

CMS Issuer Technical Work Group

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September 17, 2019

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

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:

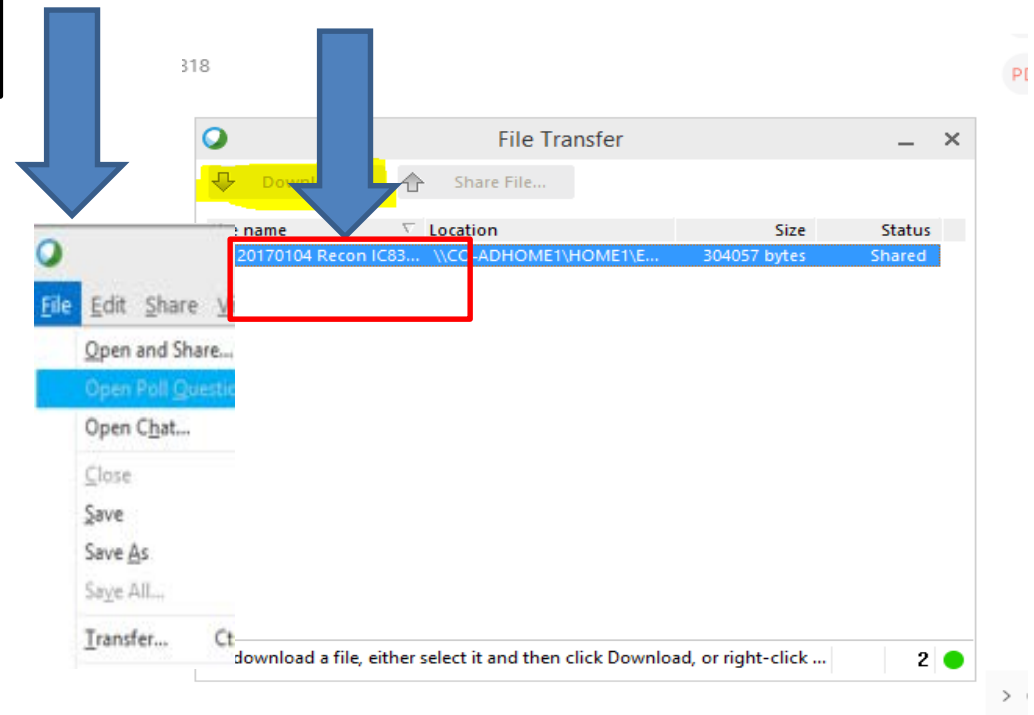
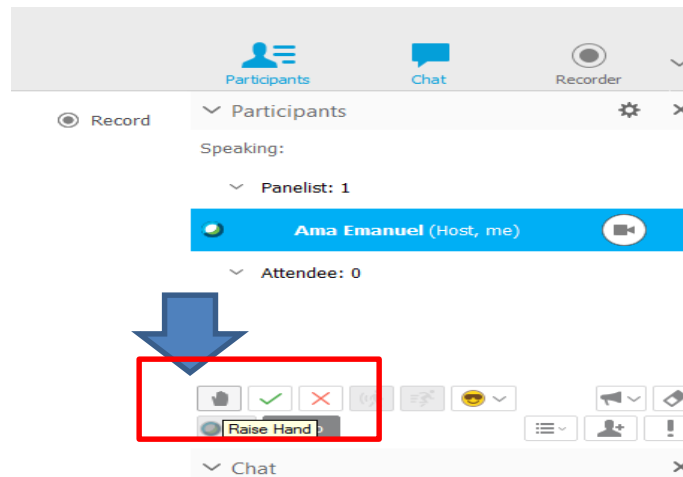
- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Remove POC to Distribution List"
- ❖ Include the email addresses of all desired contacts to be removed in the body of your message

***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)

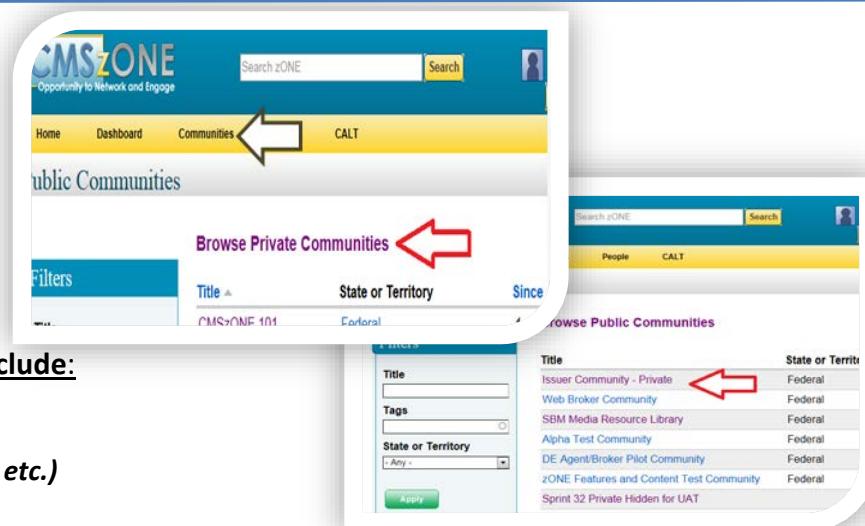
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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

