

CMS Issuer Technical Work Group



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 - **Webinar Schedule**
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 - **Enrollment Team**
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- January 14, 2020**

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New 2020 Series for the CMS Issuer Technical Workgroup Call (Series I) and the Thursday Recon IC834 Workgroup

- The Tuesday Issuer Technical Workgroup started a new series on today Tuesday, January 7, 2020 at 3:00 PM EST.
- The Thursday Recon-IC834 Workgroup call started a new series on this Thursday, January 9, 2020

Please see the registration URLs for both calls below:

- Tuesday Issuer Technical Workgroup Call
letsmeet.webex.com/letsmeet/k2/j.php?MTID=t01b9595808d2c0225f5bbe4308047786
- Thursday Recon IC834 Workgroup Call
<https://letsmeet.webex.com/letsmeet/k2/j.php?MTID=tf57cab5409c2b02cd5ea749302c3014a>
 - You will register one time, for the entire Tuesday Issuer Technical Workgroup Call Series I (through, July 28, 2020) and the Thursday Recon-IC834 Workgroup Series (through July 30, 2020)
Once the host approves your registration, you will receive a confirmation email with instructions for joining the session.
 - 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.

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
29	30	31	01	02	03	04
Issuer facing calls for our team December 30- January 3 are cancelled						
05	06	07	08	09	10	11
	CCIIO Enrollment Webinar(Policy Focus) 12:00pm-1:00pm	CMS Issuer Technical Workgroup 3:00pm-4:30		Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm		
12	13	14	15	16	17	18
	CCIIO Enrollment Webinar(Policy Focus) 12:00pm-1:00pm	CMS Issuer Technical Workgroup 3:00pm-4:30		Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm		
19	20	21	22	23	24	25
	No CCIIO Enrollment Policy call due to the MLK Federal Holiday	CMS Issuer Technical Workgroup 3:00pm-4:30		Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm		
26	27	28	29	30	03	04
	CCIIO Enrollment Webinar(Policy Focus) 12:00pm-1:00pm	CMS Issuer Technical Workgroup 3:00pm-4:30		Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm		

CMS ISSUER COMMUNICATIONS

CMS uses a mass communications tool to distribute notices and general communications to issuers regarding topics such as *Enrollment Pre-Audit files; Enrollment Reconciliation Files; Open Enrollment Activities; IC834 Activities (Specifically Processing schedules, delays in processing or reporting), other alerts AND*

Daily UAT status

If you are not receiving these email communications:

1. To immediately see what message was blasted out, **you can access the daily CMS Issuer Communications on CMSzONE at:** <https://zone.cms.gov/community/issuer-community-private>
2. Contact the CMS Help Desk at CMS FEPS CMS_FEPS@cms.hhs.gov and confirm if you are listed as a point of contact (POC) for these communications for your organization.
 - » If you are not listed as a POC please see page 2 of this deck for instructions on being added. If you are a POC please proceed to the next step.
3. CMS recommends the applicable IP addresses (found at the urls below) are whitelisted. CMS recommends users work with their organization's IT support staff to whitelist both Salesforce's IP address as well as the relevant government ranges. More details are provided at the following resources*:

https://help.salesforce.com/articleView?id=000199327&language=en_US&type=1

https://help.salesforce.com/apex/HTViewSolution?urlname=What-are-the-Salesforce-IP-Addresses-to-whitelist&language=en_US

* There are some Issuers/DE Partners that may still experiencing problems after whitelisting. This is a known issue and we will report out once the issue is resolved.

If you have any further questions please contact the CMS FEPS Help Desk at: CMS_FEPS@cms.hhs.gov

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:

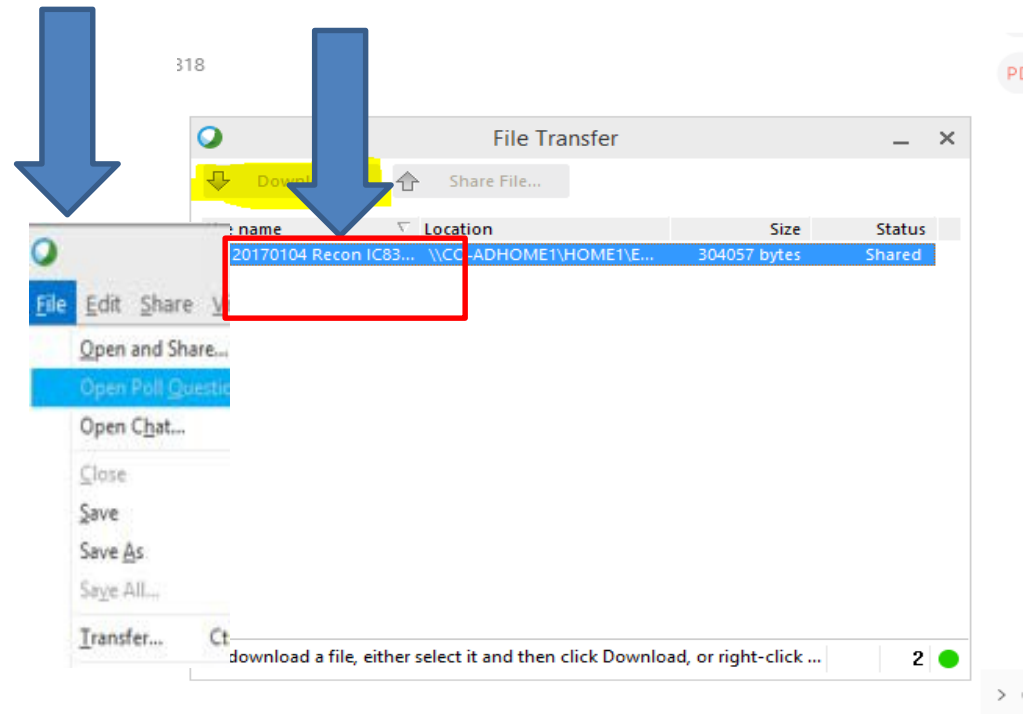
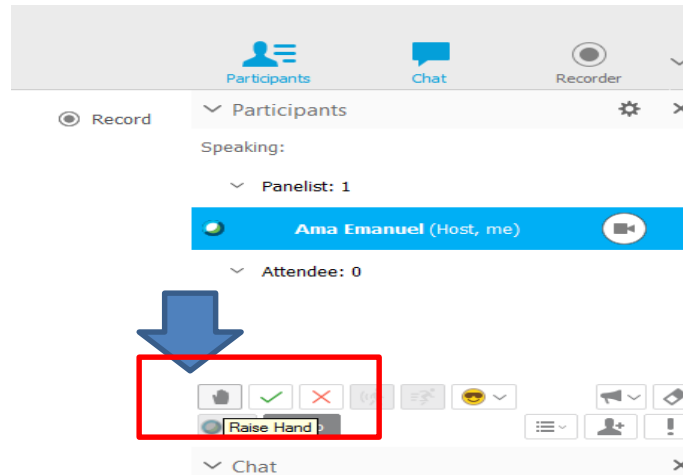
- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Remove POC to Distribution List"
- ❖ Include the email addresses of all desired contacts to be removed in the body of your message

**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)

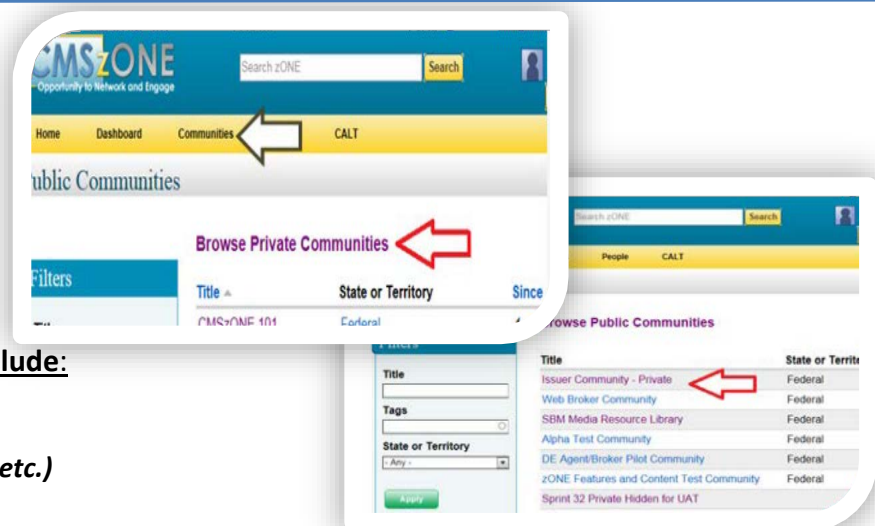
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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: Data Services Hub (DSH)



