Support Center (XOSC)
  - Request access to required roles in HIOS (optional) (example – Issuer Submitter or Certifying Official).



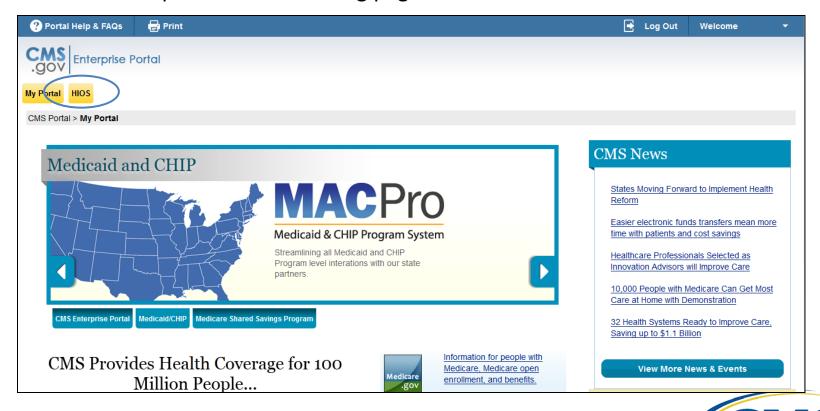
#### **EIDM Account Registration for New Users**

 New users will navigate to the Enterprise Portal to start the registration process (https://portal.cms.gov).

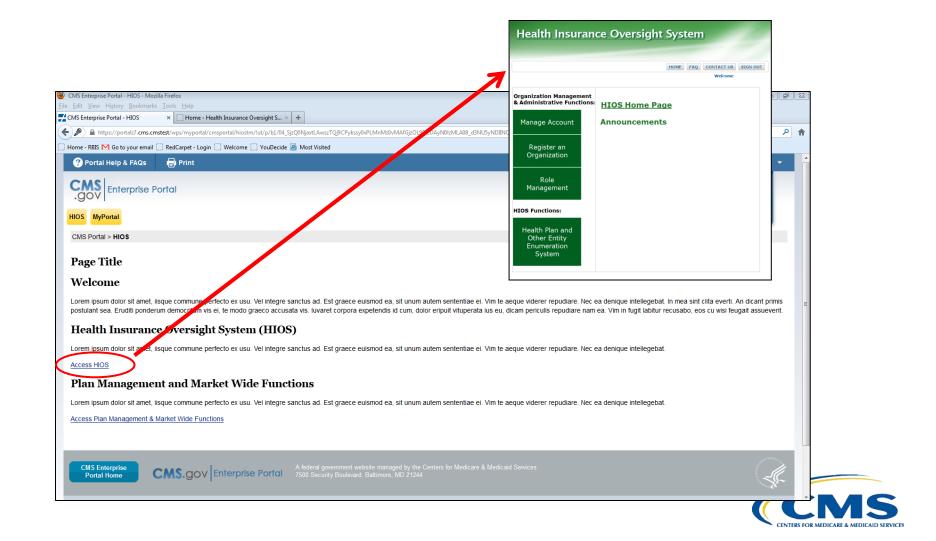


#### **Accessing HIOS in the Enterprise Portal**

 Users that have registered in EIDM, registered in HIOS, and acquired access to HIOS in the portal, will be directed to the My Portal landing page. Selecting the 'HIOS' tab will open the HIOS landing page.



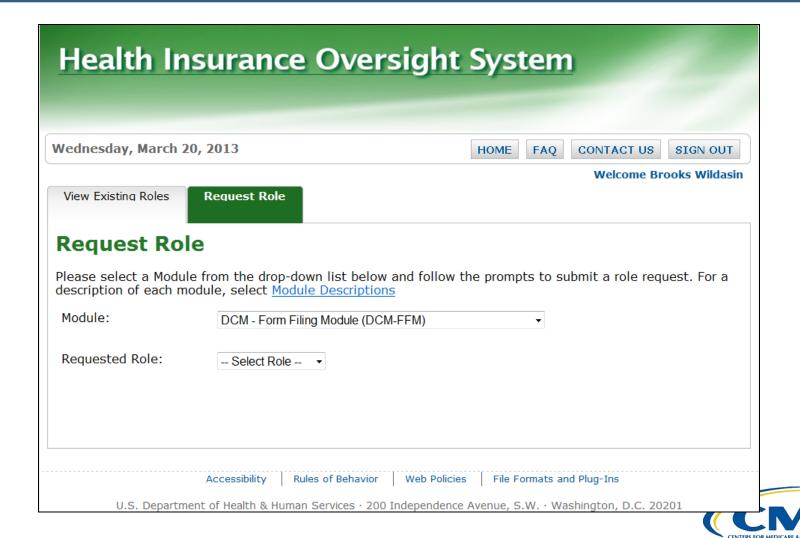
#### **Accessing HIOS in the Enterprise Portal**