Housekeeping: Enrollment Pre-Audit & Reconciliation

Enrollment Pre-Audit & Reconciliation

September 17, 2019

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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 ***tomorrow*, 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
- Tomorrow's session will cover:
 - Data Alignment 101
 - Introduction to IC834
- Registration is not required for this series; the following URL and dial-in information can be used to access the training sessions:
 - Webinar URL: <https://letsmeet.webex.com/letsmeet/k2/j.php?MTID=tac50c1449d39116a7e9145a8445c412d>
 - Password: PREOE
 - Dial-In Information: 855-829-8848, Conference Code: 738-173-865
- Tentative schedule for future Enrollment Ops Training sessions:
 - Week 2 (September 25th): IC834 201, Recon 101
 - Week 3 (October 2nd): IC834 301, Recon 201
 - Week 4 (October 9th): Recon 301, Disputes 101
 - Week 5 (October 16th): UIR 101, EAPS 101

Housekeeping: Pre-Audit & Reconciliation

- **Prior Plan Years (2014-2018)**

- 1095-A Consumer-Initiated Dispute Update (1095Ax) Files are scheduled for distribution to Issuers tomorrow, Wednesday, September 18th
- The next set of 1095Ax Files are scheduled for distribution to Issuers on Wednesday, October 2nd

- **Plan Year 2016**

- This month's 2016 FFM extract was taken on Sunday, September 15th at 6PM EDT
- Incremental Pre-Audit (ISIPA6) Files based upon that extract are scheduled for distribution to Issuers on Thursday, September 19th

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2017**

- This month's 2017 FFM extract was taken on Sunday, September 15th at 6PM EDT
- Incremental Pre-Audit (ISIPA7) Files based upon that extract are scheduled for distribution to Issuers tomorrow, Wednesday, September 18th

- **Plan Year 2018**

- This month's 2018 FFM extract was taken on Sunday, September 15th at 6PM EDT
- Comprehensive Enrollment Pre-Audit (AUD8) Files based upon that extract are being distributed to Issuers today, Tuesday, September 17th

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2019**

- This month's 2019 FFM extract was taken on Sunday, September 15th at 6PM EDT
- Comprehensive Enrollment Pre-Audit (AUD9) Files based upon that extract are being distributed to Issuers today, Tuesday, September 17th
- The RCNI9 submission deadline for September's Run 10 is **this Thursday, September 19th at 3PM EDT**
 - **Please note:** Run 10 is the **FINAL** reconciliation cycle prior to Batch Auto-Renewal for PY2020

ER&R

✓ *Topics*

- ✓ Refresher: Avoiding FR10 Disposition Codes

✓ *Q&A*

September 17, 2019

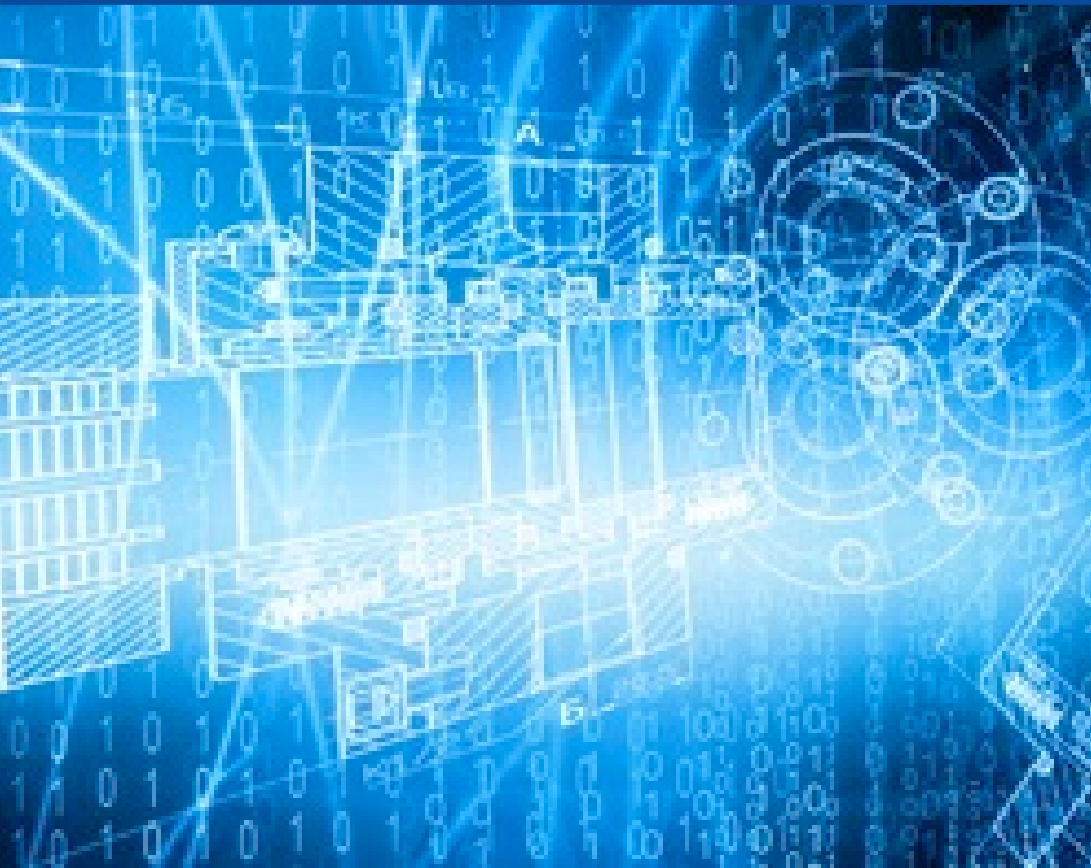
AM Approval Deadlines for Prior Year Disputes

