

CMS Issuer Technical Work Group

- ***Housekeeping***
 - ***Webinar Schedule***
 - ***FFE Testing: UAT0 Testing URL's for PY2020***
 - ***Data Services Hub (DSH) IMPL/UAT0 Certificate Update***
 - ***BAR Updates***
- ***Pre-Audit and Recon Updates***
- ***Direct Enrollment (DE) Updates:***
 - ***Enrollment Team***
- ***Q&A***

December 10, 2019

December
2019

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
01	02	03 CMS Issuer Technical Workgroup 3:00pm-4:30	04	05 Data Recon & Inbound 834/BAA Workgroup 12:30- 1:30pm	06	07
08	09 CCIIO Enrollment Webinar(Policy Focus) 12:00pm-1:00pm	10 CMS Issuer Technical Workgroup 3:00pm-4:30	11	12 Data Recon & Inbound 834/BAA Workgroup 12:30- 1:30pm	13	14
15	16 CCIIO Enrollment Webinar(Policy Focus) 12:00pm-1:00pm	17 CMS Issuer Technical Workgroup 3:00pm-4:30	18	19 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm	20	21
22	23	24	25	26	27	28
There will be NO Issuer facing calls for our team December 23-27						
29	30	31	01 New	02 Year's Day	03	04
There will be NO Issuer facing calls for our team December 30- January 3						

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:

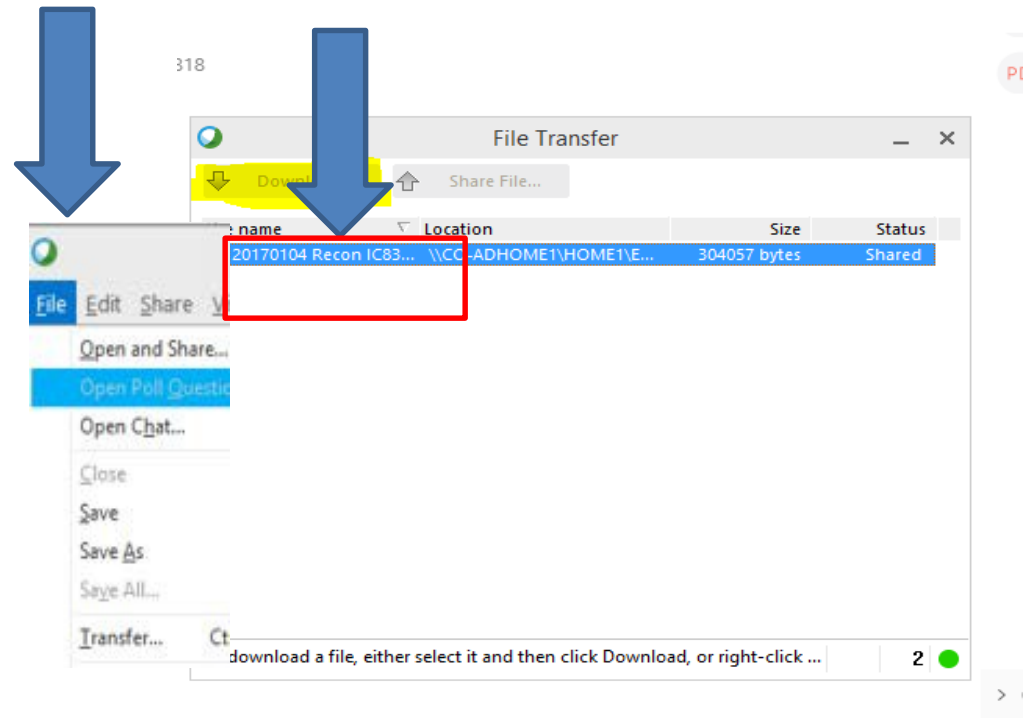
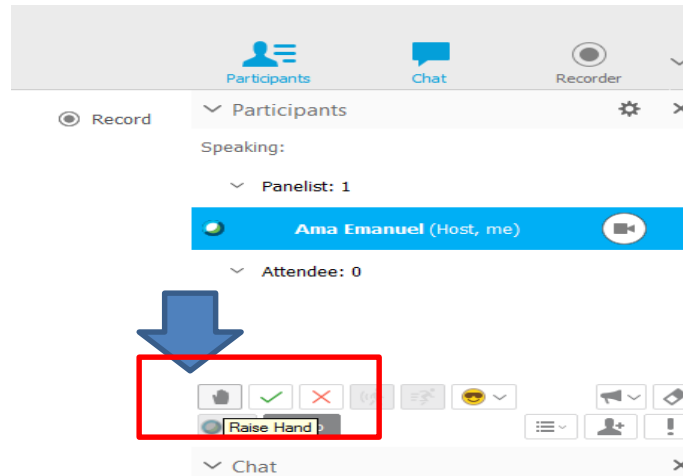
- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Remove POC to Distribution List"
- ❖ Include the email addresses of all desired contacts to be removed in the body of your message

