

CMS Issuer Technical Work Group

- ***Housekeeping***
 - ***Webinar Schedule***
 - ***New Tuesday and Thursday Issuer Workgroup Calls***
 - ***MAC and MCC Holiday Schedules***
 - ***BAR Updates***
- ***Pre-Audit and Recon Update***
 - ***OE 2020 Extended***
- ***ERR***
- ***Direct Enrollment (DE) Updates:***
 - ***Eligibility Team***
 - ***Enrollment Team***
- ***Q&A***

December 17, 2019

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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						

New Series for the CMS Issuer Technical Workgroup Call (Series I)

The Tuesday Issuer Technical Workgroup started a new series on today Tuesday, January 7, 2020 at 3:00 PM EST.

Please register here:

<https://letsmeet.webex.com/letsmeet/k2/j.php?MTID=t6c54baa05184dd646a502314676949e9>

one time for the entire Tuesday Issuer Technical Workgroup Call Series III (through, 2020).

Once the host approves your registration, you will receive a confirmation email with instructions for joining the session.

- Please look for information regarding the new Thursday Recon-IC834 Workgroup call registration on the 12/19 Thursday Recon IC834 Workgroup Call.
- Subsequently, registration information for both the Tuesday Issuer Technical Workgroup call will be sent in our daily CMS Issuer Communication blast messages,

Note: CMS will continue to keep call participants informed of any further changes of the Cisco Web-EX platform.

Holiday Schedule for Marketplace Call Center and CMS Offices

- **Marketplace Call Center:** The Marketplace Call Center will be **closed** on Christmas day, December 25, 2019 .The Call Center will be operational all other days including December 24, December 31 and January 1, 2020.
- **CMS Administrative Hours:** CMS offices will officially be closed December 25, 2019 and January 1, 2020.

Marketplace Appeal Center (MAC)

- The Marketplace Appeals Center (MAC) business hours for the holiday season. The MAC will observe the following business hours on the dates noted below. Please note, although live customer service representatives will not be available outside of the business hours, the IVR system will be available to answer basic appeal questions, such as appeal status and FAQs.
-
- December 24 (Christmas Eve) - 7:00 am to 4:00 pm EST.
- December 25 (Christmas Day) - Closed
- December 31 (New Year's Eve) - 7:00 am to 5:00 pm EST.
- January 1st (New Year's Day) - Closed
-
- The MAC will be open for regular business hours on Thursday, December 26th and Thursday, January 2nd.

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:

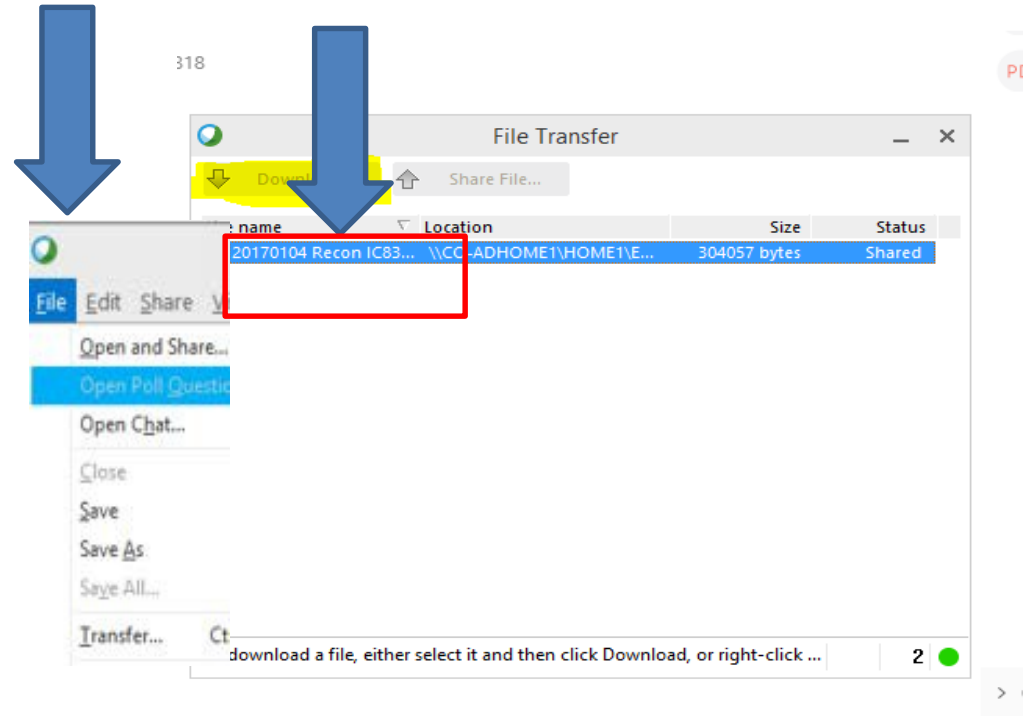
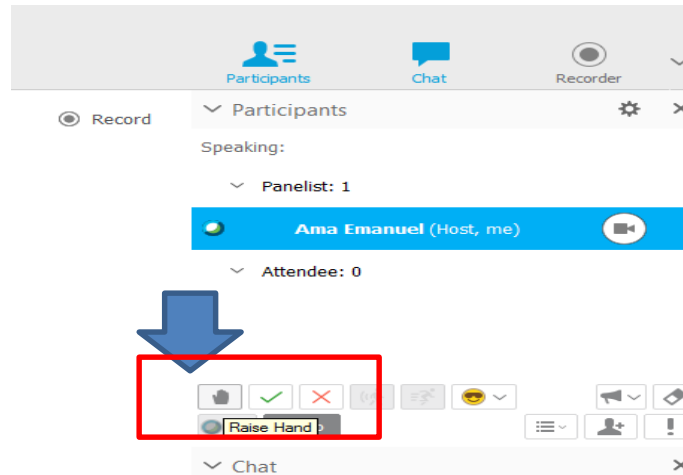
- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Remove POC to Distribution List"
- ❖ Include the email addresses of all desired contacts to be removed in the body of your message

***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)

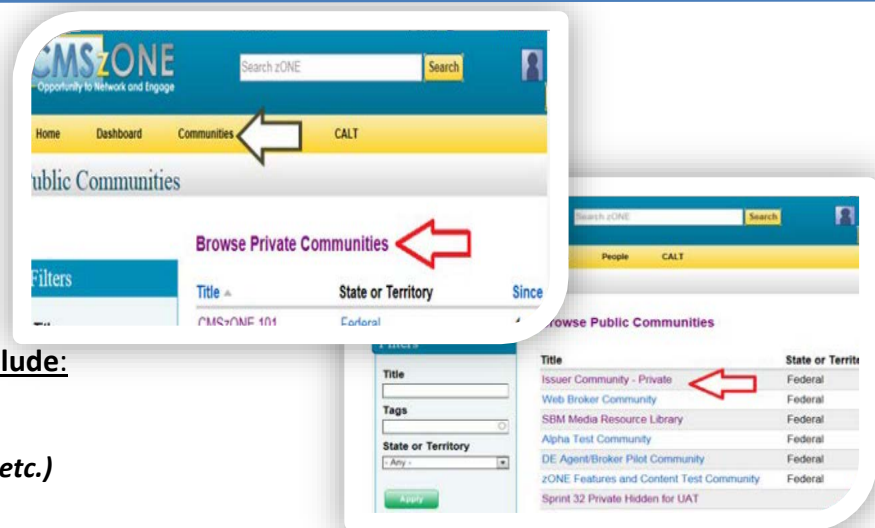
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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 (CCIO)*

December 17, 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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December BAR

- December BAR is scheduled to begin no earlier than Wednesday, December 18th.
- Issuers can expect BAR transactions over multiple days until completed.
- 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.
 - **Cancel Carry Forward:** BAR policies where the associated 2019 policy later terminated will be canceled via I834 cancels
 - AMRC: CANCEL-CARRYFORWARD
 - Estimated Delivery: immediately before the second wave of BAR

December BAR

- **2020 Enrollments sent for the second time (typically sent via M834):**
 - **CIC Carry Forward:** 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.
- **Week of Dec 23:** Issuers can expect auto re-enrollment transactions sent for the first time for a very small subset of policies deferred from BAR until a recent IT code update.

