Centers for Medicare & Medicaid Services

Vendor Management Submission Process – Payee Submitter

Web Form Guide

October 2018

Table of Contents

1 Introduction 1
1.1 Vendor Management – Payee Roles 1
1.2 Updating Information Outside of the Vendor Management System 1
1.3 Accessing CMS Enterprise Portal 2
2 Welcome 3
3 Vendor Management Submission Status 4
3.1 Add Payee Record 6
3.2 Edit Payee Record 13
3.3 View Payee Record Information 20
3.4 Payee Record Information Event History 25
4 Confirmation 26

1 Introduction

The Vendor Management Submission form allows issuers to provide Payee record information to the Centers for Medicare & Medicaid Services (CMS) in order to process the Patient Protection and Affordable Care Act (PPACA) program payments and user fee assessments. After logging into the Vendor Management Tool, Payee Submitters access the Vendor Management Submission form to add, edit, or view Payee record information, which consists of contact information and bank account details. Payee Submitters can also use this form to view the history of the Vendor Management Submission form submission and approval steps for their associated Payee record(s).

Note: The form is optimized for use with Google Chrome™ or Firefox®. Some form features, such as error messaging, may not function properly in Internet Explorer®.

1.1 Vendor Management – Payee Roles

Each user in the Vendor Management Tool has a specific role and associated responsibilities, as shown in Table 1.

Table 1: Vendor Management – Payee Roles

Role	Responsibilities
Payee Submitter	• Add a Payee record for Tax Identification Numbers (TINs) without a Payee record • View and edit Payee records
Payee Approver	• View and approve Payee records • Replace or edit Authorizing Delegated Officials (ADOs)

1.2 Updating Information Outside of the Vendor Management System

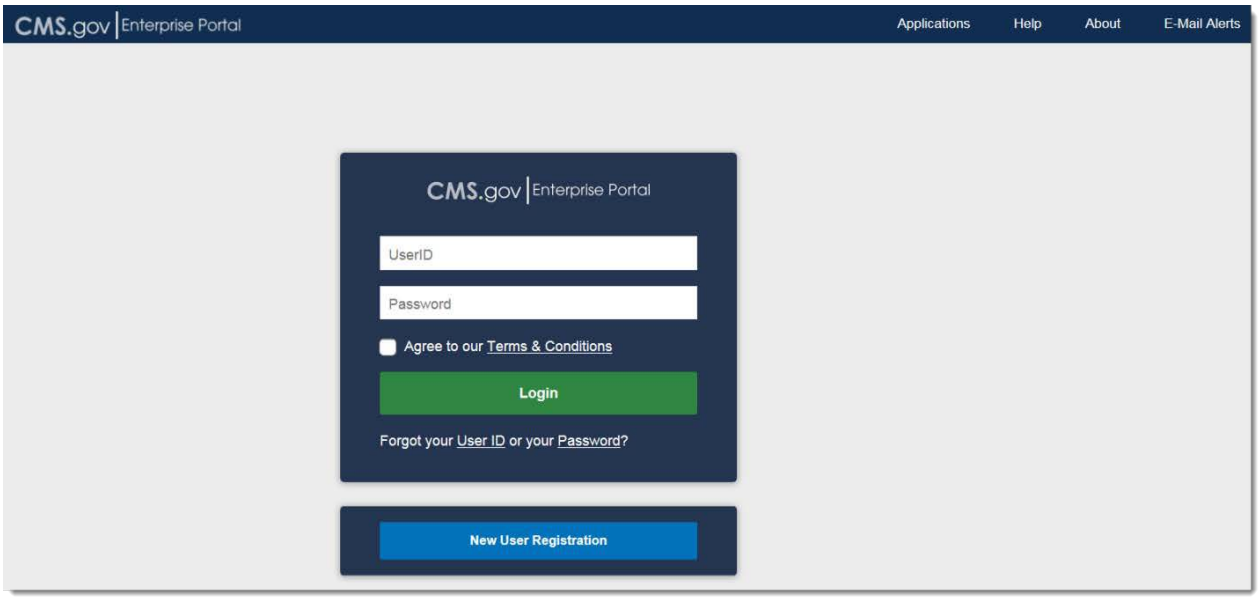
The Vendor Management Submission form accesses data from the Health Insurance Oversight System (HIOS) to provide the user's associated Tax Identification Numbers (TINs), Legal Business Names (LBNs), and HIOS IDs. If this information is incorrect, you must exit the Vendor Management form and update the information in HIOS. Once the data is updated in HIOS, logging out and logging back in to the Vendor Management form will refresh the information.

1.3 Accessing CMS Enterprise Portal

The Vendor Management Submission form is accessed through the CMS Enterprise Portal. Follow these steps to access the CMS Enterprise Portal:

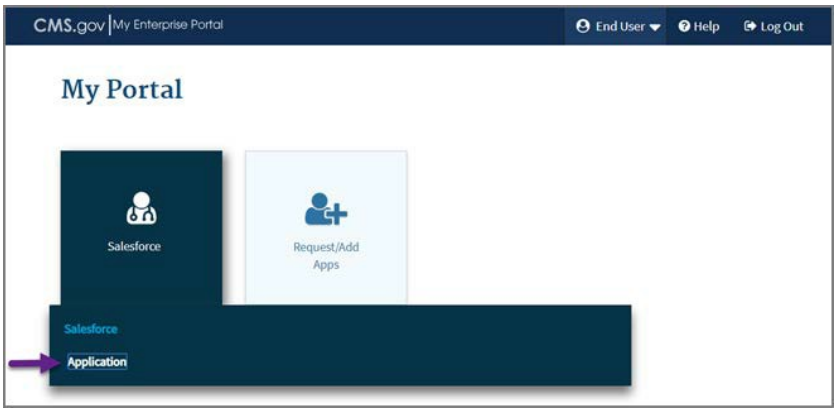
1. Navigate to the CMS Enterprise Portal at https://portal.cms.gov.
2. Log in to the CMS Enterprise Portal by entering your user ID, password, and multi-factor authentication (MFA) code, then select the **Login** button to navigate to the *My Portal* page.

Figure 1: CMS.gov Landing Page



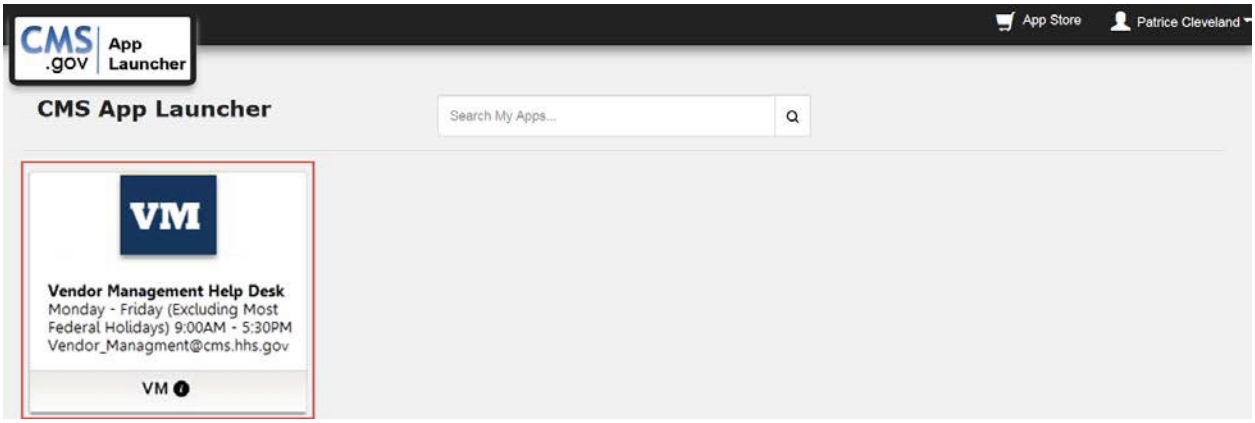
3. Select the **Salesforce** tile, then select **Application** from the drop-down menu to open the *CMS App Launcher* page in a new browser tab.

Figure 2: Select Salesforce Tile Application Link



4. Select the **VM** tile to open the VM application.

Figure 3: Salesforce Tile



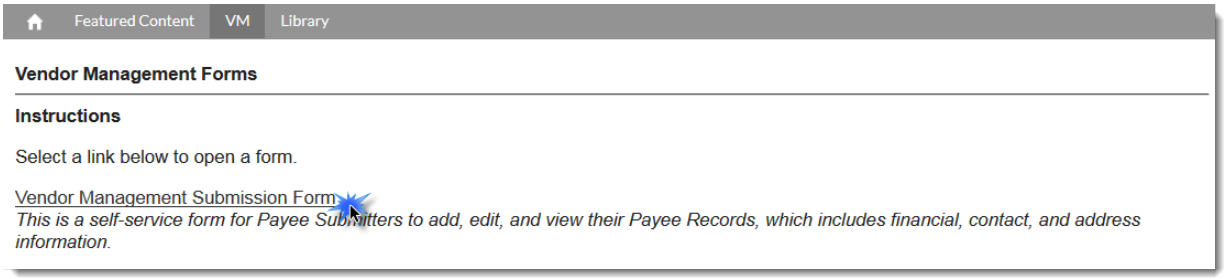
Note: If you have issues with or questions about CMS Enterprise Portal login, refer to the CMS Enterprise Portal user manual.

