

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 28, 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:

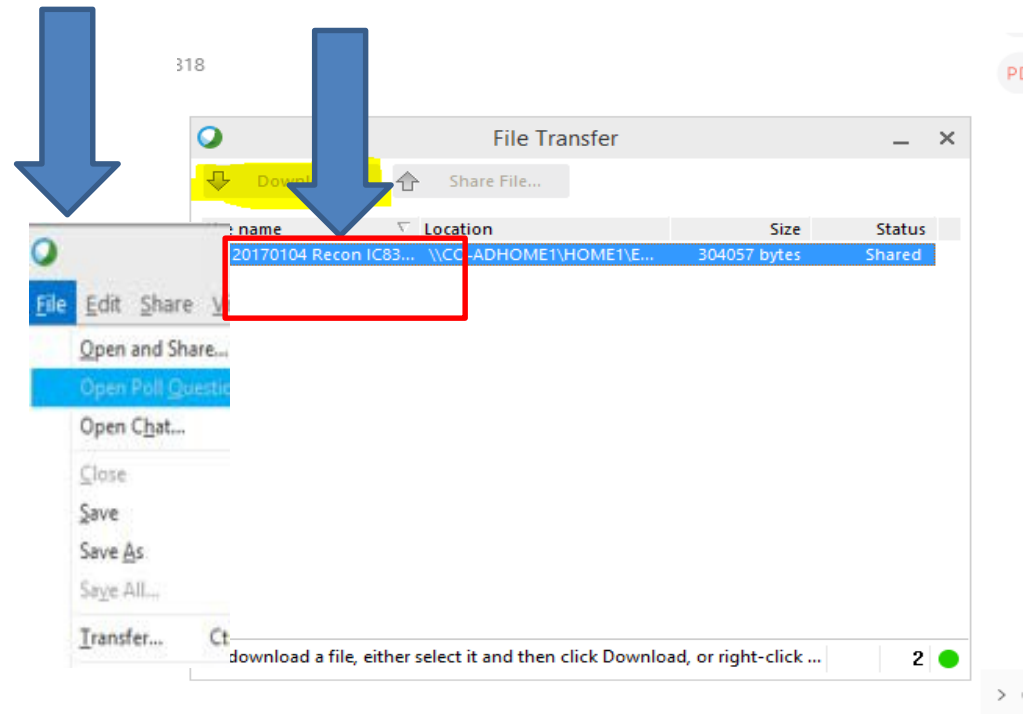
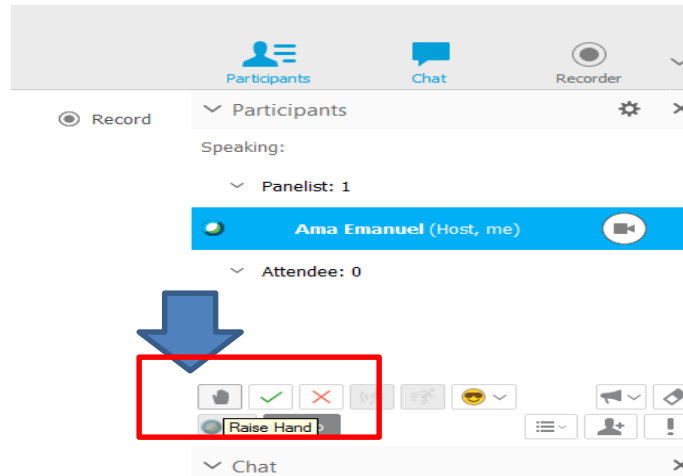
- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Remove POC to Distribution List"
- ❖ Include the email addresses of all desired contacts to be removed in the body of your message

