



**Centers for Medicare & Medicaid Services**  
**Federally Facilitated Exchange**  
Contract HHSM-500-2016-00003I / 75FCMC21F0002

# **Marketplace Plan Management System Issuer User Guide**

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**Version 1.1**  
**3/31/2023**

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# 1 Introduction

This document provides an overview and step-by-step guide on how to use the Marketplace Plan Management System (MPMS).

MPMS is a web application where users can validate plan data, as well as submit their Qualified Health Plans (QHPs) and Stand-Alone Dental Plans (SADPs) to the Centers for Medicare and Medicaid Services (CMS) for review and certification.

MPMS provides users with all capabilities necessary to complete the plan certification process, and is divided into three primary sections:

- **Plan Validation Workspace:** All Issuers should utilize the validation workspace by uploading their QHP templates XML's for validation and receive validation results prior to the QHP Certification window opening at any time, including prior to the submission of a QHP Application (starting in PY2024).
- **QHP Applications:** Federally-Facilitated Exchange (FFE) Issuers may create new QHP Applications, as well as view existing applications (Data submitted prior to April 19, 2023 will not be visible). Any application in the system may be updated based on CMS Standards (i.e. Certification Window Deadlines, locked applications under review).

## 1.1 User Guide Notes

This document provides screenshots and corresponding narrative to describe how to use MPMS. Buttons requiring action are indicated by “apostrophes”. [Links](#) requiring action are indicated by underlined blue text. The term “user” is used throughout this document to refer to an individual with access to MPMS.

# 2 Getting Started

To ensure that the user is able access MPMS, this section describes the recommended setup for the user's web browser, as well as recommendations to access and navigate the system. The web page design aligns to the CMS.gov web brand and is Section 508 compliant.

## 2.1 Supported Browsers and Browser Settings

To optimize user experience within MPMS:

1. Disable pop-up blockers prior to accessing MPMS.
2. Use one of the following browsers (latest version available for supported operating systems as of 10/18/2022):
  - Edge 107
  - Firefox 106
  - Chrome 109
3. Request the URL be added to the company's whitelist.

**Note:** The system complies with Health and Human Services (HHS) design standards: all associated webpages are designed for viewing at a minimum screen resolution of 1280 x 1024.

## 2.2 User Role

All users must have a CMS Enterprise Portal Identifier (ID) and HIOS user role to access the system. Issuers are required to have a PM Issuer Submitter role to access MPMS, and State users must have a PM State Reviewer role. For further details on how to establish a CMS Enterprise Portal ID, refer to the [Enterprise Portal User Guide](#). For further details on how to request a PM Issuer Submitter role, please refer to the [Identity Management User Guide](#).

## 2.3 Accessing the System

Login steps for accessing MPMS:

1. Navigate to the [CMS Enterprise Portal](#) Login page.
2. Enter User ID and Password into the field.
3. Select the 'I agree to the Terms & Conditions' check box.
4. Select the green 'Login' button.
5. In My Portal Select the HIOS icon.
6. Select 'Overview'.
7. Select the 'Access HIOS' link.
8. Select the green 'Launch This Module' button for the Marketplace Plan Management Module.
9. Select 'Access the Marketplace Plan Management System module' link.

## 2.4 Exiting the System

To exit MPMS, select the Logout link located in the top right corner of the page header. *See Figure 2-1.*



Figure 2-1. Logout

## 3 MPMS Functionality Overview

MPMS consists of the Home page, the Plan Validation Workspace, and the QHP Application page.

1. **Home page:** The Home page is the first screen users see when navigating to MPMS. It provides the user with the ability to view announcements pertaining to their applications, metrics about any QHP Applications they may have started for the current plan year, and easy navigation to other areas of the system.
2. **Plan Validation Workspace:** The Plan Validation Workspace is used to upload and validate QHP templates. Users may upload one or more templates at a time for validation, as well as cross validate the current templates uploaded in the system for a given Issuer ID and Plan Year.

3. **QHP Application:** The QHP Application screens are used to create or edit an existing application. Users may link valid QHP templates they uploaded in the Plan Validation Workspace to their QHP Application, complete Attestations, and provide supplemental documentation relating to their submission. Users may also view any review results provided by CMS regarding their QHP Application.

The following sections provide instructions about using the various functions and features of MPMS.

## 4 Home Page

The Home page is the first page users see when navigating to MPMS, and is also the Main Navigation screen. It provides the user with the ability to navigate to the Plan Validation Workspace and QHP Applications, as well as shows metrics for any applications the user has access to. *See Figure 4-1.*

# Marketplace Plan Management


Jane Issuer | [Logout](#)

[Home](#) [Plan Validation Workspace](#) [QHP Applications](#)

[Home](#) > [Submission](#) > Dashboard

## Welcome back, Jane Issuer!

### Announcements

 QHP Applications open on April 19, 2023.  
Upload your templates to the Plan Validation Workspace to complete your QHP Application easily.

×

#### Plan Validation Workspace

Have templates for your application?

Add them in the Plan Validation Workspace, where you can check for template errors before linking them with an application.


Go to Workspace

#### Need more information?

Visit the QHP Certification website to download your templates and the user guide.

QHP Website

#### Your Applications

 4 Applications  
In Progress

Go to QHP Applications

[Home](#) [Plan Validation Workspace](#) [QHP Applications](#)

#### Additional Resources

- [Freedom of Information Act](#)
- [Inspector General](#)
- [No Fear Act](#)
- [Plain Writing](#)
- [USA.gov](#)
- [US Web Design System](#)

#### Helpful Links


- [Adobe Acrobat Reader](#)
- [QHP Certification](#)
- [Nondiscrimination and Accessibility](#)
- [Plain Language](#)
- [Privacy Policy](#)
- [Web Policies](#)

#### Need Help?

**Email:**  
[CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov)

**Call:**  
[+1 \(855\) 267-1515](tel:+18552671515)

Available 24 hours a day,  
7 days a week  
(except holidays)



A federal government website managed by the  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard,  
Baltimore, MD 21124

Back to top

Figure 4-1. Home Page

4

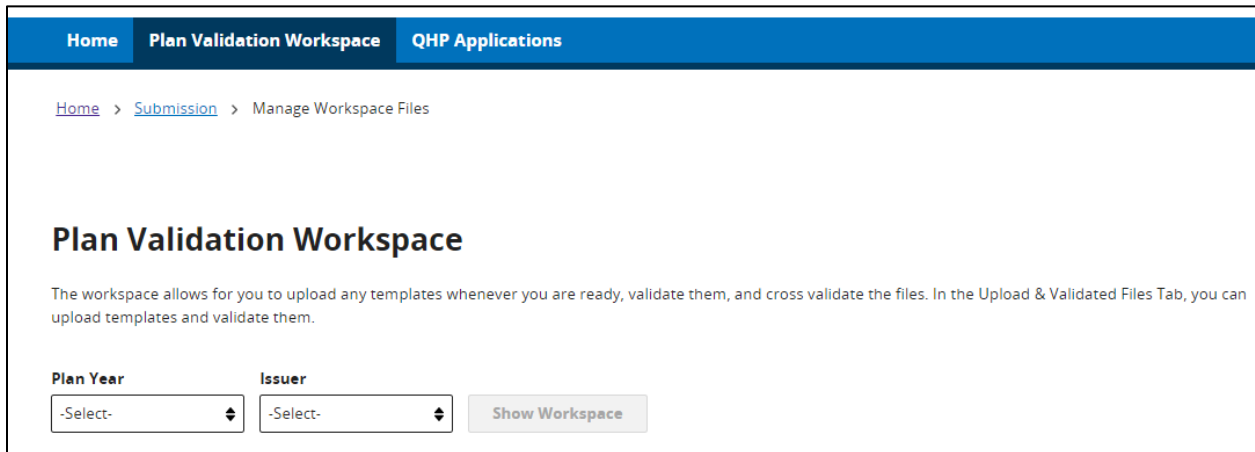


## 5 Plan Validation Workspace

The Plan Validation Workspace is used to upload, validate, and cross-validate QHP templates. Prior to using the Workspace, users must complete their QHP template and use the Finalize macro to generate an XML or ZIP file to upload. Instructions for using the Workspace are detailed in the sections below.

### 5.1 Uploading Templates for Validation

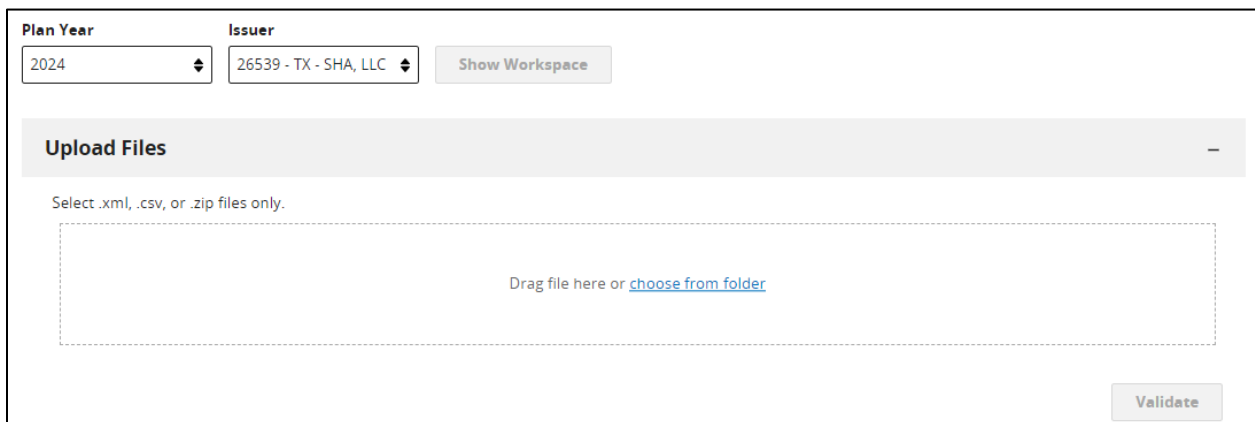
When first arriving at the Plan Validation Workspace, the user is required to select the Plan Year and Issuer they wish to validate templates for, then select the ‘Show Workspace’ button to begin uploading files for validation. *See Figure 5-1.*



The screenshot shows the 'Plan Validation Workspace' interface. At the top, there is a navigation bar with 'Home', 'Plan Validation Workspace', and 'QHP Applications'. Below the navigation bar, there is a breadcrumb trail: 'Home > Submission > Manage Workspace Files'. The main heading is 'Plan Validation Workspace'. Below the heading, there is a description: 'The workspace allows for you to upload any templates whenever you are ready, validate them, and cross validate the files. In the Upload & Validated Files Tab, you can upload templates and validate them.' Below the description, there are two dropdown menus: 'Plan Year' with '-Select-' and 'Issuer' with '-Select-'. To the right of these dropdowns is a 'Show Workspace' button.

