Qualified Health Plan (QHP) Directory Pilot

Why the QHP Directory Pilot Matters to You:

Providers, organizational administrators, and delegates who use the portal to update information should expect the following benefits, in addition to issuers who can utilize the data:

- Reduced burden for providers and QHPs
- Decreased costs due to reduced administrative overhead
- A streamlined and interoperable solution for the challenges of inconsistent directory information
- Improved data accuracy

Your participation in this testing phase will help us identify any bugs that need repair and ensure the final product functions as expected before the portal is opened to all available users in Oklahoma.

What to Know About Testing the Portal:

User testing will be conducted **virtually and on your own schedule**, beginning during your user type's assigned testing week. CMS has categorized three user types:

- Providers (NPI Type 1)
- Organizational Administrators (NPI Type 2)
- Delegates for NPI Type 1 and Type 2 (or "surrogates" as established by CMS I&A, assigned to update a record)

We need testers from all user types to test their login access and review and update their information. Testing will be rolled out in three phases based on user type:

- Providers: June 9-13
- Organizational Administrators: June 16-17
- Delegates: June 18-20

What to Expect Next:

1. **User Tester Registration**: Sign up here to be a user tester. When you register, you'll have the chance to confirm your user type (provider, organizational administrator, or delegate).
2. **Webinar:** Watch the archived webinar that reviews the QHP Directory Pilot and the portal; how to access and log into the portal; and user testing procedures, expectations, and feedback collection. Access the webinar here: CMS QHP Directory Portal Introductory Webinar using the following password: #Q#9A3ED
3. **User Testing**: Utilizing your NPPES credentials, log in and confirm your access to the portal. During user testing, participating providers, organizational administrators, or their delegates, will be asked to:
   1) Log into the portal via cms.gov/QHPDirectoryPilot, verify their pre-populated information, and/or correct inaccuracies in their records.
   2) Provide feedback to CMS on their experiences using the portal.
4. **Office Hours (optional)**: Drop in and discuss your questions, concerns, or feedback about your user testing experience during office hours. When you sign up to be a user tester, you'll receive invitations for each weekly office hours sessions based on your user type. Feel free to select the time slot that works best for you. The office hours upcoming sessions are listed below:
   Organizational Administrator Office Hours
   - Monday, June 16 at 8:00-9:00 a.m. CST
   - Tuesday, June 17 at 11:00 a.m.-12:00 p.m. CST
   Delegate Office Hours
   - Wednesday, June 18 at 11:00 a.m.-12:00 p.m. CST
   - Friday, June 20 at 11:00 a.m.-12:00 p.m. CST

To register, simply click here: User Tester Registration. You can learn more about the pilot reading the Fact Sheet and Frequently Asked Questions. Please direct any questions or concerns to QHPDirectoryPilot@cms.hhs.gov.