

CMS Issuer Technical Work Group

- 
- ***Housekeeping***
 - ***Webinar Schedule***
 - ***Enrollment Pre-Audit & Reconciliation***
 - ***ER&R***
 - ***Issuers: Payment Redirect URL Testing***
 - ***Issuers and DE/EDE Partners:***
 - ***Upcoming UAT0 Availability***
 - ***Direct Enrollment Updates: Enrollment Team***
 - ***Marketplace API***

Q&A

July 23, 2019

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Sun	Mon	Tues	Wed	Thurs	Fri	Sat
	01	02	03	04 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm	05	06
07	08 CCIIO Enrollment Webinar(Policy Focus) 12:00pm-1:00pm	09 CMS Issuer Technical Workgroup 3:00pm-4:30	10	11 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm	12	13
14	15	16 CMS Issuer Technical Workgroup 3:00pm-4:30	17	18 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm	19	20
21	22 CCIIO Enrollment Webinar(Policy Focus) 12:00pm-1:00pm	23 CMS Issuer Technical Workgroup 3:00pm-4:30	24	25 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm	26	27
28	29	30 CMS Issuer Technical Workgroup 3:00pm-4:30	31	1 August 2019 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm	2	3



Requesting Updates to the CMS Issuer Distribution List

The CMS Issuer Communications Distribution List sends e-mail messages pertaining to :

- ✓ Alerts on Deliveries for Enrollment Pre-Audit files; Enrollment Reconciliation Files; Open Enrollment Activities; IC834 Activities (Specifically processing schedules, delays in processing or reporting), and other alerts.
- ✓ Daily IMP1A status

The CMS Issuer Communications Distribution List sends e-mail alerts:

- ✓ Daily between 10:30 and 11:00 AM EST.

To add yourself to the distribution list:

- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Add POC to Distribution List"

To remove yourself from the distribution list:

- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Remove POC from Distribution List"

To add multiple contacts to the distribution list:

- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Add POC to Distribution List"
- ❖ Include the email addresses of all desired contacts to be added in the body of your message

To remove multiple contacts from the distribution list:

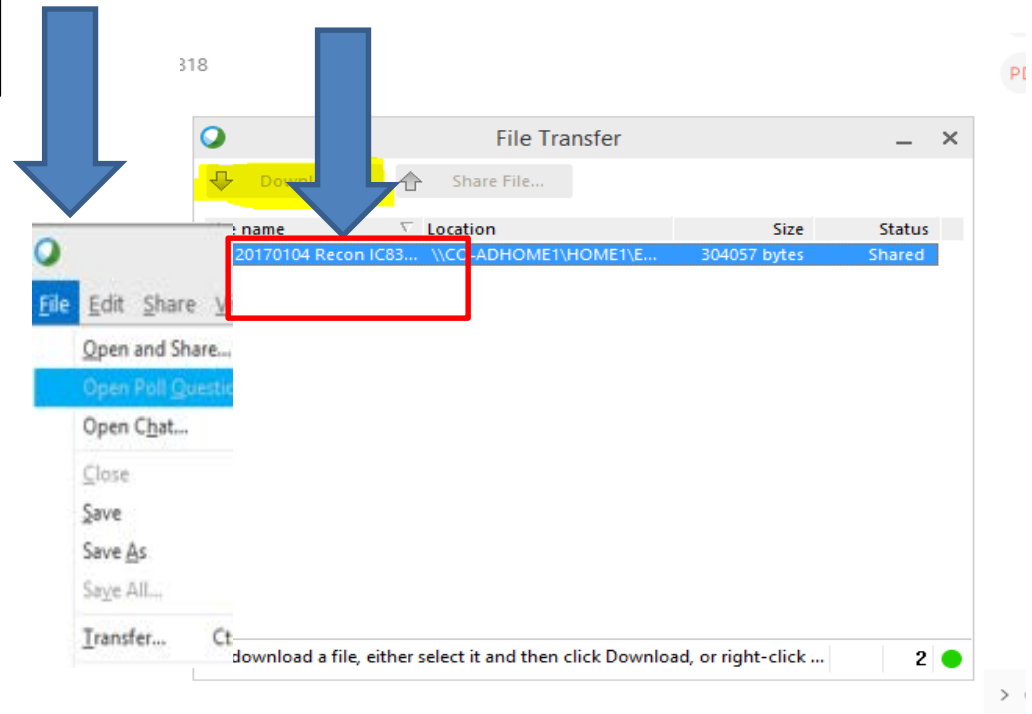
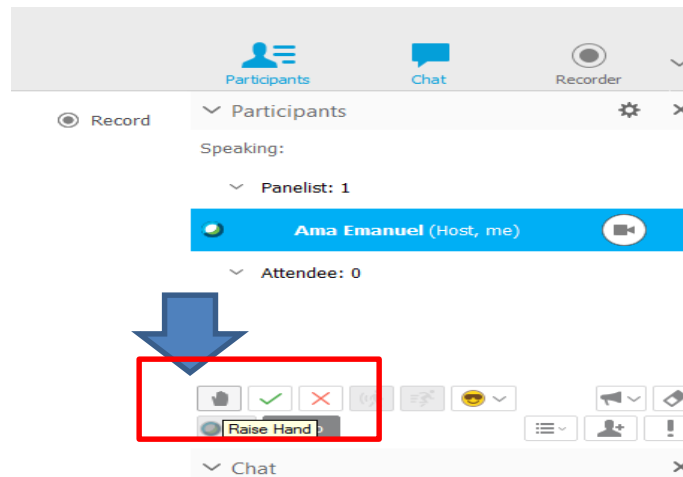
- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Remove POC to Distribution List"
- ❖ Include the email addresses of all desired contacts to be removed in the body of your message

***PLEASE NOTE:** Any email addresses included in the body of your distribution requests may be subject to the action requested. Please ensure you omit any superfluous addresses not intended for receipt of your requested action (i.e. IT support distributions, alternate personal email, etc.)

