



Centers for Medicare & Medicaid Services  
Federally Facilitated Exchange

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# FFE Plan Management Supplemental Submission Module User Guide

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# 1 Introduction

This document provides an overview and step-by-step guide for how to use the *Supplemental Submission Module* system.

The Plan Management (PM) *Supplemental Submission Module* is a web application built in the Health Insurance Oversight System (HIOS) where Issuers can submit the Uniform Resource Locator (URL) and logo data associated with their Qualified Health Plan (QHP) Application.

## 2 Overview

Issuers can use the *Supplemental Submission Module* to submit URL and logo data for the plans they offer. Specifically, the module provides:

- URL data collection templates (.csv files) that Issuers and their representatives can download, populate, and upload into the *Supplemental Submission Module*.
- Tools that issuers can use to submit, review, and modify URL data either by uploading a URL data collection template (.csv file) or entering URL information directly into the user interface (UI).
- Tools that issuers can use to submit, review, and link logo data to Product ID(s) submitted to the system directly into the UI.

### 2.1 Document Conventions

Modules or systems are indicated by *italics*. Sections or templates of the *Supplemental Submission Module* are indicated in **bold**. Fields or buttons requiring action are indicated by ***bold italics***. Links requiring action are indicated by [underlined blue text](#).

**NOTE:** The term ‘user’ is used throughout this document to refer to an individual with access to the *Supplemental Submission Module*.

## 3 Getting Started

To ensure that the user can access the *Supplemental Submission Module*, this section describes how the web browser should be set up, as well as how to access and navigate the Module. The web page design aligns to the CMS.gov web brand and is Section 508 compliant.

### 3.1 Set-Up Considerations

To optimize user experience within the *Supplemental Submission Module*:

1. Please **disable pop-up blockers** prior to accessing the Plan Management system.
2. Use one of the following browsers (latest version available for supported operating systems as of 3/2/2020):
  - Internet Explorer 11
  - Firefox 73
  - Chrome 80.0

**NOTE:** The Module complies with Health and Human Services (HHS) design standards: all associated webpages are designed for viewing at a minimum screen resolution of 1024 x 768.

### 3.2 User Access Considerations

All users must have a CMS (Centers for Medicare and Medicaid Services) Enterprise Portal Identifier (ID) and HIOS user role to access the system. Users are also required to have a **Submitter** or **Validator** designation for the *Benefits and Service Area Module* in order to access the *Supplemental Submission Module*.

For further details on how to establish a CMS Enterprise Portal ID or how to request a Submitter or Validator role for the *Benefits and Service Area Module*, please contact the Help Desk (see section [5.5](#)).

### 3.3 Accessing the System

Users can access the module by logging into the CMS Enterprise Portal. The user will be directed to their “My Portal” page and should then select the **HIOS** application. Once in the HIOS portal, choose the **QHP Benefits and Service Area Module** and select **Launch this Module**. Then, on the bottom half of the landing page within the *QHP Supplemental Submission Module* section, select the [Access QHP Supplemental Submission Module](#) link.

### 3.4 System Organization and Navigation

The *Supplemental Submission Module* consists of the Summary page, URL Data page, and Logo Data page.

The Summary page is the first page users see when navigating to the *Supplemental Submission Module*. It provides the user with the ability to select an Issuer ID, then view and update URL data.

The URL Data page is divided into three sections, which allow the user to submit and review QHP URL submissions either through a .csv file or directly through the UI:

1. Download Issuer URL Template File Section
2. Upload Issuer URL Template File Section
3. Search & Update URLs Section

The Logo Data page is divided into two sections, which allow the user to submit, review, and link logos to Product ID(s) directly through the UI:

1. Upload Issuer Logo Section
2. Link Issuer Logos Section

These pages are further described within sections [4.1](#) (Summary page), [4.2](#) (URL Data page), and [4.3](#) (Logo Data page).

### **3.5 Exiting the System**

To exit the system, click the *Logout* link located at the bottom right corner of the page header.

## 4 Using the System

The following sections provide instructions about using the various functions and features of the *Supplemental Submission Module*.

### 4.1 Summary Page

The Summary page, shown in Figure 1, is the first page displayed after the user successfully logs into the *Supplemental Submission Module*. The user can access the URL Data Page and Logo Data Page in order to edit/view URL and logo data for Issuers displayed on the Summary Page. An Issuer must have successfully submitted at least one Plans and Benefits template to the *Benefits & Service Area Module* or via the *System for Electronic Rates and Form Filing (SERFF)* system to appear in the Issuers Table.

**Plan Management Supplemental Submission**  
Plan Year: 2021

qa019 | Logout

## Summary

[User Guide \(PDF, 1.04 MB\)](#)

**!** 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:
11243	Insurance Co 1	TX	<a href="#">Edit</a>
10466	Insurance Co 2	MO	<a href="#">Edit</a>
10207	Insurance Co 3	VA	<a href="#">Edit</a>
10011	Insurance Co 4	TX	<a href="#">Edit</a>
13574	Insurance Co 5	NJ	<a href="#">Edit</a>

Showing 1 to 5 of 5 entries

**Figure 1: Summary Page**

The user may begin editing URL data by selecting the *Edit* button that corresponds with an Issuer in the Issuer’s Table. If a submission window is not currently open, the user can select the *View* button to have read-only access to the *Supplemental Submission Module*.

All columns are sortable by ascending or descending order, using the up and down carets.

If the user does not have access to an Issuer ID that has successfully submitted a valid Plans and Benefits template, the Issuers Table will display “No data available in table,” shown in Figure 2.

**Figure 2: Summary Page with no Issuers**

Table 1 describes the fields in the Summary page and provides instructions for navigating the Issuers Table.

**Table 1: Summary Page Fields**

Name	Action	Description
Issuers Table	N/A	For HIOS Issuer IDs associated with the account: displays the Issuer IDs and legal names that have successfully submitted a Plans & Benefits template. Displays “No data available in table” if no Issuer IDs have successfully submitted a Plans & Benefits template.
Edit	Select	Navigates to the URL Data page for the selected Issuer.  <b>Edit</b> button will appear when there is an open submission window for the Issuer for at least one section in the Supplemental Submission Module (URL Data and Logo Data).
View	Select	Navigates to the URL Data page for the selected Issuer with read-only access.  <b>View</b> button will appear when a submission window is closed for the Issuer for all sections of the Supplemental Submission Module (URL Data and Logo Data).

## 4.2 URL Data Page

The URL Data page allows users to review and update URL data and 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 3 shows the URL Data page.

**Plan Management Supplemental Submission**  
Plan Year: 2021

11243 - Test Company - TX

PM\_ROLE\_TEST\_234 | Logout

**URL Data** | Logo Data

[User Guide \[PDF, 1.04 MB\]](#)

**!** 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.

**Download Issuer URL Template File**  
Choose URL Types <sup>?</sup>

All

Transparency in Coverage | Payment

SBC | Network

Plan Brochure | Formulary

**Generate Issuer URL Template**

**Upload Issuer URL Template File** <sup>?</sup>

Choose File | No file chosen

**Search & Update URLs** <sup>?</sup>

Choose URL Type

HOME | ACROBAT READER | ACCESSIBILITY | WEB POLICIES

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

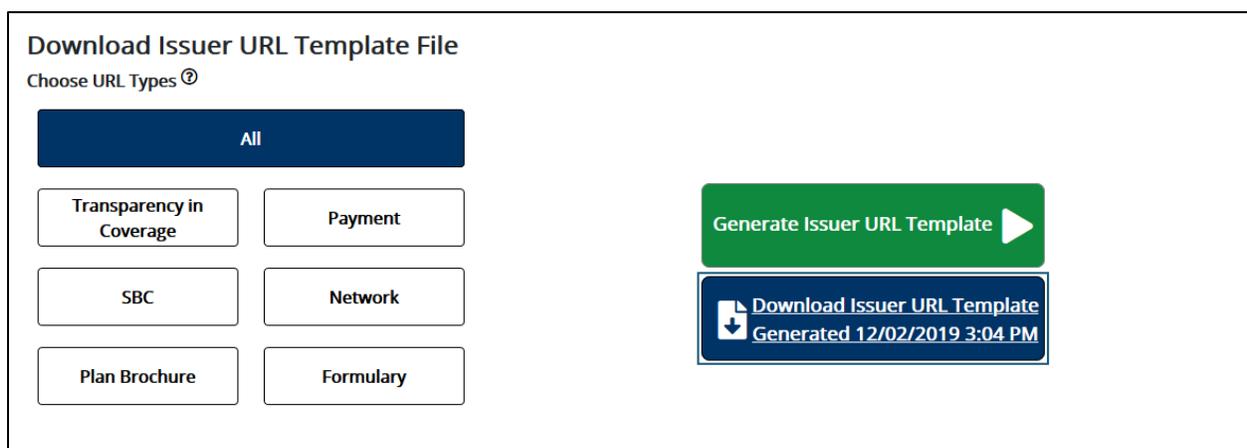
**Figure 3: URL Data Page**

### 4.2.1 Download Issuer URL Template File

Users are able to generate an **Issuer URL Template** file, which will display all URLs currently associated with an Issuer ID. Users will have the ability to filter the URLs that populate in the **Issuer URL Template** file using six criteria: *All*, *Transparency in Coverage*, *SBC* (Summary of Benefits & Coverage), *Plan Brochure*, *Payment*, *Network*, and *Formulary*. Users can select one or more URL types to be included in the **Issuer URL Template**, or select the *All* button to download a template populated with all six URL types.

After a user selects which URL type(s) to populate in the template and selects the **Generate Issuer URL Template** button, the [Download Issuer URL Template](#) link will appear.

Figure 4 shows the template ready for download in the **Download Issuer URL Template File** section.



**Figure 4: Successful Issuer URL Template Generation**

Table 2 describes the fields in the **Download Issuer URL Template File** section.

**Table 2: Download Issuer URL Template File Section Fields**

Field	Action	Description
All	Select	Select <b>All</b> to download the <b>Issuer URL Template</b> file populated with the Transparency in Coverage, Payment, SBC, Network, Plan Brochure, and Formulary URLs currently associated with an Issuer ID.  <b>NOTE:</b> selecting the <b>All</b> button will deselect the other six URL type buttons.
Transparency in Coverage	Select	Select <b>Transparency in Coverage</b> to populate only the Transparency in Coverage URL within the <b>Issuer URL Template</b> file.  <b>Note:</b> selecting the <b>Transparency in Coverage</b> button will deselect the <b>All</b> button, however the user can multi-select other URL types.

Field	Action	Description
Payment	Select	Select <b>Payment</b> to populate only Payment URL data within the <b>Issuer URL Template</b> file.  <b>NOTE:</b> selecting the <b>Payment</b> button will deselect the <b>All</b> button, however the user can multi-select other URL types.
SBC	Select	Select <b>SBC</b> to populate only Summary of Benefits & Coverage URL data within the <b>Issuer URL Template</b> file.  <b>NOTE:</b> selecting the <b>SBC</b> button will deselect the <b>All</b> button, however the user can multi-select other URL types.
Network	Select	Select <b>Network</b> to populate only Network URL data within the <b>Issuer URL Template</b> file.  <b>NOTE:</b> selecting the <b>Network</b> button will deselect the <b>All</b> button, however the user can multi-select other URL types.
Plan Brochure	Select	Select <b>Plan Brochure</b> to populate only Plan Brochure URL data within the <b>Issuer URL Template</b> file.  <b>NOTE:</b> selecting the <b>Plan Brochure</b> button will deselect the <b>All</b> button, however the user can multi-select other URL types.
Formulary	Select	Select <b>Formulary</b> to populate only Formulary URL data within the <b>Issuer URL Template</b> file.  <b>NOTE:</b> selecting the <b>Formulary</b> button will deselect the <b>All</b> button, however the user can multi-select other URL types.
Generate Issuer URL Template	Select	Select <b>Generate Issuer URL Template</b> to download the <b>Issuer URL Template</b> file containing the URL Types.
Download Issuer URL Template	Select	The <a href="#">Download Issuer URL Template</a> is displayed once the template has been generated. Selecting the link will download the template and is available until the user logs out.

If a system issue occurs during the generation of an **Issuer URL Template** file, the user will be notified with an error message and prompted to retry downloading, as shown in Figure 5. For additional troubleshooting support for the **Download Issuer URL Template File** section, please refer to [section 5.1](#).

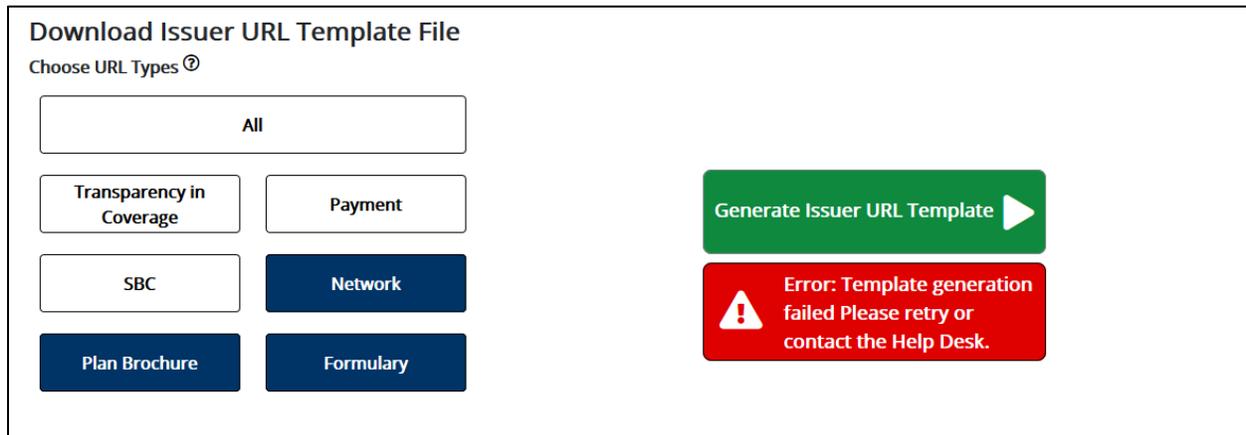


Figure 5: Failed Issuer URL Template File Generation

### 4.2.1.1 Issuer URL Template

The **Issuer URL Template file** provides details of the URLs currently associated with an Issuer ID, and allows the user to easily submit a large number of URL changes at once. Users complete the template by entering values in the *New URL* column, then uploading the file to the **Upload Issuer URL Template File** section of the web page. An example of the **Issuer URL Template** file is shown in Figure 6.

