

Technical Guide for States to Access HIOS and the USP Category Class Count Service

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Overview: HIOS System Access

Starting March 28th, 2013, users will be able to access HIOS by navigating to the CMS Enterprise Portal Site at: <https://portal.cms.gov>. Users will be required to enter their CMS Enterprise Portal credentials and then access HIOS.

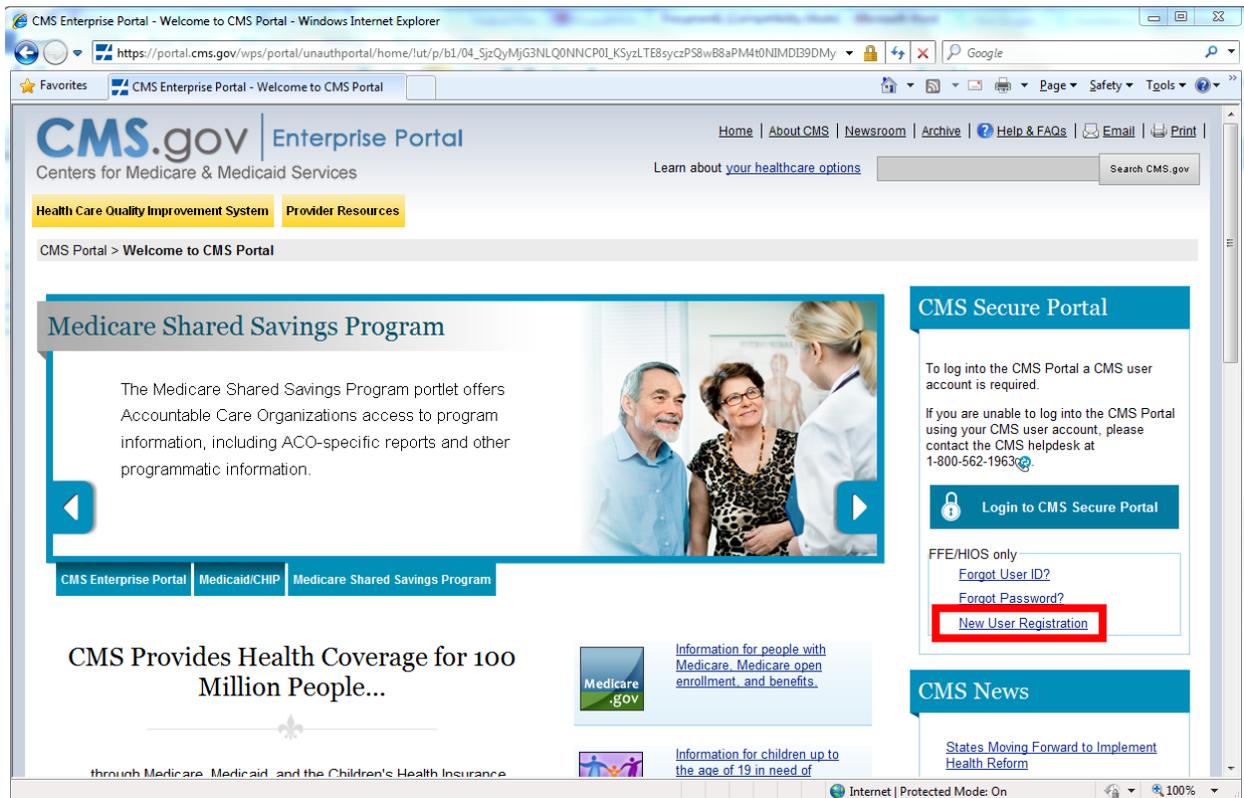
Existing HIOS users will be pre-registered into the CMS Enterprise Portal but will be required to provide some additional information specific to identity verification. New HIOS users will be able to access the system but will be required to register for a CMS Enterprise Portal account, register for a HIOS account and then tie the two accounts together.

New Users Registration

New users to CMS Enterprise Portal and HIOS will be required to complete three parts to set up their account:

- Register within CMS Enterprise Portal for an account.
- Register within HIOS.
- Associate the two accounts to enable single sign-on from the Enterprise Portal directly into HIOS.

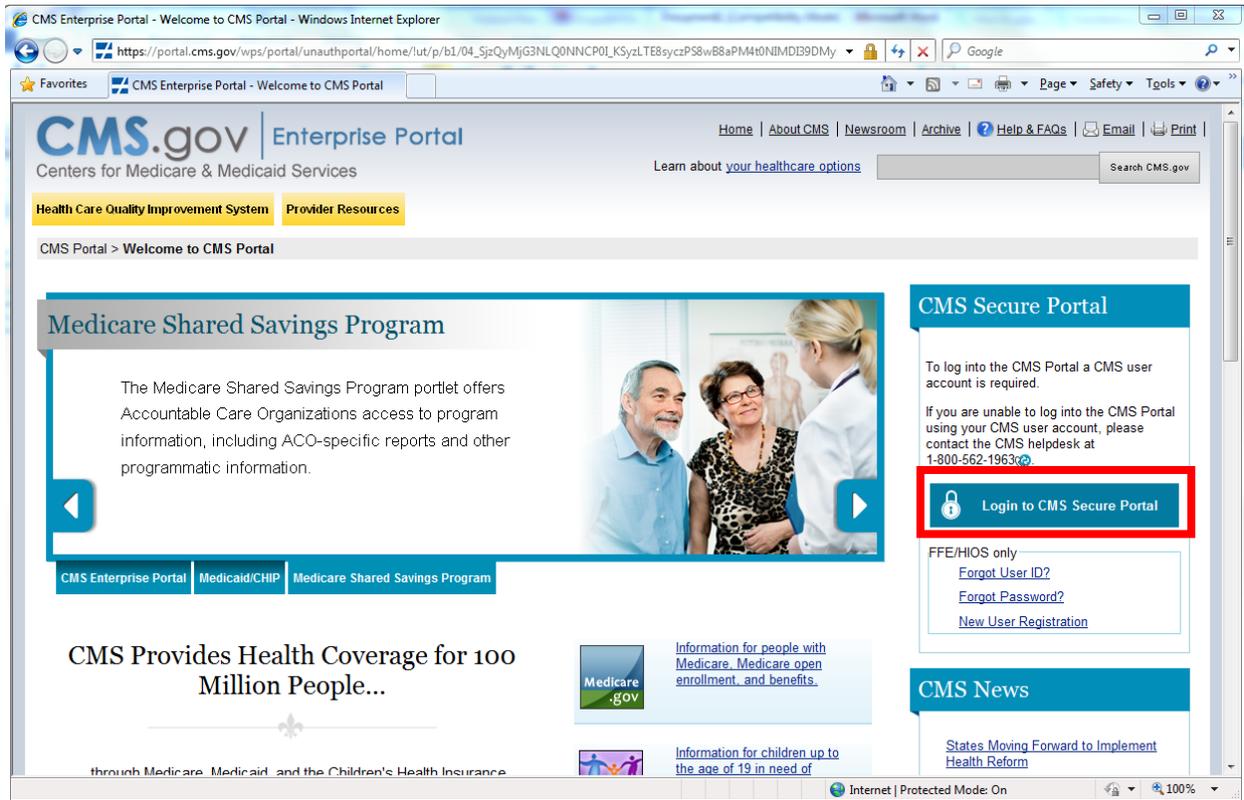
1. Go to <https://portal.cms.gov>.
2. Click on the **New User Registration** link on the right hand-side of the screen.