***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)

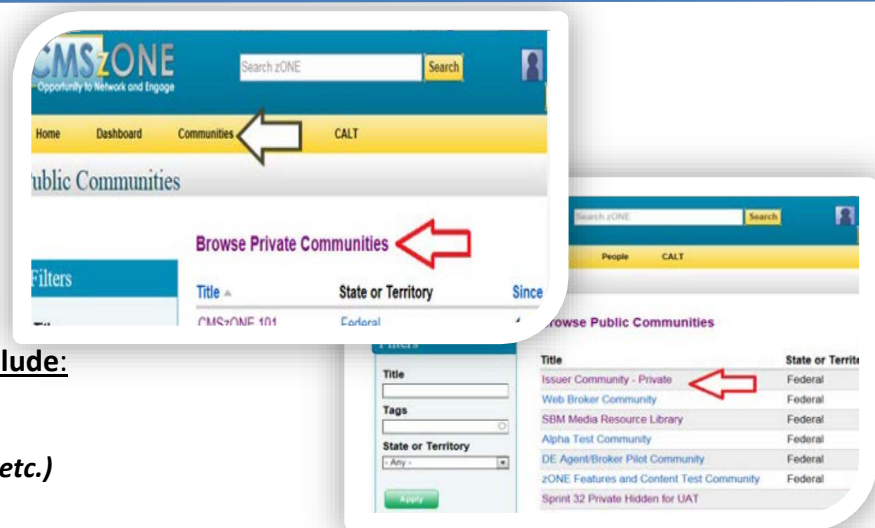
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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

FFE Testing: UAT0 Testing URL's for PY2020

- Now that plan information for 2020 is available on Healthcare.gov, testers are able to access UAT0 without filling out the Testing Confidentiality Acknowledgment
- Testing is available in the UAT0 environment:
 - English URL: <https://uat0.healthcare.gov/?ACA=kbV0uKB8cG>
 - Spanish URL: <https://protect2.fireeye.com/url?k=24d9e63c-788cef2f-24d9d703-0cc47adb5650-d9cab0975fc7318f&u=https://uat0.cuidadodesalud.gov/?ACA=bNvHvLuymF>
- Testers will be required to fill out a Confidentiality Acknowledgement again when new functionality and data is released ahead of OE2021 in Fall 2020
- Materials that testers need (such as the consumer application test data, RIDP data, walk-through guides, etc.) can be found the CMS Issuer Private Community: <https://zone.cms.gov/document/all-issuer-testing-materials>.
- Please email CMS_FEPS@cms.hhs.gov with testing questions and include the subject line “UAT0: Issuer Testing.”

Data Services Hub (DSH) IMPL/UAT0 Certificate Update – Wednesday January 15th @8AM ET

