

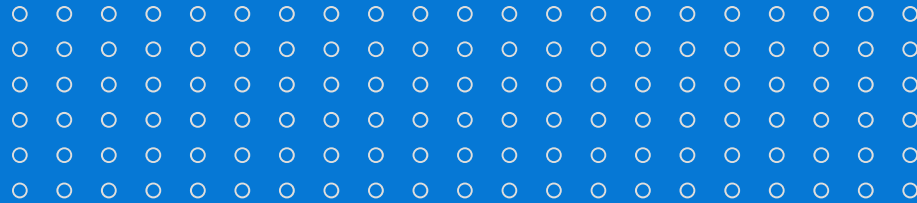
HUB

Risk & Insurance | Employee Benefits | Retirement & Private Wealth

RxDC Reporting Series

Part 2: Health Insurance Oversight System (HIOS) for New Users – How to register in HIOS

2



Health Insurance Oversight System (HIOS) for New Users

How to register in HIOS





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Agenda

HIOS Registration for New Users

Multi-Factor Authentication (MFA) Device

Registering New Organization

Requesting New Roles & Submitter

HIOS System Resources & FAQs

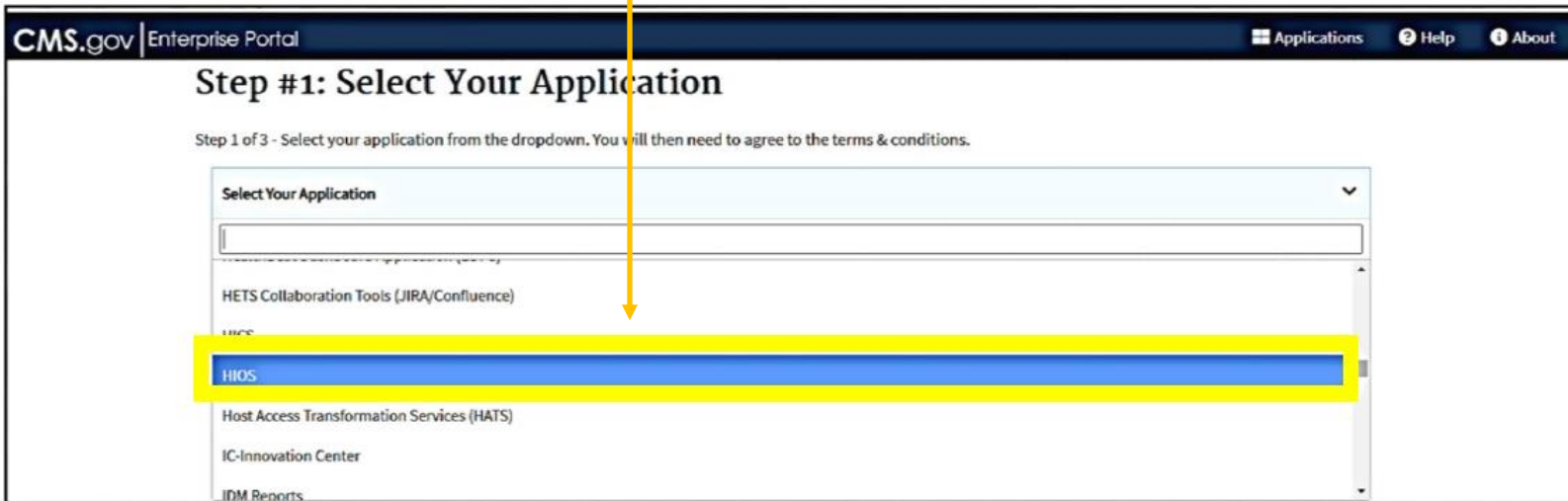
Health Insurance Oversight System (HIOS) for New Users

Creating New HIOS Account

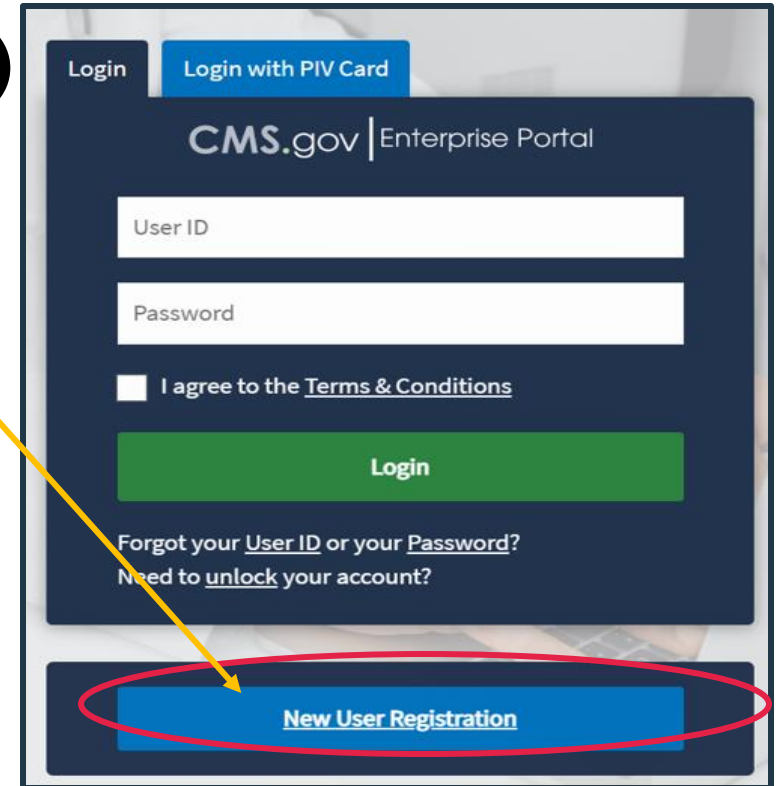
Step 1: Register CMS IDM Account

New Users:

1. Navigate to the CMS Enterprise Portal (<https://portal.cms.gov>) and select **New User Registration** at the bottom of the page.
2. Choose Your **Application page** and select your application from the drop-down list (select **HIOS**). Review and accept the Terms & Conditions before selecting **Next** to continue with the registration process.



1



2

Creating New HIOS Account



Register Your Information: Requires personal information to generate your User ID and Password.



You must select a security question and answer for identity verification and account management. Review the information on the Registration Summary page, make any necessary changes, and **select Submit User.**

3

CMS.gov | Enterprise Portal

Step #2: Register Your Information

Step 2 of 3 - Please enter your personal and contact information.

All fields are required unless marked (optional).

Enter First Name Enter Middle Name (optional) Enter Last Name Suffix (optional) ▾

Select Birth Month ▾ Select Birth Date ▾ Select Birth Year ▾

Is Your Home Address U.S. Based?
 Yes No

Enter Home Address Line 1 Enter Home Address 2 (optional)

Enter City Select State ▾ Enter ZIP Code Enter ZIP+4 Code (optional)

Enter Email Address Confirm Email Address

Enter Phone Number

Back **Next** Cancel How can I help you?



