

CMS Issuer Technical Work Group



- *Housekeeping*
 - *Webinar Schedule*
 - *PY 2020 All Issuer Testing Updates*
 - *Enrollment Pre-Audit & Reconciliation*
- *Form 1095-As Sent to Consumers Due to Issuer Enrollment Data Updates*
- *ER&R*
- *Direct Enrollment (DE) Updates: Enrollment Team*
- *Q&A*

October 1, 2019

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
29	30 CCIIO Enrollment Webinar(Policy Focus) 12:00pm-1:00pm Effective 9/30*Switching from Biweekly to Weekly Cadence	01 CMS Issuer Technical Workgroup 3:00pm-4:30	02	03 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm	04	05
06	07 CCIIO Enrollment Webinar(Policy Focus) 12:00pm-1:00pm	08 CMS Issuer Technical Workgroup 3:00pm-4:30	09	10 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm	11	12
13	14 CCIIO Enrollment Webinar(Policy Focus) 12:00pm-1:00pm	15 CMS Issuer Technical Workgroup 3:00pm-4:30	16	17 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm	18	19
20	21 CCIIO Enrollment Webinar(Policy Focus) 12:00pm-1:00pm	22 CMS Issuer Technical Workgroup 3:00pm-4:30	23	24 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm	25	26
27	28 CCIIO Enrollment Webinar(Policy Focus) 12:00pm-1:00pm	29 CMS Issuer Technical Workgroup 3:00pm-4:30	30	31 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm	November 01	02

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:

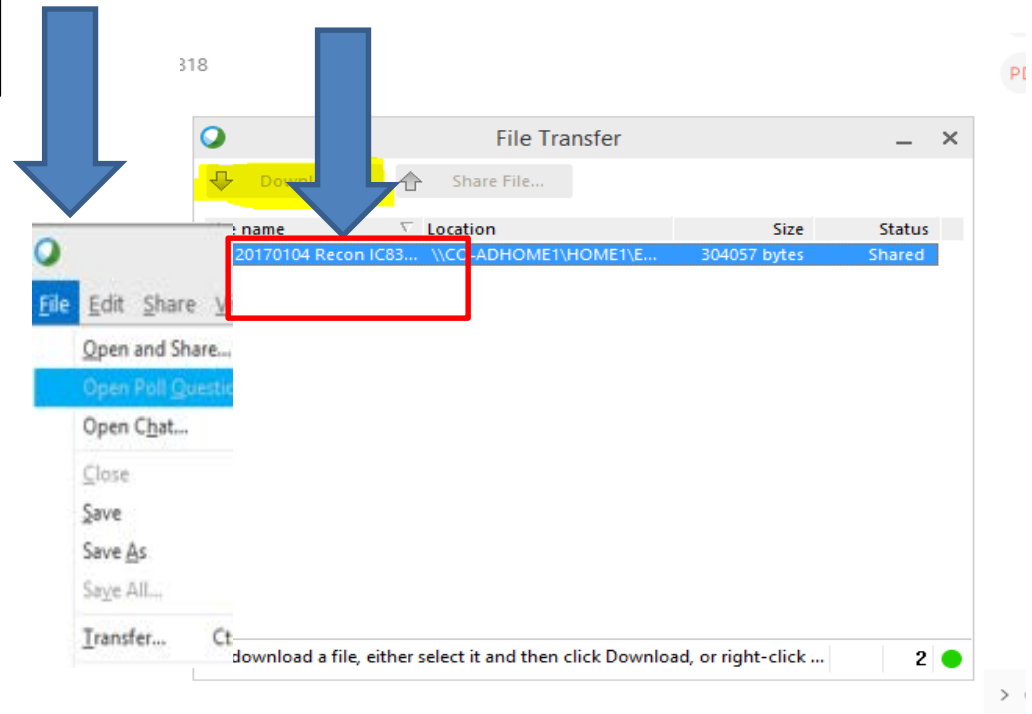
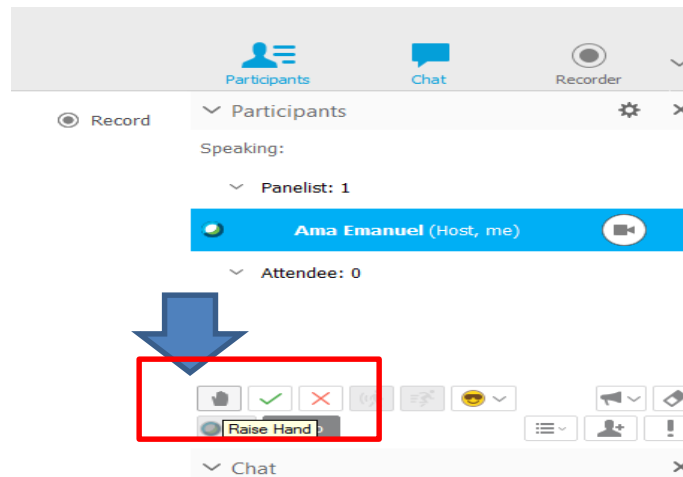
- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Remove POC to Distribution List"
- ❖ Include the email addresses of all desired contacts to be removed in the body of your message

