

Enrollment Reconciliation & IC834 Workgroup



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IC834 – Housekeeping

- **The PO-IC834 reporting suite** (PO Summary, PO Detailed, and Reinstatement Detailed) for transactions submitted from 6/16 – 6/22 was sent out yesterday.
- If you have any questions about these reports or any other IC834-related item, please contact Inbound834@bah.com

E025 Errors & Outreach

- **Low Transaction Acceptance Rate Outreach**
 - *E025 errors are excluded* from the acceptance rate calculation the IC834 team uses to conduct outreach based on low transaction acceptance rate
- **PO-IC834 FFM Summary Report**
 - *E025 errors are not excluded* from the % Accepted reported. Acceptance rate is total accepted transactions/total transactions received. This report is for issuer use only; no further action from the IC834 Team is taken based on this metric alone.

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 15th at 6PM EDT
- Incremental 2018 Pre-Audit (ISIPA8) Files based upon that extract are scheduled for distribution to Issuers on Monday, July 20th

- **Plan Year 2019**

- Next month's 2019 FFM extract is scheduled for Wednesday, July 15th at 6PM EDT
- **Incremental** 2019 Pre-Audit (ISIPA9) Files based upon that extract are scheduled for distribution to Issuers on Friday, July 17th
 - 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 RCNIO submission deadline for June's Run 7 was last Thursday, June 18th at 3PM EDT
 - RCNO0 Files from Run 7 were distributed to Issuers on 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 RCNIO 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"

Enrollment Dispute Form v13 Implementation

- ER&R has completed the final production version of Enrollment Dispute Form v13 and posted the file, enrollmentdisputeformv13.xlsx, to zONE at <https://zone.cms.gov/document/enrollment-resolution-and-reconciliation>.
- **ER&R will begin accepting v13 on Tuesday, 07/21/2020.**
 - While issuers may submit v13 starting on 07/21/2020, ER&R will be completing deployment and testing for several days. Issuers may not receive timely acknowledgement of disputes submitted from 07/21/2020 to 07/24/2020.
- **ER&R will accept v12 through Monday, 07/20/2020, at 12:00 p.m. ET.**
 - Issuers who submit disputes on v12 after the 07/20/2020 will receive response emails that include a copy of v13 and instructions to resubmit the disputes using the new form.
- Issuers should delete the prototype form (prototypeenrollmentdisputeformv13.xlsx) that was previously available on zONE.
 - Disputes submitted using the prototype form will not be accepted.
- The Excel add-ins for Enrollment Dispute Form v12 are not compatible with v13.
 - Complete v13-compatible add-ins will be released prior to implementation.
 - Once implementation of v13 is complete, issuers should discontinue using the v12 add-ins, which will be retired.

Enrollment Dispute Form v13 Improvements

- Improvements to the new version of the form include:
 - Addition of Cancel Reason Code and Term Reason Code dispute types
 - » Details regarding the rules for these dispute types will be presented at a later time.
 - Addition of Term Reason Code and Cancel Reason Code fields to the Discrepancy Dispute tab
 - » Details regarding the rules for using the Term and Cancel Reason Code fields will be presented to issuers at a later time.
 - Addition of the Cancel Reason Code to the Rejected Enrollments tab
 - Addition of the Term/Cancel Reason Code values and descriptions to the How to Guide tab
 - FFM Internal Inventory Number is optional for current year disputes as well as prior year disputes
 - » As with prior year disputes in v12, the current year disputes must contain values for both the FFM Exchange Assigned Policy ID and Segment ID fields when the FFM Internal Inventory Number field is left blank.
 - Changes to the examples and instructions to match the improvements listed above

Enrollment Blocker Disputes

- ER&R continues to receive Enrollment Disputes incorrectly submitted on the Discrepancy Dispute tab that are associated to an Enrollment Blocker HICS case that references “Enrollment Blocker,” “blocker,” “confirmation blocker,” or “termination blocker” in the narrative.
 - The issuer should address the update detailed in the narrative by submitting the HICS case to ER&R as a HICS Direct Dispute or by submitting a dispute on the Enrollment Blocker tab of the Enrollment Dispute Form.
- For example, a HICS Case Narrative indicates that an FFM Benefit End Date needs to be changed from 12/31/2020 to 05/31/2020 and the FFM cannot make the update because of an Enrollment Blocker. In this scenario, the issuer should not file an FFM End Date Later Than Issuer End Date dispute on the Discrepancy Dispute tab of the Enrollment Dispute Form. The issuer should either:
 - Submit the HICS case to ER&R by setting the ER&R Review Requested radio button to Yes and adding a case note.
 - Submit an Enrollment Dispute using the Enrollment Blocker tab of the Enrollment Dispute Form.

zONE Publications

- The new FFE Disposition and Detail Code List v27 is now available on zONE. This updated version contains new and updated detail codes for Payment Disputes and is available in both Word and Excel formats.
- Access the updated documentation on CMS zONE at <https://zone.cms.gov/document/enrollment-resolution-and-reconciliation>.

Q&A