2 Welcome

Follow these steps to navigate through the *Welcome* page:

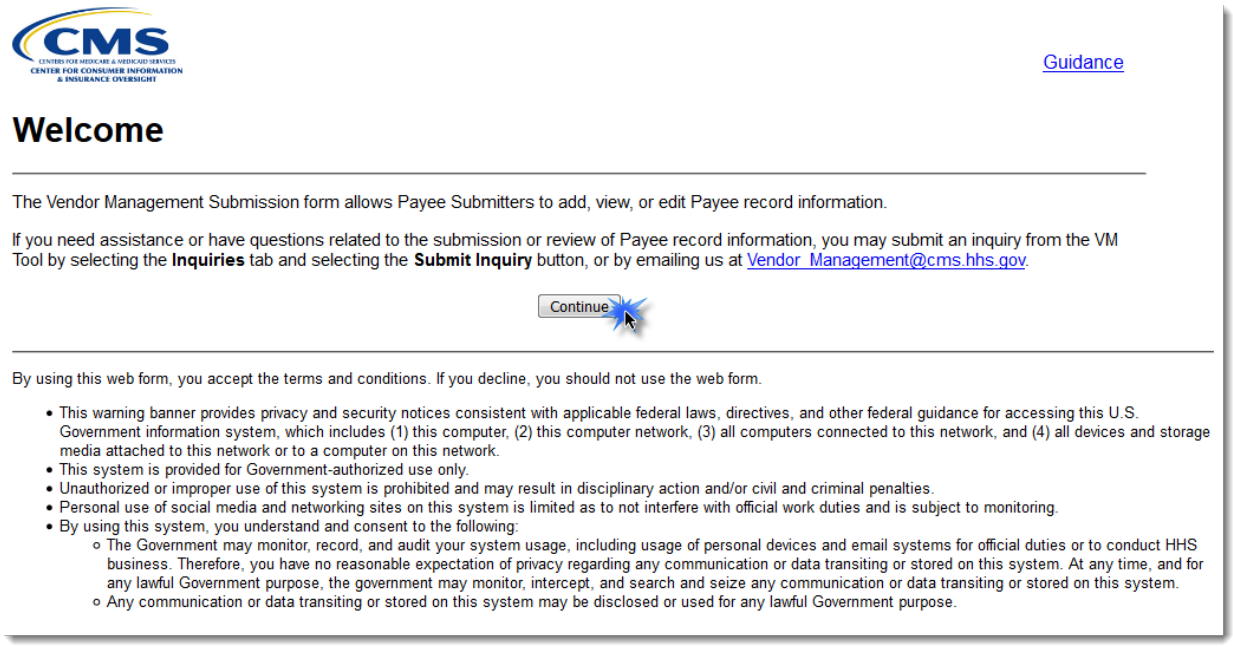
1. Select the link for the Vendor Management Submission form on the VM tab to navigate to the *Welcome* page of the web form.

Figure 4: Vendor Management Forms



2. Select the **Continue** button to navigate to the *Vendor Management Submission Status* page.

Figure 5: Welcome Page

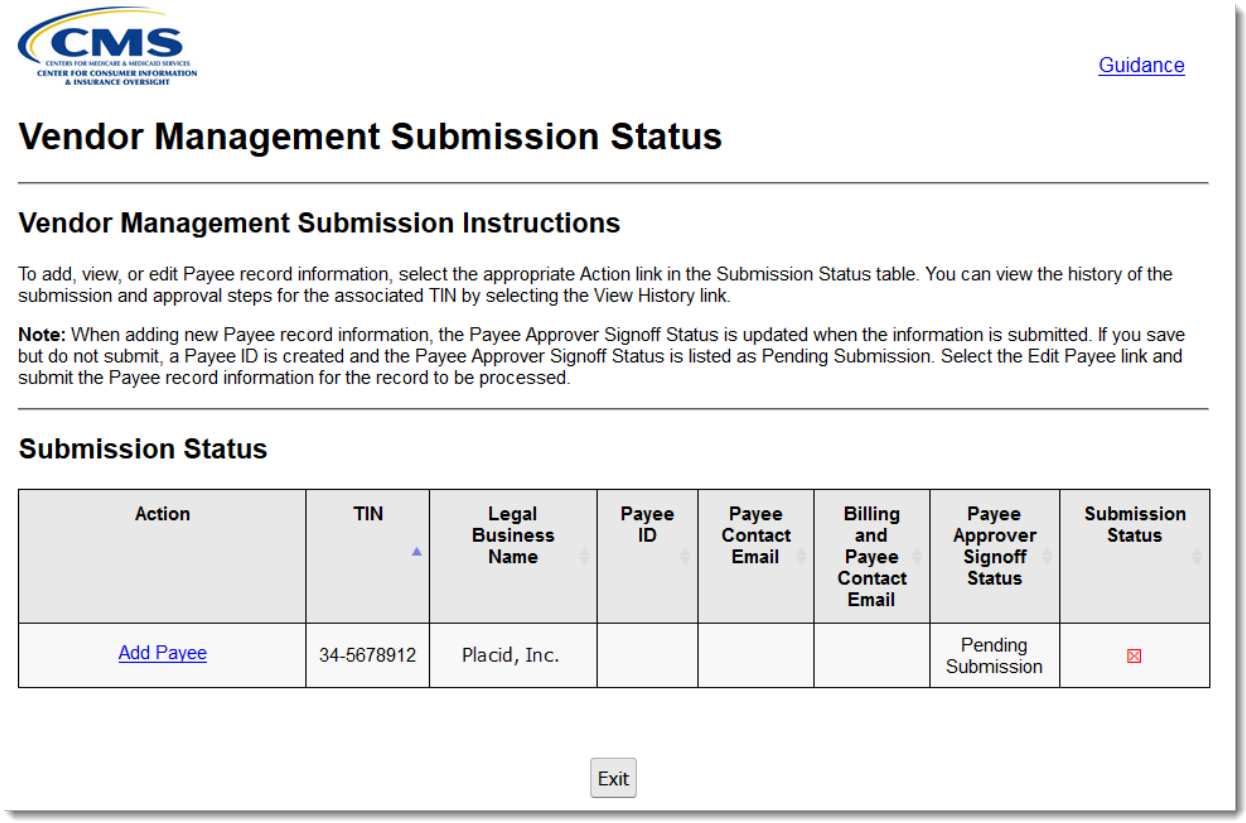


3 Vendor Management Submission Status

The *Vendor Management Submission Status* page (Figure 6) allows users to add, edit, and view Payee record information. Table 2 and Table 3 provide explanations of possible statuses in the Payee Approver Signoff Status and Submission Status columns.

Users may also view the history of the submission and approval steps for the associated TIN by selecting the **View History** link. When adding new Payee record information, the Payee Approver Signoff Status is updated once the information is saved or submitted.

Figure 6: Vendor Management Submission Status Page



Guidance

Vendor Management Submission Status

Vendor Management Submission Instructions

To add, view, or edit Payee record information, select the appropriate Action link in the Submission Status table. You can view the history of the submission and approval steps for the associated TIN by selecting the View History link.

Note: When adding new Payee record information, the Payee Approver Signoff Status is updated when the information is submitted. If you save but do not submit, a Payee ID is created and the Payee Approver Signoff Status is listed as Pending Submission. Select the Edit Payee link and submit the Payee record information for the record to be processed.

Submission Status

Action	TIN	Legal Business Name	Payee ID	Payee Contact Email	Billing and Payee Contact Email	Payee Approver Signoff Status	Submission Status
Add Payee	34-5678912	Placid, Inc.				Pending Submission	☒

Exit

Table 2: Payee Approver Signoff Status

Status	Description
Pending Submission	The Payee record information has not been submitted for approval. If the Payee Submitter has entered and saved Payee record information but has not submitted the information, a Payee ID will be created.
Pending Approval <Submission Date>	The Payee Submitter has entered and submitted Payee record information. The Payee Approver has not approved or disapproved the submission.
Approved <Approved Date> ☑	The Payee Approver has approved the information submitted by the Payee Submitter.

Status	Description
Disapproved <Disapproved Date> ☒	The Payee Approver has disapproved the information submitted by the Payee Submitter. Selecting the hyperlink opens the Payee Approver Disapproved Comments popup.

