

CMS Issuer Technical Work Group



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- *Q&A*
- *November 26, 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:

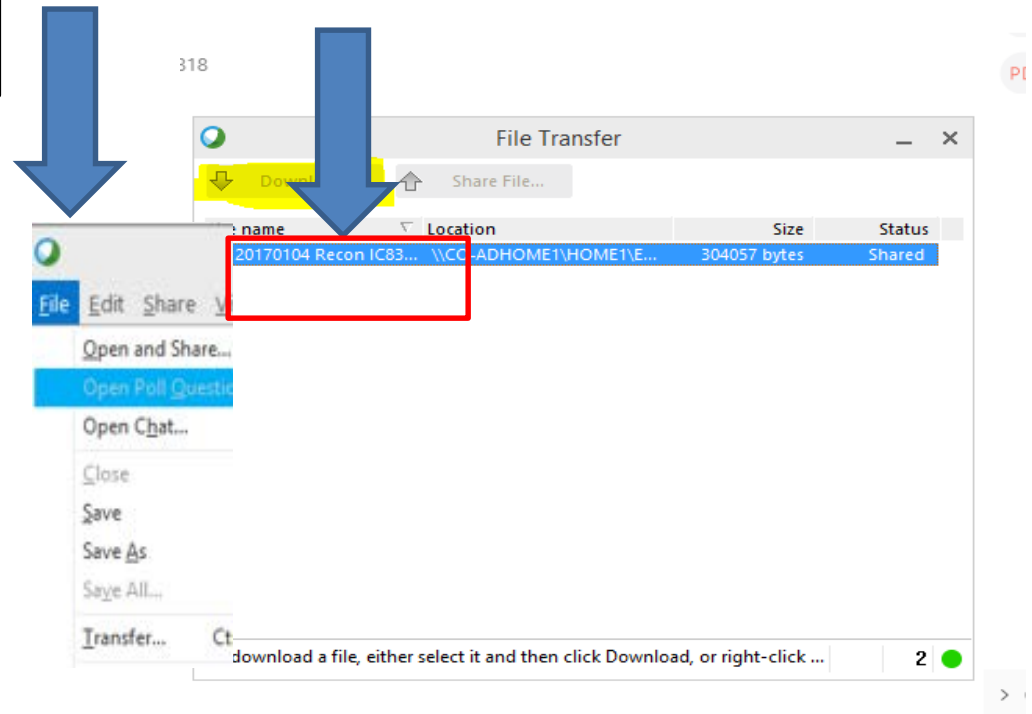
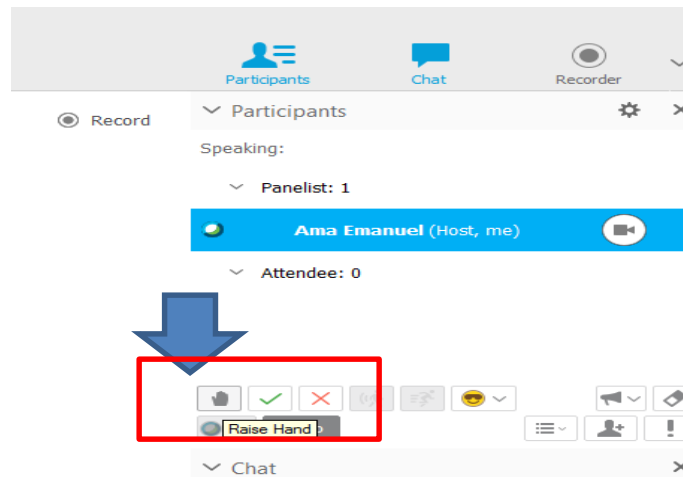
- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Remove POC to Distribution List"
- ❖ Include the email addresses of all desired contacts to be removed in the body of your message