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.



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

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 links)

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)

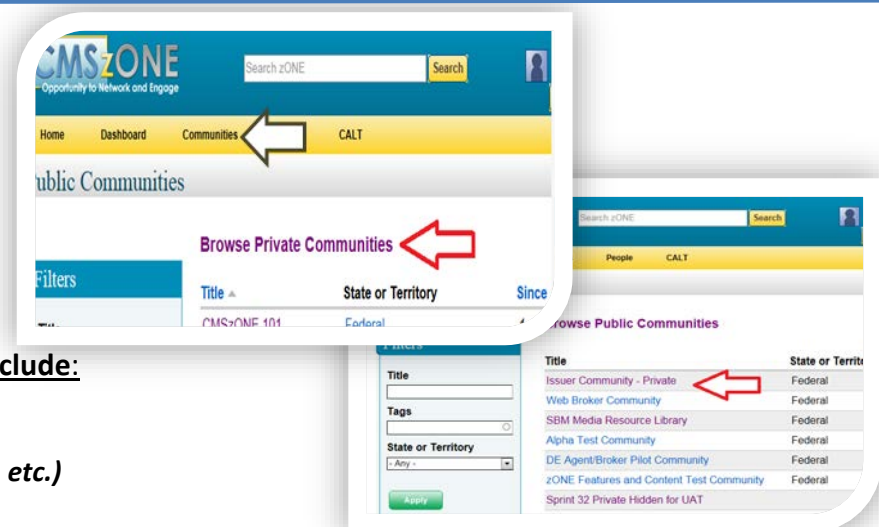
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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**
3. Click **Issuer Community – Private**
4. Click **Join Community**
5. Provide explanation of why you need access to this community; **Include:**
 - name and contact information
 - issuer POC contacts
 - specific work for issuer (i.e. fill out QHP templates, processing 834's, etc.)



Housekeeping: Pre-Audit & Reconciliation

- **Prior Plan Years (2014-2018)**
 - The next set of 1095-A Consumer-Initiated Dispute Update (1095Ax) Files is scheduled for distribution to Issuers tomorrow, Wednesday, July 24th
- **Plan Year 2016**
 - This month's 2016 FFM extract was taken on Monday, July 15th at 6PM EDT
 - Incremental Pre-Audit (ISIPA6) Files based upon that extract were distributed to Issuers on Friday, July 19th

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2017**

- This month's 2017 FFM extract was taken on Monday, July 15th at 6PM EDT
- Incremental Pre-Audit (ISIPA7) Files based upon that extract were distributed to Issuers on Thursday, July 18th

- **Plan Year 2018**

- This month's 2018 FFM extract was taken on Monday, July 15th at 6PM EDT
- ***Incremental Pre-Audit (ISIPA8) Files*** based upon that extract were distributed to Issuers on Wednesday, July 17th
 - The next Comprehensive 2018 Enrollment Pre-Audit File delivery is scheduled for September 2019

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2019**

- This month's 2019 FFM extract was taken on Monday, July 15th at 6PM EDT
- Comprehensive Enrollment Pre-Audit (AUD9) Files based upon that extract were distributed to Issuers on Wednesday, July 17th
 - Impacted Issuers also received Date of Birth Cleanup (MISC9) Files on Wednesday July 17th
 - **Please Note:** This was the final Date of Birth Cleanup File delivery as the DOB Cleanup Indicator is now populated on the full Pre-Audit File
- The RCNI9 submission deadline for July's Run 8 was last Thursday, July 18th at 3PM EDT
 - **100% of 2019 FFM Issuer submitted by the deadline – Thank you!**
 - RCNO9 Files are being distributed to Issuers today, Tuesday, July 23rd

Reminder: Pre-Audit v5.1 is Live

- Changes to the Enrollment Pre-Audit File and all Incremental Pre-Audit Files to align with v5.1 went into effect this month
- These changes were covered in detail on the May 2nd webinar; the presentation is available at: <https://zone.cms.gov//document/enrollment-reconciliation-and-ic834-workgroup-call-content>
- Key changes to the Pre-Audit File include:
 - Addition of the DOB Cleanup Indicator
 - Addition of the New Policy ID Indicator
 - Addition of the Cancellation Reason Code
 - Addition of the Termination Reason Code
- The Enrollment Pre-Audit File Specification v5.1 is available on CMS zONE at:
 - <https://zone.cms.gov/document/enrollment-data-reconciliation>

Reminder: 2019 Off-Cycle Reconciliation Process

- CMS will be conducting a 2019 off-cycle reconciliation process following July's Run 8
- This will provide Issuers an opportunity to test file submission in the new v5.1 format ahead of August's production Run 9
- Files must be submitted in the same fashion as typical production 2019 Enrollment Reconciliation (RCNI) Files
 - Issuers must ensure these files are sent to the Production environment for processing rather than any other lower environment; for security purposes, files containing PII/PHI must *never* be sent to lower environments
- As of yesterday, Monday, July 22nd, CMS is accepting and validating files based upon the v5.1 format
- The RCNI9 submission deadline for the 2019 Off-Cycle is **Thursday, August 1st at 3PM EDT**
- Participating Issuers will receive a full 2019 Outbound Reconciliation (RCNO9) File in the v5.1 format following reconciliation processing
 - As a reminder, CMS ***will not*** make any updates to FFM data during the off-cycle reconciliation process