Figure 5-1. Show Workspace

Upon selecting ‘Show Workspace,’ an Upload Files section will appear where the user can upload files for validation. The user may select ‘choose from folder’ or drag and drop files into the Upload Files section for validation. *See Figure 5-2.*



The screenshot shows the 'Plan Validation Workspace' interface after the 'Show Workspace' button has been clicked. The 'Plan Year' dropdown is now set to '2024' and the 'Issuer' dropdown is set to '26539 - TX - SHA, LLC'. The 'Show Workspace' button is still present. Below the dropdowns, there is a section titled 'Upload Files' with a minus sign on the right. Below this section, there is a text prompt: 'Select .xml, .csv, or .zip files only.' Below the prompt is a large dashed rectangular area for file upload. Inside this area, there is a text prompt: 'Drag file here or [choose from folder](#)'. At the bottom right of the interface, there is a 'Validate' button.

Figure 5-2. QHP Templates Uploaded

The system automatically identifies the type of template uploaded and displays that to the user. The user may select the ‘Validate’ button to submit the files for validation or choose to remove a file by selecting the trash can icon.

## 5.2 Viewing Template Validation Results

Once templates have been submitted for validation, the Validation Results section will display to the user. *See Figure 5-3.*

*Note: When a user submits a template for validation through SERFF, those validations results will also display in the Validation Results section and can be identified by the Uploaded By value of “SERFF”*

Validation Results					
Files uploaded above will be validated and the results will be shown below. Files with errors will be marked as such. To fix the errors, please re-upload the files with the errors fixed.					
<b>Product Type</b> QHP & SADP		<b>Market Coverage Type</b> Individual & SHOP			
Domain	File Name	Timestamp	Uploaded By	Validation Results	Linked Application
Plans and Benefits (Individual QHP)	PY24_PB_Ind_Med_TX_10333.xml	2/28/23, 11:57 AM		Errors Found <a href="#">View Results</a>	Not linked to application
Plans and Benefits (SHOP QHP)	PY24_PB_SHOP_Med_TX_10333.xml	2/28/23, 11:57 AM		No Errors Found	Not linked to application
Plans and Benefits (Individual SADP)	PY24_PB_Ind_Dent_TX_10333.xml	2/28/23, 11:57 AM		Errors Found <a href="#">View Results</a>	Not linked to application
Plans and Benefits (SHOP SADP)	PY24_PB_SHOP_Dent_TX_10333.xml	2/28/23, 11:57 AM		Errors Found <a href="#">View Results</a>	Not linked to application
Network ID	PY24_Network.xml	2/28/23, 11:57 AM		No Errors Found	Not linked to application
Service Area	PY24_ServiceArea.xml	2/28/23, 11:57 AM		No Errors Found	Not linked to application
Prescription Drug	PY24_PrescriptionDrug.xml	2/28/23, 11:57 AM		No Errors Found	Not linked to application

**Figure 5-3. Validation Results**

The user may filter the validation results in the table using the ‘Product Type’ and ‘Market Coverage Type’ filters at the beginning of the section. The possible Validation Results are described in the table below.

**Table 5-1. Validation Results**

Validation Result Badge	Description
No Errors Found	The template XML passed all validations.
Warnings Found	The template XML is acceptable, but the user may need to provide a justification if the template is linked to a QHP Application, or there is an unexpected data condition CMS would like to flag to the user.
Errors Found	The template XML contains Errors and requires corrections before the template can be linked to the QHP Application. This status will also display if there are errors and warnings present in the template.
Processing Error	The template XML cannot be processed by the system due to a file format issue. Try generating a new XML file using the Finalize macro in the template and re-uploading. If the issue continues, contact the help desk.

If the template has a status of “Warnings Found” or “Errors Found,” the user may select the ‘View Results’ link to view the detailed validation messages. *See Figure 5-4.*

### Plan Validation Workspace

#### Validation Results

**Issuer ID:** 11104    **Plan Year:** 2024    **Domain:** Plans and Benefits (Individual QHP)    **Document:** PY24\_11104IN\_PB\_QHP\_IND.xml

[Download \(CSV\)](#)

Severity	Validation Message	Submitted Value
Error	Plan Variant ID 11104IN0010020-01 uses a standardized option. However, the Deductible Coinsurance value is equal to 100.0% which is different than the required value of 0.0% for Bronze plans using a standardized option. Please change the field's value to match the required standardized option value.	

Show  errors per page    < Previous **1** Next >    Showing 1-1 of 1 results

[Back](#)

**Figure 5-4. Validation Results**

From this screen, the user may view the validation messages directly in the User Interface (UI) or choose to download the validation messages as a file.

## 5.3 Cross Validating Templates

After reviewing and addressing all validation results, the user may proceed with performing cross validation between templates by selecting the ‘Cross Validate’ button. *See Figure 5-5.*

**Note:** Only templates in a validation status of “No Errors Found” and/or “Warnings Found” can be cross validated.

ECP/NA (Individual Providers)	IndProv02of0310333TXD20220411T145726.xml	10/11/22, 5:23 PM	Jane Issuer	No Errors Found	Not linked to application
ECP/NA (Facilities & Pharmacies)	FacPhrm03of0310333TXD20220411T145726.xml	10/11/22, 5:23 PM	Jane Issuer	No Errors Found	Not linked to application
URLs	PY23_URL (1).csv	10/12/22, 9:57 AM	Jane Issuer	No Errors Found	Not linked to application

[Cross Validate](#)

Figure 5-5. Cross Validate Templates

## 5.4 Viewing Cross Validation Results

Similar to the Validation Results section, cross validation results are displayed in a new section called Cross Validation Checks. *See Figure 5-6.*

Cross Validation Checks	
The following checks have been performed based off the validated documents above. To perform more cross-validation checks, please upload the missing templates with no errors.	
Cross Validation Performed: 02/21/2023 09:14 AM	
<a href="#">Download All Results (CSV)</a>	
Cross Validation	Validation Results
Plans and Benefits & Transparency in Coverage	No Errors Found
Plans and Benefits & Network Adequacy	No Errors Found
Plans and Benefits & URL	No Errors Found
Plans and Benefits & Prescription Drug	No Errors Found
Plans and Benefits & Business Rules	No Errors Found

Show  results per page
 
[Previous](#)
[1](#)
[2](#)
[Next](#)
Showing 1-5 of 9 results

Figure 5-6. Cross Validation Results

Users may view validation warnings and errors similar to the Validation Results section.

## 6 Creating a New QHP Application

Instructions for creating a new QHP Application are detailed in the sections below.

### 6.1 Create a New QHP Application

After navigating to the QHP Applications section after validating all templates, the user can select a Plan Year, Issuer, Product Offering, and Market Coverage Type to create a new QHP

Application. *See Figure 6-1.* A user may only create one application per plan year per issuer, and an application may not be created for a State-based Exchange (SBE) state.

**Note:** For the Product Offering and Market Coverage Type fields, the user must select the option that reflects all product offerings (QHPs, SADPs, or Both) and markets (Individual, Small Group, or Both) they intend to submit data for as part of their QHP Application.

**Figure 6-1. Start Application**

When ready, the user selects the ‘Create Application’ button to create the new application.

## 6.2 Link Templates to Application

When a new application is created, a prompt appears allowing the user to select any valid templates XML (i.e., Template XML containing “No Errors Found”) available in the Workspace they would like to link to the new QHP Application. *See Figure 6-2.* Only templates with a status of “No Errors Found” and/or “Warnings Found” can be linked to a QHP Application.

**Note:** This prompt will not appear for applications created for State Partnership Exchange (SPE) or State-based Exchange on the Federal Platform (SBE-FP) states, as QHP templates in these states should be transferred from the System for Electronic Rate and Form Filing (SERFF).

<input type="checkbox"/>	Domain	File Name	Uploaded By	Validation Results
<input checked="" type="checkbox"/>	Plans & Benefit (SHOP)	FY24_PlansBenefitSHOP.xlsm	Dannie Greer 1/22/2022 12:56 PM	No Errors Found
<input checked="" type="checkbox"/>	Prescription Drug	FY24_PrescriptionDrug.xls	Dannie Greer 1/22/2022 12:56 PM	No Errors Found
<input type="checkbox"/>	Rates Table	FY24_RatesTable.xlsm	Dannie Greer 1/22/2022 12:56 PM	No Errors Found
<input checked="" type="checkbox"/>	Business Rules	FY24_BusinessRules.xls	Dannie Greer 1/22/2022 12:56 PM	Warnings Found

**Figure 6-2. Link Chosen Files to Workspace**

Once templates are selected, the user may select the ‘Link Files’ button to add the templates to the QHP Application.

***Note:** Users may also choose to link templates from the Workspace to their application on the Application Summary page using the ‘Link Files’ button.*

## 6.3 Application Overview

Once the user links files to the application or chooses to close the prompt, they are directed to the Application Overview. Here the user is presented with a list of sections that they are required to complete as part of the QHP Application. The sections that are displayed are based on the Market Coverage Type, Product Offering, and Exchange Model for the applicable plan.

While users in FFE states will be able to access and complete each section of the application through MPMS, users of the SERFF system will only be able to edit certain sections/groups of the application. Those sections are Plan Business Rule, Plan Attributes, and Plan Rates. In these cases, MPMS is expecting to receive the template data and/or supporting documents through the SERFF Plan Transfer service, rather than making edits in MPMS.



Figure 6-3. Data imported from SERFF

## 7 Common Actions within an Application

The QHP Application is divided into individual sections and grouped together so that they can be submitted to CMS for review and feedback. Instructions for completing each section of the QHP Application are detailed below.

### 7.1 Linking Templates from the Workspace

Users are not able to upload a template XML directly into the QHP Application, and instead must link valid templates XML from the Workspace to the application. Once a QHP Application is created, there are two ways the user may link a template XML from the Workspace to the application.

The first option is using the ‘Link Files’ button at the top of Application Overview. *See Figure 7-1.*

## Application Overview

The application summary shows your progress on each group of the full application. You may submit one group without completing the other. You can also make edits to submitted groups as long as CMS has not started the review process of the group yet. Once CMS has started reviewing a group, you will not be able to make any changes until CMS is finished reviewing the group.

**Looking for Plan ID Crosswalk?** Plan ID Crosswalk will continue to be collected and review results published through the [PM Community](#).

### Issuer Application

Application	Plan Year	Issuer	Product Offering	Market Coverage Type
10333TX-2024-01	2024	10333 - TX	QHPs Only	Individual Only

[Link Files](#)

**Figure 7-1. Link Files to Application**

The second, and recommended option if a new template XML needs to be uploaded, allows the user to navigate directly to the Workspace from a section of the QHP Application, then link the new file. To do this, the user may select the ‘Open Workspace’ link found in an application section. *See Figure 7-2.*

## Service Area

Application	Plan Year	Issuer	Product Offering	Market Coverage Type
69461AL-2024-01	2024	69461 - AL - UnitedHealthcare Insurance Company	QHPs Only	Individual Only

[← Return to Application Overview](#)
☒ Service Area

**Please upload your completed Service Area document.**

#### Documents Attached

For any template type documents, navigate to the Workspace to upload and resolve errors.