\*For additional instructions on how to download and navigate the **Issuer URL Template**, see [Appendix A](#).

	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	10333	N/A	N/A	http://www.google.com/TransparencynCoverage	http://www.google.com/TransparencynCoverage1								
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														

Figure 6: Issuer URL Template File

Table 3 below displays the field names, description, and acceptable values for the **Issuer URL Template** file.

Table 3: Issuer URL Template Fields

Field Name	Field Description	Field Rules
HIOS Issuer ID	Unique five-digit number that identifies a specific Issuer.	Numeric: (xxxxx) (HIOS 5-digit Issuer ID)

Field Name	Field Description	Field Rules
Generation Timestamp	Shows the date and time that the <b>Issuer URL Template</b> file was generated.	GENERATED YYYY-MM-DDTHH:MM:SS[Time zone]  <b>NOTE:</b> An <b>Issuer URL Template</b> file downloaded from the QHP Certification website will not have a generation timestamp. Template can be uploaded with or without this field.
Instructional Text	Provides user instruction on how to populate the template to make URL updates.	Instructional Text says “ <i>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 instruction, please reference the user guide that can be downloaded from the UI.</i> ”  <b>NOTE:</b> An <b>Issuer URL Template</b> file can be uploaded with or without this field.
URL Type	Indicates the URL category.	Fields must be populated with one of the following exact text options: 1. Formulary 2. Network 3. Payment 4. Plan Brochure 5. Summary of Benefits and Coverage 6. Transparency in Coverage

Field Name	Field Description	Field Rules
URL ID	Indicates the identifier associated with the URL and URL Type. These IDs will be pulled from the QHP Templates submitted to the system via the HIOS PM Modules or SERFF.	<p>Field value must align with the URL Type listed for the same row, and follow the conventions listed below:</p> <p>Formulary ID (for Formulary URL Type):</p> <ul style="list-style-type: none"> <li>• Alphanumeric</li> <li>• Consists of state (XX) plus “F” and Formulary ID number (xxx)                             <ul style="list-style-type: none"> <li>○ (e.g. TXF001)</li> </ul> </li> </ul> <p>Network ID (for Network URL Type):</p> <ul style="list-style-type: none"> <li>• Alphanumeric</li> <li>• Consists of state (XX) plus “N” and Network ID number (xxx)                             <ul style="list-style-type: none"> <li>○ (e.g. TXN001)</li> </ul> </li> </ul> <p>Issuer ID (for Transparency in Coverage URL Type):</p> <ul style="list-style-type: none"> <li>• Numeric</li> <li>• Unique five-digit number that identifies a specific Issuer.                             <ul style="list-style-type: none"> <li>○ (e.g. 12345)</li> </ul> </li> </ul> <p>Plan ID (for Payment URL Type):</p> <ul style="list-style-type: none"> <li>• Alphanumeric</li> <li>• Consists of an Issuer ID (xxxxx) plus state (XX) plus Product ID number (xxx) and a Plan Unique Identifier number (xxxx)                             <ul style="list-style-type: none"> <li>○ (e.g. 12345TX0010001)</li> </ul> </li> </ul> <p>Plan Variant ID (for Plan Brochure and Summary of Benefits and Coverage URL Types):</p> <ul style="list-style-type: none"> <li>• Alphanumeric</li> <li>• Consists of Plan ID value, followed by a hyphen (-) and a 2-digit variant ID                             <ul style="list-style-type: none"> <li>○ (e.g. 12345TX0010001-01)</li> </ul> </li> </ul> <p><b>NOTE:</b> Users may not submit new URL IDs to the system via the <b>Issuer URL Template</b> file.</p>

Field Name	Field Description	Field Rules
Market Type	Indicates the Market that the URL ID is associated with.	<p>Fields must be populated with one of the following exact text options:</p> <ol style="list-style-type: none"> <li>1. Individual</li> <li>2. SHOP</li> <li>3. N/A</li> </ol> <p><b>NOTE:</b> Issuers submitting their QHP Application via the HIOS PM Modules should enter the value “N/A”.</p> <p><b>NOTE:</b> An <b>Issuer URL Template</b> file downloaded within the <i>Supplemental Submission Module</i> will be pre-populated with the value “N/A” for Issuers submitting their QHP Application via the HIOS PM Modules.</p> <p><b>NOTE:</b> Users will not be able to change their Market Type in the system via the <b>Issuer URL Template</b> file.</p> <p><b>NOTE:</b> Market Type for Transparency in Coverage URL must have a value of “N/A” for all Issuers.</p>
Product Type	Indicates the Product that the URL ID is associated with.	<p>Fields must be populated with one of the following exact text options:</p> <ol style="list-style-type: none"> <li>1. HealthCare</li> <li>2. Dental</li> <li>3. N/A</li> </ol> <p><b>NOTE:</b> Issuers submitting their QHP Application via the HIOS PM Modules should enter the value “N/A”.</p> <p><b>NOTE:</b> An <b>Issuer URL Template</b> file downloaded within the <i>Supplemental Submission Module</i> will be pre-populated with the value “N/A” for Issuers submitting their QHP Applications via the HIOS PM Modules.</p> <p><b>NOTE:</b> Users will not be able to change their Product Type in the FFE system via the <b>Issuer URL Template</b> file.</p> <p><b>NOTE:</b> Product Type for Transparency in Coverage URL must have a value of “N/A” for all Issuers.</p>

Field Name	Field Description	Field Rules
Current URL	Lists the URL value that is currently stored in the system for the respective URL Type, URL ID, Market Type, and Product Type combination.	Field will contain the latest URL submitted to the system for the Issuer.  <b>NOTE:</b> If the value is blank, then it means no URL is currently stored in the system.  <b>NOTE:</b> Updates to the value in this column will not be processed and stored in the system.
New URL	Allows the user to submit a new URL, replacing the Current URL in the system for the respective URL Type, URL ID, Market Type, and Product Type combination.	Field should be populated with the new URL the user would like to submit for the Issuer. The URL must meet the following requirements: <ul style="list-style-type: none"> <li>• Must start with “http://” or “https://”</li> <li>• Cannot contain spaces</li> <li>• Cannot contain commas</li> </ul> <b>NOTE:</b> If the value is left blank, the system will not process the blank value and no changes will be made to the current URL.

## 4.2.2 Upload Issuer URL Template File

Users are able to submit URL updates by uploading a completed **Issuer URL Template** file. The system will then validate that **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/or report outlining the validation error. For additional troubleshooting support for the **Upload Issuer URL Template File** section, please refer to [section 5.1.2](#).

### 4.2.2.1 Creating an Issuer URL Template File in .csv Format

It is recommended to generate and download an **Issuer URL Template File** from the **Download Issuer URL Template File** section of the *Supplemental Submission Module* or from the QHP Certification [website](#). Once the user has made edits and saved changes on the downloaded version, the user can upload the file. In addition, users are also able to create and upload their own template as long as it satisfies the following criteria:

1. The file type must be .csv
2. The file name must be less than or equal to 100 characters, and may only contain the following characters (without spaces):
  - a-z
  - A-Z
  - 0-9
  - . (period)

- \_ (underscore)
  - - (hyphen)
3. The **Issuer URL Template** file must contain the **HIOS Issuer ID** and corresponding value in the first row of the .csv file (see Figure 6). The **HIOS Issuer ID** in the uploaded **Issuer URL Template** file must match the Issuer ID selected from the Summary page.
  4. The following column headers and information must all be in adjacent cells within the second, third, or fourth row of the .csv file, in the exact order listed below:
    - **URL Type**
    - **URL ID**
    - **Market Type**
    - **Product Type**
    - **Current URL**
    - **New URL**

#### 4.2.2.2 Uploading the Issuer URL Template File

Users can upload the **Issuer URL Template** file by performing the following actions:

1. In the **Upload Issuer URL Template File** section of the **URL Data** page, select the **Choose File** button.
2. Select an appropriate **Issuer URL Template** .csv file. The name of the chosen file will appear on the field next to the **Choose File** button.
3. Select the **Submit** button.

Figure 7 shows the **Upload Issuer URL Template File** section.



Upload Issuer URL Template File ©

Choose File Issuer\_URLtemplat... Submit

**Figure 7: Upload Issuer URL Template File Section with Uploaded File**

Table 4 describes the fields in the **Upload Issuer URL Template File** section.

**Table 4: Upload Issuer URL Template File Section Fields**

Field Name	Description
File Input button	The user is prompted to select a .csv file to submit.
Submit button	This button is clicked to submit the selected <b>Issuer URL Template</b> file for validation and storage.

### 4.2.2.3 Upload Issuer URL Template File – Validating Status

Once the **Issuer URL Template** file has been selected and the **Submit** button has been selected, a **Status** will appear. The following statuses can be found in this status box:

- Validating [Issuer URL Template file name]
- [Issuer URL Template file name] submitted successfully
- [Issuer URL Template file name] failed validations. [View Error Report](#)

The **Status** will automatically refresh within the page once the file has been validated. The **Validating** status shows that the system is currently validating and/or saving the file. Users are not allowed to upload a new file while a file is in **Validating** status.

Figure 8 shows an example of an **Issuer URL Template** file in **Validating** status.

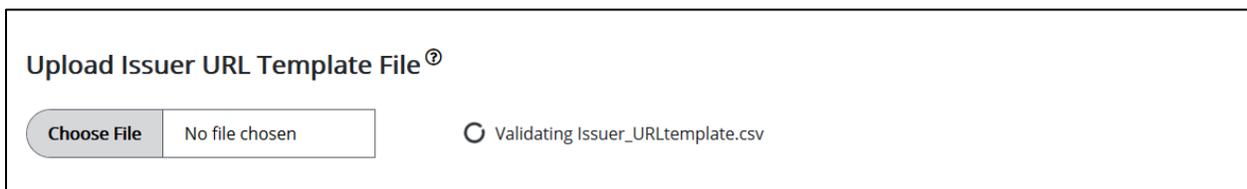


Figure 8: Upload Issuer URL Template File in Validating Status

### 4.2.2.4 Upload Issuer URL Template File – Submission Successful Status

If the **Issuer URL Template** file passes validation and was stored successfully, a **Submission Successful** status will display. Users are able to upload a new file once the submission is successful.

Figure 9 shows an example of an **Issuer URL Template** file in **Submission Successful** status.

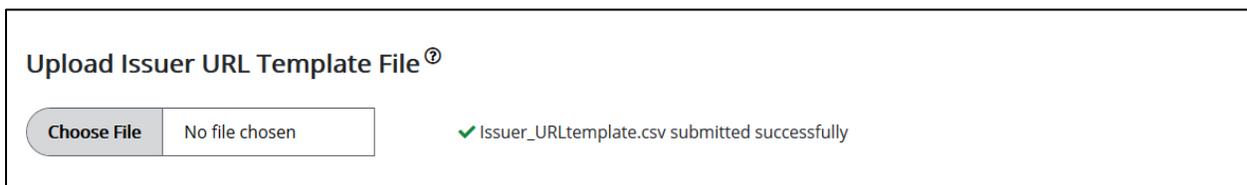


Figure 9: Upload Issuer URL Template File in Successful Submission Status

### 4.2.2.5 Upload Issuer URL Template File – Error Status

If the **Issuer URL Template** file fails validations, the user will see an **Error** status and a downloadable Error Report, which can be accessed via the [View Error Report](#) link. In the event that an **Issuer URL Template** file enters an **Error** status, the submitted updates are not saved and the user must correct the errors before uploading a new file.

Figure 10 shows an example of an **Issuer URL Template File** in **Error** status.



**Figure 10: Upload Issuer URL Template File in Error Status**

The Error Report will be the same **Issuer URL Template** file submitted by the user, but with two additional columns to indicate whether each row was valid or had errors. If the row had errors, a detailed error message is also provided. Users may enter updates directly to the rows that failed validation in the Error Report, then resubmit the file to the **Upload Issuer URL Template File** field. Users are not required to delete the Valid/Error or Error Message columns for the re-uploaded file to process successfully. A sample of the Error Report is shown in Figure 11.

	A	B	C	D	E	F	G	H
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 Type	Product Type	Current URL	New URL	Valid/Error	Error Message
5	Transparency in Coverage	10333	N/A	N/A	http://www.google.com/TransparencyinCoverage	http://www.google.com/TransparencyinCoverage1	Valid	
6	Summary of Benefits and Coverage	10333TX0010001-00	N/A	N/A	http://www.google.com/SBC	http://www.google.com/SBC1	Valid	
7	Summary of Benefits and Coverage	10333TX0010001-01		N/A	http://www.google.com/SBC	http://www.google.com/SBC2	Error	No Market Type found. Please fill in the Market Type with one of the accepted values: Individual; SHOP; N/A.
8	Formulary	TXF010	Individual	Dental	http://www.google.com/Formulary	http://www.google.com/Formulary1	Valid	
9	Formulary	TXF011	Individual	Dental	http://www.google.com/Formulary	http://www.google.com/Formulary2	Valid	
10	Network	TXN999	SHOP	HealthCare	http://www.google.com/Network	http://www.google.com/Network1	Error	Market and Product Type combination do not match respective URL ID. Please update Product and/or Market Type combination or URL ID.
11	Network	TXN006	SHOP	HealthCare	http://www.google.com/Network	http://www.google.com/Network2	Valid	
12	Payment	10333TX0010005	N/A	N/A	http://www.google.com/Payment	http://www.google.com/Payment1	Error	URL Type is invalid. Please restrict values to the following: Formulary; Network; Payment; Plan Brochure; Summary of Benefits and Coverage; Transparency in Coverage.
13	Payment	10333TX0010006	N/A	N/A	http://www.google.com/Payment	http://www.google.com/Payment2	Valid	
14	Plan Brochure	10333TX0010003-01	N/A	N/A	http://www.google.com/PlanBrochure	http://www.google.com/PlanBrochure1	Error	URL value does not meet required specifications. Please remove all commas from URL.
15	Plan Brochure	10333TX0010003-02	N/A	N/A	http://www.google.com/PlanBrochure	http://www.google.com/PlanBrochure2	Valid	

**Figure 11: Issuer URL Template File Error Report**

Table 5 provides a list of the possible error messages that may appear in the Error Report.