***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)

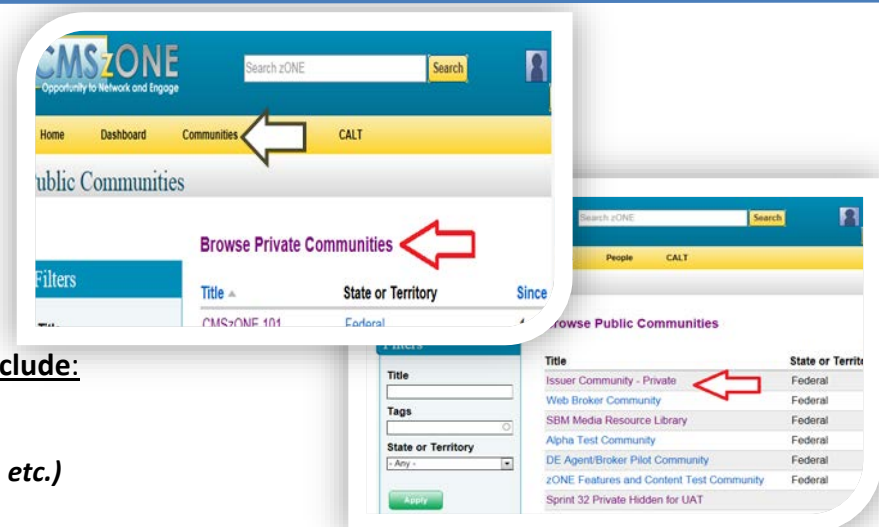
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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

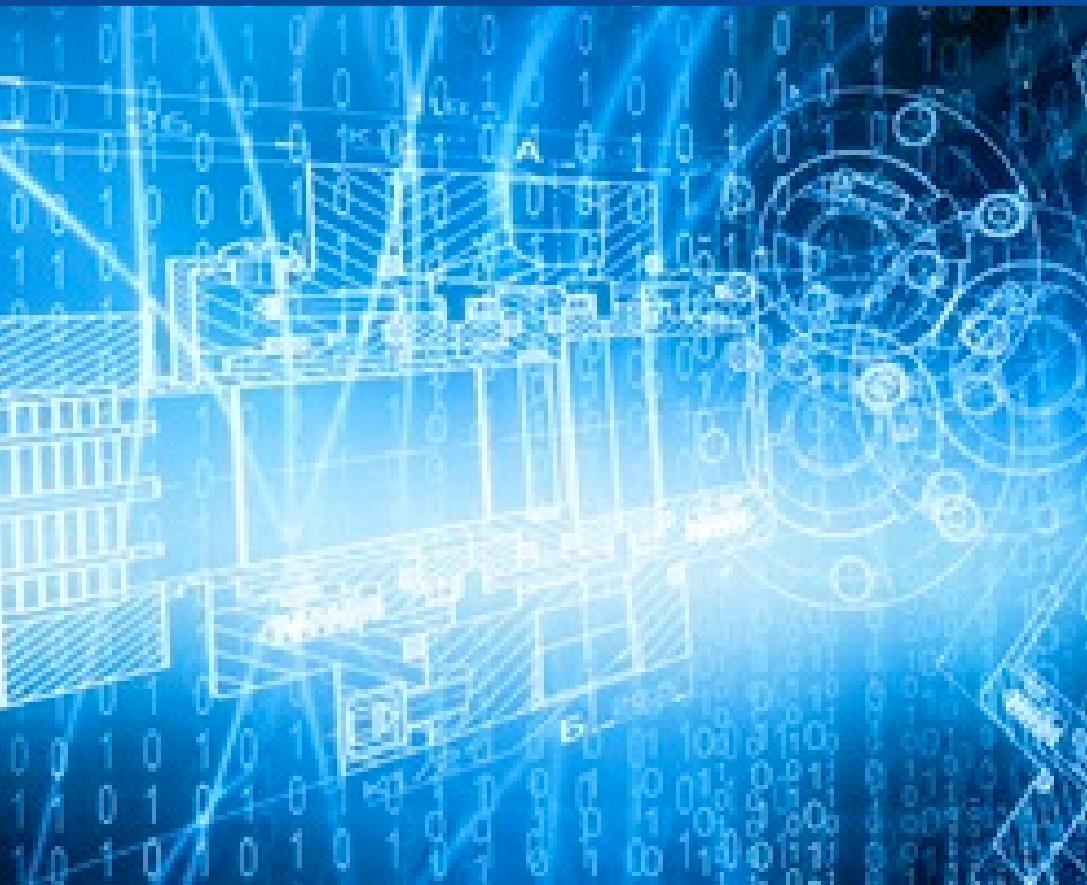
- If the issue is not resolved within 3 business days, you may email a follow up request:

- ❖ 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

Housekeeping: IC834 Processing Delayed For Last Week of Open Enrollment

- In anticipation of an IC834 processing hold starting **Tuesday, December 10, 2019**, CMS encourages all organizations to submit any outstanding IC834 transactions related to Effectuations, Cancellations, Terminations, Issuer Maintenance, and Reinstatements **by Saturday, December 7, for inclusion within the December 2019 Pre-Audit.**
- IC834 submissions sent by this date will be processed in time for inclusion within the December 2019 FFM Pre-Audit extract. After December 7, 2019, Issuers should continue to submit IC834 transactions as CMS will continue to process transactions received during the last week of Open Enrollment as possible, and Issuers will continue to receive functional acknowledgements in the form of TA1/999.
- However, due to the expected high volume of consumer traffic, submissions received after this date may not be processed in time for the December Pre-Audit extract. Any IC834 files in the queue at the time of the hold will be processed once processing is re-started, and Issuers will begin to receive appropriate Business Application Acknowledgements (BAA).
- If you have any questions, please contact Inbound834@bah.com.

Enterprise File Transfer (EFT) Notification Services



EFT Notification Services

November 26, 2019

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Agenda

- EFT Statistics
- EFT Process Flow by Use Cases
- EFT Notification Services
 - Notification Services: Example E-mail
 - Notification Services: Audits
- Preparation for Implementation
 - Using a Distribution Group
- Questions

EFT Statistics

- EFT processed an average of 11,688,000 files per month in 2018
- EFT processed an average of 12.5 terabytes (TB) per month in 2018
- The average time to transfer file from origination to destination is three minutes

EFT Process Flow By Use Case

Use Case	Type	Outcome
Inbound Process	Typical	No notification; rejected files are placed in the FEPxxxx/errors directory
Outbound Process	Typical	Initiated notification services June 2019
Internal to Internal	Special cases	Initiated notification services June 2019
External to External	Special cases	No notification; rejected files are placed in the FEPxxxx/errors directory (example: SourceLink to Serco)

EFT Notification Services

- Existing functionality does not change
- System-generated notifications:
 - Files received, but rejected by EFT
 - Malformed filenames (violation of the EFT naming convention standard(s))
 - Unauthorized/Invalid file transfers
 - File exists
 - Initial EFT Notification Services will support e-mail (Simple Mail Transfer Protocol (SMTP)) only
 - Future possibilities

Notification Services: Example E-mail

Example:

-----Original Message-----

From: EFT-AWS@hcgov.us [<mailto:EFT-AWS@hcgov.us>]

Sent: Thursday, September 05, 2019 9:30 AM

To: DL-MTST-FM-PPM-EPM <ADO.Distro@ADO.com>

Subject: IMPL: AWS-EFT/EDG File Transfer Alert

Please Do not Reply To This Message.

This Mailbox is not monitored. For more information, please
CMS FEPS Helpdesk (cms_feps@cms.hhs.gov). Thank you.

Alert: A file submitted was rejected by EFT.