*IMPL/UATO Certificate
Update*

01/14/2020

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:**
 - ❑ <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**”

Enrollment Operations Updates



January 14, 2020

CMS M834 Operations Manual and Companion Guide Updated

- The CMS M834 Operations Manual and 834 Companion Guide have been updated and posted to CMS zONE
- M834 Operations Manual Version 6
 - https://zone.cms.gov/system/files/documents/m834_operations_manual_v6_2020_01.pdf
- 834 Companion Guide Version 4.2
 - https://zone.cms.gov/system/files/documents/20200106_dsh_imp_cg_834_transaction_v4.2.pdf

For questions about content, please open a help desk ticket by emailing CMS_FEPS@cms.hhs.gov

Enrollment Team Updates

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

January 14, 2020

<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.

Enrollment Team Updates

- This week, CMS is running:
 - **BAR Cancels (also known as *Cancel Carry Forward*):**
 - 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:
 - EFT I834
 - AMRC: CANCEL-CARRYFORWARD

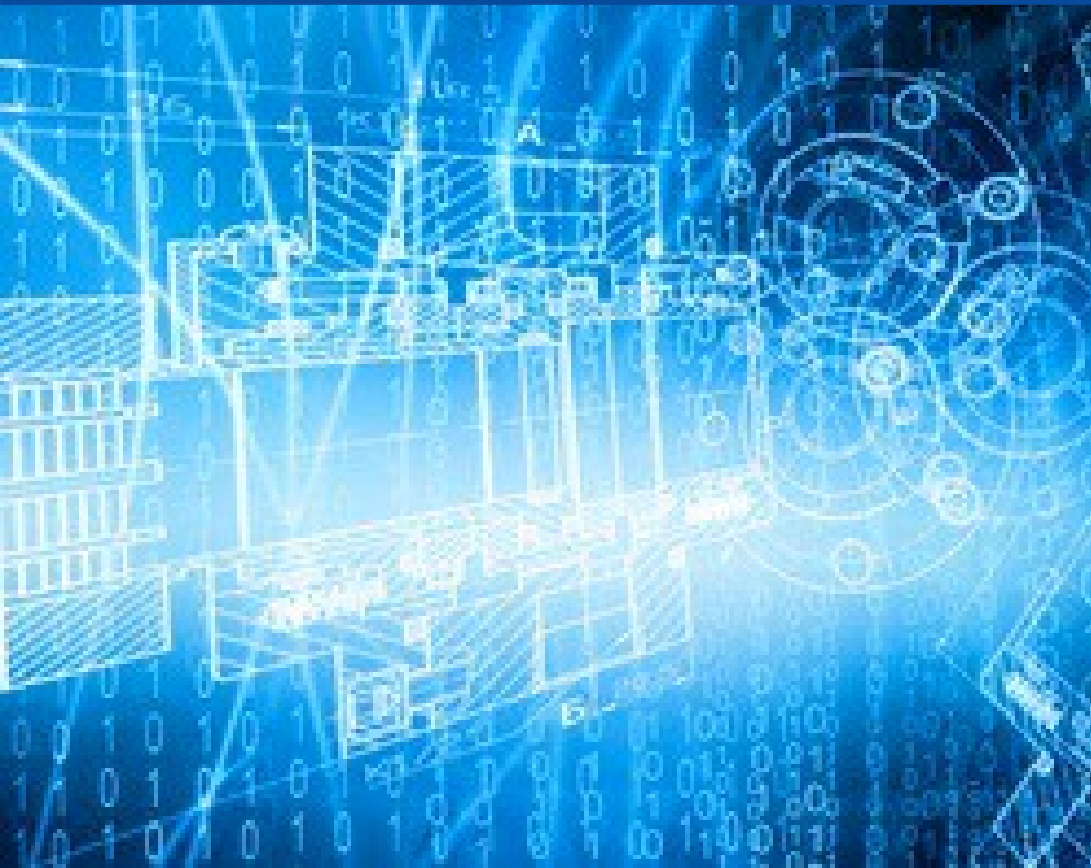
Option to Shift Effective Date from 2/1 to 1/1