**Table 5: Issuer URL Template – Validations and Error Messages**

Validation	Error Message
URL Type does not match accepted values.	<p>If blank – “No URL Type found. Please fill in the URL Type with one of the accepted values: Formulary; Network; Payment; Plan Brochure; Summary of Benefits and Coverage; Transparency in Coverage.”</p> <p>If invalid – “URL Type is invalid. Please restrict values to the following: Formulary; Network; Payment; Plan Brochure; Summary of Benefits and Coverage; Transparency in Coverage.”</p>
URL ID does not match URL IDs currently stored for the Issuer.	<p>If blank – “No URL ID found. Please fill in the URL ID.”</p> <p>If not found in database – “URL ID is not found. URL ID does not match URL ID’s stored for Issuer.”</p> <p>If invalid – “URL ID is invalid. Please conform URL ID to appropriate format.”</p>

Validation	Error Message
Market Type does not match accepted values.	<p>If blank – “No Market Type found. Please fill in the Market Type with one of the accepted values: Individual; SHOP; N/A.”</p> <p>If invalid – “Invalid Market Type. Please fill in the Market Type with one of the accepted values: Individual; SHOP; N/A.”</p>
Product Type does not match accepted values.	<p>If blank – “No Product Type found. Please fill in the Product Type with one of the accepted values: HealthCare; Dental; N/A.”</p> <p>If invalid – “Invalid Product Type. Please fill in the Product Type with one of the accepted values: HealthCare; Dental; N/A.”</p>
New URL did not pass structural validations.	<p>If URL does not start with http:// or https:// - “URL value does not meet required specifications. Please confirm URL begins with either ‘http://’ or ‘https://’.”</p> <p>If URL contains a space – “URL value does not meet required specifications. Please remove all spaces from URL.”</p> <p>If URL contains a comma – “URL value does not meet required specifications. Please remove all commas from URL.”</p>
Market and Product Type combination do not match respective URL ID	<p>“Market and Product Type combination do not match respective URL ID. Please update Product and/or Market Type combination or URL ID.”</p>
Required URL IDs do not have a corresponding URL submitted	<p>If Network URL was submitted and there are Network IDs without corresponding URLs – “A Network URL value is required for all Network IDs. Please submit a Network URL for this Network ID.”</p> <p>If Formulary URL was submitted and there are Formulary IDs without corresponding URLs – “A Formulary URL value is required for all Formulary IDs. Please submit a Formulary URL for this Formulary ID.”</p> <p>If Summary of Benefits and Coverage URL was submitted and there are QHP Plan Variant IDs without corresponding URLs – “A Summary of Benefits and Coverage URL value is required for all Medical Plan Variant IDs. Please submit a Summary of Benefits and Coverage URL for this Plan Variant ID.”</p> <p>If Network URL was submitted and a Transparency in Coverage URL has not been submitted – “A Transparency in Coverage URL value is required for the Issuer ID. Please submit a Transparency in Coverage URL for this Issuer ID.”</p>

### 4.2.3 Search & Update URLs

Users are able to view URL data currently stored in the system and make quick updates via a search results table. The search results table will only appear after the user has entered search parameters (e.g. selecting a URL type in the dropdown and typing in a URL ID) and clicked the magnifying glass. URL updates submitted via the search results table will undergo the same validations performed on the **Issuer URL Template** file.

#### 4.2.3.1 Search & Update URLs – Choose URL Type Dropdown

The **Search & Update URLs** dropdown is populated with the six URL types (**Transparency in Coverage, Payment, SBC, Network, Plan Brochure, and Formulary**). Users may only review and update one **URL Type** at a time. Multiselect is not available in the dropdown.

Figure 12 shows the dropdown populated with the six **URL Type** options.

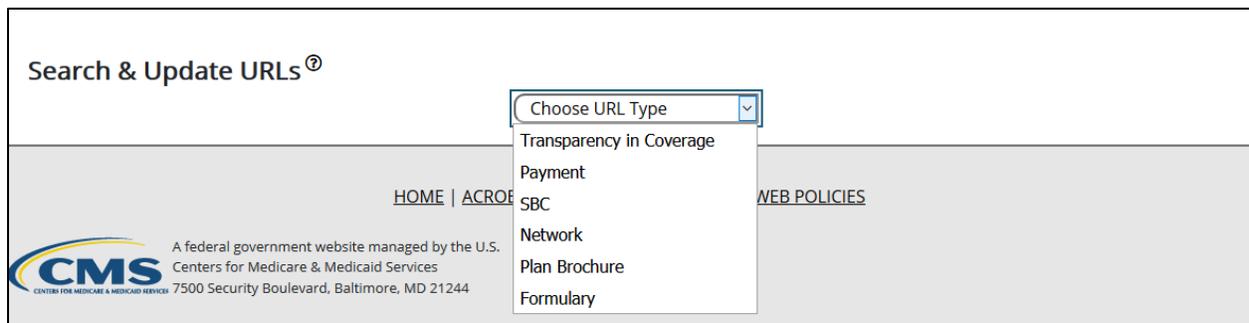


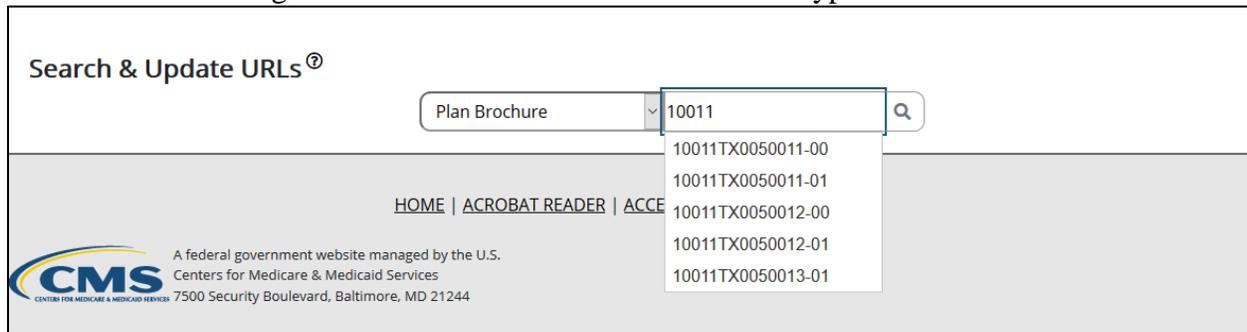
Figure 12: Search & Update URLs Dropdown

#### 4.2.3.2 Search & Update URLs – Search Field

Once a **URL Type** is selected in the dropdown, a field will appear where the user can begin entering search parameters for specific URL IDs. Selecting **Transparency in Coverage** as the **URL Type** will automatically generate the table to begin submitting and updating the Transparency in Coverage URL. In order to search for **Payment, Plan Brochure, and SBC** URLs, the user should enter the Plan ID they would like to view URL data for. For **Formulary** URLs, the user should enter a Formulary ID. For **Network** URLs, the user should enter a Network ID.

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 of the selected type. Once the user has entered the desired search parameters, they must select the magnifying glass to return search results.

Figure 13 shows the search field after URL type is selected.



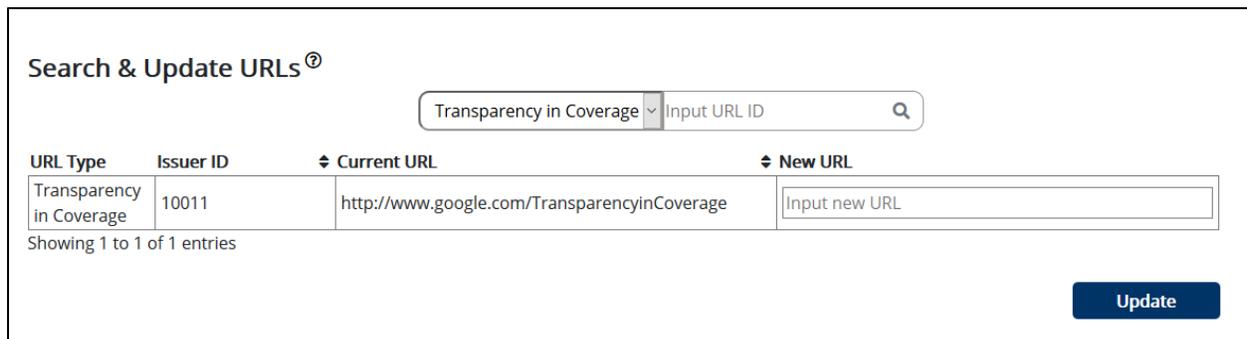
**Figure 13: Search & Update URLs Search Field**

#### 4.2.3.3 Search & Update URLs – Transparency in Coverage URL Display

The search results table will automatically generate after users select **Transparency in Coverage** in the dropdown. Users may use the *New URL* column in the search results table to submit URL updates. New URLs must begin with “http://” or “https://” and cannot contain commas or spaces.

The search results table will contain the following columns when searching for **Transparency in Coverage** URL as shown in Figure 14:

- **URL Type**
- **Issuer ID**
- **Current URL**
- **New URL**



**Figure 14: Transparency in Coverage URL Type Search Results**

#### 4.2.3.4 Search & Update URLs – Payment, Plan Brochure, or SBC URLs Display

The search results table will be generated after a search is performed. Users may use the *New URL* column in the search results table to submit URL updates. Multiple URL IDs may be updated simultaneously.

The search results table will contain the following columns when searching for **Payment, Plan Brochure, or SBC** URLs as shown in Figure 15:

- **URL Type**
- **Plan ID or Plan Variant ID**
- **Current URL**
- **New URL**

**Search & Update URLs** <sup>Ⓜ</sup>

Plan Brochure ▼ Input URL ID 🔍

URL Type	Plan Variant ID	↕ Current URL	↕ New URL
Plan Brochure	10011TX0050011-00	http://www.google.com/PlanBrochure01	Input new URL
Plan Brochure	10011TX0050011-01	http://www.google.com/PlanBrochure02	Input new URL
Plan Brochure	10011TX0050012-00	http://www.google.com/PlanBrochure03	Input new URL
Plan Brochure	10011TX0050012-01	http://www.google.com/PlanBrochure04	Input new URL
Plan Brochure	10011TX0050013-01	http://www.google.com/PlanBrochure05	Input new URL
Plan Brochure	10011TX0050014-00	http://www.google.com/PlanBrochure06	Input new URL
Plan Brochure	10011TX0050014-01	http://www.google.com/PlanBrochure07	Input new URL
Plan Brochure	10011TX0050015-01	http://www.google.com/PlanBrochure08	Input new URL

Showing 1 to 8 of 8 entries

Update

**Figure 15: Payment, Plan Brochure, or SBC URL Type Search Results**

### 4.2.3.5 Search & Update URLs – Formulary URLs Display

When a user performs a search for **Formulary** URLs, the search results table will display the following columns, as shown in Figure 16:

- **URL Type**
- **Formulary ID**
- **Market Type**
- **Current URL**
- **New URL**

**NOTE:** Issuers who submit QHP templates via the HIOS PM Modules will not see the **Market Type** column when searching for Formulary IDs.

**Search & Update URLs** <sup>®</sup>

Formulary ▼ TXF 🔍

URL Type	Formulary ID ↕	Market Type	Current URL	↕ New URL
Formulary	TXF001	Individual	https://www.google.com/myPay...	<input type="text" value="Input new URL"/>
Formulary	TXF001	SHOP	https://www.google.com/Paym1...	<input type="text" value="Input new URL"/>
Formulary	TXF002	Individual	https://www.google.com/Paym2...	<input type="text" value="Input new URL"/>
Formulary	TXF002	SHOP	https://www.google.com/Paym3...	<input type="text" value="Input new URL"/>
Formulary	TXF003	Individual	https://www.google.com/Paym4...	<input type="text" value="Input new URL"/>
Formulary	TXF003	SHOP	https://www.google.com/Paym5...	<input type="text" value="Input new URL"/>
Formulary	TXF004	Individual	https://www.google.com/Paym6...	<input type="text" value="Input new URL"/>
Formulary	TXF004	SHOP	https://www.google.com/Paym5...	<input type="text" value="Input new URL"/>

Showing 1 to 8 of 8 entries ⏪ < Previous 1 Next > ⏩

Update

**Figure 16: Formulary URL Type Search Results**

### 4.2.3.6 Search & Update URLs – Network URLs Display

When a user performs a search for **Network** URLs, the search results table will display the following columns, as shown in Figure 17:

- **URL Type**
- **Network ID**
- **Market Type**
- **Product Type**
- **Current URL**
- **New URL**

**NOTE:** Issuers who submit via the HIOS PM Modules will not see the **Market Type** and **Product Type** columns when searching for Network IDs.