***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)

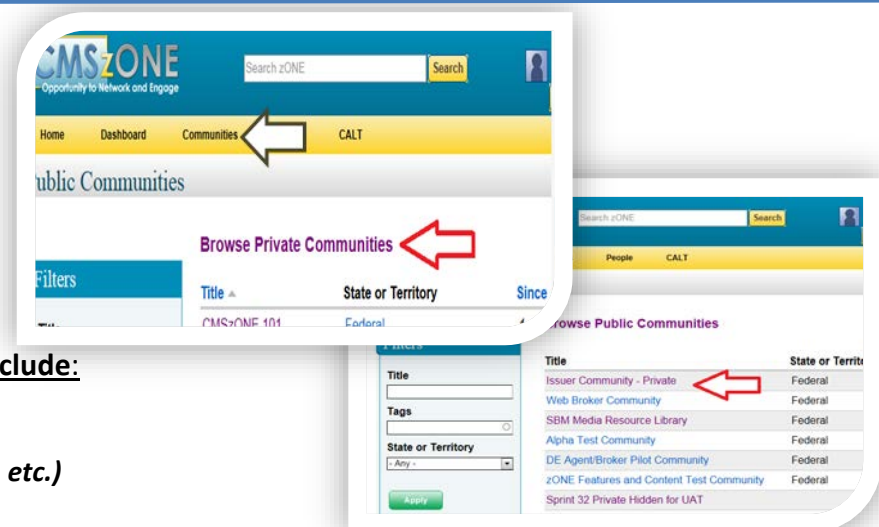
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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

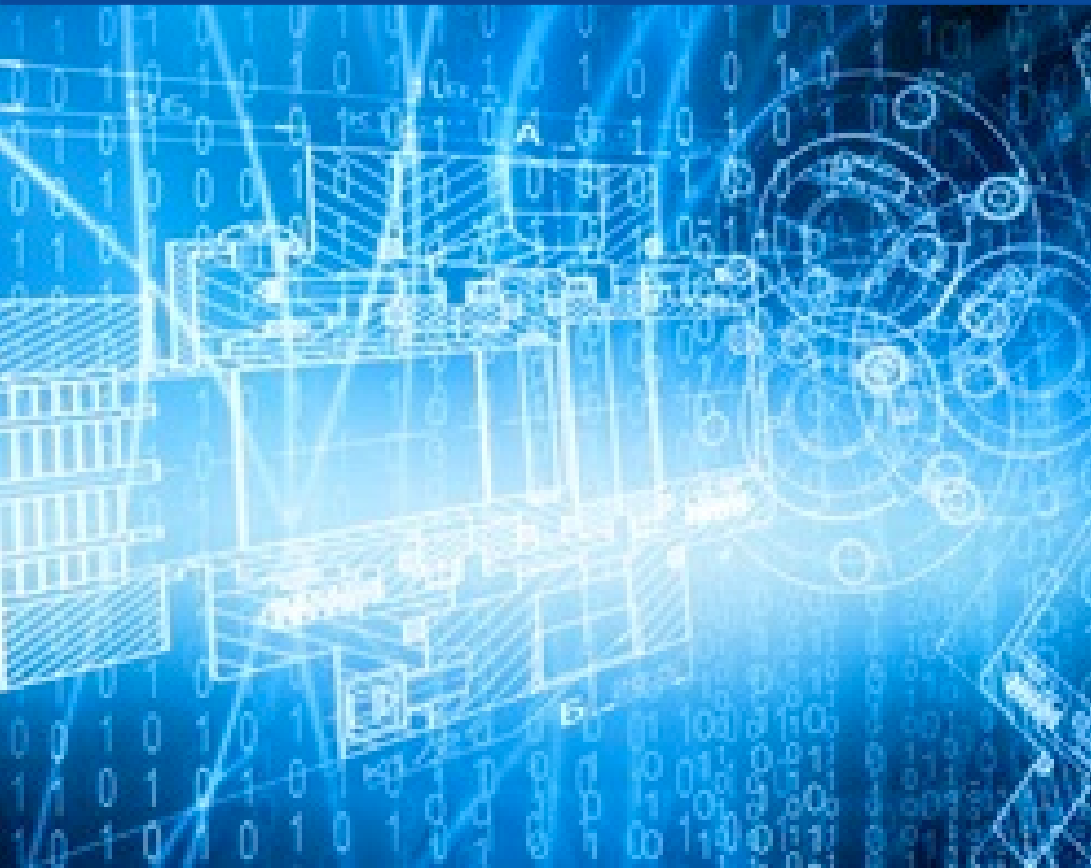
- ✓ Internet Explorer Version 9.0
- ✓ Internet Explore Version 10.0
- ✓ Google Chrome
- ✓ Safari

