

# Qualified Health Plan Issuer Application Instructions

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2021

**Addendum**  
**Supplemental Submission Module**  
**URL Collection**

[03/2020]

FINAL

## Addendum

**New for Plan Year (PY) 2021**, the Centers for Medicare & Medicaid Service (CMS) will implement a URL collection process for issuers who submit completed Qualified Health Plan (QHP) Applications. URLs will be collected using .csv files, not via templates, for PY2021. All issuers will submit their URLs using the Supplemental Submission Module (SSM).

**URL Collection Process:** This year, issuers must make all URL changes, updates, and submissions in the SSM, which was rolled out in September 2019. URLs are no longer collected in the Plans & Benefits, Prescription Drug, Network, or Transparency in Coverage Templates for PY2021.

On-exchange Summary of Benefits and Coverage (SBC), Plan Brochure, Formulary, Network, and Transparency in Coverage URLs submitted in the SSM shall be reviewed to ensure the following:

1. URLs lead to live, active web pages.
2. Consumers view accurate issuer marketing materials when a URL is selected.
3. There are no inaccuracies in issuer marketing material when compared to data within an issuer-submitted QHP application.
4. Issuers meet provider directory accessibility standards when a Network URL is selected.
5. The formulary information posted on a plan website reflects the same exact data submitted in the issuers corresponding Prescription Drug Template.

## Supplemental Submission Module

The Plan Management SSM is a web application built within the Health Insurance Oversight System (HIOS) that allows issuers to submit and make all URL data changes for completed QHP Applications. Issuers will not be required to submit a data change request or state authorization form to make their URL changes in the SSM. However, issuers must still comply with all state regulations prior to making any URL changes within the SSM. By submitting a URL change, the issuer attests that all changes have been approved by their applicable state.

The SSM consists of the Summary page and URL Data. The Summary page (**Figure 1**) is the first page users see when navigating to the SSM and it provides the user with the ability to view and update URL data at the issuer ID level.

**Figure 1. Supplemental Submission Module Summary Page**

**Plan Management Supplemental Submission**  
Plan Year: 2020 USERNAME | Logout

### Summary

[User Guide \(PDF, 0.8 MB\)](#)

**!** Issuers must have State authorization for all QHP data changes. Issuers must check with the applicable State and comply with all requirements prior to submitting any URL changes. By submitting a URL change, you are attesting that the change(s) have been approved by the applicable State.

#### Start working on Supplemental Submission Module

[Issuers](#)

Issuer ID	Issuer Legal Name	State	Action:
12345	Insurance Company Inc.	VA	<a href="#">View</a>
55555	ABC Co.	NY	<a href="#">Edit</a>
99999	Get Well Soon Insurance	TX	<a href="#">Edit</a>

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The URL Data page (Figure 2) is divided into three main sections: the Download Issuer URL Template File section, the Upload Issuer URL Template File section, and the Search & Update URLs section.

Figure 2. URL Data Page

The screenshot shows the 'URL Data' page within the 'Plan Management Supplemental Submission' interface. The page header includes '10333 - TEST 14.0 - TX' and 'Plan Year: 2021'. A blue banner at the top contains a warning: 'Issuers must have State authorization for all QHP data changes. Issuers must check with the applicable State and comply with all requirements prior to submitting any URL changes. By submitting a URL change, you are attesting that the change(s) have been approved by the applicable State.' Below this is a 'User Guide (PDF, 1.04 MB)' link. The main content is divided into three sections: 1. 'Download Issuer URL Template File' with a 'Choose URL Types' dropdown set to 'All' and a grid of buttons for 'Transparency in Coverage', 'Payment', 'SBC', 'Network', 'Plan Brochure', and 'Formulary'. A green 'Generate Issuer URL Template' button is to the right. 2. 'Upload Issuer URL Template File' with a 'Choose File' button and 'No file chosen' text. 3. 'Search & Update URLs' with a 'Choose URL Type' dropdown. The footer contains navigation links (HOME, ACOBAT READER, ACCESSIBILITY, BBER POLICIES) and the CMS logo with address information: 'A federal government website managed by the U.S. Centers for Medicare & Medicaid Services, 7500 Security Boulevard, Baltimore, MD 21244'.

The detailed instructions for using the SSM can be found on the QHP certification website at: <https://www.qhpcertification.cms.gov/s/Submission%20Systems>.