4

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

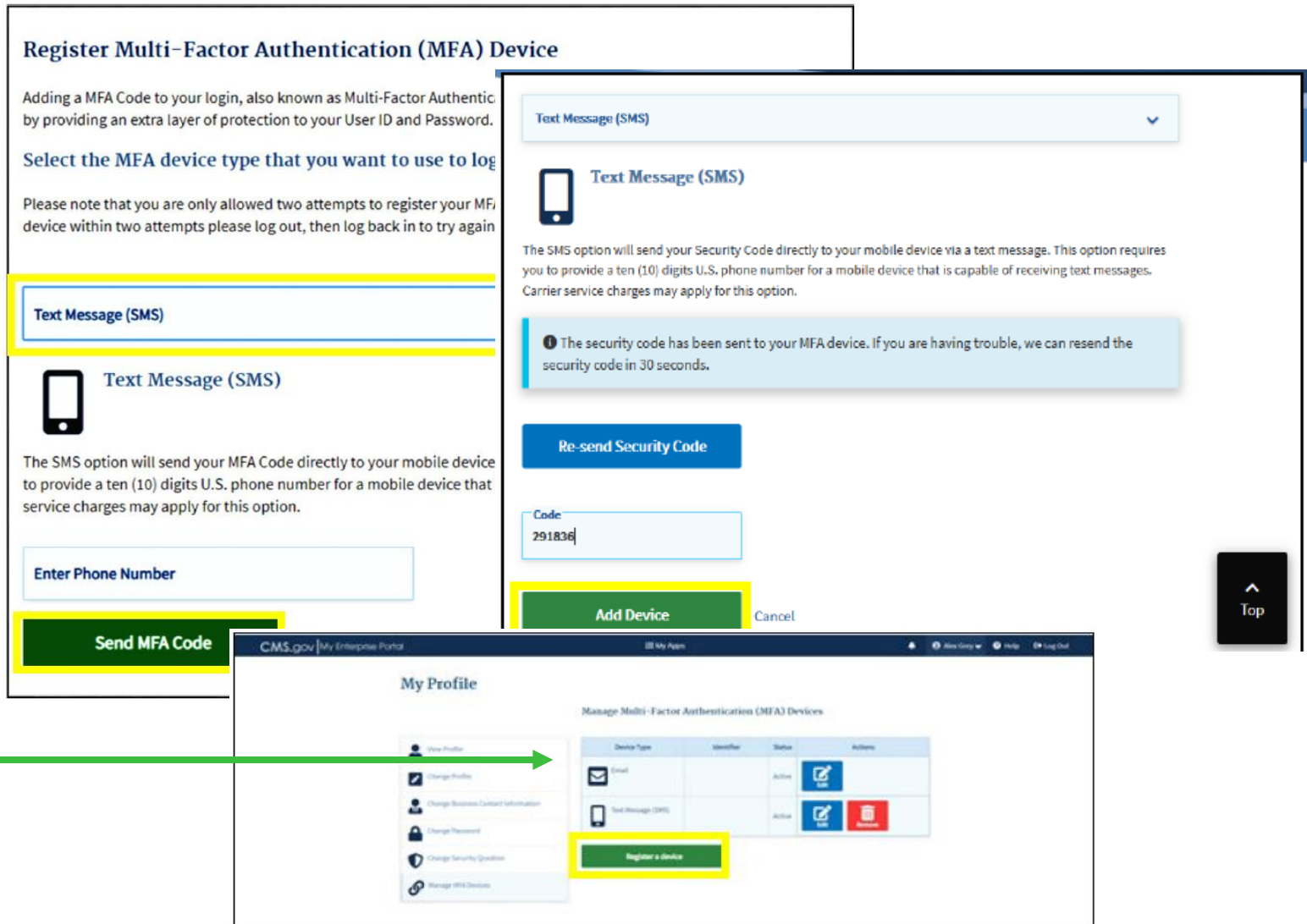
After reviewing and completing the registration, an email from donotreply@cms.gov acknowledging registration will be sent, along with your User ID, after which you will be required to **log out and back into the CMS site.**

Multi-Factor Authentication (MFA) Device

HIOS Register Phone, Computer, or E-mail (MFA) Device

Next : Register/Manage Multi-factor Authentication MFA Device

- After you log out and login on the [CMS Enterprise Portal](#), first time users will be requested to register a multi-factor authentication (MFA) device.
- Select the type of device to register
- Select either *Text Message (SMS)* or *Email* from the drop-down menu. Enter your phone number or email address and select **Send MFA Code**.
 - The code should be sent to your device within a couple of minutes.
 - Once received, enter verification code to device
- Once the code is entered, the device will show in the portal as a new device.



Register Multi-Factor Authentication (MFA) Device

Adding a MFA Code to your login, also known as Multi-Factor Authentication, provides an extra layer of protection to your User ID and Password.

Select the MFA device type that you want to use to log in.

Please note that you are only allowed two attempts 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 Security 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.

The security code has been sent to your MFA device. If you are having trouble, we can resend the security code in 30 seconds.

Re-send Security Code

Code: 291836

Enter Phone Number

Send MFA Code

Add Device Cancel

My Profile

Manage Multi-Factor Authentication (MFA) Devices

Device Type	Identifier	Status	Actions
Email		Active	Use
Text Message (SMS)		Active	Use, Remove

Register a device

Creating New HIOS Account



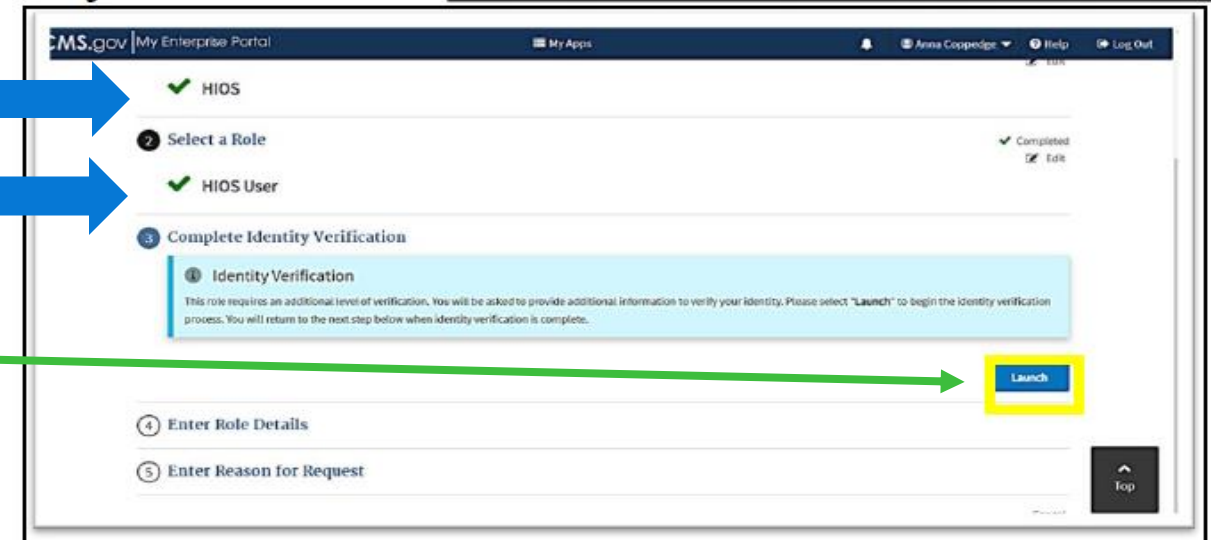
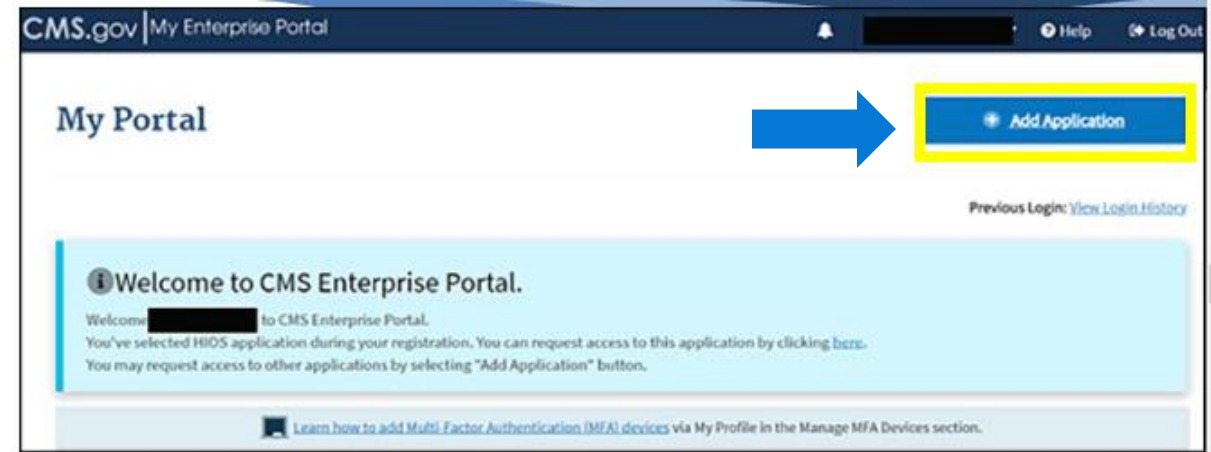
My Portal Page | Add Applications | Roles | Identity Verification

Once you complete the MFA Device:

1. Sign into <https://portal.cms.gov> with your User ID and Password and agree to the terms and conditions.
2. On the My Portal page, select **Add Application**
3. Under 'Select an Application', choose **HIOS**.
4. In the drop-down under 'Select a Role', select **HIOS User** and then select **Launch**

*After clicking on **Launch**, the system will take you directly to the identity verification process.*

Launch Identity Verification



Creating New HIOS Account



Identity Verification & Confirmation

1 Step #1: Identity Verification Overview

To protect your privacy, you will need to complete Identity Verification successfully, before requesting access to the selected role. Below are a few items to keep in mind.