- ☐ The Hub Team will be installing the updated SSL Certificate on **Wednesday January 15th, 2019 @8AM ET**. Partners are advised to utilize the new “*impl.hub.cms.gov*” Certificate **after 9:00 AM ET** or risk interruption to connectivity in the IMPL/UAT0 Environment as the old certificate will be removed during the update.
- ☐ Please note that the new certificate is required for partner systems that trust the “*impl.hub.cms.gov*” *Server Certificate* as well as the *Root Certificate Authority* or *Intermediate Certificate Authority* Certificates
- ☐ The following Hub Services will be impacted by the Certificate update:
 - ❖ Fetch Eligibility Service
 - ❖ Submit Enrollment Service
 - ❖ RIDP/FARS Services
 - ❖ EDE APIs
 - ❖ Hub Connectivity Service
- ☐ There is no impact to the FFM SAML Secure Redirect Service
- ☐ The new 2019 Hub IMPL/UAT0 Certificate is available **via zONE early January 2020:**
 - ☐ <https://zone.cms.gov/document/hub-impl-certificate-update> (Issuer/Web Broker Community)
- ☐ Connectivity testing can be completed using the *H74 - Hub Connectivity Service* or via the existing IMPL DE/EDE services:
 - ❖ <https://zone.cms.gov/document/hub-connectivity-service>
- ☐ For any issues after the update, please contact the Hub Support Team (dsh.support@qssinc.com).
 - ☐ Subject Line: “**Hub Certificate Update Issue**”

Batch Auto Reenrollment (BAR) Update

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

December 10, 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. This communication was printed, published, or produced and disseminated at U.S. taxpayer expense.

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BAR Update

- **Continued this week:**
 - **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 I834AR.

December BAR

- December BAR is scheduled to begin no earlier than Wednesday, December 18th.
- CMS will announce the end of December BAR via the CMS Issuer Communications e-mail blast and on CMS zONE.

December BAR

- **2020 Enrollment sent for the first time:**
 - New 2019 enrollments (enrolled after 12/1)
 - 2020 Submitted Not Enrolled (SNE): Applications that started a 2020 application before the FFM could auto re-enroll them.
 - BAR policies where the associated 2019 policy later terminated will be canceled via I834 cancels (AMRC: CANCEL-CARRYFORWARD) immediately before the second wave of BAR.
- **2020 Enrollments sent for the second time (typically sent via M834):**
 - 2019 CICs made after the application was BAR'd
 - 2020 Submitted Not Enrolled (SNE) for 2020 auto re-enrollments still in passive status (origin type = 11) where the 2020 application submitted but did not complete PC.

BAR Reminders

- BAR Daily Progress Report resumes today, 12/10, via EFT MISC0
- Switch File will end soon: scheduled to run until ~12/16/2019. Sent via EFT SWTFL.
- For more information on the Post-BAR transactions, visit <https://zone.cms.gov/document/2017-open-enrollment-scenarios>

Incremental Pre-Audit Delivered 12/9 for Custodial Parent Issue

- CMS has identified a defect in the Batch Auto-Renewal (BAR) process where custodial relationships were improperly set and not carried through correctly to 2020. A data cleanup has been applied to the FFM to correct the custodial parent relationship (based on the current 2019 policy) on the active PY2020 BAR policy.
- Impacted issuers would have received an Incremental Pre-Audit File yesterday with EFT function code ISIPA0
- In most cases, there should not be a Custodial Parent listed for the child enrollees on the PY2020 BAR policy. In these cases, the Custodial Parent information has been correctly removed on these ISIPA0 Files. Issuers should remove this information in their systems as well
- A smaller population saw the correct Custodial Parent from the PY2019 policy erroneously changed for the PY2020 BAR policy. For these instances, the ISIPA0 will display the correct Custodial Parent for the PY2020 policy
- Impacted Issuers should review these ISIPA0 Files and correct the Custodial Parent information for these impacted child enrollees on their 2020 policies

Passive Cancels

- Will cancel passive reenrollments that duplicate active enrollments for future year Marketplace coverage.
 - Upcoming Deliveries: 12/10
 - 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.
 - Delivery on: **12/10**
- BAR policies created but not sent as 834s will also show up on a MOIPA0

Looking Forward- 2020 BAR Reminders

- **BAR Failures:**

- A very small list of enrollments delivered to impacted issuers that because of processing issues were not auto-renewed; impacted issuers are encouraged to do outreach to get the enrollees, who are flagged for SEPs at the Marketplace Call Center, to actively reenroll
- Sent via EFT IOUTC
- Delivery in late December or early January