The screenshot shows the CMS Enterprise Portal website in a Windows Internet Explorer browser. The page title is "CMS Enterprise Portal - Welcome to CMS Portal". The URL in the address bar is https://portal.cms.gov/wps/portal/unauthportal/home/ut/p/b1/04_SjzQyMjG3NLQ0NCP0LKSyzLTE8syczPS8wB8aPM4t0NIMDI99DMy. The page features the CMS.gov logo and "Enterprise Portal" text. Navigation links include Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print. A search bar is present with the text "Search CMS.gov". The main content area includes a "Medicare Shared Savings Program" banner with a video player and a "CMS Secure Portal" section. The "CMS Secure Portal" section contains a "Login to CMS Secure Portal" button and a "New User Registration" link, which is highlighted with a red rectangular box. Other links include "Forgot User ID?" and "Forgot Password?". The footer includes "CMS Provides Health Coverage for 100 Million People..." and "Information for people with Medicare, Medicare open enrollment, and benefits."

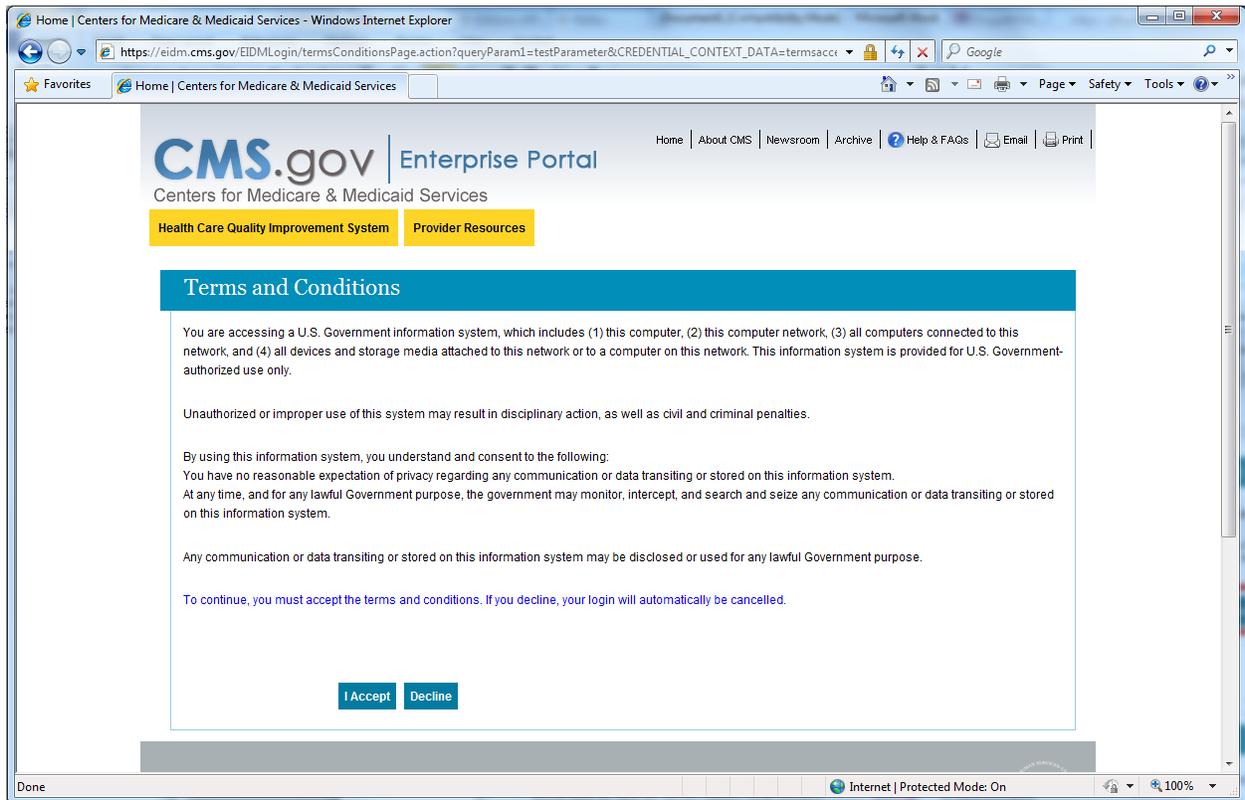
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3. Complete the registration process. Users will receive an email acknowledging successful registration, and the email will include the CMS Enterprise Portal User ID.
4. After completing the registration process and obtaining a user ID, go back to <https://portal.cms.gov> and click the **Login to CMS Secure Portal** link.



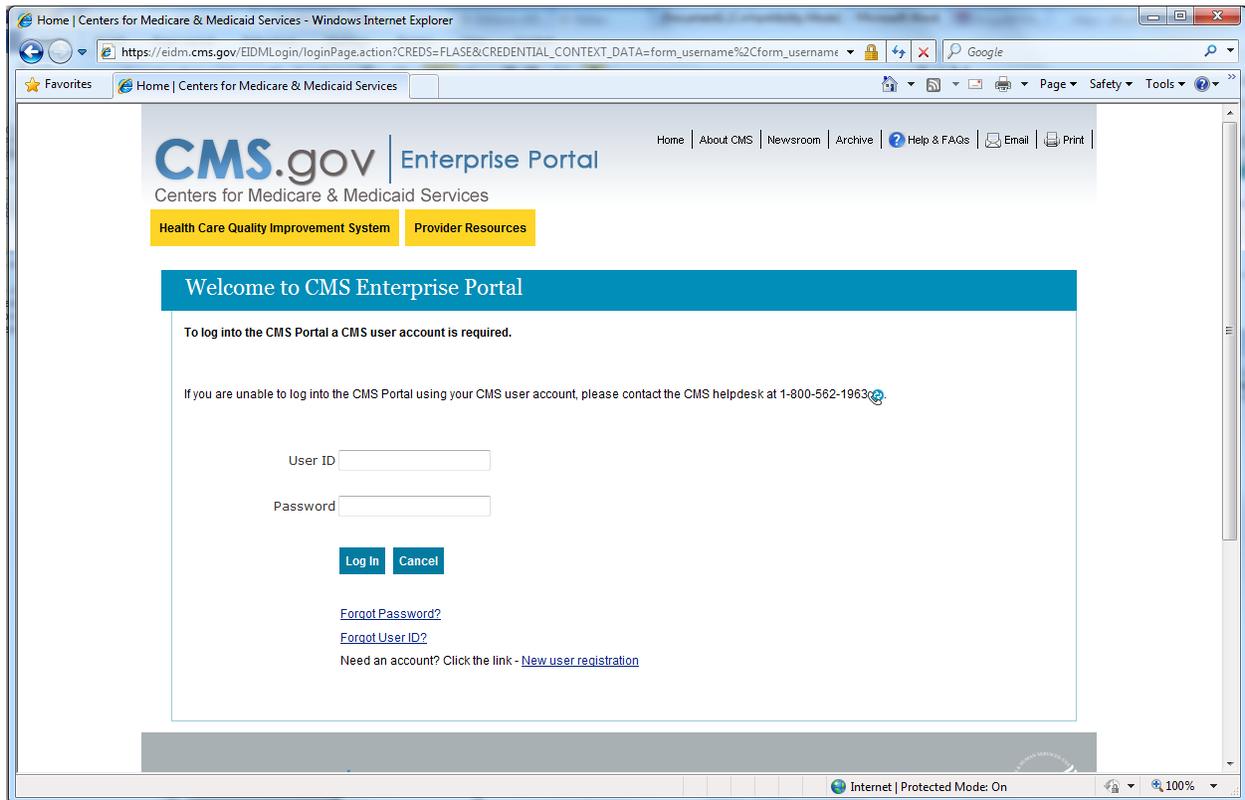
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5. Accept the Terms and Conditions.



