# CMS Issuer Technical Work Group

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*June 23, 2020*

# Registration for Series for the CMS Issuer Technical Workgroup Call (Series I) and the Thursday Recon IC834 Workgroup

- The Tuesday Issuer Technical Workgroup started a new series on today Tuesday, January 7, 2020 at 3:00 PM EST.
- The Thursday Recon-IC834 Workgroup call started a new series on this Thursday, January 9, 2020

Please see the registration URLS for both calls below:

- Tuesday Issuer Technical Workgroup Call letsmeet.webex.com/letsmeet/k2/j.php?MTID=t01b9595808d2c0225f5bbe4308047786
- Thursday Recon IC834 Workgroup Call

  https://letsmeet.webex.com/letsmeet/k2/j.php?MTID=tf57cab5409c2b02cd5ea749302c3014a

  o You will register one time, for the entire Tuesday Issuer Technical Workgroup Call Series I (through, July 28, 2020) and the Thursday Recon-IC834 Workgroup Series (through July 30, 2020)
  Once the host approves your registration, you will receive a confirmation email with instructions for joining the session.

  o Subsequently, registration information for both the Tuesday Issuer Technical Workgroup call will be sent in our daily CMS Issuer Communication blast messages.

Note: CMS will continue to keep call participants informed of any further changes of the Cisco Web-EX platform.

# Enrollment Issuer Meeting Schedule

## July 2020

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|---|---|---|---|---|---|---|
| 29 | 30 | 1 | 2 | 3 | 4 | 5 |
| NO CALLS FOR THE WEEK IN OBSERVANCE OF INDEPENDENCE DAY * | | | | | | |
| 6 | 7 CMS Issuer Technical Workgroup 3:00pm-4:30pm | 8 | 9 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm | 10 | 11 | 12 |
| 13 CCIIO Enrollment (Adhoc) Webinar(Policy Focus) 12:00pm-1:00pm | 14 CMS Issuer Technical Workgroup 3:00pm-4:30pm | 15 | 16 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm | 17 | 18 | 19 |
| 20 | 21 CMS Issuer Technical Workgroup 3:00pm-4:30pm | 22 | 23 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm | 24 | 25 | 26 |
| 27 CCIIO Enrollment (Adhoc) Webinar(Policy Focus) 12:00pm-1:00pm | 28 CMS Issuer Technical Workgroup 3:00pm-4:30pm | 29 | 30 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm | 31 | | |

# CMS ISSUER COMMUNICATIONS: Subdomain Name Change

**CMS uses a mass communications tool to distribute notices and general communications to issuers regarding topics such as *Enrollment Pre-Audit files; Enrolment Reconciliation Files; Open Enrollment Activities; IC834 Activities ( Specifically Processing schedules, delays in processing or reporting), other alerts AND* Daily UAT status**

• Issuers will see a subdomain change in the "from" line of their e-blast messages from the CMS Issuer communications team.

o The from line will now read Cms_issuer_communications@cciio-spidr.cms.gov instead of how it previously displayed as: cms_issuer_communications@cms.hhs.gov or IssuerCommunications@cms.hhs.gov

o In order to continue receiving e-mails from CMS Issuer Communications, CMS recommends the following:

- We are asking  Issuers and DE Partners to add Cms_issuer_communications@cciio-spidr.cms.gov to your email contacts to avoid it going to SPAM/JUNK folders

- We also recommend that you work with your IT department to white list the sending IP Address **136.147.180.31**

# CMS ISSUER COMMUNICATIONS: Subdomain Name Change

o Issuers/DE Partners previously not receiving CMS Issuer Communications e-blasts should start receiving those messages again.

o There are no Operational Changes to the process of emails being sent from Issuers/DE Partners to the CMS Issuer Communications team.

  ▪ Emails inquiries **from Issuers and DE Partners to** the CMS Issuer Communications team will still be sent to the original email address cms_issuer_communications@cms.hhs.gov **NOT** Cms_issuer_communications@cciio-spidr.cms.gov

  ▪ If there are further questions please send a message to cms_issuer_communications@cms.hhs.gov.