BAR Reminders

- BAR Daily Progress Report is currently paused, but expected to restart early this week. Sent via EFT MISC0.
- Switch File will ~12/18/2019. Sent via EFT SWTFL.
- For more information on the Post-BAR transactions, visit <https://zone.cms.gov/document/2017-open-enrollment-scenarios>

Passive Cancels

- Will cancel passive reenrollments that duplicate active enrollments for future year Marketplace coverage.
 - Upcoming Deliveries: Tomorrow, 12/18
 - 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

BAR Failures

- A very small list of enrollments that were not auto re-enrolled due to processing issues.
 - **Sent via:** EFT IOUTRC to impacted issuers only.
 - <https://zone.cms.gov/document/ioutrc-file-layout>
 - **Delivery:** late December or early January
 - **Action:** Impacted issuers are encouraged to do outreach to get the enrollees, who are flagged for SEPs at the Marketplace Call Center, to actively reenroll

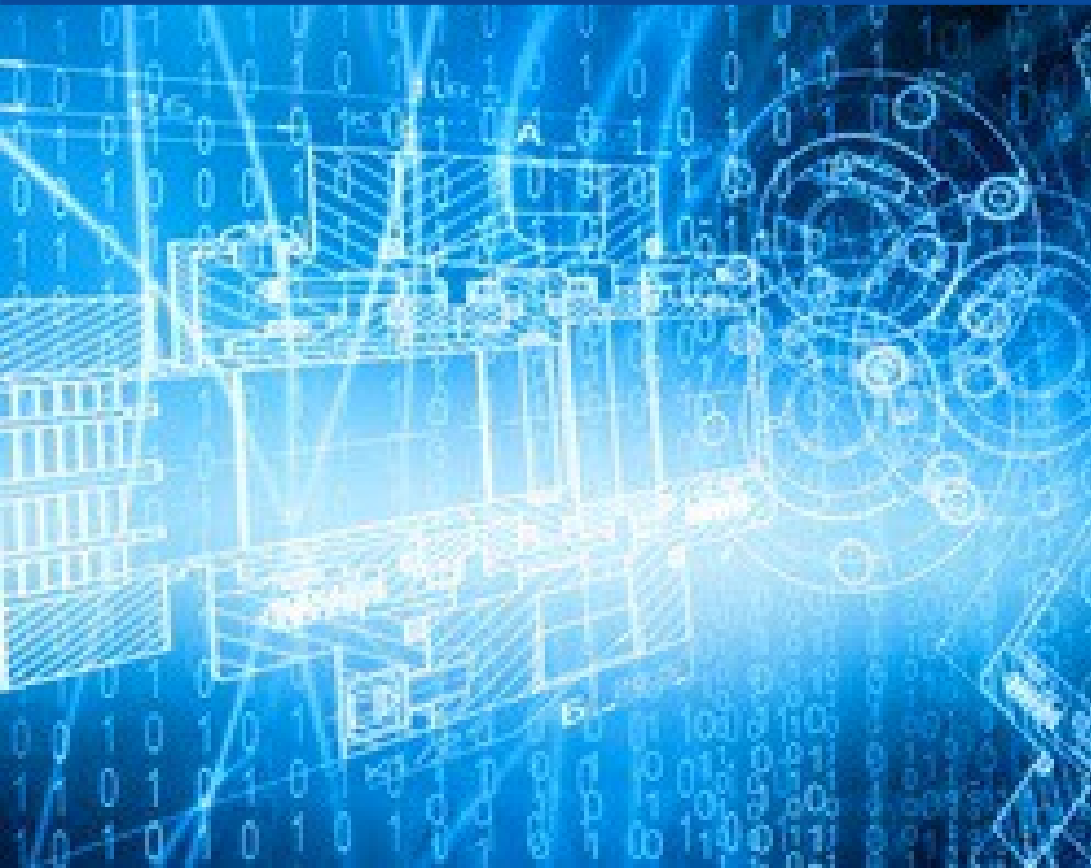
Post-BAR Reinstatements

- 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.
 - **Sent via:** EFT IOUTCRC
 - <https://zone.cms.gov/document/ioutrc-file-layout>
 - **Delivery:** Monthly in January, February, and March 2020
 - **Action:** Impacted issuers are encouraged to do outreach to get the enrollees, who are flagged for SEPs at the Marketplace Call Center, to actively reenroll

End of Open Enrollment Reminders

- Open Enrollment ends on Wednesday, December 18th.
- PY2020 BAR policies became visible to enrollees via Healthcare.gov on 12/16/2019.
- Issuers should not provide 2020 Marketplace coverage without an 834 or information on a Pre-Audit File
- The “Stop Coverage for 2020” feature is available to enrollees through December 31st. Also, enrollees can contact the MP Call Center to end 2019 coverage and/or cancel their 2020 passive re-enrollment.