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

PY2020 All Issuer Testing



*External Engagement
Team*

October 1, 2019

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PY2020 All Issuer Testing Update

- **All Issuer Testing is currently delayed**
 - Tentatively scheduled to begin tomorrow, **10/2**
 - CMS Issuer Communications will send an email at immediately following the regular daily CMS Issuer Communications announcing the start of All Issuer Testing
 - Includes FAQ's, Known Issues, and connectivity information
 - UATO links will be following in a separate email from [CMS Marketplace testing@bah.com](mailto:CMS_Marketplace_testing@bah.com) for those who filled out the Confidentiality Agreement prior to the morning of 10/2

PY2020 Testing Links

- PY2020 All Issuer Testing is set to begin **Wednesday, October 2, 2019** and will be conducted in the UAT0 test environment
- 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
 - If you cannot access the electronic Confidentiality Agreement, please email IssuerAssistanceTesting@bah.com
- 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
 - 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 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: 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>

Marketplace Open Enrollment Notices and Outreach File for Enrollees at Risk of Losing Financial Assistance

Center for Consumer Information & Insurance Oversight (CCIIO)

September 30, 2019

<https://www.regtap.info/FFENR.php>

The information provided in this presentation is not intended to take the place of the statutes, regulations, and formal policy guidance that it is based upon. This material summarizes current policy and operations as of the date it was uploaded to RegTap. Links to certain source documents may have been provided for your reference. We encourage persons taking the course to refer to the applicable statutes, regulations, and other interpretive materials for complete and current information

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Marketplace Open Enrollment Notices (MOENs)

- Beginning the week of September 23rd, consumers enrolled in a Marketplace Qualified Health Plan will receive advance notice of the upcoming Open Enrollment (OE) Period via the Marketplace Open Enrollment Notice (MOEN).
- This notice serves as the primary announcement of OE and informs consumers about enrollment and coverage dates, the benefits of updating their application information, and the proper steps for taking necessary action.

Marketplace Open Enrollment Notices

- Even if they're still eligible for coverage, most need to take action during Open Enrollment such as updating their financial assistance by calling the Marketplace Call Center or logging into their accounts on [Healthcare.gov](https://healthcare.gov).
- Issuers can view sample MOEN notices at <https://marketplace.cms.gov/applications-and-forms/notices.html>.
- As a reminder, Batch Auto Reenrollment (BAR) is expected to begin on or around October 14.