# CMS ISSUER COMMUNICATIONS: Subdomain Name Change

- Will add screenshot of from line on eblast
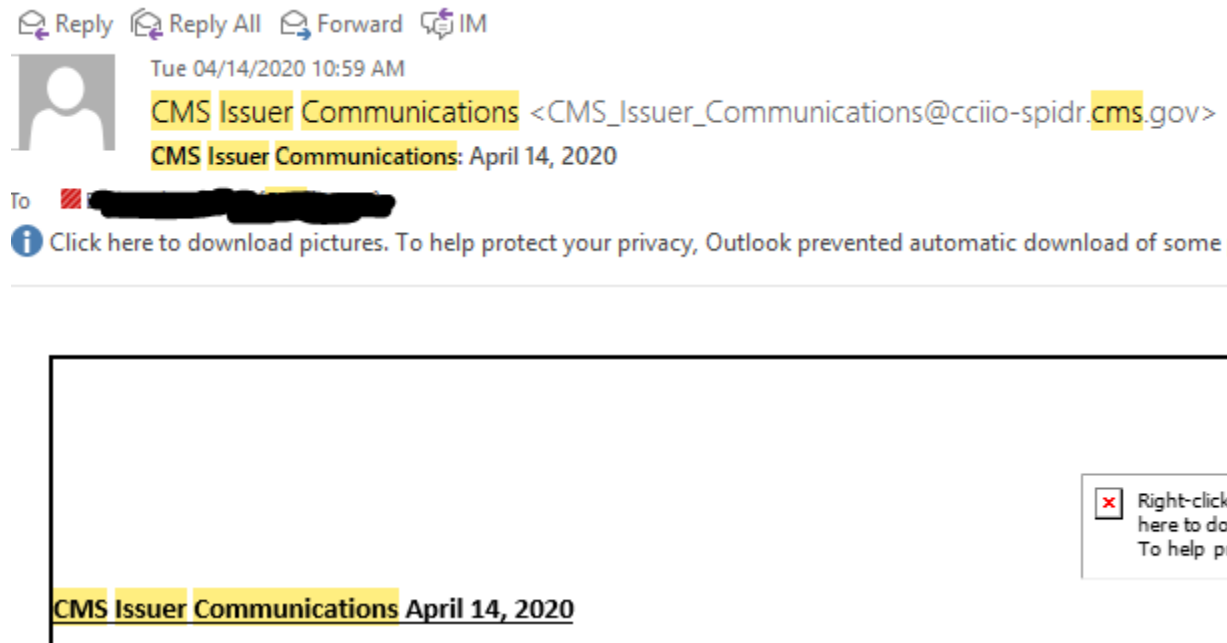
# Asking a Question/Downloading the Meeting pdf slides in the Web-Ex Platform

To ask a question, please select the raised hand icon at the start of Q&A session. It is the icon at the bottom of the participant list. Please deselect by clicking on the hand again. This would apply whether you no longer have a verbal question or once our question is answered.

