

CMS Issuer Technical Work Group



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Tuesday, October 15, 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	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:

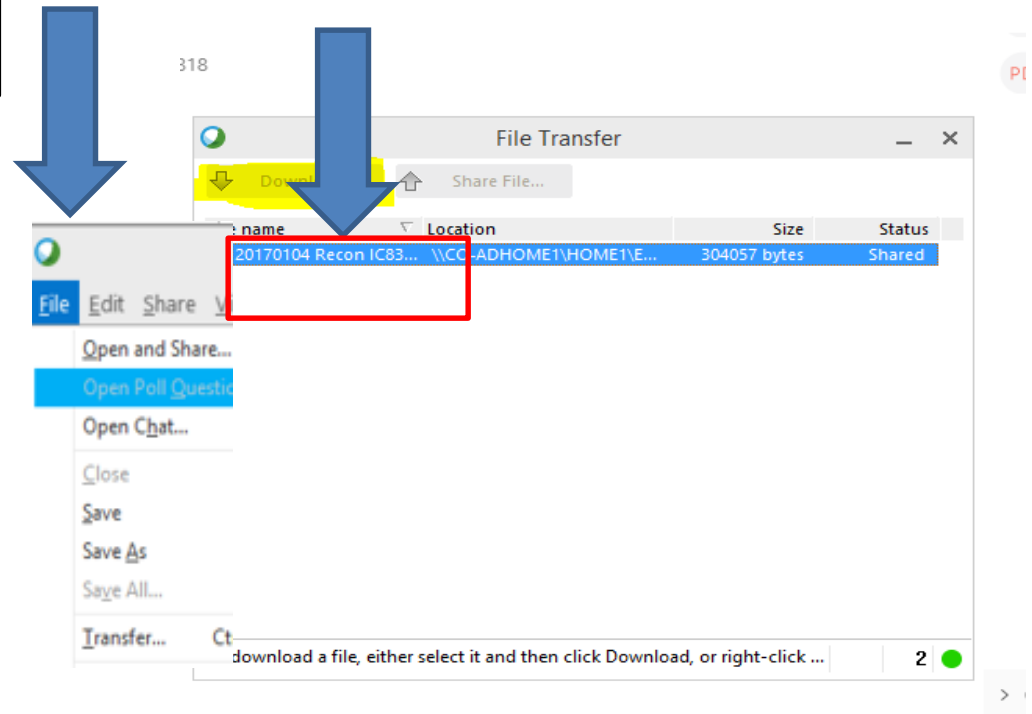
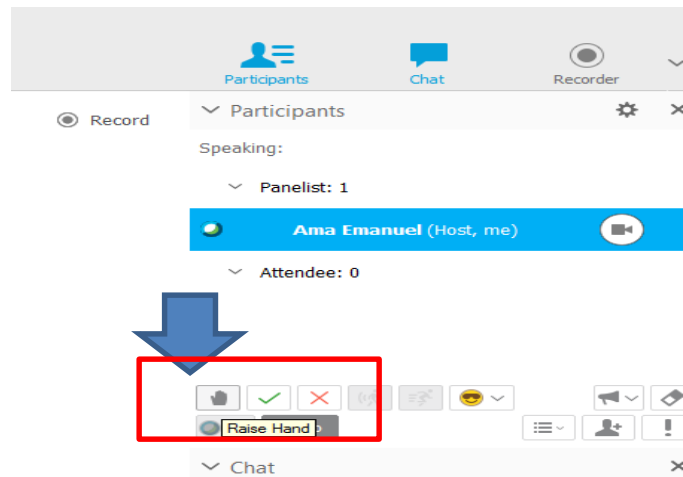
- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Remove POC to Distribution List"
- ❖ Include the email addresses of all desired contacts to be removed in the body of your message

