

CMS Issuer Technical Work Group



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

Q&A

July 30, 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:

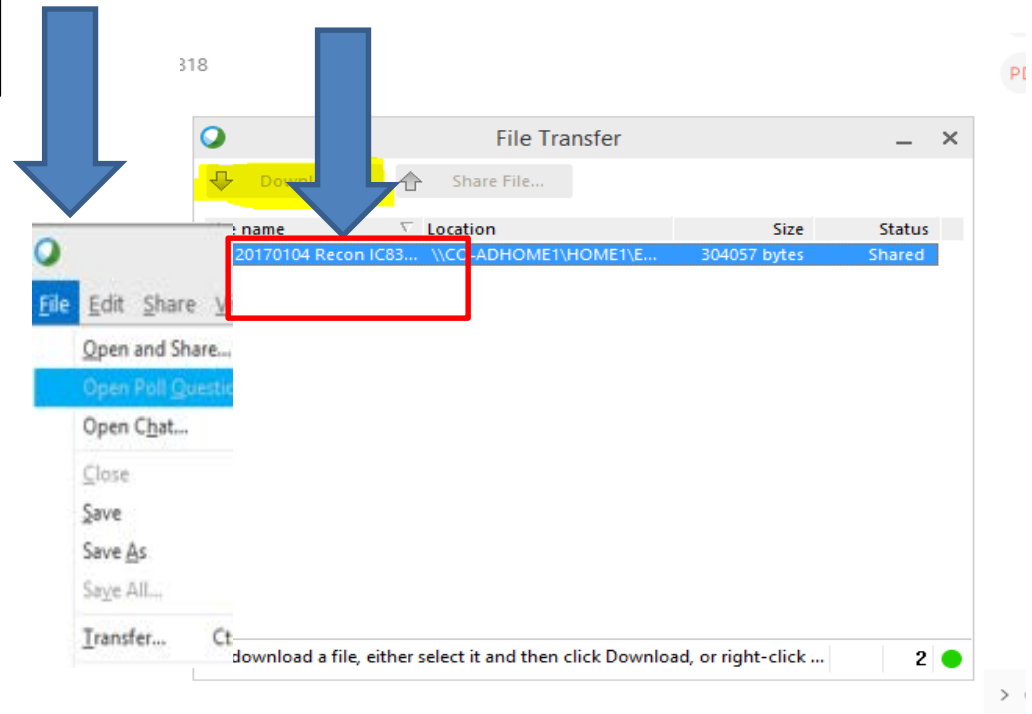
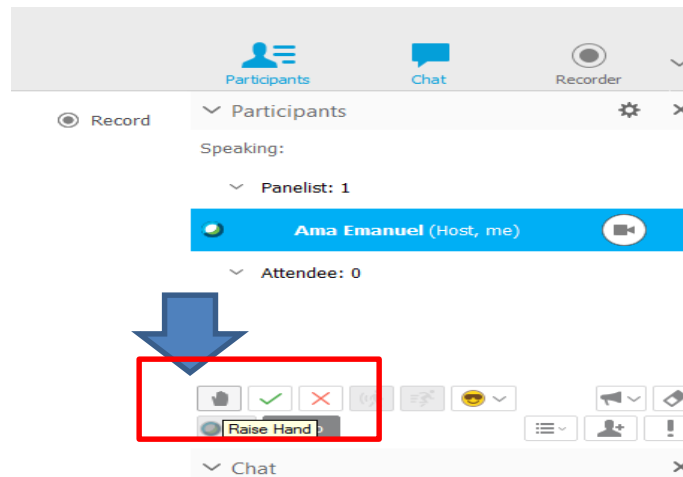
- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Remove POC to Distribution List"
- ❖ Include the email addresses of all desired contacts to be removed in the body of your message

***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.



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)