--- Alert Properties ---

Alert Time: Sep 05, 2019 09:30:16

Alert Description: EDG Transfer Event Alert

--- Transfer Properties ---

Audit ID: C905J00EAB4A

File Description: INVALID_FILE_FORMAT

Client File Name: 123456789.CMS. ESCC.D190805.T114300000.T.IN

Byte Count: 0

UserData: INVALID_FILE_FORMAT

Email comment: IMPL: AWS-EFT/EDG

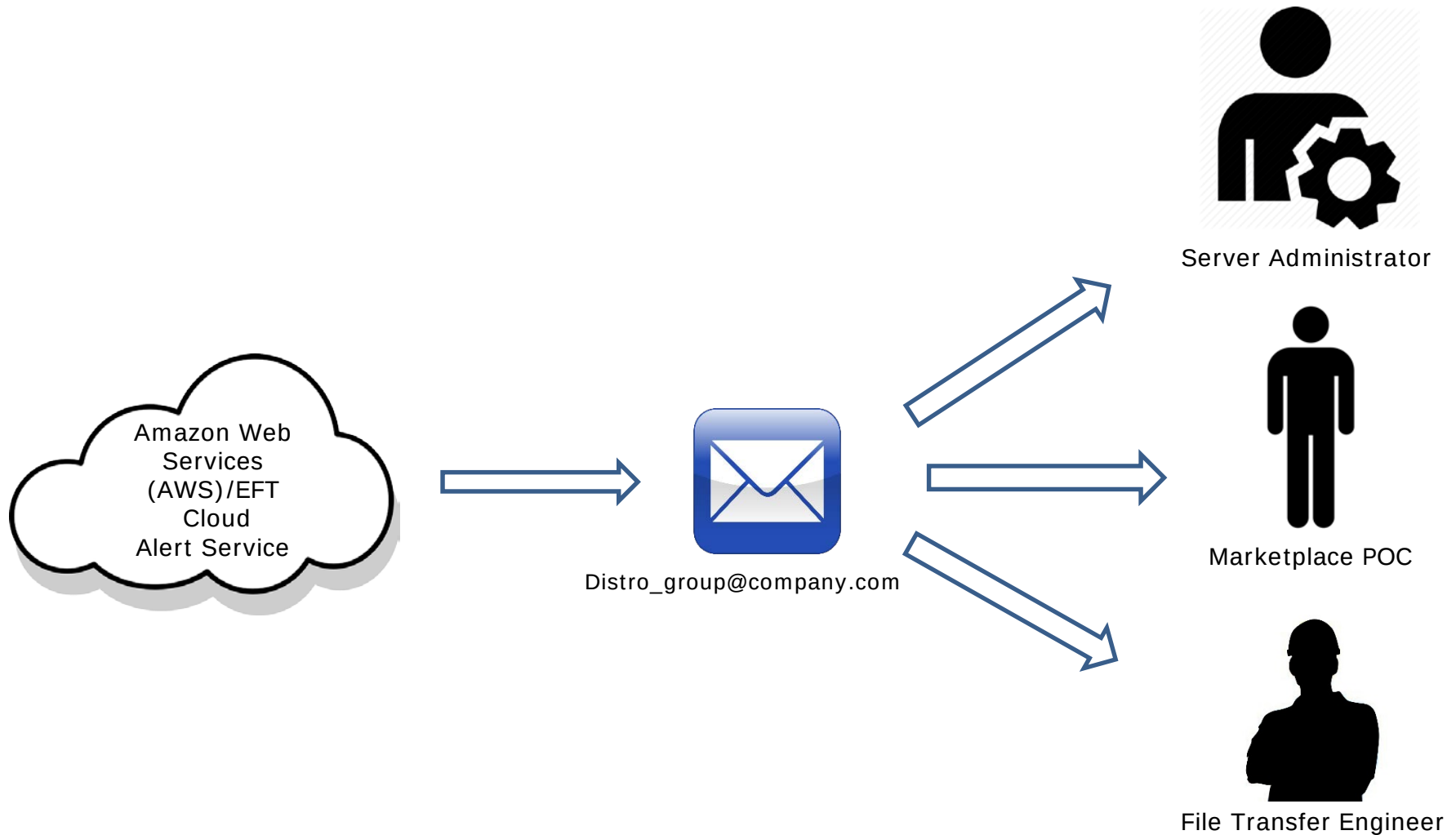
Notification Services: Audits

- Like all file transfers, notifications are tracked and audited
- Audits are available to EFT Tier support and engineers only
- Notification Audit Summary
- Notification Audit Detail

Preparations For Implementation

- Deliver notifications to e-mail address from Point of Contact (POC) section(s) of the onboarding request form
 - No support for multiple addresses
- Establish organization distribution group e-mail
- Include POC in distribution group e-mail
- Manage who gets the notifications