Table 3: Submission Status

Status	Description
☒	Payee record information has not been approved by the Payee Approver and has not been submitted to CMS.
CMS Pending Approval <Payee Approver Date>	The Payee Approver has approved the Payee record information and submitted it to CMS.
CMS Approved <Approved Date> ☑	Payee record information has been approved by CMS.
CMS Disapproved <Disapproved Date> ☒	CMS has disapproved the information submitted by the Payee Approver. Selecting the hyperlink opens the CMS Disapproved Comments popup.

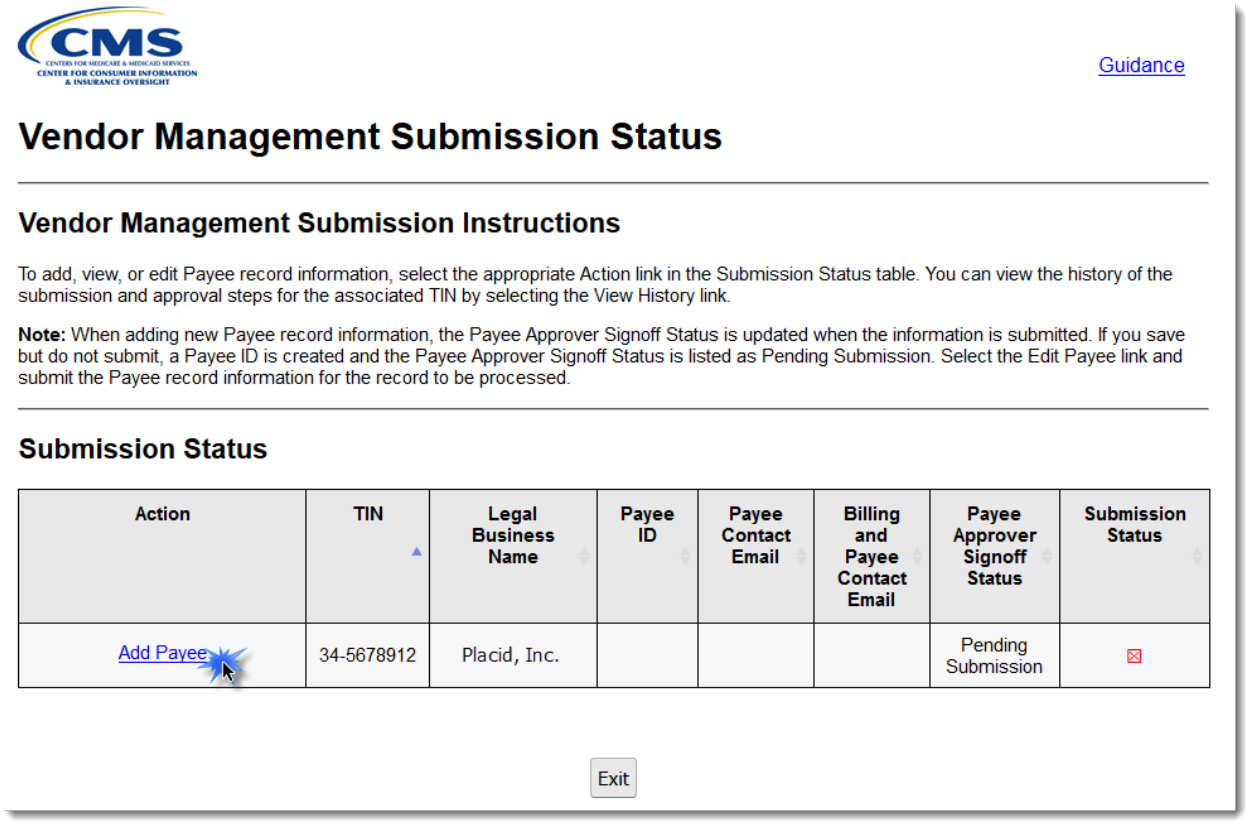
3.1 Add Payee Record

The *Add Payee Record* page allows the Payee Submitter to enter new information for a Payee record so that a Payee can enter into financial transactions with CMS. The Payee Submitter can add a Payee record for each TIN associated with one or more HIOS IDs.

Follow these steps to add a Payee record:

1. Select the **Add Payee** link in the Submission Status table on the *Vendor Management Submission Status* page. The form navigates to the *Add Payee Record* page.

Figure 7: Add Payee Link



Note: The Add Payee link will not display for a TIN once a Payee Record has been saved or submitted.

2. Enter the Payee Contact information. The Payee Contact is the individual who can answer questions regarding the payee record including financial information:
   - First Name
   - Last Name
   - Email Address
   - Job Title
   - Phone Number
   - Phone Extension (optional)

Figure 8: Payee Contact Information

87683, 87684

Payee Contact

The Payee Contact is the individual who can answer questions regarding the payee record including financial information. The Payee Contact and Billing and Payment contact must be different.

* FIRST NAME: Nancy	* LAST NAME: Miller
* EMAIL ADDRESS: Placidtest@email.com	* JOB TITLE: Data Analyst
* PHONE NUMBER: (111) 111-1111	PHONE EXTENSION:

Billing and Payment Contact

3. Enter the Billing and Payment Contact information. The Billing and Payment Contact receives invoices via email and is authorized by the insurance company's Chief Executive Officer (CEO) or Chief Financial Officer (CFO) to discuss payment and billing issues with CMS:
   - First Name
   - Last Name
   - Email Address
   - Job Title
   - Phone Number
   - Phone Extension (optional)

Warning: The Payee Contact and Billing and Payment Contact must be different.

Figure 9: Billing and Payment Contact Information

Billing and Payment Contact

The Billing and Payment Contact is authorized by the insurance company's Chief Executive Officer (CEO) or Chief Financial Officer (CFO) to discuss payment and billing issues with CMS. The Payee Contact and Billing and Payment contact must be different.

* FIRST NAME: William	* LAST NAME: Meeks
* EMAIL ADDRESS: Testplacid@email.com	* JOB TITLE: Actuary
* PHONE NUMBER: (222) 222-2222	PHONE EXTENSION:

Organization 1099 and Billing Address

4. Verify your organization's 1099 address. The organization's 1099 address will be pre-populated with the Domiciliary Address entered in the HIOS Portal.
5. Select Yes or No to indicate if your Organization's 1099 Address and Billing Address are the same. If Yes is selected, the system will use the information entered for the 1099 Address as the Billing Address, but the Billing Address fields on this page will be displayed as blank. If No is selected, enter the Billing Address in the following fields:
   - ATTN
   - Street Address
   - City

- State
- Zip Code

Figure 10: Organization 1099 and Billing Address

If the ATTN field is left blank, the system will populate this field with the first and last name of the Billing and Payment Contact, and any physical correspondence will be sent to the attention of this contact.

Organization's 1099 Address

* STREET ADDRESS:		
123 Main Street		
* CITY:	* STATE:	* ZIP CODE:
Anytown	DE	00001

* IS YOUR ORGANIZATION'S 1099 ADDRESS ALSO YOUR BILLING ADDRESS?

Yes No

Billing Address

ATTN:		
Kelly Strong		
* STREET ADDRESS:		
456 Any Street		
* CITY:	* STATE:	* ZIP CODE:
Sometown	PA	00002

Financial Institution Information

Note: If the ATTN field is left blank, the system will populate this field with the first and last name of the Billing and Payment Contact. Any physical correspondence will be sent to the attention of this contact.

6. Enter the Financial Institution information:
   - Financial Institution Name
   - City
   - State
   - Zip Code
   - ACH Routing Transit Number
   - Confirm ACH Routing Transit Number (This must match the ACH Routing Transit Number field exactly.)
   - Account Number

- Confirm Account Number (This must match the Account Number field exactly.)
- Type of Account

Figure 11: Financial Institution Information

Financial Institution Information

The Financial Institution Information includes the name, address, and account details for your organization's financial institution.

* FINANCIAL INSTITUTION NAME: Big Bank, Inc.		
* CITY: Gotham	* STATE: AK	* ZIP CODE: 00003
* ACH ROUTING TRANSIT NUMBER: 123456789	* CONFIRM ACH ROUTING TRANSIT NUMBER: 123456789	
* ACCOUNT NUMBER: 0987654321	* CONFIRM ACCOUNT NUMBER: 0987654321	
* TYPE OF ACCOUNT: (•) Checking ( ) Savings		

This system may contain sensitive information. Unauthorized disclosure of this information may result in civil or criminal penalties. Do not copy, disseminate, disclose, or discuss the information contained in this system with anyone else unless they have a legitimate need-to-know in the performance of their official duties.

Cancel | Save & Return | Submit

Note: Payees must have their financial institution submit a Bank Verification Letter (BVL) to the VM Team. For additional information related to the BVL, refer to the Bank Verification Letter Submission Process document located in the VM Library.

7. Select the **Submit** button. The form navigates to the *Address Verification* page. If the Payee record is not ready for submission, refer to Table 4 for additional options.

Figure 12: Submit Button

This system may contain sensitive information. Unauthorized disclosure of this information may result in civil or criminal penalties. Do not copy, disseminate, disclose, or discuss the information contained in this system with anyone else unless they have a legitimate need-to-know in the performance of their official duties.