Housekeeping: Enrollment Pre-Audit & Reconciliation



Enrollment Pre-Audit & Reconciliation

*Tuesday, December 17,
2019*

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Open Enrollment Deadline Extended to Wednesday, December 18th at 3AM EST – Operational Considerations for Issuers

- CMS has extended the deadline for consumers to sign up for January 1st coverage until Wednesday, December 18th at 3:00 AM EST to accommodate consumers who attempted to enroll in coverage during the final hours of Open Enrollment but who may have experienced issues or delays
 - Open Enrollment re-opened at 3:00 PM EST yesterday, Monday, December 16th Consumers can continue to enroll through HealthCare.gov, through DE and EDE Partner websites (including with an agent or broker), or via the FFM Call Center as normal through the extended December 18th deadline and receive a January 1st coverage start date
- Issuers will continue to receive EDI 834 enrollments reflecting a January 1st start date for transactions completed ahead of the extended deadline; no manual adjustment is needed on the part of the recipient Issuer to adjust the start dates as a result of this extension.
- For those consumers enrolled by the December 18th deadline, the 834s associated with those enrollments will have a 1/1/2020 effective date and will include an **EX** SEP reason code

Open Enrollment Deadline Extended to Wednesday, December 18th at 3AM EST – Operational Considerations for Issuers

- **2020 Pre-Audit and Passive Cancel Files:**
 - Tomorrow, Wednesday, December 18th CMS plans to deliver three files:
 - Comprehensive 2020 Enrollment Pre-Audit Files (Function Code AUD0), which will include enrollments as of Monday, December 16th at 3AM EST
 - 2020 Passive Cancel Incremental Pre-Audit Files (Function Code BARCN0), that will reflect passive renewals (BAR) that have been cancelled due to the consumer making an active plan selection for 2020 through the extended deadline of Wednesday, December 18th at 3AM EST
 - 2020 Custodial Parent Cleanup Finder Files (Function Code MISC0), that will identify additional enrollments on the 2020 Pre-Audit Files that have had Custodial Parent information corrected since the prior set of Custodial Parent Cleanup Incremental Pre-Audit Files were delivered
 - An additional 2020 Deadline Extension IPA File (Function Code ISIPA0), inclusive of all new enrollment activity occurring between 3AM EST Monday, December 16th and 3AM EST Wednesday, December 18th will also be delivered as soon as possible this week
 - The delivery date will be announced by CMS once determined

Open Enrollment Deadline Extended to Wednesday, December 18th at 3AM EST – Operational Considerations for Issuers

- **Inbound 834 Processing and Payment Implications:**

- In preparation for the final scheduled days of Open Enrollment, CMS processed all Inbound 834s (IC834s) received from Issuers by 8PM EST on Thursday, December 12th and has since held processing of IC834s
 - Yesterday afternoon, CMS reenabled processing of IC834s and intend to continue to process IC834s as received from Issuers through the extended deadline
- IC834s received and successfully processed by 8PM EST on Thursday, December 12th will be reflected within the Pre-Audit delivered Wednesday, December 18th
- CMS intends to adjust the Policy Based Payment cut-off to 3AM EST on Wednesday, December 18th, to include enrollments created during this OE extension
 - Therefore effectuated 2020 enrollments and upper bound adjustments to include enrollments created through the new deadline will be reflected in January payments

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2016**

- This month's 2016 FFM extract was 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 was 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 was 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 was 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**

- File deliveries for PY2020 were detailed in the OE Extension section of this presentation
- The RCNIO submission deadline for the first production 2020 enrollment reconciliation cycle (December's Run 1) is **Thursday, December 26th at 3PM EST**
 - **Please Note:** Despite the OE Extension to December 18th, the RCNIO data submitted by Issuers will be compared to the FFM extract taken at 3AM EST on December 16th
 - Issuers should work to align the data submitted on the RCNI to transaction received from the FFM through December 16th for best matching and proper reconciliation outcomes
 - RNCO0 Files are scheduled for distribution to participating Issuers on Tuesday, December 31st