To download the pdf version of today's deck, open the "File Transfer" box on your screen. If not, please select "File, then "Transfer" and "Download" (as captured below.) The "Download" button will be grey.
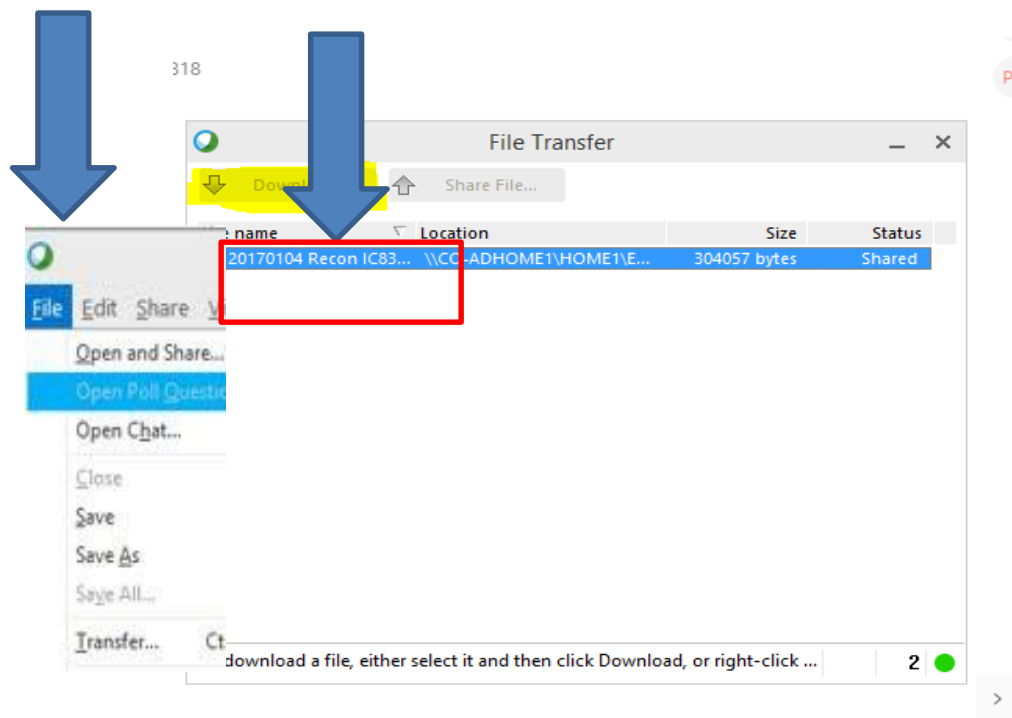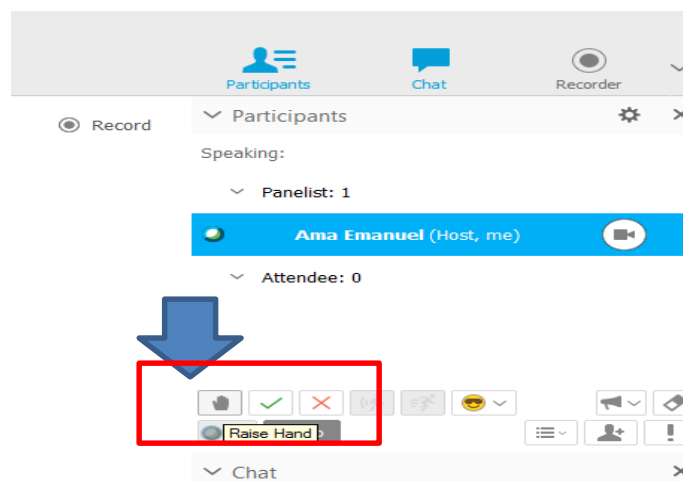
# Access to CMSzONE & the Private Issuer Community

## User Access Quick Guide

A copy of the comprehensive User Access Quick Guide is posted on zONE @:
https://zone.cms.gov/document/zone-access-troubleshooting *(pre-log in required to access zONE li*nks)

**Three audiences:**
1. **New Users** *(new to zONE & EIDM)*
2. **Existing EIDM Users** *(new user to zONE)*
3. **Existing zONE Users** *(unable to log-in since the EIDM transition)*

## EIDM Registration Process: *(Pre-requisite to CMSzONE Access)*

1. Register for access at EIDM Enterprise Portal Here: https://portal.cms.gov/
2. Log in with your EIDM credentials and click on "Request Access Now"
3. Click on "Request New Access" and choose CMSzONE

