

CMS Issuer Technical Work Group

- *Housekeeping*
 - *Webinar Schedule*
 - *BAR Updates*
- *ER&R*
- *Pre-Audit and Recon Updates*
- *Direct Enrollment (DE) Updates:*
Enrollment Team
- *Q&A*
- *November 19, 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 Thanksgiving There will be NO Data Recon & Inbound 834/BAA Workgroup call	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:

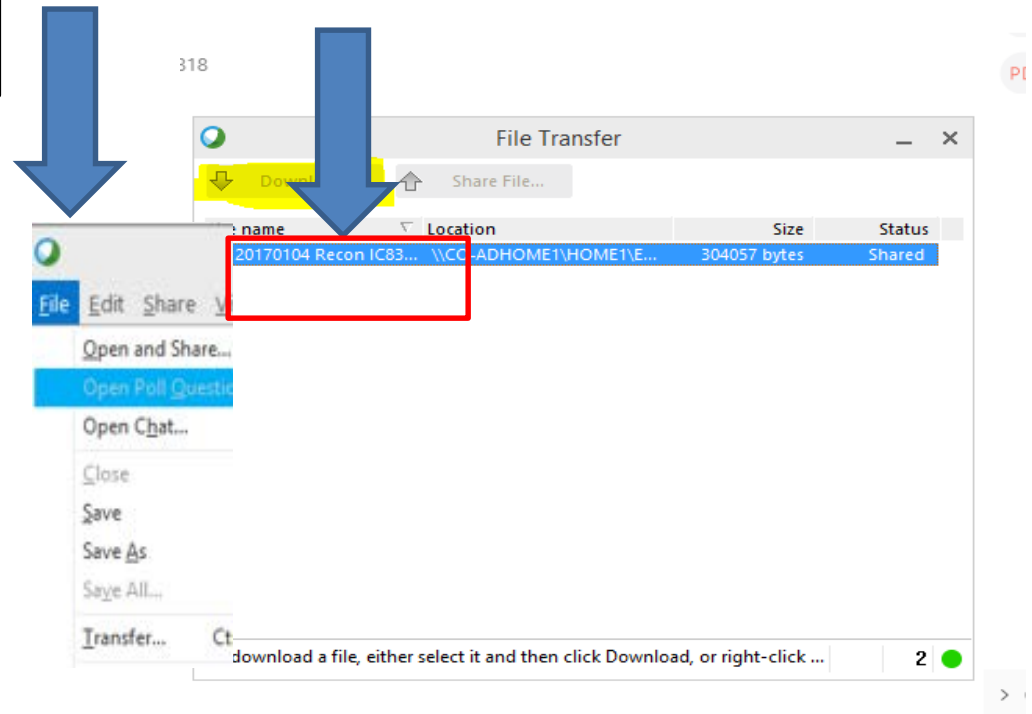
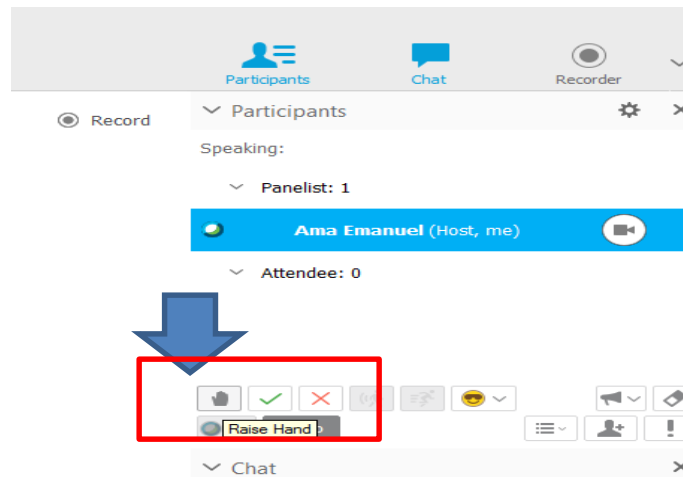
- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Remove POC to Distribution List"
- ❖ Include the email addresses of all desired contacts to be removed in the body of your message