Outreach File for Enrollees at Risk of Losing Financial Assistance (Opt-Out, Special Notice, Failure to Reconcile, and Repeat Passive Re-enrollee)

- Issuers should expect to receive an Outreach file on or about October 2nd, 2019 (10/2/2019).
- The file will identify enrollees who will lose financial assistance in 2020 if they don't return to the FFM. Enrollees on the file are on one of the categories below, though the file won't indicate which:
 - Opt-Outs
 - Did not authorize FFM to obtain tax return information from IRS for annual eligibility redetermination
 - Special Notice Group
 - Consumers have income above 500% FPL
 - FTR
 - Consumers received APTC but have not filed a tax return to reconcile with IRS
 - Repeat Passive Re-enrollee
 - Were auto-renewed without application updates for two years in a row and have no available tax data
- **CMS Issuer Communications E-mail blast will be sent prior to file being pushed out.**

Outreach File for Enrollees at Risk of Losing Financial Assistance (Opt-Out, Special Notice, Failure to Reconcile, and Repeat Passive Re-enrollee)

- The file will be sent via EFT code IOUTRC.
- The outreach file will have a date and timestamp of:
 - “TPID.IOUTRC.Dxxxxxx.Txxxxxxxxxx.P”
- File layout is posted at <https://zone.cms.gov/document/ioutrc-file-layout>
(zONE users must be logged in to access this link).

CMS encourages issuers to conduct outreach to these consumers;

- Direct them to the Marketplace to actively apply during the OE to avoid losing financial assistance.
- Check their Marketplace Open Enrollment Notice (MOEN) which will provide messaging to encourage enrollees who may be in this situation to return to the Marketplace to obtain an updated eligibility determination and select a plan.

For more information on the four categories of enrollees who are stripped of financial assistance in auto - redetermination, please refer to the Guidance on Annual Eligibility Redetermination and Re - enrollment for Marketplace Coverage, available here:

<https://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/Downloads/Updated-Federal-Standard-Notices-and-Enforcement-Safe-Harbor-for-Discontinuation-Notices-PY2020.pdf>

Housekeeping: Enrollment Pre-Audit & Reconciliation

Enrollment Pre-Audit & Reconciliation

October 1, 2019

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Issuer Enrollment Ops Training for 2020

- CMS has begun its 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
- The series kicked off on Wednesday, September 18th at Noon EDT and will continue each Wednesday for ***three*** more weeks
- Tomorrow's session (Wednesday, October 2nd) will cover:
 - IC834 301: Troubleshooting & Resolving Rejections
 - Recon 201: Submitting RCNI Files
- 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
- Prior session materials available on zONE at:
 - <https://zone.cms.gov//document/2019-open-enrollment-ops-training-series>
- Tentative schedule for future Enrollment Ops Training sessions:
 - 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, October 2nd
- The next set of 1095Ax Files is scheduled for distribution to Issuers on Thursday, October 17th

- **Plan Year 2016**

- This month's 2016 FFM extract will be taken on Tuesday, October 15th at 6PM EDT
- Comprehensive Enrollment Pre-Audit (AUD16) Files based upon that extract are scheduled for distribution to Issuers on Monday, October 21st
- The RCNI16 submission deadline for the final scheduled 2016 off-cycle run is Wednesday, October 30th at 3PM EDT

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2017**

- This month's 2017 FFM extract will be taken on Tuesday, October 15th at 6PM EDT
- Incremental Pre-Audit (ISIPA7) Files based upon that extract are scheduled for distribution to Issuers on Friday, October 18th

- **Plan Year 2018**

- This month's 2018 FFM extract will be taken on Tuesday, October 15th at 6PM EDT
- Incremental Pre-Audit (ISIPA8) Files based upon that extract are scheduled for delivery to Issuers on Thursday, October 17th

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2019**

- This month's 2019 FFM extract will be taken on Tuesday, October 15th at 6PM EDT
- Comprehensive Enrollment Pre-Audit (AUD9) Files based upon that extract are scheduled for distribution to Issuers on Thursday, October 17th
- The RCNI9 submission deadline for October's Run 11 is Thursday, October 24th at 3PM EDT

Form 1095-As Sent to Consumers Due to Issuer Enrollment Data Updates



Presentation Date: 10/3/2019

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Number of Form 1095-As Generated Due to All Issuer Updates*

Updates Submitted	PY 2017	PY 2018
8/15/2019-9/15/2019	1,272	2,686
Year to Date (YTD) Total for PY 2017 (1/15/2019-9/15/2019)	13,987	
YTD Total for PY 2018 (2/15/2019-9/15/2019)	226,206	
Grand Total (PY 2017 & PY 2018)	240,193	

*Issuer-submitted updates include:

- Inbound (IC) 834 submissions
- Inbound Enrollment Reconciliation (RCNI) file submissions
- Corrections made through enrollment resolution and reconciliation (ER&R) disputes

****Note:** These metrics do NOT align with the Form 1095-A IPA file. The FMCC enrollment alignment report reflects issuer-initiated enrollment data updates and the IPA reflects consumer-initiated enrollment data updates.

