

CMS Issuer Technical Work Group



- ***Housekeeping***
 - ***Reminder: New Enrollment***
 - ***Policy Webinar Series for 2020***
 - ***Webinar Schedule***
 - ***New Tuesday and Thursday Issuer Workgroup Calls***
 - ***CMS Issuer Communications***
 - ***Pre-Audit and Recon Update***
 - ***ERR***
 - ***My Account Phase 1 Cutover***
 - ***Direct Enrollment (DE) Updates:***
 - ***Enrollment Team***
 - ***Q&A***
- January 21, 2020***

INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW:

This information has not been publicly disclosed and may be privileged and confidential. It is for internal government use only and must not be disseminated, distributed, or copied to persons not authorized to receive the information. Unauthorized disclosure may result in prosecution to the full extent of the law.

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>
 - o 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.
 - o 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 CCIIO Enrollment Webinar(Policy Focus) 12:00pm-1:00pm	07 CMS Issuer Technical Workgroup 3:00pm-4:30	08	09 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm	10	11
12	13 CCIIO Enrollment Webinar(Policy Focus) 12:00pm-1:00pm	14 CMS Issuer Technical Workgroup 3:00pm-4:30	15	16 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm	17	18
19	20 No CCIIO Enrollment Policy call due to the MLK Federal Holiday	21 CMS Issuer Technical Workgroup 3:00pm-4:30	22	23 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm	24	25
26	27 CCIIO Enrollment Webinar(Policy Focus) 12:00pm-1:00pm	28 CMS Issuer Technical Workgroup 3:00pm-4:30	29	30 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm	03	04

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:

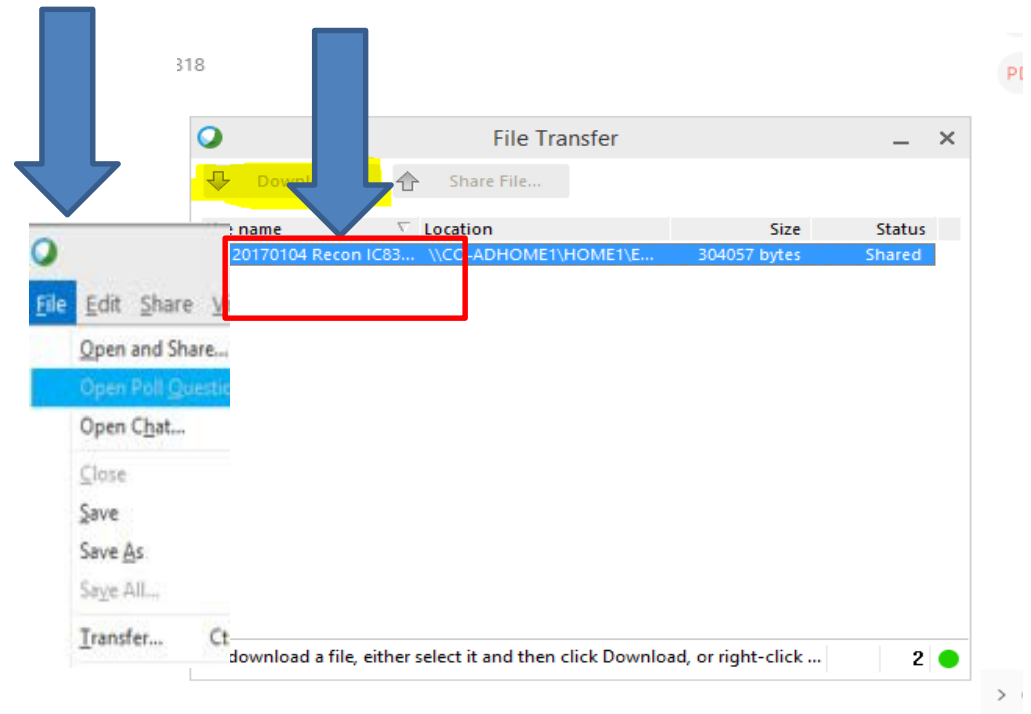
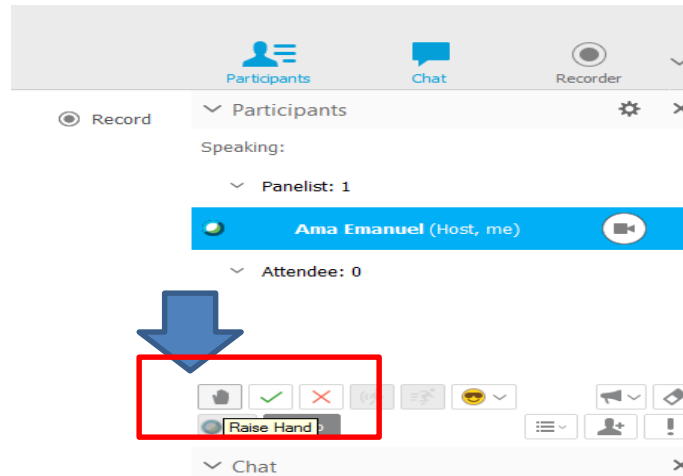
- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Remove POC to Distribution List"
- ❖ Include the email addresses of all desired contacts to be removed in the body of your message