## URL Collection

### 1. Introduction

In the URL Collection section of the SSM, issuers can choose between two (2) submission methods to submit or update previously submitted URL data within the SSM: submit using a simple URL template, which can be downloaded from the module, (recommended for initial submission) or submit through a Search & Update capability available with the module User Interface. These instructions apply to QHP and stand-alone dental plan issuers.

### 2. Data Requirements

To complete this section, issuers will need the following:

1. HIOS Issuer ID
2. SBC URLs
3. Plan Brochure URLs
4. Enrollment Payment URLs
5. Network URLs
6. Formulary URLs
7. Transparency in Coverage URLs.

### 3. Quick Reference

#### Key Changes for 2021

- ◆ URLs are no longer collected in the Plan & Benefits, Prescription Drug, Network ID, and Transparency in Coverage Templates. Issuers must now submit and update their URL data via the SSM.
- ◆ Issuers are no longer required to submit data change requests to make changes to their URLs.

#### Tips for the URL Collection Section

- ◆ **Verify that at least one Plans & Benefits Template was successfully submitted to the Benefits and Service Area Module in HIOS or via the System for Electronic Rates and Forms Filing (SERFF) to ensure that the issuer ID, issuer legal name, and state are present on the Summary page within the SSM.**
- ◆ **Verify that URLs are functional before submission.**
- ◆ **Transparency in Coverage URLs should be live at the time of submission.**
- ◆ **All other URLs (SBC, Plan Brochure, Payment, Network, Formulary) should be submitted by the deadline for issuers to change the QHP Application. URLs should be active and directly route the user to the appropriate document by the deadline for issuers to return signed Agreements to CMS.**

#### 4. Detailed Section Instructions

After successfully logging into the SSM, the Summary page (**Figure 3**) will display. The user will use the page filters to locate the issuer ID that requires URL submissions or updates; the issuer legal name and state will also display. Issuer information will only display on the Summary page if at least one Plans & Benefits Template was successfully submitted to the Benefits and Service Area Module in HIOS or via SERFF.

**Figure 3. Summary Page**

Plan Management Supplemental Submission  
Plan Year: 2020 USERNAME | Logout

### Summary

[User Guide \(PDF, 0.8 MB\)](#)

**!** Issuers must have State authorization for all QHP data changes. Issuers must check with the applicable State and comply with all requirements prior to submitting any URL changes. By submitting a URL change, you are attesting that the change(s) have been approved by the applicable State.

#### Start working on Supplemental Submission Module

Issuers [?](#)

Issuer ID	Issuer Legal Name	State	Action:
12345	Insurance Company Inc.	VA	<a href="#">View</a>
55555	ABC Co.	NY	<a href="#">Edit</a>
99999	Get Well Soon Insurance	TX	<a href="#">Edit</a>

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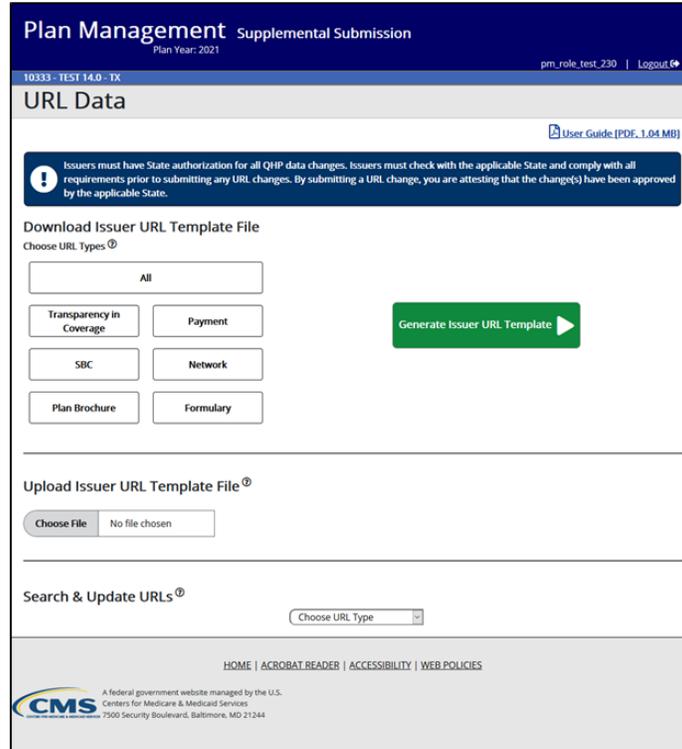
[HOME](#) | [ACROBAT READER](#) | [ACCESSIBILITY](#) | [WEB POLICIES](#)

**CMS**  
A federal government website managed by the U.S.  
Centers for Medicare & Medicaid Services.  
7500 Security Boulevard, Baltimore, MD 21244

After locating the appropriate issuer ID, select the associated **Action** button, either **View** or **Edit**, to be directed to the URL Data page. **Edit** will display if the submission window is currently open for issuers to submit or update URL data. **View** will display for read-only access if the submission window is not open for issuers, or if a State Reviewer is accessing the SSM through the State Evaluation Module.