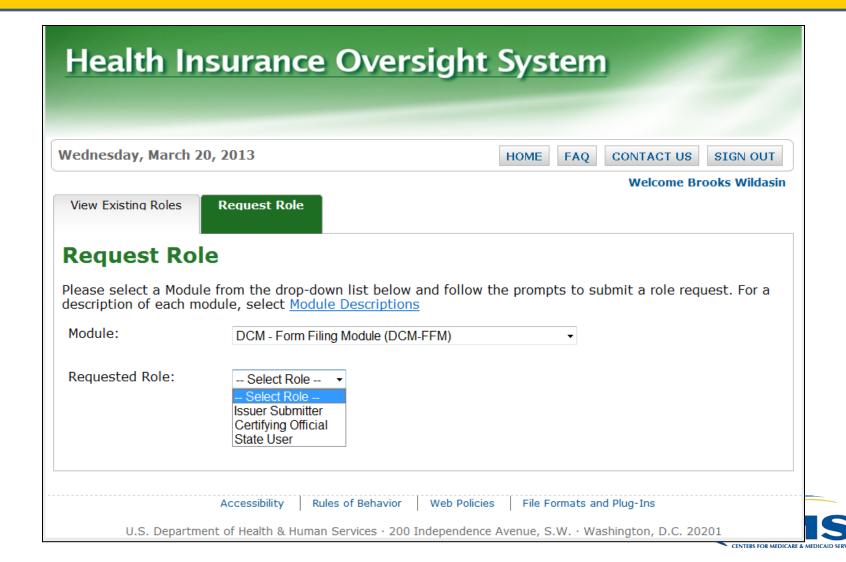
#### **HIOS Main Page – Role Management**



#### **HIOS Main Page – Request Role**



#### HIOS Main Page – Request Role



# **Accessing Form Filing**

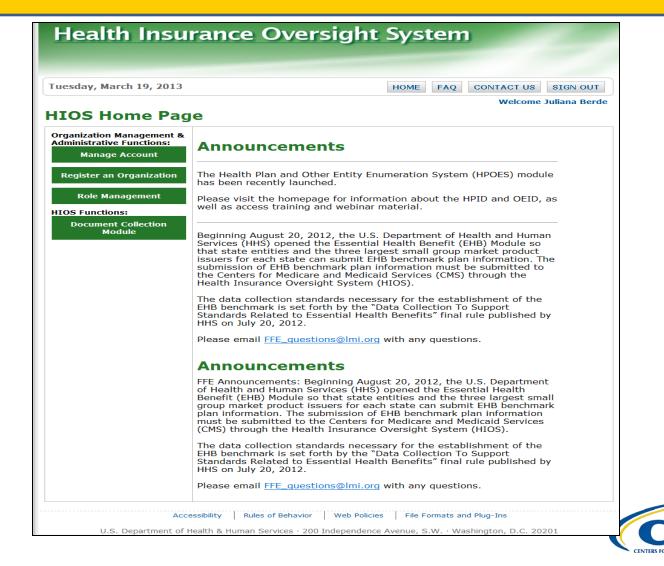


#### **CMS Security Message**





#### **HIOS Home Page**



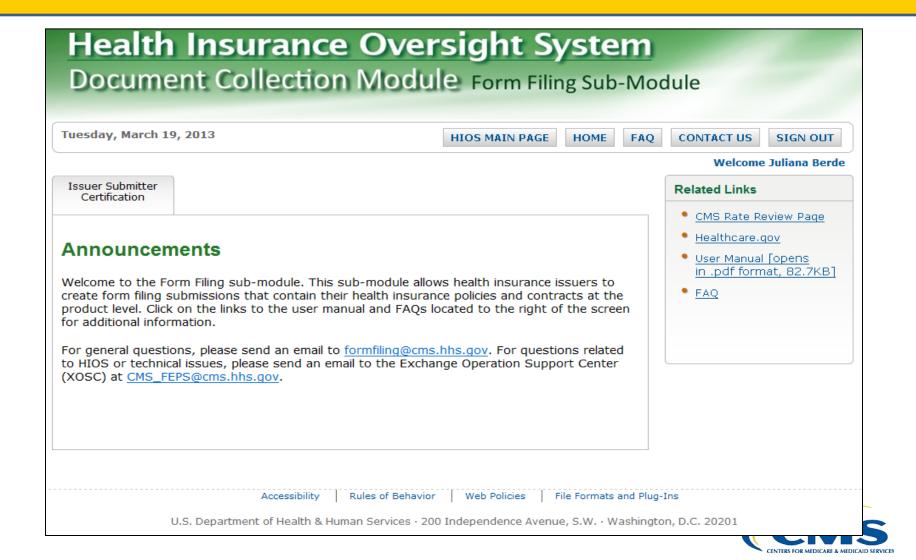
#### **Document Collection Module Home Page**