ER&R



✓ *Topics*

✓ *Q&A*

July 23, 2019

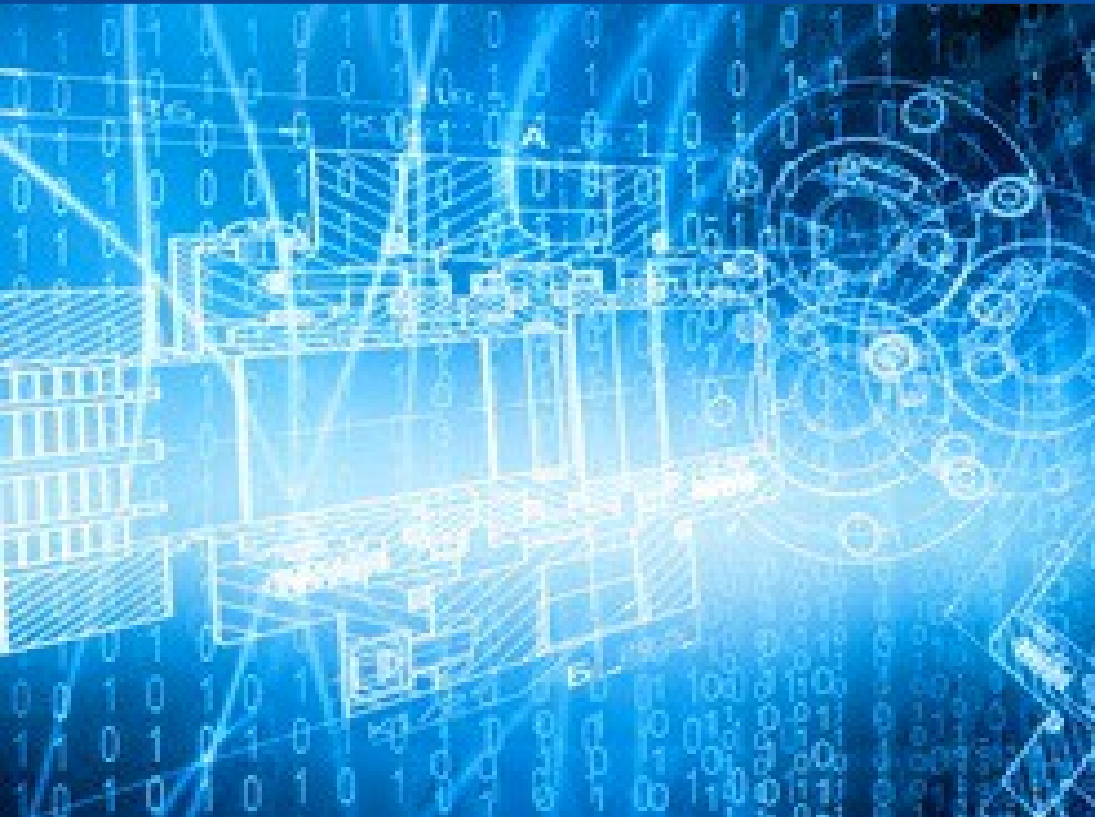
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Reminder: Enrollment Dispute Form v12

- ER&R will implement the new Enrollment Dispute Form v12 in September or October 2019.
 - ER&R will provide issuers with an exact implementation date as far in advance as possible.
 - A prototype of the Enrollment Dispute Form v12 is available for download on zONE at <https://zone.cms.gov/document/enrollment-data-reconciliation>.
 - Issuers may also contact the ER&R Support Center at **1 (855) 591-7113** or ERRSupportCenter@Cognosante.com to obtain the file.
- **NOTE:** ER&R updated the version of the form that was available on the 06/13/2019 Recon call. Issuers who downloaded the form from the 06/13/2019 call should replace it with the improved version on zONE.
- Review the Recon slide deck from 06/20/2019 for additional details, available on zONE at <https://zone.cms.gov/document/enrollment-reconciliation-and-ic834-workgroup-call-content>

NOTE: The prototype of the Enrollment Dispute Form v12 is for testing and review purposes only. ER&R will return any disputes submitted using this form.