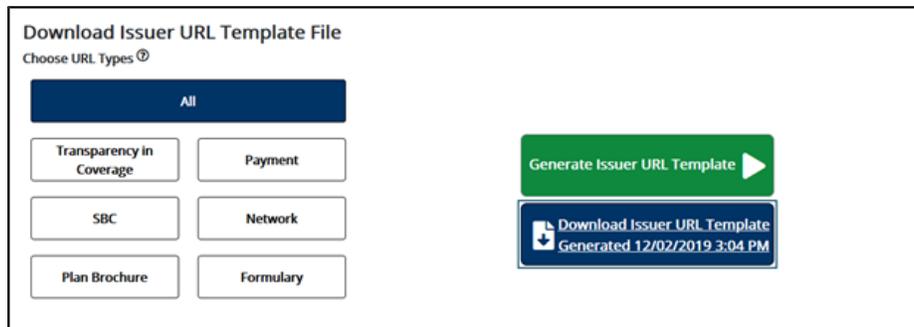
The URL Data page (**Figure 4**) allows users to review and update URL data and is divided into three sections: the Download Issuer URL Template File section, the Upload Issuer URL Template File section, and the Search & Update URLs section.

**Figure 4. URL Data Page**



The Download Issuer URL Template File section of the URL Data page enables an issuer to generate and download an Issuer URL Template File that contains all URLs currently associated with the selected issuer ID. There are six types of URLs that can be included in the Issuer URL Template: Transparency in Coverage, SBC, Plan Brochure, Payment, Network, and Formulary. Issuers can select one or more URL types to be included in the Issuer URL Template download or select **All** to download a template populated with all six URL types. **Figure 5** shows an example of the Download Issuer URL Template File section with a successfully generated Issuer URL Template File prepared for the issuer to download.

**Figure 5. Download Issuer URL Template File**



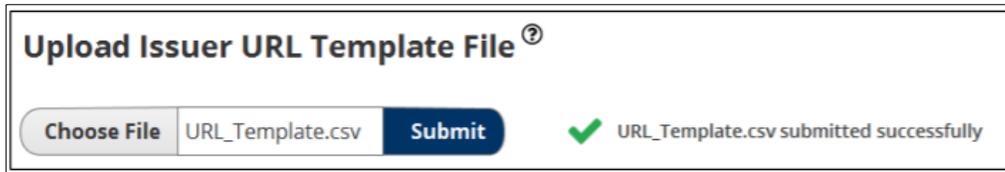
The Issuer URL Template File provides details of the URLs currently associated with the selected issuer ID and allows the issuer to submit a large quantity of URL changes at once. Issuers complete the template by entering values in the New URL column, saving to their computers as a .csv file, and uploading to the Upload Issuer URL Template File section of the URL Data page. **Figure 6** shows an example of the Issuer URL Template File.

**Figure 6. Issuer URL Template File**

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	HIOS Issuer ID:	10333												
2	GENERATED	2019-07-25T14:12:02												
3	URLs can be edited only with the New URL column (cannot be changed by making edits to the Current URL column). For more details and instructions please reference the user guide that can be downloaded from the UI.													
4	URL Type	URL ID	Market Ty	Product Ty	Current URL	New URL								
5	Transparency in Coverage	10333TX0010001-00	N/A	N/A	http://www.google.com/TransparencyinCoverage	http://www.google.com/TransparencyinCoverage1								
6	Summary of Benefits and Coverage	10333TX0010001-00	N/A	N/A	http://www.google.com/SBC	http://www.google.com/SBC1								
7	Formulary	TXF010	Individual Dental		http://www.google.com/Formulary	http://www.google.com/Formulary1								
8	Network	TXN005	SHOP	HealthCar	http://www.google.com/Network	http://www.google.com/Network1								
9	Payment	10333TX0010005	N/A	N/A	http://www.google.com/Payment	http://www.google.com/Payment1								
10	Plan Brochure	10333TX0010003-01	N/A	N/A	http://www.google.com/PlanBrochure	http://www.google.com/PlanBrochure1								
11														

The Upload Issuer URL Template File section of the URL Data page allows issuers to submit URL updates by uploading a completed Issuer URL Template File. Once uploaded, the system will validate that the Issuer URL Template File is in the proper format and contains acceptable values. The URL updates will be stored in the system if the template passes all validations. If there is an error with the uploaded template, the system will return an error message and may return a report outlining the validation error. **Figure 7** shows an example of the Upload Issuer URL Template File section.