**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)

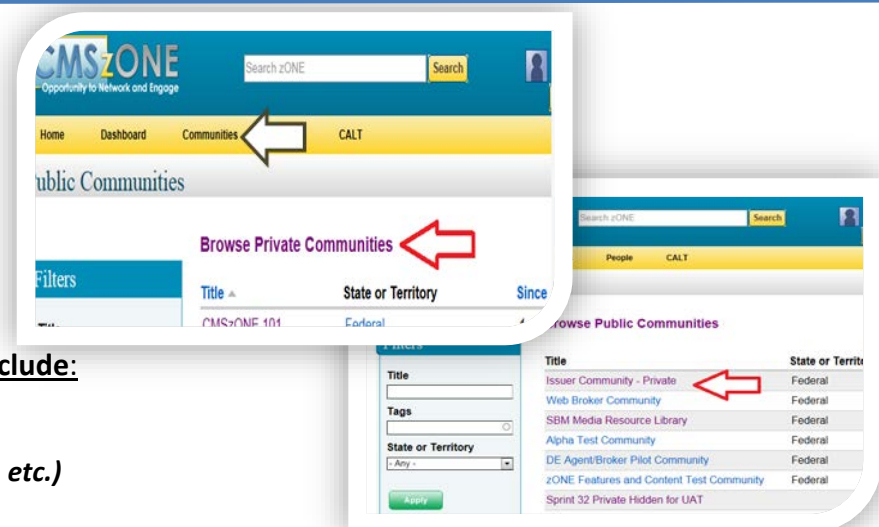
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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

Batch Auto Reenrollment (BAR) Update

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

November 19, 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

- Between November 14-16, issuers in all states should have received delayed BAR transactions for two deferred populations:
 - Current tobacco usage, or
 - Applications that need a CMS data clean-up before it can be run through the new BAR Stand-alone Eligibility Service (SES).
- CMS will be processing BAR transactions this week for the last deferred population:
 - Applications listing multiple residency addresses for family members, and
 - Other applications, that for various reasons, were not auto renewed in the October BAR wave.



BAR Update

- **Custodial Parent:**
 - CMS has learned that issuers may have received a small number of policies identifying a new custodial parent and/or responsible person through BAR transactions.
 - Issuers should disregard this new information.

Switch File

- Lists current year subscribers who have not been BAR'd and have actively switched to a different issuers for Plan Year 2020.
 - **Delivery:** Daily through 12/15
 - **EFT Code & File Layout:** SWTFL
- Plan Year 2019 issuers should non-renew subscribers found on the Switch File.

BAR Daily Progress Report

- This report is sent to each individual issuer on a daily basis (including weekends) to help them track their progress in receiving BAR transactions.
 - **Delivery:** Report resumed on 11/14.
 - **EFT code:** MISC0
- Error Noted:
 - Report is showing a diminished count of “regular_auto_enrolled” and “alternate enrollments” for those who were auto-renewed actively reenroll at a later time. This has the effect of making the percent auto-renewed appear lower than it actually is.
 - Report format will be changed in the near future to address this discrepancy.

Passive Cancels

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

2020 Missing Outbound 834 Incremental Pre-Audit File

- Today, CMS will be distributing the 2020 Missing Outbound Incremental Pre-Audit Files (MOIPA0) to affected 2020 FFM Issuers.
- This special Incremental PAF will contain full information for enrollment transactions that failed to convey to issuers via the standard EDI 834, this includes BAR policies created but not sent via 834.
- Targeted delivery of files beginning 2:00pm EST.
- For more information, visit CMS zONE at:
https://protect2.fireeye.com/url?k=5795fb6f-0bc0f27c-5795ca50-0cc47adb5650-49a472fccf0bcce2&u=https://zone.cms.gov/system/files/documents/standard_issue_r_enrollment_data_files_v2_8.pdf

Housekeeping: Enrollment Pre-Audit & Reconciliation

Enrollment Pre-Audit & Reconciliation

November 19, 2019

Housekeeping: Pre-Audit & Reconciliation

- **Prior Plan Years (2014-2018)**
 - 1095-A Consumer-Initiated Dispute Update (1095Ax) Files were delivered to Issuers on Thursday, November 14th
 - **Please Note:** That was the final scheduled 1095Ax File delivery until February 2020
- **Plan Year 2016**
 - This month's 2016 FFM extract was taken on Friday, November 15th at 6PM EST
 - Incremental Pre-Audit (ISIPA6) Files based upon that extract are scheduled for delivery to Issuers on Thursday, November 21st

