

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 8/13 – 8/19 were sent out yesterday.
 - If you have any questions about specific IC834 transactions submitted or report delivery, please contact Inbound834@bah.com

PO Reports - Why do some OP834T fields display as “-”?

- An issuer can find a “-” within the following fields in their FFM-IC834 PO Detailed Report
 - **trans_type field:** Related to specific BAA Error Codes (see table below)
 - **trans_update_status:** The dash (-) in this field reflects that the transactions are still pending CMS processing. This can occur due to missing BAAs (processing errors from FFM or a higher than expected volume within the queue).

Error Code	Reason for Error
E030	Subscriber loop is missing for Cancels/Terms
E032	Effectuation IC834 transaction missing Eligibility Begin Date or Termination/Cancellation IC834 transaction missing Eligibility End Date
E047, E098, E099, E100	Undefined - Invalid combination of Maintenance Type Code, Maintenance Reason Code and Additional Maintenance Reason
E087	Multiple Subscribers loops within a transaction
E126	Effectuation Transaction cannot be processed as it is outside of allocated time
E127	Cancel Transaction cannot be processed as it is outside of allocated time
E128	Termination Transaction cannot be processed as it is outside of allocated time
E130	Cancel/Terminations contain health coverage information

Handling “-” on the PO Reports

- If you find a “-” within the trans_update_status field:
 - Monitor the following week’s report as these transactions should process and appear on that report. If this does not occur, or you have any questions, please contact please contact Inbound834@bah.com
 - In certain situations, the Inbound 834 team may ask issuers to re-submit transactions that were not successfully processed. This will usually occur when there is a system issue and reflects no fault on the part of issuer organizations.

IC834 – Resources Available

- Educational material is available on CMS zOne to support Issuer performance
 - [CMS zOne IC834 Site](#)
 - **IC834 Education Suite – note: these documents will be updated by August 29th**
 - [IC834 101](#) – *Overview of Inbound834*
 - [IC834 201](#) – *Preparing and Submitting Inbound834s*
 - [IC834 301](#) – *Troubleshooting and Resolving Rejections*
 - **ASC X12 834 Companion Guide**
 - [ASC X12 834 Companion Guide](#) – *guidance on creating X12 files*
 - **OP834T Specifications Document**
 - [PO-IC834 FFM \(OP834T\) MIDAS to Issuer Outbound Specification](#) – *file specifications for weekly detailed PO Report files*

Housekeeping: Pre-Audit & Reconciliation

- **Prior Plan Years (2014-2018)**
 - 1095-A Consumer-Initiated Dispute Update (1095Ax) Files were delivered to Issuers yesterday, Wednesday, August 21st
 - The next set of 1095Ax Files are scheduled for distribution to Issuers on Thursday, September 5th
- **Plan Year 2016**
 - This month's 2016 FFM extract was taken on Thursday, August 15th at 6PM EDT
 - Comprehensive Enrollment Pre-Audit (AUD16) Files based upon that extract were delivered to Issuers yesterday, 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
 - Issuers are encouraged to submit as soon as possible to allow sufficient time for possible correction and resubmission in response to any file-level validation issues resulting from the format change

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2017**

- This month's 2017 FFM extract was taken on Thursday, August 15th at 6PM EDT
- Comprehensive Enrollment Pre-Audit (AUD17) Files based upon that extract were delivered to Issuers on Tuesday, August 20th

- **Plan Year 2018**

- This month's 2018 FFM extract was taken on Thursday, August 15th at 6PM EDT
- Incremental Pre-Audit (ISIPA8) Files based upon that extract were delivered to Issuers on Monday, August 19th

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2019**

- This month's 2019 FFM extract was taken on Thursday, August 15th at 6PM EDT
- Comprehensive Enrollment Pre-Audit (AUD9) Files based upon that extract were delivered to Issuers on Monday, August 19th
- The RCNI9 submission deadline for August's Run 9 is **today, Thursday, August 22nd at 3PM EDT**
 - **As of 11AM today, just under 90% of Issuers have successfully submitted for Run 9**
 - As a reminder, these files must be submitted in the new v5.11 format
 - **Please note:** Only two reconciliation cycles (Runs 9 & 10) remain prior to Batch Auto-Renewal for PY2020
- As noted on last Thursday's call, as of this cycle CMS will no longer run a standalone effectuation process based on the results of reconciliation; details are available in the August 15th slide deck available on zONE at: <https://zone.cms.gov//document/enrollment-reconciliation-and-ic834-workgroup-call-content>

