

CMS Issuer Technical Work Group



- ***Housekeeping***
 - ***Webinar Schedule***
 - ***2020 Batch Auto-Reenrollment Launch***
 - ***Enrollment Pre-Audit & Reconciliation***
- ***ER&R***
- ***Issuers and DE/EDE Partners: UAT0 Outage Tonight (10/8)***
- ***Direct Enrollment (DE) Updates: Enrollment Team***
- ***Q&A***

October 8, 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:

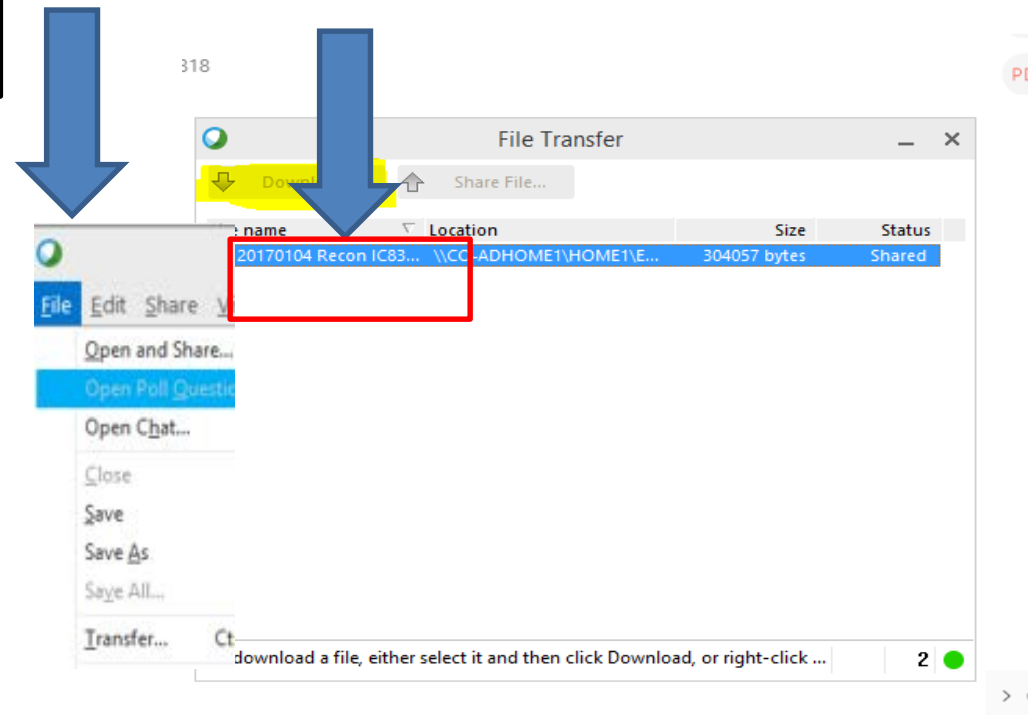
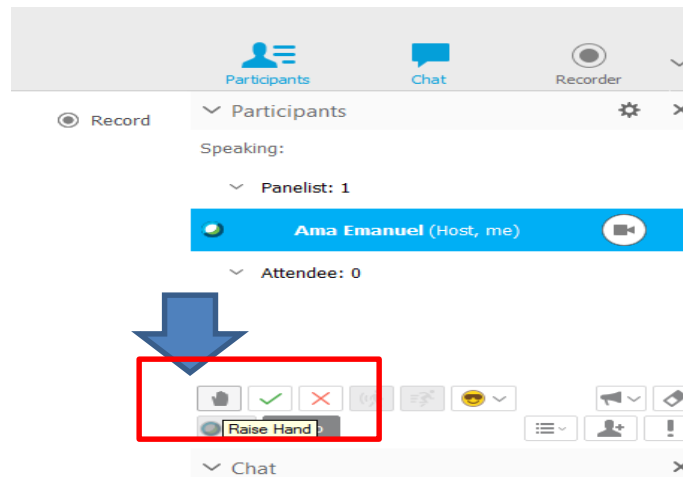
- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Remove POC to Distribution List"
- ❖ Include the email addresses of all desired contacts to be removed in the body of your message