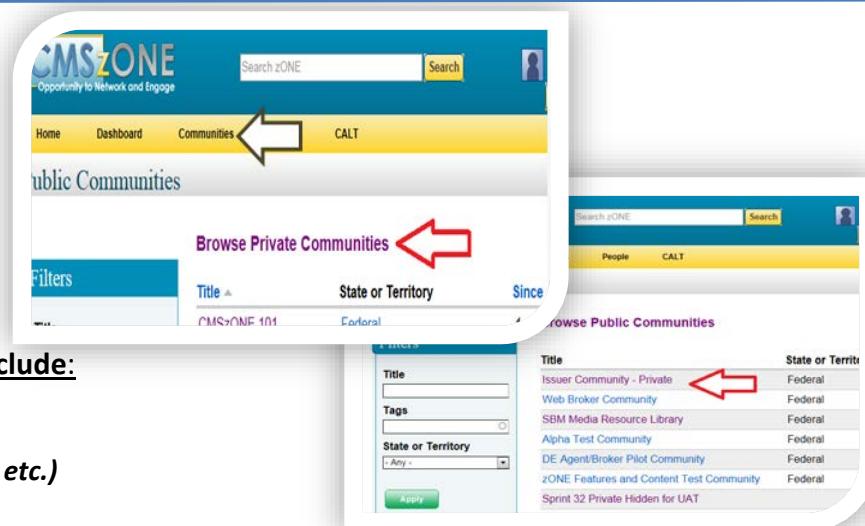
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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.)



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

New Series for the CMS Issuer Technical Workgroup Call (Series III)

The Tuesday Issuer Technical Workgroup begin a new series on Tuesday, August 6, 2019 at 3:00 PM EST.

- Please register here <https://meetings-cms.webex.com/meetings-cms/k2/j.php?MTID=t1ee33e596961101e4a00ce2fdd928fce> for the new Tuesday Issuer Technical Workgroup Call Series III.
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.

Housekeeping: Enrollment Pre-Audit & Reconciliation

Enrollment Pre-Audit & Reconciliation

July 30, 2019

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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 on Wednesday, August 7th
- **Plan Year 2016**
 - Next month's 2016 FFM extract is scheduled for Thursday, August 15th at 6PM EDT
 - Comprehensive Enrollment Pre-Audit (AUD16) Files based upon that extract are scheduled for distribution to Issuers on Wednesday, August 21st
 - The RCNI16 submission deadline for the next 2016 off-cycle Reconciliation process is **Wednesday, September 4th at 3PM EDT**
 - As a reminder, these files must be submitted in the new v5.11 format

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2017**

- Next month's 2017 FFM extract is scheduled for Thursday, August 15th at 6PM EDT
- Comprehensive Enrollment Pre-Audit (AUD17) Files based upon that extract are scheduled for distribution to Issuers on Tuesday, August 20th

- **Plan Year 2018**

- Next month's 2018 FFM extract is scheduled for Thursday, August 15th at 6PM EDT
- Incremental Pre-Audit (ISIPA8) Files based upon that extract are scheduled for distribution to Issuers on Monday, August 19th

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2019**

- Next month's 2019 FFM extract is scheduled for Thursday, August 15th at 6PM EDT
- Comprehensive Enrollment Pre-Audit (AUD9) Files based upon that extract are scheduled for distribution to Issuers on Monday, August 19th
- The RCNI9 submission deadline for August's Run 9 is **Thursday, August 22nd at 3PM EDT**
 - As a reminder, these files must be submitted in the new v5.11 format

Reminder: 2019 Off-Cycle Reconciliation Process

- CMS is now accepting files for the upcoming 2019 off-cycle Reconciliation process
- This off-cycle provides Issuers an opportunity to test file submission in the new v5.11 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 Monday, July 22nd, CMS is validating files based upon the v5.11 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 v5.11 format following reconciliation processing
 - As a reminder, CMS ***will not*** make any updates to FFM data during the off-cycle reconciliation process