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2017**

- This month's 2017 FFM extract was taken on Friday, November 15th at 6PM EST
- Incremental Pre-Audit (ISIPA7) Files based upon that extract are scheduled for delivery to Issuers on Wednesday, November 20th

- **Plan Year 2018**

- This month's 2018 FFM extract was taken on Friday, November 15th at 6PM EST
- Incremental Pre-Audit (ISIPA8) Files based upon that extract are being delivered to Issuers today, Tuesday, November 19th

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2019**
 - This month's 2019 FFM extract was taken on Friday, November 15th at 6PM EST
 - Comprehensive Enrollment Pre-Audit (AUD9) Files based upon that extract are being delivered to Issuers today, Tuesday, November 19th
 - The RCNI9 submission deadline for November's Run 12 was **today, Tuesday, November 19th at 3PM EST**
 - **There is a small window in which we can still accept files, please submit any outstanding RCNI9 files ASAP!**

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2020**

- The first full 2020 FFM Extract was taken last Wednesday, November 13th at 6PM EST
- The first comprehensive 2020 Enrollment Pre-Audit (AUD0) Files were delivered to Issuers on Friday, November 15th
- A small number of Missing Outbound 834 Incremental Pre-Audit (MOIPA0) Files are being delivered to impacted Issuers today Tuesday, November 19th
 - These files include any enrollments where an 834 transaction failed to convey successfully to the Issuer after the Pre-Audit extract was taken on November 13th
- Passive Cancel Incremental Pre-Audit (BARCN0) Files are scheduled for delivery to Issuers tomorrow, Wednesday, November 20th
 - These files contain passive renewals that have been cancelled on the FFM due to an active enrollment made by the consumer for 2020 coverage

Plan Year 2020 Off-Cycle Reconciliation

Plan Year 2020

- CMS plans to provide Issuers with an opportunity to exercise their production processes for 2020 reconciliation ahead of the first formal cycle in late December
- This off-cycle run is optional, however ***all Issuers are strongly encouraged to participate***
- Issuers can now submit RCN10 files to test file submission and validation processes
- The RCN10 File submission deadline for this optional Off-cycle run is **Thursday, December 5th at 3PM EST**
 - Issuer-submitted data will be compared against data from the FFM extract taken on Monday, December 2nd at 6PM EST
 - Issuers that participate will receive an RCNO0 File following processing; as a reminder, CMS will not process any updates to FFM data based upon the results of off-cycle reconciliation

ER&R

✓ **Topics**

- ✓ BAR Reinstatement Deadline
- ✓ HICS Direct Disputes: Date of Birth

✓ **Q&A**

November 19, 2019

BAR Reinstatement Deadline

- Batch Auto-Reenrollment (BAR) is the process that creates new policies based on coverage from the previous year.
- UIEs will not BAR due to lack of an FFM record. Issuers should encourage those consumers to enroll during OE.
- Issuers must submit reinstatement disputes by 11/22/2019 to have those policies included in BAR.
- Policies that are reinstated after 11/22/2019 will not be correctly reenrolled, and the consumer will need to complete an enrollment for 2020 coverage.