## CMSzONE Private Issuer Community Access: (*After being granted EIDM access*)

1. Log into zONE; click on the **Communities tab**
2. Click **Browse Private Communities** Click **Issuer Community – Private**
3. Click **Join Community**
4. Provide explanation of why you need access to this community; **Include**:
5. •**name and contact information**
   •**issuer POC contacts**
   •**specific work for issuer** *(i.e. fill out QHP templates, processing 834's, etc.)*
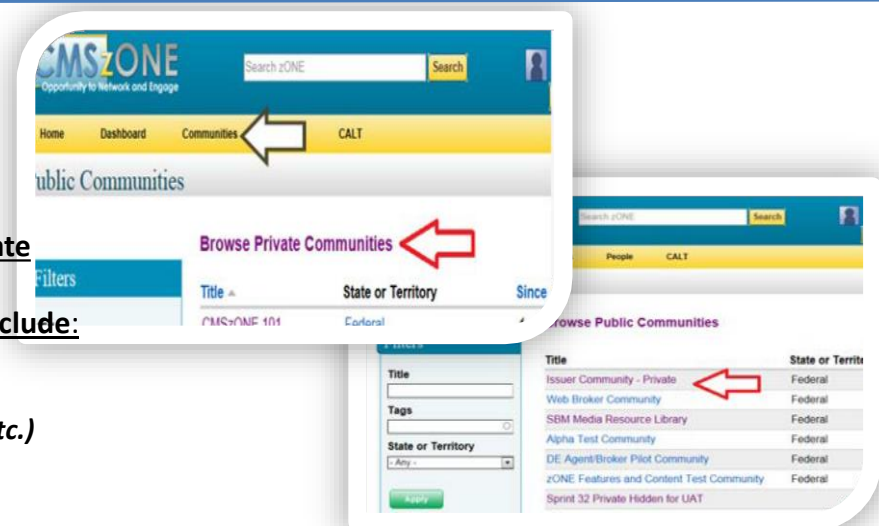
# Troubleshooting access to CMSzONE

## REGISTRATION, PASSWORD RESETS, & FORGOTTEN PASSWORDS

➢ **New Users:** Registration & community approval are typically completed in 1-3 business days, if not sooner.

If you are unable to access zONE, and/or the issuer community after 3 business days you may email a follow up request to the helpdesk & the issuer communications team (addresses below) for an update. Please include any provided ticket numbers & applicable context for reference.

➢ **Existing zONE Users :** Password resets are also typically completed in 1-3 business days, if not sooner.

If your request is not completed after 3 business days, you may email a follow up request to the helpdesk & the issuer communications team (addresses below) for an update. Please include any provided ticket numbers & applicable context for reference.

## ALL OTHER CMSzONE ACCESS ISSUES

**Prerequisite Details**

➢ **Capture screenshots of any errors received so our teams can troubleshoot**

❑ PC = Ctrl + PrtScn to capture, Ctrl + V to paste / Mac = Command+Shift+4 to capture & send to a desktop file

**Email**

➢ **Provide screenshots and applicable prerequisite information above, in an email body, as follows:**

❖ With the subject line: **"zONE Access Issues"**

❖ To: CMS_FEPS@cms.hhs.gov

❖ Cc: or Bcc: CMS_Issuer_Communications@cms.hhs.gov

*Reminder: Supported Browser Versions*
- ✓ *Internet Explorer Version 9.0*
- ✓ *Internet Explore Version 10.0*
- ✓ *Google Chrome*
- ✓ *Safari*

**Follow-Up**

➢ **If the issue is not resolved within 3 business days, you may email a follow up request:**

❖ With the subject line: **"zONE Access Issues : 3+day follow up"**

❖ To: CMS_FEPS@cms.hhs.gov & CMS_Issuer_Communications@cms.hhs.gov

❖ Include (where possible) explanation message, screenshots, ticket #(s) received, and number of days outstanding

# Housekeeping: Enrollment Pre-Audit & Reconciliation

*Enrollment Pre-Audit & Reconciliation*

**Tuesday, June 23, 2020**

# Housekeeping: Pre-Audit & Reconciliation

- **Prior Plan Years (2014-2019)**
  - The next set of 1095-A Consumer-Initiated Dispute Update (1095Ax) Files is scheduled for distribution on Wednesday, July 1st

- **Plan Year 2016**
  - An incremental 2016 FFM extract is scheduled for Wednesday, July 15th at 6PM EDT
  - Incremental 2016 Pre-Audit (ISIPA6) Files based upon that extract are scheduled for delivery to Issuers on Tuesday, July 21st

- **Plan Year 2017**
  - Next month's 2017 FFM extract is scheduled for Wednesday, July 15th at 6PM EDT
  - Incremental 2017 Pre-Audit (ISIPA7) Files based upon that extract are scheduled for distribution to Issuers on Monday, July 20th

# Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2018**
  - Next month's 2018 FFM extract is scheduled for Wednesday, July 15$^{th}$ at 6PM EDT
  - Incremental 2018 Pre-Audit (ISIPA8) Files based upon that extract are scheduled for distribution to Issuers on Monday, July 20$^{th}$

- **Plan Year 2019**
  - Next month's 2019 FFM extract is scheduled for Wednesday, July 15$^{th}$ at 6PM EDT
  - **Incremental** 2019 Pre-Audit (ISIPA9) Files based upon that extract are scheduled for distribution to Issuers on Friday, July 17$^{th}$
    - As this is the first set of monthly Incremental Pre-Audit Files for PY2019, Issuers should ensure their systems are prepared to receive and process ISIPA9 Files

# Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2020**
  - The RCNI0 submission deadline for June's Run 7 was last Thursday, June 18th at 3PM EDT
    - RCNO0 Files from Run 7 are being distributed to Issuers this afternoon, Tuesday, June 23rd
  - Next month's 2020 FFM extract is scheduled for Wednesday, July 15th at 6PM EDT
  - Comprehensive 2020 Pre-Audit (AUD0) Files based upon that extract are scheduled for distribution to Issuers on Friday, July 17th
  - The RCNI0 submission deadline for July's Run 8 is Thursday, July 23rd
    - RCNO0 Files from Run 8 will be distributed to Issuers on Tuesday, July 28th

# Recon Rule Updates for Run 7

- CMS implemented several rules changes to reconciliation processing for June's Run 7; Issuers will see these changes on the RCNO0 Files distributed on Tuesday, June 23rd

- These changes include:

  – Updated rules regarding Tobacco Status to reject a "Y" value for an enrollee under age 21 (will be flagged "I" – Issuer to update)

  – Updated reinstatement logic to allow reinstatement of SADP (dental only) policies with a Cancellation or Termination Source of "1" – Online/Voluntary Withdrawal

  – Updates Initial Premium Paid Status rules to reflect that updates will not be applied when the Issuer submits an Initial Premium Paid Status value of "N"

# ER&R

*Topics*

- ✓ Avoiding RJ6 Disposition Codes
- ✓ Reminder: #NLE Footnote Details
- ✓ *Q&A*

*June 23, 2020*

# Avoiding RJ6 Disposition Codes

- Issuers receive disposition code RJ6 for disputes that update a policy which encompasses a No Longer Eligible (NLE) date, or that modifies the coverage dates of a policy, causing it to encompass the NLE date.
  - Rule description: Policy/coverage span TERM NLE
  - Verbiage returned to issuer: *The dispute was not able to be processed for an update. The update failed to process because the consumer was terminated or cancelled for no longer being eligible for Marketplace coverage. The consumer will need to contact the Marketplace Call Center for assistance with resolving this issue. If there is a supporting HICS case approving a TERM-NLE appeal, the issuer can submit a HICS Direct Dispute by selecting the "Yes" radio button of the "ER&R Review Requested" checkbox in HICS. If you have any questions, please contact the ER&R Support Center at* [errsupportcenter@cognosante.com](mailto:errsupportcenter@cognosante.com)*.*
- Within the RCNO file, the disputed record often contains a record-level flag of Q and #NLE in the Footnotes field.
- To eliminate the data condition causing the #NLE footnote, issuers must either:
  - Update their internal records to reflect the FFM dates on the RCNO file.
  - Submit a HICS case to ER&R as a HICS Direct Dispute.

# Reminder: #NLE Footnote Details

- Most records flagged with a **#NLE** footnote have been cancelled or terminated due to NLE and the issuer provides an end date later than the FFM end date. However, records may also be flagged **#NLE** if the issuer:
  - Provides a start date earlier than the FFM and before the NLE date
  - Effectuates a record that encompasses an NLE date
  - Makes a date change to a record that already encompasses an NLE date
- Please be aware that the enrollee(s) may no longer be eligible for coverage due to the NLE, in which case the enrollment record will carry a Cancellation or Termination Source and Reason Code corresponding to the NLE.
- Alternately, the enrollee(s) may no longer be eligible for subsidized coverage due to the NLE, in which case there would likely be a later segment of coverage for the same policy that reflects the removal of the subsidy.
  - As the policy itself was not cancelled or terminated due to the NLE, there will be no Cancellation or Termination Source and Reason Code associated with the NLE.
- For more information on #NLE Footnotes, refer to the Enrollment Reconciliation Education Suite found on zONE at https://zone.cms.gov/document/enrollment-reconciliation-and-ic834-workgroup-call-content.