Document Type	File Name	Validation Status	Linked By	Action
Service Area	—	—	—	<a href="#">Open Workspace</a>

[Save and Complete](#)

**Figure 7-2. Open Workspace**

Once in the Workspace, the user may upload the new template XML and view validation results as described in section 5. After a valid template XML is uploaded, the user may scroll to the bottom of the Workspace screen and select the ‘Link to Application’ button. *See Figure 7-3.*

Plan ID Crosswalk (Individual SADP)	No File Uploaded	—	—	—	Not linked to application
ECP/NA	No File Uploaded	—	—	—	Not linked to application
URLs	No File Uploaded	—	—	—	Not linked to application

[Cross Validate](#)
[Link to Application](#)

Figure 7-3. Link to Application

Selecting the ‘Link to Application’ button will prompt the user to select a valid template XML to link to the application. *See Figure 7-4.* The templates XML listed in the prompt are limited to the templates XML that apply to the section of the application the user navigated from.

**Link Files from Workspace**
[Close](#)

Here are the validated files from the Workspace that we believe match with your application. Only files that have not been imported to the application yet and have no validation errors will be available here to associate to the application. Please select which files you would like to associate to this application.

<input type="checkbox"/>	Domain	File Name	Uploaded By	Validation Results
<input type="checkbox"/>	Service Area	10333_TX_PY23_ServiceArea.xml	PMMOD034 test last 10/20/2022 2:12PM	Warnings Found

[Link Files](#)
[Cancel](#)

Figure 7-4. Link Files from Workspace

After selecting the ‘Link Files’ button, the user is redirected back to the section of the application, and the template XML is now successfully linked to the Application. *See Figure 7-5.*

**Service Area**

**Application** 10333TX-2024-02   
**Plan Year** 2024   
**Issuer** 10333 - TX   
**Product Offering** QHPs Only   
**Market Coverage Type** SHOP Only

[Return to Application Overview](#)

☒ **Service Area**

**Please upload your completed Service Area document.**

**Documents Attached**

For any template type documents, navigate to the Workspace to upload and resolve errors.

Document Type	File Name	Validation Status	Linked By	Action
Service Area	<a href="#">TX_10333_ServiceArea.xml</a>	No Errors Found	PMMOD032 02/22/2023 12:54PM	<a href="#">Open Workspace</a>

[Save and Complete](#)

Figure 7-5. Templates Successfully Linked



## 7.2 Uploading Supporting Documentation

Supporting and Justification Documentation is needed when a warning is found in a template XML. The following details how to upload Supporting and Justification Documents.

To upload a Supporting and Justification Document, a user needs to select the ‘Add document’ button. In some cases, uploading multiple documents is required. To upload more than one document, select the ‘Add document’ button and individually add each document *See Figure 7-6*.

### Plans & Benefits

Application	Plan Year	Issuer	Product Offering	Market Coverage Type
10333TX-2024-02	2024	10333 - TX	QHPs Only	SHOP Only

[← Return to Application Overview](#)

✓ Plans & Benefits

### Please upload your completed Plans & Benefits templates.

**Documents Attached**

For any template type documents, navigate to the Workspace to upload and resolve errors.

Document Type	File Name	Validation Status	Linked By	Action
Plans and Benefits (SHOP QHP)	<a href="#">TX_10333_SHOP_QHP.xls</a> <a href="#">m</a>	No Errors Found	PMMOD032 02/22/2023 12:52PM	<a href="#">Open</a> <a href="#">Workspace</a>

**Supporting and Justifications Documents**

Add document

Save and Complete

Figure 7-6. Supporting and Justifications Documents

Upload supporting documents by selecting a document type in the dropdown menu and then dragging or selecting the supporting and justification document from a local folder. *See Figure 7-7*. Note that each document type has a list of supported file types when uploading. After the file appears, selecting the ‘Upload’ button will upload the document to the domain.

## Add and Upload Another Document ✕ Close

Select document

AV Calculator Screenshot  
SADP Supporting Document – Attestations for AV and EHB Apportionment  
Discrimination Cost-Sharing Outlier: Supporting Documentation and Justification  
EHB - Substituted Benefit (Actuarial Equivalent) Supporting Document and Justification  
Unique Plan Design Supporting Document and Justification

Figure 7-7. Add and Upload Supporting Documents

After the files are uploaded, they will appear in the domain. *See Figure 7-8.* A user may select the File Name link to download the supporting document or the ‘Upload’ action button to re-upload a file. Selecting the ‘Save and Complete’ button returns the user to Application Overview.

## Plans & Benefits

Application  
10333TX-2024-02
Plan Year  
2024
Issuer  
10333 - TX
Product Offering  
QHPs Only
Market Coverage Type  
SHOP Only

[← Return to Application Overview](#)

✓ Plans & Benefits

### Please upload your completed Plans & Benefits templates.

Documents Attached

For any template type documents, navigate to the Workspace to upload and resolve errors.

Document Type	File Name	Validation Status	Linked By	Action
Plans and Benefits (SHOP QHP)	<a href="#">TX 10333 SHOP QHP.xls</a>	No Errors Found	PMMOD032 02/22/2023 12:52PM	<a href="#">Open</a> <a href="#">Workspace</a>

✓ File successfully uploaded. Discrimination Cost-Sharing Outlier: Supporting Documentation and Justification file has been successfully uploaded to application 10333TX-2024-02.

### Supporting and Justifications Documents

Document Type	File Name	Uploaded By	Action
Discrimination Cost-Sharing Outlier: Supporting Documentation and Justification	<a href="#">Discrimination Cost-Sharing Outlier.pdf</a>	Jane Issuer 02/22/2023 02:21PM	<a href="#">Delete File</a>

Figure 7-8. Uploaded Supporting Documents

### 7.3 Removing Supporting Documents

A user may remove a supporting document within a domain section of the QHP Application. Under Supporting and Justification Documents, a user may select the 'Delete Files' action to remove a previously uploaded file. See Figure 7-9.

Supporting and Justifications Documents			
Document Type ↑	File Name ↑	Uploaded By ↑	Action ↑
SADP Supporting Document – Attestations for AV and EHB Apportionment	<a href="#">SADP.pdf</a>	Jane Issuer 03/30/2023 10:56AM	<a href="#">Delete File</a>

[Add document](#)

Figure 7-9. Delete Supporting File

Selecting this action displays a pop-up to the user asking if they wish to continue and delete the file. The user may select 'Yes, Delete File' to remove the previously uploaded file, or select 'No, Keep File' to keep the selected file or the 'Close' button to continue editing. If a file is deleted, the action cannot be undone.

## Delete File

✕ [Close](#)

You're about to delete SADP.pdf from this application.

This action cannot be undone. Are you sure you wish to continue?

**Yes, Delete File**
[No, Keep File](#)

Figure 7-10. Delete File Pop-up

A user may also replace any supporting documents within a domain section. Under Supporting and Justification Documents a user may select the Replace a File action to replace a previously uploaded file. See Figure 7-11. This action displays a pop-up for the user to upload the file they wish to replace the previous file with.

Supporting and Justifications Documents			
If you have warnings in your template, you must upload a justification document.			
Document Type ↕	File Name ↕	Uploaded By ↕	Action ↕
Partial County Justification	<a href="#">SuppDocDiscrimination TreatmentProtocolPY23-Form-508.pdf</a>	Jane Issuer 03/30/2023 11:27AM	<a href="#">Replace File</a>
State Approval documentation	<a href="#">SuppDocDiscrimination TreatmentProtocolPY23-Form-508.pdf</a>	Jane Issuer 03/30/2023 11:27AM	<a href="#">Replace File</a>

Figure 7-11. Replace Supporting File

## 8 Completing Sections of an Application

Each section of the QHP Application may have dynamic requirements based on the type of QHP Application the user is completing. Details and instructions on these dynamic requirements are detailed in the sections below.

### 8.1 Administrative Section

The Administrative section is required for all QHP Applications and must be error free in order for the user to complete the section. The information displayed in the Administrative Section is retrieved from the HIOS Plan Finder, and any errors identified in a section must be resolved by making updates to the HIOS Plan Finder module.

**Note:** Updates made in the HIOS Plan Finder module may take up to an hour to be reflected in the Administrative section.

#### 8.1.1 Completing the Administrative Section

The Administrative Section is divided into 3 sub-sections: Corporate & Billing Information, Customer Service Contact – Individual, and Customer Service Contact – SHOP. See Figure 8-1.

## Administrative

Application

10333TX-2024-03

Plan Year

2024

Issuer

10333 - TX

Product Offering

QHPs Only

Market Coverage Type

Individual & SHOP

[Return to Application Overview](#)

Corporate & Billing Information

Customer Service Contact - Individual

Customer Service Contact - SHOP

### Administrative - Corporate & Billing Information

The information below is retrieved from the HIOS Plan Finder. For instructions on how to update any of these fields, please refer to the [HIOS Plan Finder Issuer User Manual \(section 3.2\)](#).

Issuer Legal Name

TEST 14.0

Marketplace Billing Name

Wilton Company

Marketplace Address Line 2

—

Marketplace State

TX

Marketplace Zip Extension

—

Issuer Marketplace Marketing Name

CareFirst Marketing

Marketplace Address Line 1

12345 Test ave

Marketplace City

Callahan

Marketplace Zip

76443

Next

Figure 8-1. Administrative Section

Table 8-1 below provides the logic used to determine what Administrative Data displays to the user.

Table 8-1. Administrative Section Display Logic

Market Coverage Type	Administrative Data Displayed
Individual & SHOP	Corporate & Billing Information Customer Service Contact – Individual Customer Service Contact – SHOP
Individual	Corporate & Billing Information Customer Service Contact – Individual
SHOP	Corporate & Billing Information Customer Service Contact – SHOP

Table 8-2 below provides the mapping of fields in the HIOS Plan Finder to the Administrative Section.

