

CMS Issuer Technical Work Group



- *Housekeeping*
 - *Webinar Schedule*
 - *PY 2020 All Issuer Testing Updates*
 - *Enrollment Operations Updates*
 - *BAR Updates*
- *Due to Issuer Enrollment Data Updates*
- *ER&R*
- *Direct Enrollment (DE) Updates: Enrollment Team*
- *Q&A*
- *November 5, 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:

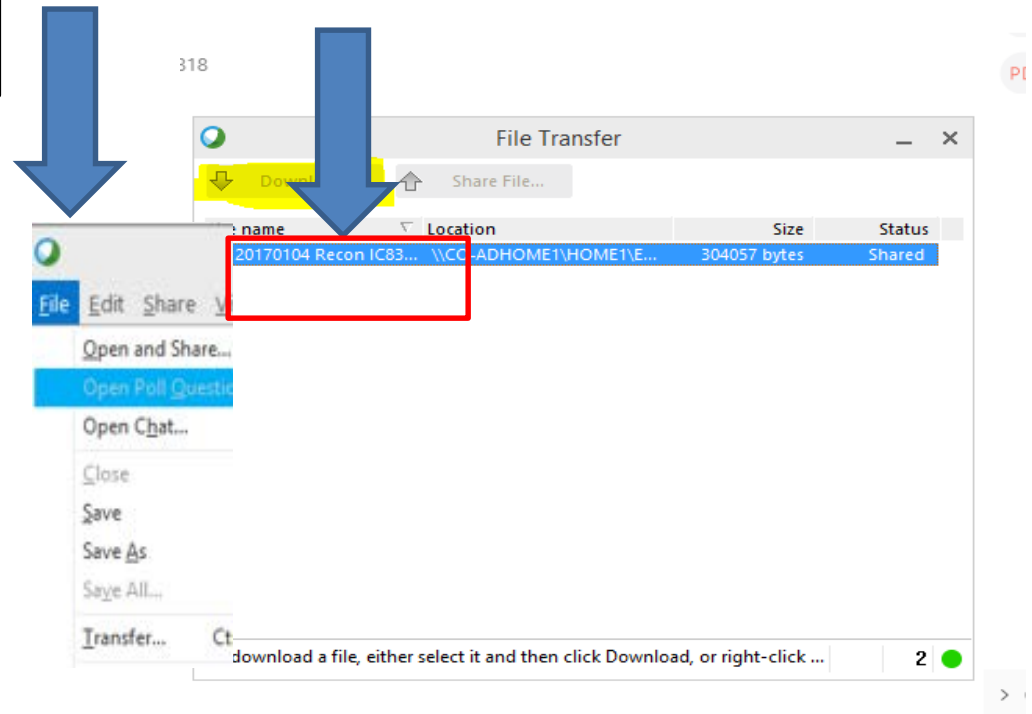
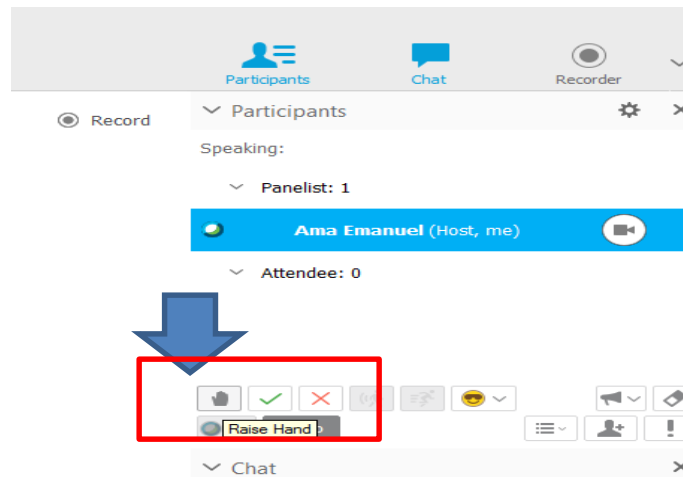
- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Remove POC to Distribution List"
- ❖ Include the email addresses of all desired contacts to be removed in the body of your message