- In late December, CMS notified issuers of the option to shift a consumer's effective date from 2/1 to 1/1 through the CMS Issuer Communications e-mail blast.
 - **Background:** Due to technical issues that may have blocked some consumers from enrolling in the final hours of OEP, CMS extended the deadline to sign-up for coverage with a January 1, 2020 start date.
 - **Issue:** There was a 12-hour timeframe on December 16th during which consumers who selected a plan through a Special Enrollment Period with the regular effective date rule received a February 1st start date.

Option to Shift Effective Date from 2/1 to 1/1 (cont.)

- **Outreach:** The FFM e-mailed impacted consumers to advise them of their eligibility for a January 1st effective date and instruct them to contact the Marketplace Call Center to request to change their effective date.
 - The Call Center will notify issuers of the change through a HICS escalation.
- **Issuer Action:** Issuers may directly change the effective date from 2/1 to 1/1 without a HICS case from the FFM if an impacted consumer requests the change.
 - Issuers can identify consumers as impacted if:
 - 1) The consumer's enrollment 834 transaction was created between 3:00am EST and 3:00pm EST on Monday, December 16th, **and**
 - 2) The consumer's enrollment 834 transaction includes a SEP reason code of NE, FC, or 43.
 - Issuers should use enrollment reconciliation processes to update the effective date.

Housekeeping: Enrollment Pre-Audit & Reconciliation



Enrollment Pre-Audit & Reconciliation

Tuesday, January 14, 2019

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Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2016**

- This month's 2016 FFM extract was taken yesterday, Monday, January 13th at 6PM EST
- Comprehensive 2016 Pre-Audit (AUD16) Files based upon that extract are scheduled for delivery to Issuers tomorrow, Wednesday, January 15th

- **Plan Year 2017**

- This month's 2017 FFM extract will be taken on Wednesday, January 15th at 6PM EST
- Incremental 2017 Pre-Audit (ISIPA7) Files based upon that extract are scheduled to be delivered to Issuers on Tuesday, January 21st

- **Plan Year 2018**

- This month's 2018 FFM extract will be taken on Wednesday, January 15th at 6PM EST
- Incremental 2018 Pre-Audit (ISIPA8) Files based upon that extract are scheduled for delivery to Issuers on Tuesday, January 21st

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2019**

- This month's 2019 FFM extract will be taken on Wednesday, January 15th at 6PM EST
- Comprehensive 2019 Pre-Audit (AUD9) Files based upon that extract are scheduled for delivery to Issuers on Friday, January 17th
- The RCNI9 submission deadline for January's Run 14 is **Thursday, January 23rd at 3PM EST**
 - RCNO9 files will be distributed to participating Issuers on Tuesday, January 28th

- **Plan Year 2020**

- This month's 2020 FFM extract will be taken on Wednesday, January 15th at 6PM EST
- Comprehensive 2020 Pre-Audit (AUD0) Files based upon that extract are scheduled for delivery to Issuers on Friday, January 17th
- The RCNI0 submission deadline for January's Run 2 is **Thursday, January 30th at 3PM EST**
 - RCNO0 files will be distributed to participating Issuers on Tuesday, February 4th

Updated Recon Education Suite Published

- CMS has published an updated version of the Enrollment Reconciliation Education Suite (Version 5.11)
 - The Enrollment Reconciliation Education Suite is a comprehensive document containing guidance regarding proper use of Enrollment Pre-Audit Files, submission of RCNI Files, understanding enrollment reconciliation data, etc.
- The updated document is available on zONE at:
<https://zone.cms.gov/document/enrollment-data-reconciliation>
- Version 5.11 includes:
 - Updated content to reflect sunseting of mass effectuation process in enrollment reconciliation
 - Updated reconciliation business rules
 - New content regarding FFM enrollment data, as shared in Recon 101 for PY2020
 - Other general updates to ensure consistency
- **Please Note:** Last week v5.1 was published; the only additional changes in v5.11 are an update to the publication date and the change log