***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)

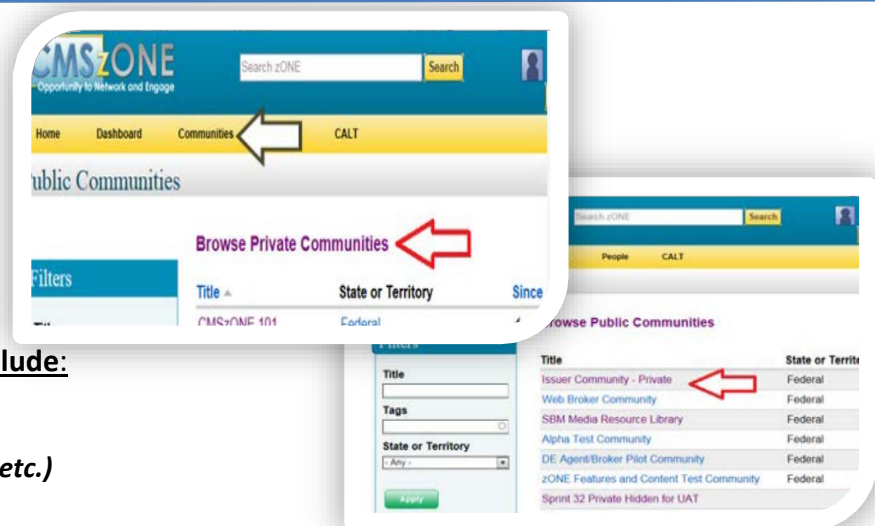
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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

