

CMS Issuer Technical Work Group

- *Housekeeping*
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- *PY 2020 All Issuer Testing Updates*
- *Enrollment Pre-Audit & Reconciliation*
- *BAR*
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October 29, 2019

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

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:

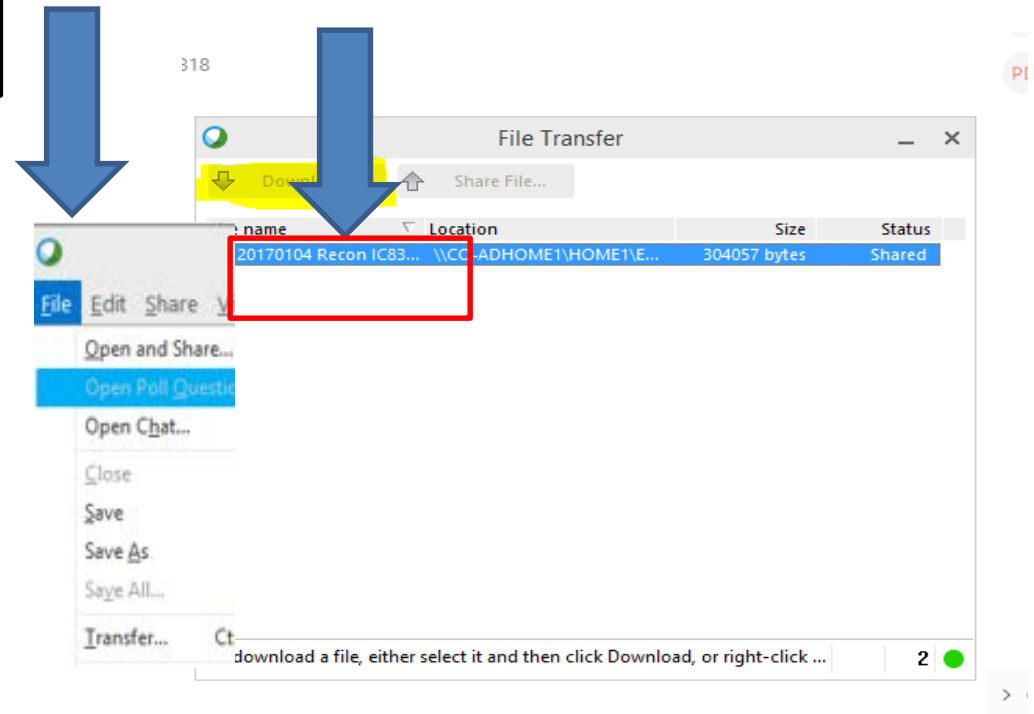
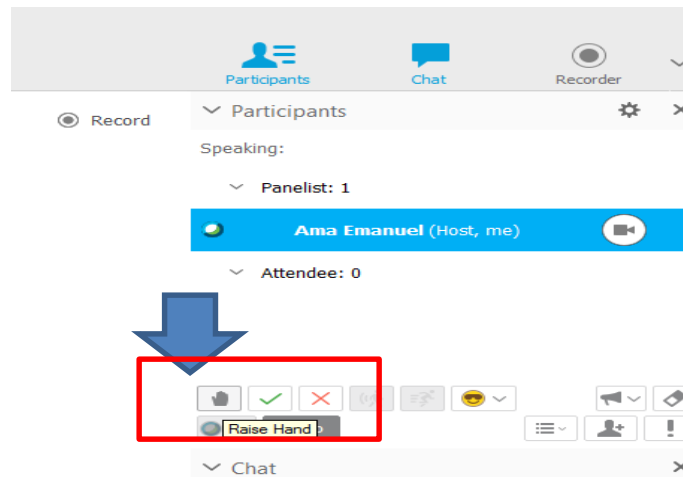
- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Remove POC to Distribution List"
- ❖ Include the email addresses of all desired contacts to be removed in the body of your message