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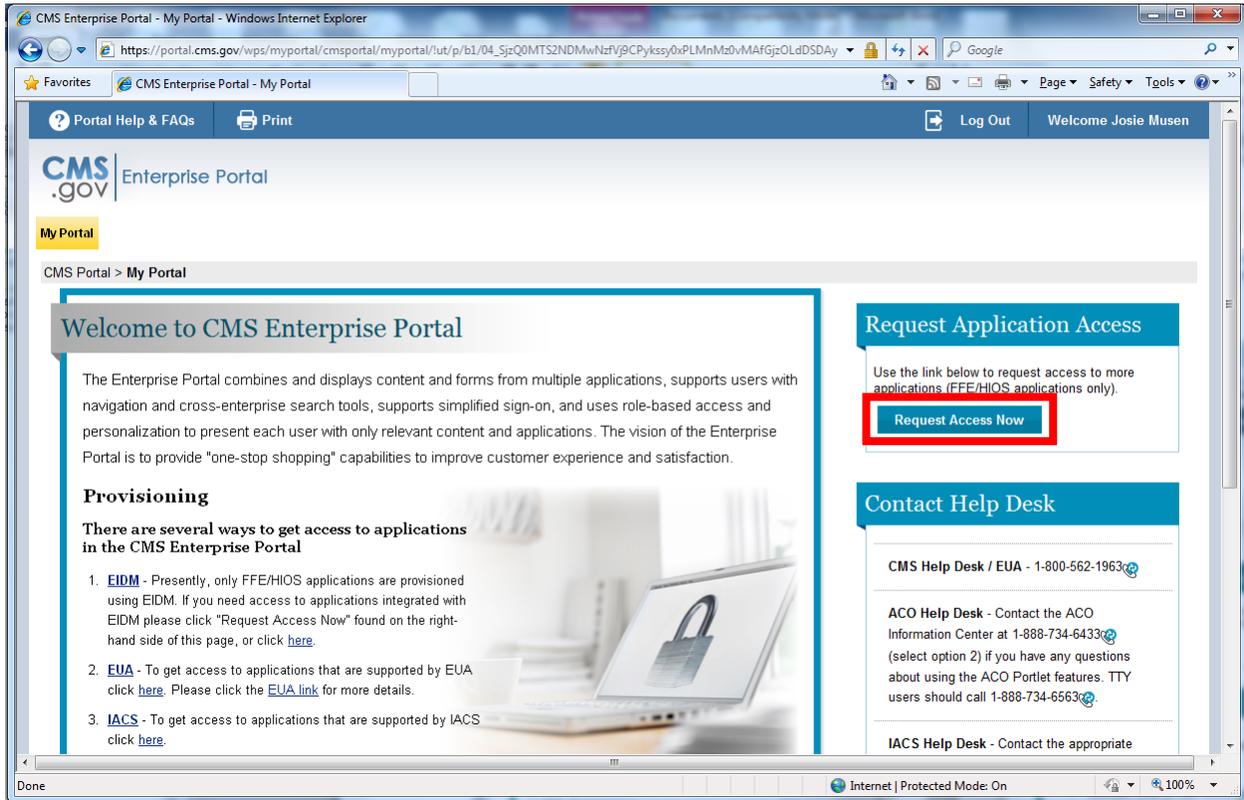
6. Log in to the CMS Portal.



The screenshot shows the CMS Enterprise Portal login page in Internet Explorer. The browser's address bar displays the URL: https://eidm.cms.gov/EIDMLogin/loginPage.action?CREDS=FLASE&CREDENTIAL_CONTEXT_DATA=form_username%2Cform_username. The page header includes the CMS.gov logo and the text "Enterprise Portal" and "Centers for Medicare & Medicaid Services". Navigation links for "Home", "About CMS", "Newsroom", "Archive", "Help & FAQs", "Email", and "Print" are visible. Two yellow buttons, "Health Care Quality Improvement System" and "Provider Resources", are located below the header. A blue banner reads "Welcome to CMS Enterprise Portal". Below this, a message states: "To log into the CMS Portal a CMS user account is required." and "If you are unable to log into the CMS Portal using your CMS user account, please contact the CMS helpdesk at 1-800-562-1963". The login form contains two input fields: "User ID" and "Password". Below the fields are "Log In" and "Cancel" buttons. There are also links for "Forgot Password?", "Forgot User ID?", and "Need an account? Click the link - [New user registration](#)". The browser's status bar at the bottom indicates "Internet | Protected Mode: On" and a zoom level of "100%".

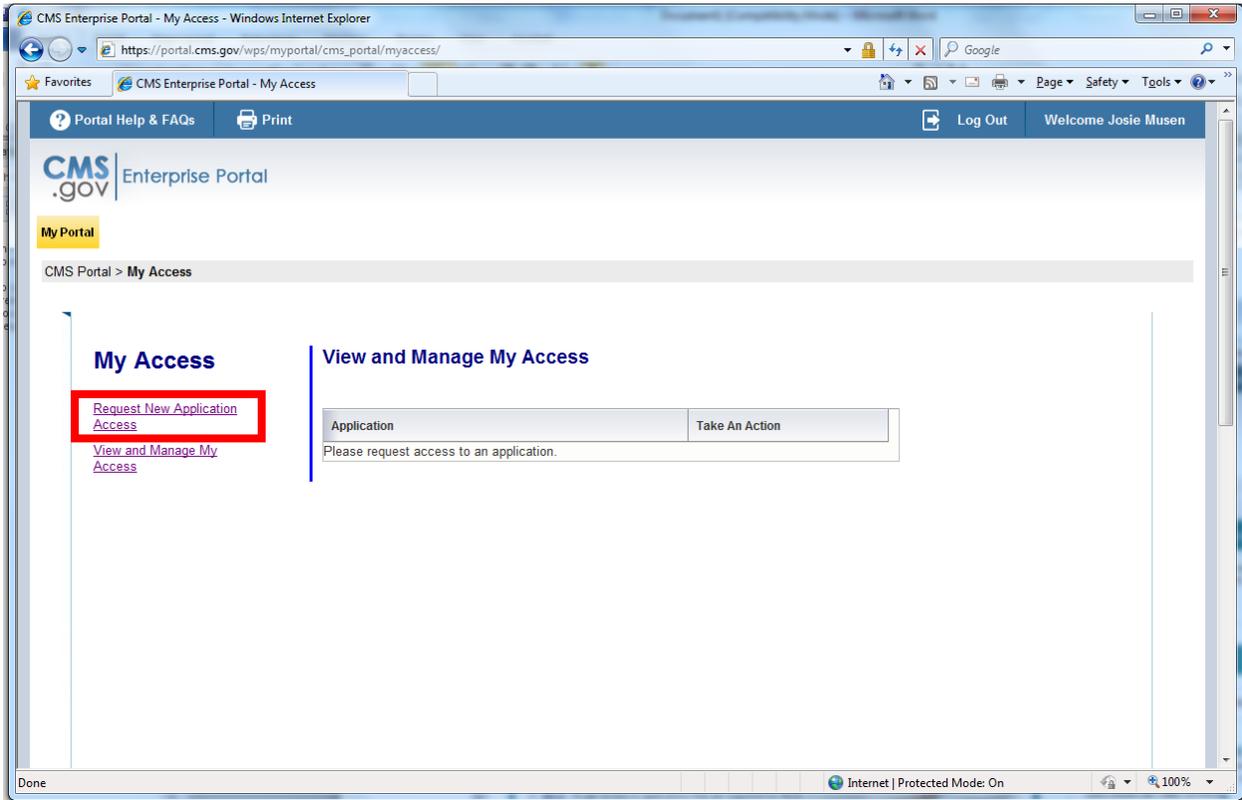
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7. Click the **Request Access Now** link on the right-hand side of the screen.



