

# Division of Health Care Finance and Policy

## Student Health Program

### Fall and Spring Enrollment Survey User Guide

#### 1.0 Overview

This is a basic guide to filing the Student Health Program (SHP) Fall Enrollment Survey using the Division of Health Care Finance and Policy's INET Web application. Filers can connect to INET through the Division's website at <https://dhcfpinet.hcf.state.ma.us/>.

#### 1.1 Purpose

The Division of Health Care Finance and Policy (Division) will use the SHP Benefit Survey to analyze and monitor SHPs offered by Massachusetts institutions of higher education. The information is being requested under the authority of M.G.L. c. 15A § 18 and 114.6 CMR 3.00.

#### 1.2 INET User Registration

All users who will enter data and submit the SHP Benefit Survey must be registered for INET. If your school's form is being filled out by an outside party (i.e. an insurance broker or insurance carrier representative), please have the outside party register with INET to fill out your information.

##### To register with INET:

1. Type in the Division's URL: <http://www.mass.gov/dhcfp>
2. Navigate to the bottom right-hand corner to the "Online Services" module and click on the "INET and Report Filing Guidelines" link
3. Follow the path "INET and Reporting Filing Guidelines > INET > INET Questions and Answers > How to Register"
4. Refer to the section for "INET Non-confidential Data Security and User Agreement Forms for Provider Reporting," you will find two forms linked there: 'Non-confidential Data Security Agreement Form' and 'User Agreement for Providers'
5. Complete, sign, and send the forms to:  
Division of Health Care Finance and Policy  
2 Boylston Street  
Boston, MA 02116-4707  
Attention: DHC FP-INET

Information from your application is put into the Division's contact management system. To ensure that you are entered correctly into the system, you may want to note in your application that you would like your INET Contact Reason to be "Web QSHIP – Student Health Insurance Program."

After a registration request is processed by the Division, the registered user will receive a Login ID via e-mail. If you have any questions about INET, please contact the Division's Help Desk at (800) 609-7232.

## **2.0 Filing Information**

### **2.1 What to File**

Each school will complete a SHP Fall Enrollment Survey for the SHP being offered to students during the current school year.

### **2.2 When to File**

The SHP regulation (114.6 CMR 3.00) requires each school to file SHP benefit information with the Division by November 1<sup>st</sup> each year for the fall filing, and May 1<sup>st</sup> of each year for the spring filing.

If you will be unable to meet the deadline, please contact the Division's Help Desk at (800) 609-7232 as soon as possible.

We appreciate your promptness as your data is a key component for on-going review of the Student Health Program.

### **2.3 SHP Benefit Survey Questions**

If you have any questions about the SHP Benefit Survey, please contact the Division's Help Desk at (800) 609-7232.

### 3.0 Filing Details

#### 3.1 Assemble all Required Information

The SHP Fall Enrollment Survey asks for information regarding:

- Your SHP’s insurance carrier and/ or broker;
- The number of students enrolled in your school;
- The number of students who purchased your school’s SHP; and
- The number of students who waived your school’s SHP.

All information required, except the enrollment numbers, will most likely be available through your SHP’s Evidence of Coverage document (aka the SHP Certificate or SHP Policy). You may need to obtain enrollment information from your insurance carrier and/ or broker.

#### 3.2 Log In to INET

Figure 1: INET Login



Log into the Division’s INET application (<http://dhcfpinet.hcf.state.ma.us/>) using the Login ID provided by the Division and Password you have chosen.

Please also make sure you type the in the exact combination of letters and numbers shown on your log-in screen in the box specified. Also, please remember to open the application in Internet Explorer to ensure that your survey works properly.

If you have any questions regarding your INET password or the SHP Benefit Survey, please call the Division’s Help Desk at (800) 609-7232.

### 3.3 INET Main Menu

Figure 2: INET Main Menu



Once you have logged into INET successfully, you will be taken to the INET main menu. Click on the “Student Health Insurance Program” menu choice to proceed with the SHP Fall Enrollment Survey.