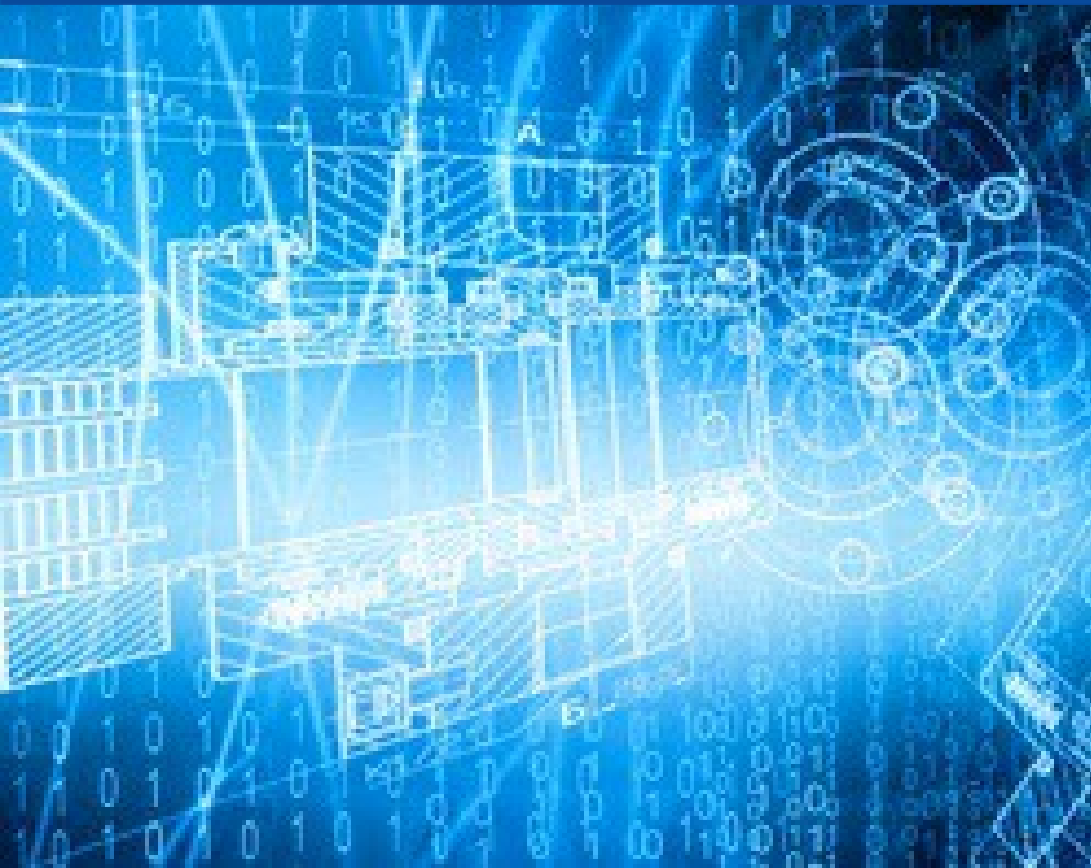
Reminder: Supported Browser Versions

- ✓ **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: Enrollment Pre-Audit & Reconciliation



Enrollment Pre-Audit & Reconciliation

Tuesday, January 21, 2019

INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW:
This information has not been publicly disclosed and may be privileged and confidential. It is for internal government use only and must not be disseminated, distributed, or copied to persons not authorized to receive the information. Unauthorized disclosure may result in prosecution to the full extent of the law.

Housekeeping: Pre-Audit & Reconciliation

- **Prior Plan Years (2014-2019)**
 - 1095-A Consumer-Initiated Dispute Update (1095Ax) Files are scheduled for delivery to Issuers on Wednesday, February 5th
- **Plan Year 2016**
 - This month's 2016 FFM extract was taken on Monday, January 13th at 6PM EST
 - Comprehensive 2016 Pre-Audit (AUD16) Files based upon that extract were delivered to Issuers on Wednesday, January 15th
- **Plan Year 2017**
 - This month's 2017 FFM extract was taken on Wednesday, January 15th at 6PM EST
 - Incremental 2017 Pre-Audit (ISIPA7) Files based upon that extract are being delivered to Issuers today, Tuesday, January 21st
- **Plan Year 2018**
 - This month's 2018 FFM extract was taken on Wednesday, January 15th at 6PM EST
 - Incremental 2018 Pre-Audit (ISIPA8) Files based upon that extract are being delivered to Issuers today, Tuesday, January 21st

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2019**

- This month's 2019 FFM extract was taken on Wednesday, January 15th at 6PM EST
- Comprehensive 2019 Pre-Audit (AUD9) Files based upon that extract were delivered to Issuers on Friday, January 17th
- The RCNI9 submission deadline for January's Run 14 is **Thursday, January 23rd at 3PM EST**
 - As of 2PM today, approximately **54%** of 2019 Issuers have successfully submitted for Run 14
 - RCNO9 files will be distributed to participating Issuers on Tuesday, January 28th

- **Plan Year 2020**

- This month's 2020 FFM extract was taken on Wednesday, January 15th at 6PM EST
- Comprehensive 2020 Pre-Audit (AUD0) Files based upon that extract were delivered 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