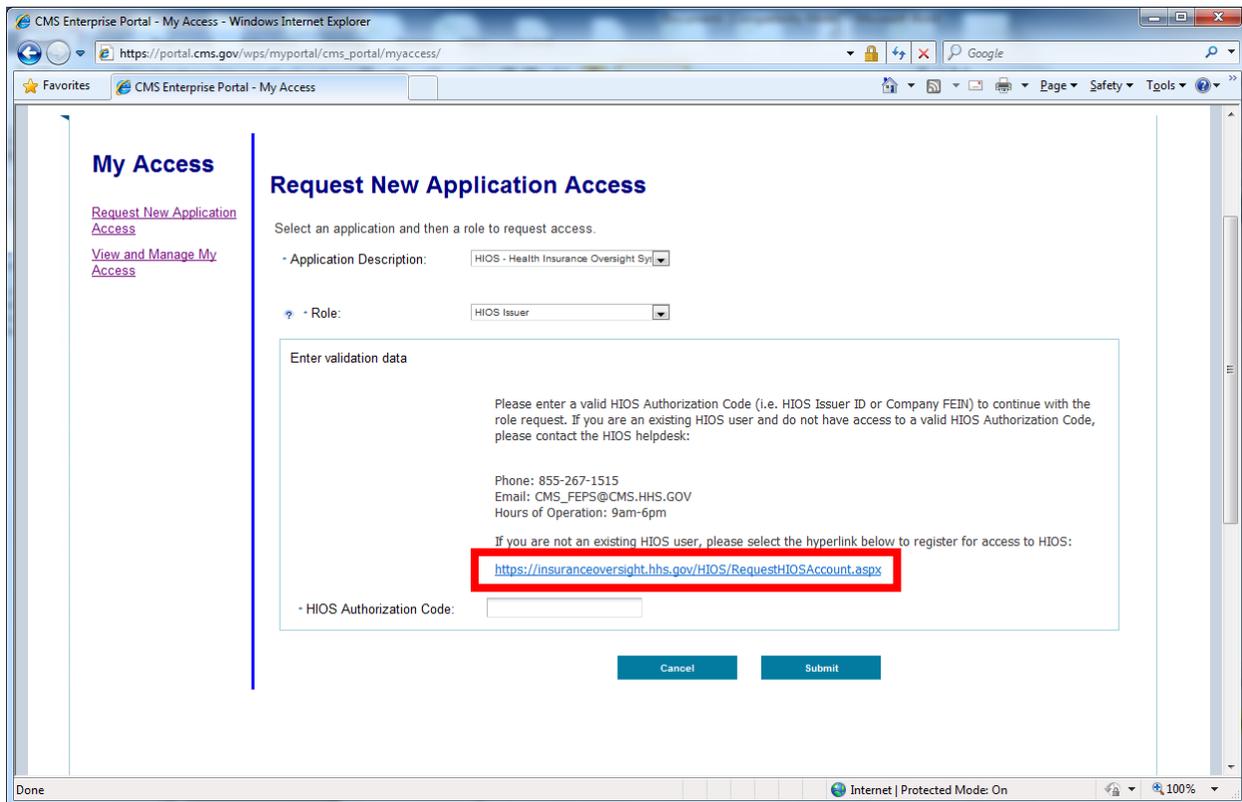
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8. Click the **Request New Application Access** link on the left-hand side of the screen.



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9. Select “**HIOS – Health Insurance Oversight System**” as the **Application Description**, and select “**HIOS Issuer**” as the **Role**.
10. The screen will add an **Enter validation data** section to the page. Click on the <https://www.insuranceoversight.hhs.gov/HIOS/RequestHIOSAccount.aspx> link on the screen.



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11. Complete the Request HIOS Account form and submit for approval.

Health Insurance Oversight System

Wednesday, April 17, 2013 SIGN-IN

Request HIOS Account

Please note that you are applying for access to the Health Insurance Oversight System (HIOS). If you have any questions, please contact the Exchange Operations Support Center (XOSC) at Phone: 1-855-267-1515 or **Email:** CMS_FEPS@cms.hhs.gov.

(*) Indicates a required field

Title (Name):	<input type="text"/>
*First Name:	<input type="text"/>
Middle Name:	<input type="text"/>
*Last Name:	<input type="text"/>
Suffix:	<input type="text"/>
*Job Title:	<input type="text"/>
*Organization Name:	<input type="text"/>
*Email Address:	<input type="text"/>
Phone Type:	<input type="text"/>
*Phone: (Format: 123-456-7890)	<input type="text"/>
Phone Ext:	<input type="text"/>
Address Type:	<input type="text"/>
Address Line 1:	<input type="text"/>
Address Line 2:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
ZIP code:	<input type="text"/> - <input type="text"/>

Reset Submit

12. Once approved, users will receive an email with their HIOS account information and an Authorization Code to request access to HIOS within the Enterprise Portal.

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13. Go back to <https://portal.cms.gov> click the **Login to CMS Secure Portal** link.
14. Click the **Request New Application Access** link on the left-hand side of the screen.
15. Select “**HIOS – Health Insurance Oversight System**” as the **Application Description**, and select “**HIOS Issuer**” as the **Role**.
16. The screen will add an **Enter Validation Data** section to the page.
17. Enter the Authorization Code provided within the HIOS Account Request Approved email received.
18. Click the **Submit** button.

The screenshot shows the 'Request New Application Access' page in the CMS Enterprise Portal. The page is titled 'Request New Application Access' and contains a form for requesting access. The form has two dropdown menus: 'Application Description' (set to 'HIOS - Health Insurance Oversight System') and 'Role' (set to 'HIOS Issuer'). Below these is a section titled 'Enter validation data' which contains the following text: 'Please enter a valid HIOS Authorization Code (i.e. HIOS Issuer ID or Company FEIN) to continue with the role request. If you are an existing HIOS user and do not have access to a valid HIOS Authorization Code, please contact the HIOS helpdesk: Phone: 855-267-1515 Email: CMS_FEPS@CMS.HHS.GOV Hours of Operation: 9am-6pm If you are not an existing HIOS user, please select the hyperlink below to register for access to HIOS: <https://insuranceoversight.hhs.gov/HIOS/RequestHIOAccount.aspx>'. At the bottom of this section is a text input field for 'HIOS Authorization Code' and two buttons: 'Cancel' and 'Submit'. The 'Submit' button is highlighted with a red box.

19. Click **OK** on the Request Acknowledgement screen.
20. Logout of the CMS Enterprise Portal.
21. Wait approximately 2 minutes before logging back in.