#### Search & Update URLs <sup>?</sup>

Network ▼

🔍

URL Type	Network ID <sup>⬆</sup>	Market Type <sup>⬆</sup>	Product Type <sup>⬆</sup>	Current URL	New URL <sup>⬆</sup>
Network	TXN001	Individual	HealthCare	https://www.google.com/...	<input type="text" value="Input new URL"/>
Network	TXN001	Individual	Dental	https://www.google.com/...	<input type="text" value="Input new URL"/>
Network	TXN001	SHOP	HealthCare	https://www.google.com/...	<input type="text" value="Input new URL"/>
Network	TXN001	SHOP	Dental	https://www.google.com/...	<input type="text" value="Input new URL"/>
Network	TXN002	Individual	HealthCare	https://www.google.com/...	<input type="text" value="Input new URL"/>
Network	TXN002	Individual	Dental	https://www.google.com/...	<input type="text" value="Input new URL"/>
Network	TXN002	SHOP	HealthCare	https://www.google.com/...	<input type="text" value="Input new URL"/>
Network	TXN002	SHOP	Dental	https://www.google.com/...	<input type="text" value="Input new URL"/>

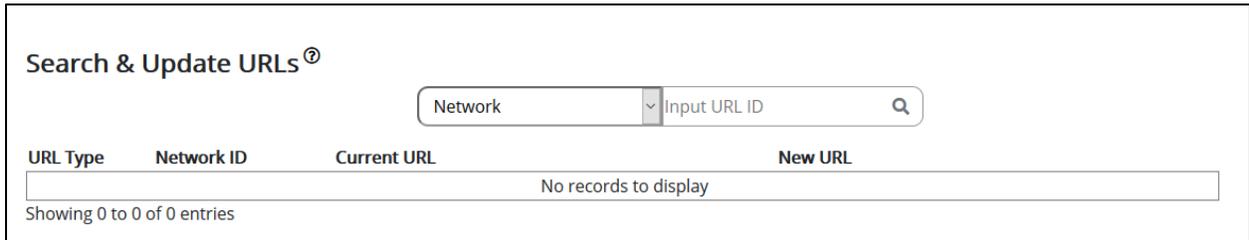
Showing 1 to 8 of 8 entries
⏪ < Previous 1 Next > ⏩

**Figure 17: Network URL Type Search Results**

### 4.2.3.7 Search & Update URLs – No Results Found

If no results are found for the search criteria, the table will display a message of “No records to display”.

Figure 18 below shows the **Search & Update URLs** section when a search did not return any results.



**Figure 18: Search & Update URLs No Results**

### 4.2.3.8 Update URLs – Confirmation Pop-Up

Select the *Update* button to submit URL updates. A confirmation pop-up will appear listing the URL updates entered in the search results table to confirm the changes they are about to submit.

The user may select the *Update URLs* button to begin validation and storage of the URLs or the *Cancel* button if they determine further updates are needed, as shown in Figure 19.

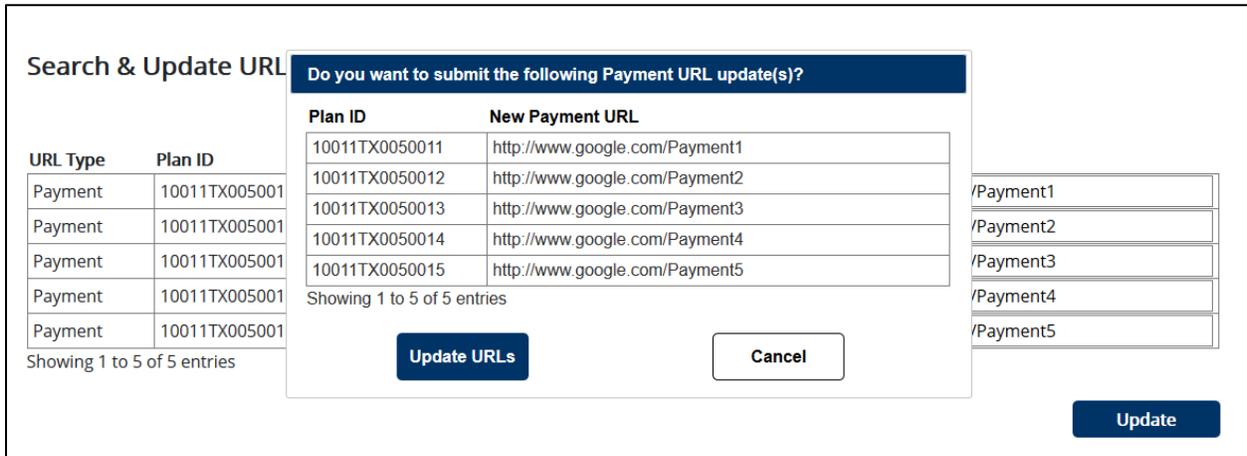


Figure 19: URL Update Confirmation Pop-Up

### 4.2.3.9 Update URLs – Updates Successful

A **Success Banner** will appear when the URL updates have passed validation and been saved. The page will refresh, and URLs entered in the **New URL** column will now appear in the **Current URL** column to show the changes were saved successfully, as shown in Figure 20. For additional troubleshooting support for the **Search & Update URLs** section, please refer to [section 5.1.3](#).

**Search & Update URLs** <sup>®</sup>

✓ | Your URL changes were loaded successfully.

Payment

Input URL ID

Q

URL Type	Plan ID	↕ Current URL	↕ New URL
Payment	10011TX0050011	http://www.google.com/Payment1	Input new URL
Payment	10011TX0050012	http://www.google.com/Payment2	Input new URL
Payment	10011TX0050013	http://www.google.com/Payment3	Input new URL
Payment	10011TX0050014	http://www.google.com/Payment4	Input new URL
Payment	10011TX0050015	http://www.google.com/Payment5	Input new URL

Showing 1 to 5 of 5 entries

Update

**Figure 20: URL Updates Successful Banner**

### 4.3 Logo Data Page

The Logo Data page allows users to review and update Logo data and is divided into two main sections: the **Upload Issuer Logo** section, and the **Link Issuer Logos** section.

Figure 21 shows the Logo Data page.

**Plan Management Supplemental Submission**  
Plan Year: 2021

11243 - Test Company - TX PM\_ROLE\_TEST\_231 | [Logout](#)

[URL Data](#) | **Logo Data** [User Guide \(PDF, 1.04 MB\)](#)

#### Upload Issuer Logo <sup>?</sup>

[Choose File](#) No file chosen

---

#### Link Issuer Logos <sup>?</sup>

Select a successfully uploaded logo to preview and begin linking to Product IDs.  
Note: The display of this data is subject to further review and preview of the logo may not be accurate to display to consumers.

Uploaded Logos

[Link to All Product IDs](#)

[Delete](#)

[Download](#)

Product ID	Linked to Issuer Logo?	Issuer Logo Linked to Corresponding Product ID	Select
11243TX001	No		<a href="#">Link</a>
11243TX002	No		<a href="#">Link</a>
11243TX003	No		<a href="#">Link</a>
11243TX004	No		<a href="#">Link</a>
11243TX005	No		<a href="#">Link</a>

Showing 1 to 5 of 5 entries [Save Updates](#)

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

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

Figure 21: Logo Data Page

### 4.3.1 Upload Issuer Logo

Users are able to submit logo data by uploading their image file. The system will then validate the logo file is in the proper format and is an acceptable pixel size. The logo will be stored in the system if it passes all validations. If there is an error with the uploaded logo, the system will return an error message outlining the validation error. For additional troubleshooting support for the **Upload Issuer Logo** section, please refer to [section 5.2.1](#).

Logos must satisfy the following criteria:

1. The file type must be .png
2. The file name must be less than or equal to 100 characters, and may only contain the following characters (without spaces):
  - a-z
  - A-Z
  - 0-9
  - . (period)
  - \_ (underscore)
  - - (hyphen)
3. The uploaded logo must have a minimum width of 1200 pixels and minimum height of 700 pixels.

#### 4.3.1.1 Uploading a Logo

Users can upload their logos by performing the following actions:

1. In the **Upload Issuer Logo** section of the **Logo Data** page, select the *Choose File* button.
2. Select an appropriate logo .png file. The name of the chosen file will appear on the field next to the *Choose File* button.
3. Select the *Submit* button.

Figure 22 shows the **Upload Issuer Logo** section after a file has been selected.

The screenshot shows a form titled "Upload Issuer Logo" with a registered trademark symbol. Below the title, there is a file selection interface. It consists of a "Choose File" button, a text input field containing the filename "Issuer\_Logo\_1.png", and a "Submit" button.

**Figure 22: Upload Issuer Logo Section – Selected File**

Table 6 describes the fields in the **Upload Issuer Logo** section.

Field Name	Description
File Input button	The user is prompted to select a .png file to submit.

Field Name	Description
Submit button	This button is clicked to submit the selected logo file for validation and storage.

#### 4.3.1.2 Upload Issuer Logo – Validating Status

Once the logo file has been selected and the **Submit** button has been selected, a **Status** will appear. The following statuses can be found in the status box:

- “Validating [Issuer Logo file name]”
- “[Issuer Logo file name] submitted successfully”
- Error status. For more error messages, please refer to [section 5.2.1](#).

The **Status** will automatically refresh within the page once the file has been validated. The **Validating** status shows that the system is currently validating and/or saving the file. Users are not allowed to upload a new file while a file is in **Validating** status.

Figure 23 shows an example of a logo file in **Validating** status.

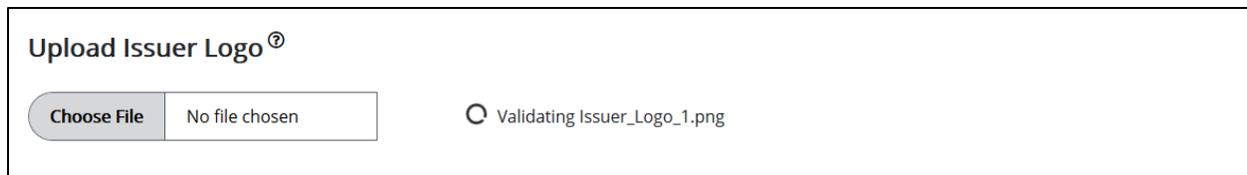


Figure 23: Upload Issuer Logo Section – Validating Status

#### 4.3.1.3 Upload Issuer Logo – Submission Successful Status

If the logo file passes validation and was stored successfully, a **Submission Successful** status will display. Users are able to upload a new file once the submission is successful.

Figure 24 shows an example of a logo file in **Submission Successful** status.

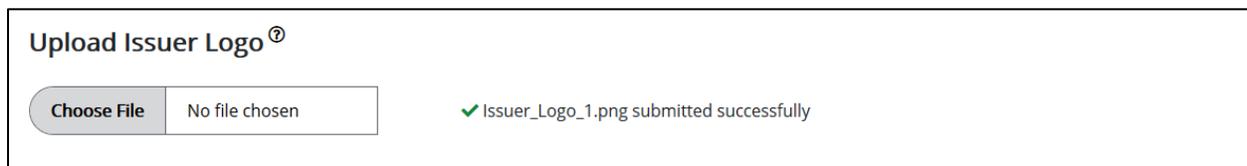
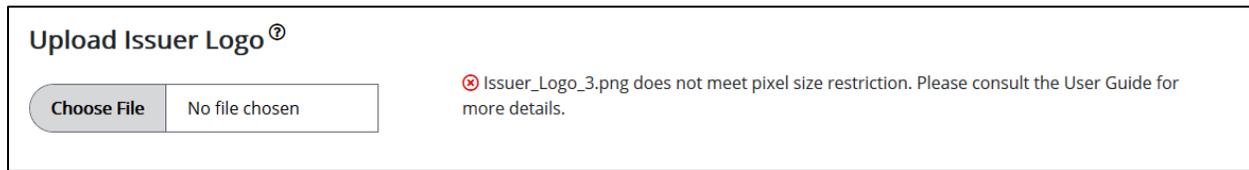


Figure 24: Upload Issuer Logo Section – Successful Status

#### 4.3.1.4 Upload Issuer Logo – Error Status

If the logo file fails validation, the user will see an **Error** status and an **Error Reason**. Users will have to correct the errors shown in the **Error Reason** and then reupload the logo file. Logo files that fail validation will not be available to link to Product IDs.

Figure 25 shows an example of a logo file in **Error** status.



**Figure 25: Upload Issuer Logo Section – Error Status**

Table 6 below describes the potential error messages for the **Upload Issuer Logo** section.

**Table 6: Upload Issuer Logo Error Messages**

Error Message	Corrective Action
"[uploaded logo file name] does not meet pixel size restriction. Please consult the User Guide for more details."	The user will receive this error message when the logo uploaded does not meet the pixel size limitations. Logos must be a minimum width of 1200 pixels and a minimum height of 700 pixels.
"[uploaded logo file name] upload failed. File with the same name has already been uploaded for this Issuer."	The user will receive this error message when the uploaded logo has the same file name as a previously uploaded logo. Update the name of the uploaded logo to not match a previously uploaded logo.

### 4.3.2 Link Issuer Logos

Users are able to link uploaded logos to Product ID(s) that were submitted via the Plans and Benefits template. Users may use this section of the *Supplemental Submission Module* to preview logos, link and unlink the logo to Product IDs, and delete logos. Users may link and unlink a logo to multiple Product IDs at a time. The table will contain the following columns:

- **Product ID**
- **Linked to Issuer Logo?**
- **Issuer Logo Linked to Corresponding Product ID**
- **Select**

Figure 26 shows an example of the **Link Issuer Logos** section after multiple logos have been uploaded and one has been selected.

### Link Issuer Logos<sup>®</sup>

Select a successfully uploaded logo to preview and begin linking to Product IDs.  
 Note: The display of this data is subject to further review and preview of the logo may not be accurate to display to consumers.