ER&R



✓ *Topics*

- ✓ Submitting 2020 and 2019 Disputes
- ✓ UIR Report Delivery
- ✓ Uneven and Leftover Records
- ✓ Persistent F and I Field-Level Flags
- ✓ Impact of Uneven Records
- ✓ Common Scenarios: Overall Record G Flags
- ✓ Common Scenarios: Overall Record R Flags
- ✓ Uneven and Leftover Record Resources

Tuesday, January 14, 2019

Submitting 2020 and 2019 Disputes

- ER&R is now accepting all types of Enrollment Disputes, including HICS Direct Disputes, for 2020 policies.
- As a reminder, 2019 policies are considered current year for dispute purposes until 04/01/2020.
- Enrollment Disputes and Payment Disputes for 2019 policies will not require Account Manager approval until 05/01/2020.
NOTE: ER&R will complete all 2019 disputes submitted before 05/01/2020 normally, even if the disputes are still in process on 05/01/2020.

UIR Report Delivery

- ER&R categorized most “I” records present in RCNO Run 1 for plan year 2020 as FFM_Timing_Issues, which will be resolved in Run 2.
- ER&R will not distribute UIR Reports for Run 1 and will deliver Run 2 reports using the UIR0 function code.
- ER&R will continue to deliver UIR Reports using the UIR9 function code for the remaining 2019 RCNO runs.

Uneven Matches and Leftover Records

- An **uneven match** occurs when the issuer and FFM have a different number of records for an enrollment group for the same period of coverage; the matched records in this scenario will have an E or P overall record flag in the RCNO file.
 - E Flag** - uneven match; at least one (1) field marked for issuer update and one (1) or more fields marked for FFM update; however, due to uneven matching of records for the individual member, FFM updates will not be applied in this cycle.
 - P Flag** - uneven match; no issuer updates required, but one (1) or more fields marked for FFM update; however, due to uneven matching of records for the individual member, FFM updates will not be applied in this cycle.
- A **leftover record** is the extra record(s) remaining after an uneven match between FFM and issuer records; these records receive an R or G overall record flag in the RCNO file
 - G Flag** - leftover FFM record; after determining best match for all records for the individual member, an unmatched record remains on FFM side with no additional issuer records.
 - R Flag** - leftover issuer record; after determining best match for all records for the individual member, an unmatched record remains on issuer side with no additional FFM records.

	FFM Benefit Start Date	Issuer Benefit Start Date	Start Date Flag	FFM Benefit End Date	Issuer Benefit End Date	End Date Flag	Overall Record Flag
Uneven Record	1/1/2019	1/1/2019	M	1/31/2019	12/31/2019	F	P
Leftover Record	2/1/2019			12/31/2019			G

Uneven Matches and Leftover Records Cont.

- An uneven match can also occur if the issuer sends extra cancelled records on their RCNI file that are not present on FFM.
- These records receive a record-level flag of C – Cancellation and they are often associated with a record with a P or E flag.
- How to correct:
 - Issuers should not send two records for the same policy with same Benefit Start Date and different statuses (cancelled and effectuated).
 - Do not send extra cancelled records on RCNI files that are not present on FFM.
- In the example below, the extra issuer cancelled record is resulting in an uneven match:

Policy	Member	FFM Start Date	Issuer Start Date	Start Date Flag	FFM End Date	Issuer End Date	End Date Flag	FFM Premium Paid Ind	Issuer Premium Paid Ind	Initial Premium Paid Flag	Record Flag
12345	Subscriber	1/1/2020	1/1/2020	M	12/31/2020	12/31/2020	M	Y	Y	M	P
12345	Dependent	1/1/2020	1/1/2020	M	12/31/2020	12/31/2020	M	Y	Y	M	M
12345	Subscriber		1/1/2020			1/1/2020			C		C

Persistent F and I Field-Level Flags

- A field-level flag of F indicates that the FFM will update the FFM value to match to the issuer value, but if the record is uneven no updates will be applied
NOTE: If the issuer addresses the uneven match, the field containing the F flag will be eligible for update in the subsequent RCNO run.
- A field-level flag of I indicates that the issuer needs to update the issuer value to match the FFM value; issuers should carefully review fields flagged I on an uneven match to ensure any update made to their system would be appropriate despite the uneven match and submit any applicable disputes to ER&R.
- F and I flags are considered persistent when the field-level flag remains for two (2) or more RCNO runs.