1. Ensure that you have entered your legal name, current home address, primary phone number, date of birth and email address correctly. We will only collect personal information to verify your identity with Experian, an external Identity Verification provider.
2. Identity Verification involves Experian using information from your credit report to help confirm your identity. As a result, you may see an entry called a "soft inquiry" on your Experian credit report. Soft inquiries do not affect your credit score and you do not incur any charges related to them.
3. You may need to have access to your personal and credit report information, as the Experian application will pose questions to you, based on data in their files. For additional information, please see the Experian Consumer Assistance website - <http://www.experian.com/help/>

If you elect to proceed now, you will be prompted with a Terms and Conditions statement that explains how your Personal Identifiable Information (PII) is used to confirm your identity. To continue this process, select 'Next'.



2 Step #2: Accept Terms & Conditions

OMB No. 0938-1236 | Expiration Date: 04/30/2017 | (OMB Re-Certification Pending) | [Paperwork Reduction Act](#)

Protecting Your Privacy

Protecting your Privacy is a top priority at CMS. We are committed to ensuring the security and confidentiality of the user registering to EIDM. Please read the [CMS Privacy Act Statement](#), which describes how we use the information you provide.

Personal information is described as data that is unique to an individual, such as a name, address, telephone number, Social Security Number, and date of birth (DOB). CMS is very aware of the privacy concerns around PII data. In fact, we share your concerns. We will only collect personal information to verify your identity. Your information will be disclosed to Experian, an external authentication service provider, to help us verify your identity. If collected, we will validate your Social Security Number with Experian only for the purposes of verifying your identity. Experian verifies the information you give us against their records. We may also use your answers to the challenge questions and other PII to later identify you in case you forget or misplace your User ID /Password.

HHS Rules of Behavior

We encourage you to read the [HHS Rules of Behavior](#), which provides the appropriate use of all HHS information technology resources for Department users, including Federal employees, contractors, and other system users.

I have read the HHS Rules of Behavior for Download User Accounts (addendum to the HHS Rules of Behavior (HHS DoB), document number HHS-OCIO-2013

I agree to the Terms & Conditions



3 Step #3: Enter Your Information

Step #3: Enter Your Information

Enter your legal first name and last name, as it may be required for Identity Verification. All fields are required unless marked [optional].

First Name [Redacted] Middle Name [optional] [Redacted] Last Name [Redacted] Suffix [optional] [Redacted]

Enter Social Security Number [Redacted] Birth Month [Redacted] Birth Date [Redacted] Birth Year [Redacted]

Required field.

Is Your Address US Based?
 Yes No

Home Address Line 1 [Redacted] Home Address Line 2 [optional] [Redacted]

City [Redacted] State [Redacted] ZIP Code [Redacted] ZIP+4 Code [optional] [Redacted]

Phone Number [Redacted]

4 Step #4: Verify Your Identity

Confirmation

You have successfully completed the Remote Identity Proofing process.



Once you complete the questions and answers on the Verify Identity screen, select the **Next** button. You will see an onscreen message confirming successful remote identity proofing.

Creating New HIOS Account



HIOS Initial Setup

CMS.gov | My Enterprise Portal

2 Select a Role Completed
✓ HIOS User Edit

3 Complete Identity Verification Completed
✓ Completed Identity Verification

4 Enter Role Details Required
All fields are required unless marked (optional).
Address location type
Select Address location type ▼
Select Address type of US or Non-US based on your current address

Next

CMS.gov | My Enterprise Portal

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

Phone Ext (optional)

Next

Top

After completing the Identity Verification process, it will take you back to the Request Application page. **Select Enter Role Details; select Address location type from the drop-down menu, click on Next.**

Enter employer's address and other information, click next

Fill in the reason you need access within the Enter Reason for Request box and select Submit. For example, "I need to submit my data in the RxDC HIOS module."

*Pop-up confirmation appears click **OK***

*Request New Application Access Acknowledgement message appears, select **OK***

5 Enter Reason for Request

Enter a Reason for Request

Required field.

Submit

Cancel

Top

HIOS My Portal Page



FOR NEW HIOS USERS

To access HIOS application after creating your CMS account, **logout of CMS Enterprise Portal and then log in again**. On the *My Portal* homepage, the HIOS application will display. **Select HIOS**, then select **OVERVIEW** → **ACCESS HIOS** → **CLICK ACCEPT**



HIOS | Plan Management | Market Wide Functions

Please use the links below to access the Health Insurance Oversight System (HIOS) or Plan Management and Market Wide Functions. protected by Multi-Factor Authentication (MFA). When you attempt to access either system by clicking the links below, you will be asked Username and Password, as well as enter a Security Code (VIP Token). If you have not registered a device to support MFA, please acc portal to register a device and obtain a security code (VIP Token).

If you have any problems accessing HIOS or the Plan Management and Market Wide Functions, please contact the Exchange Operatio CMS_FEPS@cms.hhs.gov or 1-855-CMS-1515.

Health Insurance Oversight System (HIOS)

Please click the link below to access HIOS. If this is the first time you are accessing HIOS from the CMS Enterprise Portal, you may be Username and Password

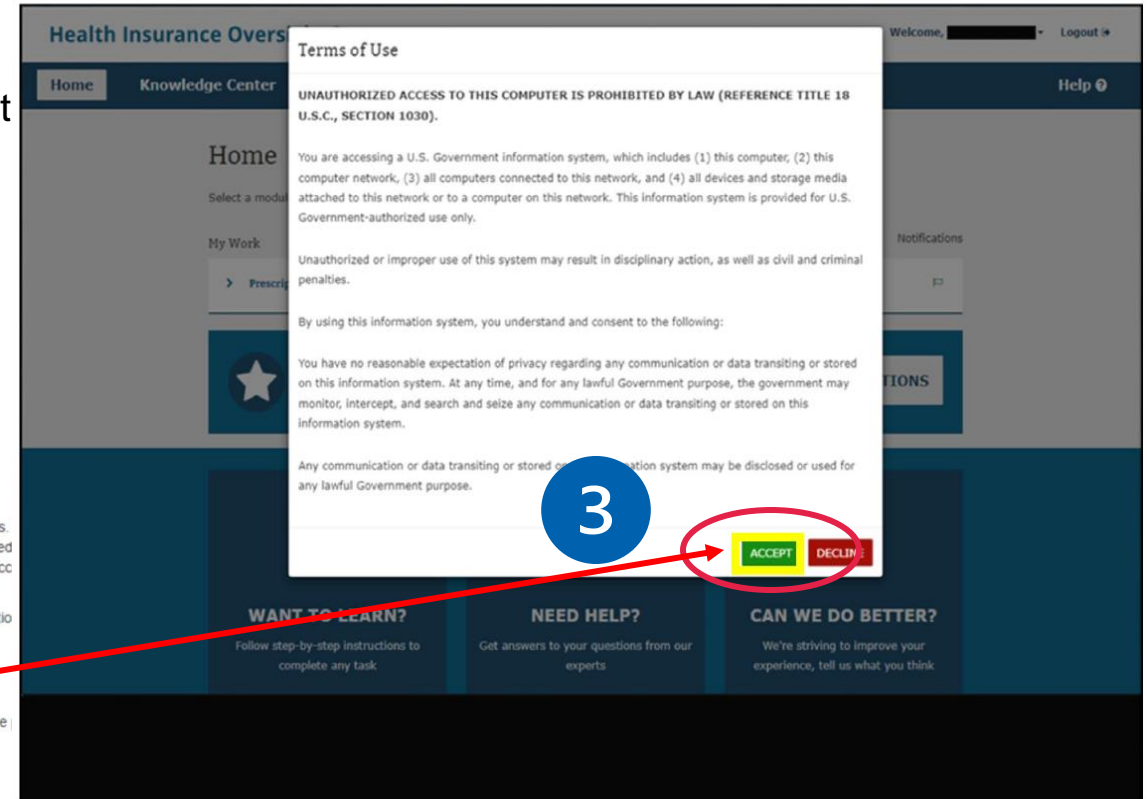
[Access HIOS](#)