**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)

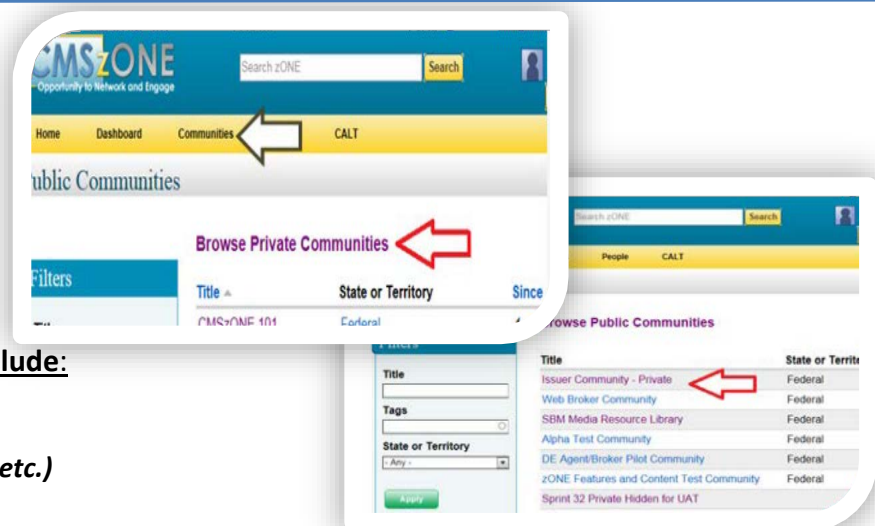
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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

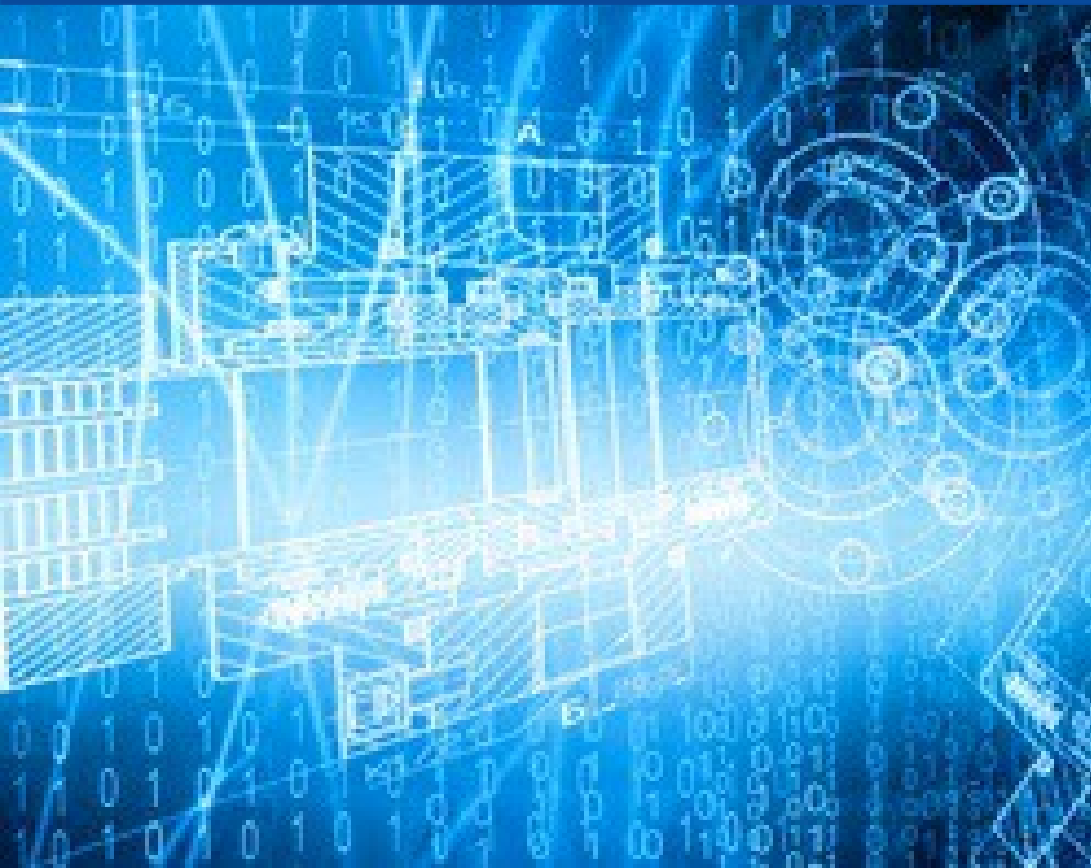
- ✓ **Internet Explorer Version 9.0**
- ✓ **Internet Explore Version 10.0**
- ✓ **Google Chrome**
- ✓ **Safari**