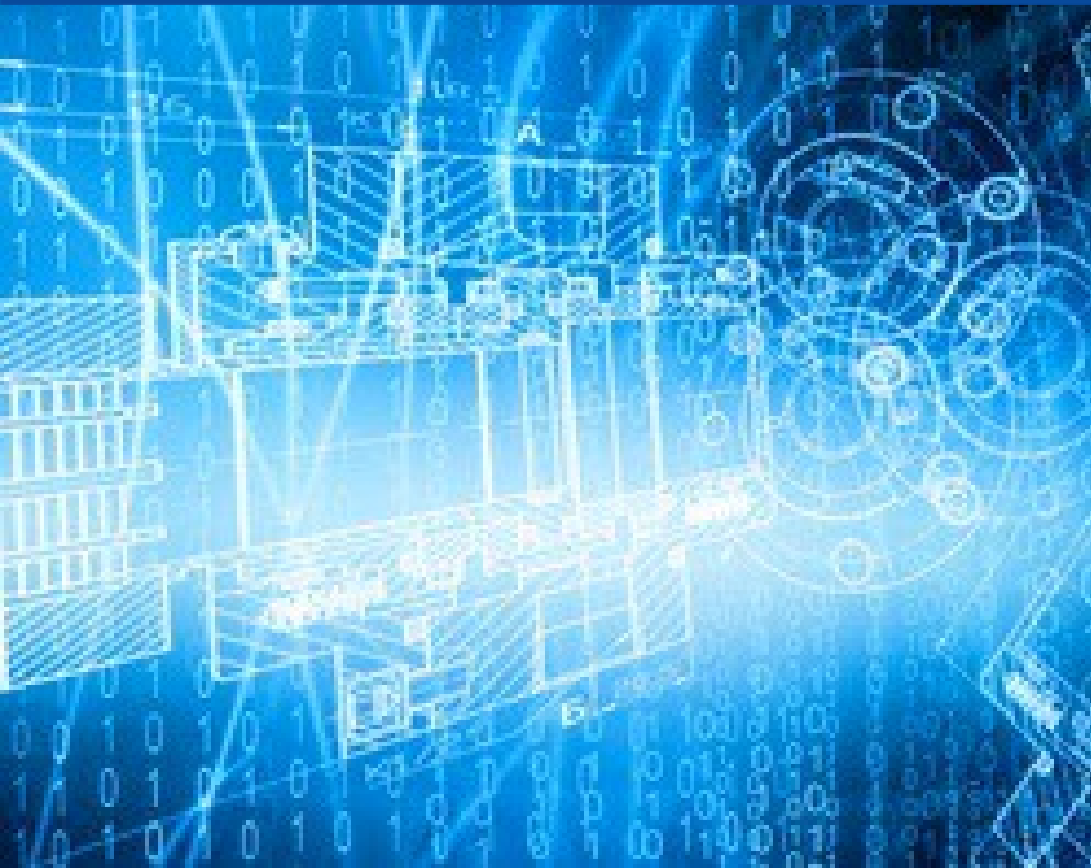
- **Post-BAR Reinstatements:**

- A list of enrollments delivered to issuers where the 2019 coverage was reinstated by the issuer in Enrollment Data Alignment after 2020 BAR concluded and there is no apparent 2020 active reenrollment. These enrollees are flagged for 2020 SEPs at the Marketplace Call Center and issuers are encouraged to conduct voluntary outreach
- Sent via EFT IOUTC
- Scheduled deliveries in first months of 2020

End of Open Enrollment Reminders

- Open Enrollment ends on Sunday, December 15.
- Issuers should not provide 2020 Marketplace coverage without an 834 or information on a Pre-Audit File
- Issuers may send IC834 cancels for 2020 passive duplicate applications still in passive status (origin=11) or wait for BARCN0 (next scheduled 12/10)

Housekeeping: Enrollment Pre-Audit & Reconciliation



Enrollment Pre-Audit & Reconciliation

December 10, 2019

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Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2016**

- This 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

- **Plan Year 2017**

- This 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

- **Plan Year 2018**

- This month's 2018 FFM extract will be taken on Monday, December 16th at 3AM EST
 - Comprehensive Enrollment 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 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 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**
 - RNC09 Files are scheduled for distribution to participating Issuers on Thursday, December 26th