Existing HIOS Users

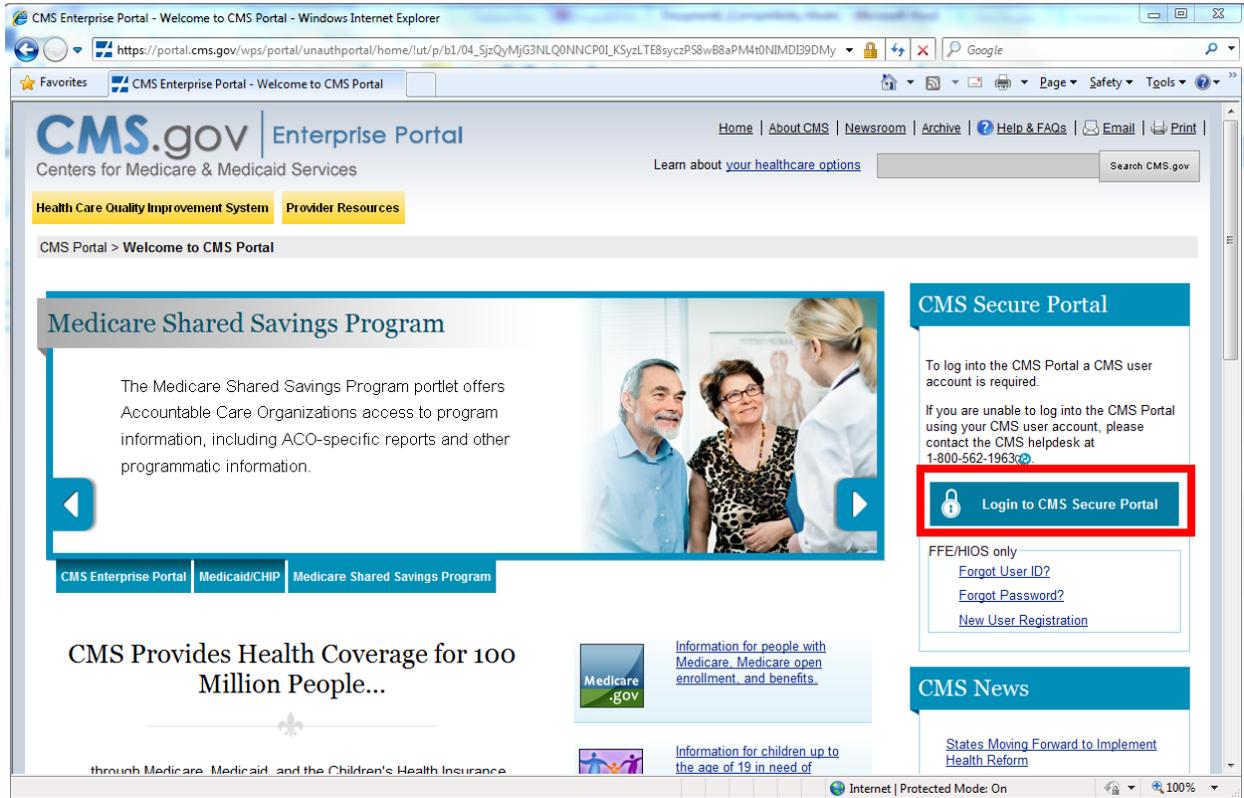
On March 28, 2013 the CMS Enterprise Portal and Enterprise Identity Management (EIDM) system went live, requiring existing HIOS users to complete a new registration process in order to access the HIOS system and QHP modules. In order to assist those users who have not yet initiated or completed the registration process, we have made system changes that are now in effect as of Monday, April 15.

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This process does not impact any existing users who have already completed the registration process since March 28 and who already have access to HIOS.

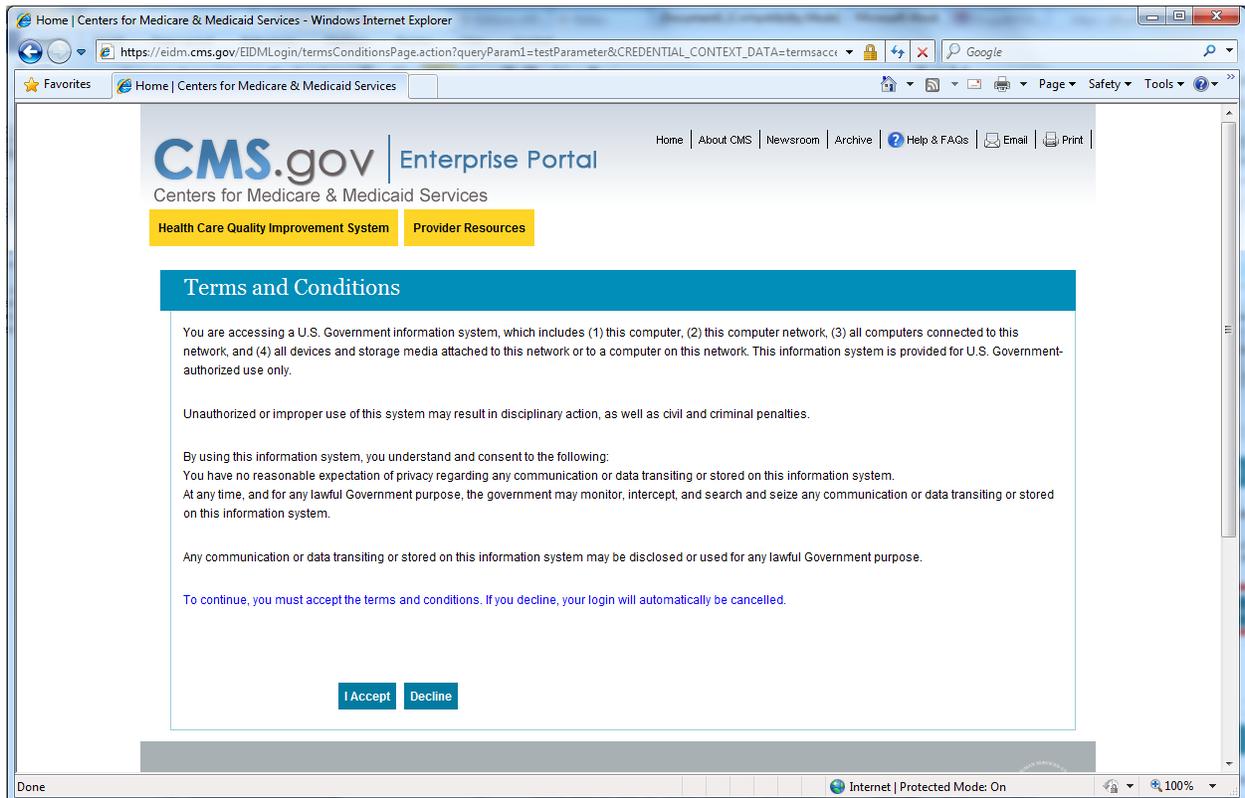
If you are an existing HIOS user who has not yet initiated or completed the new registration process since March 28, please follow the steps below for your initial login:

1. Go to <https://portal.cms.gov> and click the **Login to CMS Secure Portal** link.



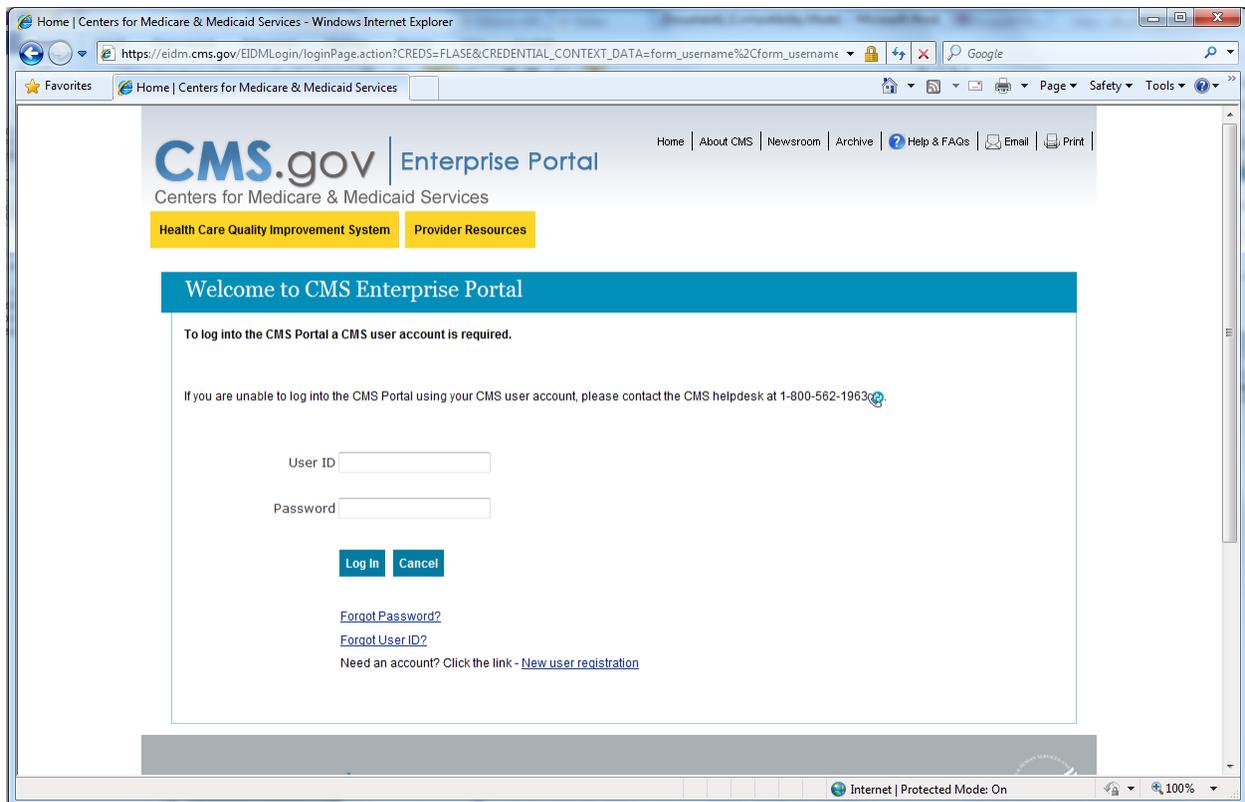
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3. Log in to the CMS Portal. Please use the one-time password e-mailed to you on 03/28/2013 around 7 a.m. Eastern Time with the subject line “CMS Enterprise Portal Account Access for Existing HIOS Users” from the e-mail inbox at CMS_FEPS@cms.hhs.gov.