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: Enrollment Pre-Audit & Reconciliation



Enrollment Pre-Audit & Reconciliation

Tuesday, January 28, 2020

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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 2015**
 - A full 2015 FFM extract will be taken on Thursday, February 13th at 6PM EST
 - Comprehensive 2015 Pre-Audit (AUD15) Files based upon that extract are scheduled for delivery to Issuers on Tuesday, February 18th
- **Plan Year 2017**
 - Next month's 2017 FFM extract will be taken on Saturday, February 15th at 6PM EST
 - Incremental 2017 Pre-Audit (ISIPA7) Files based upon that extract are scheduled for delivery to Issuers on Thursday, February 20th
- **Plan Year 2018**
 - Next month's 2018 FFM extract will be taken on Saturday, February 15th at 6PM EST
 - Incremental 2018 Pre-Audit (ISIPA8) Files based upon that extract are scheduled for delivery to Issuers on Thursday, February 20th

Housekeeping: Pre-Audit & Reconciliation

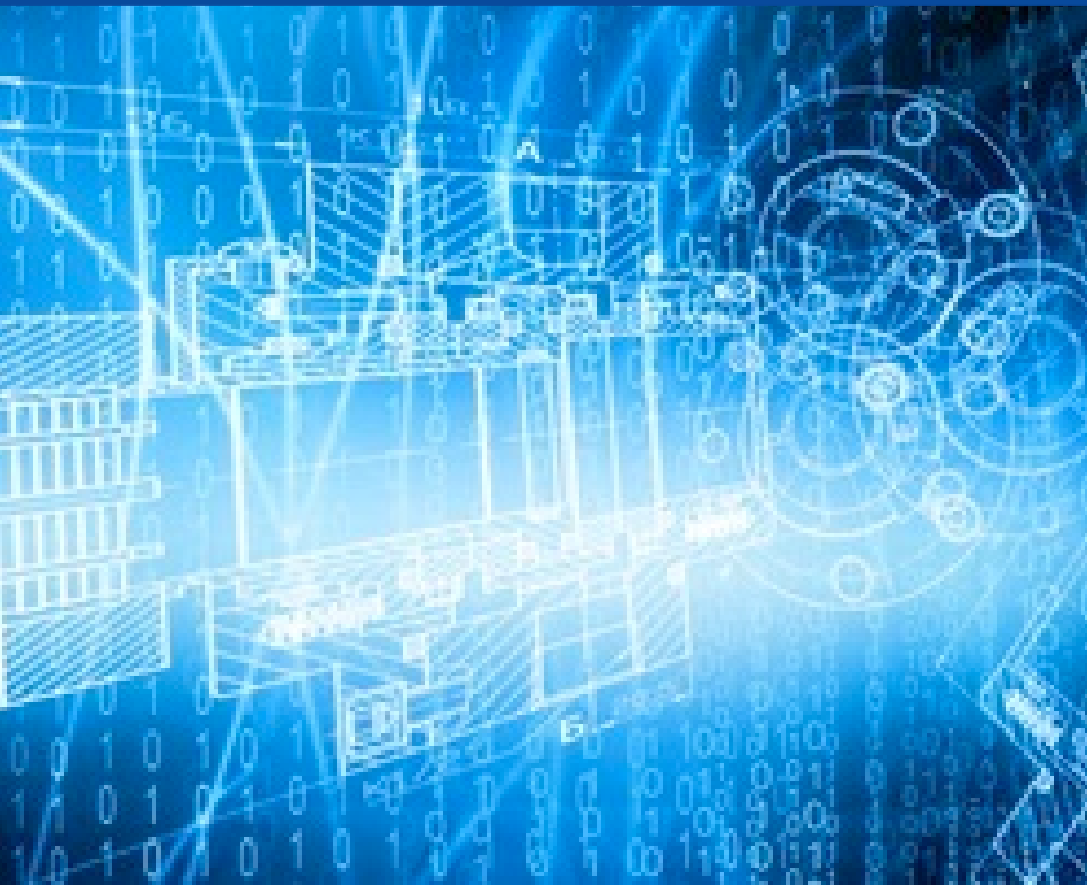
- **Plan Year 2019**

- The RCNI9 submission deadline for January's Run 14 was last Thursday, January 23rd at 3PM EST
 - RCNO9 files are being distributed to participating Issuers today, Tuesday, January 28th
 - **Please Note:** Starting with this set of RCNO9 Files, records with an improperly populated Cancellation or Termination Reason Code will have that field flagged **U**
 - Issuers should carefully review these records and refer to the guidance in the Enrollment Reconciliation Education Suite to correct the population of the reason codes
 - Questions on how to correctly population Cancellation and Termination Reason Codes should be sent to recon_issuer_support@bah.com
- Next month's 2019 FFM extract will be taken on Saturday, February 15th at 6PM EST
- Comprehensive 2019 Pre-Audit (AUD9) Files based upon that extract are scheduled for distribution to Issuers on Wednesday, February 19th
- The RCNI9 submission deadline for February's Run 15 is **Thursday, January 30th at 3PM EST**

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2020**
 - The RCNIO submission deadline for January's Run 2 is **this Thursday, January 30th at 3PM EST**
 - As of 2PM today, approximately **77%** of 2020 Issuers have successfully submitted for Run 2
 - As a reminder, RCNI data submitted on these files will be compared to the extract taken on January 15th; Issuers should submit their files in alignment with records received from the FFM through that date for proper matching and to minimize timing discrepancies
 - RCNO0 files will be distributed to participating Issuers on Tuesday, February 4th