The options listed in your INET main menu may vary from the example shown, depending on the type of data you submit to the Division. Users who submit a many data sets to the Division will have many options to choose from. However, if you only use INET to submit SHP data, you may only have the “Student Health Insurance Program” option available.

### 3.4 Student Health Insurance Program Main Menu

Figure 3: SHP Main Menu

QSHIP Main - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Mass.Gov Division of Health Care Finance and Policy

Massachusetts Division of Health Care Finance and Policy  
2 Boylston Street  
Boston, MA  
02116-4737  
617 988-3100

Division of Health Care Finance and Policy  
Student Health Insurance Program (QSHIP)  
Main Menu

[Main Menu](#) [Logout](#)

Organization Information

Organization: University of Massachusetts Boston Org ID: 6950  
Organization Name: University of Massachusetts Boston City: Boston

Reporting Options

Enter/Edit Data for an Open or New Status Report 2005 - Fall  
 View Submitted Status Reports  
 Reopen an Existing Submitted Status Report for Revision

Cancel Continue

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Commonwealth of Massachusetts

Near the top of the SHP Main Menu page are two links: “Main Menu” and “Logout”. The “Main Menu” link returns the user to the INET main menu. The “Logout” link exits SHP and INET and returns the user to the INET Login.

The “Organization Information” section of the page displays the name of the organization associated with the current user account. The “Reporting Options” section provides choices for entering and managing SHP survey status reports.

On the SHP Main Menu (**Error! Reference source not found.**) start a new survey filing:

- Verify the correct organization is displayed.
- Under “Reporting Options”, select the “Enter/Edit Data for an Open or New Status Report” choice.
- Select the correct filing period from the drop-down menu that appears to the right of the “Enter/Edit Data for an Open or New Status Report” choice (e.g. “2005 - Fall”).
- Click the “Continue” button.

## 4.0 Student Health Program Fall Enrollment Report

Figure 4: SHP Fall Enrollment Survey

The screenshot shows a web browser window titled "Fall Status Report - Microsoft Internet Explorer". The page header includes the "Mass.gov" logo and the text "Division of Health Care Finance and Policy". Below the header is a blue navigation bar with the text "Division of Health Care Finance and Policy Student Health Insurance Program (QSHIP)". The main content area features the "Fall 2005 Status Report" title and a row of four buttons: "Save", "Save and Exit", "Submit", and "Exit without Saving". The "Save" button is highlighted. Below the buttons, there are two rows of text input fields: "Institution:" with the value "University of Massachusetts Boston" and "Address:" with the value "100 Morrissey Boulevard Boston, MA 02125". Below these fields are two more rows of text input fields: "President First name:" and "President Last name:". At the bottom of the page, there is a numbered list of survey questions, with the first question being: "1. What is the name of the underwriter for your institution's qualifying student health insurance program? If your institution offers more than one plan, list the plan that insures the higher number of students in the space provided below."

The SHP Fall Enrollment Survey (aka. Fall Survey Status Report) screen has a row of buttons across the top of the page. The buttons are labeled “Save”, “Save and Exit”, “Submit”, and “Exit without Saving”. The buttons are duplicated at the bottom of the page.

The survey can be saved at any time by clicking the “**Save**” button. Using the save feature is recommended to avoid losing data.

**Caution:** Inactivity for 20 minutes will cause the web application session to time out and any unsaved data will be lost.