ER&R



- ✓ **Topics**
 - ✓ Reinstatements After BAR
 - ✓ Reminder: 2020 Dispute Acceptance
 - ✓ zONE Publications
- ✓ **Q&A**

December 17, 2019

Reinstatements After BAR

- Policies that are reinstated after BAR ends on 12/16/2019, through either Reconciliation or disputes, will not be correctly reenrolled for 2020 coverage.
- CMS will identify consumers who are not enrolled in a 2020 health plan due to the associated 2019 health plan enrollments being reinstated after BAR.
- CMS will tag those consumers' Marketplace accounts with SEPs to allow the consumers to enroll in 2020 coverage by contacting the Marketplace Call Center.
 - If a consumer enrolls under the SEP, the issuer will get an 834 transaction with a prospective date (and potentially a HICS case to make it retroactive to January 1, 2020, at the enrollee's option).
- ER&R will send EFT files to impacted issuers from January through April, along with an email communication that includes the filename.
- Impacted issuers are encouraged to complete outreach and advise the consumer(s) to contact the Marketplace Call Center to enroll in a 2020 plan.

Reminder: 2020 Dispute Acceptance

- ER&R is now accepting Rejected Enrollment and Reinstatement End Date 12/31 disputes for 2020 coverage.
- ER&R is also accepting HICS Direct Disputes as of 11/18/2019, although issuers may experience a delay before seeing the corrections in the FFM Extract file.
- 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 UIR TRG v8.0 and UIR Master Guidance v3.3, which contain minor cosmetic updates.
- ER&R released the CCIIO Enrollment Dispositions List, which contains minor updates to some disposition code verbiage.
- Access the updated documentation on CMS zONE at <https://zone.cms.gov/document/enrollment-resolution-and-reconciliation>.

Direct Enrollment (DE) Updates: Compliance Team



Tuesday, December 17, 2019

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New Guidance on Web-broker Program Participation Requirements

- On December 10, 2019, CMS published new guidance on *Updated Direct Enrollment Web-broker Program Participation Requirements*, available at the following link: <https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/Guidance-on-Updated-DE-Web-broker-Program-Requirements.pdf>. Slides presented on a related CMS Webinar are also available [here](#) on REGTAP.
- The following entities will be subject to new CMS requirements to use a classic DE pathway:
 - **Prospective web-brokers** onboarding on or after January 1, 2020
 - **Existing web-brokers** that will complete their Web-broker Agreement renewal in 2020 in order to continue to operate as web-brokers for plan year (PY) 2021
- Prospective and existing web-brokers will be required to submit new Non-Exchange Entity (NEE) privacy and security documentation (i.e., annual penetration testing, network and component vulnerability scans, as well as the Security and Privacy Assessment Report [SAR], Plan of Action and Milestones [POA&M], and System Security and Privacy Plan [SSP] (if requested) templates) demonstrating that they have complied with current requirements in the Web-broker Agreement and applicable regulations. **Note:** Prospective or Existing EDE Entities may be impacted as noted in the guidance.
 - **Submission Deadline:** as soon as possible during their respective onboarding and renewal processes, but **no later than September 15, 2020** to mitigate risk of any delay in completing the onboarding process and/or participating in the 2021 OEP.
- Web-brokers will also be subject to new operational readiness review requirements including an annual data request, pre-approval website review (prospective web-brokers only), and renewal testing (if applicable). In addition, prospective web-brokers will now complete technical onboarding and DE website development before the Web-broker Agreement is executed.
 - **Deadline:** as part of the web-broker onboarding or renewal processes, as applicable.

Please review the guidance for more details and send any questions to directenrollment@cms.hhs.gov.