***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)

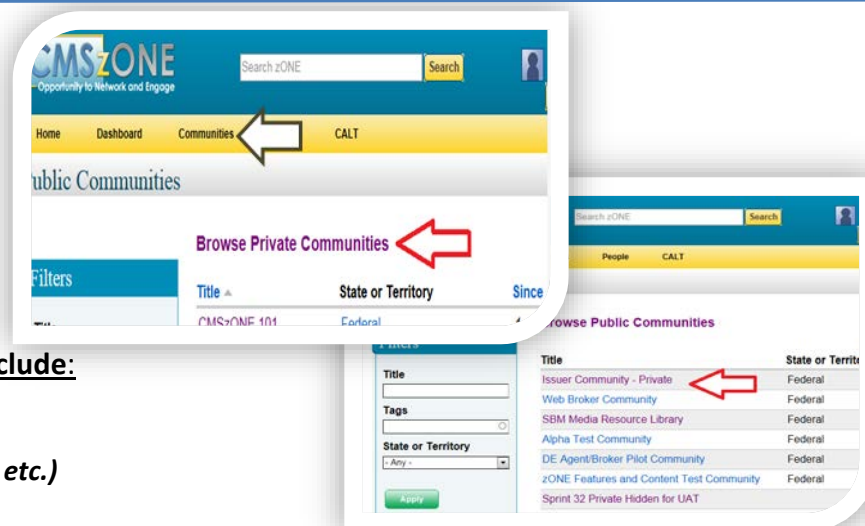
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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

Enrollment Operations Updates



November 5, 2019

CCIO Issuer Technical Workgroup

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IC834 Processing Hold & PO Report Delivery Update

- From **November 1-November 4**, all IC834 files from issuers and trading partners were held by the FFM, and subsequent processing delayed.
 - Issuers would still have received EDI functional acknowledgements in the form of TA1 and 999, but Business Application Acknowledgements (BAA) would not have been generated and therefore not delivered to issuers.
- Processing resumed late Monday afternoon (11/4) and CMS anticipates the backlog of files to be cleared by EOD today (11/5). As processing continues, issuers will begin to receive BAAs where applicable, and policy status updates will be applied in the FFM for successful transactions submitted during the processing delay.
- As a result of the delay in processing, the PO-IC834 reporting suite (PO Summary, PO Detailed, and Reinstatement Detailed) which would normally be delivered to issuers on **11/6**, and contain information for transactions submitted **10/29-11/4**, will be delayed. As the IC834 processing backlog is cleared and reports are generated, CMS will update issuers with a new expected delivery time.

Batch Auto Reenrollment (BAR) Update



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

November 5, 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

- Issuers should not expect to receive any BAR transactions this week.
- Issuers can expect to receive BAR transactions on or around 11/12 for deferred populations during October BAR.
 - Issuers will receive BAR transactions for 2019 enrollees eligible for 2020 passive re-enrollment if 1.) they indicate current tobacco usage, or 2.) they list multiple residency addresses for family members on a single application, or 3.) the application needs a CMS data clean-up before it can be run through the new BAR Stand-alone Eligibility Service (SES).

BAR Update

- If a consumer in the deferred population makes an active selection once Open Enrollment begins, BAR is desired to not Auto-renew that application. However, if we do auto-renew a policy that also actively reenrolled, we will cancel that via BARCN0 files.
- We will process BAR for all remaining applications that haven't actively reenrolled.

Switch File

- Switch File (EFT: SWTFL) began daily 11/3/19
- Enrollees whose auto-renewed coverage is processed may actively reenroll (origin code $\neq$ 11) at any time throughout Open Enrollment.
- If an enrollee who wasn't BARed actively selects a different issuer for 2020 coverage, the 2019 issuer will find them on the SWTFL and should discontinue coverage at the end of the 2019 plan year.

Passive Cancels

Passive Cancels

- Will cancel passive reenrollments that duplicate active enrollments for future year Marketplace coverage.
 - Delivery in November: 11/20, 11/27
 - EFT BARCN0 jobs (IPA layout)
- Issuers may alternatively send a IC834 cancel on the duplicate 2020 passive (BAR) rather than waiting for the BARCN0 job

Missing Outbound Incremental Pre-Audit (MOIPA0) File Delivery

- Reminder on MOIPA0
 - 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.
- First delivery in November: Tuesday 11/5
- BAR policies created but not sent as 834s will also show up on a MOIPA0

ER&R

✓ *Topics*

- ✓ Refresher: Avoiding Disposition Code FR7
- ✓ Reminder: Enrollment Dispute Form v12 Launch Date

✓ *Q&A*

November 5, 2019

Refresher: Avoiding Disposition Code FR7

- ER&R assigns FR7 disposition codes to Total Premium Amount that require a HICS Case but no HICS Case ID was included or the HICS Case identified does not support the requested change.

NOTE: If the HICS case provided does not support the Total Premium Amount change because the change should be addressed through a date change, the dispute will be assigned an FR49 disposition code.

