

CMS Issuer Technical Work Group

- ***Housekeeping***
 - ***Reminder: New Enrollment***
 - ***Policy Webinar Series for 2020***
 - ***Webinar Schedule***
 - ***Registration Reminders:
New Tuesday and Thursday
Issuer Workgroup Calls***
 - ***Reminders: CMS Issuer
Communications***
 - ***Pre-Audit and Recon Update***
 - ***ERR***
 - ***Direct Enrollment (DE) Updates:***
 - ***Eligibility Team***
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 - ***Q&A***
- February 11, 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.

February 2020

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

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_Issuer_Communications@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_Issuer_communication@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:

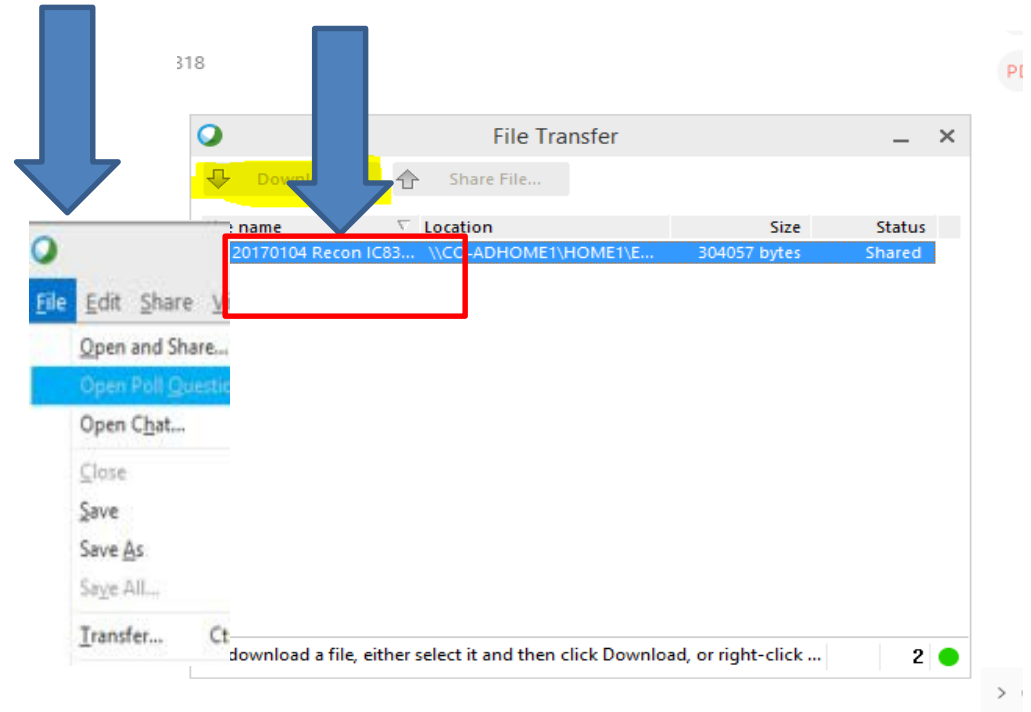
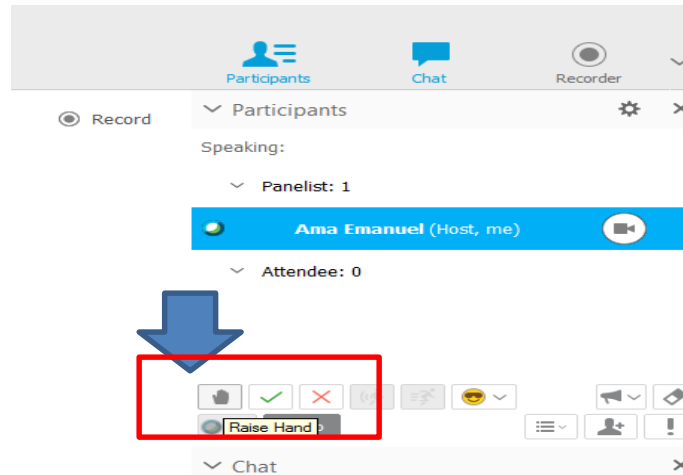
- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Remove POC to Distribution List"
- ❖ Include the email addresses of all desired contacts to be removed in the body of your message