What Issuers Need to Know

- Forms 1095-A impact consumers' Federal income tax liability, and thus consumers may be very eager to know if they should expect a corrected Forms 1095-A
- If consumers receive corrected Forms 1095-A, they may:
 - Need to request an extension for filing their Federal income tax return
 - Be required to file an amended Federal income tax return
 - Be delayed in receiving their Federal income tax refund (which many individuals rely upon each year)
 - Need to pay back money received for their Federal income tax refund that was based on their initial Form 1095-A

Next Steps

- The Centers for Medicare & Medicare Services (CMS) encourages issuers to conduct targeted outreach to notify consumers that they will receive a corrected or voided Form 1095-A because of an update made to their enrollment data
- Pro-active outreach activities will:
 - Help alleviate concerns and confusion,
 - Prepare individuals to take action when they receive a corrected or voided Form 1095-A,
 - Mitigate the potential of increased call volume on Individual Services Call Centers, and;
 - Reduce issuers' Health Insurance Casework Systems (HICs) related workload and case complexity

Helpful Resources

- The **FMCC Enrollment Alignment Performance Summary (EAPS)** provides issuer specific metrics on a monthly basis. The FMCC dashboard is a helpful resource that issuers can reference to view metrics specific to themselves
- The **Form 1095-A Toolkit for Issuer Outreach to Individuals** provides resources to support issuers with communications to individuals who will receive corrected or voided Form 1095-As as a result of certain enrollment data updates that issuers submit to the FFE
- It is available here: https://zone.cms.gov/system/files/documents/toolkit_for_issuers_form_1095-a_final_clean.pdf
- Contents include:
 - A background section with **details about when an issuer update will trigger a corrected or voided Form 1095-A** and how individuals are impacted
 - **Sample issuer call scripts** which issuers can use when calling individuals
 - **Sample issuer outreach letters** which issuers can use as a template for written communications to individuals
 - **Frequently asked questions (FAQs)** on issuer outreach to individuals

Issuers can reach to their **Regional Office Account Managers** for additional support with refining their consumer outreach strategy beyond the resources offered in this Toolkit

ER&R

- ✓ *Topics*
- ✓ *Q&A*

October 1, 2019

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ER&R

- ✓ **Topics**
 - ✓ ER&R Update Issue
 - ✓ Reminder: AM Approval for 2016 Disputes
- ✓ **Q&A**

October 1, 2019

ER&R Update Issue

- ER&R recently identified an issue in the disputes process that prevented some enrollment data updates from processing to completion.
- The issue impacted a small percentage of disputes submitted between March and August of this year.
- ER&R will resubmit these updates in the current cycle.
 - Changes should reflect in the October Pre-Audit file.
 - If applicable, payment adjustments will process in the November payment cycle.
- On September 26th, ER&R emailed the point of contact for each impacted HIOS to inform them of the issue and provide the dispute ID, dispute date, file name, policy ID, dispute type, disposition code, coverage year, and HICS Case (if applicable) of all affected disputes.
- Issuers may direct questions to the ER&R Support Center:
 - ERRSupportCenter@cognosante.com
 - **(855) 591-7113**