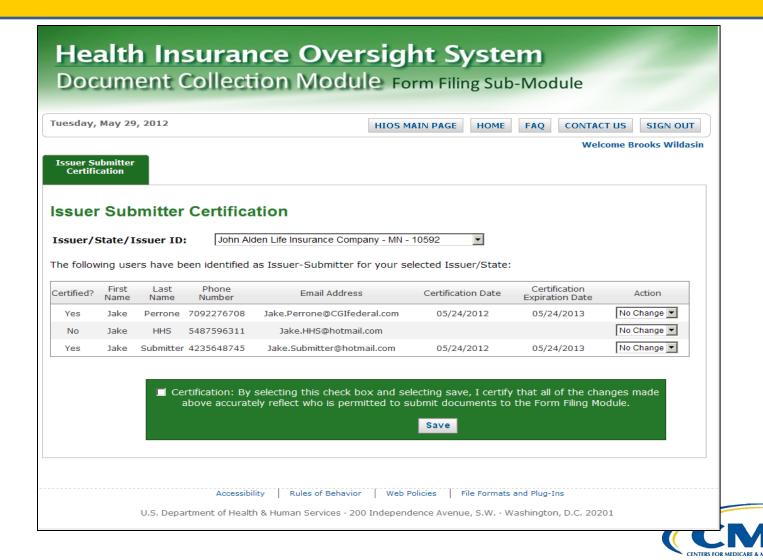
# **Certifying Official (Issuer)**



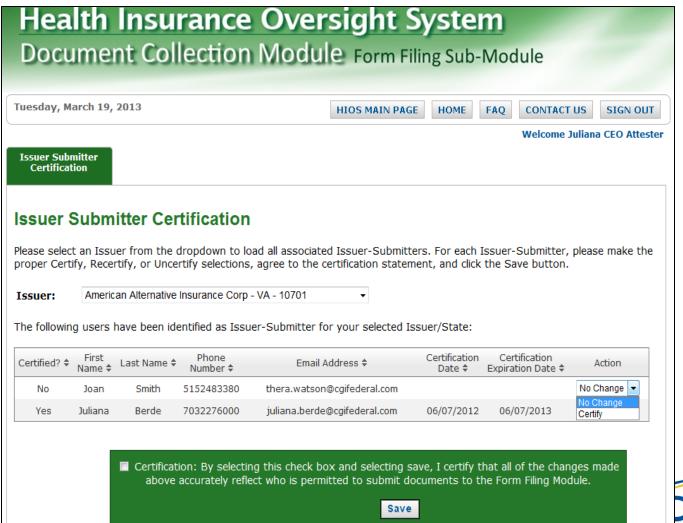
#### **Issuer Submitter Certification**



#### **Issuer Submitter Certification - Action**

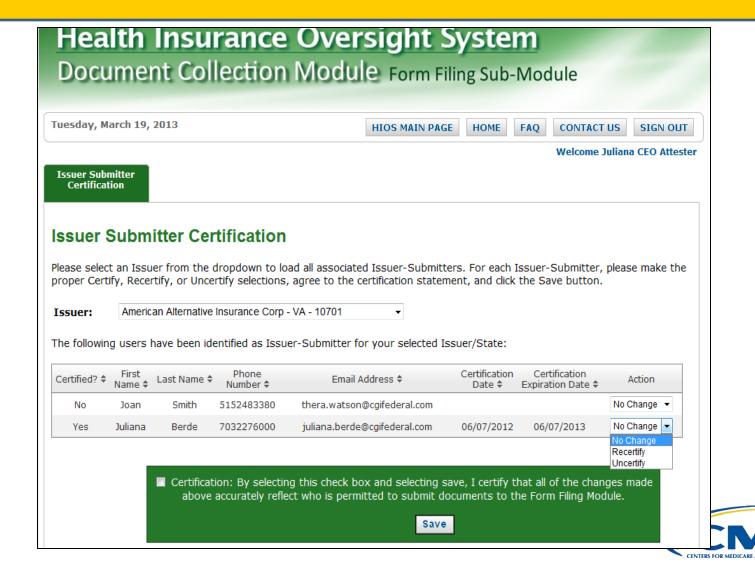


#### **Issuer Submitter Certification - Action**





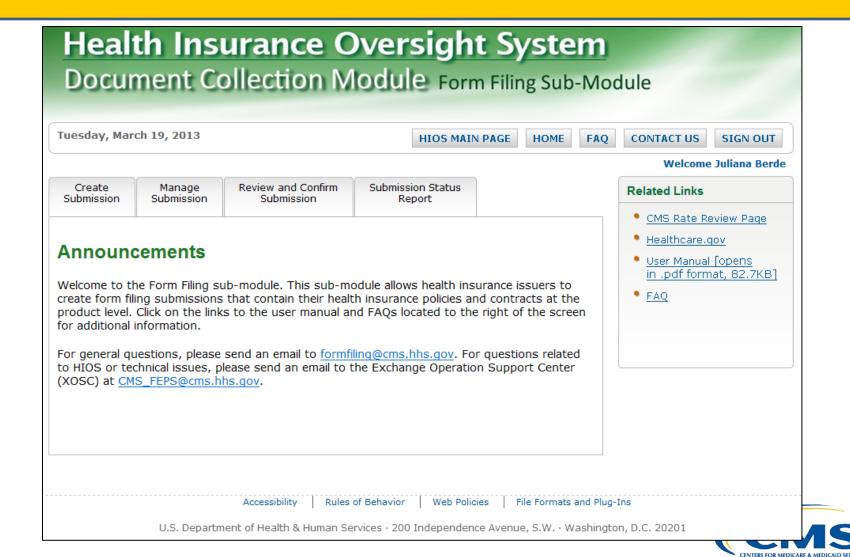
#### **Issuer Submitter Certification - Action**



### **Issuer Submitter**



### **Issuer Submitter Landing Page**



# **Create Submission – Existing HIOS Product**

iday, March 1	15, 2013		HIOS MAIN PAGE HOME FAQ CONTACT US SIGN OUT			
Create	Manage	Review and Confirm	Submission Status	Welcome Juliana Bero		
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reate Su	bmission					
				a submission using Existing HIOS Products or create in order to create a submission.		
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any other HIC						
required field	ls are indicated	by an asterisk '*'.				
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	Tuna					
*Submission	туре:		<ul> <li>Existing HIOS Prod</li> </ul>	lucts  ONew FFM Product		
*Market Typ	e:		Select a Market Type			
*Lines of Bu	siness:		Comprehensive Major Medical Rx-only			
			Student Health Ins	urance		
*Product Ori	igination Date	:	[IR			
Add New Pr	oduct					
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aa the Produ	ct to your subr	nission.				
*HIOS Prod	uct Name:		Select a Product Name -	Product Type 💌		
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Grandfather Open/Close						
Covers Who						
SERFF Numb	oer:					
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Product Effe	ective End Dat	e:				
			Add Product			
			Create Submission			
			of Behavior   Web Polic	ies   File Formats and Plug-Ins		
		Accessibility Rules				



# **Create Submission – Existing HIOS Product**

uesday, March 19, 2013		HIOS MAIN PAGE HOME FAQ CONTACT US SIGN OUT			
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dd Issuer/Product Dat	a				
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*Submission Type:					
*Market Type:		Individual -			
*Lines of Business:		☑ Comprehensive Maj ☐ Student Health Insu			
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lote: There are no remaining	products to add to th	e submission.			