**Uploaded Logos**

hand.png

1600x1600stars.png

[Link to All Product IDs](#)

[Delete](#)

[Download](#)



Product ID	Linked to Issuer Logo?	⇅ Issuer Logo Linked to Corresponding Product ID	⇅ Select
10333TX001	No		<a href="#">Link</a>
10333TX002	No		<a href="#">Link</a>
10333TX003	No		<a href="#">Link</a>
10333TX004	No		<a href="#">Link</a>
10333TX005	No		<a href="#">Link</a>
10333TX006	No		<a href="#">Link</a>

Showing 1 to 6 of 6 entries

[Save Updates](#)

**Figure 26: Link Issuer Logos Section**

Table 7 describes the fields in the **Link Issuer Logos** section

**Table 7: Link Issuer Logos Section Fields**

Field	Action	Description
Link to All Product IDs	Select	Select <b>Link to All Product IDs</b> to link the selected logo file to all Product IDs submitted for the Issuer ID that currently exist in the system.  <b>NOTE:</b> Linking a logo file to all Product IDs will overwrite previously submitted Logo/Product ID associations.
Delete	Select	Select <b>Delete</b> to delete the logo.  <b>NOTE:</b> Deletion of a logo will automatically unlink this logo from all Product ID(s) it is currently associated to.
Download	Select	Select <b>Download</b> to begin downloading the selected logo file.

Field	Action	Description
Link/Unlink	Select	<p>Select <b>Link</b> to choose the Product ID in the corresponding row to be associated to the selected logo.</p> <p>Select <b>Unlink</b> to choose the Product ID in the corresponding row to be disassociate from the selected logo.</p> <p><b>NOTE:</b> <b>Unlink</b> will only be displayed if the selected logo is already associated to the Product ID in the corresponding row.</p> <p><b>NOTE:</b> If a Product ID has already been linked to a different logo and the user selects <b>Link</b> in the corresponding row, the selected logo will overwrite existing Logo/Product ID association.</p>
Save Updates	Select	Select <b>Save Updates</b> to save updates made on the <b>Link Issuer Logos</b> table.

### 4.3.2.1 Link to All Product IDs – Confirmation Pop-Up

Select the **Link to All Product IDs** button to link the selected logo to all Product IDs submitted. A confirmation pop-up will appear to confirm that the selected logo will be linked to all Product IDs present on the table. All existing Logo/Product ID linkages will be overwritten.

The user may select the **Link Logo** button to begin linking and storage of the logo to all Product IDs or the **Cancel** button if they determine they do not want to link this logo to all Product IDs, as shown in Figure 27.

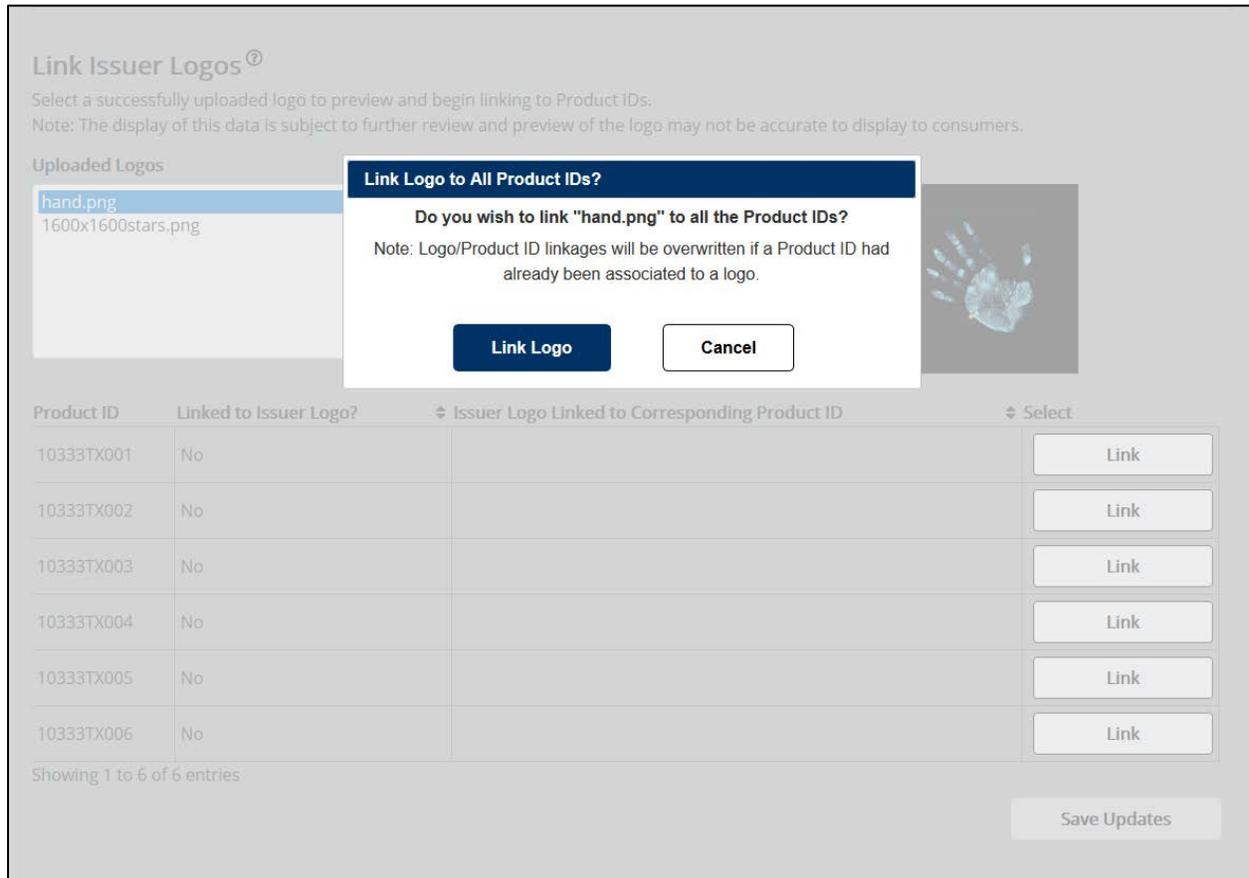


Figure 27: Link to All Product IDs Confirmation Pop-Up

### 4.3.2.2 Link to All Product IDs – Updates Successful

A **Success Banner** will appear when the logo has been successfully linked to all Product IDs and stored in the database as shown in Figure 28. The page will refresh, and the table will be updated so that all Product IDs will be linked to the selected logo. The **Linked to Product IDs** column will now be populated with values of “Yes” and the **Issuer Logo Linked to Corresponding Product ID** column will be populated with the selected logo’s file name.

For additional troubleshooting support for the **Link Issuer Logos** section, please refer to [section 5.2.2](#).

✔ Your updates have been successfully saved

### Upload Issuer Logo<sup>®</sup>

Choose File
No file chosen

✘ Issuer\_Logo\_2.png failed validations.

---

### Link Issuer Logos<sup>®</sup>

Select a successfully uploaded logo to preview and begin linking to Product IDs.  
 Note: The display of this data is subject to further review and preview of the logo may not be accurate to display to consumers.

Uploaded Logos

hand.png

1600x1600stars.png

Link to All Product IDs

Delete

Download



Product ID	Linked to Issuer Logo?	⇅ Issuer Logo Linked to Corresponding Product ID	⇅ Select
10333TX001	Yes	hand.png	<span style="border: 1px solid #ccc; padding: 2px 10px;">Unlink</span>
10333TX002	Yes	hand.png	<span style="border: 1px solid #ccc; padding: 2px 10px;">Unlink</span>
10333TX003	Yes	hand.png	<span style="border: 1px solid #ccc; padding: 2px 10px;">Unlink</span>
10333TX004	Yes	hand.png	<span style="border: 1px solid #ccc; padding: 2px 10px;">Unlink</span>
10333TX005	Yes	hand.png	<span style="border: 1px solid #ccc; padding: 2px 10px;">Unlink</span>
10333TX006	Yes	hand.png	<span style="border: 1px solid #ccc; padding: 2px 10px;">Unlink</span>

Showing 1 to 6 of 6 entries

Save Updates

**Figure 28: Linked to All Product IDs Success Banner**

### 4.3.2.3 Delete – Confirmation Pop-Up

Select the **Delete** button to delete the selected logo. A confirmation pop-up will appear to confirm that the user wishes to delete the logo from the list of **Uploaded Logos** and remove all Logo/Product IDs linkages.

The user may select the **Delete Logo** button to begin deletion of the logo and removal of the Logo/Product ID linkages or the **Cancel** button if they determine they do not wish to delete the logo and remove the linkages, as shown in Figure 29.

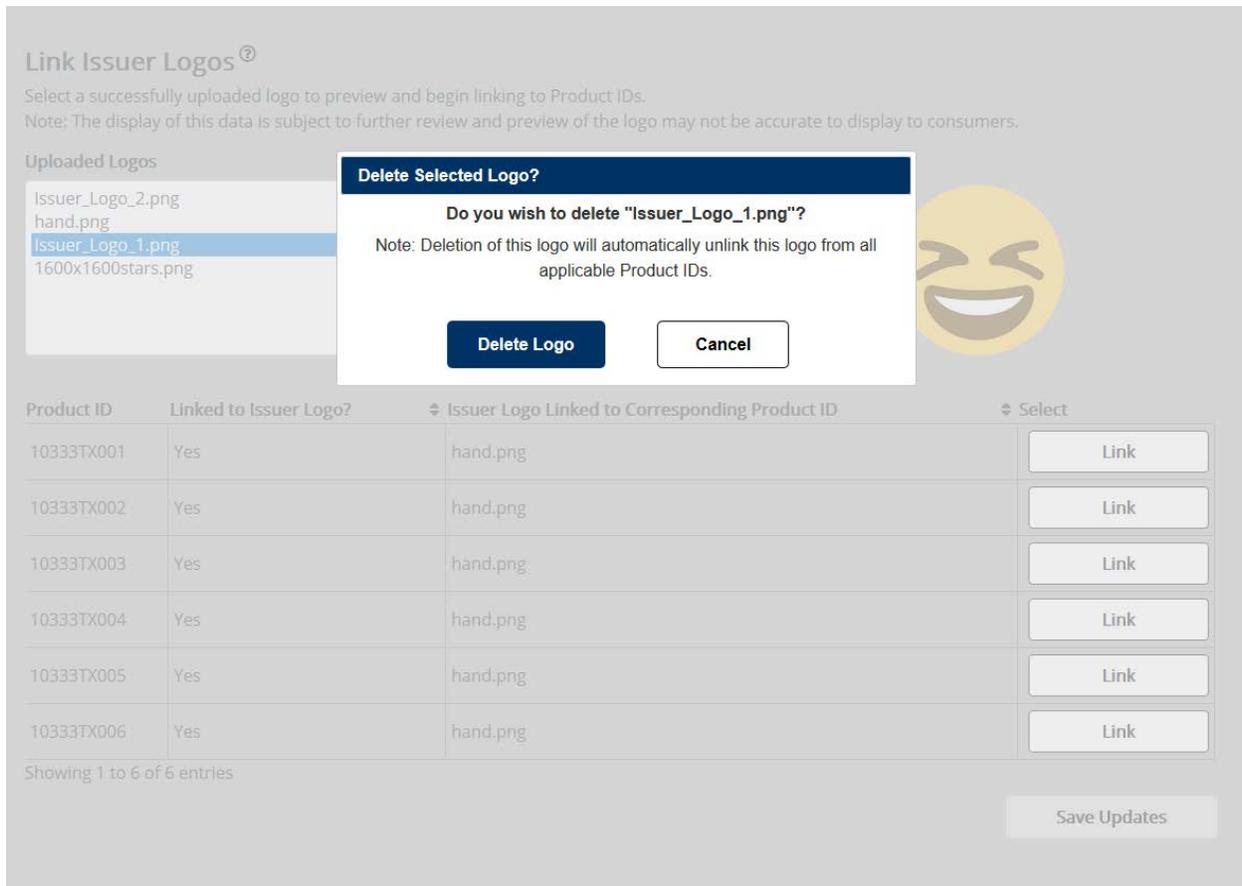


Figure 29: Delete Logo Confirmation Pop-Up

### 4.3.2.4 Delete – Deletion Successful

A **Success Banner** will appear when the logo has been successfully deleted, as shown in Figure 30. The page will refresh, and the logo will be removed from the list of **Uploaded Logos**. If the deleted logo was linked to Product IDs, those linkages will be removed, and the updates will be reflected in the table. For additional troubleshooting support for the **Link Issuer Logos** section, please refer to [section 5.2.2](#).

✔ You have successfully deleted the logo

### Upload Issuer Logo<sup>®</sup>

Choose File

No file chosen

✘ Issuer\_Logo\_3.png failed validations.

---

### Link Issuer Logos<sup>®</sup>

Select a successfully uploaded logo to preview and begin linking to Product IDs.  
 Note: The display of this data is subject to further review and preview of the logo may not be accurate to display to consumers.

**Uploaded Logos**

- Issuer\_Logo\_2.png
- hand.png
- 1600x1600stars.png

Link to All Product IDs

Delete

Download

Product ID	Linked to Issuer Logo?	⇅ Issuer Logo Linked to Corresponding Product ID	⇅ Select
10333TX001	Yes	hand.png	<span style="background-color: #9e9e9e; padding: 2px 10px; border-radius: 3px;">Link</span>
10333TX002	Yes	hand.png	<span style="background-color: #9e9e9e; padding: 2px 10px; border-radius: 3px;">Link</span>
10333TX003	Yes	hand.png	<span style="background-color: #9e9e9e; padding: 2px 10px; border-radius: 3px;">Link</span>
10333TX004	Yes	hand.png	<span style="background-color: #9e9e9e; padding: 2px 10px; border-radius: 3px;">Link</span>
10333TX005	Yes	hand.png	<span style="background-color: #9e9e9e; padding: 2px 10px; border-radius: 3px;">Link</span>
10333TX006	Yes	hand.png	<span style="background-color: #9e9e9e; padding: 2px 10px; border-radius: 3px;">Link</span>

Showing 1 to 6 of 6 entries

Save Updates

**Figure 30: Deleted Logo Success Banner**

### 4.3.2.5 Save Updates – Confirmation Pop-Up

After selecting **Link** or **Unlink** button(s) on the table for Product IDs in the corresponding rows, select the **Save Updates** button to submit Logo/Product ID linkages.