- Not all Total Premium Amount disputes require a supporting HICS case. Issuers can access a list of exceptions on zONE in the Combined Enrollment and Payment TRG, Disputes 101, and HICS Direct Disputes Master Guidance.
 - **Verbiage Returned to Issuer:** *ER&R is not able to accept the update requested. Either the subscriber information provided by the issuer is not associated with the HICS case, the HICS case provided is invalid, or the HICS case does not support the change requested. ER&R must use the Total Premium Amount in the HICS case; therefore, the Total Premium Amount was not changed in the FFM. The issuer needs to provide a valid HICS case and ensure the subscriber ID provided is associated to the application/HICS case on the dispute form or update their records to match the Total Premium Amount in the FFM, provided on the RCNO file.*

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 must submit v11 disputes by November 11th, as ER&R will not accept any v11 disputes after that date.
- **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**

Direct Enrollment (DE) Updates: Enrollment Team



Tuesday, November 5, 2019

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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**
 - As a reminder, **if you are submitting a help desk ticket with production data (i.e. PII), you must send the information securely**
 - For example, you can send the data via a secure email service that requires the recipient to log in to retrieve it
 - Or for example, you can send the data in a password protected file
 - » The password for the file should be sent in a separate email

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.-

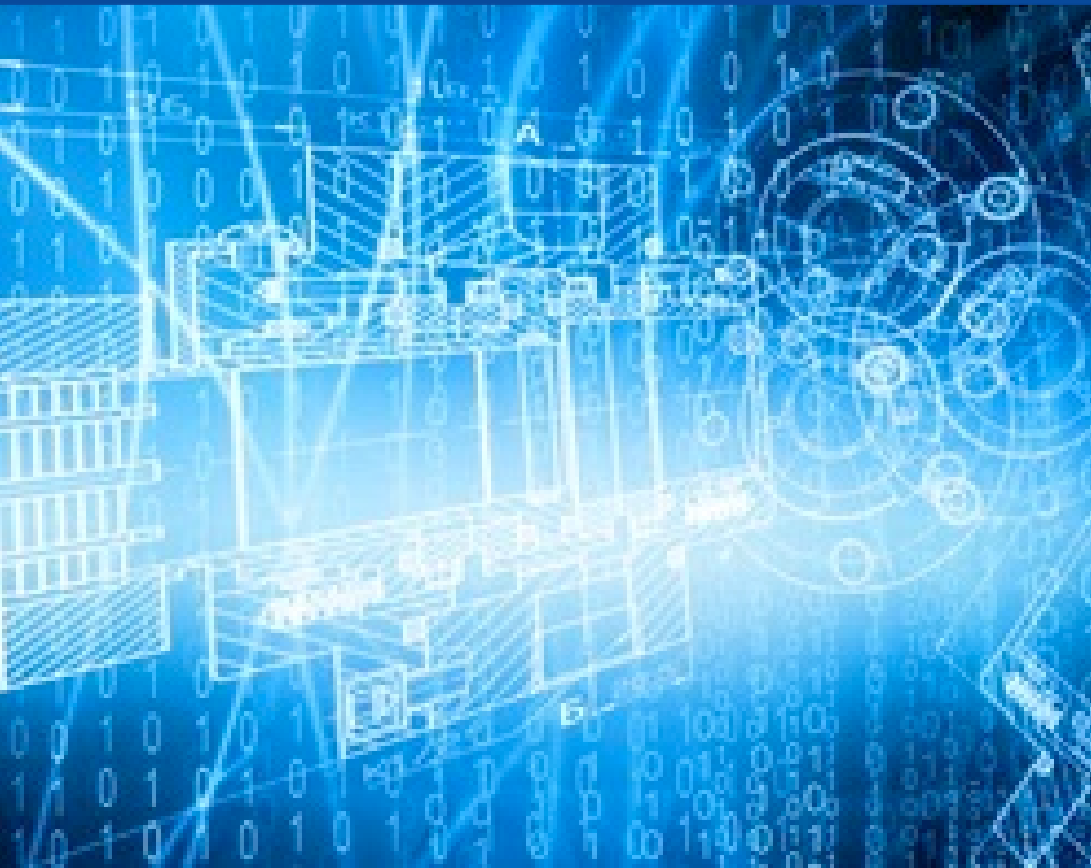
If you have not already; please register here <https://meetings-cms.webex.com/meetings-cms/k2/j.php?MTID=t1ee33e596961101e4a00ce2fdd928fce> one time for the entire Tuesday Issuer Technical Workgroup Call Series III (through February 26, 2020).

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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