**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)

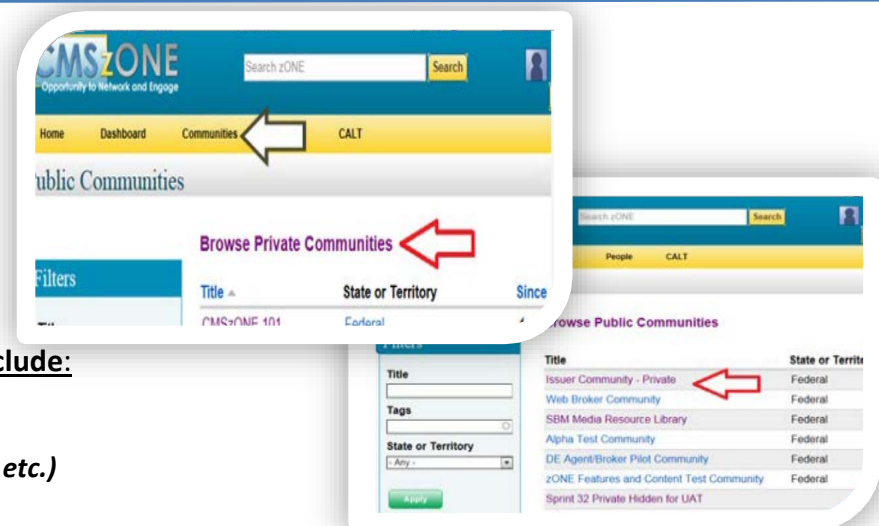
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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

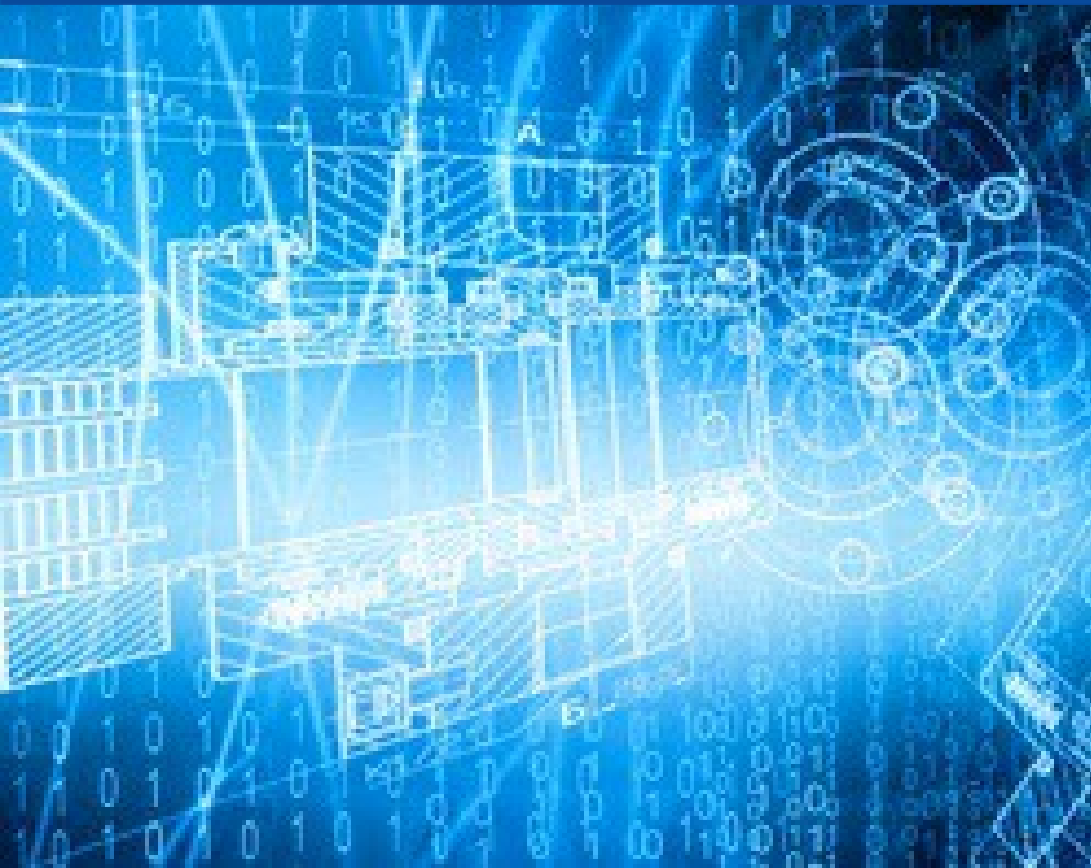
- ✓ **Internet Explorer Version 9.0**
- ✓ **Internet Explore Version 10.0**
- ✓ **Google Chrome**
- ✓ **Safari**

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, February 11, 2020

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Housekeeping: Pre-Audit & Reconciliation

- **Prior Plan Years (2014-2019)**
 - The next set of 1095-A Consumer-Initiated Dispute Update (1095Ax) Files is scheduled for delivery to Issuers on Wednesday, February 19th
- **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**
 - This 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**
 - This 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**

- This 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, February 20th at 3PM EST**
 - RCNO9 Files for Run 15 will be distributed to participating Issuers on Tuesday, February 25th