***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)

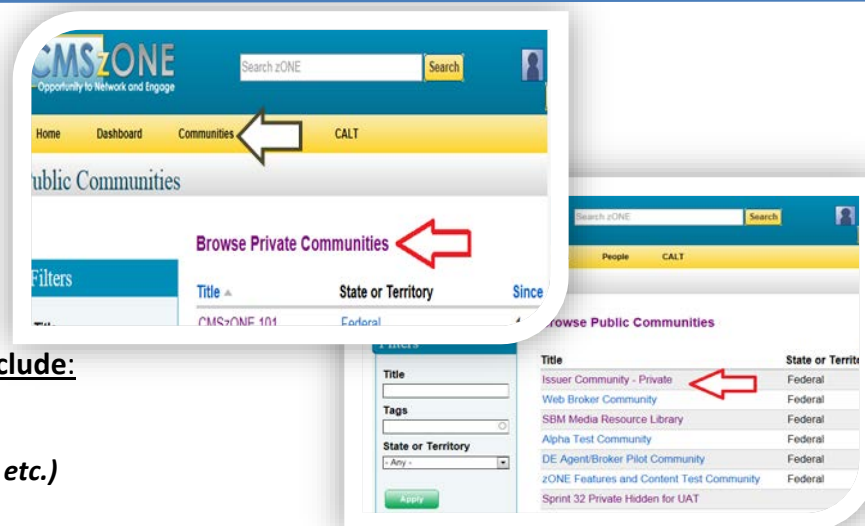
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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

2020 Batch Auto-Reenrollment Launch

Consumer Information & Insurance Oversight (CCIIO)

<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

This communication was printed, published, or produced and disseminated at U.S. taxpayer expense.

October 8, 2019

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Batch Auto-Reenrollment (BAR) begins

Week of October 15, 2019

- Some issuers will begin receiving auto-reenrollments for both regular BAR and alternate enrollments (if applicable) on or around 10/15/2019.
- A given issuer may receive its auto-renewals and alternate enrollments on the same day.
 - Consumers matched to an alternate plan will receive a notice from CMS identifying the new issuer electronically in the same day that the issuer receives the transaction, and by mail within about a week
 - Issuers may want to wait prior to contacting alternate enrollments until a week after receiving the transaction if they want CMS to be the first messenger of the match. Issuers receiving cross-issuer enrollments should not send 2020 invoices until after November 1
 - For more information on the CMS notice to enrollees matched to an alternate plan see the “cross issuer notice” at <https://marketplace.cms.gov/applications-and-forms/notices.html>

Joining CMS Issuer Communications Daily E-mail

- Please check your CMS Issuer Communication emails daily for updates.
- To be added to the distribution list send an e-mail to:
 - CMS_Issuer_Communications@cms.hhs.gov
 - Subject line:
 - "Add POC to Distribution List"

Batch Auto Re-enrollment: 2020 vs 2019:

Minor change is planned (key changes in red)

	Last Year (OE for 2019 Coverage)	This Year (OE for 2020 Coverage) <i>All dates subject to change</i>
<u>October Wave of BAR</u> All eligible current year enrollments are auto-renewed for the future plan year beginning in mid-October.		
Dates	Planned: 10/15 – 11/2 Actual: 10/15 – 10/26 (with touch-ups later)	10/15 – 11/1
<u>Incremental Wave</u> Any new current year enrollments created since BAR began are auto-reenrolled, while updates to already-BAR'd current year policies are carried forward to BAR policies still in passive status		
Dates	11/21, 12/3	12/2
<u>Failure-to-Reconcile (FTR) Re-process</u> Restores financial assistance to those previously stripped of APTC for failing to reconcile APTC with IRS if enrollees later reconciled; typically sent M834 but enrollments w/ post-BAR CIC sent via I834AR		
Dates	12/8-9	12/10
<u>December Wave</u> Any new current year enrollments created since incremental wave are auto-reenrolled; while updates to already-BAR'd current year policies are carried forward to BAR policies still in passive status. Future year "submitted-not-enrolled" applications are used to update BAR policies still in passive status		
Dates	Planned: 12/17 – 12/31 Actual: 12/19 – 12/20	12/16 – 12/31

Auto Re-enrollment Files and Delivery Dates

(Dates are Subject to Change)