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2020**

- Missing Outbound 834 Incremental Pre-Audit (MOIPA0) Files are being delivered to impacted Issuers this afternoon, Tuesday, December 10th
- The next 2020 FFM extract will be taken on Monday, December 16th at 3AM EST
 - Comprehensive Pre-Audit (AUD0) Files based upon that extract are scheduled to be delivered to Issuers on Wednesday, December 18th
 - Passive Cancel Incremental Pre-Audit (BARCN0) Files are also scheduled for delivery to Issuers on Wednesday, December 18th
- The RCN10 submission deadline for the first production 2020 enrollment reconciliation cycle (December's Run 1) is **Thursday, December 26th at 3PM EST**
 - RNCO0 Files are scheduled for distribution to participating Issuers on Tuesday, December 31st

Plan Year 2020 Off-Cycle Reconciliation

Plan Year 2020

- CMS allowed Issuers an opportunity to exercise their production processes for 2020 reconciliation ahead of the first formal cycle in late December
- The RCNIO File submission deadline for this optional Off-cycle run was last Thursday, December 5th at 3PM EST
 - Issuer-submitted data was compared against data from the FFM extract taken on Tuesday, December 3rd at 6PM EST
 - Participating Issuers will receive an RCNO0 File tomorrow, Wednesday, December 11th
 - As a reminder, CMS will not process any updates to FFM data based upon the results of off-cycle reconciliation

Updated Pre-Audit and Reconciliation Calendar

- CMS has published an updated 2019-20 Pre-Audit and Reconciliation Calendar and Pre-Audit and Monthly IPA File Delivery Cadence, both available on zONE at:
<https://zone.cms.gov/document/pre-audit-and-recon-calendar-and-file-specification>
- The updates in this version include:
 - Full calendar of file submission deadlines and file deliveries through April 2020 in the Pre-Audit and Reconciliation Calendar
 - Full schedule of monthly Pre-Audit and Incremental Pre-Audit File deliveries for calendar year 2020 in the Monthly IPA File Delivery Cadence document

ER&R



✓ **Topics**

- ✓ 2019 UIE Manual 1095-A Timeline
- ✓ 2019 UIE Manual Payment Timeline
- ✓ Reminder: UIR Report Delivery Date

✓ **Q&A**

December 10, 2019

2019 UIE Manual 1095-A Timeline

- ER&R will conduct manual 1095-A activities as follows:
 - **January 2020:** Based on Run 12 (November 2019) RCNO data, generate manual Form 1095-As for Prior_Year and FFM_Enrollment_Blocker UIEs and send to consumers
 - **April 2020:** Compare UIE data in Run 12 with Run 16 and send any manual Form 1095-A corrections to consumers

2019 UIE Manual Payment Timeline

- The manual payment activities are as follows:
 - **April 2020:** Analyze Run 16 (March 2020) RCNO data to identify Prior_Year UIEs that are eligible for payment
 - **May 2020:** Deliver Manual Payment Summary and Detail Reports to issuers
 - **June 2020:** Issuers receive adjustments in the June payment cycle
- Issuers should ensure financial alignment of Enrollment Blockers by submitting HICS cases through the HICS Direct Dispute process, as manual payments will not be made.
- Per the 04/17/2019 guidance from CMS, manual payment adjustments will not be made on any issuer reported coverage after 07/31/2019.
 - Access this guidance on CMS zONE at [https://zone.cms.gov/system/files/documents/2019_uie_issuer_letter .pdf](https://zone.cms.gov/system/files/documents/2019_uie_issuer_letter.pdf).
 - For additional guidance or for issuers who are new to the UIR process, please refer to the UIR Master Guidance or UIR TRG on CMS zONE at <https://zone.cms.gov/document/enrollment-resolution-and-reconciliation>.

Reminder: UIR Report Delivery Date

- ER&R will deliver the Run 12 UIR Report on 12/13/2019.
- The UIR Report delivery date was delayed one (1) week due to the Thanksgiving holiday.

NOTE: Only issuers with UIR records present in RCNO Run 12 will receive a UIR Report.