Updated Documentation Posted to zONE

- As a reminder, CMS recently published updates to the Pre-Audit and Reconciliation Calendar, as well as the Pre-Audit and Monthly IPA File Delivery Cadence Document
 - These updates documents are available on zONE at:
 - <https://zone.cms.gov/document/pre-audit-and-recon-calendar-and-file-specification>
- CMS has also published an updated Standard Enrollment Files Document (v2.7) to reflect the files currently being distributed to Issuers on a regular basis and minor updates to the new Pre-Audit, RCNI, and RCNO File Specs (v5.11)
 - The only change to the file specs is adding two new Cancellation/Termination Reason Code values (13 – Death and 14 – Rescission) to align with the implementation of those new AMRCs
 - There is no change to the file structure from v5.1 in v5.11
 - These documents are available on zONE at:
 - <https://zone.cms.gov/document/enrollment-data-reconciliation>

ER&R

✓ **Topics**

- ✓ Reminder: Manual Payment for Prior_Year UIEs
- ✓ Refresher: Avoiding FR7 Disposition Codes
- ✓ Refresher: Avoiding FR18 Disposition Codes

✓ **Q&A**

July 30, 2019

Reminder: Manual Payment for Prior_Year UIEs

- As announced on the April 25, 2019 Recon Call, CMS posted an issuer letter to CMS zONE detailing how CMS will handle payment for the 2019 Prior_Year UIEs.
 - The letter was also distributed to issuers by the FMCC issuer outreach team.
 - The letter is posted on CMS zONE:
[https://zone.cms.gov/system/files/documents/2019_uie_issuer_letter .pdf](https://zone.cms.gov/system/files/documents/2019_uie_issuer_letter.pdf)
- Consumers need to call the Marketplace call center to utilize a 60-day Marketplace Error Special Enrollment Period (SEP).
 - ER&R contacted the impacted issuers to provide guidance on performing consumer outreach before June 1, 2019.
- At the end of the 2019 coverage year, CMS will make manual payments for any remaining 2019 Prior_Year UIEs for coverage through July 31, 2019. Form 1095-As will also be generated for these policies reflecting coverage through July 31, 2019.

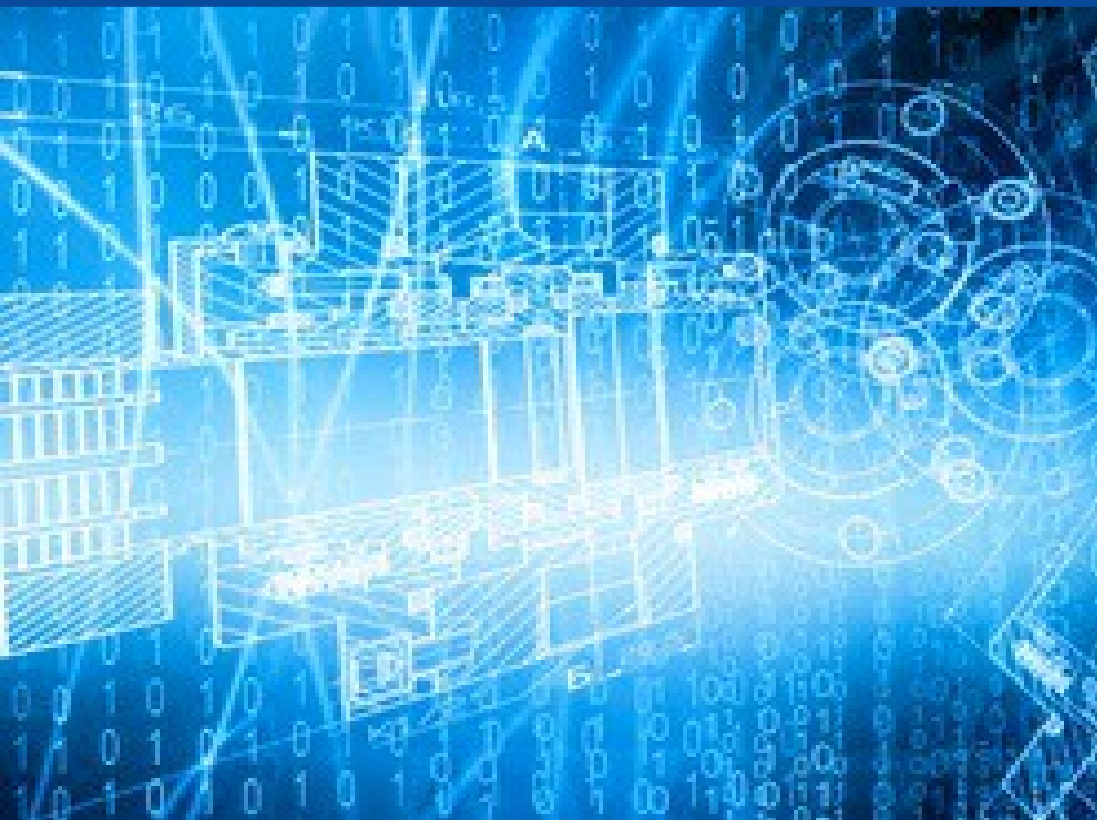
Refresher: Avoiding Disposition Code FR7