File	Description	Delivery Date(s)	EFT Code & File Layout
Batch auto re-enrollment (BAR) Files	Will re-enroll current Marketplace enrollees into future year coverage.	1 st Wave: Begins c 10/15 Incremental Wave: 12/2 2 nd Wave: 12/16+	I834AR (Alternate Enrollments sent I834)
Outreach File	Will identify enrollees (but not why they are on the list) who will lose financial assistance in 2020 if they don't return to FFM because they either Opt-Outs. Did not authorize the FFE to obtain updated tax return information from the Internal Revenue Service (IRS); or Special Notice Group. Have incomes above 500% of the federal poverty level when checked against IRS updated income information; or FTR. Received APTC for 2018 but didn't file a tax return for that year and reconcile the APTC using IRS Form 8962; or Repeat Passive Re-enrollee Group. Were auto-reenrolled into 2018 and 2019 coverage with APTC, did not submit any application updates in 2018 or 2019, and have no available tax data (income or FTR) from 2017 or 2018 Optional issuer outreach to direct these enrollees to actively apply and enroll in Marketplace coverage during Open Enrollment to maintain financial assistance.	October 2 nd , 2019	IOUTRC See Standard Issuer Enrollment Data Files document on zONE at: https://zone.cms.gov/document/enrollment-data-reconciliation
Switch File	Will list current year subscribers who have not yet been auto-reenrolled and have actively switched to a different issuer for future year Marketplace coverage. Current year issuers should non-renew subscribers if on the Switch File	Daily from 11/3 to 12/15	SWTFL https://zone.cms.gov/document/re-enrollment-transaction-summary-issuers-2016-coverage
Passive Cancels (BARCNO in Incremental Pre-Audit File layout)	Will cancel auto re-enrollments that duplicate active enrollments for future year Marketplace coverage. This is primarily associated with disconnected applications created when enrollees or their assisters fail to access their existing pre-populated future year application	BARCNO Weekly 11/20, 11/27, 12/4, 12/10 Check Overlaps on Nov & Dec Pre-Audit Files	BARCNO See Standard Issuer Enrollment Data Files document on zONE at: https://zone.cms.gov/document/enrollment-data-reconciliation

Auto Re-enrollment Files and Delivery Dates

(Dates are Subject to Change)

File	Description	Delivery Date(s)	EFT Code & File Layout
Cancel Carry Forward	Will cancel auto re-enrollments that are subsequently ineligible for BAR due to late terminations of current year Marketplace coverage. Active re-enrollments or auto re-enrollments that have been updated by the enrollee will NOT be cancelled in this job, though in some scenarios issuer may still cancel active re-enrollment (see Exchange Enrollment Manual, Chapter 6).	Intermittent 12/2 and 12/16+, then monthly January thru March	I834 AMRC: CANCEL-CARRYFORWARD
BAR Daily Progress Report	This report is individualized to each returning issuer and counts the number of BAR-eligible policies as of the time the control documents for BAR were set against the actual BAR policies ever sent, with similar counts for issuers receiving alternate enrollments. The report compares the delivered vs eligible/projected counts to arrive at a completion percent. It is intended to help issuers detect and report issues preventing auto-enrollment.	Daily once BAR begins until end of BAR with pause in delivery between waves of BAR.	MISCO
Missing Outbound 834 IPA	This file is a special Incremental Pre-Audit File that will contain full information for enrollment transactions that failed to convey to the Issuer via the standard EDI 834. This IPA File will contain the full Pre-Audit information for all enrollment transactions that failed to convey successfully to the Issuer during the period covered by the ISUIPA.	11/5 11/19 11/26 12/10	MOIPA0 See Standard Issuer Enrollment Data Files document on zONE at: https://zone.cms.gov/document/enrollment-data-reconciliation
BAR Failures	A list of enrollments delivered to issuers that because of processing issues were not auto-renewed; impacted issuers are encouraged to do outreach to get the enrollees, who are flagged for SEPs at the Marketplace Call Center, to actively reenroll	One delivery in early January	IOUTRC See Standard Issuer Enrollment Data Files document on zONE at: https://zone.cms.gov/document/enrollment-data-reconciliation
Post-BAR Reinstatements	A list of enrollments delivered to issuers where the 2019 coverage was reinstated by the issuer in Enrollment Data Alignment after 2020 BAR concluded and there is no apparent 2020 active re-enrollment. These enrollees are flagged for 2020 SEPs at the Marketplace Call Center and issuers are encouraged to conduct voluntary outreach	Likely one in February and one in March	IOUTRC See Standard Issuer Enrollment Data Files document on zONE at: https://zone.cms.gov/document/enrollment-data-reconciliation

BAR Progress Report

By request of issuers, CMS will deliver a daily tab-delimited report **via EFT code MISCO** to begin on 10/16/19 to health and dental plan issuers listing the following attributes:

Attribute	Definition
bar_eligible_policies	2019 coverage in initial or effectuated status with 12/31/19 Plan Benefit End Date & EOY = False (excludes 2019 policies with active 2020 reenrollments)
regular_auto_reenrolled	Total count to date of 2020 auto-renewals (policy origin = 11, and 2019 and 2020 HIOS match).
estimated_alternate_enrollments	[only applies to issuer who were notified by CMS] The count of new members (number of people) estimated by CMS to be matched to the issuer as of 10/9/19.
alternate_enrollments	The count of alternate enrollments (number of policies) sent to date (policy origin = 11, and 2019 and 2020 HIOS do not match)

Batch Auto-Reenrollment (BAR)

Reminders:

- **Issuers will receive 2020 reenrollment transactions for regular BAR (EFT I834AR) and alternate enrollments (EFT I834) in October BAR**
 - Only late 2019 enrollments (e.g., enrolled for the first time with effective date of 12/1/19) and active reenrollees who have started an application before being BARed are the only major groups that an issuer would receive for the first time in December BAR
- **For more information on OE 2020, see;**
https://protect2.fireeye.com/url?k=855a3945-d90e106e-855a087a-0cc47a6d17cc-46e31ee102adbc9b&u=https://www.regtap.info/reg_librarye.php?i=2918
- **Issuer Outreach File** was distributed to issuers 10/2/19 for voluntary outreach to encourage the active reenrollment of your members who will otherwise lose financial assistance in 2020

Opt out of Batch Auto Re-enrollment (BAR) Button

- The “Stop Coverage for 2020” is now live in an enrollee’s Marketplace account and will remain available through December 31
- This functionality enables consumers who do not want any Marketplace coverage for 2020 to opt out of re-enrolling in their 2019 coverage for 2020, but keep their current plan through December 31.
 - This is particularly useful for consumers who are getting other coverage for 2020 (e.g. job-based coverage)
- This button appears in their Marketplace account landing page as well as the “My Plans & Programs” section
- Consumers who have a current policy will see the Stop Coverage button

Medicare Non-Renewal Operations

Reminder: As a reminder, issuers that must non-renew QHP policies in order to comply with the Anti-duplication provision of the Social Security Act, may begin sending termination 834s to the FFE. For more information, see;

- https://protect2.fireeye.com/url?k=d107e200-8d53cb2b-d107d33f-0cc47a6d17cc-c581d779d726f533&u=https://protect2.fireeye.com/url?k=8a6f6991-d63b40ba-8a6f58ae-0cc47a6d17cc-e58bc553219fce69&u=https://www.regtap.info/uploads/library/ENRMedicareNonRenewalProcessOE2020_091619_5CR_091919.pdf

Housekeeping: Enrollment Pre-Audit & Reconciliation

Enrollment Pre-Audit & Reconciliation

October 8, 2019

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ER&R

- ✓ **Topics**
 - ✓ Updated Disposition Code: FR49
 - ✓ Enrollment Dispute Form V12 Launch Timing
 - ✓ HICS Direct Disputes Delay
- ✓ **Q&A**

October 8, 2019

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Updated Disposition Code: FR49

- Issuers receive disposition code FR49 when disputing a financial value that should be addressed by modifying the Benefit Start Date and/or Benefit End Date.
 - Rule Description: Financial Value Not Present in HICS Case
 - Verbiage Returned to Issuer: *ER&R is unable to process this dispute. The HICS case does not support a change to the disputed financial value. The HICS case appears to be for a retroactive start/end date or a reinstatement. These can be resolved by updating the start/end date and/or effectuation status on the RCNI or by submitting start date and/or Prior Year – End Date disputes if the policy is from a prior year. If you believe the HICS case/FFM policy should have an APTC adjustment, please contact your Account Manager and have them update the HICS case. If the HICS case has been resolved for more than 30 days, a new HICS case will need to be created. Otherwise, please update the RCNI to reflect the APTC amount associated in the FFM. 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.*
- Previously, FR49 only applied to APTC disputes. ER&R made this change to address issuer inquiries regarding certain Total Premium Amount disputes that received FR7 disposition codes.
- To prevent most instances of these errors, issuers should ensure that the HICS case explicitly states the need to change the financial value and that there is no existing segment that already contains the requested value.