Using A Distribution Group



Batch Auto Reenrollment (BAR) Update

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

November 26, 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

- **This week:** CMS will be running:
 - A very small population of passive renewals, so some issuers may receive BAR transactions for applications that recently went through a data clean-up.
 - **Carry Forward Cancel (aka: BAR Cancels)**
 - Will cancel passive renewals that are subsequently ineligible for BAR due to late terminations of current year Marketplace coverage.
 - Active re-enrollments or auto re-enrollments that have been updated by the enrollee will not be cancelled in this job, though in some scenarios, an issuer may still cancel active re-enrollments.
 - BAR Cancels will be delivered this evening (11/26):
 - EFT I834
 - AMRC: CANCEL-CARRYFORWARD

BAR Update

- **Next week:** CMS will begin:
 - **Incremental BAR Run:**
 - Will include new 2019 applications created after October 6th and eligible for passive renewal, and
 - **Change in Circumstance Carry Forward**
 - Will carry forward changes effective after October BAR wave to the future year enrollment.
 - Typically delivered to issuers as a Maintenance 834 transaction with a Maintenance Type Code: 024, Maintenance Reason Code: 14, and Additional Maintenance Reason Code of CANCELIC.

BAR Update

- **Next week (continued)**: CMS also run:
 - **Failure to Reconcile (FTR) Reprocess**
 - Will restore financial assistance to enrollments previously stripped of APTC/CSR in October BAR because at that time, impacted consumers had not reconciled APTC through the IRS, but have subsequently done so.
 - Typically delivered to issuers as a Maintenance 834 transaction, not an l834AR.

BAR Update

- **Custodial Parent**

- Issuers may have received a small number of policies identifying a new custodial parent and/or responsible person through passive renewal transactions
- Issuers should disregard this new information
- CMS is exploring options to deliver a finder file in the future for issuers to easily identify impacted policies.

BAR Update

- **Missing BAR Transactions**

- CMS is investigating MSD Help Desk Tickets related to potentially missing BAR transactions. We will provide an update as soon as possible.
- NOTE: Consumers who began updating their pre-populated 2020 application, but did not complete the update or re-enroll, will be excluded from BAR until after OE concludes.
 - Issuers should expect for these consumers to be included in the December BAR wave if they do not return to [hc.gov](https://www.hc.gov) and actively re-enroll by the end of Open Enrollment on December 15th.

Switch File Continues

- Will list current year subscribers who have not yet been auto re-enrolled and have actively switched to a different issuer for future year Marketplace coverage.
- Current year issuers should non-renew subscribers if 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 via EFT code MISC0.
- The daily BAR Progress Report will be paused until further notice, and CMS will notify issuers when the BAR Progress report restarts through the CMS Issuer Communication daily e-mail.

Passive Cancels

- Will cancel passive reenrollments that duplicate active enrollments for future year Marketplace coverage.
 - Upcoming Deliveries: 11/27, 12/4
 - 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

- 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.
 - Next Delivery: 11/26 & 12/10
- BAR policies created but not sent as 834s will also show up on a MOIPA0

Housekeeping: Enrollment Pre-Audit & Reconciliation

Enrollment Pre-Audit & Reconciliation

November 26, 2019

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Housekeeping: Pre-Audit & Reconciliation

- **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 were delivered to Issuers last Thursday, November 21st
 - Next month's 2016 FFM extract will be taken on Monday, December 16th at 3AM EST
 - Incremental Pre-Audit (ISIPA6) Files based upon that extract are scheduled to be delivered to Issuers on Friday, December 20th

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 were delivered to Issuers last Wednesday, November 20th
 - Next month's 2017 FFM extract will be taken on Monday, December 16th at 3AM EST
 - Incremental Pre-Audit (ISIPA7) Files based upon that extract are scheduled to be delivered to Issuers on Friday, December 20th