***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)

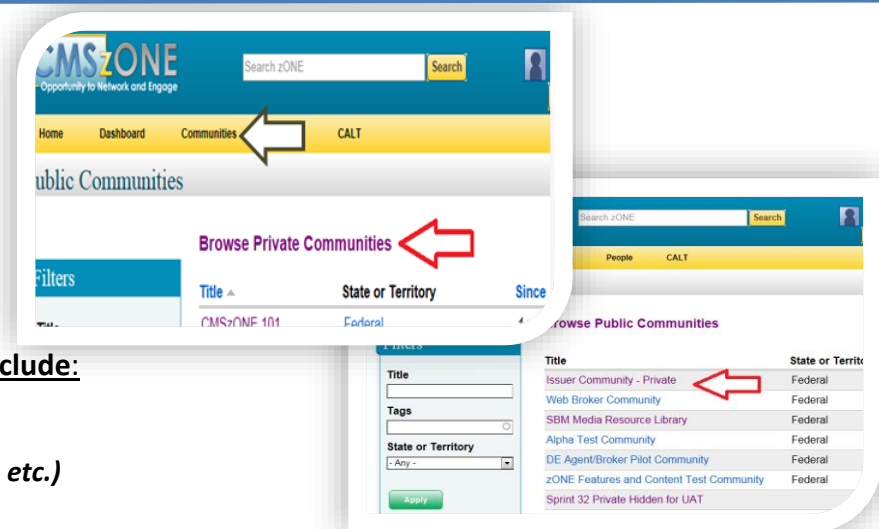
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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

EDI Registration Form Reminders

- As a reminder to Issuers and Third Party Administrators, your EDI Registration Form should be updated anytime there are changes to points of contact listed on your form. Additionally, existing forms should be updated when there are any changes to current QHPs, and/or new QHPs are added/removed as required per an organization's business needs.
 - These updates can be submitted as a “Change” to the current EDI Registration Form.
- Issuers do not need to submit changes to end dates listed on the EDI Transaction List section of the form for plans that will continue to be offered into the next plan year.
 - E.g. Issuer is offering 2 QHPs in a service area for PY2019. No changes are being made to these QHPs for PY2020 and the plans will be available to consumers. However, the end dates listed in the EDI Transaction List section of the Registration Form are for 12/31/2019. Issuers do not need to report a change in end date in these scenarios.

Enrollment Policy Updates: Batch Auto Reenrollment (BAR)



Tuesday, October 15, 2019

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This information has not been publicly disclosed and may be privileged and 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.

BAR Schedule for this Week

- **BAR File Delivery for FL, VA:** Issuers in FL and VA, can expect to begin receiving BAR files on Thursday, October 17. Issuers should not expect to receive all their BAR files in one day. CMS will continue to provide guidance of expected state order via this messaging. For questions related to BAR, issuers can reference;
https://protect2.fireeye.com/url?k=0efa0dae-52ae2485-0efa3c91-0cc47a6d17cc-2befbb18070e81a4&u=https://www.regtap.info/uploads/library/ENR_OE2020TransactionSummary_061019_5CR_061219.pdf.
- **Batch Auto-Renewal Set to Begin on Thursday, October 17:** The FFE is on track to deliver the first batch auto-renewal transactions to issuers in Thursday evening's EDI aggregation.
- **BAR Progress Report Scheduled to Begin Friday, October 18:** As strongly requested by issuers, we are continuing the distribution of the "BAR Progress Report" to each individual issuer on a daily basis (including weekends) to help them track their progress in receiving BAR transactions via EFT code **MISCO**. We will continue to send a BAR forecast as part of this daily e-mail, identifying which states may receive BAR transactions that evening.

