

2017 QHP Enrollee Survey Vendor Authorization Instructions

1. Click on <https://qhpcahps.cms.gov> to access the Project Website.
2. Once the Project Website is open in your browser, click on the “Login” tab at the right of the page.
 - a. If you have previously logged into the QHP Enrollee Survey website, you can continue to use the login credentials that you used previously. If you have forgotten your password, you can request to reset your password by clicking the “Request new password” tab.
 - b. If you have never accessed the QHP Enrollee Survey website, click on the left-hand tab that says “Create new account” and provide the required information. Please note that all new user accounts must be validated by the QHP Enrollee Survey Project Team. The Project Team validates new accounts Monday through Friday between 9am – 5pm EST, excluding federal holidays. You will receive an email when your account has been validated and you can then login to the website and access the Survey Vendor Authorization System.

User account

Username or e-mail address *

You may login with either your assigned username or your e-mail address.

Password *

The password field is case sensitive.

3. Once logged in, users will see the “Welcome” page. To begin the Survey Vendor Authorization Process click on the “Manage my Reporting Units” link.
4. On the “Manage my Reporting Units” page, users will see a list of reporting units generated from CMS records of QHPs offered through the Marketplace for the 2016 Plan Year. This information has been pre-populated; however, **QHP issuers are responsible for ensuring the accuracy of all pre-populated information and making any needed changes.** Click the “Edit” link to the left of each reporting unit ID to review the pre-populated information and make any needed changes.



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Operations

Vendor Authorization

Actions	Reporting Unit ID ^	State	Enrollment as of July 1, 2016 Exceeded 500 Enrollees?	Enrollment as of Jan 1, 2017 Exceeded 500 Enrollees?	Ineligibility Reason	Vendor
View Edit	11111-NY-PPO	NY	Yes	Yes		Select Vendor <input type="checkbox"/>
View Edit	22222-DC-HMO	DC	No	No		No Vendor Selection Necessary <input type="checkbox"/>

- a. Before authorizing a survey vendor, QHP issuers are also required to indicate the plan year in which the product type was first offered in the state's Marketplace. This information is used to determine whether ratings for the reporting unit are eligible for public reporting.
 - b. If the reporting unit will not participate in the 2016 QHP Enrollee Survey (e.g., the product type is being discontinued for Plan Year 2017), click on the edit button to select the appropriate "Ineligibility Reason" code.
 - c. Issuers should review the prepopulated information about the reporting unit's enrollment as of July 1, 2016 and January 1, 2017. In most cases, if a reporting unit had more than 500 enrollees as of July 1, it will still have more than 500 enrollees as of January 1 except in cases where there is a substantial change in the issuer's enrollee population (e.g., the issuer discontinues all Individual plans but continues SHOP plans).
 - d. If substantial changes are needed to the pre-populated information, please contact the QHP Enrollee Survey Project Team via email at qhpcahps@air.org for assistance.
5. If a reporting unit is not included in the system, click on the "Create Reporting Unit" link at the top of the page and provide the requested information.
 - a. After filling in the reporting unit information, click on the "Save" button at the bottom of the page.
 - b. After clicking on the "Save" button, your reporting unit information will display along with a link that will bring you back to the "My Reporting Unit" page.
 - c. If you need assistance entering the information into the Survey Vendor Authorization System, please contact the QHP Enrollee Survey Project Team via email at qhpcahps@air.org for assistance.
 6. To authorize a survey vendor for one reporting unit or for multiple reporting units, select the check box to the right of each reporting unit that you would like to authorize a survey vendor for and select the "Vendor Authorization" button. You may also select the check box in the



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header to automatically select the same survey vendor for all reporting units listed as eligible for the QHP Enrollee Survey.

7. Select a vendor from the dropdown menu then click on the “Choose Survey Vendor” button.
 - a. If you have not previously done so, you will be prompted to designate a secondary point of contact for your company within your user account profile. This will ensure that we have more than one point of contact for each QHP issuer.

Authorize Vendor for 99999-CA-PPO Reporting Unit

✔ To proceed, please specify a secondary point of contact by editing your [User Profile](#)

Select Vendor

Select Vendor ▼

Please select the survey vendor that you wish to use for 99999-CA-PPO.

Choose Survey Vendor

8. Review the information on the confirmation page for accuracy.

Authorize Vendor for 99999-CA-PPO Reporting Unit

Reporting Unit Information

99999-CA-PPO

Issuer Legal Name: AIR Health Plans

HIOS Issuer ID: 99999

State: CA

Product Type: PPO

Eligibility to Field Survey

Enrollment (500+): Yes

QHPs in this Reporting Unit

QHPs in this Reporting Unit:

Standard Component ID: 10091BR0360005

Mark QHP for Deletion

Mark QHP for Deletion: N

Survey Vendor Information

Company Information

Company Name: Survey Vendor Company

Business Phone: 333-333-3333

Address 1: 222 Samsung Drive

City: Appletown

State: NC

Zip Code: 20010

9. Enter your password, check the “Confirm” box, and then click on the “Confirm Selection” button.
10. QHP issuers will receive an email confirmation once they complete the survey vendor authorization process.
11. If you need assistance completing the vendor authorization process, please contact the QHP Enrollee Survey Project Team by email at qhpcahps@air.org phone at 844-849-5243. We are available Monday – Friday, excluding federal holidays, from 8 a.m. – 5 p.m.