Direct Enrollment (DE) Updates: Eligibility Team



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EDE Issue for the absentParentAgreementIndicator

- EDE Partners should be aware that an issue was identified for the validation related to the **absentParentAgreementIndicator** within the legalAttestations object of the Update App API.
 - The Update App response is incorrectly providing a “required” absentParentAgreementIndicator field validation error when a member has:
 - A preliminaryMedicaidStatus = Yes and reason <> 670 OR a preliminaryEmergencyMedicaidStatus = Yes AND
 - An absentParentAgreementIndicator = null
- Fix dates for Production and UAT0 are below:
 - **UAT0:** 01/10/2020
 - **Prod:** 02/14/2020
- **The following workaround can be implemented by the EDE Partners prior to the fix date of this issue**
 - Set the absentParentAgreementIndicator = false in scenarios where the absentParentIndicator = null or false
 - If any applicant has an absentParentIndicator = true, then the user should attest to the legal agreement and the Partner should provide the answer to the absentParentAgreementIndicator that was attested to by the consumer via the Update App API

Direct Enrollment (DE) Updates: Enrollment Team



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EDE Partners: SES to Submit Enrollment Mapping

- EDE Partners, please be advised that an updated version of the SES API Spec extract has been uploaded to zONE
 - The new version now includes descriptions for the csrVariant enumeration values
 - The new version can be found at <https://zone.cms.gov//document/enhanced-direct-enrollment-edo-documents-and-materials>
- EDE Partners should be aware that the SES enumeration values for CSR variants don't align with the enumeration values for CSR variants within Fetch Eligibility and Submit Enrollment schemas
 - The table below includes the proper mapping between the CSR variants:

CSR Variant	SES API Enumeration Value	Fetch Eligibility and Submit Enrollment API Enumeration Value
No CSR eligibility	NOT_APPLICABLE	1
American Indian or Alaskan Native with income between 100% and 300% FPL. This CSR variant has zero cost sharing.	1_D	2
American Indian or Alaskan Native with income below 100% or above 300% FPL. This CSR variant has limited cost sharing.	1_E	3
73% AV Level Silver Plan CSR	1_C	4
87% AV Level Silver Plan CSR	1_B	5
94% AV Level Silver Plan CSR	1_A	6

Reminder and Update for Classic DE and EDE Partners: DE Proxy/DE Pause Page

- Classic DE and EDE Partners, as a reminder, please be advised that you can identify when there is a waiting room or maintenance page on HealthCare.gov by going to <https://www.healthcare.gov/de-proxy/>
 - When there is a waiting room or maintenance page on HealthCare.gov, “DE Pause” will be displayed on this page
 - When there is no waiting room or maintenance page on HealthCare.gov, the page will be blank
 - Classic DE and EDE Partners are permitted scrape this page using a script or other automation tool, at a maximum rate of once per minute
 - **Update:** When “DE Pause” is displayed on this page, CMS recommends that DE and EDE Partners stop submitting traffic to the FFM
 - If partners continue to submit traffic to the FFM when there is a waiting room or maintenance page up, CMS reserves the right to temporarily disable a partner’s DE/EDE access if CMS believes the continued traffic is having an adverse effect on Exchange operations
 - The next slide includes approved language that DE and EDE Partners can display when there is a waiting room or maintenance page up on HealthCare.gov
 - » Please note that the sentence referencing the OE deadline can be removed outside of OE
 - » Please also note that there is optional language referencing an email or text when services are available

Reminder and Update for Classic DE and EDE Partners: DE Proxy/DE Pause Page – Approved Display Language

- **The Marketplace has a lot of visitors right now**

We rely on the Health Insurance Marketplace's backend systems at HealthCare.gov to help you apply and enroll in coverage. Please wait right here and we'll get you the help you need as soon we can. If you're trying to enroll by the December 15 deadline for 2020 coverage, keep trying. You can also give us a call at [DE/EDE phone number].

While you wait, here are some things you can do to get ready to finish your enrollment: [Note to DE/EDE partners: you can link to other parts of DE/EDE website with Marketplace educational content, shopping for Marketplace specific health plans, info about application help, the process, etc. This information **can't** take consumers out of the Marketplace application/enrollment process to other types of non-Marketplace health plans or other coverage]

If you'd like us to email/text you when everything is ready for you to come back and finish, let us know. [email address/mobile phone] (messaging and data rates apply)

- **El Mercado tiene muchos visitantes en este momento**

Dependemos de los sistemas del Mercado de Seguros Médicos en CuidadoDeSalud.gov para ayudarlo a solicitar e inscribirse en la cobertura. Favor de esperar aquí y le ofreceremos la ayuda que necesita lo antes posible. Si está intentando de inscribirse antes de la fecha límite del 15 de diciembre para la cobertura de 2020, siga intentándolo. También puede llamarnos al [DE/EDE phone number].