- Issuers must request AM approval and wait for a confirmation email from ER&R before submitting a prior year dispute that does not contain a HICS case.

NOTE: The AM approval requirement is currently waived for 2016 disputes.

- The confirmation email from ER&R will include the AM approval deadline for submitting the prior year disputes.
- ER&R will process all prior year disputes that the issuer submits before the deadline provided by the AM.
- If the deadline passes before the issuer submits the disputes to ER&R, the issuer must request AM approval again and should note the reason for the delay in the request.
- If the dispute is rejected before the deadline, the issuer should correct and resubmit the new disputes prior to the AM approval deadline. Issuers must request AM approval again when submitting corrected disputes after the deadline.

PY2020 All Issuer Testing



*External Engagement
Team*

September 19, 2019

PY2020 Testing Links

- PY2020 All Issuer Testing is set to begin **Tuesday, October 1, 2019** and will be conducted in the UAT0 test environment
 - Please note that UAT0
- In order to receive the new UAT0 links, each individual that would like to test will need to electronically sign the [PY2020 Confidentiality Agreement](#) via Google Docs
 - CMS considers it a **violation** of your Confidentiality Agreement to forward/provide the links to UAT0 to any other individual, including those within your organization
- On the morning of testing, each individual who has electronically signed a Confidentiality Agreement will receive the new links to UAT0 from IssuerAssistanceTesting@bah.com
 - Please note, you must use your organization email and not a personal email account such as Gmail
 - Individuals who use a personal email will not receive the links to UAT0
- You will not receive an email with the new links to UAT0 prior to 10/1
- Links to UAT0 will be sent on a daily basis to individuals who sign the Confidentiality Agreement after 10/1 no later than 10 AM ET