Plan Management and Market Wide Functions

The Plan Management and Market Wide Functions portal is where issuers will access both Market Wide modules (like the Integrated Rate Review Module) and the Federally Facilitated Exchange (FFE) application specific modules.

Issuers seeking Qualified Health Plan (QHP) certification will submit data to the Centers for Medicare & Medicaid Services (CMS) via the QHP Issuer Module, QHP Benefits and Service Area Module, and QHP Rating Module as part of the Federally Facilitated Exchange's (FFE) Qualified Health Plan (QHP) application. Those seeking certification must also complete the Unified Rate Review submission. TEST

[Access Plan Management & Market Wide Functions](#)



Registering a New Organization

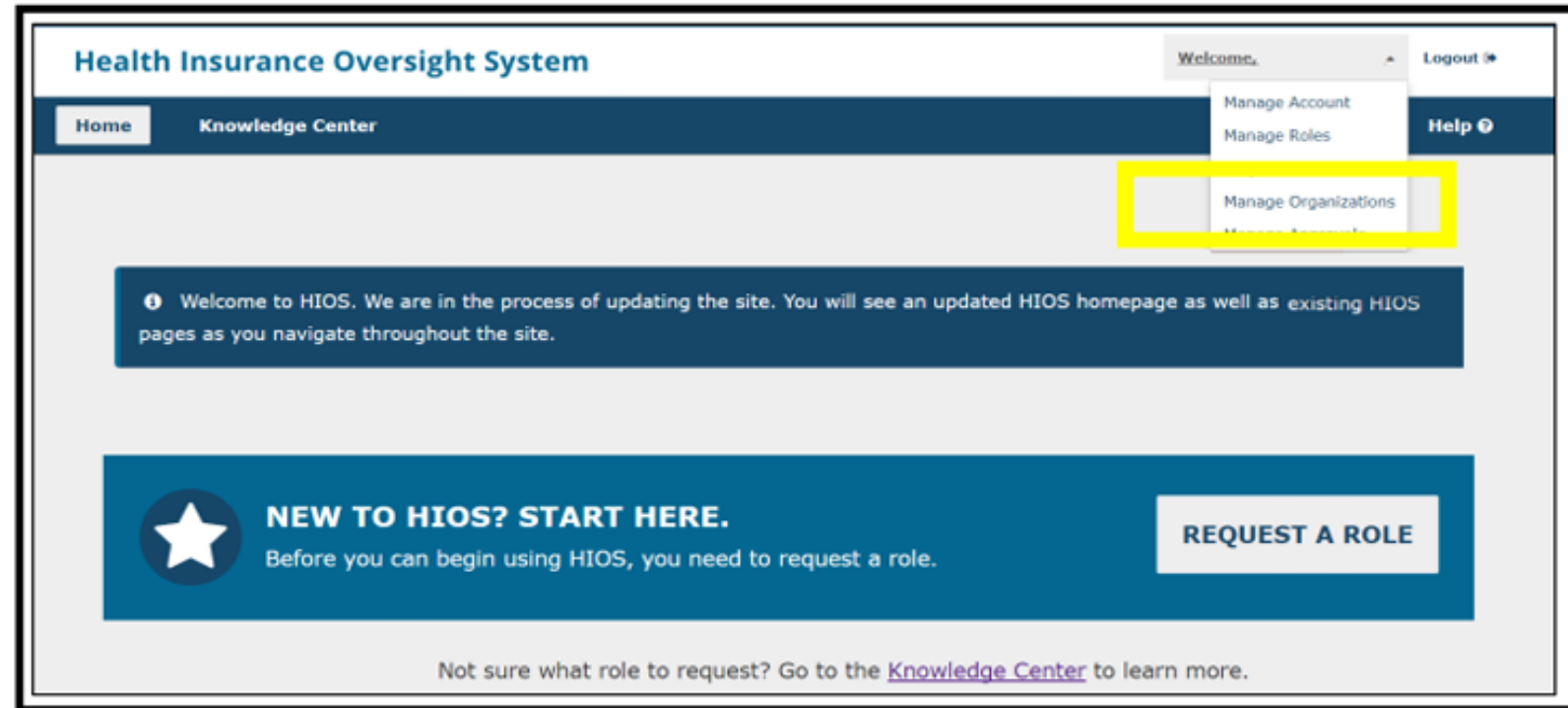
HIOS Registering New Organization

New Users | Register Organization in HIOS

In order to complete the **Submitter Role** request, the organization must exist within HIOS.

Step 1 Select the **Manage Organizations** link on the HIOS Home Page to register Organizations.

NOTE: **New Users** will not have any role permissions. **Manage Organizations** is for creating these organizations and roles. Not all users will need to register an Organization.



HIOS Create and Organization: Do's and Don'ts

DO:

- ✓ Select **Non-Federal Governmental Health Plan** for state and local governmental plans such as cities, counties, school districts, tribes, and other public agencies.
- ✓ Select **Non-insurance Company** for all other group health plans (plans sponsored by non-governmental agencies).
- ✓ Select **“Organization with FEIN”** when requesting a role.
- ✓ Enter your company's employee identification number (EIN) when you request a role. .

Do NOT:

- ✗ “Add an Issuer” when creating and managing organizations. .
- ✗ “Add a relationship” when creating and managing organizations.
- ✗ Enter information in the “Third party administrator (TPA) information” section when entering organization details, even if you are a TPA.
- ✗ Select “HIOS Issuer ID” or “Organization without FEIN.”
- ✗ Enter the EIN of the employer sponsoring the group health plan if the plan is offered to more than one employer (e.g., controlled group).


Note: *The identity verification process for getting a secure HIOS account can take up to **two weeks**. To **expedite** the process, use your work email address instead of your personal email address when creating your account.*

HIOS Registering New Organization



Register an Organization in HIOS

Step 2 On the Manage Organizations page, select **Create an Organization**. You should only create an organization for your company.

“Users can register their Organizations within HIOS. Organizations must exist in HIOS before a user can request a role for the organization” 

It takes **1-2 business days for an organization to be approved**. After the organization has been approved, it will then be available for users to submit role requests.

Manage Organizations

My Organizations
My organizations is where users with an administrative role can view or edit an organization's information.

Create an Organization
Users can register their organizations within HIOS. Organizations must exist in HIOS before users can request a user role for the organization.

Add an Issuer
Users can add an issuer for an insurance company within HIOS. Organizations must have been registered as a Company in order to add issuers.

Data Change Request
Users can submit a data change request for organization information that cannot be edited through the My Organizations functionality. Data change requests will be submitted for approval, and users can review the status of their data change request.

Administrator Roles
Certain functionality such as My Organizations or Data Change Requests require users to have at least one of the following administrator roles:

Company Administrator
Representative who is solely responsible for editing Company and associated issuer level data, including relationship information.