- ER&R processes many Total Premium Amount disputes submitted without a HICS Case ID that do not fall under one of the exceptions.
- Not all Total Premium Amount disputes require a supporting HICS case. Issuers can access a list of exceptions on zONE in the following documents:
 - Combined Enrollment and Payment TRG
 - Disputes 101
 - HICS Direct Disputes Master Guidance
- Total Premium Amount disputes that require supporting HICS cases receive FR7 disposition codes if the HICS Case ID is not included in the dispute.
 - **Verbiage Returned to Issuer:** *ER&R is not able to accept the update requested. Either the subscriber information provided by the issuer is not associated with the HICS case, the HICS case provided is invalid, or the HICS case does not support the change requested. ER&R must use the Total Premium Amount in the HICS case; therefore, the Total Premium Amount was not changed in the FFM. The issuer needs to provide a valid HICS case and ensure the subscriber ID provided is associated to the application/HICS case on the dispute form or update their records to match the Total Premium Amount in the FFM, provided on the RCNO file. If you have any questions, please contact the ER&R Support Center at errsupportcenter@cognosante.com.*

Refresher: Avoiding Disposition Code FR18

- Disputes missing the FFM Internal Inventory Number (column E on the Discrepancy Dispute tab) receive FR18 dispositions.
 - **Verbiage Returned to Issuer:** *ER&R is unable to process the dispute because the required fields and/or appropriate situational fields were not submitted on the form correctly. Please refer to the Dispute Examples tab on the Enrollment Dispute Form or contact the ER&R Support Center at errsupportcenter@cognosante.com.*
- All dispute categories on the Discrepancy Dispute tab require the FFM Internal Inventory Number EXCEPT Prior Year – End Date disputes.
 - Prior Year – End Date disputes with no FFM Internal Inventory Number must include the FFM Exchange Assigned Policy ID (column F) and FFM Benefit Start and End Dates (columns L and M).
- Leaving other fields blank can also result in an FR18 disposition. These include:
 - HIOS (column B)
 - Coverage Year (column C)
 - FFM Exchange Assigned Subscriber ID (column G)
 - The dispute type from the Description of Disputed Item field (column H)
 - Issuer Value (column I)
- For specific guidance on required information, review the tool tips on the column headers or the Dispute Examples tab of Enrollment Dispute Form v11.