Issuer Enrollment Ops Training for 2020

- CMS has scheduled a series of training sessions targeted at Issuers new to the Marketplace for Plan Year 2020, any new Issuer personnel working with enrollment data, and any Issuer personnel interested in a refresher on the fundamentals of aligning enrollment data with the FFM
- This series will kick off on Wednesday, September 18th at Noon EDT and will continue each Wednesday for five weeks
 - Topics to be covered include Inbound 834 (IC834), Enrollment Pre-Audit and Reconciliation, Enrollment Disputes, Unmatched Issuer Records (UIRs), and the Enrollment Alignment Performance Summary (EAPS) Reports
- The September 18th session will cover:
 - Data Alignment 101
 - Introduction to IC834
- Registration will not be required for this series; webinar details will be shared in advance of the first session

Avoiding FR6 Disposition Codes

- Issuers receive disposition code FR6 when the disputed value is formatted incorrectly on the form or when the dispute is for an issuer-assigned value that is not present in the RCNI file.
 - Rule Description – Not Enough or Conflicting Information Provided
 - Verbiage Returned to Issuer – *The information provided by the issuer does not match the description, there is not enough information regarding the disputed record, or the RCNI does not match the issuer values on the form. Please review the dispute form submitted. If it is a date dispute, please ensure that a date is provided on the dispute form. If it is a financial dispute, please ensure that an amount is provided on the dispute form. If it is an issuer-assigned value (i.e., Issuer Assigned Subscriber ID, Issuer Assigned Policy ID, Issuer Assigned Member ID, Initial Premium Paid Indicator, or Tobacco Status), please ensure the RCNI is reporting the same value as the issuer value on the form. Please review and resubmit this dispute with the correct value and necessary information for ER&R to resolve the dispute. If you have questions or need technical assistance with updating the RCNI to ensure it is correct, please contact the FMCC help desk at fmcc@cms.hhs.gov.*
- To prevent these errors, issuers should ensure that:
 - The Issuer Value field is formatted correctly.
 - The correct dispute type is present in the Description of the Disputed Item field.
 - The Issuer Value field matches the value contained in the most recent RCNI submission.

Refresher: Avoiding FR33 Disposition Codes

- Issuers receive disposition code FR33 when submitting a prior year Benefit End Date dispute using a current year dispute type.
 - Rule Description – Prior Year Dispute Submitted Using Current Year Dispute Type
 - Verbiage Returned to Issuer – *ER&R is not able to process your dispute. The dispute was submitted as a dispute type of “Issuer End Date Later than FFM” or “Issuer End Date Earlier than FFM” and the dispute year is prior to the current coverage year. These dispute types can only be used for disputes in the current coverage year. If you have any questions, please contact the ER&R Support Center at errsupportcenter@cognosante.com.*
- To prevent these errors, issuers should submit prior year Benefit End Date disputes using the Prior Year – End Date option on the Enrollment Dispute Form.
- Issuers can only use the Issuer End Date Earlier than FFM or Issuer End Date Later than FFM options to submit disputes for current year policies that require Benefit End Date modification.

Refresher: Avoiding FR34 Disposition Codes

- Issuers receive disposition code FR34 when submitting a Rejected Enrollment dispute for a prior year policy.
 - Rule Description – Rejected Enrollment: Prior Year Dispute
 - Verbiage Returned to Issuer – *ER&R is unable to process this request. The Rejected Enrollments tab of the dispute form is for current year disputes only. You have submitted a dispute using a prior coverage year FFM Exchange Assigned Policy ID or FFM Internal Inventory Number. Please resubmit the dispute using the following drop-down option on the dispute form: Prior Year – End Date. If you have any questions, please contact the ER&R Support Center at errsupportcenter@cognosante.com.*
- To prevent these errors, issuers should not submit prior year Rejected Enrollment disputes.
- Issuers should use the Initial Premium Paid Status option on the Discrepancy Dispute tab to cancel a prior year policy.

Q&A

