

# Qualified Health Plan Issuer Application Instructions

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Plan Year 2023

Extracted section:  
Section 4A: URL Collection

## Section 4A: URL Collection

### 1. Introduction

In the SSM, you can choose between two methods for submitting or updating previously submitted URL data: submit using a simple, pre-populated URL template, which you can download from the module (recommended for your initial submission), or submit through the Search & Update functionality available within the module's user interface.

The instructions for this section apply to the following issuer types:

- QHP
- SADP

See Appendix E for additional information.

### 2. Data Requirements

To complete this section, you will need the following:

1. HIOS Issuer ID
2. Summary of Benefits and Coverage (SBC) URLs
3. Plan Brochure URLs
4. Enrollment Payment URLs
5. Network URLs
6. Formulary URLs
7. Transparency in Coverage URLs
8. Machine-Readable URLs & Technical Point of Contact (POC) Email.

### 3. Quick Reference

#### Key Changes for 2023

- ◆ You are no longer required to submit a Transparency in Coverage Template before you submit a Transparency in Coverage URL. Once the SSM is open, you can submit Transparency in Coverage URLs with or without the template.

#### Tips for the URL Collection Section

- ◆ Verify that at least one Plans & Benefits Template was successfully submitted to the Benefits and Service Area Module in HIOS or transferred via the System for Electronic Rates & Forms Filing (SERFF) to ensure that the HIOS Issuer ID, issuer legal name, and state are present on the Summary page within the SSM.
- ◆ Verify that URLs are functional before you submit them.
- ◆ Transparency in Coverage URLs should be live when you submit them.
- ◆ Machine-Readable URLs and Technical POC Email should be submitted by the initial submission deadline and live by the deadline for returning signed QHP Certification Agreements.
- ◆ All other URLs submitted via the SSM (SBC, Plan Brochure, Payment, Network, Formulary, Machine-Readable) should be submitted by the deadline for changing your QHP Application. All URLs must be active and directly route consumers to the appropriate document by the deadline for returning signed QHP Certification Agreements.
- ◆ Please note that the URL requirements described here apply only to on-Exchange plans; URLs for off-Exchange plans should still be submitted to the Rate & Benefits Information System (RBIS).

#### Additional Resources

- ◆ There are no supporting documents for this section.
- ◆ There are [instructional videos](#) for this section.
- ◆ There are [templates](#) for this section.

### 4. Detailed Section Instructions

The Summary page (Figure 4A-1) will display when you log into the SSM. Use the page filters to locate the HIOS Issuer ID for which you are submitting new or updated URLs; your issuer legal name and state will also

display after you successfully submit at least one Plans & Benefits Template to the Benefits and Service Area Module in HIOS directly or via SERFF.

**Figure 4A-1. Summary Page**

**Summary**

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

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

**Start working on Supplemental Submission Module**

Issuers <sup>?</sup>

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

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**CMS**  
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After locating the appropriate HIOS Issuer ID, select **View** or **Edit** to be directed to the URL Data page. If the window for submitting and updating URL data is open, **Edit** will appear in the Action column. If the submission window is closed or a State Reviewer is accessing the SSM via the State Evaluation Module, **View** will appear in the Action column.

Use the three sections of the URL Data page—Download Issuer URL Template File, Upload Issuer URL Template File, and Search & Update URLs (Figure 4A-2)—to review and update URL data.

Figure 4A-2. URL Data Page

URL 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
Machine-Readable	

Generate Issuer URL Template

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### Upload Issuer URL Template File <sup>Ⓢ</sup>

Choose FileNo file chosen

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### Search & Update URLs <sup>Ⓢ</sup>

Choose URL Type ▼

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7500 Security Boulevard, Baltimore, MD 21244

Use the Download Issuer URL Template File section to generate and download an Issuer URL Template File that contains all URLs currently associated with the selected HIOS Issuer ID. Transparency in Coverage, Machine-Readable, Technical POC Email, SBC, Plan Brochure, Payment, Network, and Formulary URLs can be included in the Issuer URL Template. You can select one or more URL types to download in a template or can select **All** to download a template populated with all eight URL types. See Figure 4A-3 for an example of the Download Issuer URL Template File section with an Issuer URL Template File that has been generated for the issuer to download.

**Figure 4A-3. Download Issuer URL Template File**

**Download Issuer URL Template File**

Choose URL Types <sup>Ⓜ</sup>

All

Transparency in Coverage

Payment

SBC

Network

Plan Brochure

Formulary

Machine-Readable

Generate Issuer URL Template ▶

⬇ Download Issuer URL Template  
Generated 12/14/2021 12:24 PM

The Issuer URL Template File provides details of the URLs currently associated with the selected HIOS Issuer ID and allows you to submit a large number of URL changes at once. To complete the template, enter values under *New URL* and save the template as a .CSV file. Then, upload the saved .CSV file in the Upload Issuer URL Template File section. See Figure 4A-4 for an example of an updated Issuer URL Template File.