Reminder for Issuers: Payment Redirect URL Testing



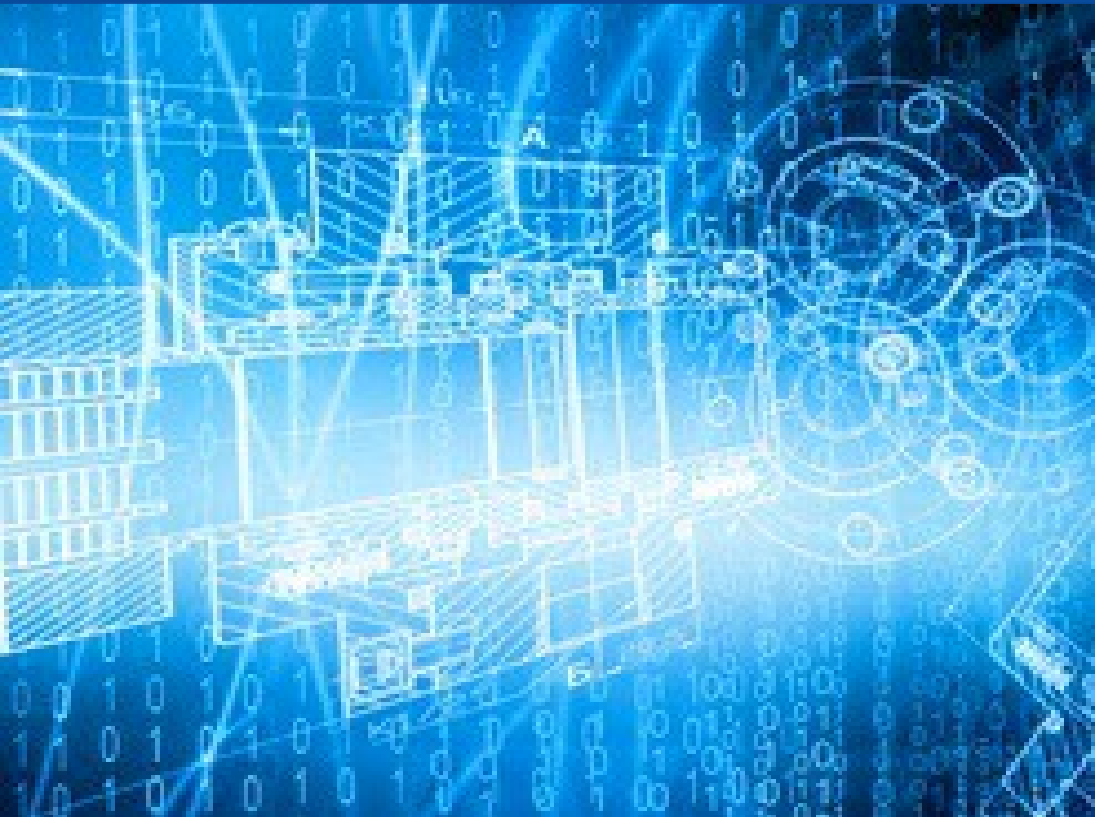
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July 30, 2019