Issuer Administrator
Representative who can edit Issuer level data only, including relationship information.

Organization Administrator
Representative of a Non-Federal Governmental Plan or Other Organization who is responsible for editing their organization data.

Add a Relationship
Users can establish a relationship between organizations in HIOS.

The HIOS Manage Organizations page showing the My Organizations, Create an Organization, Add an Issuer, Data Change Request, and Add a Relationship functionality.

HIOS Registering New Organization



< Manage Organizations

My Organizations

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

Create an Organization

Please note: A field with an asterisk (*) denotes it is a required field.

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

* What is the organization's primary business?

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

This organization may manage plan data including reporting product level data or Medical Loss Ratio information, create an Issuer for the organization, provide or receive TPA services, or work with other company specific data.

In HIOS, this type of organization is referred to as a **Company**.
 - A company whose primary business does not include selling licensed health insurance products or plans.**

This organization may come to HIOS to obtain a Health Plan Identifier or provide TPA services.

In HIOS, this type of organization is referred to as a **Non Insurance Company**.
 - A Group Health Plan offered by a Non-Federal Governmental Organization to its non-federal governmental employees.**

This organization may report plan information for purposes of HIPAA provision opt-out or external review election.

In HIOS, this type of organization is referred to as a **Non-Federal Governmental Health Plan**.
 - Other - the above categories do not fit the organization's primary business.**

This organization may be a Foreign entity that reports information for Minimum Essential Coverage.

In HIOS, this type of organization is referred to as an **Other Organization**.

NEXT
- 2. Enter Federal EIN/TIN**
- 3. Organization Details**
- 4. Confirm Your Request**

Please follow the steps outlined in the next few slides to Create an Organization. You will be required to complete the four steps outlined in this screen.

HIOS Registering New Organization



Register an Organization in HIOS *Continued*

3. **Step 1: Select the Organization's Primary Function.** There are descriptions of each HIOS organization's primary business to help you decide which organization type to create.

- **Group Health Plans** (other than Non-Federal Governmental Health Plans) should **select Non Insurance Company - “A company whose primary business does not include selling licensed health insurance products or plans.”**

Note: Group Health Plans **only** need an Organization in HIOS if **they are they are submitting the RxDC report on their own behalf.**

- **Non-Federal Governmental Plans:** **Public sector** employers submitting the RxDC report on behalf of their group health plan should check the third bullet entitled, **“A Group Health Plan offered by a Non-federal Governmental Organization to its non-federal governmental employees.”**

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

* What is the organization's primary business?

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

This organization may manage plan data including reporting product level data or Medical Loss Ratio information, create an Issuer for the organization, provide or receive TPA services, or work with other company specific data.

In HIOS, this type of organization is referred to as a **Company**.

- A company whose primary business does not include selling licensed health insurance products or plans.**

This organization may come to HIOS to obtain a Health Plan Identifier or provide TPA services.

In HIOS, this type of organization is referred to as a **Non Insurance Company**.

- A Group Health Plan offered by a Non-Federal Governmental Organization to its non-federal governmental employees.**

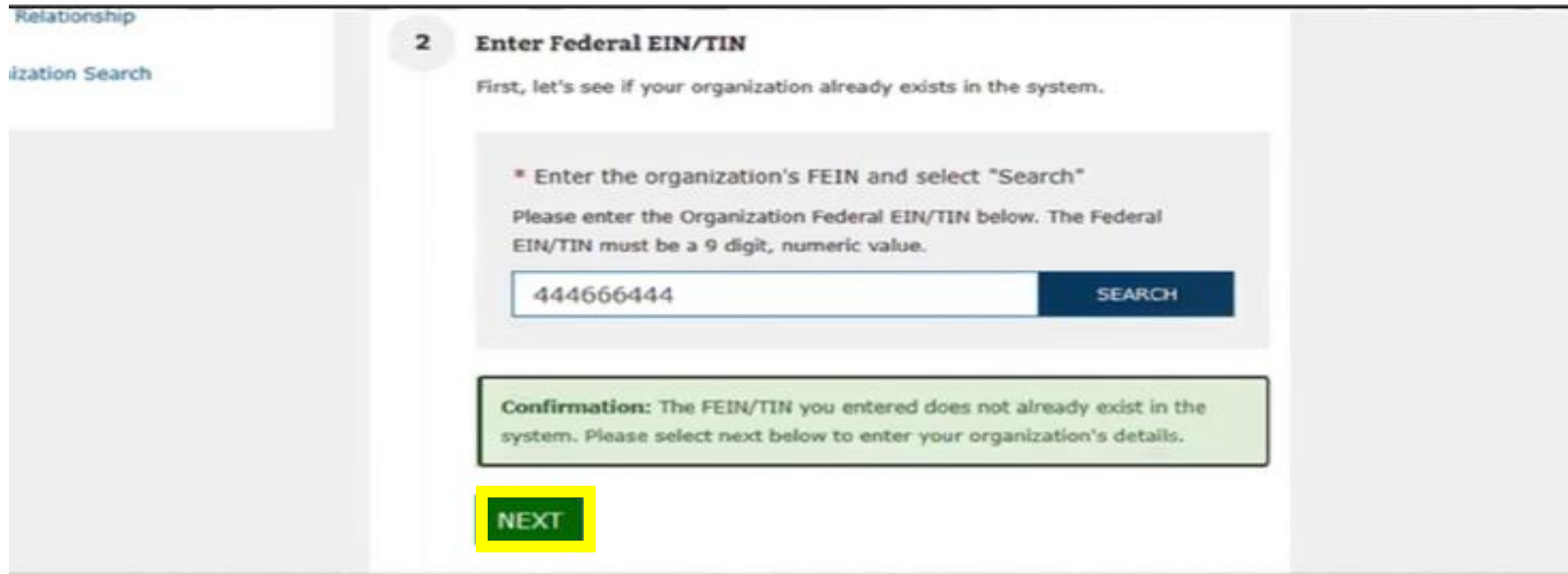
This organization may report plan information for purposes of HIPAA provision opt-out or external review election.

In HIOS, this type of organization is referred to as a **Non-Federal Governmental Health Plan**.

HIOS Registering New Organization

Register an Organization in HIOS *Organization Details Must be Entered for NEW Users*

Figure 53: Create an Organization: Enter Federal EIN/TIN



Relationship

Organization Search

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.