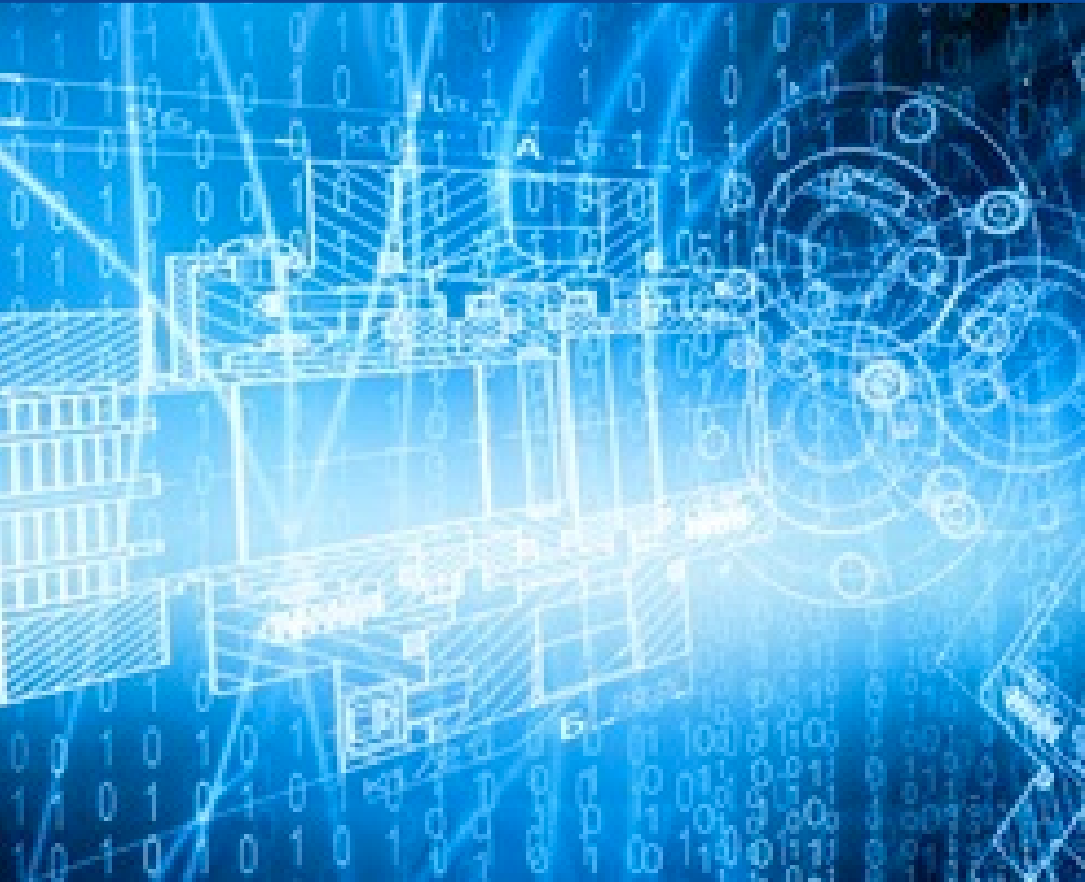
Testing Reminders

- CMS sends 834 files at 4:30 AM ET, 10:30 AM ET, 4:30 PM ET, and 10:30 PM ET
 - Testers should take time to confirm when their organizations internally aggregate 834 files
 - For example, one organization may compile 834 files once a day, others may aggregate continuously throughout the day
 - Understanding your process will help eliminate confusion regarding potential missing 834s
- You will be able to continue using existing applications that already exist in UAT0 as long as they were created after the AWS Cloud Migration
- Please ensure that testers are aware of how to correctly use RIDP/Account Creation data and Test Data
- Internally confirm when QHP templates and EDI registration forms were submitted to CMS
- Additional testing details will be provided on the next ITWG
- Questions should be sent to IssuerAssistanceTesting@bah.com and copy CMS_FEPS@cms.hhs.gov to ensure you receive a formal CMS Ticket

Testing 101 Session

- The External Engagement Team will host two “Testing 101 Session” for testers who would like a refresher on testing, or new testers who would like a walk through of testing
- Session details include:
 - RIDP/Account Creation, App 3.0 question flow, Test data, 834’s
- **Session details:**
 - **Date:** Tuesday, September 24, 2019
 - **Time:** 1:00 PM – 2:00 PM EST
 - **Dial In:** 1-(877) 885-1087, Conference Code: 307 946 5525
 - **Link:**
<https://bahmeetings.webex.com/webappng/sites/bahmeetings/meeting/info/139494401025033743?MTID=m5f0b263da9042215d66378ebaed5191a>
- **Session details:**
 - **Date:** Wednesday, October 2, 2019
 - **Time:** 1:00 PM – 2:00 PM EST
 - **Dial In:** 1-(877) 885-1087, Conference Code: 307 946 5525
 - **Link for:**
<https://bahmeetings.webex.com/webappng/sites/bahmeetings/meeting/info/139482161694688800?MTID=mc4f8d4c904a3c5d18d5e94108d7ed46d>

Eligibility Team Updates



Tuesday, September 17, 2019

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Updated Eligibility Documents on zONE

- CMS recently updated eligibility documents on [zONE](#):
 - An updated UI Question Companion Guide is now available; all updates are in **orange** font
 - An updated Application Services Companion Guide is now available for SES Release 14.0
 - An updated CMS-Initiated Change Request Tracker is available with Change Request #14 removed
 - An updated FFE Eligibility API Integration Manual (previously called FFE UI Application Services for Eligibility: General and Technical FAQs) is now available

UI Question Companion Guide Updates

- The following are examples of updates for all EDE Phases:
 - Included the 2019 FPL guidelines that should be used in 2020 applications for Item #23 in UI Questions tab; Item #4 in Phase 1 and Phase 2 Screening Questions tabs
 - Updated the Medicaid Block indicators to include both Legacy and New indicator options in Items #133-143
- The following are examples of updates for EDE Phases 2 and 3:
 - Included an updated link for I-551 help text in Item #49
 - Updated question flow requirements for Items #250 and 251
 - Removed Items #266, 267, 263, 264, and 68 related to SAVE Step1a and Step1b
 - Removed Items #2, 3, and 37 in Backend Responses tab related to SAVE Step1a and Step1b
- The following are examples of updates for EDE Phase 3:
 - Updated the conditional display logic for Item #105
 - Added the new Item #284 to collect information on applicants enrolled in State Health Benefits
- **Please note** all updates are not listed in the PowerPoint slides and partners are encouraged to refer to the updated UI Question Companion Guide to view all changes

FFE Eligibility API Manual Updates

- The following are examples of updates to the FFE Eligibility API Manual:
 - Removed guidance on prompting SAVE Step1a and Step1b questions
 - Updated CHIP-specific questions to include the collection of enrolled in State Health Benefits
 - Clarified the SES calculated income amount that must be displayed on an application
 - Added guidance for State and System Reference Data
 - Updated the Medicaid Block section to include both the Legacy and New indicator options
 - Added guidance for removing non-relevant non-applicants
 - Updated the veteran indicator guidance to include the new veteran indicators
- Please note all updates are not listed in the PowerPoint slides and partners are encouraged to refer to the updated FFE Eligibility API Manual to view all changes