Reminder for 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

Reminder for Issuers and DE/EDE Partners: Upcoming UAT0 Availability



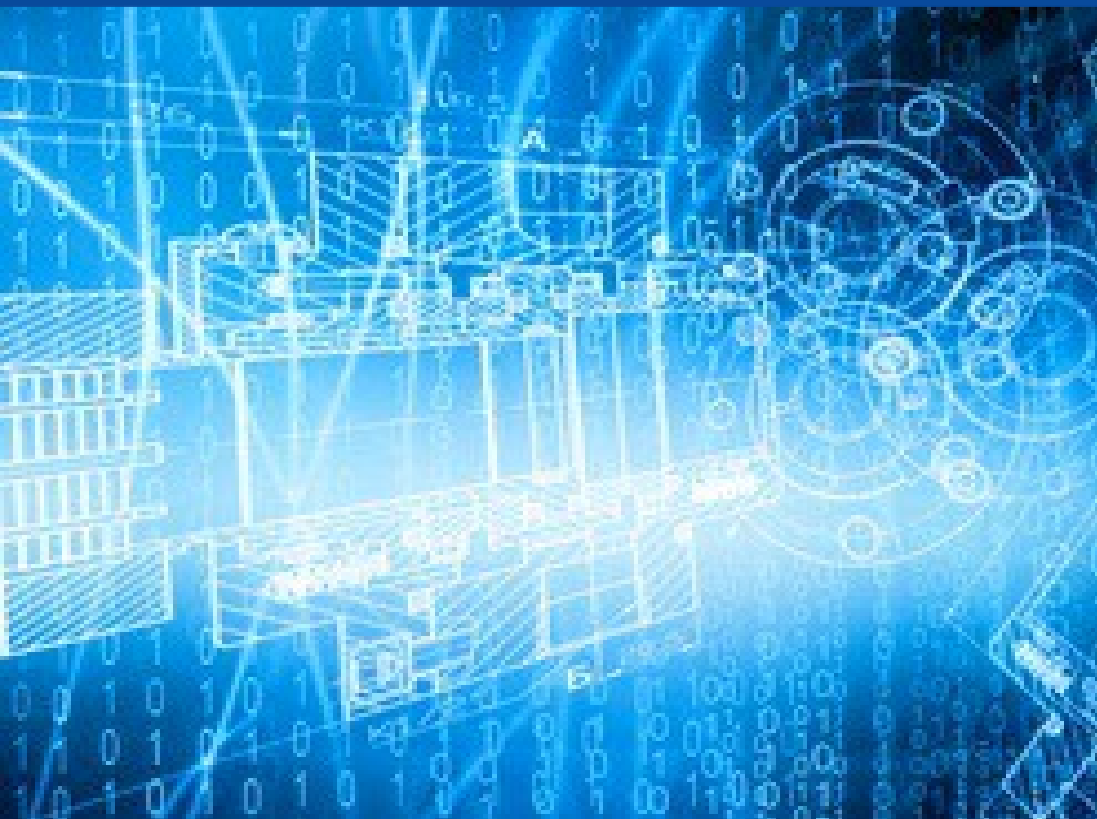
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July 30, 2019

Reminder for Issuers and DE/EDE Partners: Upcoming UAT0 Availability

- Issuers and DE/EDE Partners, as a reminder, our UAT0 deployment schedule will be shifting for about a month and a half
 - Starting Thursday, 8/1, and extending through Thursday, 9/12, CMS will have a scheduled UAT0 deployment every Tuesday and Thursday evening, 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
 - The normal Friday morning deployment window is from 7:30 AM – noon ET

Direct Enrollment (DE) Updates: Enrollment Team



*Center for Consumer
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Oversight (CCIIO)*

July 30, 2019

EDE Partners: Change in Get App Response Income Object Functionality

- EDE Partners, please be advised that there was a minor change in the Get App Response functionality as part of SES R13, that wasn't previously socialized
 - Specifically, there was a change in functionality related to the income object (members.[MEMBER_ID].income)
 - » Prior to SES R13, if there was no income available, the Get App Response would return an empty/blank income object
 - » Now, if there is no income available, the Get App Response will not return an income object at all
 - This scenario could occur, for example, when a consumer completes an application and does not request financial assistance, and we therefore don't ask the consumer questions related to their income
 - As a reminder, SES R13 was deployed to Prod on 7/26
 - This change in functionality shouldn't cause EDE Partners any significant issues, given the income object is optional
 - » If an EDE Partner's system is expecting an income object to always be returned in the Get App Response though, there may be systematic changes that the EDE Partner would need to make to avoid encountering issues when no income object is returned

Direct Enrollment (DE) and Enhanced Direct Enrollment (EDE) Reminders and Announcements: Compliance Team



Tuesday, July 30, 2019

Outline of Compliance Announcements

- New EDE Calendar Year 2020 Timeline FAQ
- New FAQs on EDE Participation Requirements
- Updated ISA Appendix B - Data Sharing and Connection Form

Announcement: New EDE Calendar Year 2020 Timeline FAQ

- A new EDE Timeline FAQ for Calendar Year 2020 is available on [CMS zONE](#)
- The document outlines:
 - The requirements and submission timeline for prospective EDE Entities or EDE Entities that plan to seek approval to use the EDE pathway in calendar year 2020
 - What EDE Entities can do now to prepare for the 2020 audit submission window
- The 2020 audit submission window is March 1, 2020 through June 30, 2020