Table 8-2. HIOS Plan Finder Fields

Administrative Section	Administrative Section Field Name	HIOS Plan Finder Section	HIOS Plan Finder Field Name
Corporate & Billing Information	Issuer Legal Name	Corporate Information	Issuer Legal Name
Corporate & Billing Information	Issuer Marketplace Marketing Name	Corporate Information	Issuer Marketplace Marketing Name

<b>Administrative Section</b>	<b>Administrative Section Field Name</b>	<b>HIOS Plan Finder Section</b>	<b>HIOS Plan Finder Field Name</b>
Corporate & Billing Information	Marketplace Billing Name	Marketplace Billing Information	Marketplace Billing Name
Corporate & Billing Information	Marketplace Address Line 1	Marketplace Billing Information	Marketplace Address Line 1
Corporate & Billing Information	Marketplace Address Line 2	Marketplace Billing Information	Marketplace Address Line 2
Corporate & Billing Information	Marketplace City	Marketplace Billing Information	Marketplace City
Corporate & Billing Information	Marketplace State	Marketplace Billing Information	Marketplace State
Corporate & Billing Information	Marketplace Zip	Marketplace Billing Information	Marketplace Zip
Corporate & Billing Information	Marketplace Zip Extension	Marketplace Billing Information	Marketplace Zip Extension
Customer Service Contact - Individual	Individual Customer Service Phone	Issuer Marketplace Information	IFP Customer Service Phone
Customer Service Contact - Individual	Individual Customer Service Phone Extension	Issuer Marketplace Information	IFP Customer Service Phone Extension
Customer Service Contact - Individual	Individual Customer Service Toll Free	Issuer Marketplace Information	IFP Customer Service Toll Free
Customer Service Contact - Individual	Individual Customer Service TTY	Issuer Marketplace Information	IFP Customer Service TTY
Customer Service Contact - Individual	Individual Customer Service URL	Issuer Marketplace Information	IFP Customer Service URL
Customer Service Contact - SHOP	SHOP Customer Service Phone	Issuer Marketplace Information	SHOP Customer Service Phone
Customer Service Contact - SHOP	SHOP Customer Service Phone Extension	Issuer Marketplace Information	SHOP Customer Service Phone Extension
Customer Service Contact - SHOP	SHOP Customer Service Toll Free	Issuer Marketplace Information	SHOP Customer Service Toll Free
Customer Service Contact - SHOP	SHOP Customer Service TTY	Issuer Marketplace Information	SHOP Customer Service TTY
Customer Service Contact - SHOP	SHOP Customer Service URL	Issuer Marketplace Information	SHOP Customer Service URL

Once all errors resolve in the HIOS Plan Finder, and reflect in the Administrative Section, the user may select the ‘Save and Complete’ button to complete the section.

## 8.2 Interoperability Section

The Interoperability Section is required for QHP Applications in FFE and SPE states when the Product Offering includes “QHP”, and the Market Coverage Type includes “Individual”. This section requires the user to respond to a series of questions, as well as link relevant justification

documents to the application based on their answers. An introduction is provided for the user, as well as instructions for completing the section *See Figure 8-2*.

**Interoperability**

Application	Plan Year	Issuer	Product Offering	Market Coverage Type
69461AL-2024-01	2024	69461 - AL - UnitedHealthcare Insurance Company	QHPs Only	Individual Only

[← Return to Application Overview](#)

**Interoperability Introduction**

All applicants submitting issuer applications for Qualified Health Plans (QHP) or dual QHP/Stand-alone Dental Plans (SADP) for participation in the Federally-Facilitated Exchanges (FFE), including FFEs for states performing plan management, are required to attest to their adherence to requirements finalized in the Interoperability and Patient Access Final Rule published on May 1, 2020. The requirements are detailed in the 45 Code of Federal Regulations (CFR) 156.221.

Additional information on interoperability requirements and enforcement can be found in the [Interoperability Application Materials](#) section of the QHP website.

**Instructions** Applicants must respond to all questions to attest to your compliance with each requirement. If you respond "no" to any question, you must submit a justification.

[Next](#)

Figure 8-2. Interoperability Introduction

## 8.2.1 Responding to Interoperability Questions

Within each question, the user must respond 'Yes' or 'No, I will submit justifications at the end of this section', then select the 'Save' button to save the response or select the 'Save and Next' button to save and proceed to the next question. *See Figure 8-3*.

**Interoperability**

Application	Plan Year	Issuer	Product Offering	Market Coverage Type
69461AL-2024-01	2024	69461 - AL - UnitedHealthcare Insurance Company	QHPs Only	Individual Only

[← Return to Application Overview](#)

Interoperability Introduction

☒ **Question 1**

☐ Question 2

☐ Question 3

☐ Question 4

☐ Justification

**1. Has the issuer fully implemented a secure API that both:**

- Allows all enrollees to access their claims and encounter information through a third-party application of the enrollee's choice and
- Meets the standards of Health Level 7® [HL7] Fast Healthcare Interoperability Resources® [FHIR] Release 4.0.1?

☒ Yes

☐ No, I will submit justifications at the end of this section

[Back](#) [Save](#) [Save and Next](#)

Figure 8-3. Interoperability Question 1

If a user answers "Yes" to questions 3 or 4, they are required to provide an active URL to demonstrate compliance with the question; a second URL is optional. A submitted URL must start with http:// or https://. Upon responding to the question or providing a URL, the user may

select the ‘Save’ button to save their response or the ‘Save and Next’ button to proceed to the next question. *See Figure 8-4.*

## Interoperability

Application

69461AL-2024-01

Plan Year

2024

Issuer

69461 - AL - UnitedHealthcare Insurance Company

Product Offering

QHPs Only

Market Coverage Type

Individual Only

[Return to Application Overview](#)

Interoperability Introduction

Question 1

Question 2

**Question 3**

Question 4

Justification

**3. Has the issuer published on an easily accessible website and/or through publicly accessible hyperlink(s) information to support third party application use of the API, as detailed in 45 CFR 156.221(d)?**

☒ Yes  
☐ No, I will submit justifications at the end of this section

Provide an active URL or URLs demonstrating compliance with Question 3.

URL 1

URL 2 (Optional)

[Back](#) [Save](#) [Save and Next](#)

Figure 8-4. Interoperability Question 3

If the user provides a URL that has errors, an Interoperability Validation Results pop-up window will appear with detailed results. *See Figure 8-5.* Any invalid characters and missing URL format errors will appear inline in red with the text box.

Interoperability Validation Results

✕ Close

Download (CSV)

Severity	Validation Message
Warning	The following URL is not active. All URLs submitted must lead to a live, active webpage that loads in under 60 seconds. Please resubmit an active URL.

Show 5 errors per page

< Previous 1 Next >

Showing 1-1 of 1 results

Figure 8-5. Interoperability Errors

## 8.2.2 Submitting an Interoperability Justification

If a user answers “No” to any of the interoperability questions, they are required to upload a justification document that contains information detailed in the section. *See Figure 8-6.*



## Interoperability

**Application**  
69461AL-2024-01

**Plan Year**  
2024

**Issuer**  
69461 - AL - UnitedHealthcare Insurance Company

**Product Offering**  
QHPs Only

**Market Coverage Type**  
Individual Only

[← Return to Application Overview](#)

Interoperability Introduction

✓ Question 1

✓ Question 2

✓ Question 3

✓ Question 4

○ Justification

A justification is needed for answering "No" to Questions 1-4. Upload the Interoperability Justification form that contains the following information:

- The date (a single date specifying month, day, and year, by which all referenced requirements in questions 1-4 will be fully implemented.
- A description of how the non-implemented requirements will impact enrollees until such time as they are fully implemented. Specifically, detail what functionality, data elements, or guidance will not be accessible to enrollees until full implementation is achieved. Also, describe how enrollees currently access all health information maintained by the issuer until full implementation is achieved.
- Details of the root cause for implementation delay and the issuer's plan for completing implementation by the stated date.

**Justification Documents**

Document Type	File Name	Uploaded By	Action
Interoperability Justification	—	—	<a href="#">Upload</a>

Back

Save

Save and Complete

Figure 8-6. Interoperability Justification Documents

If a user answers “Yes” to all four questions, they are not required to upload a justification document. *See Figure 8-7.*

## Interoperability

**Application**  
69461AL-2024-01

**Plan Year**  
2024

**Issuer**  
69461 - AL - UnitedHealthcare Insurance Company

**Product Offering**  
QHPs Only

**Market Coverage Type**  
Individual Only

[← Return to Application Overview](#)

Interoperability Introduction

✓ Question 1

✓ Question 2

✓ Question 3

✓ Question 4

✓ Justification

A justification is not needed for answering "Yes" to Questions 1-4. Click “Save and Complete” to complete this section.

Back

Save

Save and Complete

Figure 8-7. Interoperability Justification Documents Are Not Required

Once all questions have been responded to and any Justification Documents have been uploaded, the user may select the ‘Save and Complete’ button, redirecting the user to Application Overview, and the Interoperability Section displays as Completed.

## 8.3 Program Attestations Section

The Program Attestations section is required for all QHP Applications, and dynamically adjusts based on the Product Offerings of the application being submitted.

**Note:** This section will not display for SERFF issuers.

### 8.3.1 Responding to Program Attestations

Table 8-3 below provides the logic used to determine what Program Attestations display to the user based on the Product Offering.

**Table 8-3. Program Attestation Display Logic**

Product Offering	Attestations Displayed
QHP & SADP	QHP & SADP Attestation QHP Attestation SADP Attestation
QHP	QHP & SADP Attestation QHP Attestation
SADP	QHP & SADP Attestation SADP Attestation

Within the Attestation sections, the user must agree to the statement listed by selecting the check box. *See Figure 8-8.* Selecting the ‘Save and Complete’ button returns the user to Application Overview.

**Program Attestations**

Application: 10333TX-2024-02   Plan Year: 2024   Issuer: 10333 - TX   Product Offering: QHPs Only   Market Coverage Type: SHOP Only

[← Return to Application Overview](#)

Program Attestations Introduction

✓ QHP & SADP Attestation

✓ **QHP Attestation**

**2. Applicant agrees to adhere to all applicable requirements in 45 CFR Parts 146, 147, 155, and 156.**

This attestation applies to all QHPs that an issuer is submitting for certification for the next plan year. All issuers who wish to offer certified QHPs on the FFEs are required to agree to the above attestation.

☒ I agree the issuer will comply with the above statement.

[Back](#) [Save](#) [Save and Complete](#)

**Figure 8-8. QHP Attestation**

## 8.4 Business Rules Section

The Business Rules Section is required as part of all QHP Applications, and only requires a Business Rules template XLS to be linked. *See Figure 8-9.*

**Note:** This section and group will not be editable for SERFF issuers.

## Business Rules

**Application**  
10333TX-2024-04

**Plan Year**  
2024

**Issuer**  
10333 - TX

**Product Offering**  
SADPs Only

**Market Coverage Type**  
Individual Only

[← Return to Application Overview](#)

**Business Rules**

**Please upload your completed Business Rules document.**

**Documents Attached**

For any template type documents, navigate to the Plan Validation Workspace to upload those documents. To resolve any errors, please navigate to the file in the Plan Validation Workspace.

Document Type	File Name	Validation Status	Uploaded By	Action
Business Rules	<a href="#">10333 PY2024_RatingBusinessRules.xls</a>	No Errors Found	PMMOD031 12/12/2022 11:23AM	<a href="#">Open Workspace</a>

[Save and Complete](#)

Figure 8-9. Business Rules Section

## 8.5 Essential Community Providers/Network Adequacy Section

The Essential Community Providers/Network Adequacy (ECP/NA) Section is required as part of all QHP Applications, and requires the user to respond to attestations, as well as link relevant QHP templates XML to the application. An introduction is provided for the user, as well as instructions for completing the section. *See Figure 8-10.*

**Note:** This section will not be editable by SERFF issuers.

## ECP/NA

**Application**  
10333AK-2024-01

**Plan Year**  
2024

**Issuer**  
10333 - AK - Aetna Life Alaska

**Product Offering**  
QHP & SADP

**Market Coverage Type**  
Individual & SHOP

[← Return to Application Overview](#)

**ECP/NA Introduction**

☐ ECP/NA

**Essential Community Providers/Network Adequacy**

Attestations pertaining to ECP/NA requirements outlined in 45 CFR 156.230 and 156.235 appear in the Program Attestations section of the Marketplace Plan Management System (MPMS).