Issuers: Payment Redirect URL Testing



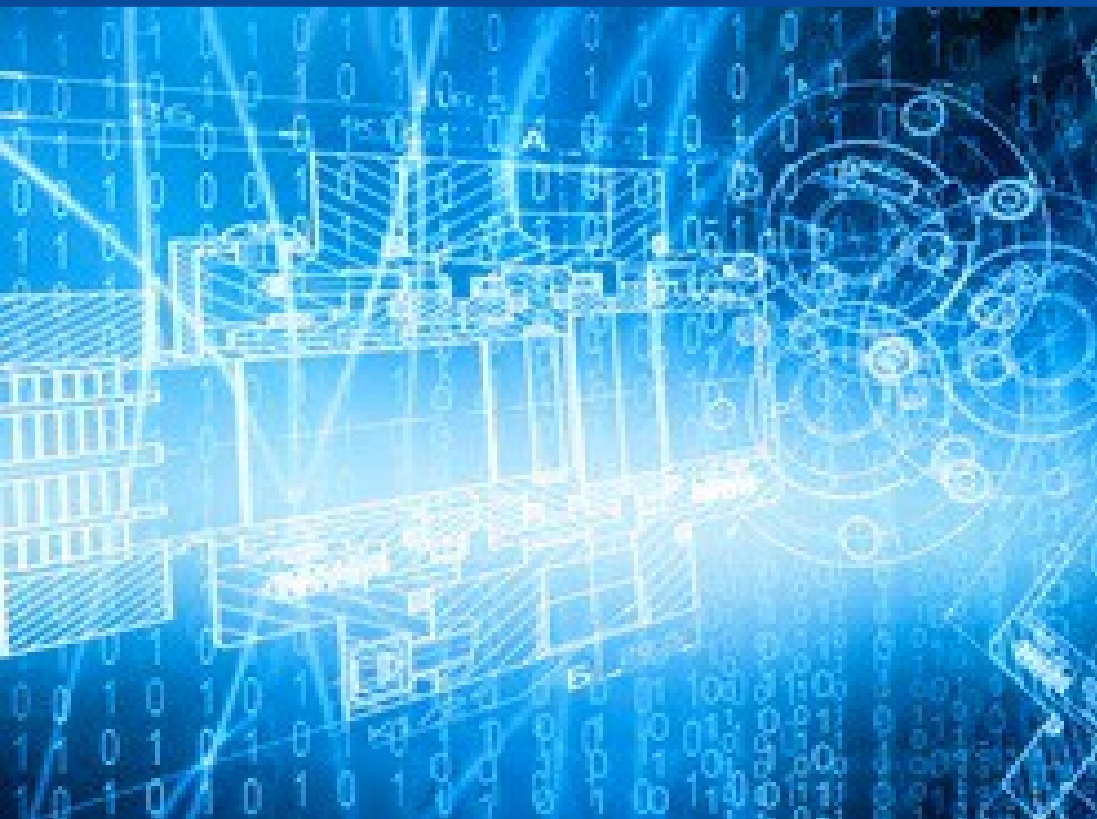
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Oversight (CCIIO)*

July 23, 2019

Issuers: Payment Redirect URL Testing

- Issuers, please be advised that CMS will be implementing new functionality which will allow us to verify on a daily basis that an issuer's payment redirect URL is working
 - Essentially, we'll be making a daily call to each issuer's payment redirect URL, and we'll validate that certain data is present when we land on the payment redirect page
- Prior to this functionality going live in production, we'll be conducting some testing to determine what data is consistent across all issuers' payment redirect pages
 - The data that is found to be consistent across all issuers' payment redirect pages will be used for our daily production validation, when confirming that an issuer's payment redirect page is working
 - This testing is expected to start on 7/29, and is expected to be completed no later than end of day on 8/16
 - » During this time, issuers should expect to receive "mock" payment redirects in the production environment
 - CMS will be posting a static "mock" SAML request to each issuer's payment redirect URL
 - The SAML will include our production certificate, but will also include "mock" data within the SAML, as shown below:
 - Payment Transaction ID: 12345
 - Market Indicator: Individual
 - Assigned QHP Identifier: 46944AL0587205
 - Total Amount Owned: 99.9999
 - Proposed Coverage Effective Date: 07/17/2019
 - First Name: TestJoe
 - Last Name: JohnTesting
 - Street Name 1: 123 Whatever
 - State: VA
 - Zip Code: 20170
 - City Name: Herndon
 - CMS requests that issuers do not block this incoming "mock" data
 - Note that CMS will only post the SAML to the payment redirect URL, and will not attempt to make a payment

Issuers and DE/EDE Partners: Upcoming UAT0 Availability



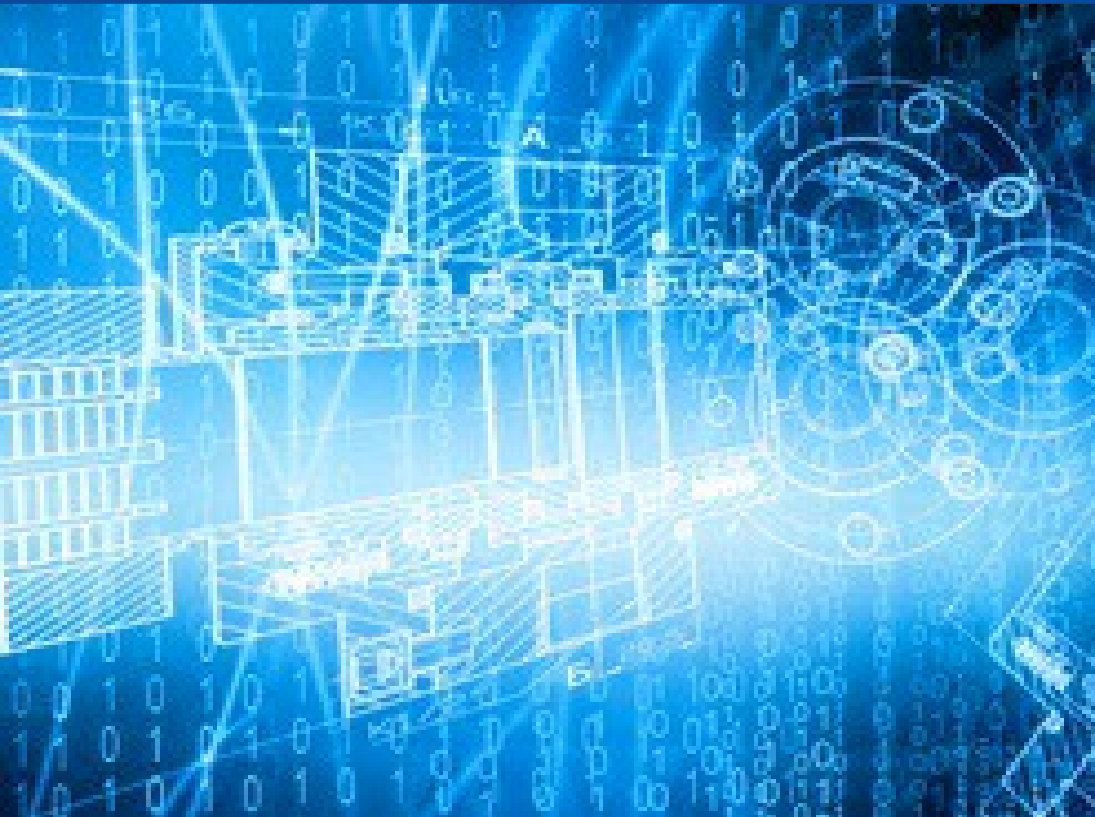
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Issuers and DE/EDE Partners: Upcoming UAT0 Availability