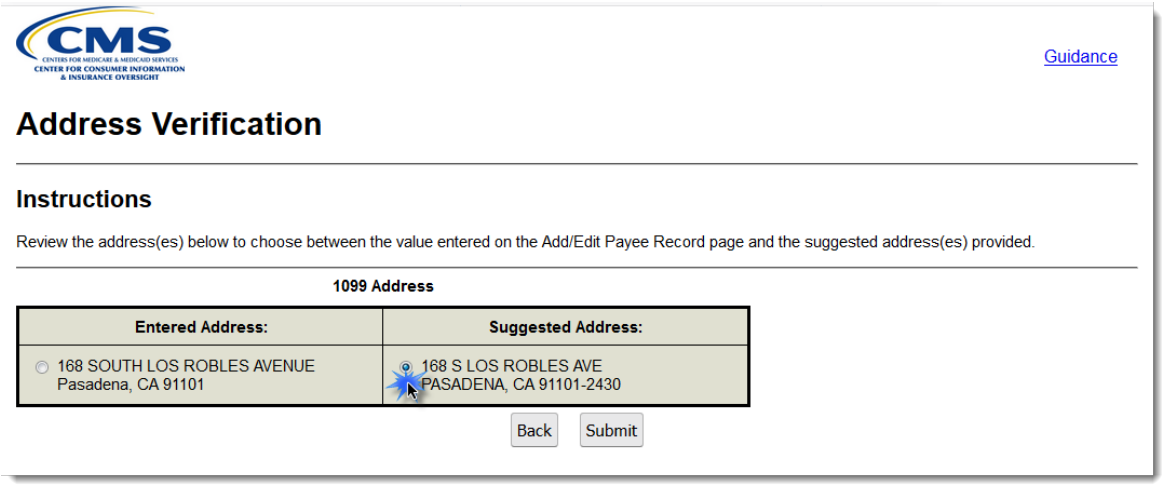
Cancel | Save & Return | Submit

Table 4: Save & Return or Cancel Action

If	Then
You select the **Save & Return** button,	All information entered to this point will be saved but not submitted. The form navigates to the *Vendor Management Submission Status* page. Refer to Section 3.
You select the **Cancel** Button,	All information entered to this point will be discarded and the form navigates to the *Vendor Management Submission Status* page. Refer to Section 3.

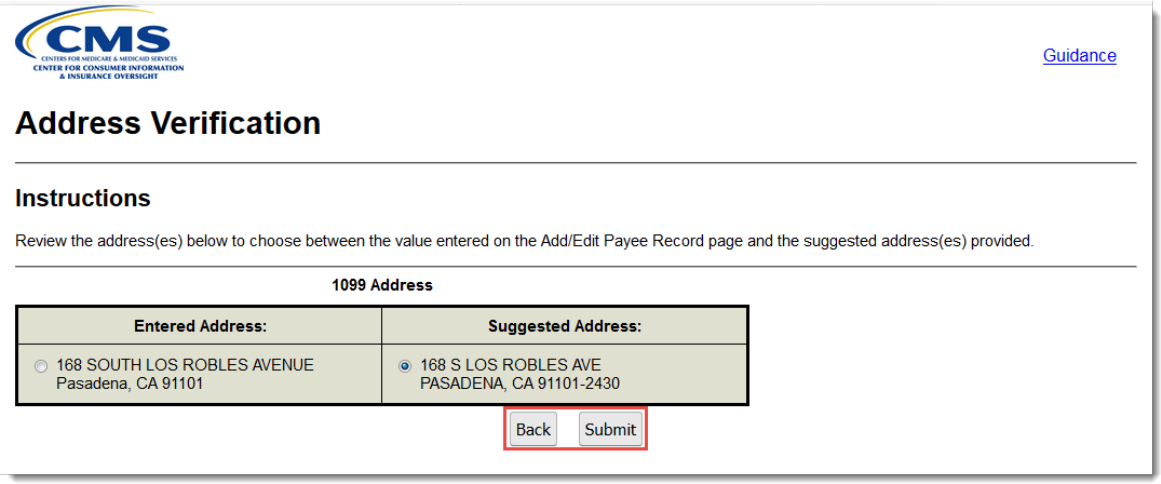
8. Review the Address Verification page. The form will suggest United States Postal Service formatted address(es) that match the entry for the 1099 address. Select the most accurate address.

Figure 13: Address Verification



9. Select the **Back** button to return to *Add Payee Record* page or select the **Submit** button to submit the Payee record information. The form navigates to the *Confirmation* page. Refer to Section 4.

Figure 14: Back and Submit Buttons



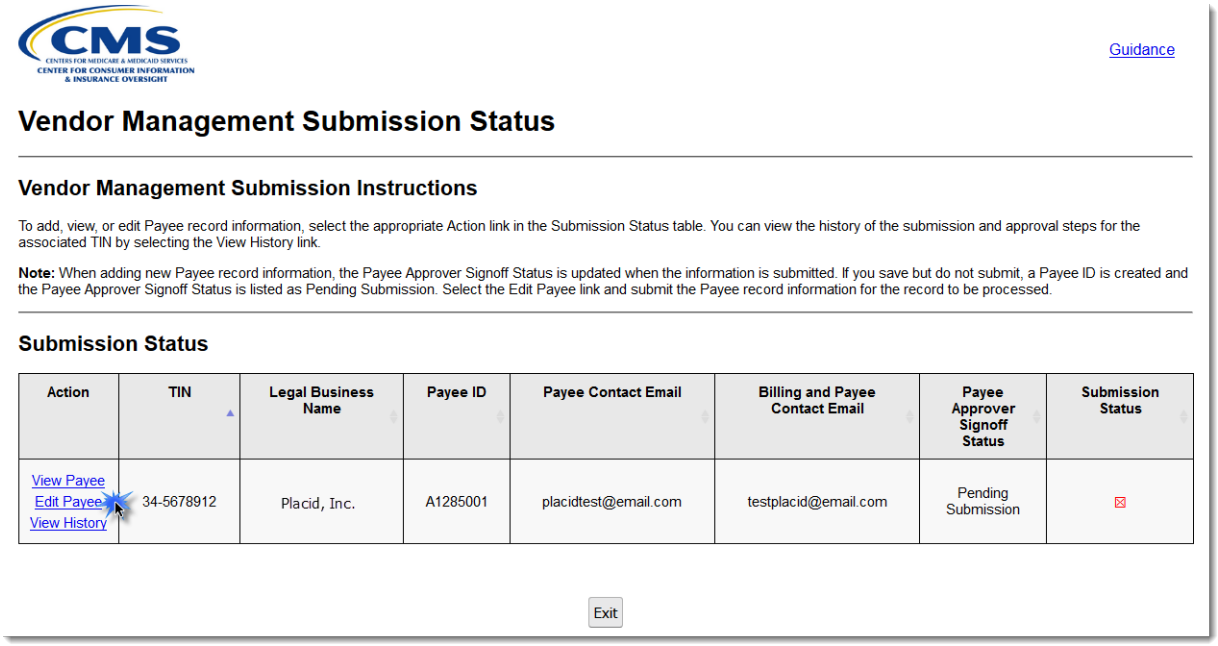
3.2 Edit Payee Record

Once a Payee record has been created, the Payee Submitter must keep that information accurate and up to date. The *Edit Payee Record* page provides this functionality.

Follow these steps to edit a Payee record:

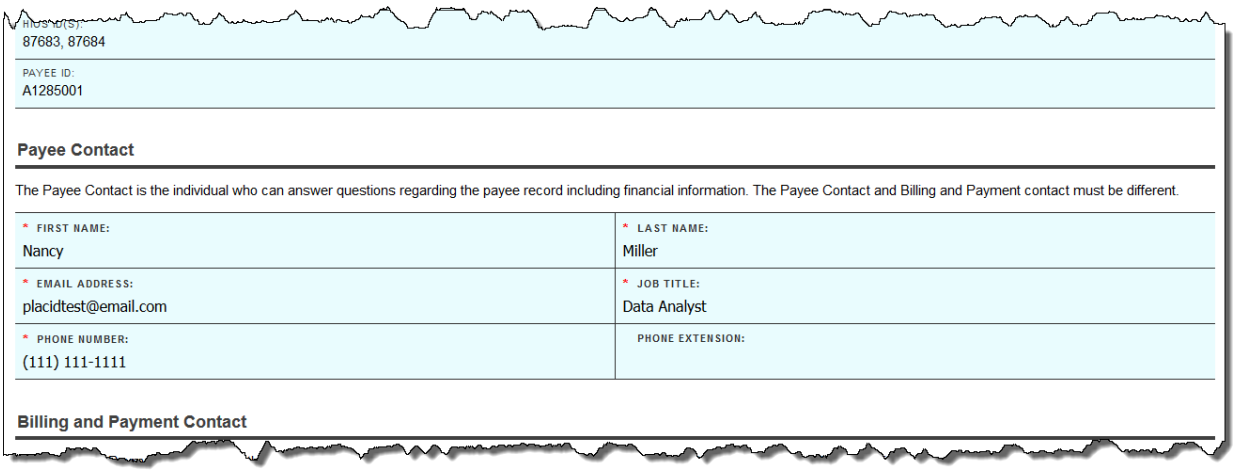
1. Select the **Edit Payee** link in the Submission Status table on the *Vendor Management Submission Status* page. The form navigates to the *Edit Payee Record* page.