444666444 **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

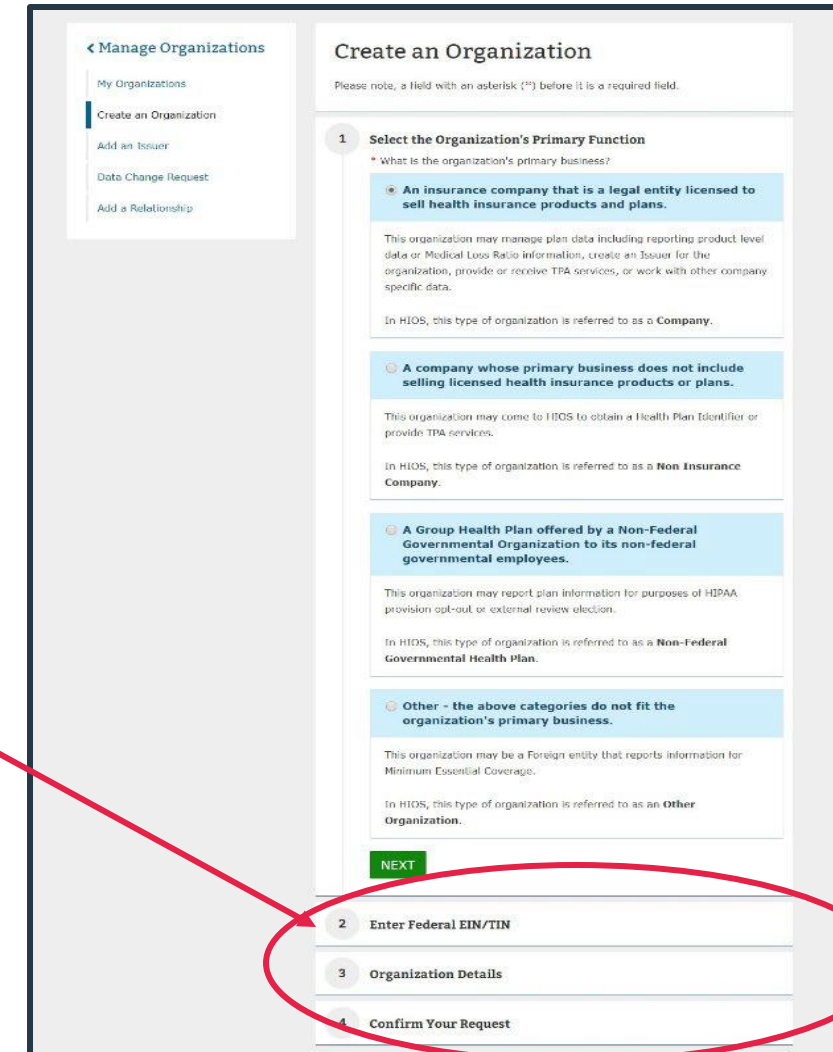
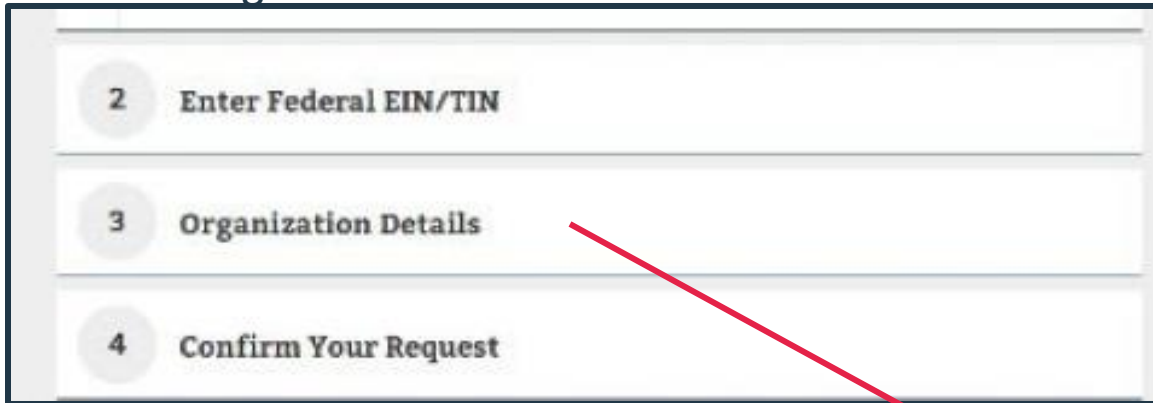
Step 2: Enter the **company's EIN** in the search box and select **Search**. If the number is not in the system, a confirmation message will appear, stating that the number does not already exist in the system. Select **Next**.

HIOS Registering New Organization

Register an Organization in HIOS *Organization Details Must be Entered for NEW Users*

Create an Organization

After you enter Federal EIN/TIN to search and *determine if the organization currently exists in HIOS* you will need to enter the Organization Details



Organizations must exist in HIOS before a user can request a Submitter Role for the organization to submit RxDC data. Follow steps outlined in the next slides to request a Submitter Role. If an organization already exists, continue to step 4.

HIOS Registering New Organization



Register an Organization in HIOS Step 3 *Continued*

When entering the organization's details:

- Use the address of the organization's **headquarters**
- **Leave the TPA section blank. ALL organizations, including TPAs, should skip this section.** Once you complete this step, submit application, and log out. You will receive an email confirming that the organization has been approved. You will have to log in to appoint roles.

Third Party Administrator (TPA) Information

TPA Type

EDGE Server

Enrollment

SUBMIT

- “Confirm the Organization” to process request by clicking **Submit**.
- Review and/or edit, *click “Revisit this step”*

To view more details of Organization details, click [here](#)

Enter Organization Details

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

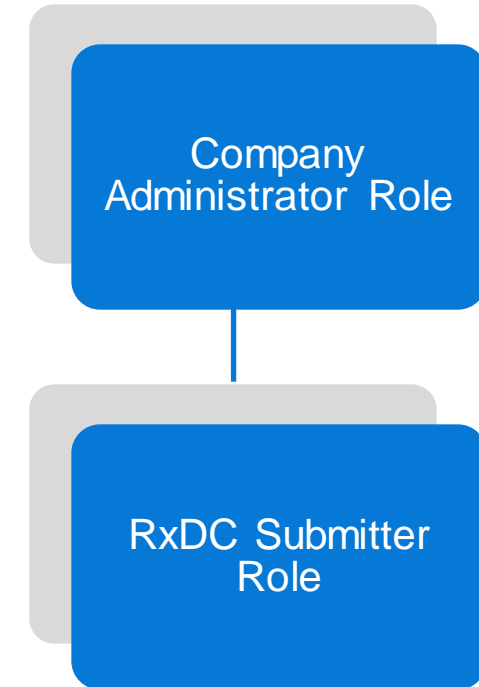
Enrollment

Requesting New Roles & Submitter

Requesting Submitter Role for HIOS

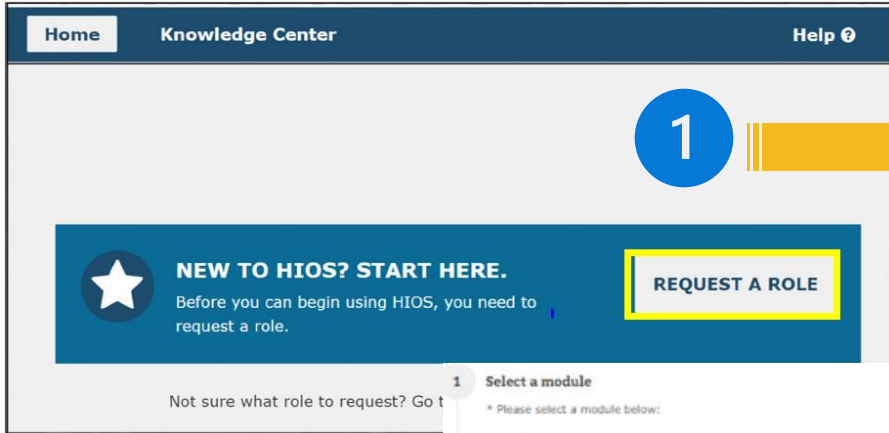
Requesting Roles For HIOS Module(s) *Continued*

- Once CMS has approved a new organization, role request(s) can be generated.
- If an organization is only registering for the purpose of RxDC reporting in HIOS, it **ONLY** needs one person to access to the RxDC module and **DOES NOT** need access to any other module in HIOS, you **do not need to request the Organization Role Approver (ORA) role**.
 - If your organization fits the description above and has no ORAs, CMS can approve requests for the RxDC Submitter role.
 - Organizations that use a HIOS module other than the RxDC module must have two ORAs. Those organizations must have a primary ORA and a backup ORA because users cannot approve their own role requests.