ER&R

✓ ***ER&R Topics***

- ✓ 2019 Reinstatements After BAR
 - ✓ Reminder: 2019 UIE Manual 1095-A Timeline
 - ✓ Reminder: 2019 UIE Manual Payment Timeline
- ✓ ***Q&A***

January 21, 2020

2019 Reinstatements After BAR

- CMS has identified consumers whose 2019 health plan enrollments were reinstated through Reconciliation or disputes after BAR ended but who are not enrolled in a 2020 health plan.
 - CMS is tagging the consumer's Marketplace account with an SEP to allow them to enroll in 2020 coverage. Enrollees who want to access the SEP must contact the FFM Call Center.
 - Issuers with enrollees who enroll under the SEP will get an 834 transaction with a prospective date (and potentially a HICS case to make it retroactive to January 1, 2020, at enrollee's option).
 - ER&R will send an EFT file to issuers who are impacted on **Monday, January 27**, along with an email communication including the filename.
 - The EFT file will include policies reinstated both through Reconciliation and disputes.
 - The EFT file will be transmitted using the IOUTRC function code.
 - Issuers are encouraged to complete outreach and notify the consumers that they may contact the FFM Call Center to enroll in a 2020 plan.

2019 Reinstatements After BAR (Cont.)

- CMS recommends including the following messaging in any issuer outreach:
 - Due to a processing error, the Health Insurance Marketplace does not have a complete application record for your 2020 healthcare plan.
 - You **MUST** complete a new 2020 Marketplace application to get 2020 coverage.
 - Call the Marketplace **by March 27** to complete a new 2020 application. You are eligible to enroll through a Special Enrollment Period, but you can only access this Special Enrollment Period by calling the Health Insurance Marketplace at **1-800-318-2596**.
 - If you want to stay in your 2019 plan, select <insert plan name and plan ID>. You can select a coverage start date in the future or a start date retroactive to January 1st 2020.
 - To complete your 2020 application quicker and easier, gather income information for everyone in your household before you call. The Marketplace needs this information to make sure you get the right eligibility and cost information.
 - For more information on applying, visit www.healthcare.gov/apply-and-enroll/get-ready-to-apply/.
- Consumers who are already enrolled in a 2020 plan will not be included in this process.
- ER&R will deliver the EFT files to issuers using the IOUTRC function code and format. Issuers can locate file specifications for the IOUTRC format on zONE at <https://zone.cms.gov/document/ioutrc-file-layout>.
- In March, ER&R will send a final file listing the qualifying 2019 reinstatements processed in Reconciliation and disputes.

Reminder: 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

Reminder: 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>.

My Account Phase 1 Cutover Testing



Tuesday, January 21, 2020

My Account Phase 1 Cutover Testing

- Issuers and Classic DE Partners, please be advised that CMS is currently in the processing of cutting over several of the backend services that support the My Account pages on HealthCare.gov
 - CMS does not expect the Phase 1 cutover to have an impact on the current My Account functionality
 - CMS is simply moving the backend integration of many of the My Account services, from our legacy services to our newer API services
 - » Many of the same API services that EDE Partners leverage now, will also be leveraged by our My Account pages
 - While CMS does not expect that the Phase 1 cutover will have an impact on the current My Account functionality, CMS is encouraging Issuers and Classic DE Partners to test navigation and display within My Account to ensure no defects have been introduced as part of the effort
 - » Partners are encouraged to test the My Account features in UAT0 from 2/3-2/14/2020
 - Partners should report any potential defects found during testing to CMS_FEPS@cms.hhs.gov
 - Please use the subject line, “My Account Phase 1 Cutover - Potential Defect”
 - During the My Account Phase 1 cutover, backend integration will be updated for some/all features on the following pages:
 - » My Account landing page
 - » My Applications and Coverage page
 - » Application Details page
 - » Report a Life Change page
 - » Message Center page
 - » Delete Application page