Housekeeping: Pre-Audit & Reconciliation

- **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 were delivered to Issuers last Tuesday, November 19th
 - Next month's 2018 FFM extract will be taken on Monday, December 16th at 3AM EST
 - Pre-Audit (AUD8) Files based upon that extract are scheduled to be delivered to Issuers on Thursday, December 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 were delivered to Issuers last Tuesday, November 19th
- Next month's 2019 FFM extract will be taken on Monday, December 16th at 3AM EST
 - Pre-Audit (AUD9) Files based upon that extract are scheduled to be delivered to Issuers on Thursday, December 19th
- The RCNI9 submission deadline for November's Run 12 was **Tuesday, November 19th at 3PM EST**
 - RCNO9 Files were delivered to Issuers on Friday, November 22nd
- The RCNI9 submission deadline for December's Run 13 is **Thursday, December 19th at 3PM EST**
 - **As a reminder, this is the final reconciliation cycle prior to the initial distribution of consumer 1095-A forms for 2019**

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2020**

- 2020 Missing Outbound 834 IPA (MOIPA0) Files are being distributed to a small number of impacted Issuers today, Tuesday, November 26th
- Passive Cancel Incremental Pre-Audit (BARCN0) Files are scheduled for delivery to Issuers tomorrow, Wednesday, November 27th
- Next month's 2020 FFM extract will be taken on Monday, December 2nd at 6PM EST
 - Comprehensive Pre-Audit (AUD0) Files based upon that extract are scheduled to be delivered to Issuers on Wednesday, December 4th
 - Passive Cancel Incremental Pre-Audit (BARCN0) Files are scheduled to be delivered to Issuers on Wednesday, December 4th

Plan Year 2020 Off-Cycle Reconciliation

Plan Year 2020

- CMS is providing 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**

- ✓ UIR Report Delivery Date
- ✓ Reminder: 2020 Dispute Acceptance
- ✓ Reminder: BAR Reinstatement Deadline
- ✓ zONE Publications

✓ **Q&A**

November 26, 2019

UIR Report Delivery Date

- ER&R will deliver the Run 12 UIR Report on Friday, December 13th.
 - The UIR Report delivery date was delayed one week due to the Thanksgiving holiday.
- NOTE:** Only issuers with UIR records present in RCNO Run 12 will receive a UIR Report.

Reminder: 2020 Dispute Acceptance

- Issuers received the first 2020 Pre-Audit files on 11/15/2019.
- ER&R began accepting Rejected Enrollment and Reinstatement End Date 12/31 disputes for 2020 coverage on 11/18/2019.
- ER&R also began accepting HICS Direct Disputes on 11/18/2019, although issuers may experience a delay before seeing the corrections in the FFM Extract files.
- Issuers must wait until the first 2020 RCNO cycle is complete before submitting any other types of Enrollment Disputes for 2020 policies.

zONE Publications

- ER&R released the Combined Enrollment and Payment Disputes TRG v9.0, which contains updates for the Enrollment Dispute Form v12.
- ER&R released the HICS Direct Dispute Cheat Sheet v6.0 and HICS Direct Dispute Master Guidance v4.0, both of which contain guidance for submitting Date of Birth disputes.
- Access the updated documentation on CMS zONE at <https://zone.cms.gov/document/enrollment-resolution-and-reconciliation>.