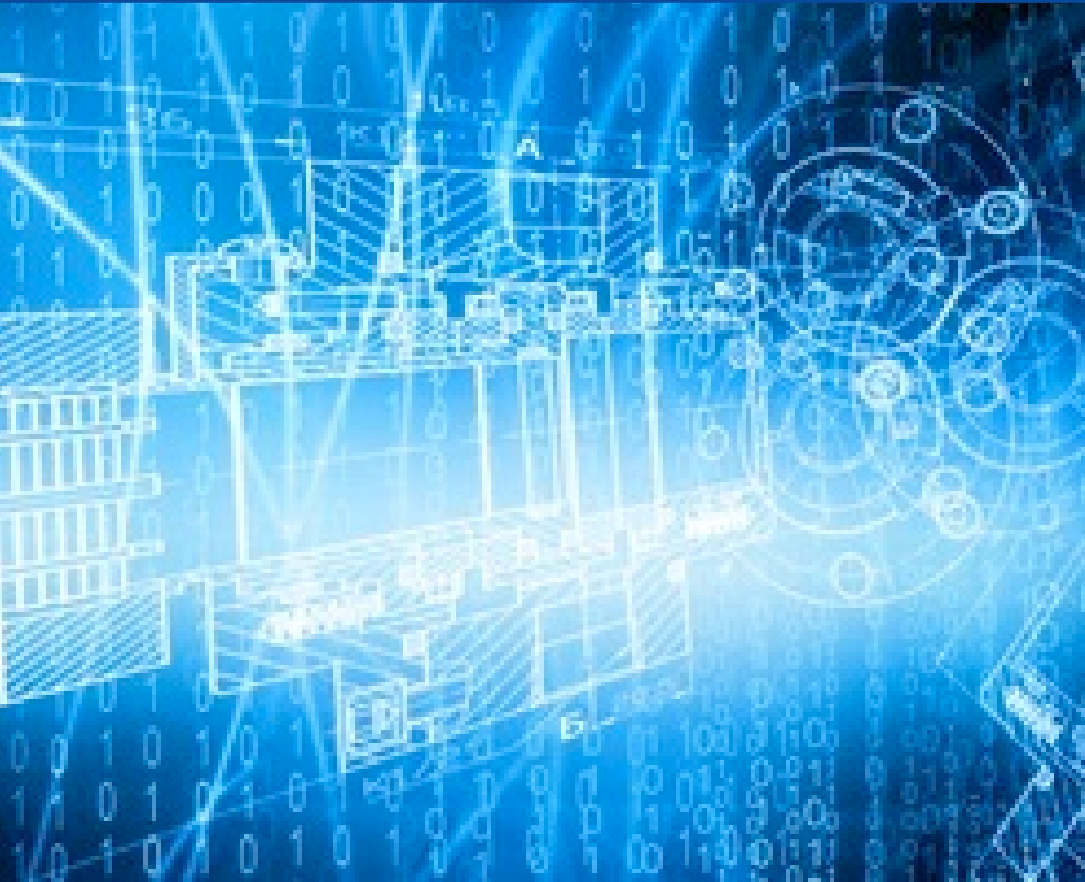
HICS Direct Disputes: Date of Birth

- ER&R will now accept HICS Direct Disputes for Date of Birth (DOB) updates.
- Issuers should use this dispute type when a HICS case directs the issuer to update the DOB.
- The HICS Direct Dispute should include the following information:
 - FFE Exchange Assigned Policy ID*
 - Name of the member being updated*
 - New DOB*
 - Total Premium Amount after the DOB correction (required if being updated)

***NOTE:** This information is required for the dispute type. The case will be rejected if this information is not provided within the HICS Case Narrative or comments.

- If the case is an enrollment blocker, confirmation blocker, or related to a technical error code (i.e. 500.300588), issuers should notify their CMS Lead Caseworker/Account Manager. CMS prefers these cases be handled using a special process and generally result in an updated 834 transaction being sent to the issuer.

Direct Enrollment (DE) Updates: Enrollment Team



Tuesday, November 19, 2019

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Classic DE and EDE Partners: Defect Resulting in Erroneous Submit Enrollment Failures

- Classic DE and EDE Partners, please be advised that we have identified a defect that is resulting in erroneous Submit Enrollment failures
 - The erroneous Submit Enrollment failures are returning with an UnspecifiedError
 - As a reminder, there are a number of reasons why an UnspecifiedError may be returned in the Submit Enrollment response
 - » If you are unable to determine why you are receiving an UnspecifiedError using the use cases outlined in the DE API Specs, and you'd like us to tell you why you are receiving an UnspecifiedError, please send an email to both CMS.FFM.EDESUPPORT@accenturefederal.com and CMS_FEPS@cms.hhs.gov
 - Please include the Submit Enrollment request/response pair in your email
 - If you are sending production data, please make sure you send it securely
 - We believe the Submit Enrollment failures are occurring for only a small population of consumers
 - Specifically, the errors are occurring during changes in circumstances (CICs) when a household policy has multiple policy segments that include varying coverage start dates for individual members on the policy and when at least one member that wasn't covered during the initial policy segment has a birth date that is between the initial coverage start date and their individual coverage start date
 - We have not yet prioritized a fix for this issue
 - An additional update will be provided once the fix has been prioritized