The user may select the **Link Logo** buttons to begin linking of the logo to the listed Product IDs or the **Cancel** button if they determine they do not wish to save the updates, as shown in Figure 31.

**Link Issuer Logos**<sup>®</sup>  
 Select a successfully uploaded logo to preview and begin linking to Product IDs.  
 Note: The display of this data is subject to further review and preview of the logo may not be accurate to display to consumers.

Uploaded Logos

- Issuer\_Logo\_2.png
- hand.png
- 1600x1600stars.png

**Link Logo to Selected Product ID(s)?**

Do you wish to link "hand.png" to the following Product IDs?

- 10333TX001
- 10333TX002

Note: Logo/Product ID linkages will be overwritten if a Product ID has already been associated to a logo.

**Link Logo** **Cancel**

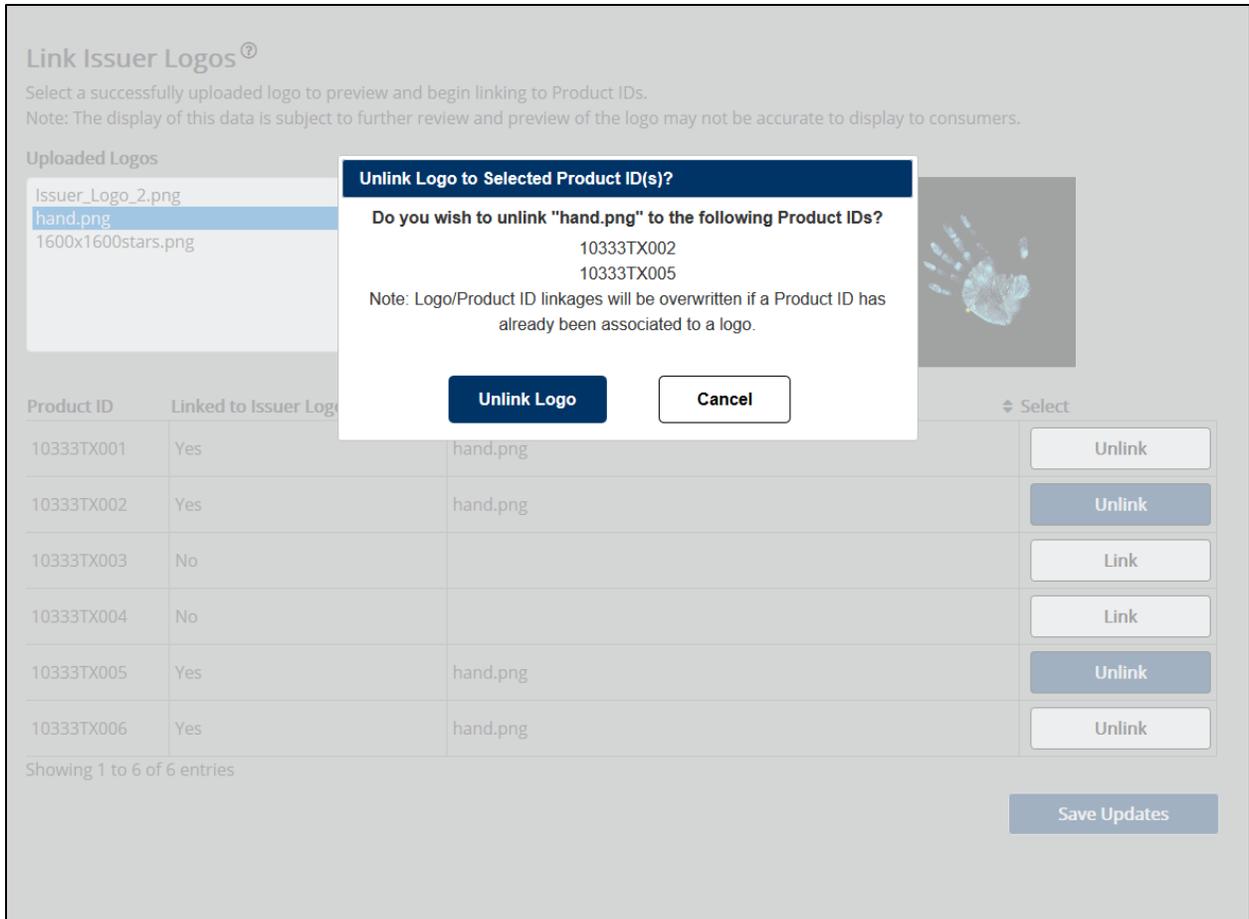
Product ID	Linked to Issuer Logo		Select
10333TX001	No		<b>Link</b>
10333TX002	No		<b>Link</b>
10333TX003	No		<b>Link</b>
10333TX004	No		<b>Link</b>
10333TX005	Yes	hand.png	<b>Unlink</b>
10333TX006	Yes	hand.png	<b>Unlink</b>

Showing 1 to 6 of 6 entries

**Save Updates**

**Figure 31: Link Logo to Selected Product IDs Confirmation Pop-Up**

The user may select the **Unlink Logo** buttons to begin unlinking of the logo to the listed Product IDs or the **Cancel** button if they determine they do not wish to save the updates, as shown in Figure 32.



**Figure 32: Unlink Logo to Selected Product IDs Confirmation Pop-Up**

The user may select the **Unlink Logo** buttons to begin linking and unlinking of the logo to the listed Product IDs or the **Cancel** button if they determine they do not wish to save the updates, as shown in Figure 33.

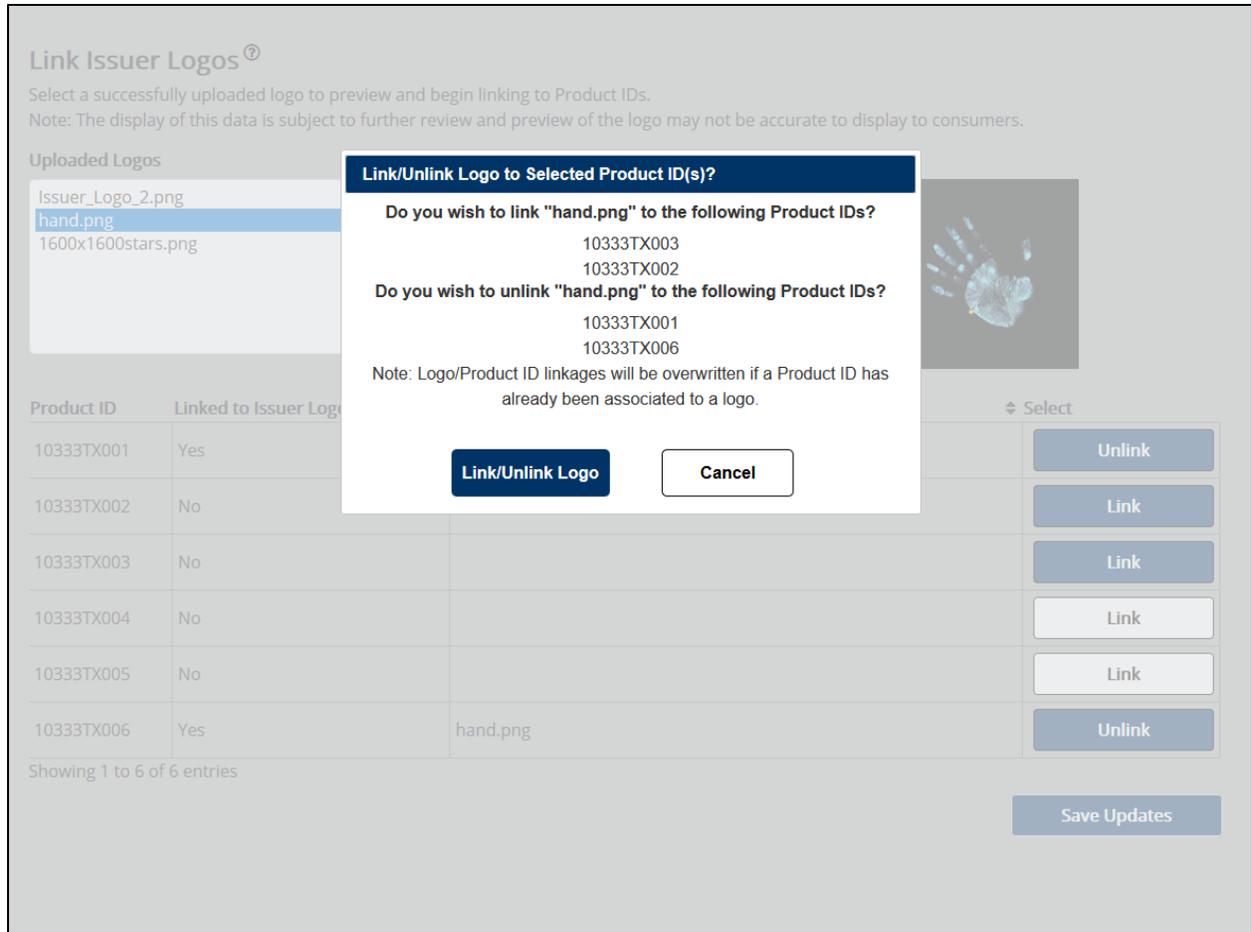


Figure 33: Link/Unlink Logo to Selected Product IDs Confirmation Pop-Up

#### 4.3.2.6 Save Updates – Updates Successful

A **Success Banner** will appear when the Logo/Product ID linkages have been successfully updated and stored in the database as shown in Figure 34. The **Success Banner** will be displayed for all linking and unlinking updates, the page will refresh, and the table will be updated to reflect the updates present in the confirmation pop-up. The **Linked to Product IDs** column and the **Issuer Logo Linked to Corresponding Product ID** column will be updated to reflect the updates saved. For additional troubleshooting support for the **Link Issuer Logos** section, please refer to [section 5.2.2](#).

✔ Your updates have been successfully saved

### Upload Issuer Logo<sup>®</sup>

Choose File No file chosen

✘ Issuer\_Logo\_3.png failed validations.

---

### Link Issuer Logos<sup>®</sup>

Select a successfully uploaded logo to preview and begin linking to Product IDs.  
 Note: The display of this data is subject to further review and preview of the logo may not be accurate to display to consumers.

**Uploaded Logos**

- Issuer\_Logo\_2.png
- hand.png
- 1600x1600stars.png

Link to All Product IDs

Delete

Download



Product ID	Linked to Issuer Logo?	⇄ Issuer Logo Linked to Corresponding Product ID	⇄ Select
10333TX001	Yes	hand.png	<span style="border: 1px solid #ccc; padding: 2px 10px;">Unlink</span>
10333TX002	Yes	hand.png	<span style="border: 1px solid #ccc; padding: 2px 10px;">Unlink</span>
10333TX003	No		<span style="border: 1px solid #ccc; padding: 2px 10px;">Link</span>
10333TX004	No		<span style="border: 1px solid #ccc; padding: 2px 10px;">Link</span>
10333TX005	Yes	hand.png	<span style="border: 1px solid #ccc; padding: 2px 10px;">Unlink</span>
10333TX006	Yes	hand.png	<span style="border: 1px solid #ccc; padding: 2px 10px;">Unlink</span>

Showing 1 to 6 of 6 entries

Save Updates

**Figure 34: Updates Saved Confirmation Banner**

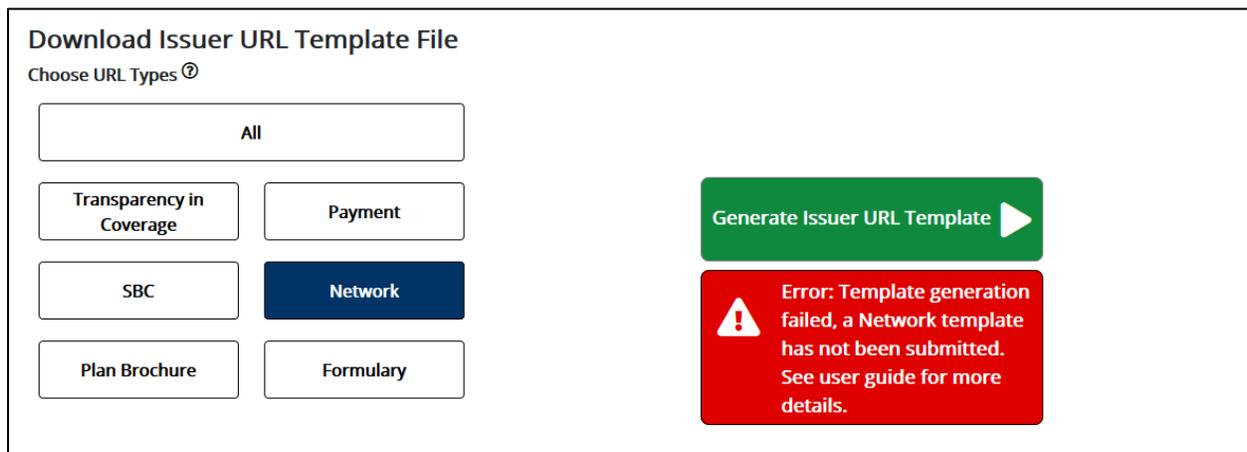
## 5 Troubleshooting & Support

The *Supplemental Submission Module* provides detailed error messaging to assist the user with troubleshooting and resolving issues. Further details are provided below.

### 5.1 URL Data Page – Troubleshooting and Support

#### 5.1.1 Download Issuer URL Template File Error Messages

The user can receive an error when attempting to generate an **Issuer URL Template** file in the **Download Issuer URL Template File** section, as shown in Figure 21.



**Figure 35: Issuer URL Template Generation Error**

Table 8 provides a list of possible error messages the user may encounter in the **Download Issuer URL Template File** section, as well as corrective actions to resolve the issue.