***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)

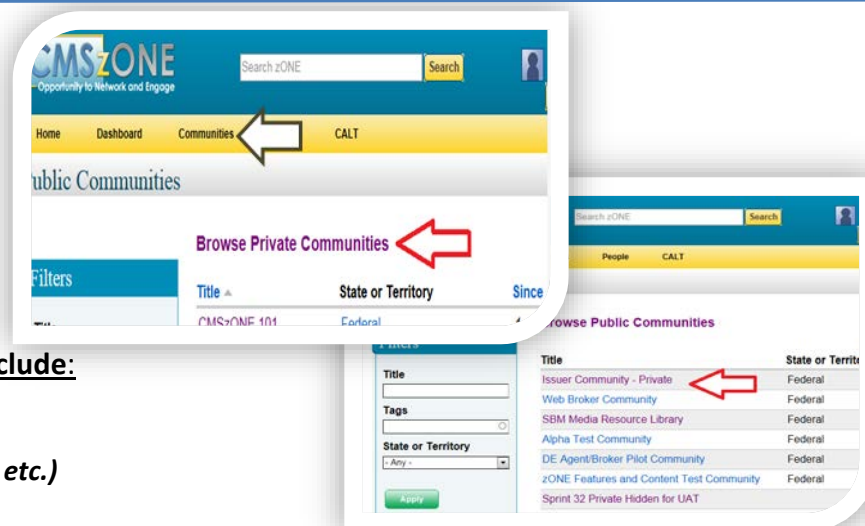
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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

Direct Enrollment (DE) Updates: Enrollment Team



Tuesday, October 29, 2019

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Classic DE and EDE Partners: Enabling DE and EDE Sites for OE

- Classic DE and EDE Partners, in preparation for the start of OE, please note that there is expected to be a maintenance page placed on HealthCare.gov starting late in the evening on 10/31, with the page being removed in the early morning hours on 11/1
 - We tentatively expect the maintenance page to be put up on HealthCare.gov, starting at around 10:00 PM ET on 10/31, and tentatively expect the maintenance page to be removed by 7:00 AM ET on 11/1
 - As per normal, while the maintenance page is up on HealthCare.gov, we'll indicate there is production downtime for DE and EDE Partners by placing "DE Pause" on the following page:
<https://www.healthcare.gov/de-proxy/>
 - As a reminder, DE and EDE Partners can always use this page to identify when there is a waiting room or maintenance page on HealthCare.gov
 - » 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
 - DE and EDE Partners are encouraged to use this page to identify when they can enable OE on their sites
 - » When "DE Pause" is removed from this page on 11/1, and the page is just blank, DE and EDE Partners can assume OE has begun

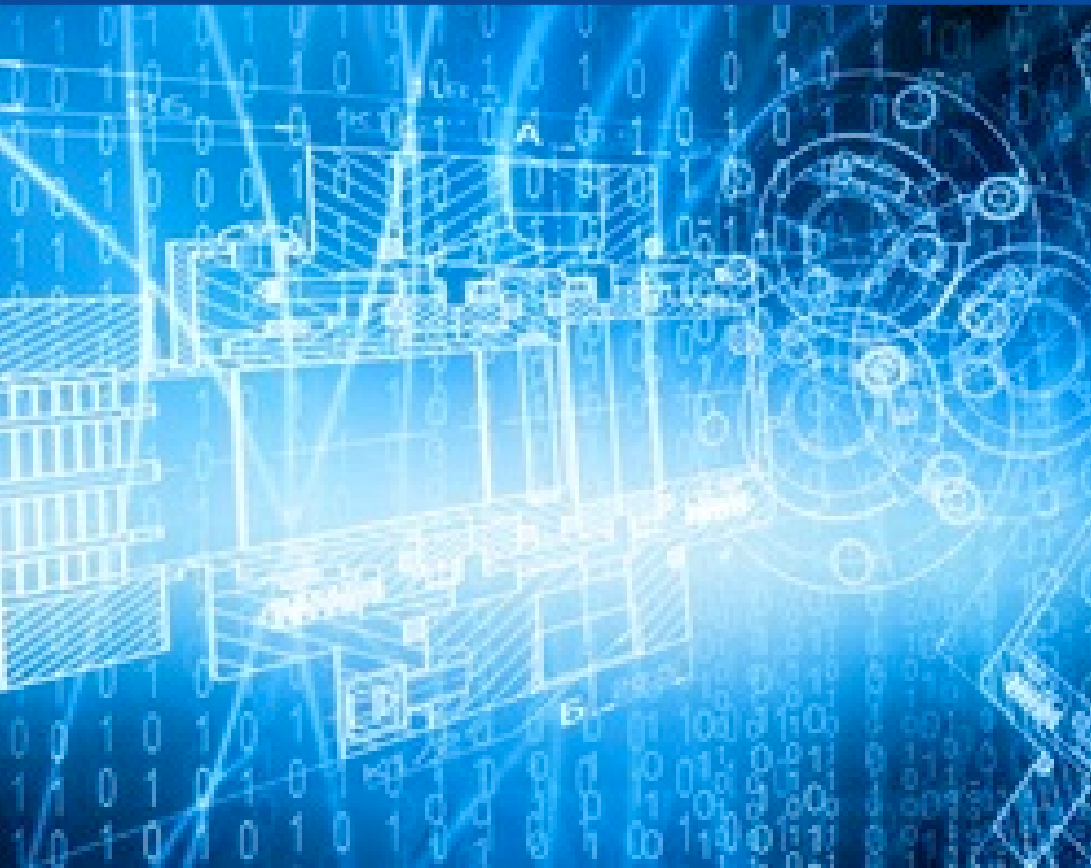
Update for Classic DE Partners: A/B Pathway App 3.0 Email Address Defect