Figure 15: Edit Payee Link



2. Edit the Payee Contact information as necessary. The Payee Contact is the individual who can answer questions regarding the payee record including financial information:
   - First Name
   - Last Name
   - Email Address
   - Job Title
   - Phone Number
   - Phone Extension (optional)

Figure 16: Payee Contact Information



87683, 87684

PAYEE ID:
A1285001

Payee Contact

The Payee Contact is the individual who can answer questions regarding the payee record including financial information. The Payee Contact and Billing and Payment contact must be different.

* FIRST NAME:	* LAST NAME:
Nancy	Miller
* EMAIL ADDRESS:	* JOB TITLE:
placidtest@email.com	Data Analyst
* PHONE NUMBER:	PHONE EXTENSION:
(111) 111-1111	

Billing and Payment Contact

3. Edit the Billing and Payment Contact information as necessary. The Billing and Payment Contact receives invoices via email and is authorized by the insurance company's CEO or CFO to discuss payment and billing issues with CMS:
   - First Name
   - Last Name
   - Email Address
   - Job Title
   - Phone Number
   - Phone Extension (optional)

Warning: The Payee Contact and Billing and Payment Contact must be different.

Figure 17: Billing and Payment Contact Information

Billing and Payment Contact

The Billing and Payment Contact is authorized by the insurance company's Chief Executive Officer (CEO) or Chief Financial Officer (CFO) to discuss payment and billing issues with CMS. The Payee Contact and Billing and Payment contact must be different.

* FIRST NAME: William	* LAST NAME: Meeks
* EMAIL ADDRESS: Testplacid@email.com	* JOB TITLE: Actuary
* PHONE NUMBER: (222) 222-2222	PHONE EXTENSION:

Organization 1099 and Billing Address

4. Edit your organization's 1099 and billing address as necessary.
   - ATTN:
   - Street Address
   - City
   - State
   - Zip Code

Figure 18: Organization 1099 and Billing Address

If the ATTN field is left blank, the system will populate this field with the first and last name of the Billing and Payment Contact, and any physical correspondence will be sent to the attention of this contact.

Organization's 1099 Address

* STREET ADDRESS:		
123 Main Street		
* CITY:	* STATE:	* ZIP CODE:
Anytown	DE	00001

* IS YOUR ORGANIZATION'S 1099 ADDRESS ALSO YOUR BILLING ADDRESS?

Yes No

Billing Address

ATTN:		
Kelly Strong		
* STREET ADDRESS:		
456 Any Street		
* CITY:	* STATE:	* ZIP CODE:
Sometown	PA	00002

Financial Institution Information

Note: If the ATTN field is left blank, the system will populate this field with the first and last name of the Billing and Payment Contact. Any physical correspondence will be sent to the attention of this contact.

5. Edit the Financial Institution information as necessary:
   - Financial Institution Name
   - City
   - State
   - Zip Code
   - ACH Routing Transit Number

- Confirm ACH Routing Transit Number (This must match the ACH Routing Transit Number field exactly.)
- Account Number
- Confirm Account Number (This must match the Account Number field exactly.)
- Type of Account

Figure 19: Financial Institution Information

Financial Institution Information

The Financial Institution Information includes the name, address, and account details for your organization's financial institution.

* FINANCIAL INSTITUTION NAME: Big Bank, Inc.		
* CITY: Gotham	* STATE: AK	* ZIP CODE: 00003
* ACH ROUTING TRANSIT NUMBER: 123456789	* CONFIRM ACH ROUTING TRANSIT NUMBER: 123456789	
* ACCOUNT NUMBER: 0987654321	* CONFIRM ACCOUNT NUMBER: 0987654321	
* TYPE OF ACCOUNT: (•) Checking ( ) Savings		

This system may contain sensitive information. Unauthorized disclosure of this information may result in civil or criminal penalties. Do not copy, disseminate, disclose, or discuss the information contained in this system with anyone else unless they have a legitimate need-to-know in the performance of their official duties.

Cancel | Save & Return | Submit

Note: Payees must have their financial institution submit a BVL to the VM Team. For additional information related to the BVL, refer to the Bank Verification Letter Submission Process document located in the VM Library.

6. Select the **Submit** button. The form navigates to the *Address Verification* page. If the Payee record is not ready for submission, refer to Table 5 for additional options.

Figure 20: Submit Button

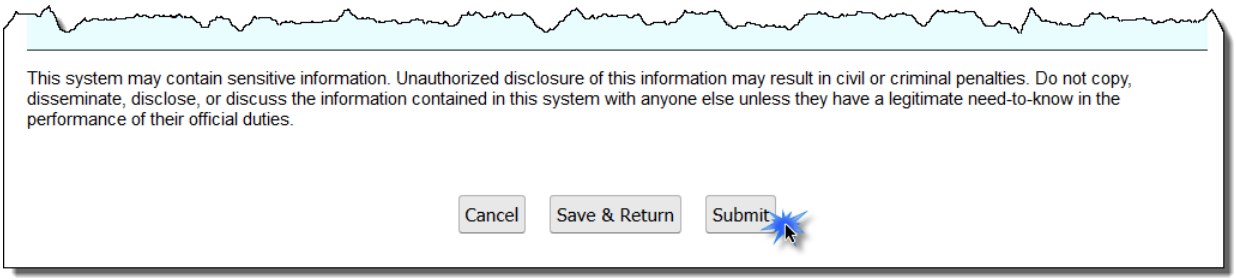
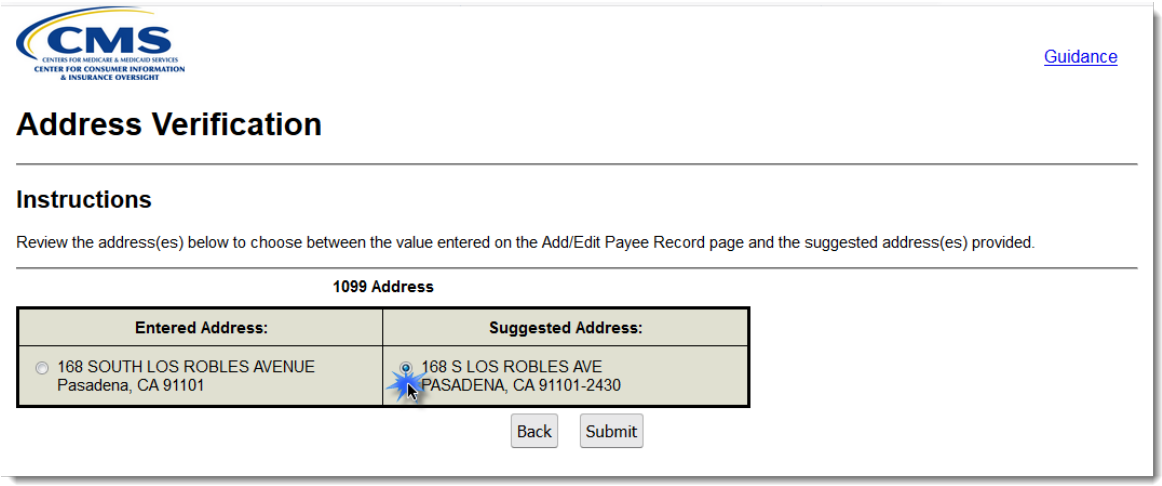


Table 5: Save & Return or Cancel Action

If	Then
You select the **Save & Return** button,	All information entered to this point will be saved but not submitted. The form navigates to the *Vendor Management Submission Status* page. Refer to Section 3. This button is only available if the Payee information has not been previously submitted to CMS.
You select the **Cancel** Button,	All edits will be discarded and the form navigates to the *Vendor Management Submission Status* page. Refer to Section 3.