**Figure 4A-4. Issuer URL Template File**

HIOS Issuer ID:	11104						
GENERATED	2021-12-14T12:24:48						
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.							
URL Type	URL ID	Market Type	Product Type	Current URL	New URL	Current Technical POC Email	New Technical POC Email
Machine-Readable	11104	N/A	N/A	http://www.machine-readableURL.com/index.json		useremail@yopmail.com	
Transparency in Coverage	11104	N/A	N/A	http://url.com		N/A	N/A
Summary of Benefits and Coverage	11104IN0010001-01	N/A	N/A	http://url.com		N/A	N/A
Plan Brochure	11104IN0010001-01	N/A	N/A	http://url.com		N/A	N/A
Payment	11104IN0010001	N/A	N/A	http://url.com		N/A	N/A
Network	INN001	N/A	N/A	http://url.com		N/A	N/A
Formulary	INF001	N/A	N/A	http://url.com		N/A	N/A

The system will validate that any Issuer URL Template File you upload is properly formatted and contains acceptable values. If an uploaded template contains an error, the system will return an error message and may return a report outlining the validation error. You must correct any identified errors and reupload the template. If a template passes all validations, the URL updates will be stored in the system. See Figure 4A-5 for an example of the Upload Issuer URL Template File section.

**Figure 4A-5. Upload Issuer URL Template File Section**

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

Choose File

URL\_Template.csv

Submit

✔

URL\_Template.csv submitted successfully

If you offer QHPs, you must submit Transparency in Coverage, Network, and SBC URLs. If you offer stand-alone dental plans (SADPs), you must submit Transparency in Coverage and Network URLs. You cannot upload any Network URLs until you submit a Transparency in Coverage URL.

Note: The Upload Issuer URL Template File section will return errors unless you submit all required URLs for each URL ID that is present in the SSM for that URL type. For example, if you submit one Network URL when there are two Network URL IDs in the SSM, the system will return an error because a required URL is missing.

Use the Search & Update URLs section to view existing URL data and to make quick updates. To use the search function, enter search parameters by selecting a URL type in the drop-down menu, entering a URL ID, and clicking the magnifying glass icon. You can enter a full or partial string of a URL ID to find a specific URL or leave the search field blank to return all URLs for the selected type (Figure 4A-6). The SSM will perform the

same validations for URL updates submitted via the Search & Update URLs Section as those submitted via the Issuer URL Template File.

**Figure 4A-6. Search & Update URLs Section**

**Search & Update URLs** <sup>Ⓜ</sup>

Plan Brochure    10333TX001    🔍

URL Type	Plan Variant ID	↕ Current URL	↕ Delete URL <sup>Ⓜ</sup>	New URL
Plan Brochure	10333TX0010001-01	http://url.com	<input type="checkbox"/>	<input type="text" value="Input new URL"/>
Plan Brochure	10333TX0010001-02	http://url.com	<input type="checkbox"/>	<input type="text" value="Input new URL"/>
Plan Brochure	10333TX0010001-03	http://url.com	<input type="checkbox"/>	<input type="text" value="Input new URL"/>
Plan Brochure	10333TX0010003-00	http://url.com	<input type="checkbox"/>	<input type="text" value="Input new URL"/>

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Delete URLs
Update

The delete checkbox is enabled only for SBC, Transparency, Machine-Readable, Network, and Formulary URL types associated to Off-Exchange plans (Figure 4A-7). The checkbox is disabled for On-Exchange URLs and is always enabled for all Payment and Plan Brochure URLs, whether they are On- or Off-Exchange, since these two URL types are optional.

**Figure 4A-7. Delete URL Checkbox in Search & Update URLs Section**

**Search & Update URLs** <sup>Ⓜ</sup>

SBC    Input URL ID    🔍

URL Type	Plan Variant ID	↕ Current URL	↕ Delete URL <sup>Ⓜ</sup>	New URL
SBC	10333TX0010001-01	http://url.com	<input type="checkbox"/>	<input type="text" value="Input new URL"/>
SBC	10333TX0010001-02	http://url.com	<input type="checkbox"/>	<input type="text" value="Input new URL"/>
SBC	10333TX0010001-03	http://url.com	<input type="checkbox"/>	<input type="text" value="Input new URL"/>
SBC	10333TX0010003-00	http://url.com	<input checked="" type="checkbox"/>	<input type="text" value="Input new URL"/>

Showing 1 to 4 of 4 entries

Delete URLs
Update

URL Collection Process	Steps
Access the SSM	<p>Log into the Centers for Medicare &amp; Medicaid Services (CMS) Enterprise Portal and select the HIOS application on the My Portal page.</p> <p>Within the HIOS portal, choose the <b>QHP Benefits and Service Area Module</b> and click <b>Launch this Module</b>.</p> <p>Within the <b>QHP Benefits and Service Area Module</b>, click <b>Access Supplemental Submission Module</b> on the bottom half of the landing page.</p>
Find issuer information	<p>On the Summary page, use the page filters to locate the HIOS Issuer ID that requires URL updates and select <b>View</b> or <b>Edit</b> to be directed to the URL Data page.</p>
Upload URL data into the SSM	<p>In the Download Issuer URL Template File section of the URL Data page, choose the URL types you intend to upload.</p> <p>Select <b>Generate Issuer URL Template</b>.</p> <p>Copy all new URL data into the Issuer URL Template File under <i>New URL</i> and save the template as a .CSV file.</p>

URL Collection Process	Steps
	Upload the completed .CSV version of the Issuer URL Template File into the Upload Issuer URL Template File section of the URL Data page.
Updating previously submitted URL data	In the Upload Issuer URL Template File section of the URL Data page, enter search criteria, such as the URL type and relevant ID, to locate the previously submitted URL.
	Enter the updated URL under <i>New URL</i> .
	Click <b>Update</b> to submit all URL data updates.

After you enter all data, click **Submit** (if uploading the template) or **Update** (if updating via the user interface) to ensure no data are lost. The next section of the Instructions for the PY2023 QHP Application is Interoperability.