- Classic DE Partners, as a reminder, we had identified an A/B pathway defect, specific to the App 3.0 flow
 - The defect was resulting in an email address being required for the consumer in the contact information section of 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 contact information section in the Classic DE A/B pathway
 - » Note, email address is correctly being required in the contact information section of the HealthCare.gov pathway, the Classic DE consumer pathway, and the EDE consumer pathway
 - » Note as well, email address will be conditionally required, regardless of pathway, if the consumer indicates that their communications preference is email
 - **Update:** A fix for this issue was deployed on 10/28
 - Note that this defect did not impact EDE Partners
 - As a reminder for EDE Partners, email address should also be optional in the contact information section of the EDE A/B pathway, as per the UI Question Companion Guide
 - » If a consumer indicates that their communications preference is email, then email address should be conditionally required in the communications preferences section of the EDE A/B pathway
 - EDE Partners are only required to send email communications to the consumer if the consumer indicates that their communications preference is email
 - As a reminder as well, email address is a required field in the contact information section of the EDE consumer pathway (along with in the HealthCare.gov pathway and the Classic DE consumer pathway)

Classic DE and EDE Partners: Submit Enrollment SpecialEnrollmentVerificationDueDate Defect

- Classic DE and EDE Partners, please be advised that we have identified a defect that is resulting in the SpecialEnrollmentVerificationDueDate (PolicyActivityMetadata/SpecialEnrollmentVerificationDueDate/ Date) not returning in the Submit Enrollment response when applicable
 - Note that the SpecialEnrollmentVerificationDueDate field indicates the due date for submission of supporting documentation if a consumer's eligibility results indicate the consumer has a Special Enrollment Period (SEP) Verification Issue (SVI)
 - As a result of this defect, DE and EDE Partners will be unable to provide consumers with their documentation due dates in the short-term
 - If a DE or EDE Partner has conditional logic that looks for the SpecialEnrollmentVerificationDueDate when the SpecialEnrollmentVerificationPendingIndicator (PolicyActivityMetadata/SpecialEnrollmentVerificationPendingIndicator) is "True", the DE or EDE Partner may want to deploy a short-term change so that unnecessary errors aren't presented to users in their UI
 - Note, during OE, SVIs will not be created for future year applications
 - We are tentatively looking to deploy a fix to production for this issue on 12/18, which would hopefully minimize the consumer impact, given the current proximity to OE
 - » An update will be provided when the deployment timing has been confirmed

UAT0 PY2020 All Issuer Testing Known Issues and Testing Tips Update



*External Engagement
Team*

October 29, 2019

Testing Updates

- Last Day of Testing
 - Thursday, October 31, 2019
- Ticket Update
 - If you would like an update on an existing ticket, respond to your email from CMS FEPS confirming your ticket number
- UAT0 Data Migration on 10/25
 - If you noticed subsidy calculations that were incorrect, please retest as this may now be corrected

Housekeeping: Enrollment Pre-Audit & Reconciliation

Enrollment Pre-Audit & Reconciliation

October 29, 2019

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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 finish tomorrow, Wednesday, October 23rd
- Tomorrow's final session will cover:
 - Recon 301: Recon Processing, RCNO Files, and Statistical Analysis
- 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>

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 Issuers yesterday, 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 **this Thursday, October 24th at 3PM EDT**

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:

Batch Auto Reenrollment (BAR) Update

*Center for Consumer
Information & Insurance
Oversight (CCIIO)*

October 28, 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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BAR Update

- 2020 BAR transactions have substantially finished for 2019 enrollments current as of October 11, 2019, in all FFE states.
- CMS has been running a small “clean-up” population since 10/25. Issuers in all states may receive BAR transactions with their 6pm aggregate. This clean-up is expected to continue throughout the week.