**Table 8: Download Issuer URL Template Error Messages**

Error Message	Corrective Action
Error: Template generation failed. Please retry or contact the Help Desk.	Please refresh the browser and if the error persists, contact the Help Desk for more details. Contact information is listed in <a href="#">section 5.4</a> .
Error: Template generation failed. Please select at least one URL type and retry.	The user should select at least one URL Type in order to successfully generate an <b>Issuer URL Template</b> .
Error: Template generation failed, a Transparency in Coverage template has not been submitted. See user guide for more details.	The user should confirm that a valid Transparency in Coverage template has either been submitted to the <i>Benefits and Service Area Module</i> or transferred by the State via <i>SERFF</i> .
Error: Template generation failed, a PB template has not been submitted. See user guide for more details.	The user should confirm that a valid Plans and Benefits template has either been submitted to the <i>Benefits and Service Area Module</i> or transferred by the State via <i>SERFF</i> .

Error Message	Corrective Action
Error: Template generation failed, a Network template has not been submitted. See user guide for more details.	The user should confirm that a valid Network template has either been submitted to the <i>Benefits and Service Area Module</i> or transferred by the State via <i>SERFF</i> .
Error: Template generation failed, a Prescription Drug template has not been submitted. See user guide for more details.	The user should confirm that a valid Prescription Drug template has either been submitted to the <i>Benefits and Service Area Module</i> or transferred by the State via <i>SERFF</i> .

### 5.1.2 Upload Issuer URL Template File Error Messages

The user can receive an error message when attempting to upload an **Issuer URL Template** file. Refer to Table 9 for a list of the possible error messages, as well as the corrective action required to allow the user to submit successfully.

**Table 9: Upload Issuer URL Template Error Messages**

Error Message	Corrective Action
Error: Invalid file type selected. Please select a .csv file.	The user will receive this error message when the document uploaded is not a .csv file. Please select only a .csv file and reupload.
Error: Invalid file name. The file name must contain only alphanumeric characters, hyphens, underscores, and/or periods.	The user should update the file name to only include the acceptable characters listed in the error message. See <a href="#">section 4.2.2.1</a> for the list of acceptable characters.
Error: Invalid file name. Please restrict file name to less than 100 characters.	The user should update the file name to be less than or equal to 100 characters in length, then re-upload.
Error: The uploaded template did not have an Issuer ID or was invalid.	The user should confirm that the first row of the Issuer URL Template contains a valid HIOS Issuer ID, and that the ID matches the Issuer ID chosen from the Summary page.
Error: This template has data that is inconsistent with your privileges.	The user will receive this error message when the <b>Issuer URL Template</b> uploaded contains a HIOS Issuer ID that does not match the Issuer ID selected on the Summary page. The user should either select the appropriate HIOS Issuer ID from the Summary page or correct the HIOS Issuer ID in the <b>Issuer URL Template</b> , then re-submit.

Error Message	Corrective Action
Error: Invalid .csv format. Please conform .csv to the proper format.	<p>There are 3 possible causes for this error:</p> <ol style="list-style-type: none"> <li>1. The first row of the <b>Issuer URL Template</b> does not contain the <b>HIOS Issuer ID</b>. Please update the <b>Issuer URL Template</b> to add the <b>HIOS Issuer ID</b>.</li> <li>2. Column headers are not within the 2<sup>nd</sup>, 3<sup>rd</sup>, or 4<sup>th</sup> rows of the .csv file. Please update the <b>Issuer URL Template</b> to have the headers in the same row and within the 2<sup>nd</sup>, 3<sup>rd</sup>, or 4<sup>th</sup> rows.</li> <li>3. File does not contain the 6 necessary column headers:               <ol style="list-style-type: none"> <li>a. URL Type</li> <li>b. URL ID</li> <li>c. Market Type</li> <li>d. Product Type</li> <li>e. Current URL</li> <li>f. New URL</li> </ol> </li> </ol> <p>Please update the <b>Issuer URL Template</b> to contain all 6 column headers in exact order.</p>
Error: No new URLs entered. Please enter at least one URL in the New URL column and resubmit.	File does not contain a value in the New URL column. The user should enter at least one URL update and re-submit for validation.
Error: Encountered issues saving to database. Please try again in a few minutes. If this error persists, please contact CMS Support.	The user should wait a few minutes and retry upload of <b>Issuer URL Template</b> . If this problem persists, the user should then contact CMS Support.

### 5.1.3 Search & Update URLs Error Messages

When the user attempts to submit an invalid URL through the search results table, an Error Banner will appear. The banner will contain the message “Please correct the following errors:” followed by the list of errors as shown in Figure 22.

**Search & Update URLs**

**✖ | Please correct the following errors:**

Note: No URL updates were stored. Please correct the invalid URLs highlighted in red and re-submit all URL updates.

1. Invalid URL format for Plan ID 10011TX0050011: URLs must begin with 'http:/' or 'https:/'.
2. Invalid URL format for Plan ID 10011TX0050012: URLs cannot contain spaces.
3. Invalid URL format for Plan ID 10011TX0050013: URLs cannot contain commas.

Payment

URL Type	Plan ID	↕ Current URL	↕ New URL
Payment	10011TX0050011		www.google.com/PaymentURL
Payment	10011TX0050012		http://www.google. com/PaymentURL1
Payment	10011TX0050013		http://www.google.com/PaymentURL1
Payment	10011TX0050014		Input new URL
Payment	10011TX0050015		Input new URL

Showing 1 to 5 of 5 entries

**Figure 36: URL Updates Errors Banner**

Table 10 describes the validations for URLs submitted through the **New URLs** column of the search results table.

**Table 10: Search & Update URLs – Validations and Error Messages**

Validation	Banner Error Message
URLs entered must begin with either "http:/" or "https:/"	Invalid URL format for [Formulary, Network, Plan, or Plan Variant] ID [URL ID]: URLs must begin with 'http:/' or 'https:/'
URLs entered cannot contain a space within the string	Invalid URL format for [Formulary, Network, Plan, or Plan Variant] ID [URL ID]: URLs cannot contain spaces.
URLs entered cannot contain a comma within the string	Invalid URL format for [Formulary, Network, Plan, or Plan Variant] ID [URL ID]: URLs cannot contain commas.
All Network IDs must have a new or current Network URL value	A Network URL value is required for all Network IDs. Please submit a Network URL for Network ID [Network ID].
Issuer ID must have a new or current Transparency in Coverage URL value when submitting Network URLs	A Transparency in Coverage URL value is required for the Issuer ID. Please submit a Transparency in Coverage URL for Issuer ID [Issuer ID] before updating Network URLs.
All Formulary IDs must have a new or current Formulary URL value	A Formulary URL value is required for all Formulary IDs. Please submit a Formulary URL for Formulary ID [Formulary ID].
All Medical Plan Variant IDs must have a new or current Summary of Benefits URL value	A Summary of Benefits and Coverage URL value is required for all Medical Plan Variant IDs. Please submit a Summary of Benefits and Coverage URL for Plan Variant ID [Plan Variant ID].

## 5.2 Logo Data Page – Troubleshooting and Support

### 5.2.1 Upload Issuer Logo File Error Messages

The user can receive an error message when attempting to upload a logo file. Refer to Table 11 for a list of possible error messages, as well as corrective action required to allow the user to submit successfully.

**Table 11: Upload Issuer Logo – Validation and Error Messages**

Error Message	Corrective Action
Error: Invalid file type selected. Please select a .png file.	The user will receive this error message when the logo uploaded is not a .png file. Please select only a .png file and reupload.
Error: Invalid file name. The file name must contain only alphanumeric characters, hyphens, underscores, and/or periods.	The user should update the file name to only include the acceptable characters listed in the error message. See <a href="#">section 4.2.2.1</a> for the list of acceptable characters.
Error: Invalid file name. Please restrict file name to less than 100 characters.	The user should update the file name to be less than or equal to 100 characters in length, then reupload.
Error: Encountered issues saving to database. Please try again in a few minutes. If this error persists, please contact CMS Support.	The user should wait a few minutes and retry upload of logo file. If this problem persists, the user should then contact CMS Support.

### 5.2.2 Link Issuer Logo Error Messages

The user can receive an error message when attempting to link or unlink a logo to Product ID(s). Refer to Table 12 for a list of possible error messages, as well as corrective action required to allow the user to submit successfully.

**Table 12: Upload Issuer Logo – Validation and Error Messages**

Error Message	Corrective Action
Error: Encountered issues saving to database. Please try again in a few minutes. If this error persists, please contact CMS Support.	The user should wait a few minutes and retry upload of logo file. If this problem persists, the user should then contact CMS Support.

## 5.3 Special Considerations

Upload of the **Issuer URL Template** file is restricted in the following ways:

1. Users will only be able to choose one **Issuer URL Template** file per submission for validation and storage.
2. Users will only be able to submit one **Issuer URL Template** file every 8 seconds.
3. The uploaded **Issuer URL Template** file size cannot exceed 5 MB.
4. The uploaded **Issuer URL Template** must be in .csv format.

Upload of logo files is restricted in the following ways:

1. Users will be only able to choose one logo file per submission for validation and storage.
2. Users will only be able to submit one logo file every 8 seconds.
3. The uploaded logo file size cannot exceed 5 MB.

## 5.4 Support

Table 13 provides details to contact the Help Desk should users require further assistance.

**Table 13: Points of Contact**

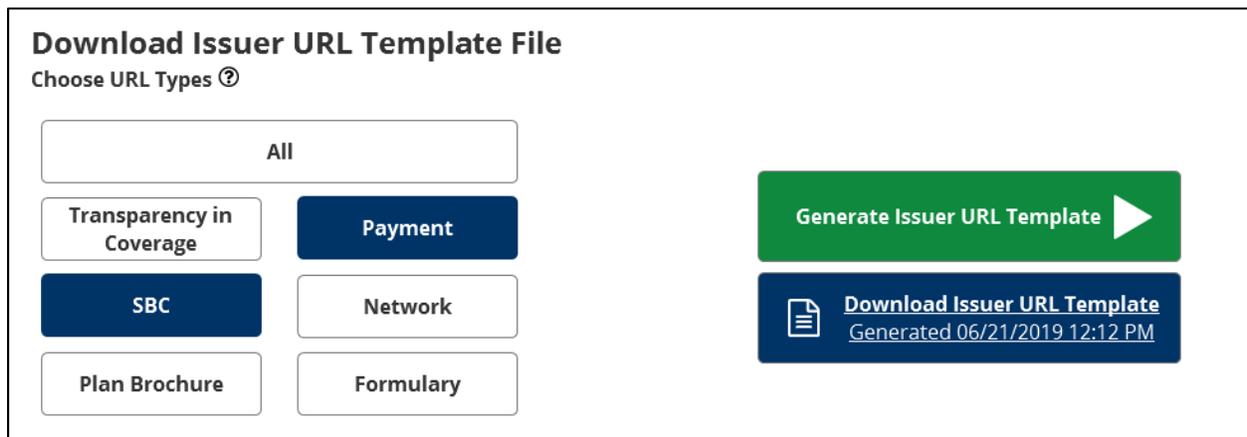
Contact	Organization	Phone	Email	Role	Responsibility
Marketplace Service Desk (MSD)	CMS	1-855-CMS-1515 (1-855-267-1515)	<a href="mailto:CMS_FEPS@cms.hhs.gov">CMS_FEPS@cms.hhs.gov</a>	Help Desk support	Initial user support & problem reporting

## Appendix A: Using the Issuer URL Template in Excel

This appendix provides user instructions on how to open the **Issuer URL Template (.csv)** file in Excel, adjust the column widths to view all pertinent information, and use filters to easily find and update URL data in the file.

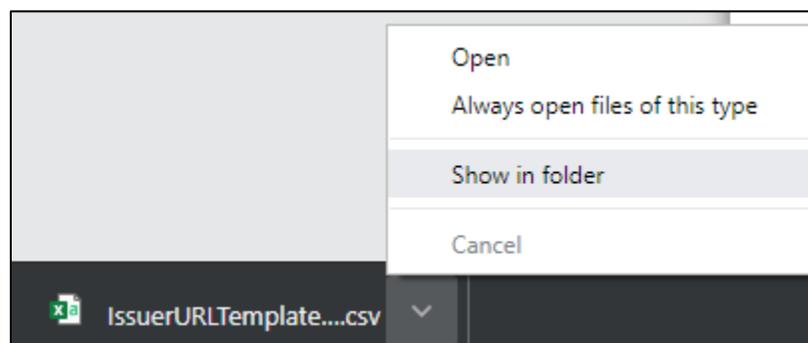
How to open the .csv file as an Excel sheet:

1. Navigate to the URL Data page and generate an **Issuer URL Template** file. Select the **Download Issuer URL Template** button.