EDE Partners: Create App from Prior Year App Defect

- EDE Partners, please be advised that we have identified a Create App from Prior Year App defect that is resulting in the below error:
 - ```
{
 "resultType":"ERROR",
 "error":{
 "errorType":"validationError",
 "apiMessage":"Data Validation issue, please correct the data and try again",
 "errors":[
 {
 "errorCode":"field_cannot_be_empty",
 "path":"application.linkedEvents.applicationEvents[\"INCOME_CALCULATION\"].annualIncomeCalculations[\"Member ID\"].attestedAnnualTaxHouseholdIncomePct"
 }
]
 }
}
```
  - This error is occurring when a Create App from Prior Year App request is made on an application that has an expired DMI tied to it
  - We expect to deploy a fix to production for this issue on 11/24

# 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](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.-

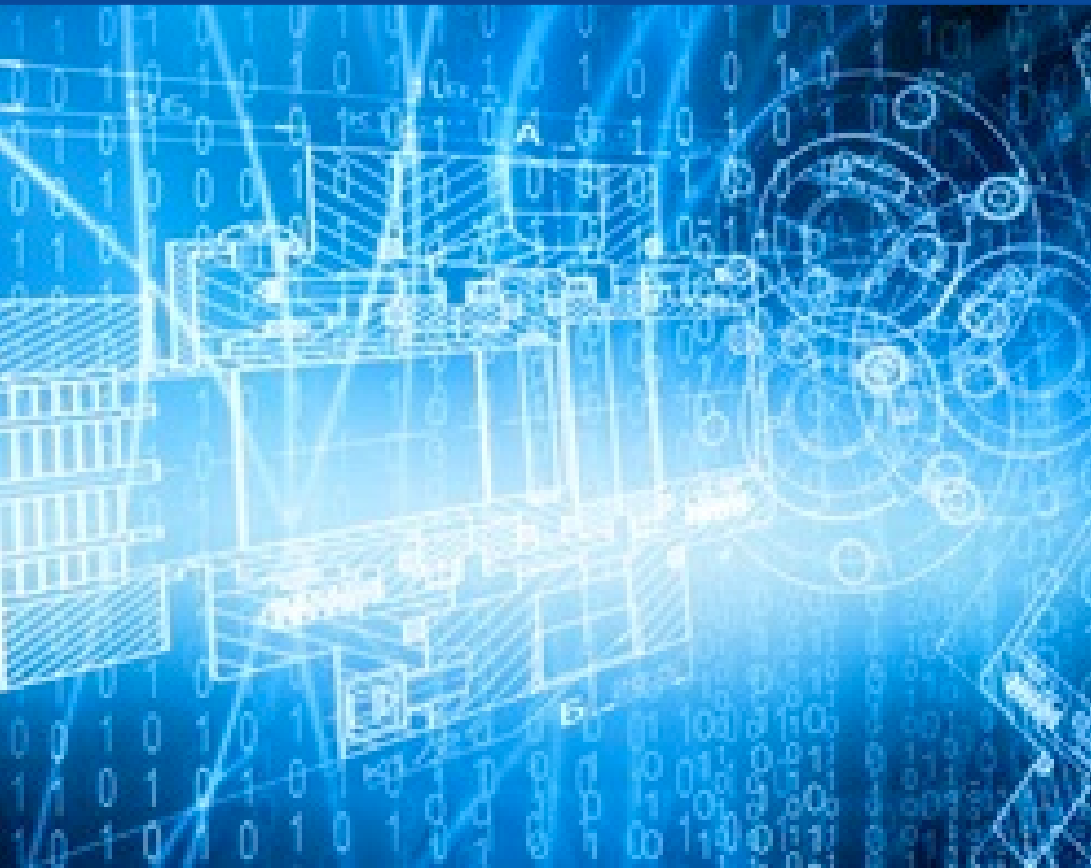
If you have not already; please register here <https://meetings-cms.webex.com/meetings-cms/k2/j.php?MTID=t1ee33e596961101e4a00ce2fdd928fce> one time for the entire Tuesday Issuer Technical Workgroup Call Series III (through February 26, 2020).

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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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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