 - Next month's 2020 FFM extract will be taken on Saturday, February 15th at 6PM EST
 - Comprehensive 2020 Pre-Audit (AUD0) Files based upon that extract are scheduled for distribution to Issuers on Wednesday, February 19th
 - The RCNIO submission deadline for February's Run 3 is **Thursday, February 27th at 3PM EST**

ER&R



- ✓ ***ER&R Topics***
 - ✓ Date of Death Reporting Responsibilities
 - ✓ Processes for Date of Death Scenarios
- ✓ ***Q&A***

January 28, 2020

Date of Death Reporting Responsibilities

- Consumers must call the Marketplace Call Center to report the death of an enrollee.
- If a consumer contacts an issuer directly, the issuer should advise the consumer to contact the Marketplace Call Center to initiate the termination and report the date of death.
- The Marketplace Call Center can be reached at **1-800-318-2596** (TTY: **1-855-889-4325**).
- Issuers may also advise the consumer that:
 - Any adult in the household who is included on the application may contact the Marketplace to report the date of death.
 - If no adults on the application are available, the responsible party should contact the Marketplace and will be provided a list of documents and information required to verify the date of death.
 - The consumer can update their account online through HealthCare.gov but will still need to call the Marketplace Call Center to create a HICS case and retroactively terminate the coverage.

Processes for Date of Death Scenarios

- If an issuer receives a HICS case reporting the death of an enrollee, the issuer may use the HICS Direct Dispute functionality to assign the HICS case to ER&R.
 - In some cases, if the deceased member has already been removed from coverage, the issuer may retroactively change the effective coverage end date to the date of death through the RCNO process.
 - If there is no other member on the policy, the issuer may retroactively terminate the deceased member's coverage back to the date of death.
- When an issuer submits a HICS Direct Dispute to ER&R to remove a member due to death, the issuer should provide the following:
 - FFE Exchange Assigned Policy ID
 - Name of member being removed
 - Date of removal
 - Subscriber that should remain on the policy, if member removed was the subscriber (optional)
 - Total Premium Amount after the removal of the member (optional)

Reminder: My Account Phase 1 Cutover Testing



Tuesday, January 28, 2020

Reminder: My Account Phase 1 Cutover Testing

- Issuers and Classic DE Partners, as a reminder, 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 28, 2020