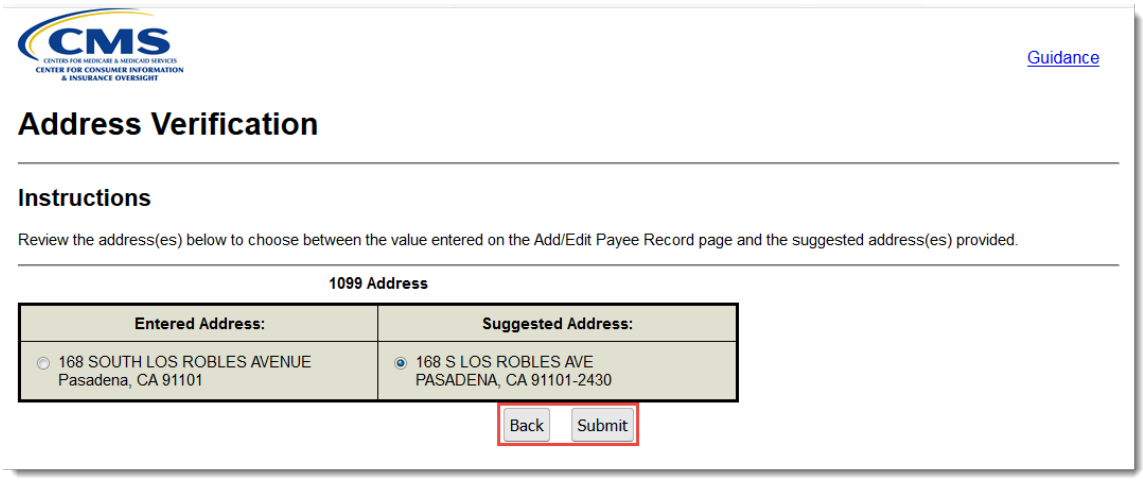
7. Review the Address Verification page. The form will suggest United States Postal Service formatted address(es) that match the entry for the 1099 address. Select the most accurate address.

Figure 21: Address Verification



8. Select the **Back** button to return to *Edit Payee Record* page or select the **Submit** button to submit the Payee record information. The form navigates to the *Confirmation* page. Refer to Section 4.

Figure 22: Back and Submit Buttons

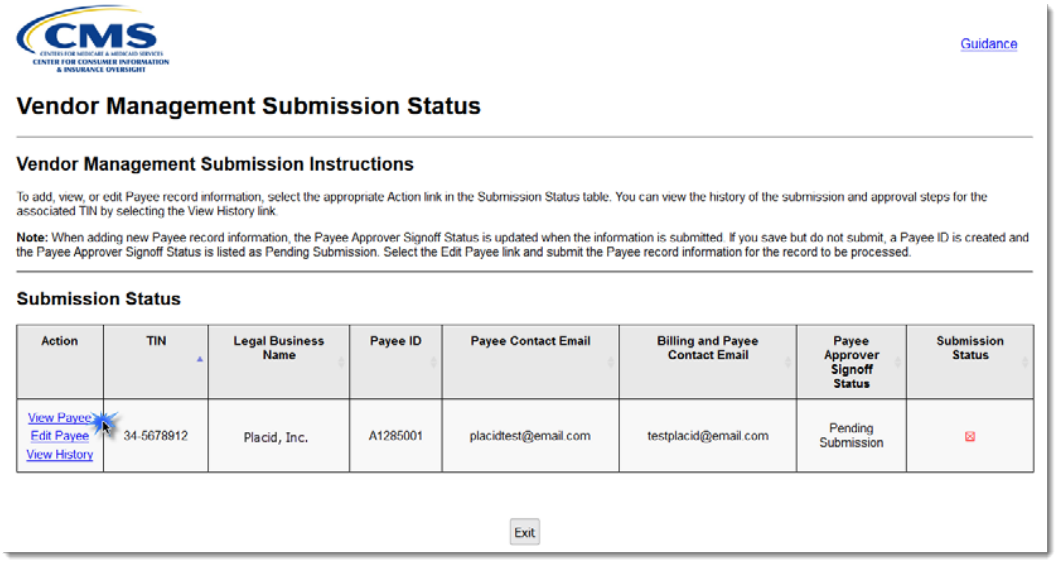


3.3 View Payee Record Information

Payee Submitters can also view Payee record information, including Payee Approver signoff status and submission status. Follow these steps to view a Payee record:

1. Select the **View Payee** link in the Submission Status table on the *Vendor Management Submission Status* page. The form navigates to the *View Payee Record Information* page.

Figure 23: View Payee Link



2. Review the Payee record identification information, Payee Submitter Contact Information, and Payee Contact information.

Figure 24: View Payee Record Information Page (Part 1)

Guidance

View Payee Record Information

TIN: 34-5678912	LEGAL BUSINESS NAME: Placid, Inc.
HIOS ID(S): 87683, 87684	

PAYEE ID: A1285001	
PAYEE APPROVER SIGNOFF STATUS: Pending Submission	SUBMISSION STATUS:

Payee Submitter Contact Information

FIRST NAME: Jane	LAST NAME: Smith
EMAIL ADDRESS: vmpsampleuser42@gmail.com	JOB TITLE: Coordinator
PHONE NUMBER: (333) 333-3333	PHONE EXTENSION:

Payee Contact

FIRST NAME: Nancy	LAST NAME: Miller
EMAIL ADDRESS: placidtest@email.com	JOB TITLE: Data Analyst
PHONE NUMBER: (111) 111-1111	PHONE EXTENSION:

3. Review Billing and Payment Contact information, and Organization 1099 and Billing Address.

Figure 25: View Payee Record Information Page (Part 2)

Billing and Payment Contact

FIRST NAME:	LAST NAME:
William	Meeks
EMAIL ADDRESS: testplacid@email.com	JOB TITLE: Actuary
PHONE NUMBER: (222) 222-2222	PHONE EXTENSION:

Organization 1099 and Billing Address

Organization's 1099 Address

STREET ADDRESS:		
123 Main Street		
CITY: Anytown	STATE: DE	ZIP CODE: 00001

Billing Address

ATTN:		
Kelly Strong		
STREET ADDRESS: 456 Any Street		
CITY: Sometown	STATE: PA	ZIP CODE: 00002

4. Review Financial Institution Information.

Figure 26: View Payee Record Information Page (Part 3)

Financial Institution Information

FINANCIAL INSTITUTION NAME:		
Big Bank, Inc.		
CITY:	STATE:	ZIP CODE:
Gotham	AK	00003
ACH ROUTING TRANSIT NUMBER:		
123456789		
ACCOUNT NUMBER:		
TYPE OF ACCOUNT:		
Checking		

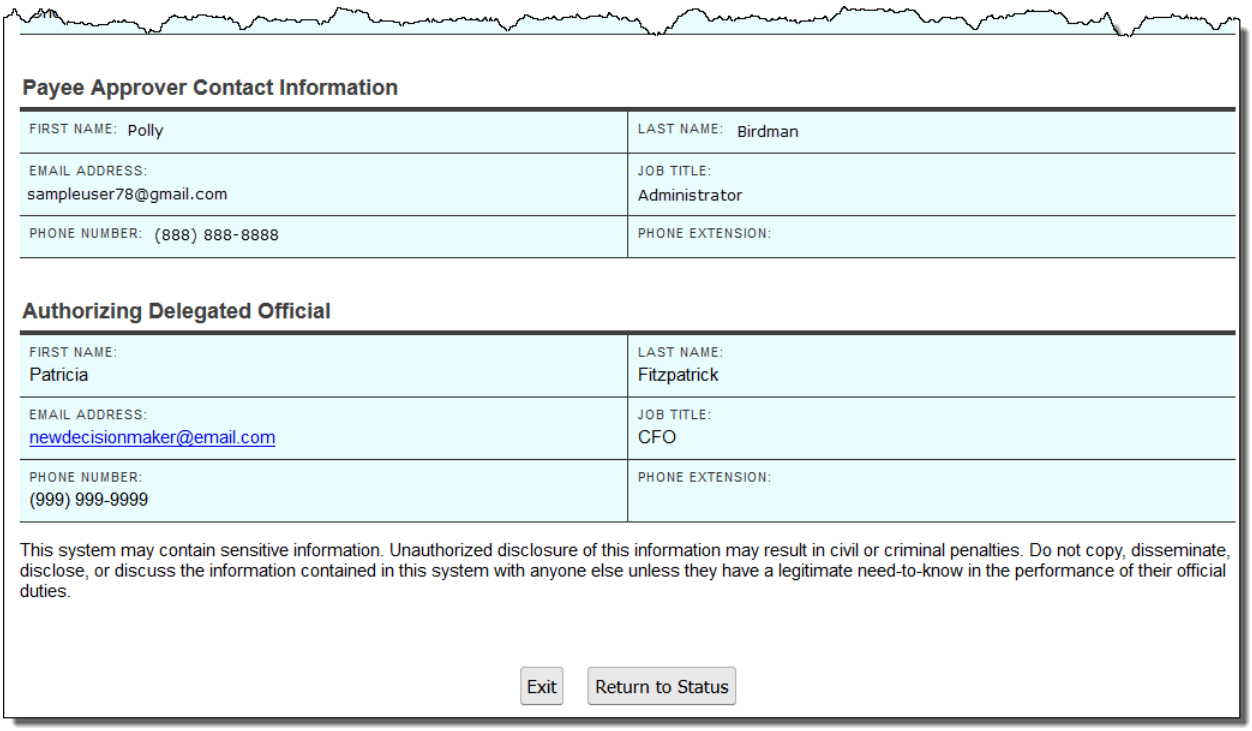
This system may contain sensitive information. Unauthorized disclosure of this information may result in civil or criminal penalties. Do not copy, disseminate, disclose, or discuss the information contained in this system with anyone else unless they have a legitimate need-to-know in the performance of their official duties.