- Issuers and DE/EDE Partners, please be aware of the below deployment windows that will impact UAT0 availability in the near future:
 - UAT0 will be unavailable for testing from 7/26 – 7/28
 - » There will be a number of deployments to UAT0 starting Friday morning, and the deployments will continue throughout the weekend
 - UAT0 is expected to be available for testing again on Monday morning, 7/29
 - There will be another deployment to UAT0 on Monday evening, 7/29, starting at 7:00 PM ET
 - » UAT0 is expected to be available for testing again on Tuesday morning, 7/30
 - Starting Thursday, 8/1, and extending through Thursday, 9/12, CMS will have a scheduled deployment every Tuesday and Thursday, starting at 7:00 PM ET
 - » During this time, CMS will not be using the normal Friday morning deployment window, and will instead adhere to the Tuesday and Thursday deployment schedule
 - Starting 9/13, CMS will resume the normal Friday morning deployment schedule, with only critical deployments occurring outside of the Friday morning deployment window

Direct Enrollment (DE) Updates: Enrollment Team



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July 23, 2019

Reminder for Classic DE Partners: New Unique Partner ID Requirement

- Please be advised that CMS will now be requiring each Classic DE (aka double-redirect) Partner to have their own unique Partner ID
 - While many Classic DE Partners already have unique Partner IDs, there are also many Partner IDs that are currently shared between Classic DE Partners
 - For example, we know that in some instances DE Partner X is providing a Classic DE platform for DE Partner Y and DE Partner Z, and DE Partner X is using their single Partner ID for all of the transactions coming from DE Partner X, Y, and Z
 - » Historically, we have allowed DE Partners to share Partner IDs like this, however we will no longer allow this for the following reasons:
 1. We want each Classic DE Partner to have their own unique Partner ID so that we can better understand where each Classic DE transaction is coming from
 - This allows us to have better reporting and tracking, and also allows us to more easily identify if a problem is occurring via a specific DE Partner
 2. If for some reason we need to suspend a Classic DE Partner, we want to be able to suspend only a specific DE Partner
 - If Classic DE Partners share a Partner ID, when we turn off the Partner ID due to a suspension, it impacts every DE Partner that uses the same Partner ID
- As part of this requirement, Classic DE Partners will need to ensure that only the Partner ID associated with a transaction is used when submitting transactions to the FFM
 - For example, if DE Partner X is providing a Classic DE platform for DE Partner Y, any transactions that originate from DE Partner Y will need to include DE Partner Y's Partner ID, even if DE Partner X is submitting the transactions on behalf of DE Partner Y

Reminder for Classic DE Partners: New Unique Partner ID Requirement

- For those Classic DE Partners sharing a DE Partner ID, note that a new Hub Onboarding Form will need to be completed and sent to dsh.support@qssinc.com
 - If a Classic DE Partner is providing a platform for other DE Partners, the entity providing the platform can complete the form on behalf of the entities they are providing the platform for
 - » The Hub Onboarding Form allows for both primary and upstream entities
 - Primary entities that have upstream entities will receive unique Partner IDs for their upstream entities after submitting an updated Hub Onboarding Form
 - Issuers must list all HIOS IDs within their organization that will use the Partner ID
 - » Issuers can opt to have a single Partner ID for all of their HIOS IDs, or can opt to have an individual Partner ID for one or more of their HIOS IDs
 - The Hub Onboarding Form can be found on zONE at <https://zone.cms.gov/document/hub-onboarding-form>
- If you are unsure whether your organization needs a unique Partner ID, please send any questions to DirectEnrollment@cms.hhs.gov
- Classic DE Partners currently sharing a Partner ID will need to ensure they receive a unique Partner ID **by 8/23/2019**

Classic DE Partners – Do You Expect to Continue Your Participation in DE in Plan Year 2020?