Direct Enrollment (DE) Updates: Enrollment Team



Tuesday, January 21, 2020

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

- EDE Partners, as a reminder, 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.EDESsupport@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 user 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>

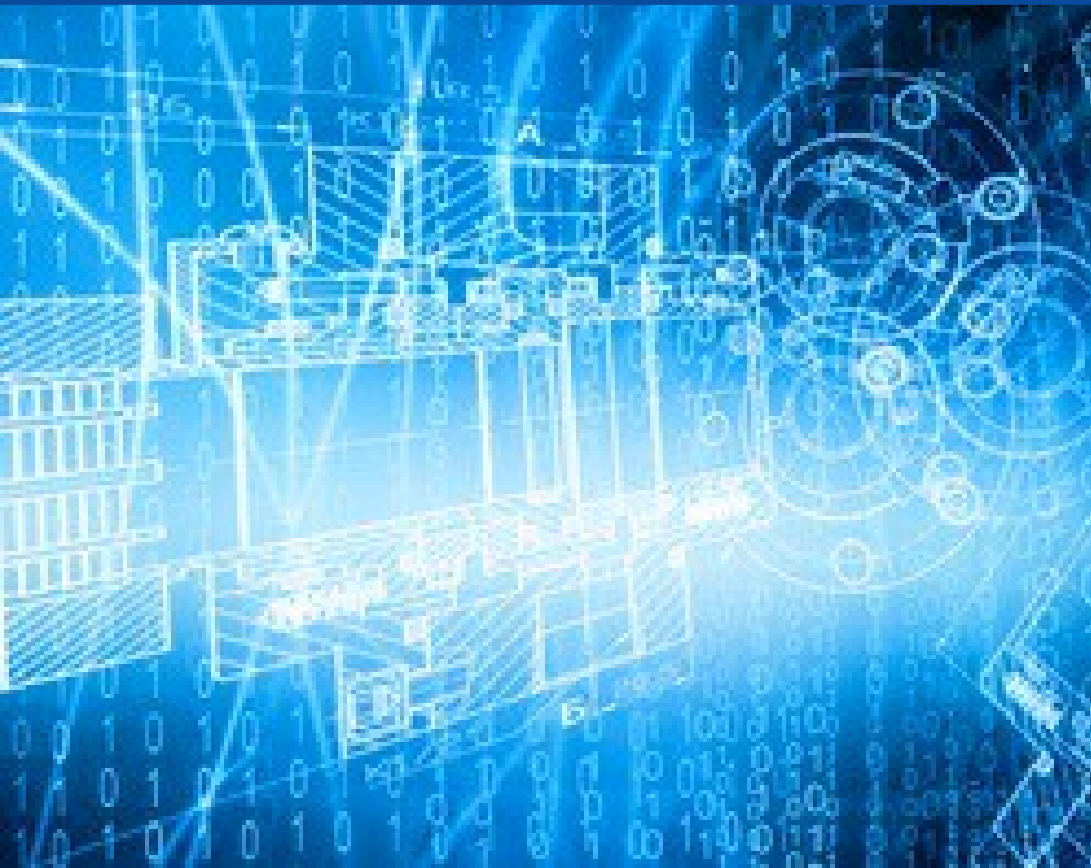
Reminder and Update for EDE Partners: New Update Policy API – Cancel/Termination Functionality

- **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
 - **Update:** The FFM will derive whether the action is a cancellation or a termination based on the actionEffectiveDate provided in the Update Policy API request, however EDE Partners should be aware of the following:
 - Cancellation of a policy can only occur up until the coverage start date of the policy; the actionEffectiveDate for a cancellation will need to be either the coverage start date, or the day prior to the coverage start date
 - Termination of a policy can occur after the coverage start date, but the termination cannot be applied retroactively; the actionEffectiveDate for a termination will need to be either the date the termination is initiated or a future date
 - Cancellation of a Pended Plan Selection (PPS) can occur at any point while the PPS is still active; the actionEffectiveDate for a cancellation will need to be either the coverage start date, or the day prior to the coverage start date
 - 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