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Association Type:		Non-Association			
Grandfather Status:		Non-GrandFathered			
Open/Closed Status:		Open			
Covers Whole State:		No			
SERFF Number:		N/A			
Product Effective Start Date:		02/13/2013			
Product Effective End Date	::	N/A Add Product			
		Create Submission			



# **Create Submission – Existing HIOS Product**

	13	HIOS MAIN PAGE HOME FAQ CONTACT US SIGN OUT
Create Man	age Review and Confi	Welcome Juliana Berdirm Submission Status
Create Man Submission Submi	ssion Submission	Report
Create Submis	sion	
		ner you would like to create a submission using Existing HIOS Products or create value for all required fields in order to create a submission.
lease note that any No n any other HIOS mod	ew FFM Products that are oule.	created will remain local to the Form Filing Module and will not be made available
all required fields are in	dicated by an asterisk '*'.	
Add Issuer/Produ	ct Data	
*Issuer:		FEDERATED MUTUAL INSURANCE COMPANY - NC - 11029 +
*Submission Type:		Existing HIOS Products    New FFM Product
*Market Type:		Individual
*Lines of Business:		
*Product Originatio	n Date:	03/22/2013
Add New Product		
*HIOS Product Nar Association Type: Grandfather Status Open/Closed Statu Covers Whole Statu SERFF Number: Product Effective S Product Effective E	i: is: e: tart Date:	No remaining products to add to the submission   Add Product
	Products	
Submission HIOS		
Submission HIOS	1029NC007	Remove Product
	Non-Association Non-GrandFathere S: Open	SERFF Number: N/A

# After Create Submission – Existing HIOS Product, View in Manage Submission

		HIOS MAIN	PAGE HOM	E FAQ CONTACT US SIGN OU
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Create Manage Submission Submission	Review and Confirm Submission	ubmission Status Report		
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Market Type: Line(s) of Business:	Individual Comprehensive Major M	adical		
Product Origination Date:	03/22/2013	edical		
Created By:	juliana.berde@cgifederal	.com		
Created Date:	3/19/2013 3:04:44 PM			
Submission ID:	110290001			
Status:	Submission in Progress			
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#### **Create Submission – New FFM Product**