Enrollment Pre-Audit & Reconciliation Updates



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Issuer Enrollment Ops Training for 2020

- CMS is currently conducting 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 conclude next week, Wednesday, October 23rd
- Tomorrow's session (Wednesday, October 16th) will cover:
 - Unaffiliated Issuer Records (UIR) 101
 - Enrollment Alignment Performance Summary (EAPS) Reports 101
- 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>
- Schedule for future Enrollment Ops Training sessions:
 - Week 6 (October 23rd): Recon 301: Recon Processing, RCNO Files, and Statistical Analysis

Housekeeping: Pre-Audit & Reconciliation

- **Prior Plan Years (2014-2018)**
 - 1095-A Consumer-Initiated Dispute Update (1095Ax) Files are scheduled for distribution to Issuers on Thursday, October 17th
- **Plan Year 2016**
 - This month's 2016 FFM extract will be taken later today, 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**
 - Issuers can submit RCNI16 files for the off-cycle at any time until the deadline
 - RCNI data submitted in the off-cycle will be compared against the FFM extract taken on October 15th

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2017**

- This month's 2017 FFM extract will be taken later today, 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 later today, 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 later today 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

ER&R Updates

October 15, 2019

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Enrollment Dispute Form v12 Launch Date

- ER&R has completed the final production version of Enrollment Dispute Form v12 and posted the file enrollmentdisputeformv12.xlsx to zONE.
 - <https://zone.cms.gov/document/enrollment-resolution-and-reconciliation>
- **ER&R will accept v11 through Friday, November 8th.**
 - Issuers who submit disputes on v11 after the 8th will receive response emails that include a copy of v12 and instructions to resubmit the disputes using the new form.
- **ER&R will begin accepting v12 on Tuesday, November 12th.**
 - While issuers may submit v12 starting on November 12th, be aware that ER&R will be completing deployment and testing for several days. Issuers may not receive timely acknowledgement of disputes submitted from November 12th–14th.
- **ER&R anticipates returning to normal cadence by Friday, November 15th.**
 - All new disputes and disputes received since November 12th will receive responses and be processed normally by Friday, November 15th.
- Issuers should delete the prototype form (20190619enrollmentdisputeformv122.xlsx) that was previously available on zONE.
- Issuers who utilize add-ins will need to install the v12-compatible add-ins, which will be posted to zONE in advance of the launch date.

Enrollment Dispute Form v12 Launch Date (Continued)

- As a reminder, Enrollment Dispute Form v12 includes 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
- Issuers may direct questions regarding the v12 form or add-ins to the ER&R Support Center.
 - ERRSupportCenter@cognosante.com
 - **(855) 591-7113**

Direct Enrollment (DE) Updates: Enrollment Team



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Classic DE and EDE Partners: Reminder on Help Desk Procedures

- Classic DE and EDE Partners, as a reminder, please follow the below help desk procedures when sending in questions:
 - If you are encountering a technical issue with any of the DE or EDE services, or if you have a technical questions about any of the DE or EDE services, **please email both** CMS_FEPS@cms.hhs.gov and CMS.FFM.EDESupport@accenturefederal.com
 - If you are encountering connectivity issues with any of the DE or EDE services, **please email both** CMS_FEPS@cms.hhs.gov and DSH.Support@qssinc.com
 - If you have questions related to DE or EDE compliance requirements, privacy/security requirements, UI display requirements, audits, etc., please email DirectEnrollment@cms.hhs.gov
 - If you are unsure about which email address you should route your question to, please do not send individual emails to each of the above email addresses
 - Instead, please send your question to **all** of the above email addresses and the appropriate team will address your question
 - Note, when multiple teams receive the same question individually, it just creates duplicative work and delayed response times
 - Please use an appropriate subject line for your email, such as “EDE Production Issue: (short description of issue)” or “Classic DE Testing Issue: (short description of issue)”
 - Please allow the appropriate team time to respond before escalating issues (i.e. allow at least 24 weekday business hours for a response if you are following the above procedures)
 - Please do not copy CMS employees aside from your DEPOC on your help desk emails, unless the email is related to a time-sensitive critical issue
 - Note, if a critical DE or EDE issue is identified in production that requires immediate CMS attention, you should call our Exchange Operations Center (XOC) at 1-855-829-8848, Ext. 24584047
 - » The XOC is available 24/7
 - » Note, **this number should not be used for non-critical production issues, or for test environment issues**

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 character numbers 32-126, except the following characters which will be blocked:
 - 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 **10/18**, 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>