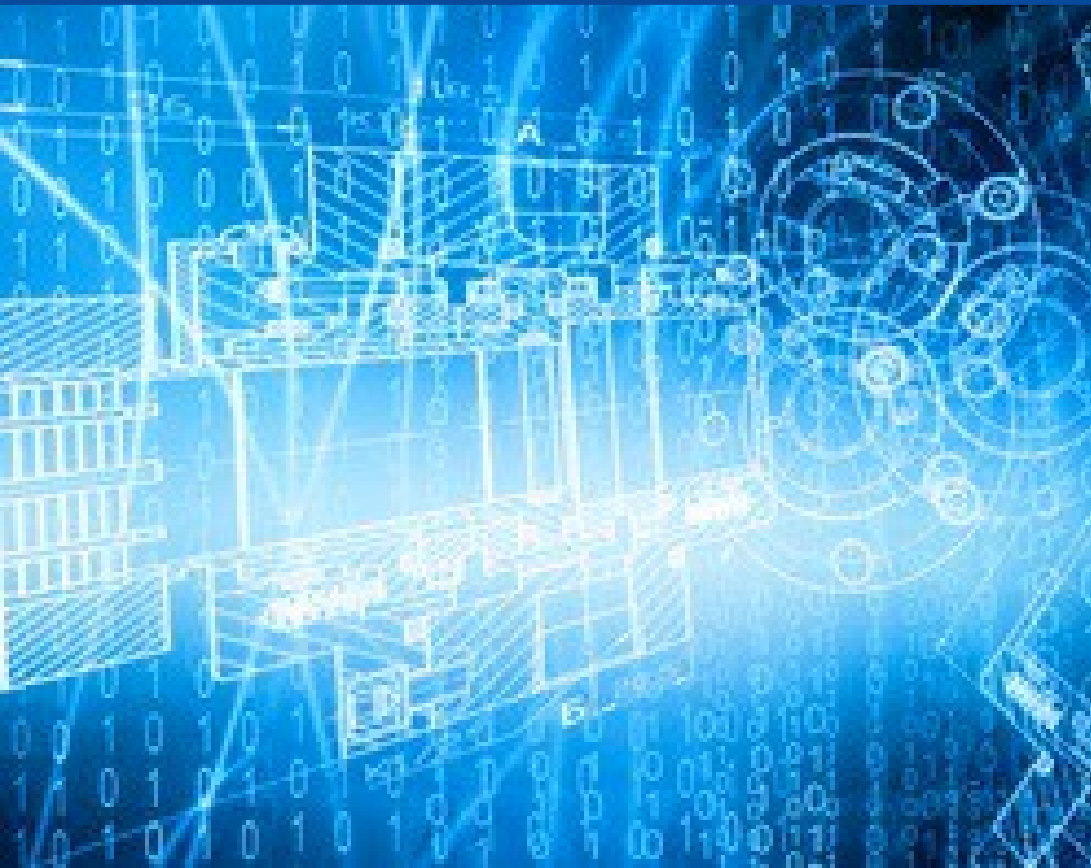
Update for EDE Partners: FARS API Schema Missing RF3 FinalDecisionCode Enumeration Value

- EDE Partners, as a reminder, we've identified an inaccuracy in the FARS API schema
 - Specifically, we've identified that the FinalDecisionCode field in the FARS API response schema should also include an acceptable enumeration value of "RF3"
 - Similar to the RIDP schema, RF3 represents a use limit violation in the FARS schema, where a user has attempted to remotely identity proof themselves too many times within a 48 hour period, without success
- The Hub is expected to update their FARS schema so that RF3 is reflected as an acceptable enumeration value for the FinalDecisionCode in the FARS API response
 - **Update:** The Hub will be deploying the schema update to UAT0 on 2/14 and to production on 3/1
 - An updated Hub BSD has been uploaded to zONE, and is available at <https://zone.cms.gov//document/enhanced-direct-enrollment-edc-documents-and-materials>
- As a reminder, in the short-term EDE Partners should be aware that they may receive an RF3 FinalDecisionCode value in the FARS API response
 - Thus, EDE Partners using the FARS API will likely want to make the necessary changes to accept the RF3 value when it is received in the FARS API response

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