Issuers and DE/EDE Partners: Upcoming UAT0 Deployment Schedule



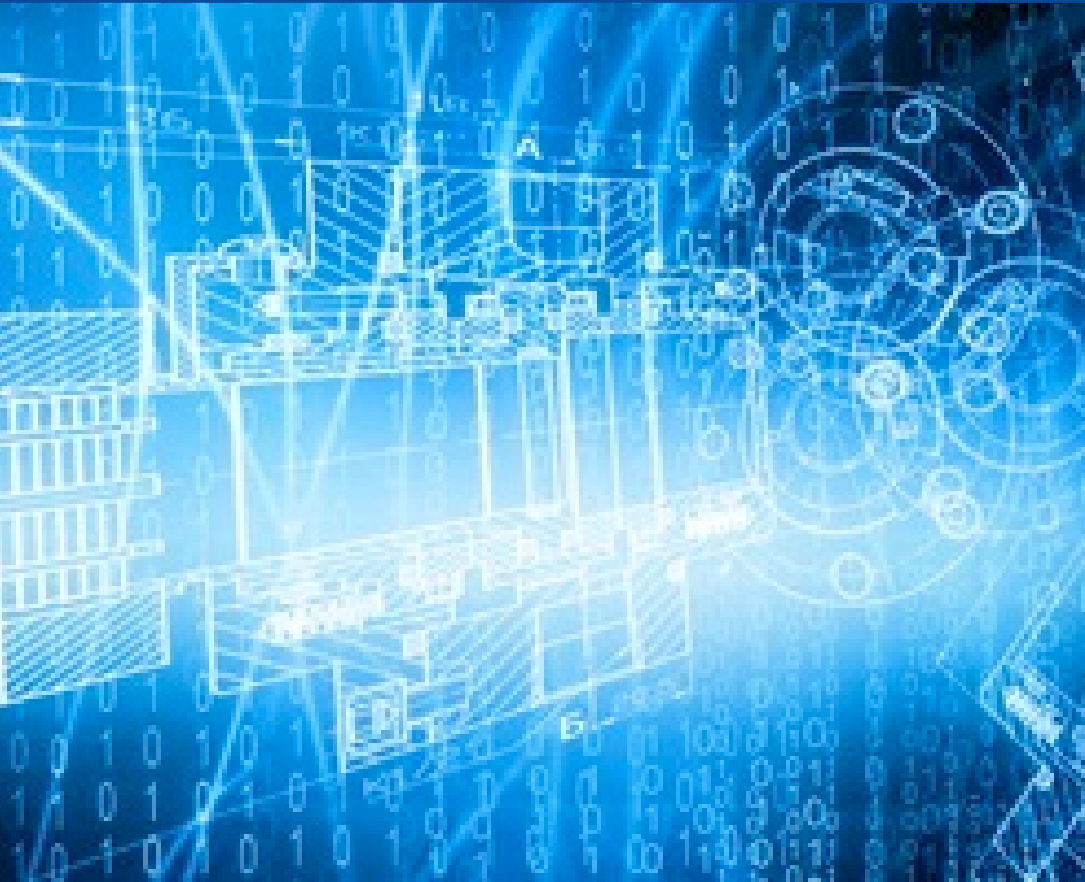
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Issuers and DE/EDE Partners: Upcoming UAT0 Deployment Schedule

- Issuers and DE/EDE Partners, as a reminder, we are returning to our normal UAT0 deployment schedule starting this week
 - This means, outside of unexpected outages, UAT0 should largely be available for testing 24/7, with the exception of our normally scheduled Friday morning deployment window (7:30 AM – noon ET)
 - As always, partners can view the daily UAT0 status in our CMS Issuer Communications blast message
 - » To register for the blast message, send an email to CMS_Issuer_Communications@cms.hhs.gov, with the subject line “Add POC to Distribution List”
 - If you’d like to add multiple contacts to the distribution list, you can include the email addresses for any contacts you want to add in the body of your email
- Issuers and DE/EDE Partners should also be aware of the following upcoming UAT0 deployments that will not align with the normal Friday morning deployment window:
 - There will be a UAT0 deployment on 9/20, starting at 9:00 PM ET
 - This deployment is expected to be completed by normal business hours on 9/21
 - There will be an all-day UAT0 deployment on 9/27, in order to deploy the OE code and PY2020 plan data
 - During this outage, the UAT0 English and Spanish cookies will be updated
 - » Partners will subsequently be unable to test until all-partner OE testing begins (expected to begin on 10/1)
 - Partners will need to sign a Confidentiality Agreement in order to obtain the new cookies

Direct Enrollment (DE) Updates: Enrollment Team



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Classic DE and EDE Partners: Resources to Identify Production Downtime

- Classic DE and EDE Partners, please be aware of the following resources that can be used if you'd like to identify when there is production downtime:
 - Classic DE and EDE Partners can identify when there is a waiting room or maintenance page on HealthCare.gov by going to <https://www.healthcare.gov/de-proxy/>
 - When there is a waiting room or maintenance page on HealthCare.gov, “DE Pause” will be displayed on this page
 - » When there is no waiting room or maintenance page on HealthCare.gov, the page will be blank
 - Classic DE and EDE Partners are permitted scrape this page at a maximum rate of once per minute
 - » Classic DE and EDE Partners are permitted to use a script or other automation tool to scrape this page at a regular interval
 - Coming Soon: We are in the process of standing up a page on zONE, which will be used to identify upcoming scheduled production deployments
 - The page will include the expected dates and times of upcoming production deployments
 - The page will identify changes that are included in each deployment that will impact Classic DE and EDE Partners (via link to the applicable Issuer Technical Workgroup slides)
 - The page will include a historical record of changes that have impacted Classic DE and EDE Partners in the last year (dates/times of deployments, along with a link to the applicable Issuer Technical Workgroup slides)
 - The page will also include dates and times for upcoming/historical UAT0 deployments that include/included changes relevant for Classic DE and EDE Partners (and will link to the applicable Issuer Technical Workgroup slides)
 - Additional information will be provided in the near future