4. The **Welcome to EIDM** page appears. Click on the **Next** button to be directed to the Terms and Conditions view for the Registration process.
5. Read the important Terms and Conditions information pertaining to the Registration process and indicate your agreement by selecting the checkbox next to ‘I agree to the terms and conditions’ and then clicking the **Next** button
6. The **Your Information** page appears. Enter your information into the required fields including the following, and then click the **Next** button.
 - Full legal name
 - E-mail address
 - Social Security Number (SSN)
 - Date of Birth (DOB)
 - Home Address
 - Primary Phone Number
7. On the **Create Challenge Questions and Answers** view, enter a password based on the guidelines given in the Help text.
8. Re-enter the password into the **Confirm Password** field.
9. Select a challenge question from each drop-down list and provide an answer that you can easily remember. Click the Next button to receive a confirmation message.

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10. Click the **OK** button to complete the Registration process. You will need to log back in to the CMS Portal (<https://portal.cms.gov>) using your new password to access your application.

Using the USP Category Class Count Service

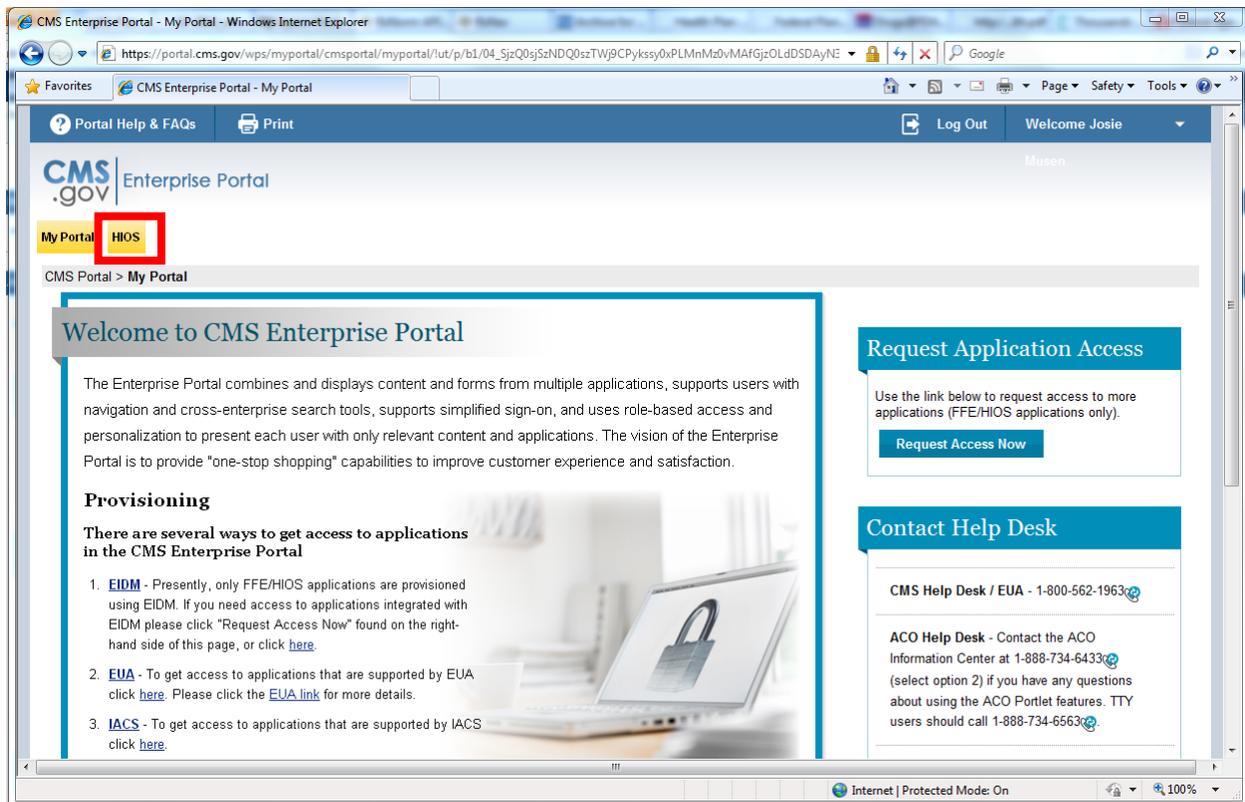
The following steps describe the process for accessing and using the USP Category Class Count Service within HIOS. You must have access to the CMS Portal and HIOS in order to use the USP Category Class Count Service.

1. Go to <https://portal.cms.gov> and click the **Login to CMS Secure Portal** link.

The screenshot shows the CMS Enterprise Portal website in a Windows Internet Explorer browser. The page title is "CMS Enterprise Portal - Welcome to CMS Portal". The URL in the address bar is https://portal.cms.gov/wps/portal/unauthportal/home/ut/p/b1/04_SjzQyMjG3NLQ0NNCP0LKSyzLTE8syczP58wB8aPM4t0NIMDI39DMy. The page features a navigation bar with links for Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print. Below the navigation bar, there are tabs for "Health Care Quality Improvement System" and "Provider Resources". The main content area includes a "Medicare Shared Savings Program" section with a video player and a "CMS Secure Portal" section. The "CMS Secure Portal" section contains a message: "To log into the CMS Portal a CMS user account is required. If you are unable to log into the CMS Portal using your CMS user account, please contact the CMS helpdesk at 1-800-562-1963." Below this message is a blue button with a lock icon and the text "Login to CMS Secure Portal", which is highlighted with a red rectangular box. Other links in this section include "Forgot User ID?", "Forgot Password?", and "New User Registration". At the bottom of the page, there are sections for "CMS News" and "CMS Provides Health Coverage for 100 Million People...".