RCNO Run	FFM Benefit Start Date	Issuer Benefit Start Date	FFM Benefit End Date	Issuer Benefit End Date	End Date Flag	FFM Total Premium	Issuer Total Premium	Overall Record Flag
11	1/1/2019	1/1/2019	8/31/2019	8/31/2019	M	1000	1000	M
11	9/1/2019	9/1/2019	9/30/2019	12/31/2019	F	1300	1300	P
11	10/1/2019		12/31/2019			1200		G
12	1/1/2019	1/1/2019	8/31/2019	8/31/2019	M	1000	1000	M
12	9/1/2019	9/1/2019	9/30/2019	12/31/2019	F	1300	1300	P
12	10/1/2019		12/31/2019			1200		G

Impact of Uneven Records

- Wherever possible, issuers should work to resolve instances where their extract process generates a different number of records for a given policy than what is on the FFM side.
- Since no updates can be made to uneven records through Recon, policies with a persistent uneven match often contain incorrect or outdated information.
 - If uneven records are not resolved, F field-level flags will persist within the records.
- Failure to reconcile persistent F and I field-level flags may cause:
 - Consumers to receive incorrect initial 1095-A forms.
 - Consumers to file taxes incorrectly or delay filing taxes.
 - Issuers to receive additional verification requests as part of case research by the 1095-A team.
 - Issuers to receive incorrect payments.

Common Scenarios: Overall Record G Flags

- Fixing common overall record G flag scenarios:
 - If the FFM has multiple segments due to a Change in Circumstance (CIC) but the issuer has fewer segments, the issuer should update the next RCNI submission to match the FFM.
NOTE: Issuers should submit one (1) record per member per segment on RCNI submissions. For detailed information on aligning segments and when CICs result in new segments, refer to the **FFM Enrollment Data Structure** section within the Enrollment Reconciliation Education Suite.
 - If an issuer has a HICS case or other legitimate business reason for having fewer records than the FFM, the issuer should take the appropriate action, typically submitting an Enrollment Dispute or HICS Direct Dispute, to ensure a successful even-sided match in future cycles.
- If the uneven record contains #MERGE in the Footnotes field, refer to the Enrollment Reconciliation Education Suite for more information on how CMS merges multiple FFM records into a single record.

Common Scenarios: Overall Record R Flags

- Fixing common overall record R flag scenarios:
 - If the record is for a dependent that was removed from coverage on that segment via M834 Transaction, the issuer should discontinue submitting the dependent record.
 - If the FFM is missing a legitimate dependent record, the issuer should instruct the consumer to contact the Marketplace to add the dependent.
 - If the issuer correctly created an additional segment based on a CIC and the FFM did not (due to an Enrollment Blocker), the issuer should take the appropriate action, typically submitting an Enrollment Dispute or HICS Direct Dispute, to update the FFM with the CIC so that the additional segment will be present in future cycles.
- NOTE:** Issuers should refer to the Enrollment Blocker Cheat Sheet on zONE if an update is unable to be processed due to an Enrollment Blocker.

Uneven and Leftover Record Resources

- Issuers should access the following CMS zONE pages for more information about reconciling uneven and leftover records:
 - <https://zone.cms.gov/document/enrollment-data-reconciliation>
 - Enrollment Reconciliation Education Suite
 - <https://zone.cms.gov/document/enrollment-resolution-and-reconciliation>
 - Combined Enrollment and Payment Disputes TRG
 - Enrollment Blocker Cheat Sheet

Upcoming UAT0 Downtime – Patching Schedule for 2020



Tuesday, January 14, 2020

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Issuers and DE/EDE Partners: Upcoming UAT0 Downtime – Patching Schedule for 2020