Document Collection N	Module Form Filing Sub-Module
onday, March 18, 2013	HIOS MAIN PAGE HOME FAQ CONTACT US SIGN OU
	Welcome Juliana Be
Create Manage Review and Confirm Submission Submission	Submission Status Report
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reate Submission	
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	lue for all required fields in order to create a submission.
ease note that any New FFM Products that are cre any other HIOS module.	ated will remain local to the Form Filing Module and will not be made available
I required fields are indicated by an asterisk '*'.	
dd Issuer/Product Data	
dd Issuer/Froduct Data	
*Issuer:	Select an Issuer - State - Issuer ID  ▼
*Submission Type:	Existing HIOS Products  New FFM Product
*Product Name:	
*Market Type:	•
*Lines of Business:	Comprehensive Major Medical Rx-only
	Student Health Insurance
*Product Type(s):	□ Indemnity □ HMO □ PPO
	EPO POS Other HSA HDHP
	<b>~</b>
*Association Type:	-
*Open/Closed Status:	•
*Covers Whole State:	▼
*Filing Tracking Number Type: (Please	-
select the type of tracking number such as SERFF or a state-specific filing number such	
as IFile.)	
*Filing Tracking Number: (Please enter the SERFF tracking number or state-specific	
filing number such as IFile.)	
*Product Effective Start Date:	
Product Effective End Date:	
*Product Origination Date:	
Product Origination Date.	
	Create Submission
Accessibility Rule	s of Behavior   Web Policies   File Formats and Plug-Ins

# Create Submission – New FFM Product with Filing Tracking Number Type of SERFF

Create Submission	Manage Submission	Review and Confirm Submission	Submission Status Report	
lease select ar New FFM Prod	duct. Please ento at any New FFM	onally, select whether y er data or select a valu	e for all required fields	a submission using Existing HIOS Products or create in order to create a submission. the Form Filing Module and will not be made available
•		by an asterisk '*'.		
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*Submission	туре:		© Existing HIOS Prod	ucts   New FFM Product
*Product Na	ime:		TestProduct	
*Market Typ	e:		Large ▼	
*Lines of Bu	ısiness:		☑ Comprehensive Maj ☐ Student Health Ins	
*Product Ty	rpe(s):		☑ Indemnity ☐ HMO ☑ EPO ☐ POS ☑ HSA ☐ HDHP	Other
*Association	туре:		Association ▼	
*Open/Clos	ed Status:		Open →	
*Covers Wh	ole State:		Yes ▼	
select the ty		ype: (Please number such as iling number such	SERFF ▼	
SERFF track	king Number: ( ing number or er such as IFile		TEST-1234	
*Product Ef	fective Start D	ate:	01/04/2013	
Product Effe	ective End Date	:		
*Product Or	igination Date	:	01/17/2011	<b>III</b>
			Create Submission	



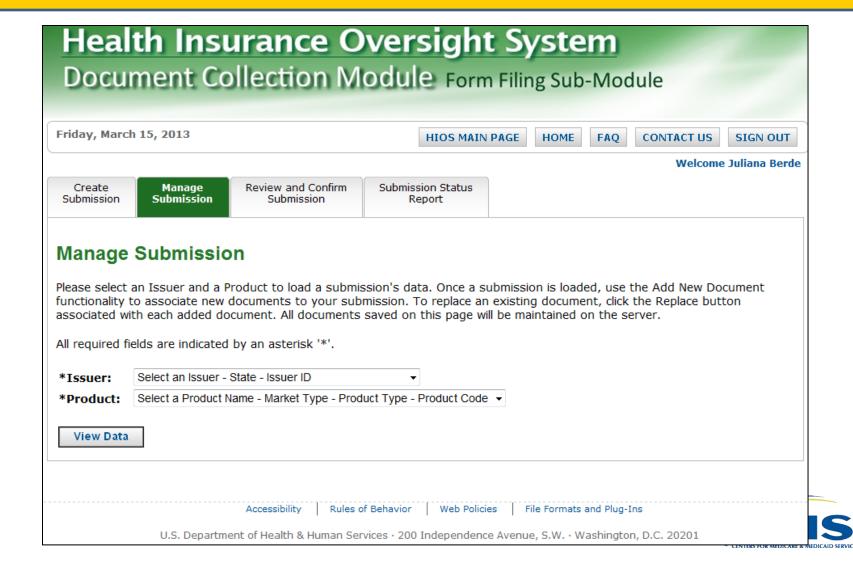
# Create Submission – New FFM Product with Filing Tracking Number Type of Other