Mientras espera, aquí hay algunas cosas que puede hacer para prepararse para completar su inscripción: [Note to DE/EDE partners: you can link to other parts of DE/EDE website with Marketplace educational content, shopping for Marketplace specific health plans, info about application help, the process, etc. This information **can't** take consumers out of the Marketplace application/enrollment process to other types of non-Marketplace health plans or other coverage]

Si desea que le enviemos un correo electrónico/mensaje de texto cuando todo esté listo para que regrese y termine, infórmenos. [email address/mobile phone] (tarifas de mensajes y datos aplican)

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

- **Update:** 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, 12/18/2019**), 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
 - **Update:** DE and EDE Partners **must** submit any Application IDs by COB on **12/18/2019** in order for the impacted consumers to be granted a SEP that allows enrollment through 12/29/2019

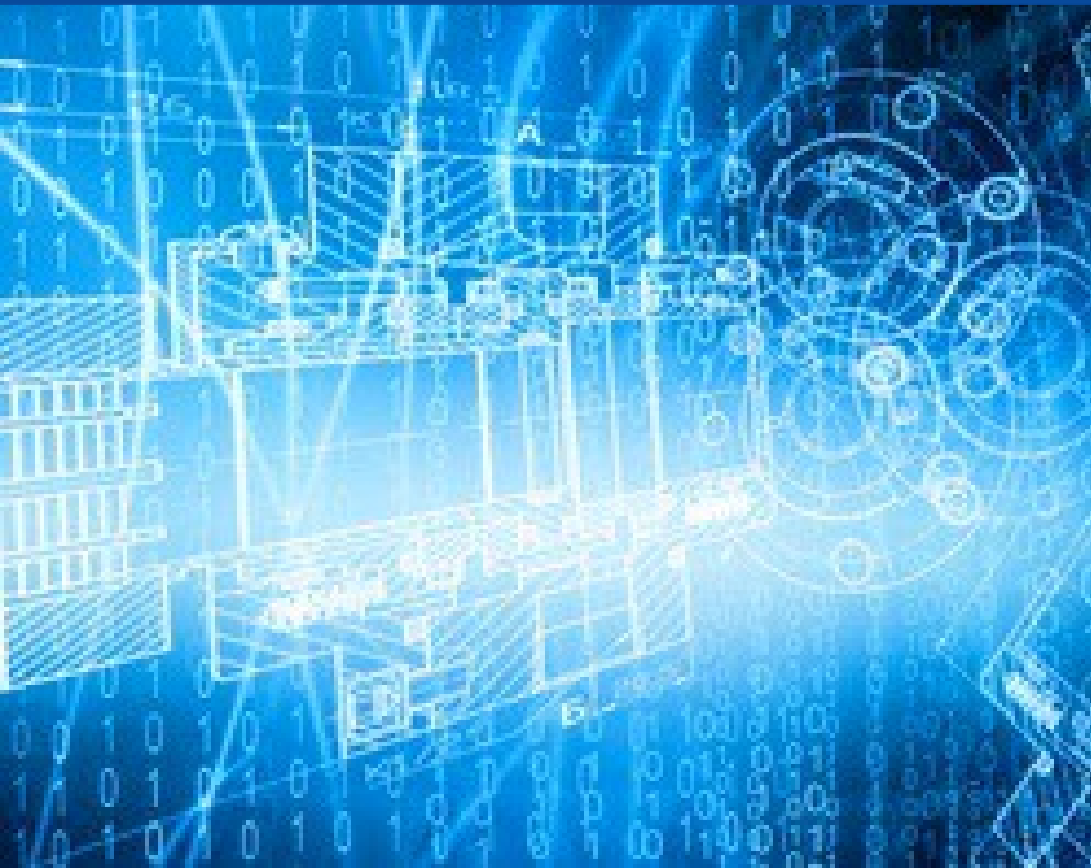
Update for DE/EDE Partners: OE Deadline Day Plan for “In Line” Consumers That Encounter Technical Issues

- » **Update:** On **12/19/2019**, 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
- » **Update:** On **12/19/2019**, 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

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