Announcement: New FAQs Related to EDE Participation

- CMS released a new document on [CMS zONE](#) with FAQs related to more specific requirements for two models for EDE participation:
 - Prospective non-issuer upstream EDE Entities engaged in “hybrid” arrangements, and
 - Use of a white-label primary EDE Entity’s environment by a non-issuer
- These FAQs do not address issuer upstream EDE Entities
 - Issuer upstream EDE Entities will remain subject to the requirements for an upstream EDE Entity as defined in the EDE Guidelines released in February 2019
 - The EDE Guidelines can be found [here](#)

Model 1: White-Label Non-Issuer Users

- Limited to “minor branding changes only” to the primary EDE Entity’s EDE environment as defined in the EDE Guidelines
- May be utilized by downstream and delegated agents and brokers and non-issuer upstream EDE Entities
- Users within this classification have added no functionality or systems that constitute part of the overall EDE end-user experience
- Not required to maintain a unique partner ID, sign the EDE Business Agreement, or submit an audit

Model 2: Hybrid, Non-Issuer Upstream EDE Entities

- Adds functionality or systems to the overall EDE end-user experience
 - For example, utilization of redirects between a primary EDE Entity's EDE website and a web-broker's classic DE website to constitute the overall EDE end-user experience
- Required to maintain a unique partner ID, sign the EDE Business Agreement, and submit a modified version of an EDE privacy and security audit

Requirements for Hybrid, Non-issuer Upstream Entities

- Modified privacy and security audit
 - Conducted by an independent, third-party Auditor as defined in the EDE Guidelines
 - Limited to review of controls that are non-inheritable, hybrid, and inheritable but not inherited
- Information security and privacy continuous monitoring (ISCM) program
 - Implemented after CMS approval
 - Required for an entity's systems to maintain ongoing CMS approval

Requirements for Hybrid, Non-issuer Upstream Entities (cont.)

- Must maintain the following with CMS:
 - Unique Data Services Hub (DSH)-issued Partner ID for processing all EDE-related or EDE-generated transactions
 - Signed EDE Business Agreement with CMS
 - Operational information regarding the arrangement between the approved primary EDE Entity and the hybrid, non-issuer upstream entity
- May need to onboard with CMS as a web-broker
- Must comply with requirements related to post-approval activities, as applicable

Requirements for Hybrid, Non-issuer Upstream Entities (cont.)

- CMS will accept audit submissions only from hybrid, non-issuer upstream entities on a rolling basis
- There is no guarantee that every prospective hybrid non-issuer upstream EDE Entity that submits a complete audit will receive approval prior to the 2020 OEP or during the 2019 calendar year

Primary Entity Working with Hybrid, Non-issuer Upstream Entity

- Primary EDE Entities will be required to follow the category 3 EDE Entity-initiated change request (CR) process to request approval of a hybrid, non-issuer upstream entity arrangement
 - Requires an independent audit of the hybrid, non-issuer upstream entity's implementation of the applicable subset of EDE privacy and security controls

Additional Information

- All EDE Entities must follow the EDE Entity-initiated CR process to request any modifications to any approved EDE environment as specified in the EDE Guidelines
 - Refer to the EDE Guidelines [here](#) for more information
- Hybrid, non-issuer upstream entities cannot provide access to their EDE environments to upstream issuers or other hybrid, non-issuer upstream entities
 - Only a primary EDE Entity can provide an EDE environment to a hybrid, non-issuer upstream entity or an upstream issuer