Enrollment Dispute Form V12 Launch Timing

- As a reminder, Enrollment Dispute Form v12 will include the following enhancements:
 - Addition of Date of Birth discrepancy dispute type
 - Replacement of FFM Benefit Start Date and FFM Benefit End Date columns with Segment ID column
 - Addition of FFM Exchange Assigned Member ID column for member-level disputes
 - Elimination of Batch Number column
 - Formatting changes for 508 compliance
 - Other minor fixes and improvements

Enrollment Dispute Form V12 Launch Timing

- ER&R is entering the final stages of pre-deployment testing of form v12
 - Upon successful completion of testing, CMS will provide approval to communicate a formal launch date to issuers
 - Once approval is received, ER&R will post the final production version of form v12 and add-ins to zONE and communicate dates for the following:
 - The final date for acceptance of form v11 disputes
 - The date to begin accepting form v12 disputes
- Note:** ER&R plans to launch v12 at least 3 weeks after the final form is posted to zONE.
- There will be no code changes between the v12 prototype and final production version.
 - There will be some minor cosmetic changes
 - You can locate the prototype for v12 by visiting:
<https://zone.cms.gov/system/files/documents/20190619enrollmentdisputeformv122.xlsx>

HICS Direct Disputes Delay

- ER&R experienced a delay with some HICS direct disputes in the last month.
- The delay has been resolved and we are working through a small backlog of disputes.
- Issuers should receive responses to their disputes in the coming days.
- Expect a return to our normal HICS direct dispute cadence within the next two weeks.

Issuers and DE/EDE Partners: UAT0 Outage Tonight (10/8)



Tuesday, October 8, 2019

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Issuers and DE/EDE Partners: UAT0 Outage Tonight (10/8)

- Issuers and DE/EDE Partners, please be advised that there will be a UAT0 deployment this evening (10/8), which will result in a UAT0 outage
 - The deployment will begin at 9:00 PM ET, and is expected to be completed by 6:00 AM ET tomorrow morning
 - During the deployment, partners will be unable to connect to the Hub Gateway or EFT services in UAT0
 - As a result of the deployment, partners will also not receive any 834 files between 9:00 PM ET on 10/8 and 10:30 AM ET on 10/9
 - 834s generated prior to the deployment will still be available for pick-up until the deployment starts at 9:00 PM ET on 10/8
 - 834s generated after the deployment will be delivered to partners starting at 10:30 AM ET on 10/9

Direct Enrollment (DE) Updates: Enrollment Team



Tuesday, October 8, 2019

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Classic DE Partners: A/B Pathway App 3.0 Email Address Defect

- Classic DE Partners, please be advised that we have identified an A/B pathway defect, specific to the App 3.0 flow
 - The defect is resulting in an email address being required for the consumer in the App 3.0 flow for the Classic DE A/B pathway
 - Historically, we have not required an email address for the consumer in the Classic App flow for the Classic DE A/B pathway, however we are incorrectly requiring an email address for the consumer in our App 3.0 flow for the Classic DE A/B pathway
 - » Note, email address is correctly being required in the HealthCare.gov flow, the Classic DE consumer pathway, and the EDE consumer pathway
 - If an A/B is assisting a consumer and the consumer is unable/unwilling to provide an email address, the A/B should contact the FFM Call Center for assistance in completing the application
 - » The A/B must not provide an email address that isn't the consumer's email address, such as a "fake" email address or the A/B's personal email address
 - As a reminder, we are still supporting two application flows, the Classic App flow and the App 3.0 flow
 - The Classic App flow is our original application flow and the App 3.0 flow is our newer more streamlined application flow
 - The vast majority of consumer scenarios are now routed to our App 3.0 flow
 - We are tentatively expecting to deploy a production fix for this defect on either 10/21 or 10/28

EDE Partners: Person Search and Get Enrollment Changes Related to Open Enrollment

- EDE Partners, please be aware of the following OE-related changes for the Person Search and Get Enrollment API responses:
 - We deployed a change to production on 10/6, which prevents the Person Search response from returning future year applications until 11/1
 - This change is in alignment with what is currently done in the Classic DE Application Search, and prevents future year applications (in particular, BAR applications) from being modified prior to OE
 - » Note submission of a future year EDE application prior to OE will fail either way
 - We will also be deploying a change to production on 10/20, which will prevent the Get Enrollment response from returning BAR policies until after 12/15
 - Starting on 12/16, BAR policies will be returned via the Get Enrollment response
 - Actively created OE policies and renewal policies will be available via the Get Enrollment response starting 11/1
 - This change is in alignment with BAR policy display in our other pathways (i.e. HealthCare.gov flow and Classic DE flow)
- We do not expect that EDE Partners should have to make any changes related to this new functionality, however we are sharing for EDE Partner awareness