uesday, March 19, 2013	HIOS MAIN	
Create Manage Review and Confirm Submission Submission	Submission Status Report	Welcome Juliana Ber
Create Submission		
lease select an Issuer. Additionally, select whether New FFM Product. Please enter data or select a va		a submission using Existing HIOS Products or creating order to create a submission.
		the Form Filing Module and will not be made available
all required fields are indicated by an asterisk '*'.		
Add Issuer/Product Data		
*Issuer:	UnitedHealthcare Insura	nnce Company - MI - 15066
*Submission Type:	Existing HIOS Prod	ucts   New FFM Product
*Product Name:	յոյոյո	
*Market Type:	Large ▼	
*Lines of Business:		jor Medical 🔲 Rx-only urance
*Product Type(s):	☐Indemnity ☐ HMO ☐ EPO ☐ POS ☐ HSA ☐ HDHF	✓ Other
*Association Type:	Non-Association →	
*Open/Closed Status:	Open -	
*Covers Whole State:	No +	
*Filing Tracking Number Type: (Please select the type of tracking number such as SERFF or a state-specific filing number such as IFile.)	Other •	
*Other Filing Tracking Type Desc:	99999	
*Filing Tracking Number: (Please enter the SERFF tracking number or state-specific filing number such as IFile.)	07899	
*Product Effective Start Date:	03/21/2013	
Product Effective End Date:		
*Product Origination Date:	03/21/2013	
ו	Create Submission	

## Manage Submission – New FFM Product

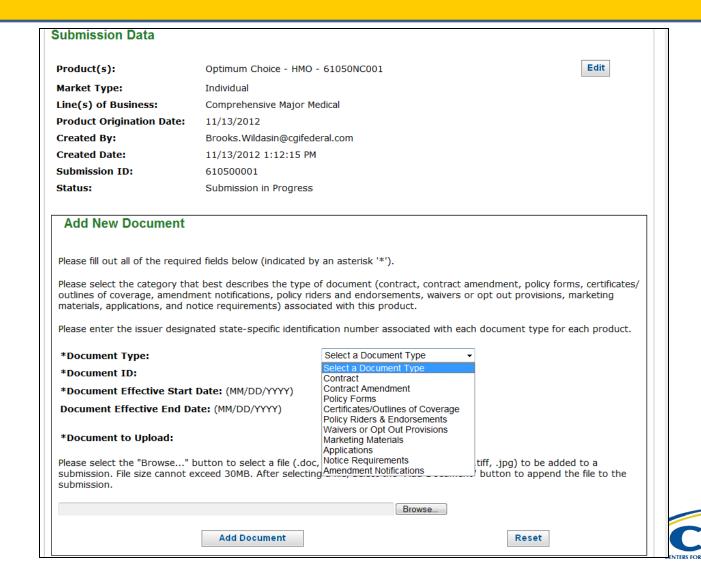
uesday, March 19, 2013		HIOS MAIN	PAGE HOME FA	CONTACT US SIGN OUT
				Welcome Juliana Bero
Create Manage Submission Submission	Review and Confirm Submission	Submission Status Report		
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ease select an Issuer and a Pi		on's data. Once a s	ubmission is loaded	se the Add New Document
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Il required fields are indicated	by an asterisk '*'.			
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Product: jiljiljiljil - Large - Oth	ner - 15066MI ▼			
View Data				
ubmission Data				
Product(s):	jiljiljil - Other - 15066	мі		Edit
Market Type:	Large			
Line(s) of Business:	Comprehensive Major I	Medical		
Product Origination Date:	03/21/2013			
Created By:	juliana.berde@cgifeder			
Created Date:	3/19/2013 3:51:22 PM			
Submission ID: Status:	150660001 Submission in Progress			
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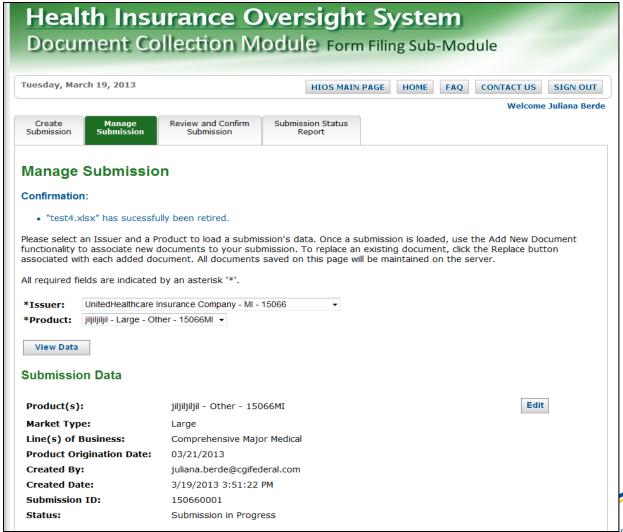
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#### **Manage Submission – Retire Document**





## Manage Submission – New FFM Products

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Market Type:	Large			
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## **Manage Submission – New FFM Products**