**Instructions:** Applicants must respond to the ECP/NA attestations within the Program Attestations section of the MPMS in order to complete an issuer application and participate in the FFE.

[Next](#)

Figure 8-10. ECP/NA Introduction

Upon selecting the ‘Next’ button, the user is directed to the ECP/NA tab. *See Figure 8-11.* The user may select the drop-down instructions for additional information. The user may link required templates XML and upload additional documents in this section. Selecting the ‘Save and Complete’ button redirects the user to Application Overview, and the ECP/NA Section displays as Completed.

## ECP/NA

**Application**  
10333AK-2024-01

**Plan Year**  
2024

**Issuer**  
10333 - AK - Aetna Life Alaska

**Product Offering**  
QHP & SADP

**Market Coverage Type**  
Individual & SHOP

[Return to Application Overview](#)

ECP/NA Introduction

**ECP/NA**

### About the ECP/NA Template and Write-In Worksheet

- The ECP/NA template will allow the applicant to identify each provider network it intends to utilize for its QHPs, enter providers within the required network adequacy fields to satisfy NA standards, and select each ECP with which it has executed a contract in each network.
- The ECP Write-in Worksheet allows the applicant to write in additional ECPs if they appear on the "Available ECP Write-in List" found within the ECP Write-in Worksheet.
- The applicant should identify any network that is different for its individual and small group market as a separate network.
- ECP and Network Adequacy Justifications must be submitted via the PM Community, rather than uploaded through the MPMS.

### Documents Attached

For any template type documents, navigate to the Workspace to upload and resolve errors.

Document Type	File Name	Validation Status	Linked By	Action
ECP/NA	—	—	—	<a href="#">Open Workspace</a>
Network ID	—	—	—	<a href="#">Open Workspace</a>

### Supporting Documents

Add Document

Back

Save

Save and Complete

Figure 8-11. ECP/NA Documents

## 8.6 Plans and Benefits Section

The Plans and Benefits Section is required for all QHP Applications, and dynamically adjusts based on the type of application being submitted and whether the Plans and Benefits templates XML linked to the application require supporting documentation.

**Note:** This section will not be editable by SERFF issuers.

### 8.6.1 Linking Plans and Benefits Templates

The list of Plans and Benefits templates listed in the Documents Attached section are dynamically adjusted based on the Product Offering and Market Coverage Type of the application. See Figure 8-12.

## Plans & Benefits

Application  
10333TX-2024-02

Plan Year  
2024

Issuer  
10333 - TX

Product Offering  
QHPs Only

Market Coverage Type  
SHOP Only

[Return to Application Overview](#)

Plans & Benefits

**Please upload your completed Plans & Benefits templates.**

**Documents Attached**

For any template type documents, navigate to the Workspace to upload and resolve errors.

Document Type	File Name	Validation Status	Linked By	Action
Plans and Benefits (SHOP QHP)	<a href="#">TX_10333_SHOP_QHP.xls</a> <a href="#">m</a>	No Errors Found	PMMOD032 02/22/2023 12:52PM	<a href="#">Open</a> <a href="#">Workspace</a>

**Supporting and Justifications Documents**

Add document

Save and Complete

Figure 8-12. Plans and Benefits Templates

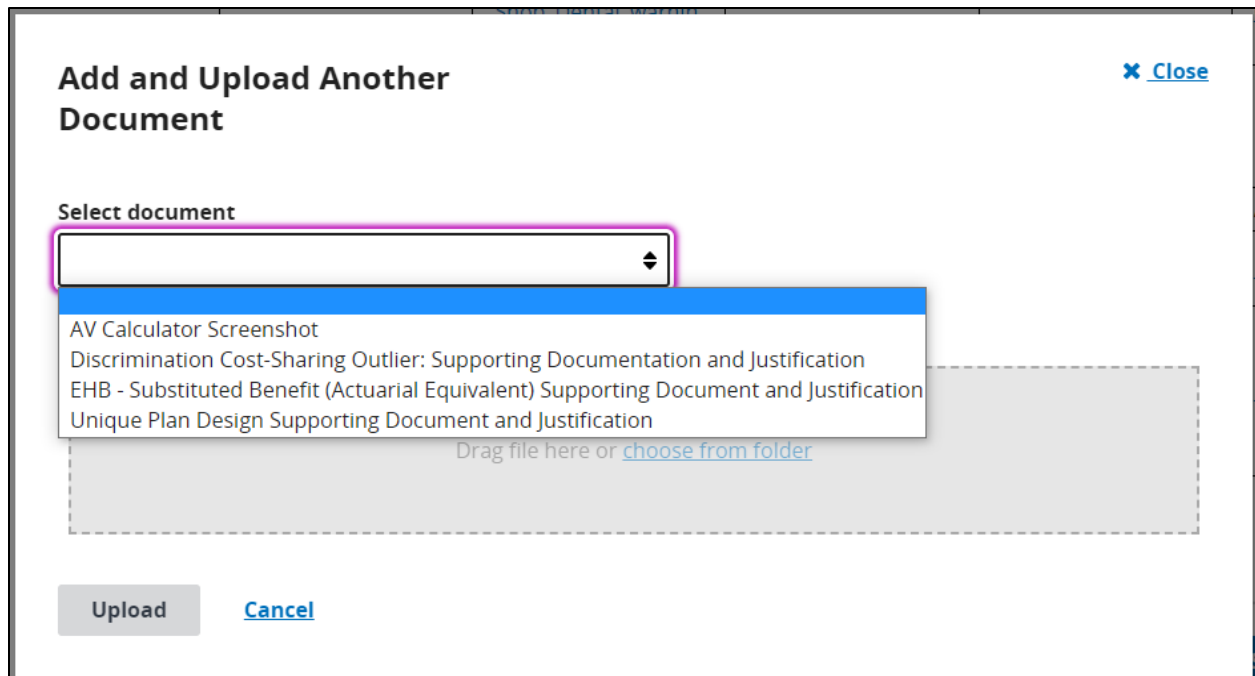
Table 8-4 below provides the logic used to determine what Plans and Benefits templates are displayed to the user.

Table 8-4. Plans and Benefit Template Display Logic

Product Offering	Market Coverage Type	Templates Displayed
QHP & SADP	Individual & SHOP	Plans & Benefits (Individual QHP) Plans & Benefits (Individual SADP) Plans & Benefits (SHOP QHP) Plans & Benefits (SHOP SADP)
QHP & SADP	Individual	Plans & Benefits (Individual QHP) Plans & Benefits (Individual SADP)
QHP & SADP	SHOP	Plans & Benefits (SHOP QHP) Plans & Benefits (SHOP SADP)
QHP	Individual & SHOP	Plans & Benefits (Individual QHP) Plans & Benefits (SHOP QHP)
QHP	Individual	Plans & Benefits (Individual QHP)
QHP	SHOP	Plans & Benefits (SHOP QHP)
SADP	Individual & SHOP	Plans & Benefits (Individual SADP) Plans & Benefits (SHOP SADP)
SADP	Individual	Plans & Benefits (Individual SADP)
SADP	SHOP	Plans & Benefits (SHOP SADP)

### 8.6.2 Adding Supporting Documentation

The list of supporting documents the user may select from are also dynamically adjusted based on the Product Offering and Market Coverage Type of the application. *See Figure 8-13.*



**Figure 8-13. Plans and Benefits Supporting Documents**

Table 8-5 below provides the logic used to determine what Supporting Document types are displayed to the user.

**Table 8-5. Plans and Benefits Supporting Documentation Display Logic**

Product Offering	Market Coverage Type	Supporting Documents Displayed
QHP & SADP	Individual & SHOP	<ul style="list-style-type: none"> <li>• AV Calculator Screenshot</li> <li>• Discrimination Cost Sharing Outlier: Supporting Documentation and Justification</li> <li>• EHB – Substituted Benefit (Actuarial Equivalent) Supporting Document and Justification</li> <li>• Unique Plan Design Supporting Document and Justification</li> <li>• SADP Supporting Document – Attestations for AV and EHB Apportionment</li> </ul>
QHP & SADP	Individual	<ul style="list-style-type: none"> <li>• AV Calculator Screenshot</li> <li>• Discrimination Cost Sharing Outlier: Supporting Documentation and Justification</li> <li>• EHB – Substituted Benefit (Actuarial Equivalent) Supporting Document and Justification</li> <li>• Unique Plan Design Supporting Document and Justification</li> <li>• SADP Supporting Document – Attestations for AV and EHB Apportionment</li> </ul>

Product Offering	Market Coverage Type	Supporting Documents Displayed
QHP & SADP	SHOP	<ul style="list-style-type: none"> <li>• AV Calculator Screenshot</li> <li>• Discrimination Cost Sharing Outlier: Supporting Documentation and Justification</li> <li>• EHB – Substituted Benefit (Actuarial Equivalent) Supporting Document and Justification</li> <li>• SADP Supporting Document – Attestations for AV and EHB Apportionment</li> </ul>
QHP	Individual & SHOP	<ul style="list-style-type: none"> <li>• AV Calculator Screenshot</li> <li>• Discrimination Cost Sharing Outlier: Supporting Documentation and Justification</li> <li>• EHB – Substituted Benefit (Actuarial Equivalent) Supporting Document and Justification</li> </ul>
QHP	Individual	<ul style="list-style-type: none"> <li>• AV Calculator Screenshot</li> <li>• Discrimination Cost Sharing Outlier: Supporting Documentation and Justification</li> <li>• EHB – Substituted Benefit (Actuarial Equivalent) Supporting Document and Justification</li> </ul>
QHP	SHOP	<ul style="list-style-type: none"> <li>• AV Calculator Screenshot</li> <li>• Discrimination Cost Sharing Outlier: Supporting Documentation and Justification</li> <li>• EHB – Substituted Benefit (Actuarial Equivalent) Supporting Document and Justification</li> </ul>
SADP	Individual & SHOP	<ul style="list-style-type: none"> <li>• SADP Supporting Document – Attestations for AV and EHB Apportionment</li> </ul>
SADP	Individual	<ul style="list-style-type: none"> <li>• SADP Supporting Document – Attestations for AV and EHB Apportionment</li> </ul>
SADP	SHOP	<ul style="list-style-type: none"> <li>• SADP Supporting Document – Attestations for AV and EHB Apportionment</li> </ul>

Any supporting documents required based on the Warnings found in the Plans and Benefits templates linked to the application are automatically displayed in the Supporting and Justifications Documents table. *See Figure 8-14.*

Supporting and Justifications Documents			
Document Type ↕	File Name ↕	Uploaded By ↕	Action ↕
SADP Supporting Document – Attestations for AV and EHB Apportionment	<a href="#">SADP.pdf</a>	Jane Issuer 03/30/2023 11:08AM	<a href="#">Delete File</a>
EHB - Substituted Benefit (Actuarial Equivalent) Supporting Document and Justification	<a href="#">EHB.pdf</a>	Jane Issuer 03/30/2023 11:10AM	<a href="#">Delete File</a>
AV Calculator Screenshot	<a href="#">AV Calculator.pdf</a>	Jane Issuer 03/30/2023 11:10AM	<a href="#">Delete File</a>
Unique Plan Design Supporting Document and Justification	<a href="#">Unique Plan Design.pdf</a>	Jane Issuer 03/30/2023 11:11AM	<a href="#">Delete File</a>
<div>Add document</div>			

Figure 8-14. Select Supporting Documents

### 8.6.3 Complete Plans and Benefits Section

Once all required templates XML and supporting documentation have been uploaded, the user may select the 'Save and Complete' button. *See Figure 8-15.*



[Return to Application Overview](#)

**Plans & Benefits**

### Please upload your completed Plans & Benefits templates.

#### Documents Attached

For any template type documents, navigate to the Workspace to upload and resolve errors.