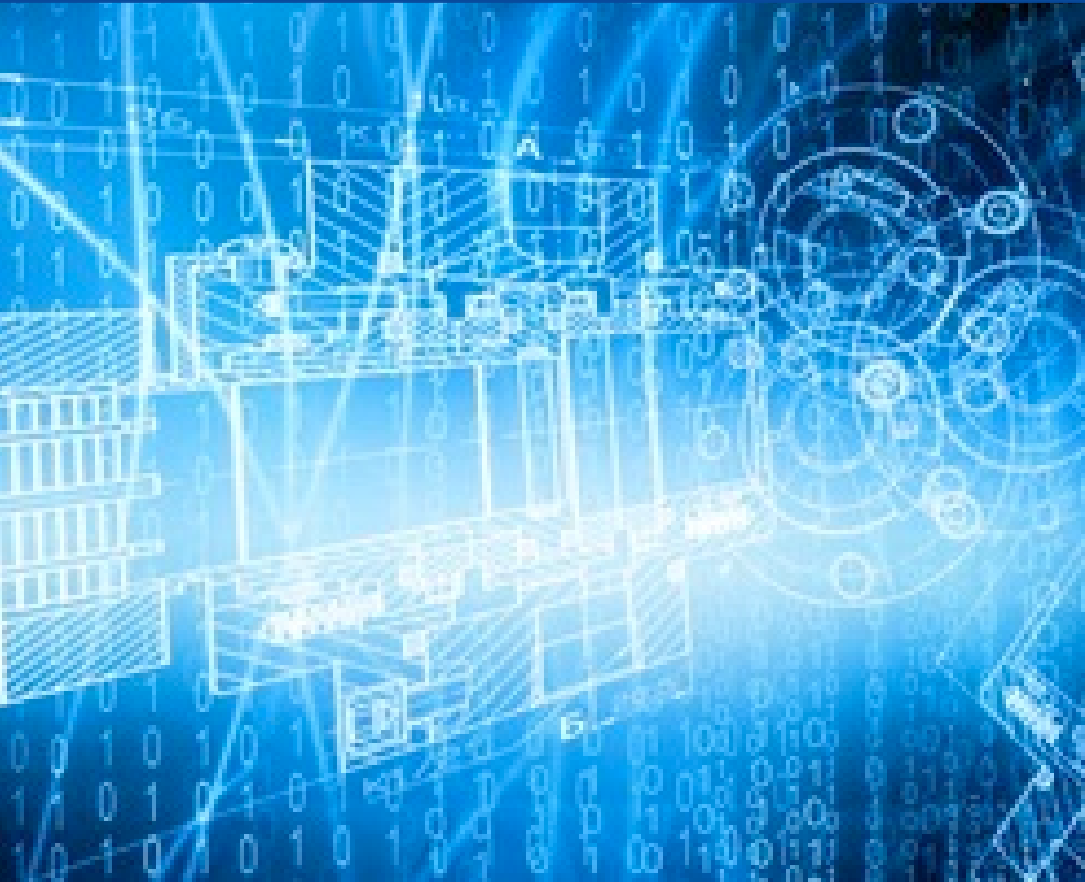
Reminder: AM Approval for 2016 Disputes

- As announced on the September 19th Recon call, issuers may submit 2016 disputes without AM approval until 3:00 PM ET on October 31st.
 - This is an extension of the previous deadline of September 30th.

NOTE: On September 20th, issuers received an email from CMS that incorrectly identified the new deadline as December 31st, the correct date is October 31st.
- ER&R will require AM approval for 2016 disputes submitted after 3:00 PM ET on October 31st if the dispute does not include a supporting HICS case.

NOTE: AM approval is never required for disputes that include a supporting HICS case.

Direct Enrollment (DE) Updates: Enrollment Team



Tuesday, October 1, 2019

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Update for 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 using a script or other automation tool, at a maximum rate of once per minute
 - **Update:** We now also have a page available on zONE that outlines scheduled UAT0 and production deployments
 - The page can be found on zONE at <https://zone.cms.gov//document/upcoming-and-historical-deployment-information>
 - The page includes the expected dates and times of upcoming UAT0 and production deployments
 - » We will include any scheduled production outages on this page
 - » We won't include every scheduled UAT0 deployment on this page, but will include any UAT0 deployments that require changes by DE and/or EDE Partners
 - As a reminder, a daily UAT0 status can be obtained via the CMS Issuer Communications blast message
 - If you'd like to be added to the distribution list, you can send an email to CMS_Issuer_Communications@cms.hhs.gov with the subject line, “Add POC to Distribution List”
 - Generally speaking, most weeks we'll just have a single UAT0 deployment during our normal Friday morning deployment window, from 7:00 AM – Noon ET
 - The page includes a historical record of recent deployments
 - The page identifies specific changes in deployments that will impact Classic DE and EDE Partners, and includes links to the applicable Issuer Technical Workgroup slides