- DE Partners, CMS expects to run a periodic data cleanup in the near future, in which we'll disassociate DE Partners with their consumer applications, if the DE Partner expects to no longer participate in DE in Plan Year 2020
 - Note, currently, when a DE Partner becomes associated with a consumer's application, we persist the DE-consumer relationship until the consumer completes an enrollment via a different channel (for example, directly via HealthCare.gov)
 - » In persisting the DE-consumer relationship, the "return to partner website" button continues to be displayed to the consumer after an application is submitted (or just generally in the consumer's My Account) via a non-DE channel (for example, directly via HealthCare.gov)
 - Since the "return to partner website" button continues to be displayed to the consumer, this may result in a consumer attempting to return to an inactive partner website, and ultimately being unable to enroll or even receiving an error if the return URL is no longer valid
 - CMS runs a periodic data cleanup, to prevent this from occurring, for those partners that are no longer participating in DE
 - If you are a DE Partner that participated in DE in Plan Year 2019, but you expect to no longer participate in DE in Plan Year 2020, please let us know so we can add you to our data cleanup
 - » You can email Joshua.Halsey@cms.hhs.gov with the subject line "[DE Partner Name]: Opting Out of DE in PY2020"
 - Please include your Hub Partner ID in the body of the email

Classic DE Partners: New Secure Redirect SAML Validation

- Classic DE Partners, please be advised that CMS will begin validating that the NotOnOrAfter date and time (aka the "SAML Expiration time") provided in the SAML during the secure redirect is valid (i.e. is after the current date/time) based on the date and time the SAML is received
 - This new validation will be deployed to UAT0 on 7/26, and then to Prod on 9/14
 - If you are a Classic DE Partner and you are not already providing valid dates/times in your SAML during the Classic DE secure redirect, please make the necessary changes to avoid any disruption to your Classic DE service

```
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<saml2:Subject>  
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  <saml2:SubjectConfirmation Method="urn:oasis:names:tc:SAML:2.0:cm:sender-vouches">  
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  <saml2:Attribute Name="State Exchange Code"  
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```

X509 Certificate of the partner

Name Id is the Exchange ID

Subject Confirmation Method (in this case is Sender Vouches)

SAML Expiration time

Update for Classic DE and EDE Partners: Fetch Eligibility AllowedPlanMetalLevelType Defect

- Classic DE and EDE Partners, please be advised that we've identified a Fetch Eligibility defect, where the AllowedPlanMetalLevelType is not being returned when a Fetch Eligibility Request is made on the last day of a consumer's SEP eligibility window
 - We don't expect this scenario to occur on a frequent basis, however Classic DE and EDE Partners should be aware that they may encounter systematic issues related to this defect
 - **Update:** We expect a fix for this defect to be deployed to UAT0 on 8/1, and to Prod on 9/14

EDE Partners: New CMS-Initiated Change Request (CR #26)

- EDE Partners, please be advised that CMS has posted a new CMS-initiated change request (CR #26), which applies to all EDE entities that offer an agent/broker pathway
 - In previous versions of the EDE API Companion Guide, CMS only required that agents/brokers, "attest to having received permission to work on behalf of the consumer within the EDE entity's User Interface (UI)," but did not specify where in the UI the permission attestation had to occur
 - » Recently however, CMS updated the Classic DE agent/broker flow, to require that agents/brokers attest directly on the Application/Person Search page that they have received a consumer's permission to work on their behalf, and CMS will block the Application/Person Search from occurring until the attestation has been provided