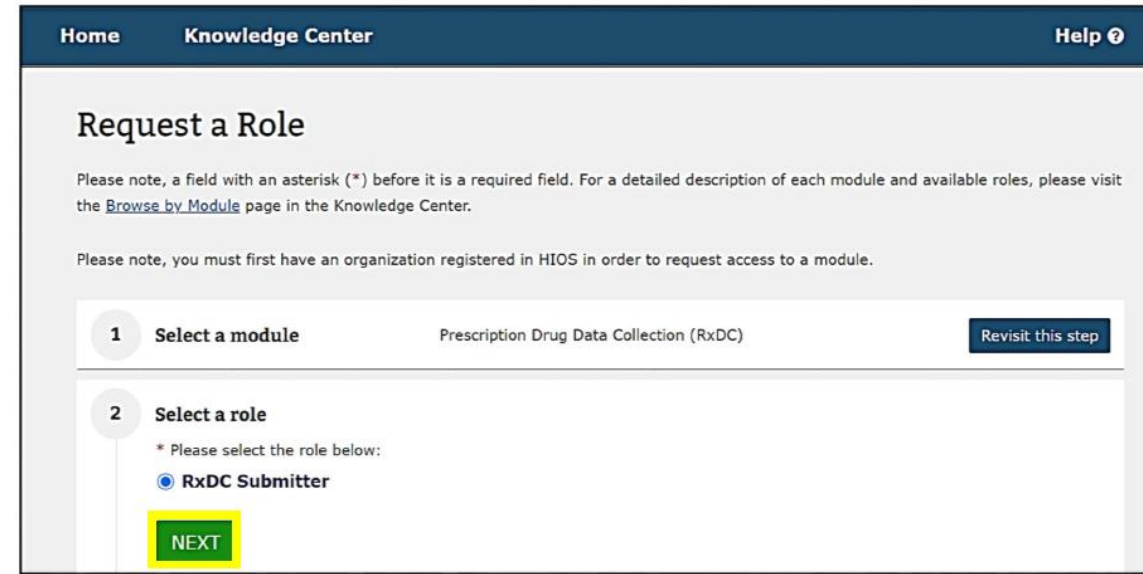
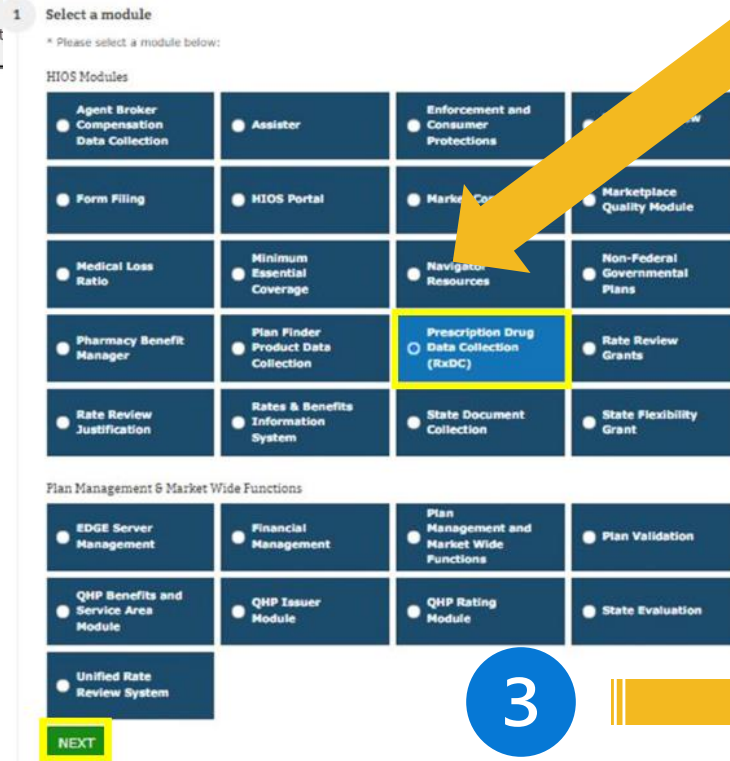
HIOS Module	Role and Description
RxDC	RxDC Submitter: A user who can submit data for the RxDC module. <i>Each submitting organization will be required to have at least one user assigned as the RxDC Submitter.</i>

HIOS Submitter Role Request



Organizations need a Submitter Role:

Welcome drop-down at the top of the page → select **Request A Role** → **Prescription Drug Data Collection (RxDC)** and select **Next** → *Select a role* mark **RxDC Submitter** → click **Next**



Requesting Roles for HIOS



Requesting Roles For HIOS Module(s)

Request a Role Description of each module and the role functionality is provided.

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** Prescription Drug Data Collection (RxDC) [Revisit this step](#)
- 2 Select a role** RxDC Submitter [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 **DO NOT select HIOS Issuer ID.**
 - Organization with FEIN
 - Organization without FEIN (Other Organization)

* Search for association

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

Organization Must exist in HIOS enter YOUR company's EIN and select Search

[NEXT](#)

Reminders

The Organization must exist in HIOS to complete a Role Request.

Approval for Roles in HIOS occur within 1-2 business days

To appoint an RxDC submitter:

- 1. Select a module:** Select the Prescription Drug Data Collection (**RxDC**) to request the RxDC Submitter role (as shown in the image)
 - HIOS Portal** if the role is for Company Administrator or Organization Administrator
- 2. Add Association:** Only if the Organization exists in HIOS can a search be done using the "Organization with FEIN" search option
- 3. Enter the FEIN and click Search**

HIOS Submitter Role Request



If the organization exists in HIOS, the name will be displayed – Select your company and click **Next**.

NOTE: If your company is not already registered in HIOS, you will receive the message, “The organization does not exist.” If so, select “Create an Organization”. After the organization has been approved, follow these steps to request a role.

Review the information in the “Confirm your request” section and select **Submit**.

- If the information is not correct, return to the step where the incorrect information was entered and make the necessary correction.

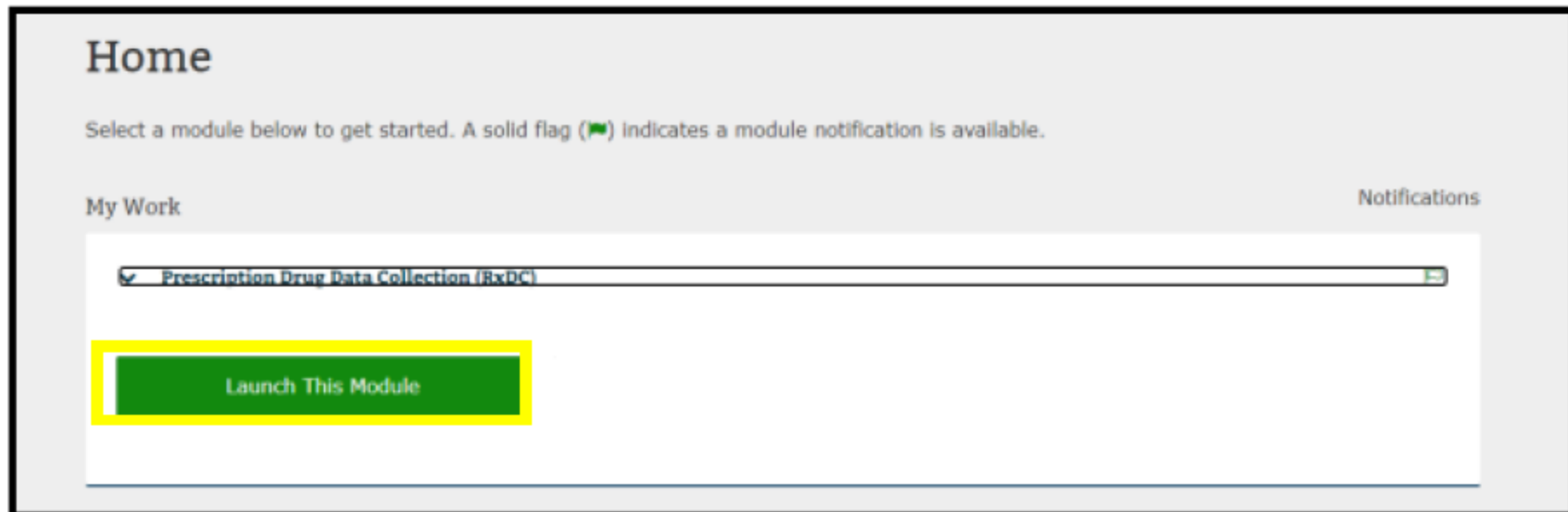
NOTE: If you want more than one role, you will need to use the **Request Role** functionality more than once. However, you should wait for the first role to be approved before requesting a second role. If only using HIOS for RxDC reporting, you do not need additional Roles.