Direct Enrollment (DE) Updates: Enrollment Team



Tuesday, December 10, 2019

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Reminder for DE/EDE Partners: OE Deadline Day Plan for “In Line” Consumers That Encounter Technical Issues

- Consistent with last year, in the event that consumers or their agents/brokers encounter technical issues via a DE or EDE pathway that prevent them from completing an application or enrollment leading up to the OE deadline (3:00 AM EST, 12/16/2019), CMS will permit DE and EDE Partners to submit enrollments post-OE for these “in line” consumers
 - Note that technical issues include things like system outages that impact FFM or DE/EDE Partner services, systematic errors encountered during application or enrollment submission either on the FFM or the DE/EDE Partner’s platform, etc.
 - DE and EDE Partners will have until 12/29/2019 to submit enrollments for these consumers
- In order for DE and EDE Partners to submit enrollments for these consumers through 12/29/2019, DE and EDE Partners **must** do the following:
 - DE and EDE Partners will need to ensure that each consumer has a submitted application, and will need to provide CMS with a list of Application IDs for the consumers
 - If a consumer or agent/broker was unable to submit an application by the OE deadline, the consumer or agent/broker will need to submit an application after the OE deadline
 - » Note, applications submitted after the OE deadline may reflect that the consumer is ineligible to enroll if there is no Special Enrollment Period (SEP) on the application – this is expected and will not impact the consumer’s ability to enroll
 - » Note as well, if a consumer or agent/broker is unable to submit an application due to a technical blocker, the in-progress Application ID should still be submitted to CMS
 - » **Important:** Once a consumer’s Application ID has been submitted to CMS, consumers and/or their agents/brokers must refrain from submitting any changes in circumstances (CICs) on the application until enrollment has occurred
 - **Important:** DE and EDE Partners **must** submit any Application IDs by COB on 12/17/2019 in order for the impacted consumers to be granted a SEP that allows enrollment through 12/29/2019

Reminder for DE/EDE Partners: OE Deadline Day Plan for “In Line” Consumers That Encounter Technical Issues

- » On 12/18/2019, CMS will run a data cleanup to add an Exceptional Circumstances SEP and a SEP end date of 12/29/2019 to each of the Application IDs provided
 - CMS will notify DE and EDE Partners when the data cleanup has been completed, and DE and EDE Partners will then have until 12/29/2019 to complete the enrollments for the consumers
 - Consumers or their agents/brokers will only need to retrieve the eligibility results and submit the enrollment selection
- » On 12/18/2019, CMS will also share the list of Application IDs with the FFM Call Center
 - Consumers or their agents/brokers will then also be able to complete the enrollments through the FFM Call Center until 12/29/2019
 - Note, if a consumer or their agent/broker was unable to submit an application, or if the consumer or agent/broker encounters a technical blocker during enrollment submission, the consumer or agent/broker will need to reach out to the FFM Call Center by the 12/29/2019 deadline to complete the enrollment
 - The FFM Call Center can be reached at 1-800-318-2596 (TTY: 1-855-889-4325)
- » Impacted consumers that enroll by 12/29/2019 will receive a 1/1/2020 effective date
- DE Partners should email the applicable Application IDs to Joshua.Halsey@cms.hhs.gov and Andrew.Rumin@cms.hhs.gov
- **Important:** This data cleanup is only intended for consumers that encountered technical issues via a DE or EDE pathway that prevented them from completing an application or enrollment leading up to the OE deadline
 - In other words, this cleanup is not an extension of OE
 - If CMS suspects that a DE or EDE Partner has submitted Application IDs for consumers that did not encounter technical issues leading up to the OE deadline, CMS may ask the DE or EDE entity for further explanation regarding the technical issues that each consumer or agent/broker encountered

Reminder for Classic DE and EDE Partners: Upcoming UAT0 Downtime

- Classic DE and EDE Partners, please be advised that there will be a Hub deployment impacting UAT0 starting on 12/16/2019 at 9:00 PM ET
 - The deployment is expected to be completed by 6:00 AM ET on 12/17/2019
 - During the deployment, DE and EDE Partners will not be able to utilize the DE and EDE APIs/services in UAT0