EDE Partners: Get Enrollment lastModifiedDateTime Defect

- EDE Partners, please be advised that there is currently a Get Enrollment defect, where the lastModifiedDateTime value will return as “null” when the documentType is “PENDED_PLAN_SELECTION”
 - Note that the lastModifiedDateTime field does not necessarily need to be used by EDE Partners
 - However, if an EDE Partner is using this field, the EDE Partner should be aware of the existing defect and may want to make a change to prevent any issues on the EDE Partner’s site
 - A fix has already been deployed to UAT0 for this defect, on 9/27
 - A fix for this issue will be deployed to production on 10/6

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.-

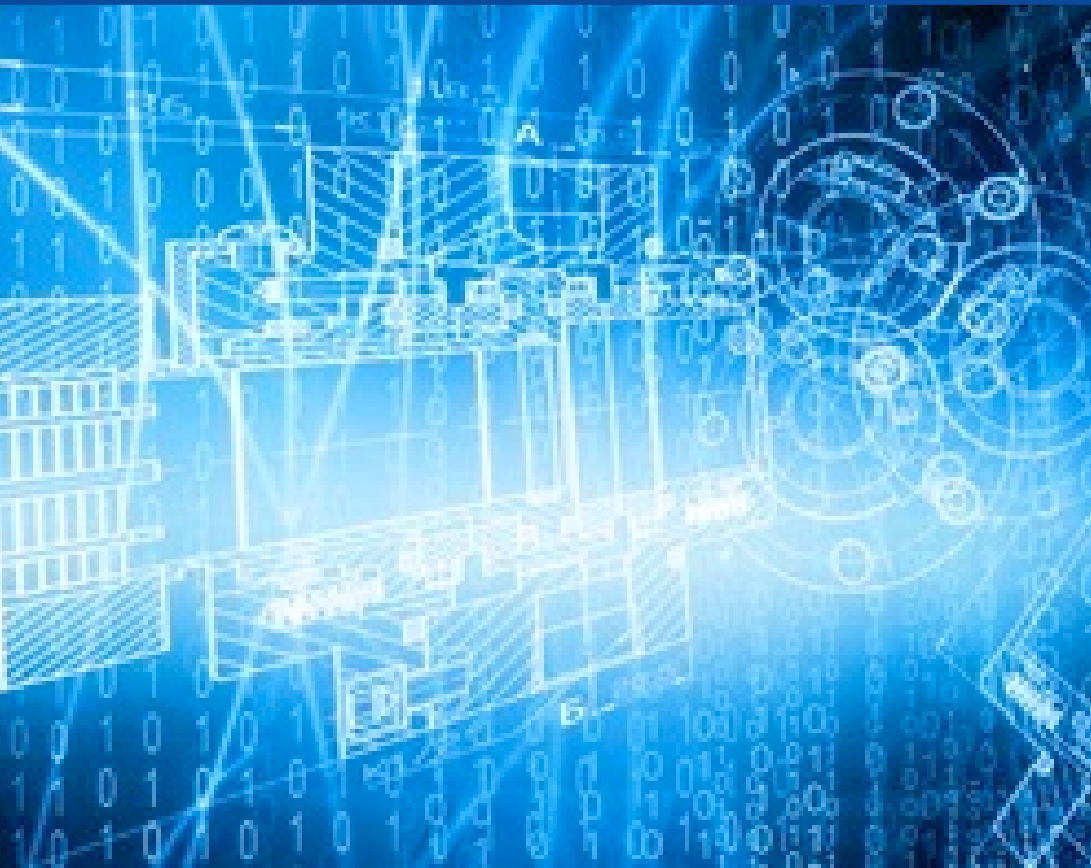
If you have not already; please register here <https://meetings-cms.webex.com/meetings-cms/k2/j.php?MTID=t1ee33e596961101e4a00ce2fdd928fce> one time for the entire Tuesday Issuer Technical Workgroup Call Series III (through February 26, 2020).

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

- 
- **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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