**Figure 7. Upload Issuer URL Template File Section**



Note: Upon initial submission, all required URLs must be submitted for each URL ID that is present in the SSM for the selected URL types. The following URLs are required for QHP issuers: SBC, Network, Formulary, and Transparency in Coverage. The following URLs are required for SADP issuers: Network and Transparency in Coverage. Because both Transparency in Coverage and Network URLs are required for all issuers, these URL validations are tied together. Issuers must submit their Transparency URL prior to or at the same time as their Network URLs to pass the validations in the SSM.

For example, should a QHP issuer wish to submit their SBC URLs for the first time, they must submit an SBC URL for all SBC URL IDs that are present in the SSM at the time of submission. If an issuer has six SBC URL IDs showing in the SSM, all six must have a valid URL submitted in order to pass the validations in the SSM. If an issuer has two Network ID's present in the SSM, they must submit URLs for both Network IDs **as well as** a URL for Transparency in Coverage to pass the initial submission. Issuers are able to select which URL types they would like to submit in the SSM in the Download Issuer URL Template File section.

The Search & Update URLs section of the URL Data page allows issuers to view their URL data currently stored in the system and make quick updates via the search function. The issuer can use the search function by entering search parameters (selecting a URL type in the dropdown and entering a URL ID) and clicking the magnifying glass icon. Users may choose to enter a partial string of their URL ID to find a specific URL or leave the search field blank to return all URLs for the selected type. The search will return URLs that match the selected criteria (**Figure 8**). URL updates submitted via the Search & Update URLs feature will undergo the same validations performed for the Issuer URL Template File.

**Figure 8. Search & Update URLs Section**

**Search & Update URLs**

Plan Brochure ▼ 10333TX001 🔍

URL Type	Plan Variant ID	↕ Current URL	↕ New URL
Plan Brochure	10333TX0010001-01	https://www.google.com/myPayment01	<input type="text" value="Input new URL"/>
Plan Brochure	10333TX0010001-02	https://www.google.com/myPayment02	<input type="text" value="Input new URL"/>
Plan Brochure	10333TX0010001-03	https://www.google.com/myPayment03	<input type="text" value="Input new URL"/>
Plan Brochure	10333TX0010002-01	https://www.google.com/myPayment04	<input type="text" value="Input new URL"/>
Plan Brochure	10333TX0010002-02	https://www.google.com/myPayment05	<input type="text" value="Input new URL"/>
Plan Brochure	10333TX0010003-01	https://www.google.com/myPayment06	<input type="text" value="Input new URL"/>
Plan Brochure	10333TX0010003-02	https://www.google.com/myPayment07	<input type="text" value="Input new URL"/>

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**Update**

URL Collection Process	Steps
Access the SSM	<p>Log into the CMS Enterprise Portal and select the HIOS application on the “My Portal” page.</p> <p>Within the HIOS portal, choose the <b>QHP Benefits and Service Area Module</b>, select <b>Launch this Module</b>.</p> <p>Within the <b>QHP Benefits and Service Area Module</b>, select the <b>Access Supplemental Submission Module</b> link on the bottom half of the landing page.</p>
Find issuer information	<p>Within the Summary page, use the page filters to locate the issuer ID that requires URL updates; the issuer legal name and state will also display. After locating the appropriate issuer ID, select the associated <b>Action</b> button, either <b>View</b> or <b>Edit</b>, to be directed to the URL Data page.</p>
Upload URL data into the SSM	<p>In the Download Issuer URL Template File section of the URL Data page, choose the URL types you intend to upload.</p> <p>Select <b>Generate Issuer URL Template</b>.</p> <p>Copy all new URL data into the Issuer URL Template File under the “New URL” column and save the template.</p> <p>Upload the completed Issuer URL Template File into the Upload Issuer URL Template File section of the URL Data page.</p>
Updating previously submitted URL data	<p>In the Upload Issuer URL Template File section of the URL Data page, enter search criteria, such as the URL type and relevant ID, to locate the previously submitted URL.</p> <p>Enter the new URL in the <b>New URL</b> field.</p> <p>Select the <b>Update</b> button to submit all URL data updates.</p>