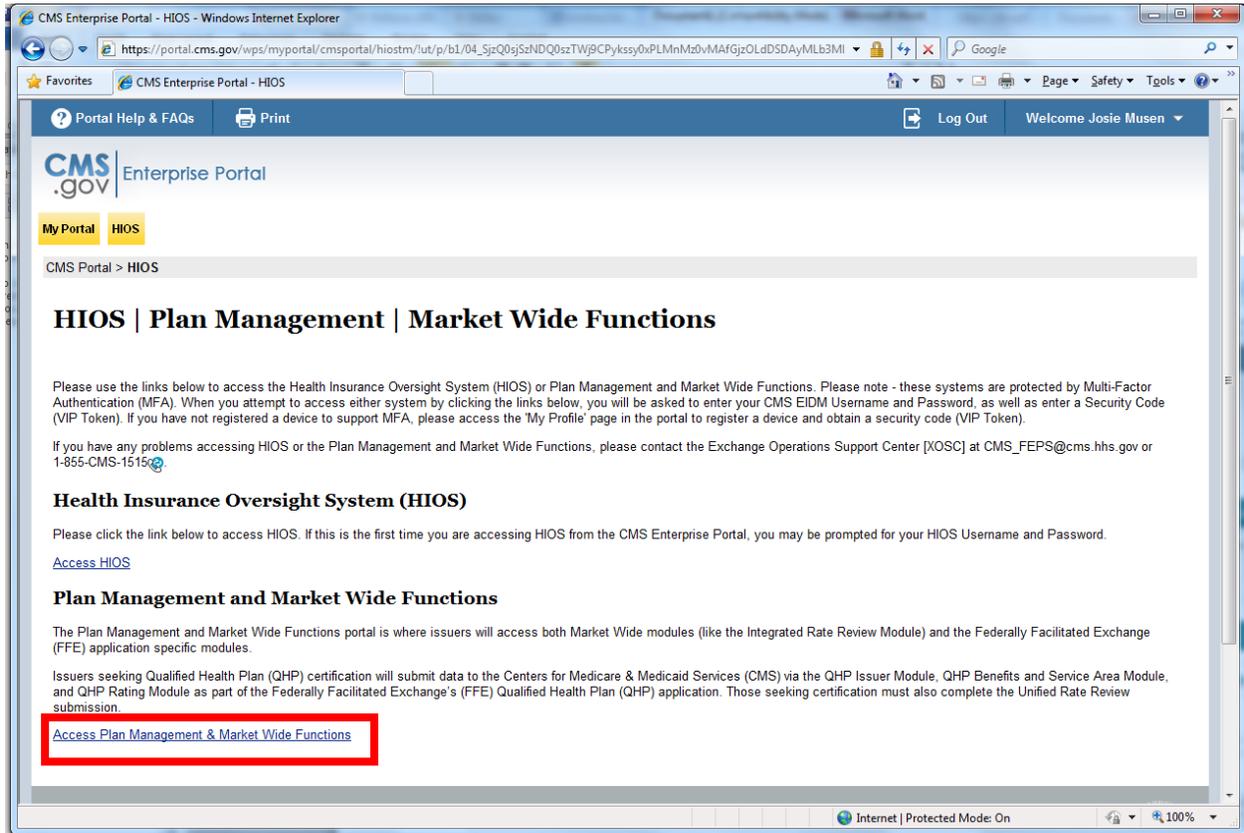
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2. Accept the Terms and Conditions.
3. Log in to the CMS Portal.
4. Click on the **HIOS** button near the upper left corner of the CMS Portal page.



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5. Click on the **Access Plan Management & Market Wide Functions** link.



6. If you have not yet accessed the USP Category Class Count Service, click on the **Role Management** button on the left-hand panel.



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7. Click the **Request Role** tab.
8. Select “**Category Class Count Service**” as the **Module** and “**Category Class Count User**” as the **Requested Role**.
9. Click **Continue**.

Health Insurance Oversight System

Tuesday, April 16, 2013 [HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)

Welcome Josie Musen

[View Existing Roles](#) **Request Role**

Request Role

Please select a Module from the drop-down list below and follow the prompts to submit a role request. For a description of each module, select [Module Descriptions](#)

Module:

Requested Role:

[Continue](#)

[Accessibility](#) | [Rules of Behavior](#) | [Web Policies](#) | [File Formats and Plug-Ins](#)

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10. Click **Submit**.

Health Insurance Oversight System

HOME FAQ CONTACT US SIGN OUT

Welcome

View Existing Roles **Request Role**

Request Role

Please review your selections below, and select 'Submit' to submit the new role request for approval, or select 'Back' to make changes.

Module: **USP Category Class Count Service**
Requested Role: **Category Class Count User**

[Back](#) [Submit](#)

[Accessibility](#) | [Rules of Behavior](#) | [Web Policies](#) | [File Formats and Plug-Ins](#)

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11. A confirmation page will appear. You will receive an email once the role has been approved.

The screenshot shows the 'Health Insurance Oversight System' interface. At the top, there is a green header with the system name. Below the header is a navigation bar with buttons for 'HOME', 'FAQ', 'CONTACT US', and 'SIGN OUT'. A 'Welcome' message is displayed on the right. The main content area has two tabs: 'View Existing Roles' and 'Request Role', with the latter being active. The 'Request Role' section is titled 'Request Role' and contains a 'Confirmation:' section with a bullet point stating: 'Your role request has been submitted for approval. Once approved, you shall receive a notification email.' Below this, a text block instructs the user to 'Please select a Module from the drop-down list below and follow the prompts to submit a role request. For a description of each module, select [Module Descriptions](#)'. A 'Module:' label is followed by a drop-down menu currently showing '-- Select Module --'. At the bottom of the page, there is a footer with links for 'Accessibility', 'Rules of Behavior', 'Web Policies', and 'File Formats and Plug-Ins', and the address: 'U.S. Department of Health & Human Services · 200 Independence Avenue, S.W. · Washington, D.C. 20201'.

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12. After your role has been approved, click on the **Category Class Count Service** button on the left-hand panel.



Health Insurance Oversight System

Tuesday, April 16, 2013

[HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)

Welcome Josie Musen

Plan Management and Market Wide Functions Home Page

Organization Management & Administrative Functions:

- Manage Account
- Register an Organization
- Role Management
- Market Wide Functions:**
 - Category Class Count Service**

Plan Management and Market Wide Functions Main Page Announcements:

Welcome to the Plan Management and Market Wide Functions Portal. Beginning April 1, 2013, the Centers for Medicare and Medicaid Services (CMS) will open The Plan Management and Market Wide Functions portal in the Health Insurance Oversight System (HIOS). The Plan Management and Market Wide Functions Portal is where issuers will access both Market Wide modules (like, the Unified Rate Review Module) and Federally Facilitated Exchange (FFE) application specific modules.