# Tobacco Status Dispute Updates

- ER&R is implementing updates to the dispute processing rules on 06/30/2020 to match the existing CMS rules regarding changes to Tobacco Status.

- Consumers who were under the age of 21 at the start of a 2020 policy cannot have a Tobacco Status of Y.

  – For all previous coverage years, consumers under the age of 18 at the start of a policy cannot have a Tobacco Status of Y.

- Going forward, upon receiving a Tobacco Status dispute, ER&R will verify the consumer's age on the start date for the earliest segment of the disputed policy.

  – ER&R will reject the update if the consumer's age is under 21 and the disputed coverage span is for 2020 or if the consumer's age is under 18 for coverage years prior to 2020.

- ER&R will also monitor changes to the date of birth for consumers with a Tobacco Status of Y to ensure that the new date of birth does not conflict with the tobacco age restrictions.

# Enhanced Direct Enrollment (EDE) Updates: Eligibility Team

*Tuesday, June 16, 2020*

# Direct Enrollment (DE) Updates: Enrollment Team

*Tuesday, June 16, 2020*

# DE and EDE Reminder: Data Services Hub (DSH) IMPL(UAT0)/PROD Certificate Updates

*Tuesday, June 23, 2020*

# Reminder: Data Services Hub (DSH) IMPL(UAT0)/PROD Certificate Updates

- **Background:**
  - The CMS Hub will be introducing an Akamai WAF (Web Application Firewall) solution to further enhance the web security within Amazon Web Services (AWS) Cloud environment. This will impact both IMPL(UAT) & PROD environments.

- **Who is impacted?**
  - As part of the WAF configuration, all partners (States/Issuers/Web brokers/TPAs etc.) using the Hub hosted web services through the secured channel are required to install the additional Certificates along with the HUB Certificate for accessing HUB hosted web services.
  - The Akamai Certificate is only applicable for traffic coming from **Partner to Hub**.
  - **Hub will also no longer accept self-signed Certificates** in the **IMPL(UAT0)** environment. Any existing partners using the **self-signed Certificates are required to renew** with Certificate Authority (CA) signed Certificate, to maintain successful connectivity with the Hub.
  - Partners using self-signed Certificates are advised to send a Certificate Authority (CA) signed Certificate to DSH Support ([dshsupport@sparksoftcorp.com](dshsupport@sparksoftcorp.com)). Please ensure that the Certificate uses the following to prevent an interruption in connectivity:
    - ➢ A trusted Certificate Authority (CA) must sign the Certificates.
    - ➢ Certificates must use 2048-bit keys.
    - ➢ Certificates must use Secure Hash Algorithm (SHA)-2 (or higher) for message digest. It can be any of the following strengths: 256, 384, or 512.
    - ➢ Certificate must be unique for each environment. (Can not use same Certificate in PROD and IMPL(UAT0))

# Reminder: Data Services Hub (DSH) IMPL(UAT0)/PROD Certificate Updates (Continued)

- **What is the timeline to enable the solution?**
  - **IMPL(UAT) environment:** will go live on **Tuesday June 30th, 2020 @ 8 AM ET.**
    - Going forward any new Certificate renewal requests will no longer accept self-signed Certificates.
    - Partners whom are currently using with self-signed Certificates must submit their new CA-signed Certificates to dshsupport@sparksoftcorp.com **ASAP**.
    - Certificate package: (Hub, Akamai Cert) is available and can be accessed via the CMS zONE at:
      - https://zone.cms.gov/document/hub-impl-Certificate-update **(Issuer/Web Broker Community)**
    - Partner Installation timeline: No changes to Hub Cert until Jan 2021. Only the Akamai Certificate is required to be installed by partner before **June 30th, 2020.**
  - **PROD environment:** is **tentatively scheduled to go live on Thursday August 12th, 2020 @ 8 AM ET.**
    - Certificate package: (Hub, Akamai Cert) is available and can be accessed via the CMS zONE at:
      - https://zone.cms.gov/document/dsh-production-Certificate-de-issuers **(Issuer Community)**
      - https://zone.cms.gov/document/dsh-production-Certificate-de-web-brokers **(Web Broker Community)**
    - **Note:** Hub will be accepting both the Hub only and the Hub/Akamai cert in PROD prior to **August 12, 2020.**