Update for EDE Partners: Updated Document Upload API File Name Validation

- EDE Partners, please be advised that we will be updating our Document Upload API file name validation as follows:
 - The file name must only contain ASCII 32-126 characters, except:
 - 34 ["]
 - 39 [']
 - 59 [;]
 - 60 [<]
 - 61 [=]
 - 62 [>]
 - 92 [\]
 - Additionally, the file name cannot include the following sequence of characters:
 - %00
- EDE Partners will need to make a similar validation change to prevent users from uploading documents with invalid file names
 - If an EDE Partner attempts to upload a document with a file name that violates these rules, an error response of `invalid_filename` will be returned
- As a reminder, our previous validation only included a restriction on the following characters:
 - 34 ["]
 - 59 [;]
 - 92 [\]
- **Update:** This validation change is expected to be deployed to UAT0 on 10/11, and to production on 10/20
- The updated Document Upload API Spec extract can be found on zONE at <https://zone.cms.gov/document/api-information>

EDE Partners: New Term/Cancel API Coming Soon

- EDE Partners, please be advised that we expect to make a new Term/Cancel API available as early as Spring of 2020
 - The initial implementation of the API will make it possible for EDE entities to add functionality to their websites that will allow consumers or their agents/brokers to terminate or cancel an entire policy, similar to the functionality that is available in the HealthCare.gov My Account space
 - Our long-term goal is to enhance this API to allow member-level terminations and cancellations, instead of only allowing policy-level terminations and cancellations
 - » This enhancement will be fairly complex, and we therefore don't have an expected timeframe for this enhanced functionality yet
 - CMS does intend to make this a required API, and there will be a corresponding CMS-initiated Change Request which will require EDE Partners to integrate with the API

EDE Partners: Payment Redirect API No Longer Optional

- EDE Partners, please be advised that integration with the Payment Redirect API will no longer be optional
 - CR #28 has been added to the CMS-Initiated CR Tracker, with an implementation deadline of 3/1/2020
- CMS previously allowed for optional integration with the Payment Redirect API in order to reduce the burden on EDE entities in the early days of EDE implementation
 - However, given the importance of consumers being able to make binder payments, along with the expectation that EDE platforms will provide a similar user experience to that of HealthCare.gov, CMS has determined that all EDE entities must now have functionality available that allows eligible consumers to make binder payments
- EDE Partners will now be required to integrate with the Payment Redirect API, and provide eligible consumers with a UI option that allows them to redirect to their respective issuers to make binder payments
 - The one exception to this requirement is for EDE entities that have implemented their own binder payment functionality
 - For example, an issuer EDE entity may have their own payment portal, and may provide a UI option in their EDE pathway that allows all eligible consumers to navigate directly to the payment portal to make a binder payment
 - Or for example, a web-broker EDE entity may have their own payment redirect functionality established directly with all of the issuers in the states they work in, and may provide a UI option in their EDE pathway that allows all eligible consumers to be redirected to their respective issuers for binder payments
 - If an EDE entity has their own binder payment functionality established that meets the requirements outlined in Section 14.3 of the EDE API Companion Guide, no integration with the Payment Redirect API is required
- EDE Partners will either need to: 1) notify CMS when integration with the Payment Redirect API has been completed and the associated UI functionality has been deployed, or 2) notify CMS that the EDE entity has established their own binder payment functionality, and include a detailed explanation of the functionality
 - This information must be submitted to the DE Help Desk (DirectEnrollment@cms.hhs.gov) by 3/1/2020
- Section 14.3 has been added to the EDE API Companion Guide to address this new requirement
 - The updated EDE API Companion Guide can be found on zONE at <https://zone.cms.gov/document/enhanced-direct-enrollment-edo-documents-and-materials>

Phase 3 EDE Partners: Requirement to Obtain Address Data from the Get App Response Instead of Fetch Eligibility

- Phase 3 EDE Partners, please be advised that the Fetch Eligibility Response only returns address data for the primary contact on the eligibility application
 - Phase 3 EDE eligibility applications however allow consumers to enter different home addresses
 - As a result, Phase 3 EDE entities are required to obtain address data for each applicant from the Get App Response (result.computed.members.[Member ID].residencyAddress) instead of from the Fetch Eligibility Response
 - » This requirement will allow Phase 3 EDE entities to accurately display plan availability for individual members in their shopping experience and subsequently apply the proper QHP business rules
 - » CR #29 has been added to the CMS-Initiated CR Tracker, with an implementation deadline of 3/1/2020
- Phase 3 EDE Partners must notify CMS when the necessary changes have been deployed
 - This information must be submitted to the DE Help Desk (DirectEnrollment@cms.hhs.gov) by 3/1/2020
- Section 15.1.2 has been added to the EDE API Companion Guide to address this new requirement
 - The updated EDE API Companion Guide can be found on zONE at <https://zone.cms.gov/document/enhanced-direct-enrollment-edo-documents-and-materials>