Direct Enrollment (DE) Updates: Compliance Team



Tuesday, November 26, 2019

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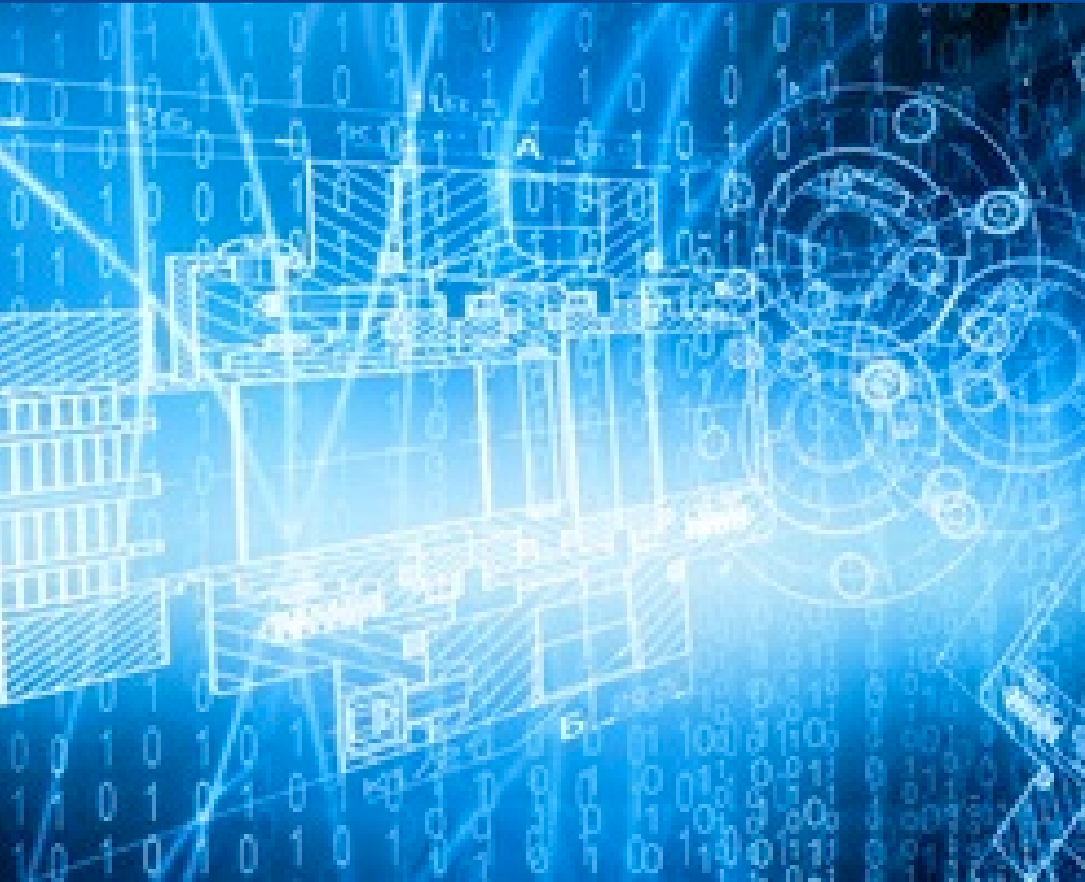
General non-FFE Disclaimer FAQs

- CMS recently posted [FAQs](#) discussing the General non-FFE Disclaimer
- The FAQs clarify disclaimer requirements for entities participating in Direct Enrollment (DE)

General non-FFE Disclaimer FAQs:

1. Distinctions between Issuers and Web-brokers General non-FFE Disclaimer
 - ✓ The General non-FFE Disclaimer language is different for issuers and web-brokers participating in DE
 - ✓ The language of the disclaimers and additional information about disclaimer requirements for issuers and web-brokers can be found in previously released [CMS guidance](#)
 2. QHP Issuer's White-label Display Requirements
 - ✓ If a web-broker is hosting a QHP issuer's white-label DE or EDE website on its platform, it must display the QHP issuer disclaimer with the applicable QHP issuer's name in place of the "[Name of Company]" in the model disclaimer
- For any questions regarding these FAQs, please contact DE Support at directenrollment@cms.hhs.gov.

Direct Enrollment (DE) Updates: Enrollment Team



Tuesday, November 26, 2019

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Update for 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
 - **Update:** A fix for this issue is expected to be deployed to production on 2/14/2020