Exit Return to Status

5. Review Payee Approver Contact Information and Authorizing Delegated Official information.

> **Warning: The information for the Payee Approver Contact Information and Authorizing Delegated Official only displays if the Payee Approver Signoff Status is approved.**

Figure 27: Payee Approver Contact Information and Authorized Delegated Official



Payee Approver Contact Information

FIRST NAME: Polly	LAST NAME: Birdman
EMAIL ADDRESS: sampleuser78@gmail.com	JOB TITLE: Administrator
PHONE NUMBER: (888) 888-8888	PHONE EXTENSION:

Authorizing Delegated Official

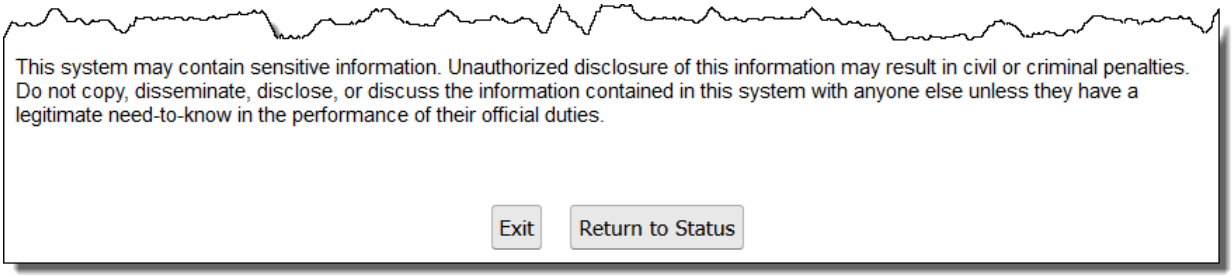
FIRST NAME: Patricia	LAST NAME: Fitzpatrick
EMAIL ADDRESS: newdecisionmaker@email.com	JOB TITLE: CFO
PHONE NUMBER: (999) 999-9999	PHONE EXTENSION:

This system may contain sensitive information. Unauthorized disclosure of this information may result in civil or criminal penalties. Do not copy, disseminate, disclose, or discuss the information contained in this system with anyone else unless they have a legitimate need-to-know in the performance of their official duties.

Exit Return to Status

6. Select the **Exit** button to end your session or select the **Return to Status** button to return to the *Vendor Management Submission Status* page.

Figure 28: Exit and Return to Status Page Buttons



This system may contain sensitive information. Unauthorized disclosure of this information may result in civil or criminal penalties. Do not copy, disseminate, disclose, or discuss the information contained in this system with anyone else unless they have a legitimate need-to-know in the performance of their official duties.

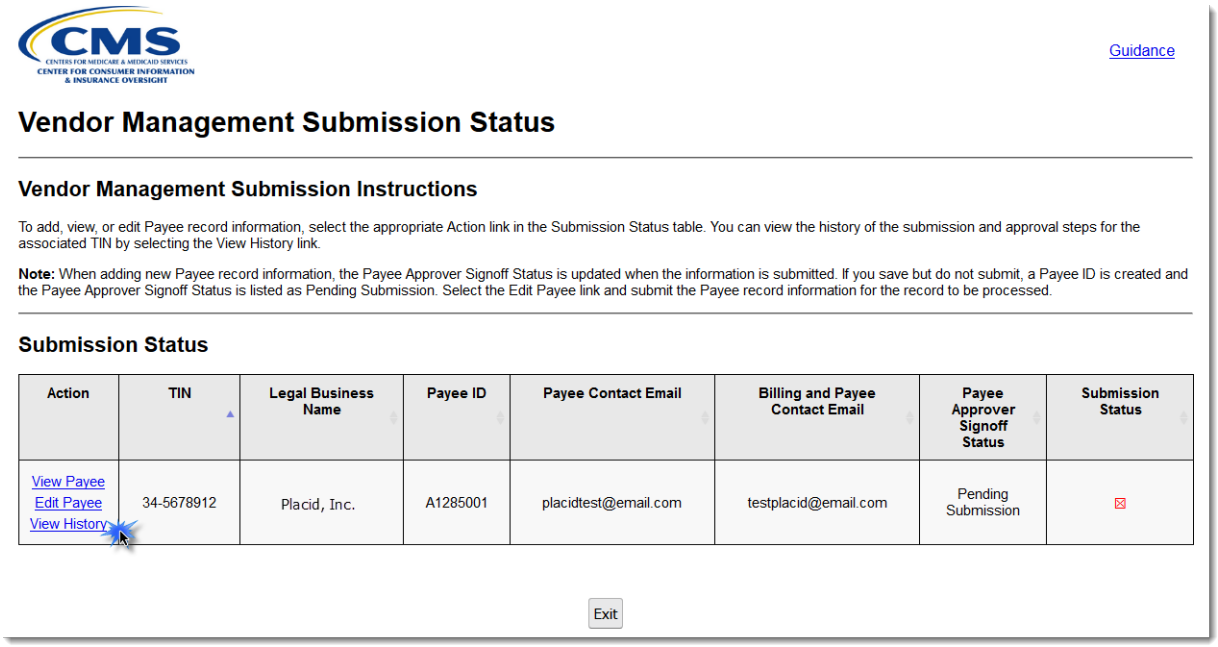
Exit Return to Status

3.4 Payee Record Information Event History

The *Payee Record Information Event History* page lists each event associated with the Payee, including the date the action was completed and the name of the user who completed the action. Follow these steps to view the history of a Payee record:

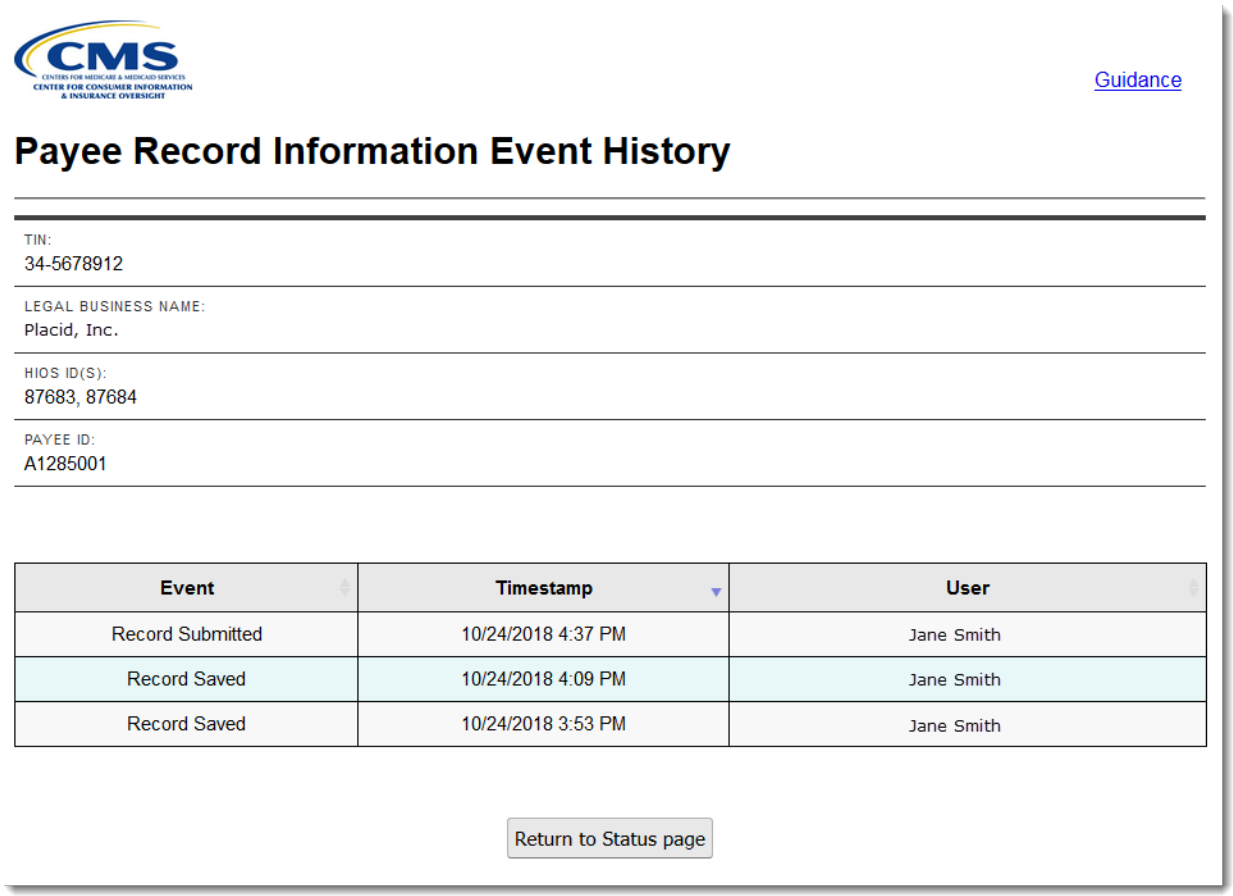
1. Select the **View History** link in the Submission Status table on the *Vendor Management Submission Status* page. The form navigates to the *Payee Record Information Event History* page.