- Issuers and DE/EDE Partners, please be advised that there will be UAT0 downtime for patching in 2020, which will fall outside of our normal Friday morning deployment window
- Patching will occur on the following dates, starting at 9:00 PM ET:
 - January 29th, 2020
 - February 26th, 2020
 - March 25th, 2020
 - April 29th, 2020
 - May 27th, 2020
 - June 24th, 2020
 - July 29th, 2020
 - August 26th, 2020
 - September 23rd, 2020
 - October 28th, 2020
 - December 23rd, 2020
- UAT0 should be available for testing by normal business hours, the morning following patching

Direct Enrollment (DE) Updates: Enrollment Team



Tuesday, January 14, 2020

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Reminder for Classic DE and EDE Partners: DSH IMPL/UATO Certificate Update –Wednesday January 15th @8:00 AM ET

- Classic DE and EDE Partners, as a reminder, the Hub Team will be installing an updated SSL Certificate on **Wednesday January 15th, 2020 at 8:00 AM 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/UATO 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 Hub IMPL/UATO Certificate is available **via zONE**:
 - <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@gssinc.com)
 - Subject Line: “Hub Certificate Update Issue”

EDE Partners: Enabling the Event-Based Processing API in Production

- EDE Partners, please be advised that production access for the Event-Based Processing API has been disabled for all EDE Partners that aren't currently using the API in production
 - IMPL/UATO access for the API is still enabled for all EDE Partners
 - EDE Partners that wish to have Event-Based Processing API access enabled in production will need to email Joshua.Halsey@cms.hhs.gov
 - EDE Partners should include the date and time in which they'd like to begin using the Event-Based Processing API in production
 - EDE Partners should also include a high-level outline of how they plan to use the Event-Based Processing API in production
 - As a reminder, please note that this request is separate from the EDE Request to Disable FFM-Generated Emails
 - » The EDE Request to Disable FFM-Generated Emails can be used in conjunction with Event-Based Processing API integration, if the EDE Partner wishes to take over certain communications for their consumers
 - » The request form to disable FFM-generated emails can be found on zONE at <https://zone.cms.gov//document/enhanced-direct-enrollment-edo-documents-and-materials>
 - EDE Partners that wish to disable FFM-generated emails should follow the instructions outlined on the form
 - CMS would like to ensure that both the EDE Partner and the FFM are prepared when production use of the Event-Based Processing begins by an EDE Partner
 - There are a number of considerations that CMS would like to be mindful of when an EDE Partner begins using the Event-Based Processing API in production
 - » For example, EDE Partners may inherit a backlog of events if turning on the Event-Based Processing API in production after initial go live
 - CMS however has the ability to work with the EDE Partner to shift the date/time in which events are generated for the EDE Partner, which may reduce or eliminate the “catch-up” time for events

EDE Partners: New Update Policy API – Cancel/Termination Functionality

- EDE Partners, please be advised that CMS will be deploying a new Update Policy API
 - The API is expected to be available for testing in UAT0 beginning on 2/19/2020
 - EDE Partners are encouraged to test the API as soon as possible, and to report any potential defects to both CMS_FEPS@cms.hhs.gov and CMS.FFM.EDESupport@accenturefederal.com
 - The API is expected to be available for production use beginning on 3/20/2020
 - EDE Partners will be required to integrate with the API and provide their users with UI cancellation/termination functionality by 6/15/2020
 - » CMS has created CR #30, which is now reflected on the EDE CMS Initiated CR Tracker available on zONE at <https://zone.cms.gov//document/enhanced-direct-enrollment-edc-documents-and-materials>
 - The long-term CMS vision is that the Update Policy API will eventually replace the Submit Enrollment API
 - In the short-term however, the initial rollout of the API will provide EDE Partners and their users with cancel/termination functionality
 - » EDE users are currently required to go to HealthCare.gov or the FFM Call Center to cancel/terminate a policy
 - This API should therefore allow EDE Partners to have even more control over the end-to-end application and enrollment experience, and improve the overall EDE consumer experience
 - The Update Policy API Specs are available on zONE at <https://zone.cms.gov//document/enhanced-direct-enrollment-edc-documents-and-materials>
 - The new Hub endpoints for the Update Policy API are below:
 - UAT0: <https://impl.hub.cms.gov/ede-ies/v1/policies>
 - Production: <https://hub.cms.gov/ede-ies/v1/policies>