# Reminder: Data Services Hub (DSH) IMPL(UAT0)/PROD Certificate Updates (Continued)

- **The following Hub services will be impacted by the Akamai Certificate update:**
  - ➢ Fetch Eligibility Service
  - ➢ Submit Enrollment Service
  - ➢ RIDP/FARS Services
  - ➢ EDE APIs
  - ➢ Hub Connectivity Service
- **What is not impacted?**
  - • No impact to existing partner credentials.
  - • No impact to AWS Hub service endpoints.
  - • No impact to the Production FFM SAML Secure Redirect Service.
- **Connectivity Testing:**
  - • Connectivity testing can be completed using the H74 - Hub Connectivity Service or via the existing IMPL(UAT) E&E/DE/EDE services.  Please refer to the following documentation:

    - ➢ https://zone.cms.gov/document/hub-connectivity-service

  - • For any issues after the update, please contact the Hub Support Team (dshsupport@sparksoftcorp.com).

    - ➢ Subject Line: "Hub Certificate Update Issue - <include Partner Name>"
    - ➢ Hub Partner ID
    - ➢ Environment
    - ➢ Request Timestamp

# Upcoming UAT0 Outage: Data Services Hub (DSH) Patching

*Tuesday, June 23, 2020*

# Upcoming UAT0 Outage: Data Services Hub (DSH) Patching

- Partners, please be advised that there will be an upcoming UAT0 outage for DSH patching
  - The outage will begin on Wednesday, 7/1, at 9:00 PM ET
  - UAT0 should be available for testing again by Thursday, 7/2, at 6:00 AM ET

# Direct Enrollment (DE) Updates: Enrollment Team

*Tuesday, June 23, 2020*

# Classic DE Partners: Payment Redirect Defect Impacting the Classic DE Agent/Broker Pathway

- Classic DE Partners, please be advised that a defect was introduced during our 6/14 PROD deployment
  - The defect is causing payment redirect to fail in the Classic DE A/B pathway
    - The defect is not impacting the HealthCare.gov and Classic DE consumer pathways
    - The defect is not impacting the EDE Payment Redirect API
  - We expect to deploy a fix to PROD as part of our 7/31 release
    - In the meantime, A/Bs using the Classic DE agent/broker pathway will not be able to initiate a payment redirect from HealthCare.gov

# Classic DE Partners: Application/Person Search Defect Impacting the Classic DE Agent/Broker Pathway

- Classic DE Partners, please be advised that a defect was introduced during our 6/14 PROD deployment
  - The defect is causing a subset of Application/Person Searches to fail in the Classic DE A/B pathway
    - Note that we made some changes to how the Classic DE A/B Application/Person Search works on our backend, and as a result, we seem to have introduced a defect that is causing the Application/Person Search to fail when a prior application version exists that is in-progress and is missing the postal code and/or residency state
    - The defect should not be impacting the EDE Person Search API
  - We may be able to toggle off the new Application/Person Search functionality in the short-term, and revert to the previous functionality, but we are still determining the path forward
    - In the meantime, A/Bs using the Classic DE agent/broker pathway may see some unexpected Application/Person Search failures
    - We'll provide an update on the resolution/fix as soon as possible