 - In alignment with this Classic DE change, EDE entities that provide an agent/broker pathway, and whom expose agents/brokers to an Application/Person Search UI feature, must now include an attestation directly on the Application/Person Search UI page where the agent/broker must attest that they have received written or verbal permission from the consumer to work on their behalf
 - EDE entities must block any Application/Person Search until the attestation has been provided by the agent/broker
- All EDE Partners that offer an agent/broker pathway, who are either live in production or have submitted a complete audit with an agent/broker pathway, must make any necessary changes to their EDE implementation and provide any applicable screenshots by 10/19/2019
 - The applicable screenshots should show both: 1) the attestation on the agent/broker Application/Person Search UI page, and 2) the error message the agent/broker will receive if they attempt to proceed with the Application/Person Search without making the necessary attestation
 - The screenshots should be provided via the secure portal
 - » When sending the screenshots via the secure portal, EDE Partners should enter "EDEORRTeam@bah.com" in the "To" line, and also include "[EDE Entity Name]: Screenshots for CR #26" as the subject line
 - Note, upstream EDE entities that leverage a primary EDE entity's pathway without customization of the application and enrollment experience, do not need to provide any screenshots to CMS
 - » Primary EDE entities will be responsible for providing the necessary screenshots for the platform that is used by these upstream EDE entities
- As a reminder, the CMS-Initiated CR Tracker can be found on zONE at <https://zone.cms.gov/document/business-audit>
- Note, this CR is not applicable for EDE Partners that only offer a consumer pathway, and whom do not offer an agent/broker pathway

Housekeeping: Enrollment Pre-Audit & Reconciliation

Enrollment Pre-Audit & Reconciliation

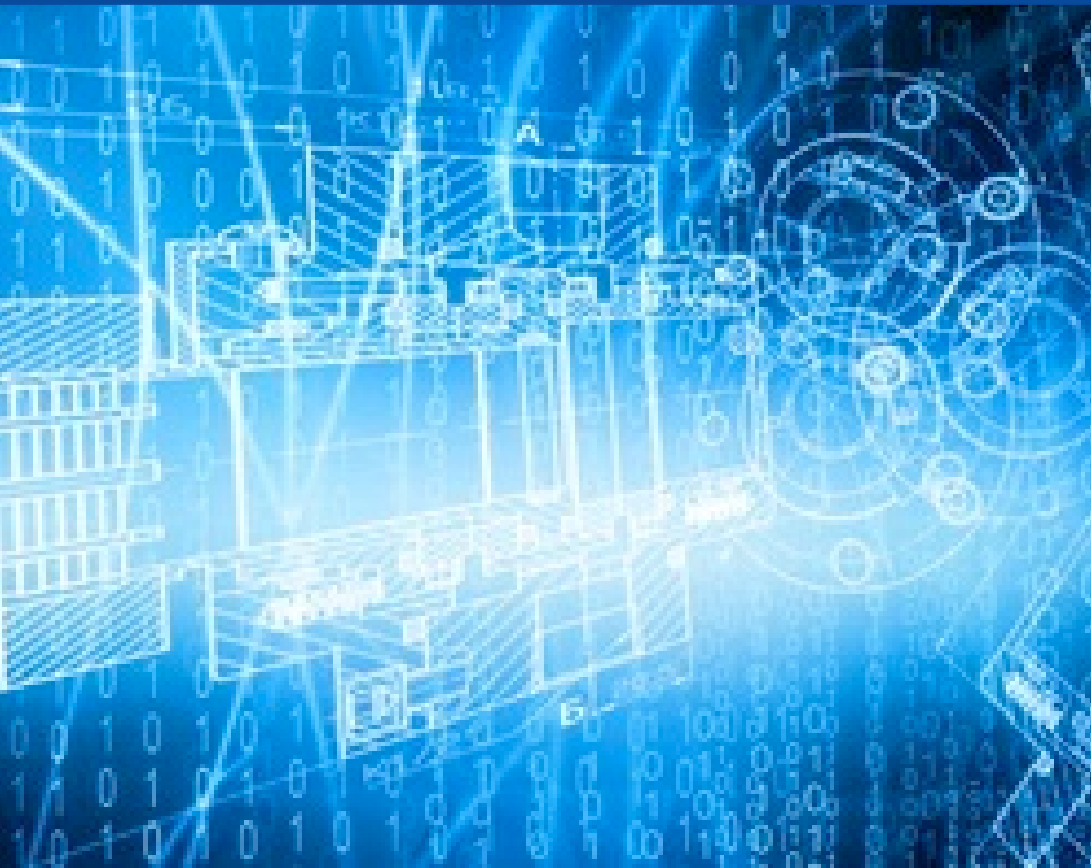
July 16, 2019

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Q&A



CMS Issuer Technical Workgroup Call Appendix



To view the full Appendix, please visit CMSzONE at the following url:

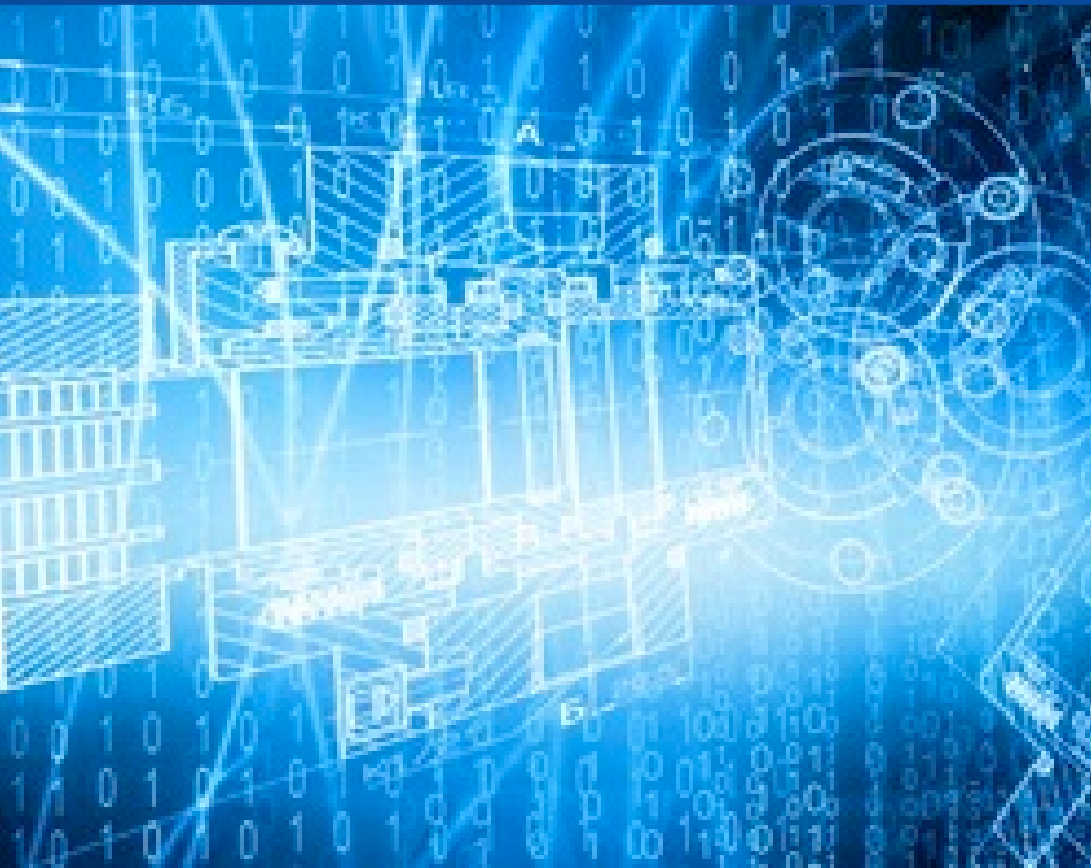
https://zone.cms.gov/system/files/documents/issuer_technical_slides_appendix_a_2018_3_20_v1.pdf

Updating Contact Information for the Marketplace

4/30/2019

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Updating Contact Information for Marketplace Issuers

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- **New Series for the CMS Issuer Technical Workgroup Calls**
 - **Requesting Updates to the CMS Issuer Distribution List**
 - **Issuer Notifications: Updating IC834 Contacts**
 - **2018 Prep: Updated Recon Technical Contacts Needed**
 - **2018 Prep: Updated ER&R Contacts Needed**

July 15, 2019

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New Series for the CMS Issuer Technical Workgroup Calls

The Tuesday Issuer Technical Workgroup began a new series on Tuesday, July 9, 2019 at 3:00 PM EST.

- Please register at the following Webinar URL:
<https://meetings-cms.webex.com/meetings-cms/k2/j.php?MTID=t3ec7b39ecc27f4deb5844dc361761068>
Once the host approves your registration, you will receive a confirmation email with instructions for joining the session.
- Please continue to use the Thursday Recon-IC834 Workgroup call registration that they have stored and receive e-mail updates from messenger@webex.com. For reference registration information is below:

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

Issuer Notifications: Updating IC834 Contacts

Inbound834 (IC834) Contacts

- Issuer Organization and Clearinghouse members may be contacted through Inbound834@bah.com with notifications for high volume failure, low success rates, and summary reports based on weekly Inbound 834 submissions
- CMS encourages Issuers to identify key technical POCs to receive both outreach communications and performance reports so any errors received for failed transactions can be corrected and resubmitted for application in the Marketplace
- To update the contact list for your HIOS IDs (add or remove members), please follow one of the two options listed below:
 - Create and send an updated EDI onboarding form or;
 - Send an e-mail to Inbound834@bah.com with the new contact addresses

2019 Prep: Updated Recon Technical Contacts Needed

Enrollment Data Reconciliation Technical Contacts