A confirmation box will show noting that your role request has been submitted for approval. After a role request for the RxDC submitter role has been approved, you will have access to the Prescription Drug Data Collection (RxDC) module on the HIOS Homepage. Reminder: this may take 1-2 business days.

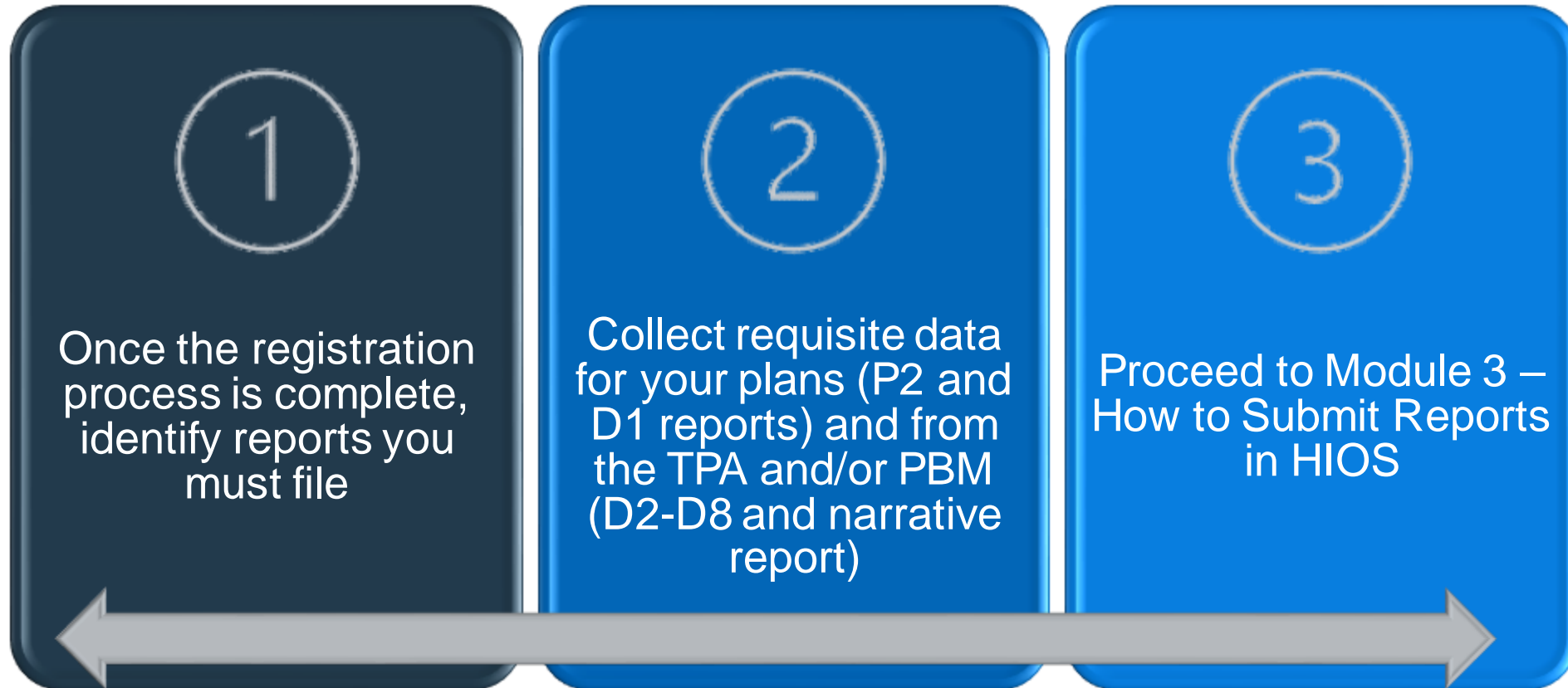
Role Approved | Access to HIOS



After your RxDC Submitter role request is approved, access the RxDC module from your HIOS home page. Select **Prescription Drug Data Collection (RxDC)** and then select **Launch This Module** to begin reporting RxDC data. The [RxDC HIOS Module User Manual](#) has instructions on how to submit your data in the RxDC HIOS Module.



Next Steps



HIOS System Resources & FAQs

HIOS System Access & Resources



HIOS and RxDC Reporting Resources

HIOS System Access

URL: <https://portal.cms.gov/>

Resources

- ★ [RxDC reporting Instructions \(PDF\)](#)
- ★ [RxDC templates and data dictionary \(ZIP\)](#)
- [Regulations](#)
- [Frequently Asked Questions \(PDF\)](#)

HIOS Manuals

- ★ [HIOS Portal User Manual \(PDF\)](#)
- ★ [HIOS Portal RxDC Quick Reference Guide \(PDF\)](#)
- [RxDC HIOS Module User Manual \(ZIP\)](#)
- [Prescription Drug Data Collection \(RxDC\) Training Materials](#)

REGTAP

If you want to receive an email when the RxDC resources are updated, create a Registration for Technical Assistance Portal (REGTAP) account at <https://regtap.cms.gov>. Select the checkbox "Please send me updates for the Consolidated Appropriations Act / No Surprises Act" in your account settings.

Contact CMS

- Phone Number: 1-855-267-1515
- Email Address: CMS_FEPS@cms.hhs.gov
- Hours of Operation: 9:00AM to 6:00PM ET, Monday - Friday

[Prescription Drug Data Collection \(RxDC\) | CMS](#)

HIOS Registration FAQs



Additional FAQs on page 32-33 of the [HIOS Access Guide](#)



Questions	Answers
<p>Why do I have to provide my SSN?</p>	<p>Establishing confidence in a person’s identity is a critical starting point for conducting online business with CMS. CMS identification verification processes must adhere to the guidelines as issued by the National Institutes of Standards and Technology Special Publication (NIST) 800-63-3.</p> <p>To meet assurance level two or above (LOA2/3) for remote users over an open network, NIST requires verification of identifying materials and information. CMS contracts with a remote identity proofing (RIDP) vendor to meet the NIST standard.</p> <p>Users must provide their SSN as part of the RIDP. The RIDP vendor creates an aggregate risk score which summarizes the vendor’s confidence in the user’s identity. The vendor creates something called a soft inquiry on your credit report. Soft inquiries are only visible to you and no one else. Soft inquiries have no impact on your credit report, history, or score.</p>
<p>How long does it take for an organization to be approved/denied?</p>	<p>Normally, it takes 1-2 business days. During periods of high volume, it may take significantly longer.</p>

HIOS Registration FAQs



Questions	Answers
How long does it take for a role request to be approved/denied?	Normally, it takes 1-2 business days. During periods of high volume, it may take significantly longer.
How do I access the HIOS Module?	To access HIOS, visit https://portal.cms.gov . Users will need to complete the registration for the CMS IDM account through the CMS Enterprise Portal prior to requesting access to HIOS.
Where do I request roles and access to HIOS modules?	Module access and role requests are done via the Request a Role function on the HIOS Home Page. To submit a request, users select the Request a Role link from the Welcome drop-down menu, the HIOS module(s), and role(s) applicable to the module(s).
Will a I receive an email if my role request has been denied?	No. An email will not be generated if the role request was denied. You can navigate to the 'Manage Roles' page to determine if your role request is still pending or approved. The denied role requests will be removed from this view.
I received an email stating my org was approved but I don't see it under "My Organizations".	You will need to request a role for that organization. Roles are not automatically assigned with the creation of the org. Orgs will only appear on the 'My Organization' page if you are assigned the 'Company Administrator' role within the HIOS Portal module.
Who needs to register as a Third-Party Administrator (TPA)?	RxDC module users do NOT need to register their organization as a TPA. TPA registration is only for EDGE Server Management and Direct Enrollment Management for Qualified Health Plans.
My organization was denied, what should I do now?	Please verify the information that was submitted was correct and re-submit the request. If you believe the request was denied in error, then email to CMS_FEPS@cms.hhs.gov or call 1-855-267-1515



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Thank you.