# Correction for EDE Partners: Upcoming EDE API Header Validation Changes

- EDE Partners, please be advised that CMS will be implementing the following validation changes related to the user-id and x-correlation-id fields within the EDE API Headers:
  - x-correlation-id:
    - Allowable characters:
      - » , - _ 0-9 A-Z a-z
    - Max character length:
      - » 48 characters
  - user-id:
    - Allowable characters:
      - » **Correction:** ! # $ ' * - . _ { } @ ? : ` 0-9 A-Z a-z (added colon and grave)
      - » **Correction:** Space (not whitespace)
    - Max character length:
      - » 70 characters
- **Correction:** Note that the validations were inadvertently transposed in the 6/15 CMS Issuer Communications blast message and in the 6/16 Issuer Technical Workgroup call slides
  - We apologize for any confusion this may have caused
- Given these changes are security-related, CMS will be deploying these changes in an expedited fashion
  - **Update:** The validation changes will be deployed to UAT0 on **6/26**, and will be deployed to PROD on 7/31/2020
    - EDE Partners should plan accordingly

# EDE Partners: New Medicaid-Related SES Fields

- EDE Partners, please be advised that three new fields will be added to the computed.members.[Member ID].income path within SES responses
  - The three new fields are:
    - disregardAdjustAttestedMonthlyMedicaidHouseholdIncomePercent
    - adjustAttestedMonthlyMedicaidHouseholdIncomeAmount
    - adjustAttestedAnnualMedicaidHouseholdIncomeAmount
  - The fields are being added in order to provide states transitioning to SBEs with the applicable data
    - EDE Partners are not required to use these fields in any way, but should be aware of the schema changes and make applicable updates as necessary
  - The three new fields will impact the Add Member, Update App, Submit App, and Get App responses
  - The three new fields will be deployed to PROD on 9/18
    - We'll provide an update on the timing for the UAT0 deployment as soon as possible
  - The updated SES API Spec extract is available on zONE at https://zone.cms.gov/document/enhanced-direct-enrollment-ede-documents-and-materials

# EDE Partners: New policyTrackingNumber Get Enrollment Field

- EDE Partners, please be advised that we will be adding a new policyTrackingNumber field to the Get Enrollment response
  - EDE Partners are not required to use this field in any way, but should be aware of the schema change and make applicable updates as necessary
  - The field will be deployed to PROD on 9/18
    - We'll provide an update on the timing for the UAT0 deployment as soon as possible
  - The updated Get Enrollment API Spec extract is available on zONE at https://zone.cms.gov/document/enhanced-direct-enrollment-ede-documents-and-materials

# Reminder for EDE Partners: Upcoming Monthly Report Cards and Request for Points of Contact

- EDE Partners, as a reminder, CMS expects to start delivering a monthly report card to both primary and upstream EDE entities in the near future
  - The monthly report card will provide EDE entities with metrics that reflect how efficiently they are using our APIs and how error rates might be impacting API efficiency and the consumer experience on the entity's site
    - The report card will also include comparative metrics for EDE entities as a whole, which EDE entities will be able to use as a "measuring stick" to see where their efficiency and error rates are in comparison to the larger EDE community
    - EDE entities are encouraged to use the data within the report cards to identify improvements that need to be made, such as improving API efficiency, deploying fixes to defects resulting in unnecessary errors, etc.
      - » While primary EDE entities may ultimately be responsible for most or all of the EDE build, upstream EDE entities may find the data insightful in terms of their primary EDE entity's performance
      - » As always, technical questions related to the data can be sent to CMS.FFM.EDESupport@accenturefederal.com
  - **Request for POCs**: As a reminder, if you are a primary or upstream EDE entity that is currently live in production, please email Joshua.Halsey@cms.hhs.gov and provide any points of contact (email addresses) for whom you'd like to receive the monthly report card
    - Please include your Hub Partner ID, if possible, so that we can associate the POCs with the correct EDE entity
      - » If you do not have your Hub Partner ID, please be explicit about which entity the POCs are for

# Q&A

![CMS logo - Centers for Medicare & Medicaid Services, Office of Technology Solutions]

# CMS Issuer Technical Workgroup Call Appendix



**To view the full Appendix, please visit CMSzONE at the following url:**
**https://zone.cms.gov/system/files/documents/issuer_technical_slides_appendix_a_2018_3_20_v1.pdf**