“Missing BAR” Transactions

- We encourage issuers to review the below criteria before opening a ticket with the Marketplace Service Desk.
 - Consider the “deprioritized” population (tobacco, multiple residential addresses, BAR SES Clean-up), which will be run later in BAR season.
 - Compare 2020 subscribers with 2019 subscribers using the FFE Member ID and other unique identifiers. In rare circumstances, the subscriber might change, but the FFE Member ID will remain the same.
 - 2019 Enrollments created after October 6th will not be BARed until the incremental BAR wave.
 - To be eligible for BAR, an enrollment must show as current in the FFE. Check the most recent Pre-Audit File to verify if the policy shows current with the FFE.
 - If issuers still have concerns that an auto re-enrollment was not received, please open a ticket with CMS_FEPS@cms.hhs.gov and include 3-5 sample 2019 application/enrollment identifiers that have not been auto renewed with an explanation of the concern.

Passive Cancels

Passive Cancels

- **Description:** Will cancel passive reenrollments that duplicate active enrollments for future year Marketplace coverage.
- If enrollees or their assisters create a duplicate enrollment via a disconnected application, the Marketplace will cancel the passive enrollment
 - **Delivery Date:** 11/20, 11/27, 12/4, and 12/10.
 - **Delivery Code/Layout:** EFT BARCN0 jobs (IPA layout)
- Issuers may alternatively send a IC834 cancel on the duplicate 2020 passive rather than waiting for the BARCN0 job

Passive BAR and Active Selection

- When an issuer identifies a Passive Reenrollment and an Active Selection for the same consumer, the issuer should enroll the active selection and work to cancel the passive. Options:
 - Wait for the FFE Passive Cancel Job to run (check BARCNO file for the passive cancelation)
 - Send a regular Cancel via IC834 at anytime for the passive reenrollment

Cancel Carry Forward

- **Description:** Will cancel auto-reenrollments that are subsequently ineligible for BAR due to late terminations of current year Marketplace coverage. Active reenrollments or auto-reenrollments that have been updated by the enrollee will NOT be cancelled in this job, though in some scenarios the issuer may still cancel the active reenrollment (see Exchange Enrollment Manual, Chapter 6)
 - **Delivery Date:** Intermittent 12/2 and 12/16+, then monthly January thru March
 - **Delivery Code/Layout:** Delivered to issuers via EFT I834's with AMRC CANCEL-CARRYFORWARD

CIC Carry Forward

- **Description:** Carries forward to the future year enrollment changes effective after BAR
 - **Delivery Date:** 12/2, 12/16
 - **Delivery Code/Layout:** Sent as an Additional Maintenance Reason Code (AMRC) of CANCELCIC to be consistent with M834 operational guidance (instead of CANCEL-CARRYFORWARD).

Missing Outbound Incremental Pre-Audit File Delivery

- **Description:** 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 including BAR that failed to convey successfully to the Issuer during the period covered by the ISUIPA.
 - **Delivery Dates:** 11/5, 11/19, 11/26, and 12/10
 - **Delivery File/Layout:** MOIPA0
 - BAR policies created but not sent as 834s will also show up on a MOIPA

2020 Open Enrollment Period HealthCare.gov Scheduled Maintenance Windows

Every year, CMS establishes scheduled maintenance windows that provide periods of time when CMS and its partners can make updates or resolve issues. Maintenance will only occur within these windows when deemed necessary to provide consumers with a better shopping experience. Consumer access to HealthCare.gov may be limited or restricted when this maintenance is required. The purpose in scheduling these times is to minimize any consumer disruption. Like other IT systems, these scheduled maintenance windows are how we update and improve our systems to run optimally and are the normal course of business.