Compliance Team Updates (DE and EDE)



Tuesday, September 17, 2019

Reminder: Resubmit URLs & Logos for HealthCare.gov Listing

- Entities that would like to display their logos and URLs on HealthCare.gov, including those that are currently listed on HealthCare.gov, should submit/resubmit an updated DE intake form by **September 30, 2019**
- CMS updated the form to include a question which asks entities to select the State(s) in which consumers will be able to enroll in a qualified health plan (QHP) through their Direct Enrollment (DE) pathway:

States in Which Your Organization Displays Plans*

In which state[s] will consumers be able to enroll in a QHP through your DE pathway?

Select...



- For CMS to display an entity's logo/URL on HealthCare.gov, the entity must have the capability to enroll consumers through a DE pathway in at least one QHP in each of the State(s) selected from the list.
- The URL submitted for HealthCare.gov must take consumers directly to the beginning of the QHP shopping experience on the DE Entity's website. The URL should not direct consumers to a general landing or homepage where consumers have to take another action to indicate they wish to shop for QHPs.
- If an upstream EDE Entity uses an EDE environment of a primary EDE Entity, the URL should take the consumer to the entry page for the EDE pathway.
- The updated intake form can be found at <https://data.healthcare.gov/de-intake-form>

Reminder: Calendar Year (CY) 2020 Audit Submission Window

- The EDE CY 2020 audit submission window begins on March 1, 2020 and ends on June 30, 2020
- The EDE Timeline FAQ for Calendar Year 2020 is available [here](#) and on [CMS zONE](#)
- The document outlines:
 - The requirements and submission timeline for prospective EDE Entities or EDE Entities pursuing entity-initiated change requests or phase changes 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

Select 2020 EDE Business Agreement Clauses

- The EDE Business Agreement is in final approval phase and will be available to EDE Entities soon
- The EDE Business Agreement is largely similar to the prior EDE Business Agreement (last released June 2018) and will run until the day before the first day of the next Open Enrollment Period
- Significant changes to the EDE Agreement include the following:
 - Added Sections VI, VII.f., VII.g., VII.h. to incorporate requirements related to the EDE Upstream FAQ
 - Incorporated Section VII.d regarding Auditor independence and objectivity from the EDE Guidelines
 - Clarification to Section VIII.b regarding EDE Entity Consumer Support for CiCs and SEPs (details on a subsequent slide)
 - Added Sections VIII.d and VIII.e regarding CMS-initiated change requests and testing environments
 - Added Section VIII.p regarding correcting consumer application information in the event of an issue in the EDE environment (details on a subsequent slide)
 - Incorporated Section VIII.q related to existing Agent/Broker Identity Proofing requirements
 - Added Section IX.d detailing the incident reporting procedures (details on a subsequent slide)
 - Added Section IX.i detailing record retention requirements under the EDE Agreement (details on a subsequent slide)
 - Added Section IX.n regarding access to the FFE and EDE APIs by off-shore resources (details on a subsequent slide)
 - Revised to Appendix A to include references to specific controls where applicable
 - Updated Appendix E generally to account for new EDE arrangements

EDE Business Agreement—Section VIII.b

- EDE Entity Consumer Support for Term of Agreement. EDE Entity's EDE Environment must support Consumer-reported Changes in Circumstances (CiCs) and SEPs within EDE Entity's chosen end-state phase for the full term of this Agreement, as well as supporting re-enrollment application activities. If EDE Entity's EDE Environment does not support a Consumer-reported CiC because of the EDE Entity's chosen end-state phase or EDE Entity is no longer operating an EDE Environment, EDE Entity must direct the Consumer to the FFE (HealthCare.gov or the Marketplace Call Center at 1-800-318-2596 [TTY: 1-855-889-4325]). This provision survives the termination of the Agreement.

EDE Business Agreement—Section VIII.p

- Correction of Consumer Application Information. If EDE Entity identifies issues that may affect a consumer's or applicant's eligibility determination or enrollment status, EDE Entity must notify CMS immediately by email to directenrollment@cms.hhs.gov. CMS may require that EDE Entity submit updated application information to the FFE within 30 days to correct inaccuracies in previously submitted applications and EDE Entity must notify the consumer or applicant of any changes in eligibility or enrollment status as a result of the change.

EDE Business Agreement—Section IX.d

- Incident Reporting Procedures: The EDE Entity must implement Incident and Breach Handling procedures as required by the SSP and that are consistent with CMS's Incident and Breach Notification Procedures. Such policies and procedures must identify the EDE Entity's Designated Security and Privacy Official(s), if applicable, and/or identify other personnel authorized to access PII and responsible for reporting to CMS and managing Incidents or Breaches; provide details regarding the identification, response, recovery, and follow-up of Incidents and Breaches, which should include information regarding the potential need for CMS to immediately suspend or revoke access to the Hub for containment purposes; and require reporting of any security and privacy Incident or Breach of PII to the CMS IT Service Desk by telephone at (410) 786-2580 or 1-800-562-1963 or via email notification at cms_it_service_desk@cms.hhs.gov within one (1) hour after discovery of the Incident or Breach.