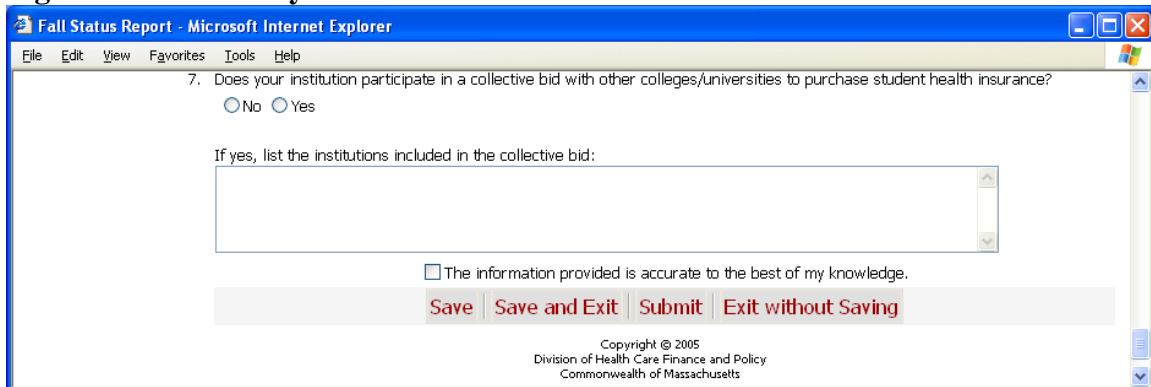
The survey does not need to be completed in one session. The “**Save and Exit**” button can be used to save a partially completed survey and return to the SHP main menu.

### To complete the survey:

1. Enter the first and last name of your institution’s President in the fields provided.
2. Answer each of the survey questions.
  - a. Please note that there has been a change in the way the insurance underwriter information is entered. Previously, the name of the insurance underwriter was manually inputted into a text box. This field is now a drop-down box that lists all health insurance carriers accredited by the Massachusetts Division of Insurance to provide health insurance in Massachusetts.
  - b. If the insurance underwriter is not listed in the drop-down box:

- i. Please make sure that the data inputted is the name of the insurance **underwriter**, not insurance **broker**. Some insurance companies (i.e. Gallagher Koster, University Health Plans) are insurance brokers who provide administrative support in providing a health benefit plan; however, the health benefit plan itself is underwritten by another insurance carrier.
  - ii. If, after determining that the insurance company is an underwriter and not a broker, the name of an insurance underwriter is still missing from the list, please call the Division’s Help Desk at (800) 609-7232.
3. When all of the information has been provided and checked for accuracy, click the certification checkbox at the bottom of the survey page (**Error! Reference source not found.**). The certification checkbox states “The information provided is accurate to the best of my knowledge.”
4. The certification checkbox is not saved but it must be checked to submit the report. If the certification box is checked and the “**Save and Exit**” button is used the certification checkbox will be unchecked when the survey is next retrieved.
5. Click the “**Submit**” button to submit the finalized survey. After the survey is submitted no further changes can be made.
6. Use your browser’s print command to print a copy of the submitted survey.
7. Click the “**Exit without Saving**” button to return to the SHP main menu.
8. Click the “**Logout**” link on the SHP main menu to exit INET.

**Figure 5: SHP Survey – Certification checkbox**



The screenshot shows a web browser window titled "Fall Status Report - Microsoft Internet Explorer". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The main content area displays a survey question: "7. Does your institution participate in a collective bid with other colleges/universities to purchase student health insurance?". Below the question are two radio buttons: "No" and "Yes". A text input field is provided for the answer, with the prompt "If yes, list the institutions included in the collective bid:". At the bottom of the form, there is a checkbox labeled "The information provided is accurate to the best of my knowledge." Below the checkbox are four buttons: "Save", "Save and Exit", "Submit", and "Exit without Saving". The footer of the page contains the text: "Copyright © 2005 Division of Health Care Finance and Policy Commonwealth of Massachusetts".