13. Click the **Access the Category Class Count** link.



Health Insurance Oversight System
Category Class Count

Tuesday, April 16, 2013

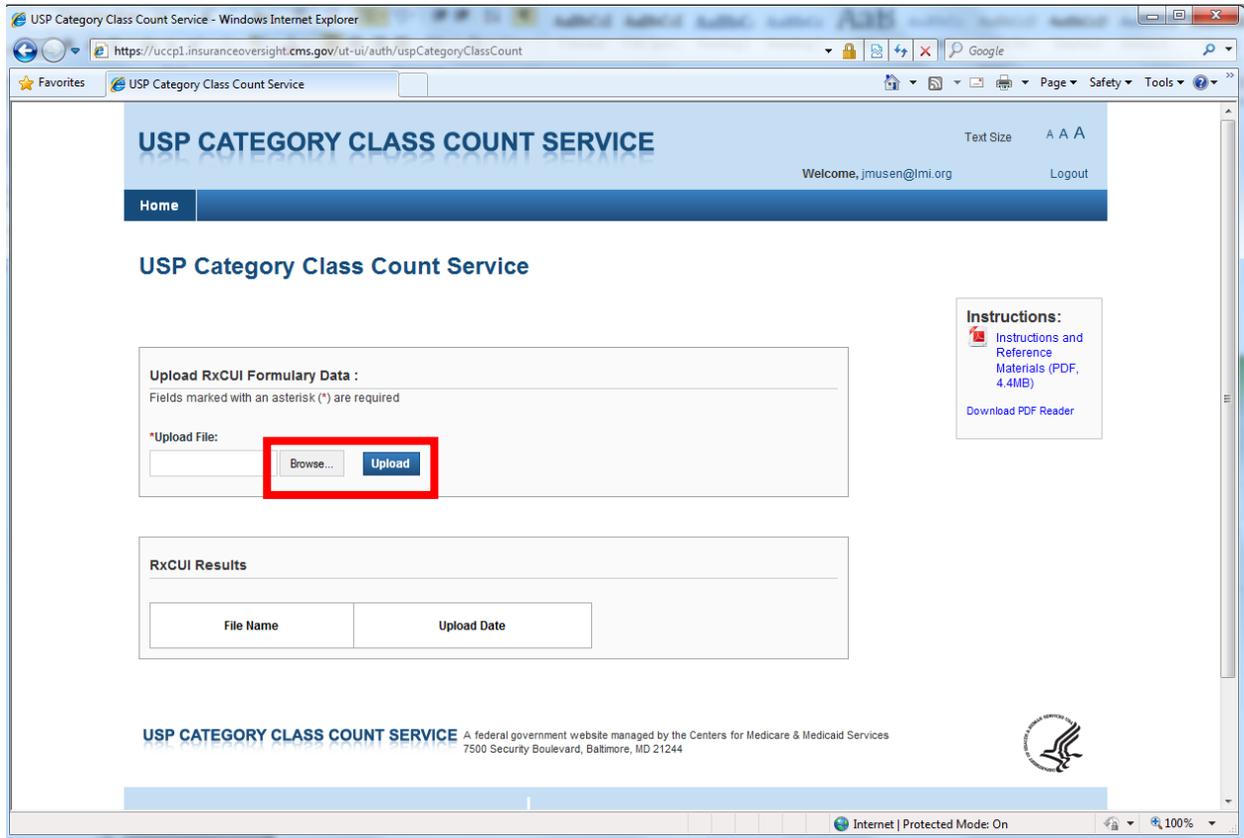
[HIOS MAIN PAGE](#) [HOME](#) [FAQ](#) [CONTACT US](#) [SIGN OUT](#)

Welcome Josie Musen

Category Class Count

[Access the Category Class Count](#)

14. Click the **Browse** button next to the **Upload File** box in order to upload a text file containing RxCUIs.
15. Locate the text file on your computer.
16. Click the **Upload** button.



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17. Click the **Check Status** button.

The screenshot shows the USP Category Class Count Service web application. At the top, there is a blue header with the text "USP CATEGORY CLASS COUNT SERVICE" and a "Welcome, J" message on the right. Below the header is a dark blue navigation bar with a "Home" link. The main content area is titled "USP Category Class Count Service". A green message box with a checkmark icon contains the text: "Your file was successfully submitted and is being processed. Please click on the Check Status button to determine if your report(s) are ready for download." The "Check Status" button is highlighted with a red rectangle. Below this is a section titled "Upload RxCUI Formulary Data :". It includes a note: "Fields marked with an asterisk (*) are required". Underneath, there is a label "Upload File:" followed by a text input field, a "Browse..." button, and an "Upload" button. At the bottom, there is a section titled "RxCUI Results" which contains a table with two columns: "File Name" and "Upload Date".

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18. Click on the **Category Class Count Report.csv** link in the **RxCUI Results** section, and download the file to your computer. An **Exception Report.csv** link may also appear. This includes RxCUIs with valid formats that were not recognized by the Count Service's reference data (i.e., they were not included on the EHB Rx Crosswalk). As a state reviewer, you do not need to be concerned with the Exception Report.

USP CATEGORY CLASS COUNT SERVICE Welcome, J

[Home](#)

USP Category Class Count Service

i Your results are ready for download and review.
NOTE: Results will be deleted upon download of the report(s).

Upload RxCUI Formulary Data :
Fields marked with an asterisk (*) are required

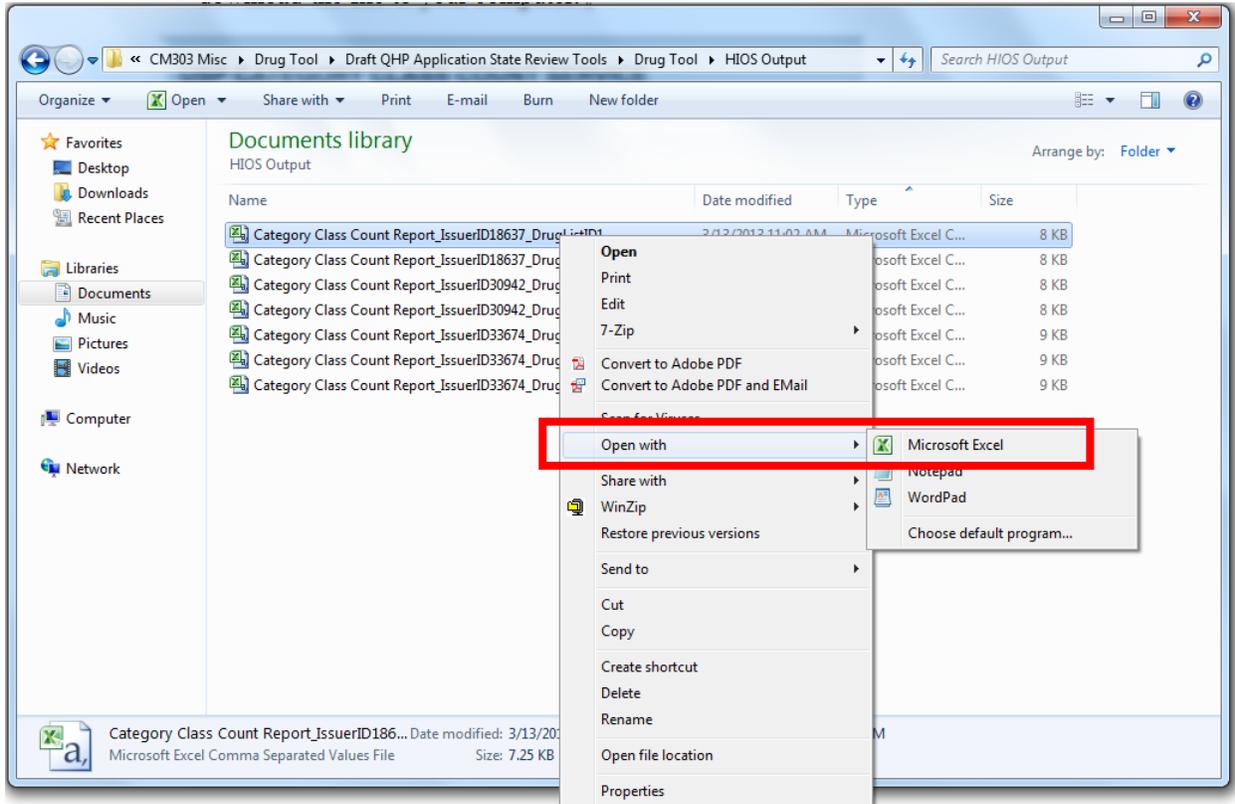
*Upload File:

RxCUI Results

File Name	Upload Date
Category Class Count Report.csv	4/16/2013 13:31:35
Exception Report.csv	4/16/2013 13:31:35

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19. If the **Category Class Count Report.csv** does not automatically open in Excel, right click on the file name, select **Open With**, and then select **Microsoft Excel**.



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