EDE Business Agreement—Section IX.i

- Records. The EDE Entity shall maintain all records that it creates in the normal course of its business in connection with activity under this Agreement for the term of this Agreement and for at least ten (10) years after the date this Agreement terminates or expires. Subject to applicable legal requirements and reasonable policies, such records shall be made available to CMS to ensure compliance with the terms and conditions of this Agreement. The records shall be made available during regular business hours at the EDE Entity offices, and CMS's review shall not interfere unreasonably with the EDE Entity business activities.

EDE Business Agreement—Section IX.n

- Access to the FFEs. EDE Entity and its assignees or subcontractors—including, employees, developers, agents, representatives, or contractors—cannot remotely connect or transmit data to the FFE or its testing environments, nor remotely connect or transmit data to EDE Entity’s systems that maintain connections to the FFE or its testing environments, from locations outside of the United States of America or its territories, embassies, or military installations. This includes any such connection through virtual private networks (VPNs).

Agreement Renewal Process

- In September and October 2019, CMS will require all primary and upstream EDE Entities to submit all required documentation for onboarding and approval (not including audits) as part of EDE Agreement Renewal
- All EDE Entities will need to submit the following:
 - Entity's website privacy policy and Terms of Service
 - EDE Business Agreement
 - Entity Questionnaire
 - Leadership organizational chart and parent or subsidiary companies
- Primary EDE Entities will also need to submit the following:
 - EDE Privacy Questionnaire
 - ISA (including Appendix B)

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

September 10, 2019

confidential. It is for internal government use only and must not be disseminated, distributed, or copied to persons not authorized to receive the information. Unauthorized disclosure may result in prosecution to the full extent of the law.

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

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

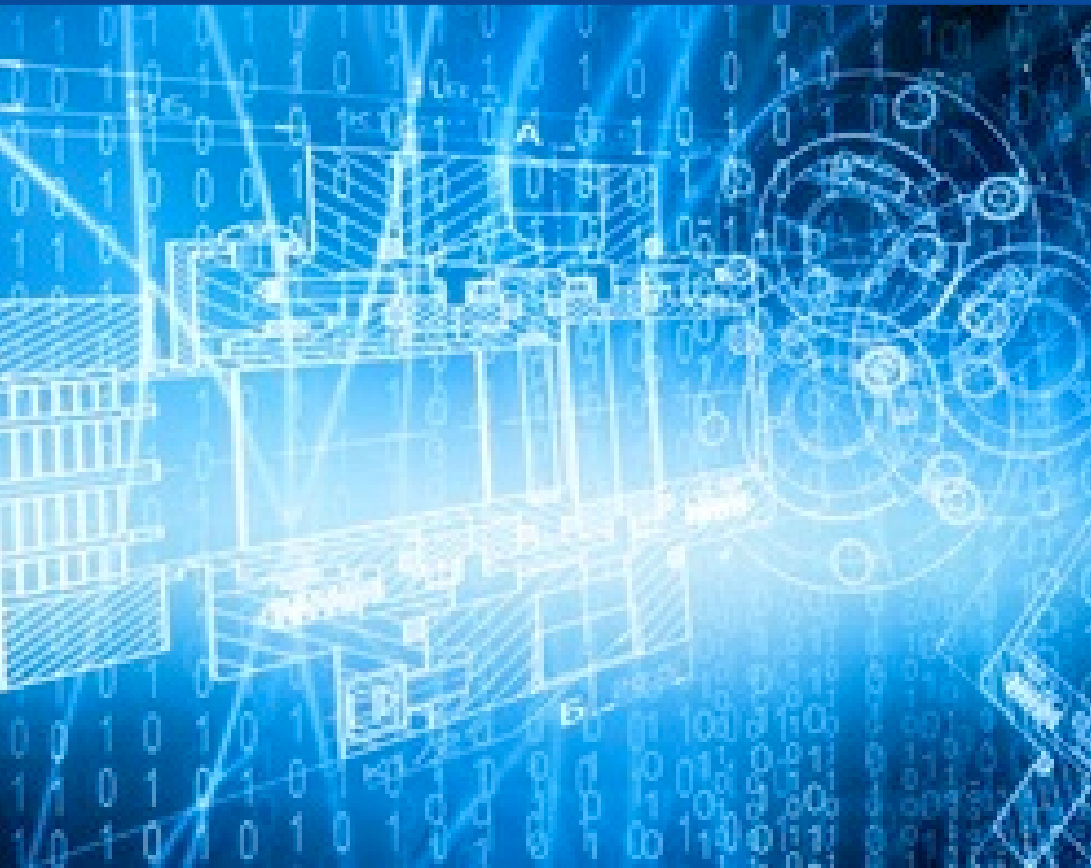
If you have not already; please register here <https://meetings-cms.webex.com/meetings-cms/k2/j.php?MTID=t1ee33e596961101e4a00ce2fdd928fce> one time for the entire Tuesday Issuer Technical Workgroup Call Series III (through February 26, 2020).

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.

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**

September 10, 2019

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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