## 5.0 Process to View a Submitted Survey

Figure 6: View Report

QSHIP Main - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Mass.gov Division of Health Care Finance and Policy

Massachusetts Division of Health Care Finance and Policy  
2 Boylston Street  
Boston, MA  
02116-4737  
617 988-3100

Division of Health Care Finance and Policy  
Student Health Insurance Program (QSHIP)  
Main Menu

[Main Menu](#) [Logout](#)

Organization Information

Organization: University of Massachusetts Boston Org ID: 6950  
Organization Name: University of Massachusetts Boston City: Boston

Reporting Options

Enter/Edit Data for an Open or New Status Report  
 View Submitted Status Reports  
 Reopen an Existing Submitted Status Report for Revision

View	Submission Period	Year	Status
<a href="#">Click to View</a>	Fall	2005	Submitted

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The following describes the steps to view a survey that has been submitted. No changes are allowed to the submitted survey. If adjustments or corrections are required a “reopen request” must be created as described in section 0.

### To view a submitted survey:

1. Log in to the INET web application. (See Section 0)
2. Click the “Student Health Insurance Program” menu choice. (See Section **Error! Reference source not found.**)
3. On the SHP Main Menu under “Reporting Options”, select the “View Submitted Status Reports” choice. A list of all saved and submitted reports will be displayed below the menu. (**Error! Reference source not found.**)
4. Click the “Click to View” link for the survey that needs to be viewed.



## 6.0 Process to Submit a Reopen Request

Figure 7: Reopen Request

Mass.gov Division of Health Care Finance and Policy

Massachusetts Division of Health Care Finance and Policy  
2 Boylston Street  
Boston, MA 02116-4737  
617 988-3100

Division of Health Care Finance and Policy  
Student Health Insurance Program (QSHIP)  
Main Menu

[Main Menu](#) [Logout](#)

Organization Information

Organization: University of Massachusetts Boston Org ID: 6950  
Organization Name: University of Massachusetts Boston City: Boston

Reporting Options

Enter/Edit Data for an Open or New Status Report  
 View Submitted Status Reports  
 Reopen an Existing Submitted Status Report for Revision

Reopen	Submission Period	Year	Status	Reopen Status	Reopen Date
<a href="#">Click to Reopen</a>	Fall	2005	Submitted		

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After a web application submission has been completed and submitted a user may recognize that adjustments or corrections are needed. Using the web application, users must create a “reopen request”. Reopen requests will be reviewed and either approved or rejected by internal Division staff. To help ensure timely review, an email notification is automatically generated and sent to the appropriate Division staff within four hours of the request.

**The following describes the steps to request a reopen.**

1. Log in to the INET web application. (See Section 0)
2. Click the “**Student Health Insurance Program**” menu choice. (See Section **Error! Reference source not found.**)
3. On the SHP Main Menu (**Error! Reference source not found.**), under “Reporting Options”, select the “**Reopen an Existing Submitted Status Report for Revision**”

choice. A list of submitted surveys will be displayed below the menu. (**Error! Reference source not found.**)

4. Click the “**Click to Reopen**” link for the survey that needs to be reopened.
5. The screen will change to display a text box for entering a description of the reason for the reopen request. (**Error! Reference source not found.**). A reopen request reason is required.
6. After entering the reopen request reason, click the “**Submit Reopen**” button. A message should be displayed indicating “Your request has been submitted.” Click the “**Exit**” button.

**Figure 8: Reopen Request Reason**

QSHIP Main - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Mass.gov Division of Health Care Finance and Policy

Division of Health Care Finance and Policy  
Student Health Insurance Program (QSHIP)  
Main Menu

Massachusetts Division of Health Care Finance and Policy  
2 Boylston Street  
Boston, MA  
02116-4737  
617 988-3100

Main Menu Logout

Organization Information

Organization: University of Massachusetts Boston Org ID: 6950

Organization Name: University of Massachusetts Boston City: Boston

Reopen Reason

Exit Submit Reopen

After receiving notification that a request to reopen was approved, the survey report will be available for editing. To make the needed corrections: log in, navigate to the SHP main menu, and choose “Enter/Edit Data for an Open or New Status Report” as described in section 3.