Document Type	File Name	Validation Status	Uploaded By	Action
Plans and Benefits (Individual QHP)	<a href="#">PY24_PB_Ind_Med_TX_10333.xlsm</a>	No Errors Found	PMMOD034 01/23/2023 08:40AM	<a href="#">Open Workspace</a>
Plans and Benefits (SHOP QHP)	<a href="#">PY24_PB_SHOP_Med_TX_10333.xlsm</a>	No Errors Found	PMMOD034 01/23/2023 08:40AM	<a href="#">Open Workspace</a>

#### Supporting and Justifications Documents

Document Type	File Name	Uploaded By	Action
AV Calculator Screenshot	<a href="#">AV Calculator.pdf</a>	Jane Issuer 01/23/2023 09:19AM	<a href="#">Delete File</a>
Discrimination Cost-Sharing Outlier: Supporting Documentation and Justification	<a href="#">Discrimination Cost-Sharing Outlier.pdf</a>	Jane Issuer 01/23/2023 09:24AM	<a href="#">Delete File</a>
EHB - Substituted Benefit (Actuarial Equivalent) Supporting Document and Justification	<a href="#">EHB Substituted Benefit Actuarial Equivalent.pdf</a>	Jane Issuer 01/23/2023 09:24AM	<a href="#">Delete File</a>
Unique Plan Design Supporting Document and Justification	<a href="#">Unique Plan Design.pdf</a>	Jane Issuer 01/23/2023 09:24AM	<a href="#">Delete File</a>

Add document

Save and Complete

**Figure 8-15. Save and Complete Plans and Benefits Section**

After selecting the ‘Save and Complete’ button, the user is redirected to Application Overview, and the Plans and Benefits Section displays as Completed.

## 8.7 Prescription Drug Section

The Prescription Drugs Section is required for QHP Applications with a Product Offering that includes “QHP”, and dynamically displays the Supporting and Justification Documents section as required based on the status of the Prescription Drug template XML. Once the required supporting documents are uploaded, the user may select the ‘Save and Complete’ button. *See Figure 8-16.*

**Note:** This section will not be editable by SERFF issuers.

[Return to Application Overview](#)

**Prescription Drugs**

### Documents Attached

For any template type documents, navigate to the Plan Validation Workspace to upload those documents. To resolve any errors, please navigate to the file in the Plan Validation Workspace.

Document Type	File Name	Validation Status	Uploaded By	Action
Prescription Drug	<a href="#">PY24_Prescription_Drug_TX_10333.xls</a>	No Errors Found	PMMOD034 01/23/2023 08:41AM	<a href="#">Open Workspace</a>

### Supporting and Justifications Documents

Document Type ↑	File Name ↑	Uploaded By ↑	Action ↑
Clinical Appropriateness Supporting Documentation and Justification	<a href="#">SuppDocDiscriminationTreatmentProtocolPY23-Form-508.pdf</a>	Jane Issuer 01/23/2023 09:12AM	<a href="#">Delete File</a>
Formulary Outlier Supporting Documentation and Justification	<a href="#">PY23DownloadingandUploadingECPandNAJustificationForms508.pdf</a>	Jane Issuer 01/23/2023 09:12AM	<a href="#">Delete File</a>
Discrimination—Treatment Protocol Supporting Documentation and Justification	<a href="#">ServiceAreadatadoc.pdf</a>	Jane Issuer 01/23/2023 09:13AM	<a href="#">Delete File</a>
Category/Class Benchmark Count Supporting Documentation	<a href="#">PY2023QHPIssuerInstructionsAccreditation.pdf</a>	Jane Issuer 01/23/2023 09:13AM	<a href="#">Delete File</a>

Add document

Save and Complete

**Figure 8-16. Save and Complete Prescription Drugs Section**

After selecting the 'Save and Complete' button, the user is redirected to Application Overview and the Prescription Drugs section displays as Completed.

## 8.8 Service Area Section

The Service Area Section is required for all QHP Applications and dynamically displays the Supporting and Justification Documents section as required based on the status of the Service Area template XML. Supporting and Justification Documents may not be required. *See Figure 8-17.*

**Note:** This section will not be editable by SERFF issuers.

## Service Area

Application

11104IN-2024-09

Plan Year

2024

Issuer

11104 - IN - Federated Mutual Insurance Company

Product Offering

QHP & SADP

Market Coverage Type

Individual & SHOP

[Return to Application Overview](#)

Service Area

### Please upload your completed Service Area document.

Documents Attached

For any template type documents, navigate to the Workspace to upload and resolve errors.

Document Type	File Name	Validation Status	Linked By	Action
Service Area	<a href="#">PY24_11104IN_ServiceArea.xls</a>	No Errors Found	PMMOD032 03/30/2023 11:14AM	<a href="#">Open Workspace</a>

Save and Complete

Figure 8-17. Service Area Section Page

Once any required supporting documents are uploaded, the user may select the ‘Save and Complete’ button. See Figure 8-18.

## Service Area

Application

10333TX-2024-02

Plan Year

2024

Issuer

10333 - TX - CareFirst Marketing

Product Offering

QHPs Only

Market Coverage Type

SHOP Only

[Return to Application Overview](#)

Service Area

### Please upload your completed Service Area document.

Documents Attached

For any template type documents, navigate to the Workspace to upload and resolve errors.

Document Type	File Name	Validation Status	Linked By	Action
Service Area	<a href="#">10333_TX_ServiceArea_2023.xls</a>	Warnings Found <a href="#">View Warnings</a>	PMMOD031 03/30/2023 10:05AM	<a href="#">Open Workspace</a>

### Supporting and Justifications Documents

If you have warnings in your template, you must upload a justification document.

Document Type	File Name	Uploaded By	Action
Partial County Justification	<a href="#">SuppDocDiscriminationTreatmentProtocolPY23-Form-508.pdf</a>	Jane Issuer 03/30/2023 11:27AM	<a href="#">Replace File</a>
State Approval documentation	<a href="#">SuppDocDiscriminationTreatmentProtocolPY23-Form-508.pdf</a>	Jane Issuer 03/30/2023 11:27AM	<a href="#">Replace File</a>

Add document

Save and Complete

Figure 8-18. Save and Complete Service Area Section

After selecting the ‘Save and Complete’ button, the user will be redirected to Application Overview, and the Service Area section displays as Completed.

## 8.9 Accreditation Section

The Accreditation section is required for QHP Applications with a Product Offering that includes “QHP” and behaves the same across all application types.

**Note:** This section will not display for SERFF issuers.

### 8.9.1 Responding to Question 1

The user is required to indicate whether they are accredited by an HHS recognized accrediting entity. *See Figure 8-19.*

**Accreditation**

Application	Plan Year	Issuer	Product Offering	Market Coverage Type
69461AL-2024-01	2024	69461 - AL - UnitedHealthcare Insurance Company	QHPs Only	Individual Only

[← Return to Application Overview](#)

- ☒ Question 1
- ☐ Authorization

**1. Does the applicant currently have any commercial, Medicaid, or Exchange health plans in this state, AL, accredited by an HHS recognized accrediting entity?**

☐ Yes  
☐ No

**Supporting and Justifications Documents**

[Add document](#)

[Save](#) [Save and Next](#)

**Figure 8-19. Accreditation Question 1**

If the user selects ‘Yes,’ a second question displays requiring the user to indicate which entities they are accredited with. *See Figure 8-20.* The user may select one or more accrediting entities. If the user selects ‘No,’ they can either upload supporting documentation or proceed to the next step by selecting the ‘Save and Next’ button.

## Accreditation

**Application**  
11104IN-2024-09

**Plan Year**  
2024

**Issuer**  
11104 - IN - Federated Mutual Insurance Company

**Product Offering**  
QHP & SADP

**Market Coverage Type**  
Individual & SHOP

[Return to Application Overview](#)

Question 1

Authorization

**1. Does the applicant currently have any commercial, Medicaid, or Exchange health plans in this state, IN, accredited by an HHS recognized accrediting entity?**

☒ Yes  
☐ No

Which accrediting entity? Please select from the list below.

☐ NCQA  
☐ URAC  
☐ AAAHC

Supporting and Justifications Documents

[Add document](#)

[Save](#)
[Save and Next](#)

Figure 8-20. Select Accrediting Entity

The user may also choose to upload supporting documentation. *See Figure 8-21.*

## Accreditation

**Application**  
11104IN-2024-09

**Plan Year**  
2024

**Issuer**  
11104 - IN - Federated Mutual Insurance Company

**Product Offering**  
QHP & SADP

**Market Coverage Type**  
Individual & SHOP

[Return to Application Overview](#)

Question 1

Authorization

**1. Does the applicant currently have any commercial, Medicaid, or Exchange health plans in this state, IN, accredited by an HHS recognized accrediting entity?**

☒ Yes  
☐ No

Which accrediting entity? Please select from the list below.

☒ NCQA  
☒ URAC  
☐ AAAHC

Supporting and Justifications Documents

Document Type	File Name	Uploaded By	Action
Accreditation Certificate	<a href="#">Accreditation Certification.pdf</a>	Jane Issuer 03/30/2023 11:18AM	<a href="#">Delete File</a>

[Add document](#)

[Save](#)
[Save and Next](#)

Figure 8-21. Accreditation Supporting Documentation

After selecting the ‘Save and Next’ button, the user is directed to the Authorization tab.

## 8.9.2 Authorization Acknowledgement

The Authorization tab requires the user to acknowledge the statement displayed on the screen. See Figure 8-22.

