

Enrollment Reconciliation & IC834 Workgroup



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IC834 – Housekeeping

- **The PO-IC834 reporting suite** (PO Summary, PO Detailed, and Reinstatement Detailed) for transactions submitted 10/15 – 10/21 *is delayed*. We expect these reports to be sent by Friday, October 25.
- If you have any questions about this delay or any other IC834-related item, please contact Inbound834@bah.com

BAA Errors – E051 for Cancellations - Deep Dive

During last week's reporting period, E051 errors for cancellations represented a significant number of rejections. E051 signifies rejection **when a transaction does not follow date processing rules**:

BAA Error Codes				Rejection Reasons
Error Code	Error Reason	Element in Error	Modified Data Content	
E051	Incorrect Date	Benefit Begin Date	FFM Benefit Begin Date	Cancellation IC834 transaction sent with Benefit End date not equal to Benefit Begin date OR Benefit Begin date - 1

Secondary Matching: E051 – Troubleshooting (1/2)

For Cancellation transactions, dates within IC834 files must be formatted as follows:

Expected Transaction Outcome	Date Considerations	X12 Code
	Eligibility End Date (IC834) = Eligibility Begin Date (FFM Policy)	2000 DTP*357 (IC834) = 2000 DTP*356 (FFM Policy)
	Eligibility End Date (IC834) = Eligibility Begin Date (FFM Policy) – 1 day	2000 DTP*357 (IC834) = 2000 DTP*356 – 1 (FFM Policy)

Cancellation

Secondary Matching: E051 – Troubleshooting (2/2)

If your IC834 transactions receive an E051 error, use the following to troubleshoot:

- Review the data on the Rejected BAA
- Review the IC834 PO Detailed Report as contains additional details for rejected transactions including expected Marketplace values

Exchange_Policy_Id_FFM_VAL	Exchange_Policy_Id_Ic834_Value	Exchange_Assigned_Subscriber_Id_FFM_Value	Exchange_Assigned_Subscriber_Id_Ic834_Value	Benefit_Begin_Date_FFM_Value	Eligibility_End_Date_Ic834_Value
				20160201	20160101

Once the IC834 value is corrected, an Issuer can resubmit the file in the following ways:

Resubmit via IC834	Resubmit via Recon	Resubmit via ER&R
✓	✓	

Issuer Enrollment Ops Training for 2020

- CMS conducted 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
- The series kicked off on Wednesday, September 18th at Noon EDT and concluded yesterday, Wednesday, October 23rd
- Topics covered during this series of training included:
 - Week 1 (September 18th) Data Alignment 101, Introduction to IC834
 - Week 2 (September 25th): IC834 201, Recon 101
 - Week 3 (October 2nd): IC834 301, Recon 201
 - Week 4 (October 9th): Disputes 101
 - Week 5 (October 16th): UIR 101, EAPS 101
 - Week 3 (October 23rd): Recon 301: Recon Processing, RCNO Files, and Statistical Analysis
- Session materials are available on zONE at:
 - <https://zone.cms.gov//document/2019-open-enrollment-ops-training-series>

Housekeeping: Pre-Audit & Reconciliation

- **Prior Plan Years (2014-2018)**
 - The next set of 1095-A Consumer-Initiated Dispute Update (1095Ax) Files is scheduled for distribution to Issuers on Wednesday, October 30th
- **Plan Year 2016**
 - This month's 2016 FFM extract was taken on Tuesday, October 15th at 6PM EDT
 - Comprehensive Enrollment Pre-Audit (AUD16) Files based upon that extract were distributed to Issuer 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 was taken on Tuesday, October 15th at 6PM EDT
 - Incremental Pre-Audit (ISIPA7) Files based upon that extract were distributed to Issuers on Friday, October 18th
- **Plan Year 2018**
 - This month's 2018 FFM extract was taken on Tuesday, October 15th at 6PM EDT
 - Incremental Pre-Audit (ISIPA8) Files based upon that extract were delivered to Issuers on Thursday, October 17th

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2019**
 - This month's 2019 FFM extract was taken on Tuesday, October 15th at 6PM EDT
 - Comprehensive Enrollment Pre-Audit (AUD9) Files based upon that extract were distributed to Issuers on Thursday, October 17th
 - The RCNI9 submission deadline for October's Run 11 is **today, October 24th at 3PM EDT**
 - **As of 11AM today, just under 95% of Issuers have successfully submitted for Run 11**

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2020**
 - The first set of Missing Outbound 834 Incremental Pre-Audit (MOIPA0) Files is scheduled for delivery to impacted Issuers on Tuesday, November 5th
 - The first 2020 FFM Extract is scheduled for Wednesday, November 13th at 6PM EST
 - The first comprehensive 2020 Enrollment Pre-Audit (AUD0) Files are scheduled for delivery to Issuers on Friday, November 15th

Important Dates: Reason Codes on RCNI

- As previously communicated, CMS intends to require population of Cancellation and Termination Reason Codes on the RCNI File starting with November's Run 12
 - Issuers that do not submit reason codes on cancelled or terminated records may have those cancellations and terminations suppressed starting with that cycle
- CMS plans to continue analysis of the reason codes submitted by Issuers on the RCNI File to ensure sufficient data quality to apply updates to FFM data
 - CMS is currently targeting the **March 2020 cycle for PY2020** to begin applying reason codes to the FFM based upon Issuer-submitted data on the RCNI File
- Issuers are encouraged to review the deep dive educational materials on proper use of the new reason code fields shared on the October 10th and 17th Recon/IC834 Workgroup calls, available on zONE at:

2020 Dispute Acceptance

- Issuers have received the first BAR files, which contain records of the 2020 policies.
- Issuers may submit Rejected Enrollment and Reinstatement End Date 12/31 disputes for 2020 coverage after receiving the first 2020 FFM Extract file on 11/18/2019.
- ER&R will also accept HICS Direct Disputes starting on 11/18/2019, although issuers may experience a delay before seeing the corrections in the FFM Extract file.
- Issuers needing to submit any other types of disputes for 2020 policies must wait until the first 2020 RCNO cycle is complete.

Update: 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 process v11 disputes through Monday, November 11th.**
 - Issuers are encouraged to submit v11 disputes by November 11th.
 - ER&R will not accept any v11 disputes after November 11th.
- **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.

Reminder: 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**

zONE Publications

- ER&R released the 2019 version of UIR 101, which was presented during the Enrollment Ops Training call on 10/16/2019.
- ER&R released the 2019 version of Disputes 101, which was presented during the Enrollment Ops Training call on 10/09/2019.
- Access the updated documentation on CMS zONE at <https://zone.cms.gov/document/enrollment-resolution-and-reconciliation>.

Q&A