Phase 3 EDE Partners: Submit App maxAPTCAmount Defect

- Phase 3 EDE Partners, please be advised that we have identified a defect that is resulting in an incorrect maxAPTCAmount being returned in the Submit App response
 - The defect is specific to scenarios where a QHP-eligible consumer either: 1) attests to temporarily living outside of the application state, or 2) attests to living outside of the application state and is QHP-eligible based on the residency of the tax filer or spouse
 - This defect should not impact Phase 1 or Phase 2 EDE Partners
 - We believe that this is a fairly small-population defect
- Note that this defect only impacts the Submit App response, and a subsequent Fetch Eligibility request/response will return the correct APTC amount(s)
 - This said, Phase 3 EDE Partners using the maxAPTCAmount from the Submit App response in any way should be aware of the existing defect
 - Phase 3 EDE Partners may encounter unnecessary Submit Enrollment failures if using the maxAPTCAmount returned in the Submit App response for enrollment purposes, for example
 - » As per normal, if a Submit Enrollment request fails due to an IncorrectAPTCAmount, a corrected APTC amount will be returned
- A fix for this defect will be deployed to UAT0 on 10/18, and will be deployed to production on 11/10

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

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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.-

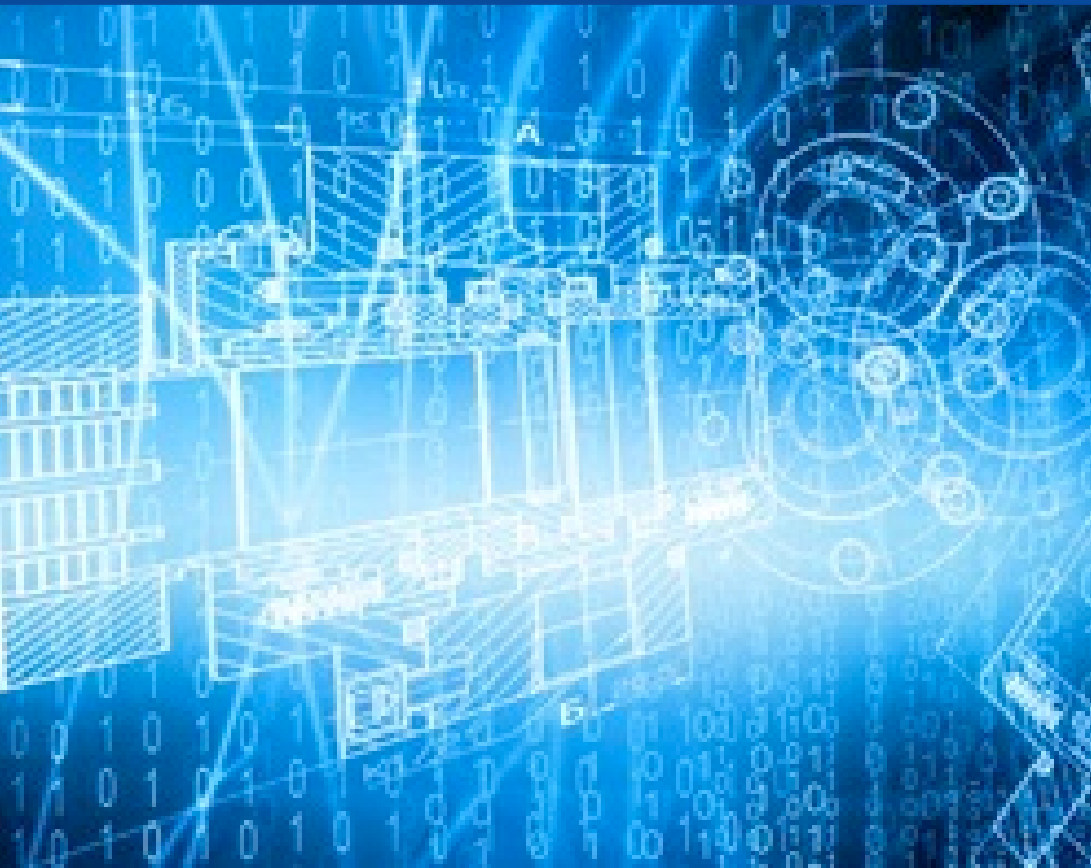
If you have not already; please register here <https://meetings-cms.webex.com/meetings-cms/k2/j.php?MTID=t1ee33e596961101e4a00ce2fdd928fce> one time for the entire Tuesday Issuer Technical Workgroup Call Series III (through February 26, 2020).

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

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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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