**Accreditation**

Application	Plan Year	Issuer	Product Offering	Market Coverage Type
11104IN-2024-09	2024	11104 - IN - Federated Mutual Insurance Company	QHP & SADP	Individual & SHOP

[Return to Application Overview](#)

Question 1

**Authorization**

**The QHP Issuer authorizes the release of its accreditation data from its accrediting entity to the Federally Facilitated Exchange (FFE) (if applicable).**

☒ I agree to the terms and conditions.

[Back](#) [Save](#) [Save and Complete](#)

Figure 8-22. Accreditation Authorization Screen

Upon agreeing to the authorization statement, the user may select the ‘Save and Complete’ button, which redirects the user to Application Overview, and the Accreditation Section displays as Completed.

## 8.10 Transparency in Coverage Section

The Transparency in Coverage Section is required as part of all QHP Applications and requires the user to link a Transparency in Coverage template XML to their application, as well as provide a Transparency in Coverage URL. See Figure 8-23.

**Note:** SERFF issuers will only be able to edit the Transparency in Coverage URL in this section, and not link to a Transparency in Coverage template XML.

The URL must start with `http://` or `https://` and may only include alphanumeric characters and the special characters listed below:

- ~ (Tilde)
- ` (Grave)
- ! (Exclamation Mark)
- # (Pound)
- @ (At Sign)
- \$ (Dollar)
- % (Percentage)
- ^ (Carat)
- & (Ampersand)
- \* (Asterisk)
- ( ) (Open and Closed Parenthesis)
- \_ (Underscore)
- + (Addition)
- - (Hyphen or Minus)
- = (Equals)
- [ ] (Open and Closed Bracket)
- \ (Backslash)
- { } (Open and Closed Braces)
- ; (Semicolon)
- : (Colon)
- " (Quotation Mark)
- . (Period)
- / (Forward Slash)
- ? (Question Mark)

Selecting the ‘Save and Complete’ button completes the section and returns the user to Application Overview.

## Transparency in Coverage

<b>Application</b> 11104IN-2024-09	<b>Plan Year</b> 2024	<b>Issuer</b> 11104 - IN - Federated Mutual Insurance Company	<b>Product Offering</b> QHP & SADP	<b>Market Coverage Type</b> Individual & SHOP
---------------------------------------	--------------------------	--	---------------------------------------	--

[Return to Application Overview](#)

**Transparency in Coverage**

**Please upload your completed Transparency in Coverage document.**

**Transparency in Coverage URL**

**Documents Attached**

For any template type documents, navigate to the Plan Validation Workspace to upload those documents. To resolve any errors, please navigate to the file in the Plan Validation Workspace.

Document Type	File Name	Validation Status	Linked By	Action
Transparency in Coverage	<a href="#">PY24_11104IN_TIC.xlsm</a>	No Errors Found	PMMOD032 03/30/2023 11:21AM	<a href="#">Open Workspace</a>

Save

Save and Complete

Figure 8-23. Transparency in Coverage Section

## 8.11 Rates Table Section

The Rates Table Section is required as part of all QHP Applications, and only requires a Rates Table template to be linked. *See Figure 8-24.*

**Note:** This section will not be editable by SERFF issuers.

## Rates Table

<b>Application</b> 10333TX-2024-04	<b>Plan Year</b> 2024	<b>Issuer</b> 10333 - TX	<b>Product Offering</b> SADPs Only	<b>Market Coverage Type</b> Individual Only
---------------------------------------	--------------------------	-----------------------------	---------------------------------------	--

[Return to Application Overview](#)

**Rates Table**

**Please upload your completed Rates Table.**

**Documents Attached**

For any template type documents, navigate to the Workspace to upload and resolve errors.

Document Type	File Name	Validation Status	Uploaded By	Action
Rates Table	<a href="#">PY24_RateTables.xls</a>	No Errors Found	PMMOD031 12/12/2022 11:22AM	<a href="#">Open Workspace</a>

Save and Complete

Figure 8-24. Rates Table Section

## 8.12 URL Section

The URL Section is required as part of all QHP Applications, and the user to update URLs either by linking a URL template or editing directly in the screen. The URL Section will only become available to edit once the Plans and Benefits Section has reached the status of 'Ready to Submit'.

**Note:** This section will become editable for SERFF issuers once a successful plan transfer has been received.

### 8.12.1 Generating a URL Template

To generate a URL template, a user should select one or more URL types they wish to pre-populate and select the 'Generate and Download URL Template' button. *See Figure 8-25.* This action will download all required URL ID's the user must provide a URL for, as well as any URLs that have already been submitted for the application.

**Note:** If a user's Product Offering is SADPs Only, the Formulary URL option does not appear in the list.

Figure 8-25. Generated Populated URL Template

### 8.12.2 Linking a URL template

A user may link a completed URL template from the Workspace on the Application Overview page or navigate to the Workspace by selecting the 'Open Workspace' link. *See Figure 8-26.* Once a template has been linked the green success banner will display.

Document Type	File Name	Validation Status	Linked By	Action
URL	TX_10333_URL.csv	No Errors Found	PMMOD032 02/21/2023 09:40AM	<a href="#">Open Workspace</a>

Figure 8-26. Upload URL Template



### 8.12.3 Editing single URLs

A user may also edit URLs individually by searching for either or both the URL Type using the drop-down menu, or by searching a URL ID. Once a URL is selected, the user may select the ‘Search’ button to find their URL. A user may input their new URL under the New URL column. See Figure 8-27.

**Edit single URLs.**  
Edit URLs one at a time by searching for either or both the URL Type and URL ID.

**URL Type**  

Network

**URL ID**

**Search**

URL Type	URL ID	Current URL	New URL
Network	TXN001	https://www.cms.gov	<div></div>
Network	TXN004	https://www.cms.gov	<div></div>
Network	TXN002	https://www.cms.gov	<div></div>

**Save**

**Save and Complete**

Figure 8-27. Edit Single URLs

### 8.12.4 Deleting Optional URLs

For optional URLs, the user may also select the ‘Delete’ link under the Action column to remove a previously submitted URL from their application. The delete action will not be available when there is not a Current URL. See Figure 8-28.

**Edit single URLs.**  
Edit URLs one at a time by searching for either or both the URL Type and URL ID.

**URL Type** **URL ID**

Plan Brochure 10055TX0010002 [Search](#)

URL Type	URL ID	Current URL	New URL	Action
Plan Brochure	10055TX0010002-00	—	<input type="text"/>	Delete
Plan Brochure	10055TX0010002-01	www.google.com	<input type="text"/>	<a href="#">Delete</a>
Plan Brochure	10055TX0010002-02	www.google.com	<input type="text"/>	<a href="#">Delete</a>

[Save](#) [Save and Complete](#)

Figure 8-28. Deleting Optional URLs

## 9 Application Submission

### 9.1 Submitting an Application Group

After all sections within an application group have reached the status of ‘Ready to Submit’, the user can proceed with submitting the application group by selecting the blue ‘Submit Group’ button. *See Figure 9-1.*

**Issuer URLs** In Progress  
Due August 16, 2023

URL	
	<a href="#">Ready to Submit</a> <a href="#">Edit</a>

[Submit Group](#)

Figure 9-1. Submitting a Group

A pop-up window will appear notifying the user of what happens when an application group is submitted. If a user would like to make additional changes, or is not ready to submit, the user may select the ‘Close’ or ‘No, continue editing’ button. *See Figure 9-2.* Once a user is ready to submit the application group, select the ‘Yes, submit this group’ button. Selecting the ‘Yes, submit this group’ button cannot be undone.

**Note:** After a user selects the ‘Yes, submit this group’ button, the validation remains accessible in the Workspace to perform template checks.

## Submit

[Close](#)

All parts of this group will be submitted to CMS for review. Once submitted, you will not be able to make any edits until all reviews for this group are complete.

This action cannot be undone. Are you sure you want to submit?

[Yes, submit this group](#)
[No, continue editing](#)

Figure 9-2. Final Submission Check

By selecting ‘Yes, submit this group’ the user is redirected to Application Overview. A green success banner is displayed at the top to confirm the application group was successfully submitted and is pending review. *See Figure 9-3.*

## Application Overview

The application summary shows your progress on each group of the full application. You may submit one group without completing the other. You can also make edits to submitted group as long as CMS has not started the review process of the group yet. Once CMS has started reviewing a group, you will not be able to make any changes until CMS is finished reviewing the group.

**Looking for Plan ID Crosswalk?** Plan ID Crosswalk will continue to be collected and review results published through the [PM Community](#).

---

### Issuer Application Details

Application	Plan Year	Issuer	Product Offering	Market Coverage Type	
10333AK-2024-01	2024	10333 - AK - Aetna Life Alaska	QHP & SADP	Individual & SHOP	<a href="#">Link Files</a>

**Success!** URLs section has been completed. ×

Figure 9-3. Successfully Completed Banner

## 9.2 Cross Validating Errors

If an element is missing or there is an issue when a user is trying to submit a group, a pop-up message will display to the user detailing the specific Error or Warning found. *See Figure 9-4.* Once the user closes the pop-up; they must resubmit the group to see the message again. To download all errors in a CSV format, select the ‘Download (CSV)’ button. The user may make necessary corrections to resubmit the group for review and run cross validations.

## Cross Validation Errors

### Issuer Application Details

Application	Plan Year	Issuer	Product Offering	Market Coverage Type
10333AK-2024-01	2024	10333 - AK - Aetna Life Alaska	QHP & SADP	Individual & SHOP

Errors must be addressed to submit a group. Resolve errors by uploading new files in the Plan Validation Workspace.

Warnings should be reviewed. Failure to address warnings may result in longer processing times.

Resubmit the group after making corrections to run cross validations and submit for review.

[Download \(CSV\)](#)

#### Plans & Benefits and Service Area Errors Found

Severity	Validation Message	Impacted Values
Error	There are no Silver Plans offered in the following counties in the Individual Market. At least one Gold and Silver plan needs to be offered in each county where medical coverage is offered in the Individual Market.	Angelina, Aransas, Armstrong, Atascosa, Bailey, Bandera, Bastrop, Baylor, Bee Bell, Bex, (and more. Download CSV to see all values).
Error	There are no Gold Plans offered in the following counties in the SHOP (Small Group) Market. At least one Gold and Silver plan needs to be offered in each county where medical coverage is offered in the SHOP Market.	Angelina, Aransas, Armstrong, Atascosa, Bailey, Bandera, Bastrop, Baylor, Bee Bell, Bex, (and more. Download CSV to see all values).
Error	There are no Silver Plans offered in the following counties in the SHOP (Small Group) Market. At least one Gold and Silver plan needs to be offered in each county where medical coverage is offered in the SHOP (Small Group) Market.	Angelina, Aransas, Armstrong, Atascosa, Bailey, Bandera, Bastrop, Baylor, Bee Bell, Bex, (and more. Download CSV to see all values).