EDE Partners: Update App

attestedAnnualizedAptcIndividualIncomeAmt Defect

- EDE Partners, please be advised that we have identified an Update App defect that is resulting in the attestedAnnualizedAptcIndividualIncomeAmt not being returned in the Update App response until after a variableIncomeIndicator value is provided in the Update App request
 - The attestedAnnualizedAptcIndividualIncomeAmt however, is expected to be returned once the necessary currentIncome data is provided in the Update App request
 - The attestedAnnualizedAptcIndividualIncomeAmt must then be displayed in the EDE Partner's UI for the following question: "We calculated this expected yearly income amount based on what you entered for [FNLNS]'s monthly income and expenses. Is this correct?"
 - » The answer to this UI question should then be used to set the variableIncomeIndicator appropriately in a subsequent Update App request
 - » Note that EDE Partners must not calculate the UI value for this question themselves, and instead must use the attestedAnnualizedAptcIndividualIncomeAmt returned in the Update App response
 - As a short-term workaround, EDE Partners can set the variableIncomeIndicator to false in the annualTaxIncome section of the Update App request when providing the necessary data in the currentIncome section of the Update App request, which will result in the attestedAnnualizedAptcIndividualIncomeAmt being returned in the Update App response
 - The attestedAnnualizedAptcIndividualIncomeAmt can then be displayed in the EDE Partner's UI, and the variableIncomeIndicator can be set as necessary in a subsequent Update App request based on the consumer's UI response
 - We have not yet prioritized a fix for this issue
 - An additional update will be provided when a fix date has been determined

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.-

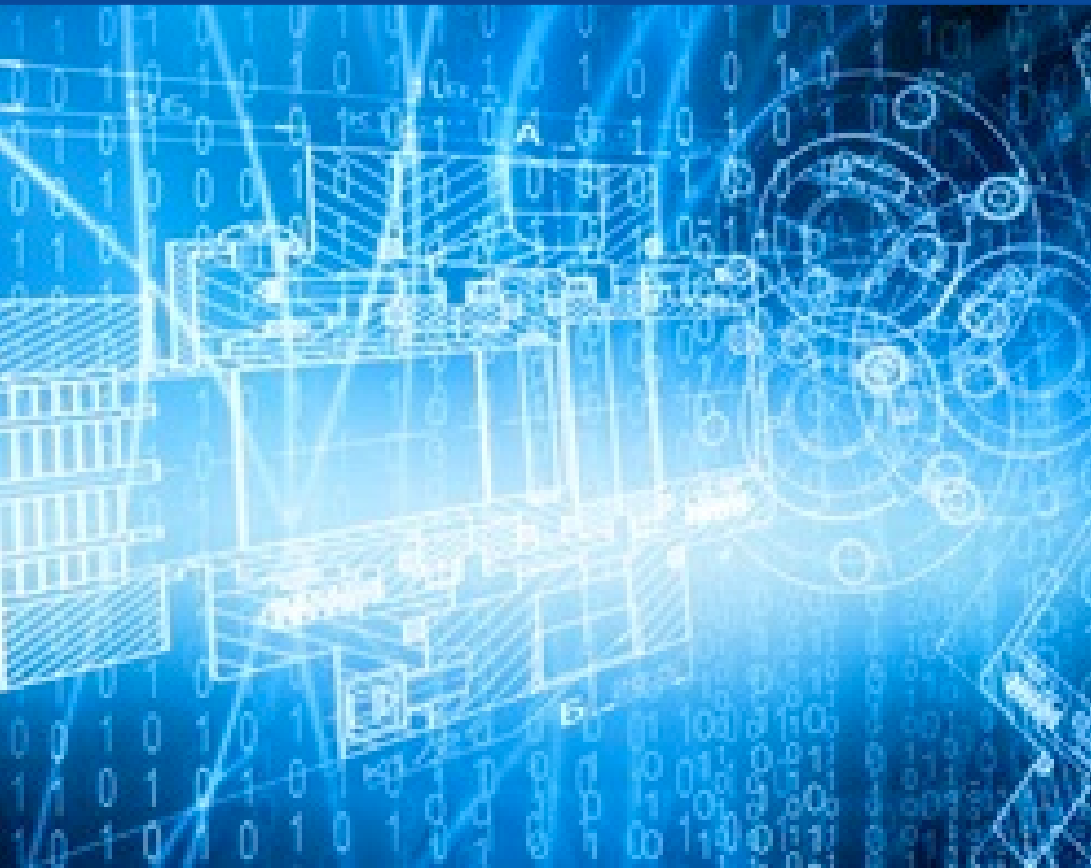
If you have not already; please register here <https://meetings-cms.webex.com/meetings-cms/k2/j.php?MTID=t1ee33e596961101e4a00ce2fdd928fce> one time for the entire Tuesday Issuer Technical Workgroup Call Series III (through February 26, 2020).

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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