It is important to note that these times are the maximum scheduled potential windows when consumer access may be limited if maintenance is needed. As it has been in the past, CMS anticipates the actual maintenance periods will be shorter while we work to minimize disruption for consumers

Potential/maximum scheduled HealthCare.gov maintenance windows for this upcoming Open Enrollment period are:

- Friday, November 1, 2019, early morning to make final preparations ahead of the start of the Open Enrollment period to ensure the website runs smoothly for consumers.
- Sundays, 12:00AM to 12:00PM (maximum time allotted), except on December 15, 2019

This year's scheduled maintenance windows are similar to last year's. Please note that due to a natural change in the calendar, this year's Open Enrollment period contains one more Sunday than last year's Open Enrollment period. As a result, there is one additional potential maintenance window scheduled for this year compared to previous years. CMS plans to continue working with agents, brokers, assisters, and states to ensure they have the information necessary to plan for Open Enrollment.

ER&R

✓ *Topics*

- ✓ 2020 Dispute Acceptance
- ✓ Reminder: AM Approval for 2016 Disputes
- ✓ Reminder: Enrollment Dispute Form v12 Launch Date
- ✓ zONE Publications

✓ *Q&A*

October 29, 2019

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.

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.
 - 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.

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



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.-

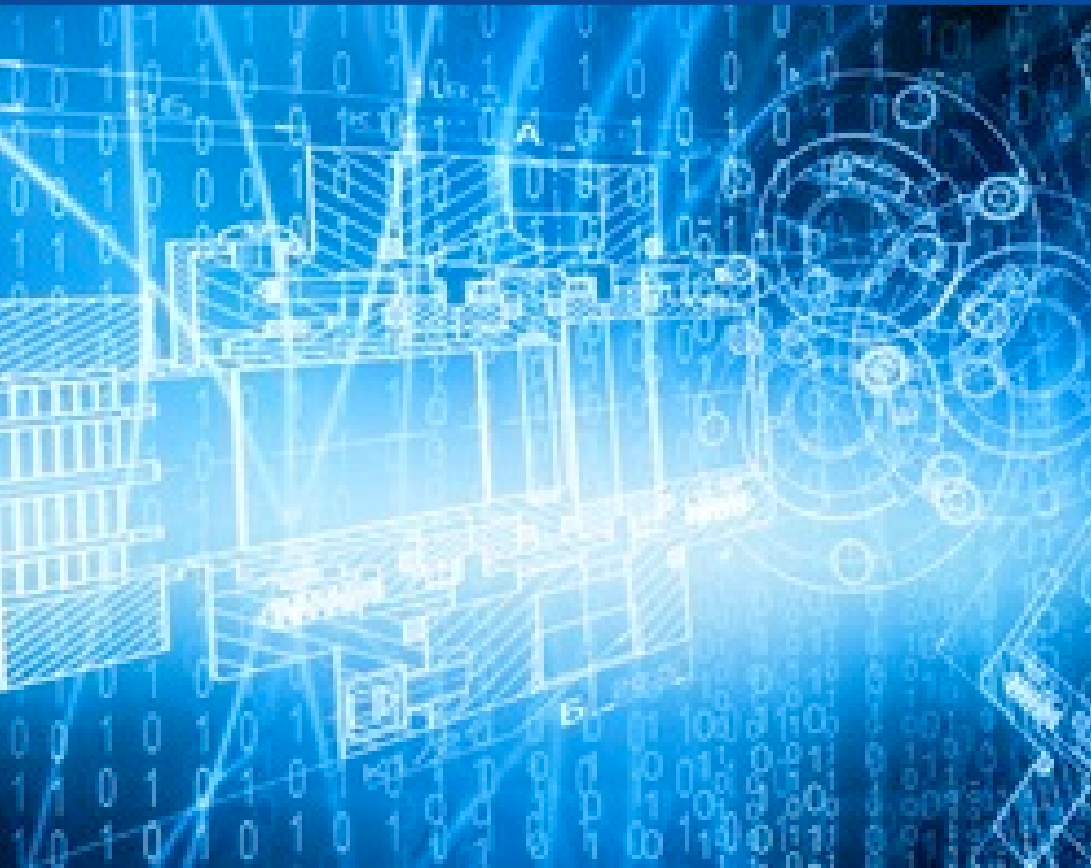
If you have not already; please register here <https://meetings-cms.webex.com/meetings-cms/k2/j.php?MTID=t1ee33e596961101e4a00ce2fdd928fce> one time for the entire Tuesday Issuer Technical Workgroup Call Series III (through February 26, 2020).

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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