Update for Classic DE and EDE Partners: Fetch Eligibility MonthlyAPTCAmount Defect

- Classic DE and EDE Partners, as a reminder, we currently have a defect where we are not returning a MonthlyAPTCAmount in the Fetch Eligibility response when maxAPTC logic determines the consumer is eligible for \$0.00 APTC
 - In the short-term, if the EligibilityIndicator is true for APTC, but there is no MonthlyAPTCAmount returned in the Fetch Eligibility Response, Classic DE and EDE Partners can assume that the consumer is eligible for \$0.00 APTC
 - The defect is specific to \$0.00 APTC scenarios, and does not occur when the maxAPTC is greater than \$0.00
- **Update:** We expect to deploy a fix for this issue to UAT0 on 1/3/2020, and to production on 2/14/2020

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.-

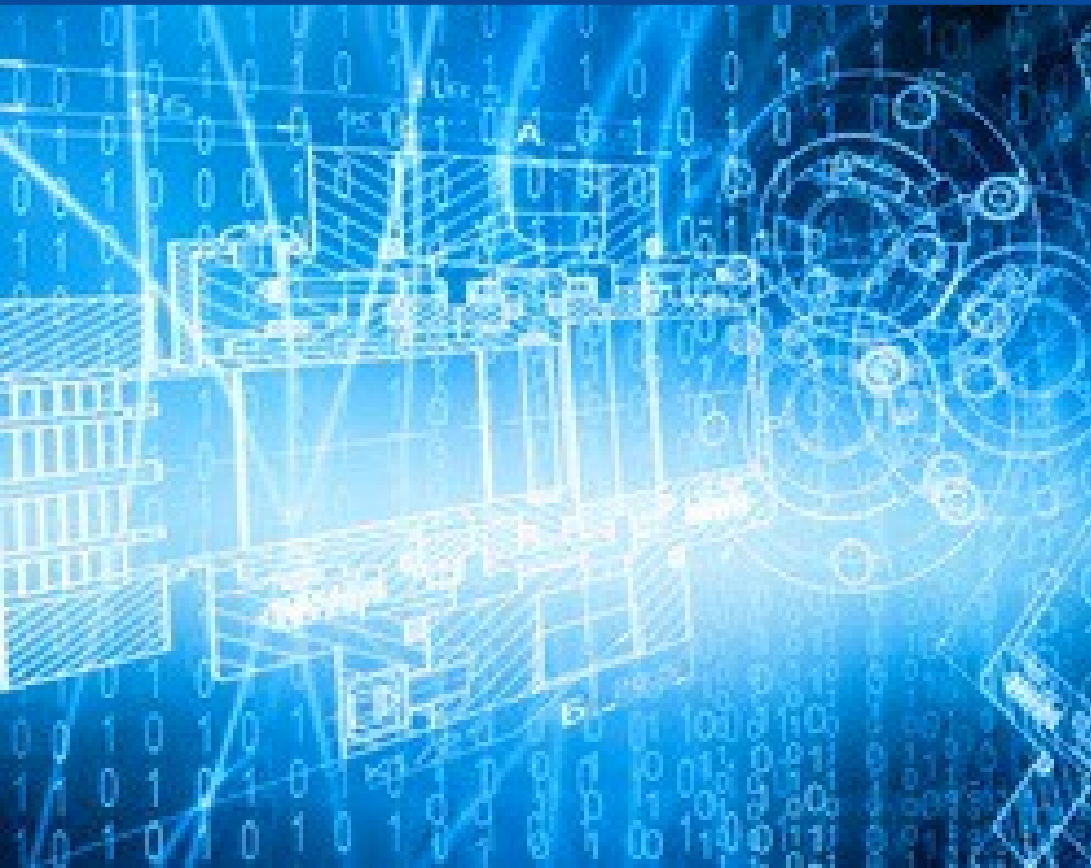
If you have not already; please register here <https://meetings-cms.webex.com/meetings-cms/k2/j.php?MTID=t1ee33e596961101e4a00ce2fdd928fce> one time for the entire Tuesday Issuer Technical Workgroup Call Series III (through February 26, 2020).

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

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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