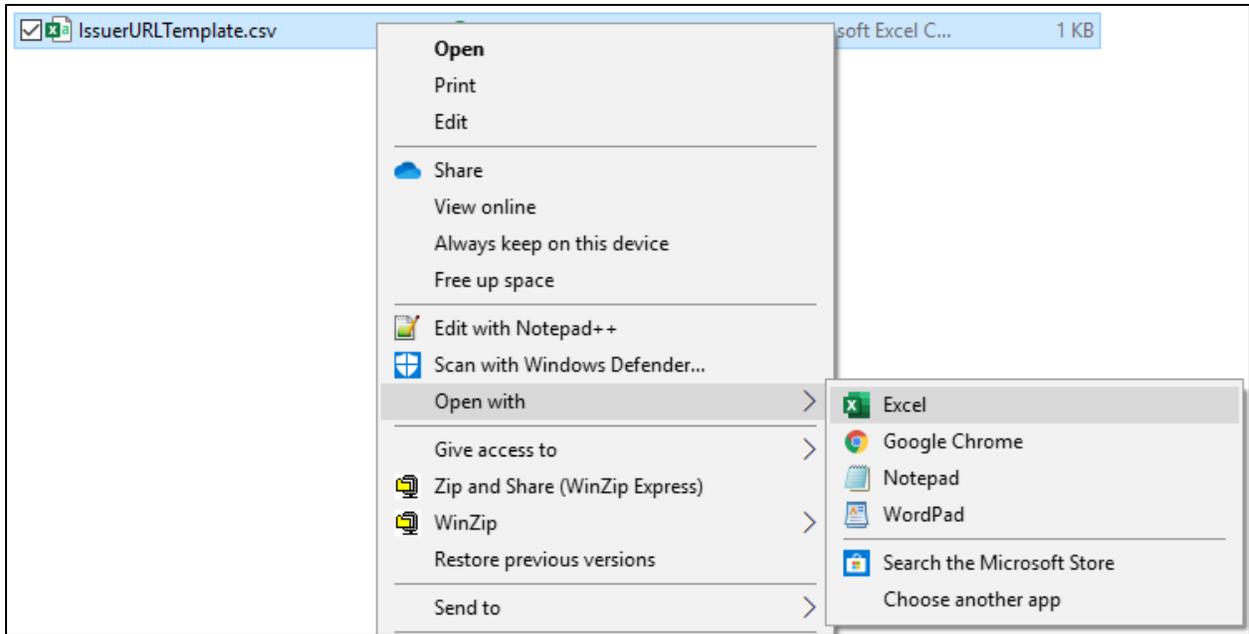
**Figure 37: Generated Issuer URL Template File**

2. If working in Google Chrome, begin by finding the file and moving it to a secure location.



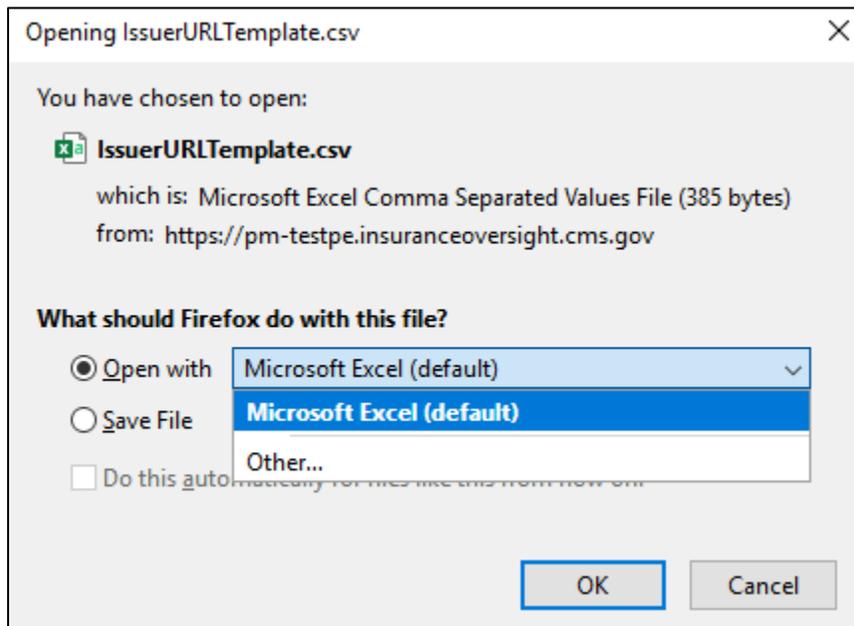
**Figure 38: Opening as Excel from Google Chrome Download 1 of 2**

For mouse users, open the **Context Menu** by right clicking on the file. For keyboard users, open the **Context Menu** by pressing **Shift + F10**. Navigate to the **Open with** field and select **Excel**.



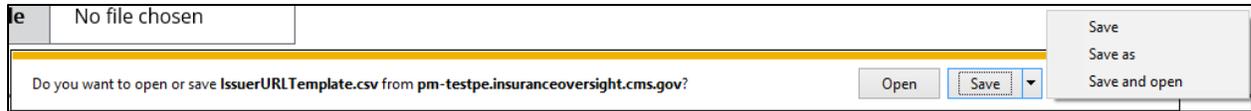
**Figure 39: Opening as Excel from Google Chrome Download 2 of 2**

3. If working in Mozilla Firefox, select the *Open with* radio button and select *Excel*.



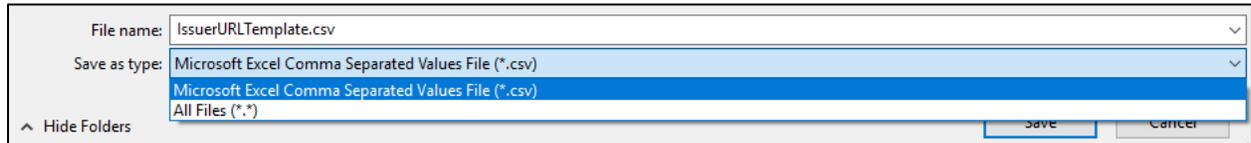
**Figure 40: Opening as Excel from Mozilla Firefox Download**

4. If working in Internet Explorer, select the *caret* to the right of the **Save** button. A dropdown will appear with the following options: **Save**, **Save as**, and **Save and open**. Select the *Save as* option.



**Figure 41: Opening as Excel from Internet Explorer Download 1 of 3**

Once *Save as* is selected, the file explorer will appear on your computer. Change the **Save as type:** file to *Excel Comma Separated Value File (\*.csv)*.



**Figure 42: Opening as Excel from Internet Explorer Download 2 of 3**

Once the file is saved to a secure location, verify the file is saved as a .csv file type and open the file.

Name	Status	Date modified	Type	Size
IssuerURLTemplate.csv		7/24/2019 9:44 AM	Microsoft Excel Comma Separated Values File	1 KB

**Figure 43: Opening as Excel from Internet Explorer Download 3 of 3**

How to expand columns to view data more easily:

1. Open the downloaded **Issuer URL Template** file in Excel.

	A	B	C	D	E	F	G	H	I	J	K	L
1	HIOS Issue	32378										
2	GENERATED 2019-07-24T09:44:55											
3	URLs can be edited only with the New URL column (cannot be changed by making edits to the Current URL column)											
4	URL Type	URL ID	Market Ty	Product Ty	Current UI	New URL						
5	Payment	32378IN00	N/A	N/A	google.com							
6	Payment	32378IN00	N/A	N/A	google.com							
7	Payment	32378IN00	N/A	N/A	google.com							
8	Payment	32378IN00	N/A	N/A	google.com							
9	Payment	32378IN00	N/A	N/A	google.com							
10	Payment	32378IN00	N/A	N/A	google.com							
11	Payment	32378IN00	N/A	N/A	google.com							
12	Payment	32378IN00	N/A	N/A	google.com							
13	Payment	32378IN00	N/A	N/A	google.com							
14	Payment	32378IN00	N/A	N/A	google.com							
15	Payment	32378IN00	N/A	N/A	google.com							
16	Payment	32378IN00	N/A	N/A	google.com							
17	Payment	32378IN00	N/A	N/A	google.com							
18	Payment	32378IN00	N/A	N/A	google.com							
19	Payment	32378IN00	N/A	N/A	google.com							
20	Payment	32378IN00	N/A	N/A	google.com							
21												

**Figure 44: Issuer URL Template Default View**

2. Directions for mouse users.
3. Navigate to the Excel column labels **B**, **C**, **D**, and **E**.

Mouse users can double click the grey line to the right of each letter to Auto-Fit the column to the maximum text length in the file.

	B	C	D	E	F
1	HIOS Issue	32378			
2	GENERATED 2019-07-24T09:44:55				
3	URLs can be edited only with the New URL column (cannot be changed by making edits to the Current URL column)				
4	URL Type	URL ID	Market Ty	Product Ty	Current UI
5	Payment	32378IN0060001	N/A	N/A	google.com
6	Payment	32378IN0060002	N/A	N/A	google.com
7	Payment	32378IN0060003	N/A	N/A	google.com
8	Payment	32378IN0060004	N/A	N/A	google.com
9	Payment	32378IN0060005	N/A	N/A	google.com
10	Payment	32378IN0060006	N/A	N/A	google.com
11	Payment	32378IN0070001	N/A	N/A	google.com
12	Payment	32378IN0070002	N/A	N/A	google.com
13	Payment	32378IN0070003	N/A	N/A	google.com
14	Payment	32378IN0070004	N/A	N/A	google.com
15	Payment	32378IN0070005	N/A	N/A	google.com
16	Payment	32378IN0070006	N/A	N/A	google.com
17	Payment	32378IN0080001	N/A	N/A	google.com
18	Payment	32378IN0080002	N/A	N/A	google.com
19	Payment	32378IN0090001	N/A	N/A	google.com
20	Payment	32378IN0090002	N/A	N/A	google.com

**Figure 45: Columns to Adjust**

Directions for keyboard users.

1. Select any cell in the Excel sheet.
2. Expand the selection to the current region (using **Ctrl + Shift + 8**)
3. Type **Alt + H** to select the Home tab of the Excel ribbon.
4. Type **O** to select the Format.
5. Type **I** to select “autofit column width”.

	A	B	C	D	E	F	G	H	I	J	K	L
1	HIOS Issue	32378										
2	GENERATED 2019-07-24T09:44:55											
3	URLs can be edited only with the New URL column (cannot be changed by making edits to the Current URL column)											
4	URL Type	URL ID	Market Ty	Product Ty	Current UI	New URL						
5	Payment	32378IN0060001	N/A	N/A	google.com							
6	Payment	32378IN0060002	N/A	N/A	google.com							
7	Payment	32378IN0060003	N/A	N/A	google.com							
8	Payment	32378IN0060004	N/A	N/A	google.com							
9	Payment	32378IN0060005	N/A	N/A	google.com							
10	Payment	32378IN0060006	N/A	N/A	google.com							
11	Payment	32378IN0070001	N/A	N/A	google.com							
12	Payment	32378IN0070002	N/A	N/A	google.com							
13	Payment	32378IN0070003	N/A	N/A	google.com							
14	Payment	32378IN0070004	N/A	N/A	google.com							
15	Payment	32378IN0070005	N/A	N/A	google.com							
16	Payment	32378IN0070006	N/A	N/A	google.com							
17	Payment	32378IN0080001	N/A	N/A	google.com							
18	Payment	32378IN0080002	N/A	N/A	google.com							
19	Payment	32378IN0090001	N/A	N/A	google.com							
20	Payment	32378IN0090002	N/A	N/A	google.com							

**Figure 46: One Column Width Set to Fit Text**

How to set up filters in the **Issuer URL Template**:

Mouse Users:

1. Select all the data starting from the Column Headers row down to the last row of data. (e.g. in Figure 29, Rows 4-20 and Columns A-E would be selected.)
2. Select the **Data** tab.
3. Click on the **Filter** button.
4. The filter dropdown will be applied for each column.
5. Click on the arrows now present next to the Column Headers and select/deselect desired filter options.

Keyboard Users:

1. Select all the data starting from the Column Headers row down to the last row of data. (e.g. in Figure 29, Rows 4-20 and Columns A-E would be selected.)
2. Type **Alt + A** to select the Home tab of the Excel ribbon.
3. Type **T** to select the **Filter** button in the Cells sub-area.
4. The filter dropdown will be applied for each column.
5. Navigate to the desired Column Header Filter and press **Left Alt + ↓ shortcut**.
6. The filter dropdown will appear pre-populated with the applicable data for that column. Use the dropdown to select/deselect desired options to filter.

	A	B	C	D	E	F	G	H
1	HIOS Issuer ID:	32378						
2	GENERATED 2019-07-24T09:44:55							
3	URLs can be edited only with the New URL column (cannot be changed by making edits to the Current URL column)							
4	URL Type ▾	URL ID ▾	Market Type ▾	Product Type ▾	Current URL ▾	New URL ▾		
5	Payment	32378IN0060001	N/A	N/A	google.com			
6	Payment	32378IN0060002	N/A	N/A	google.com			
7	Payment	32378IN0060003	N/A	N/A	google.com			
8	Payment	32378IN0060004	N/A	N/A	google.com			
9	Payment	32378IN0060005	N/A	N/A	google.com			
10	Payment	32378IN0060006	N/A	N/A	google.com			
11	Payment	32378IN0070001	N/A	N/A	google.com			
12	Payment	32378IN0070002	N/A	N/A	google.com			
13	Payment	32378IN0070003	N/A	N/A	google.com			
14	Payment	32378IN0070004	N/A	N/A	google.com			
15	Payment	32378IN0070005	N/A	N/A	google.com			
16	Payment	32378IN0070006	N/A	N/A	google.com			
17	Payment	32378IN0080001	N/A	N/A	google.com			
18	Payment	32378IN0080002	N/A	N/A	google.com			
19	Payment	32378IN0090001	N/A	N/A	google.com			
20	Payment	32378IN0090002	N/A	N/A	google.com			
21								

**Figure 47: Issuer URL Template File with Expanded Columns and Filters**



## Appendix B: Acronyms and Abbreviations

ACRONYM	Literal Translation
CCIIO	Center for Consumer Information and Insurance Oversight
CMS	Centers for Medicare & Medicaid Services
FFE	Federally-Facilitated Exchange
HHS	Health and Human Services
HIOS	Health Insurance Oversight System
ID	Identifier
MSD	Marketplace Service Desk
PM	Plan Management
QHP	Qualified Health Plan
SBC	Summary of Benefits and Coverage
SERFF	System for Electronic Rates and Form Filing
UI	User Interface
URL	Uniform Resource Locator

## Appendix C: Glossary

Term	Definition
User	An individual who accesses the application. A user's access is controlled by assigned roles and entitlements (responsibilities).

## Appendix D: Referenced Documents

The Center for Consumer Information and Insurance Oversight (CCIIO) has provided additional information detailing specific policy and submission criteria for each section of the *Supplemental Submission Module* on the CCIIO webpage. Please use the following link for more information:  
<https://www.qhpcertification.cms.gov/s/QHP>