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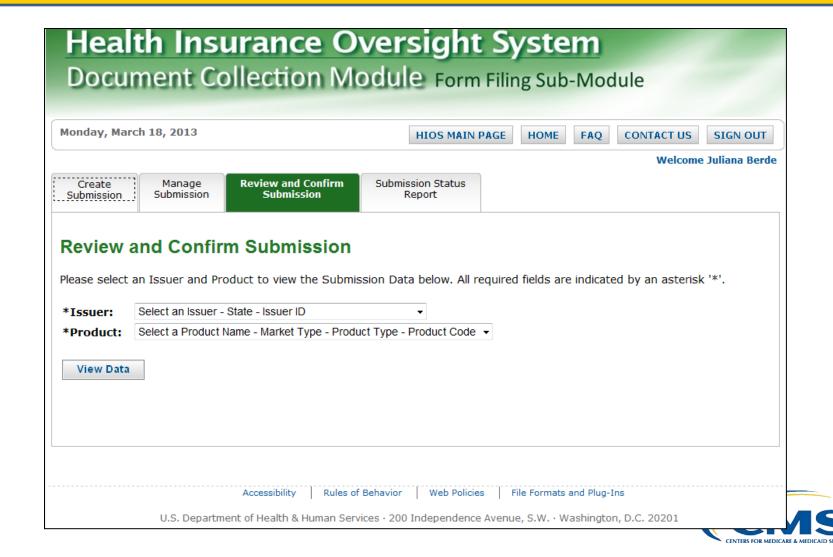
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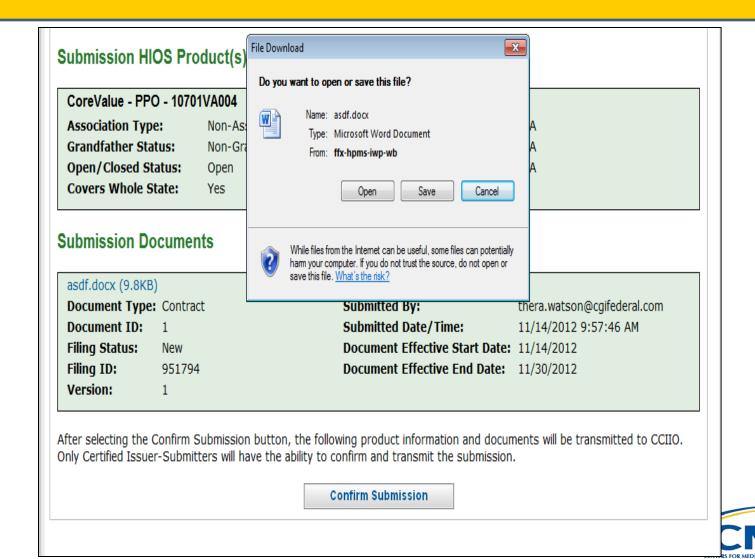
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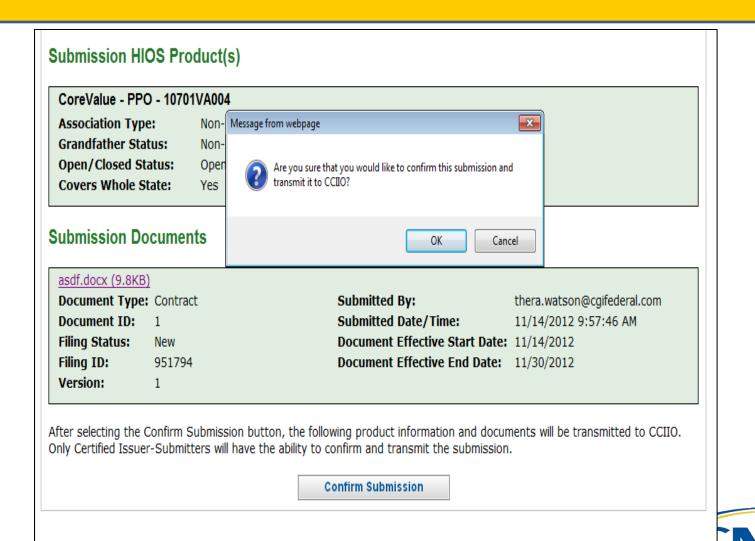
#### **Review and Confirm – Existing HIOS Products**



#### **Review and Confirm – Submission Documents**



#### Review and Confirm - Confirmation Prompt



## Review and Confirm – Confirmation Existing Product

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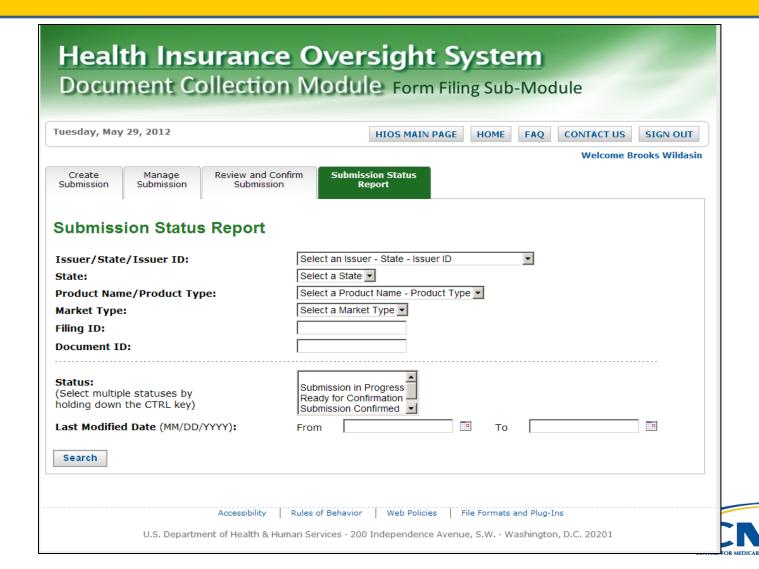
#### **Review and Confirm – New FFM Product**