Announcement: Updated ISA Appendix B - Data Sharing and Connection Form

- The EDE Interconnection Security Agreement (ISA) Appendix B – Data Sharing and Connection Form - is available on [CMS zONE](#)
- The form is intended to capture information about the data connections, functionality, and systems between a primary EDE Entity and its upstream EDE Entities
 - For example, entities must describe the information transmitted between primary and upstream entities (e.g., personally identifiable information [PII] data elements, enrollment information, eligibility information, 834s, etc.) and the privacy and security protections applied to such data (e.g. Memorandum of Understanding [MOU], Business Agreement, etc.)
- Primary EDE Entities need to complete all four sections of the form annually and when onboarding a new upstream EDE Entity as part of the Interconnection Security Agreement (ISA) and Information Security and Privacy Continuous Monitoring (ISCM) Strategy Guide
- A primary EDE Entity must complete this Appendix and return it via the Secure Portal to CMS
 - Please contact DE Support (directenrollment@cms.hhs.gov) with any questions

Q&A



CMS Issuer Technical Workgroup Call Appendix

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

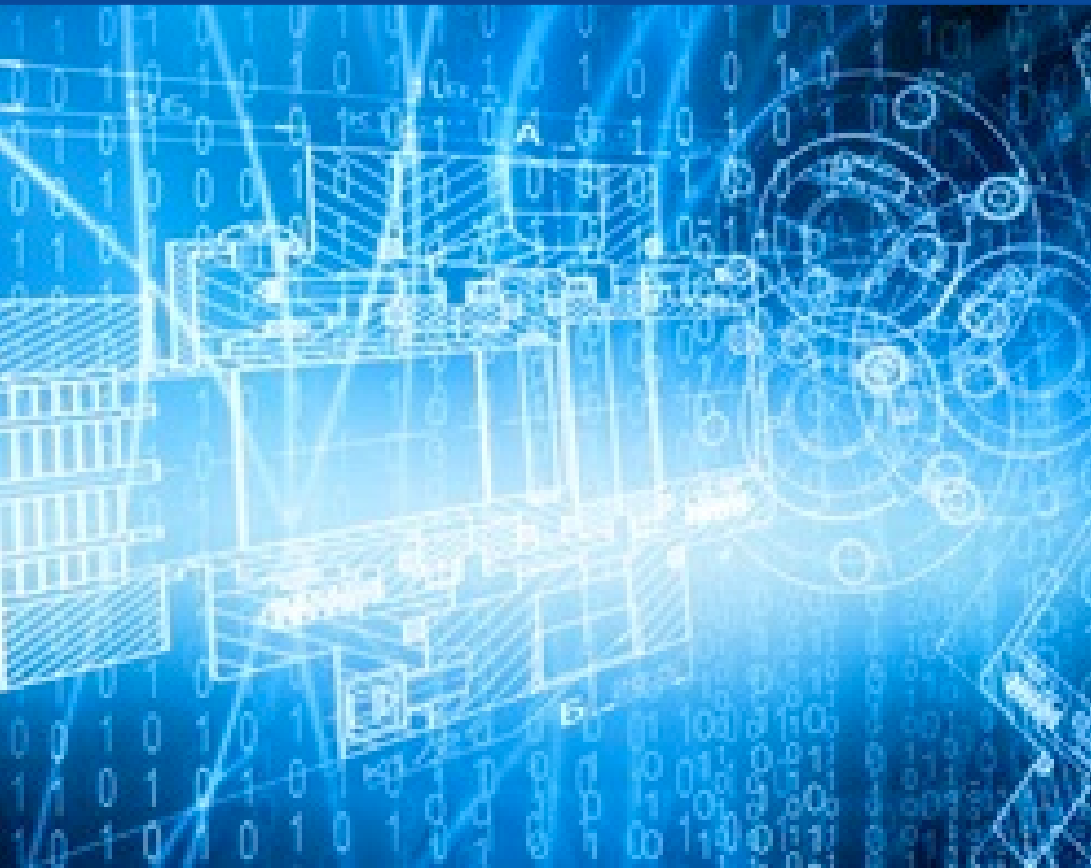
https://zone.cms.gov/system/files/documents/issuer_technical_slides_appendix_a_2018_3_20_v1.pdf

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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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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