Show  errors per page

[< Previous](#)
1
[Next >](#)

Showing 1-3 of 3 errors

#### Plans & Benefits, Service Area, and Rates Table Errors Found

Severity	Validation Message	Impacted Values
Error	Plan ID 10333TX0010001 is missing rates in the Rates Table Template for Rating Area 1, which is associated with the following counties covered under the plan's Service Area ID TXS002 from the Service Area Template. Plans with missing rates within a Service Area will not display on HealthCare.gov. Please add rates to the plan's Rating Area or modify the plan's Service Area to exclude counties with missing rates.	Austin, Concho
Warning	Plan ID 10333TX0010001 in the Rates Table Template has rates submitted for Rating Area 7, but the plan's associated Service Area ID TXS001 from the Service Area Template does not cover any of the counties in this Rating Area. Please confirm that the Rates Table Template contains the correct Rating Areas.	--

Show  errors per page

[< Previous](#)
1
[Next >](#)

Showing 1-2 of 2 errors

#### Plans & Benefits and Network Warnings Found

#### Plans & Benefits and Business Rules No Errors Found

**Figure 9-4. Cross Validation Errors**

### 9.3 Review Results

After CMS performs QHP application group reviews, the user may be notified of required corrections. Corrections are available directly within the application. Corrections are marked by a red badge at the top of the application group. Select the ‘View CMS Feedback’ link to view the corrections. *See Figure 9-5.*

The screenshot shows a web interface for 'Plan Attributes'. At the top, there is a header bar with the text 'Plan Attributes' on the left, a red badge with the text 'Corrections Required' in the middle, and a blue link 'View CMS Feedback' on the right. Below the header, the text 'Due June 14, 2023' is visible. The main content area is a table with four rows, each representing a different attribute: 'ECP/NA', 'Plans & Benefits', 'Prescription Drug', and 'Service Area'. Each row has an 'Edit' button on the right side. At the bottom right of the table, there is a grey button labeled 'Re-Submit Group'.

**Figure 9-5. Review Results**

This link displays the corrections found and a description detailing each correction. To download all corrections in a CSV format, select the ‘Download All Reviews (CSV)’ button. *See Figure 9-6.* The user may make necessary changes to their application and resubmit for review.

## CMS Feedback: Plan Attributes

### Issuer Application Details

Application	Plan Year	Issuer	Product Offering	Market Coverage Type
10333AK-2024-01	2024	10333 - AK - Aetna Life Alaska	QHP & SADP	Individual & SHOP

The following reviews have been performed on Plan Design and the feedback is shown below. Make any necessary changes to your application by uploading new files to the [Plan Validation Workspace](#) or making edits to the applicable sections. Be sure to link new files to this application before resubmitting for review.

**Looking for ECP and Network Adequacy review results?** Review results and partially prepopulated Justification Forms for both ECP and NA can be downloaded and uploaded in the [PM Community](#).

[Download All Corrections \(CSV\)](#)[← Return to Application Overview](#)

#### SADP EHB 20 Corrections Required

##### Corrections Required

**1. Correction Code: 090000362**

For Plan ID {0}, the justification Stand-Alone Dental Plan—Description of EHB Allocation was not submitted. Submit this justification.

**2. Correction Code: 090000372**

For Plan ID {0}, the justification Stand-Alone Dental Plan—Description of EHB Allocation was submitted but is not signed by an actuary who is on the American Academy of Actuaries roster. Resubmit the justification with an accredited actuary.

**3. Correction Code: 090000402**

For Plan ID {0}, the justification Stand-Alone Dental Plan—Description of EHB Allocation was submitted, however the HIOS Issuer ID is incorrect. Resubmit this justification with the appropriate HIOS Issuer ID.

**4. Correction Code: 090000412**

For Plan ID {0}, the justification Stand-Alone Dental Plan—Description of EHB Allocation has not selected the check box. Resubmit this format testing that the allocation meets the standards in 45 Code of Federal Regulations 156.470(d).

**5. Correction Code: 123456789**

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris.

[← Previous](#) **1** [2](#) [3](#) [4](#) [Next >](#)

Show  errors per page

Showing 1-5 of 20 errors

##### Additional Feedback from CMS

###### Notes

No additional notes added.

###### Files

No additional files added.

#### Non-Discrimination Clinical Appropriateness No Corrections Found

#### Drug Formulary EHB No Corrections Found

#### Service Area Submitted - Under Review

Figure 9-6. CMS Feedback

## 9.4 Resubmit an Application Group

A user may only edit and submit a group once all reviews for the group have been completed. A user may select a section they wish to update, make necessary changes, and select the ‘Save and Complete’ button. Once updates are saved, the user is redirected to Application Overview where they may select the ‘Submit Group’ button to resubmit the application group. *See Figure 9-7.*

Figure 9-7. Resubmit Group

## 9.5 Completed Application

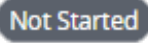
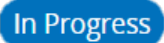
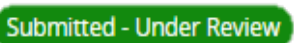

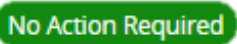
Once all application groups have reached a status of ‘No Action Required’, the application is complete. All sections will display the green “No Action Required” badge in Application Overview. *See Figure 9-8.*

Figure 9-8. Completed Group

## 9.6 Group Status

The following table details various statuses an application group may have and a description of what triggers the status.

Table 9-1. Group Status & Trigger

Group Status	Trigger
	<ul style="list-style-type: none"> <li>When no sections in an application section have been started, the Grouping status will be Not Started.</li> </ul>
	<ul style="list-style-type: none"> <li>When at least 1 section in the Grouping has a status of In Progress or Ready to Submit, the Grouping status will be In Progress.</li> <li>When a Grouping is in No Action Required status, and the user updates one of their sections, the Grouping status will be updated to In Progress.</li> </ul>
	<ul style="list-style-type: none"> <li>When the Grouping has been successfully submitted (ie. The user clicked the Submit Group button and there were no errors), and there are reviews triggered for the Grouping, the Grouping status will be Submitted - Under Review.</li> <li>When a Grouping is in Corrections Required status, and the Grouping is successfully submitted, the Grouping status will update to Submitted – Under Review.</li> </ul>
	<ul style="list-style-type: none"> <li>When a review is completed for the Grouping, and the result or the review is Completed - Corrections Needed, then the Grouping status will be Corrections Required.</li> <li>When a Grouping is in Corrections Required status, and the user updates one of their sections, the Grouping status will remain in Corrections Required status.</li> </ul>
	<ul style="list-style-type: none"> <li>When the Grouping has been successfully submitted (ie. The user clicked the Submit Group button and there were no errors), and there are no reviews triggered for the Grouping, the Grouping status will be No Action Required.</li> <li>When all reviews have been completed for the Grouping, and there are no corrections needed, then the Grouping status will be No Action Required.</li> </ul>

## 10 Troubleshooting & Support

The following details error messaging to assist the user with troubleshooting and resolving issues, special considerations, and support contact information.

### 10.1 Error Messages

Table 10-1. Error Messages



Error Message	Trigger	Corrective Action
<b>[Filename]:</b> File uploaded is a not allowed file type.	When a user attempts to upload a file type that is not a DOCX, MSG, PDF, or PNG.	Re-upload a file that is one of the allowed file types listed in the instructional text. Upload only the following file types: DOCX, MSG, PDF or PNG.
<b>[Filename]:</b> File name contains special characters that are not allowed.	When a file is uploaded and includes an unallowable character in the file name.	Re-upload the file after removing restricted characters from the file name. Restricted characters include: ' (Apostrophe) / (Forward Slash) ; (Semicolon) # (Pound) ( (Open Parenthesis) ) (Closed Parenthesis) : (Colon) % (Percept) = (Equal Sign) < (Less Than > (Greater Than & (Ampersand) \ (Backslash) " (Quotation Mark)
<b>[Filename]:</b> File selected is the same template type as another uploaded file. Upload only one file per template type for each validation request.	When a file is the same as a previously uploaded file.	Upload a file for a different template type or remove the file that was already uploaded for the same template type.
<b>Unable to retrieve the Detailed Validation Results:</b> Please try again in a few minutes. If the error persists, please contact the CMS Helpdesk.	When Detailed Validation Results are unable to be retrieved due to technical issues.	Refresh the page or log out and log back into the Submission System after a few minutes.

Error Message	Trigger	Corrective Action
<b>Application already exists:</b> A QHP Application for this plan year, issuer, product offering, and market coverage type combination already exists. Resume the existing application or update one or more values to create a new application.	When an application with the specific plan year, issuer, product offering, and market coverage type has already been created.	Edit the selected Issuer ID or the Plan Year value(s) or edit the application detail values for the existing application on the Application Overview page.
<b>Unable to Complete Domain:</b> Required data has not been submitted to complete this section of your QHP Application. Please provide all necessary documents and/or attestations.	When a Domain section has not been fully completed.	Submit all required data (files and/or attestations) for the domain page(s).
<b>Technical issue encountered:</b> Please try again in a few minutes. If the error persists, please contact the CMS Helpdesk.	When a general technical issue occurs.	Refresh the page or log out and log back into the Submission System after a few minutes.

## 10.2 Special Considerations

There are no special considerations identified at this time.

## 10.3 Support

The table below provides details to contact the Help Desk should users require further assistance.

**Table 10-2. Support Points of Contact**

Contact	Organization	Phone	Email	Role	Responsibility
Marketplace Service Desk (MSD)	CMS	1-855-CMS-1515 (1-855-267-1515)	<a href="mailto:CMS_FEPS@cms.hhs.gov">CMS_FEPS@cms.hhs.gov</a>	Help Desk Support	Initial user support & problem reporting

## Appendix A: Acronyms and Abbreviations

Table 10-3. Acronyms and Abbreviations

Acronym / Abbreviation	Definition
CMS	Centers for Medicare and Medicaid Service
HHS	Health and Human Services
HIOS	Health Insurance Oversight System
ID	CMS Enterprise Portal Identifier
MPMS	Marketplace Plan Management System
MR	Machine Readable
QHPs	Qualified Health Plans
SADPs	Stand-Alone Dental Plans
URL	Uniform Resource Locators

## Appendix B: Glossary

Table 10-4. Glossary

Term	Definition
N/A	N/A

## Appendix C: Referenced Documents

Table 10-5. Referenced Documents

Document Name	Document Number and/or URL	Issuance Date
CMS Machine Readable Tools	<a href="#">Coverage Portal (cms.gov)</a>	N/A
Enterprise Portal User Guide	<a href="#">CMS Enterprise Portal - Enterprise Portal User Guide</a>	N/A
HIOS User Manual	<a href="#">HIOS Portal User Manual (cms.gov)</a>	12/2019
Identity Management User Guide	<a href="#">User Manual Template (cms.gov)</a>	06/17/2022

## Appendix D: Record of Changes

Table 10-6. Record of Changes

Version Number	Date	Author/Owner	Description of Change
1.1	03/31/2023	AFS	Addressed CMS Feedback
1.1	04/05/2023	AFS 508 Team	Remediated this document to be 508-compliant.