- Reconciliation Technical Contacts for your organization will be contacted by CMS resources in regard to any technical issues identified in Issuer-submitted Inbound Reconciliation (RCNI) Files
- Please designate a primary and secondary contact or group e-mail address to ensure any issues can be addressed in a timely fashion
- To submit the Enrollment Data Reconciliation Technical Contacts to CMS:
 - Send an e-mail to the Help Desk (cms_feps@cms.hhs.gov) with the subject line “RECONCILIATION – TECHNICAL CONTACTS”
 - Please include the name, e-mail address, and business telephone number for each contact provided

2019 Prep: Updated ER&R Contacts Needed

Enrollment Resolution & Reconciliation (ER&R) Contacts

- Cognosante, the Marketplace Enrollment Resolution & Reconciliation (ER&R) contractor, will be responsible for conducting analysis to resolve discrepancies between data provided by Issuers and FFM data
- As direct contact with the Issuers may often prove to be the most reliable method of resolving issues, CMS is requesting that each Issuer provide a primary and secondary contact with whom the ER&R contractor can have direct communications
- If there are distinct contacts for different lines of business within the Issuer organization, please clearly identify which contacts are appropriate for each HIOS ID and/or QHP ID
- The requested contacts are to be individuals able to assist in resolving conflicts with member information; **these individuals are more likely to be business end-users rather than EDI or IT representatives**
- To submit the Enrollment Resolution & Reconciliation Contacts to CMS:
 - Send an e-mail to the Help Desk (cms_feps@cms.hhs.gov) with the subject line "RECONCILIATION – ERR CONTACTS"
 - Please include the name, e-mail address, and business telephone number for each contact provided

Register for QHP Certification Updates

CMS sends updates and information during the certification period in several ways:

REGTAP

- Register for the [REGTAP portal](#) to get CMS technical assistance related to Marketplace and Stabilization programs that are not a part of the Marketplace Plan Management Group (MPMG). Registered users can access the library training resources, webinars, and the inquiry tracking and management system.
- Registered REGTAP users who are affiliated with an issuer organization and elect to receive notifications will automatically be subscribed to *Issuer Insights*, a bi-weekly e-newsletter that highlights upcoming deadlines, new trainings and webinars, and updates on guidance.

Application Notices

- CMS will send information about your specific application and needed corrections directly to each issuer during the QHP certification period.

HIOS Blasts

- To get QHP Application and certification announcement blasts from HIOS, make sure your contact information in HIOS is current and accurate.

Source - <https://www.qhpcertification.cms.gov/s/Register%20for%20Updates>

Plan Management QHP Certification Updates

Contact Information in HIOS

Add New Contacts

- In order for a contact to receive these notices, they must be assigned to the role of QHPValidator, QHPAttester, or QHPSubmitter in HIOS. For instructions on adding these roles, see section 5 of the Plan Management QHP Modules HIOS Quick Reference Guide.

Remove Contacts

- To remove contacts from the distribution list or from your organization, contact the Marketplace Service Desk (MSD) Help Desk at CMS_FEPS@cms.hhs.gov and use the language specified below.
 - Remove contacts from notice distribution list: Use the subject line “HIOS User Roles” and the following language: “Please remove contact: [Full Name], [Email Address], from the roles of QHPValidator, QHPAttester, and QHPSubmitter for issuer ID [XXXXX].”
 - Remove contacts from issuer organization: Use the following language: “Please remove contact: [Full Name], [Email Address], from all HIOS user roles associated with issuer ID [XXXXX].”

For a list of QHP Application Notices sent during QHP Certification:

<https://www.qhpcertification.cms.gov/s/QHP%20Application%20Notices>

HIOS Quick Reference Guide:

<https://www.cms.gov/CCIIO/Resources/Forms-Reports-and-Other-Resources/Downloads/HIOS-PF-QuickGuideProd-000100.pdf>

Source - <https://www.qhpcertification.cms.gov/s/Register%20for%20Updates>

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