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## Review and Confirm – New FFM Product Confirmation

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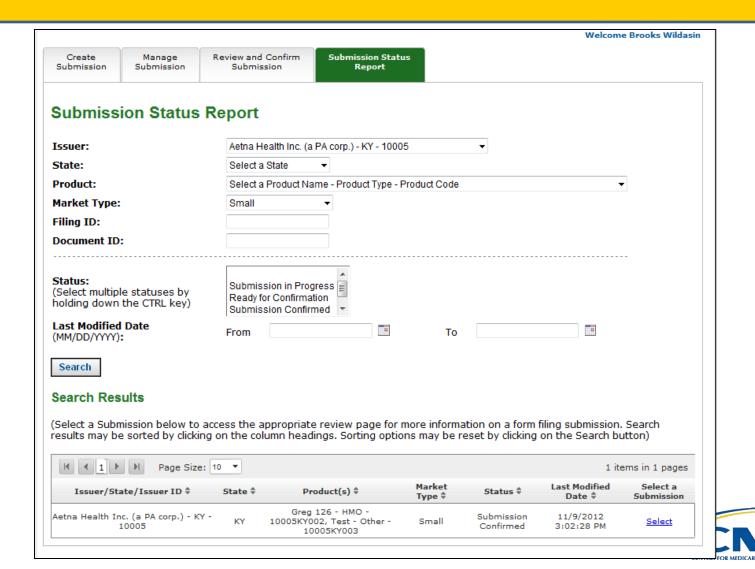
#### **Submission Status Report**



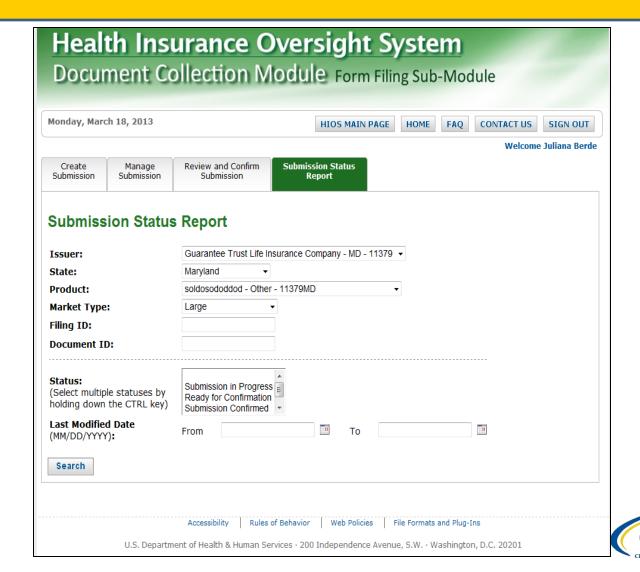
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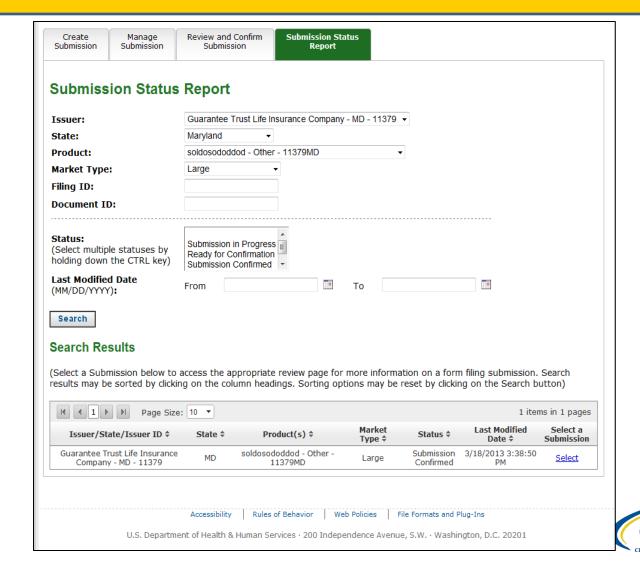
## Submission Status Report – Existing HIOS Product



#### **Submission Status Report – New FFM Product**



#### **Submission Status Report – New FFM Product**



## **Question and Answer**