Figure 29: View History Link



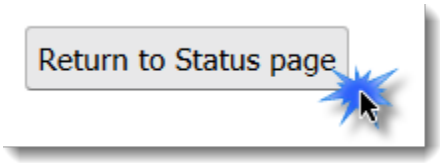
2. Review the history of the Payee record.

Figure 30: Payee Record Information Event History Page



3. Select the **Return to Status page** button. The form navigates to the *Vendor Management Submission Status* page.

Figure 31: Return to Status Page Button



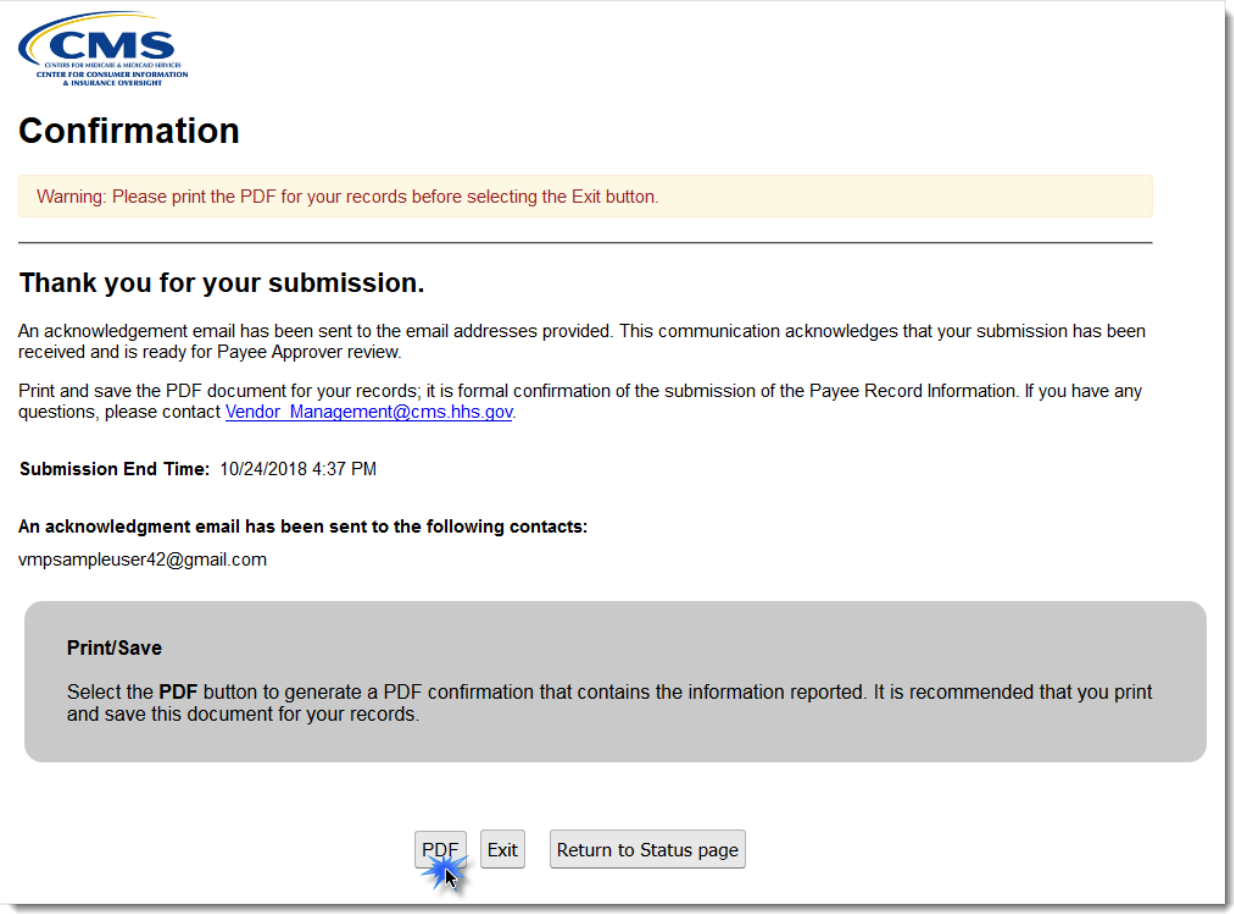
4 Confirmation

An acknowledgement email will be sent to the email addresses listed on the *Confirmation* page of the submission. Save and print the PDF of the confirmation for your records. The PDF

generated on the *Confirmation* page is the formal confirmation of your Payee information submission and will not be attached to the acknowledgment email. This is your only opportunity to print or save a copy for your records.

1. Select the **PDF** button to print/save the confirmation for your records.

Figure 32: Confirmation Page



2. Once your confirmation is printed and/or saved, select the **Exit** button to exit the web form or the **Return to Status page** button to navigate to the *Vendor Management Submission Status* page.

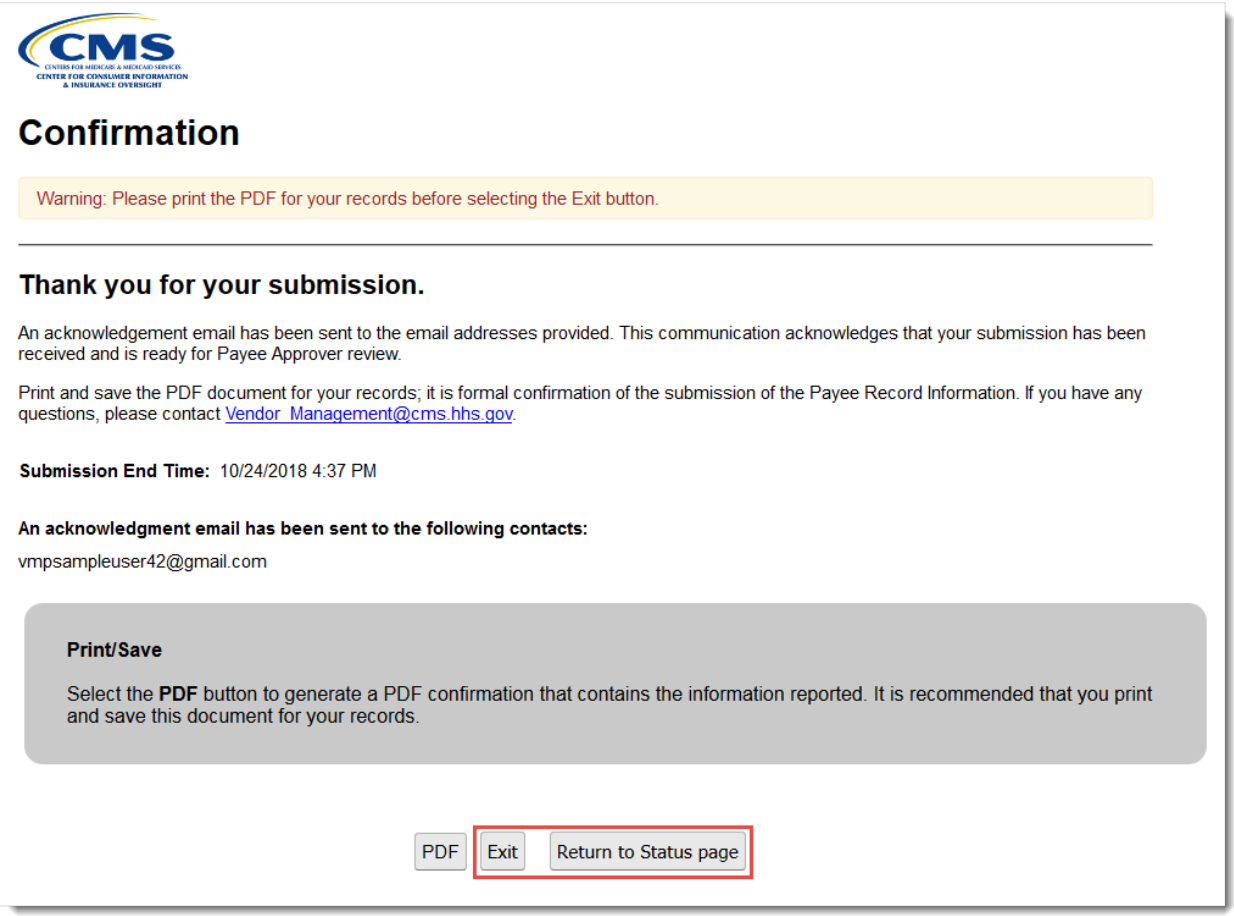



Figure 33: Exit and Return to Status Page Buttons