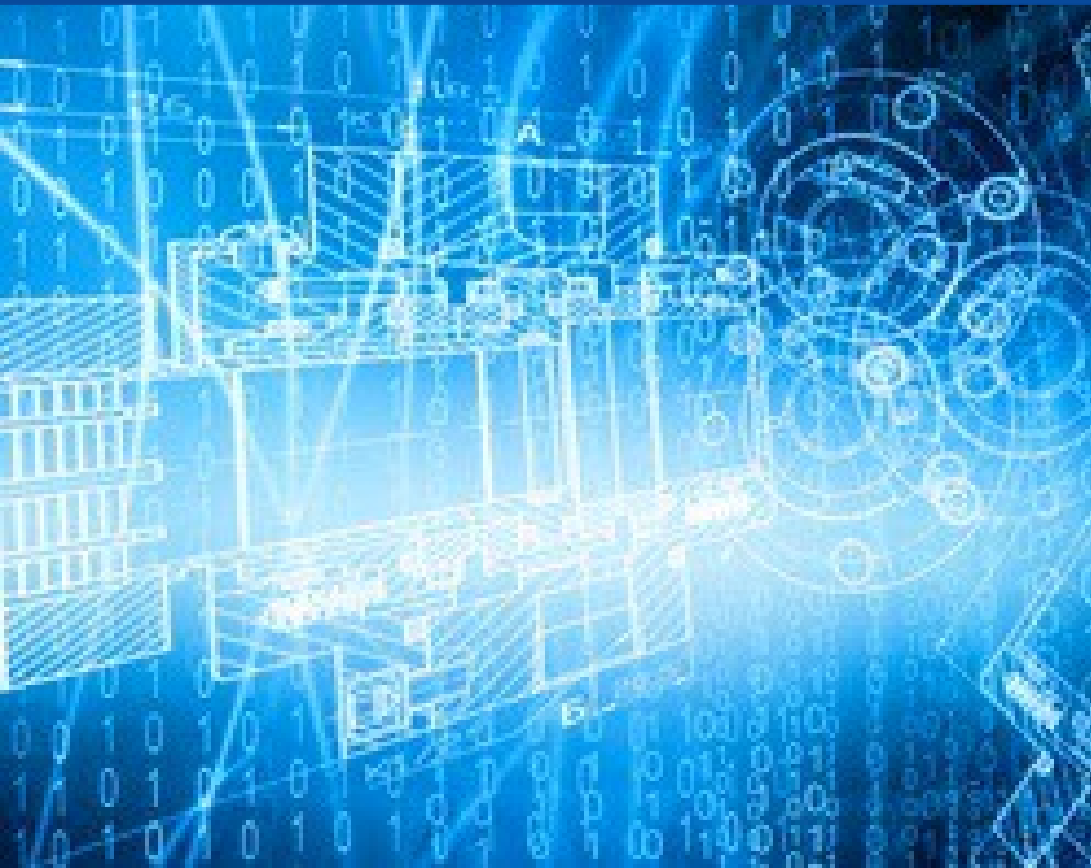
EDE Partners: New Update Policy API – Cancel/Termination Functionality

- **General Business Rules:**
 - EDE Partners will need to use the Get Enrollment API to determine which policies exist and subsequently which can be cancelled/terminated
 - The initial rollout of the cancel/termination functionality in this API will mirror what is allowed in My Account on HealthCare.gov (additional enhancements to cancel/termination functionality are on the long-term CMS roadmap):
 - If cancelling/terminating health coverage, the API request will only allow for cancellation/termination of all active health policies at one time
 - » In other words, if multiple active health policies exist, a user will not be able to cancel/terminate an individual health policy; all health policies will need to be cancelled/terminated at the same time
 - If cancelling/terminating health or dental coverage, only the entire health or dental policy can be cancelled
 - » In other words, the initial implementation of the API will not allow for member-level cancellation/termination of coverage
 - The API will allow for cancellation/termination of an individual dental policy, when multiple active health and dental policies exist
 - » The API will not however allow for dental-only coverage
 - In other words, if multiple health and dental policies exist, the health coverage cannot be cancelled/terminated without also cancelling/terminating the dental coverage
 - Classic DE users will continue to cancel/terminate through My Account on HealthCare.gov or via the FFM Call Center

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