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2020**

- This 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**
 - RCNO0 Files for Run 3 will be distributed to participating Issuers on Tuesday, March 3rd

Recon Outreach: Persistent I Flags

- In Fall 2019, CMS and the Recon Team launched an Issuer outreach initiative regarding **Persistent I Flags**
- Persistent I Flags are the field-level I flags on the RCNO File that persist for the same enrollment record for **two or more recon cycles** on fields related to benefit coverage or payments, such as:
 - Benefit Start Date and Benefit End Date
 - Total Premium Amount
 - Applied APTC Amount
 - Initial Premium Paid Indicator
- A field-level flag I indicates that the Issuer is expected to align to the FFM value for that field, per established business rules

Recon Outreach: Persistent I Flags

- **Reporting:** A count of policies with persistent I flags, as well as metrics regarding the overall percentage of policies with persistent I flags, is included as part of the monthly Enrollment Alignment Performance Summary (EAPS) reports, distributed by the FMCC
- **Outreach:** The Recon Team has initiated outreach to Issuers with a high number of policies with persistent I flags, per the metrics listed on the EAPS reports
- **Expected Issuer Actions:** If your organization receives outreach related to persistent I flags, it is expected that you will:
 - Review the I flags on your RCNO File to determine the appropriate action to resolve
 - If there is a technical issue resulting in incorrect data appearing on the RCNI File, leading to the persistent I flags, work to correct your RCNI extract process and provide an expected timeline to CMS for the necessary corrections
 - If there is a HICS case or other legitimate business justification for the Issuer value being correct, submit a dispute to the ER&R Contractor to update the value on the FFM
 - Otherwise, update the data in your system to reflect the FFM data provided on the RCNO file

ER&R Topics

✓ ***ER&R Topics***

- ✓ HICS Cases for Retroactive Start Dates
- ✓ Q Record-Level Flags
- ✓ Footnotes for Q Records on the RCNO File
- ✓ Footnote: #GAP
- ✓ Footnote: #OVERLAP
- ✓ Footnote: #SPANSHORT
- ✓ Footnote: #NLE
- ✓ Enrollment Reconciliation Education Suite
- ✓ zONE Publications

✓ ***Q&A***

Tuesday, February 11, 2020

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HICS Cases for Retroactive Start Dates

- At the beginning of the year, many consumers were granted SEPs to allow them to enroll in 2020 coverage.
- When an eligible consumer calls the Marketplace Call Center to enroll in 2020 coverage, the consumer is given the option select a coverage start date in the future or a start date retroactive to January 1, 2020.
- After the consumer creates a new 2020 enrollment, the issuer receives an 834 transaction with a prospective date and potentially a HICS case to make the enrollment retroactive to January 1, 2020.
- CMS has noted that a significant number of issuers have not correctly set the benefit and financial start dates to January 1, 2020, despite the presence of a HICS case indicating the retroactive start date.
- Issuers must adjust their next RCNI submissions to indicate the correct start dates found in the HICS cases.

NOTE: Issuers should not submit these HICS cases to ER&R through the HICS Direct Dispute process unless there is a qualifying circumstance, such as an Enrollment Blocker or NLE date.

Q Record-Level Flags

- A Q record-level flag indicates that a matched record requires issuer action to resolve the data condition highlighted in the Footnotes field.
 - The record may have one or more fields flagged for Issuer and/or FFM change; however, no FFM updates will be applied in this cycle due to the data condition.

NOTE: The **#MERGE** footnote tag does not require issuer action and will not cause a Q record-level flag.

- To resolve Q records, Issuers need to either:
 - Update their internal records to reflect the FFM dates on the RCNO file.
 - Submit the appropriate dispute(s) to the ER&R Contractor to resolve the data condition.
 - For example, a gap in coverage within a plan year can only be created via the dispute process.

Footnotes for Q Records on the RCNO File

- CMS uses the Footnotes field in the RCNO File to provide additional information regarding the enrollment record and the results of reconciliation.
- Q records will contain one of the following tags in the Footnotes field, which convey the reason why data elements flagged for FFM update at the field level will not have those updates applied in that cycle:
 - **#GAP**
 - **#OVERLAP**
 - **#SPANSHORT**
 - **#NLE**
 - **#REJECTEDSPANCHANGE**

NOTE: If any of these footnote values are present on an RCNO record, updates to the FFM based on that record will lead to persistent F flags, which can cause problems with payments to issuers and incorrect 1095-A forms to be sent to consumers.

- Issuers should refer to the 01/30/2020 Enrollment Reconciliation & IC834 Workgroup deck on zONE for details regarding the #REJECTEDSPANCHANGE tag.

Footnote: #GAP

- The **#GAP** value in the Footnotes field indicates that applying the update flagged on either the benefit coverage or financial dates on the RCNO record would result in a gap in coverage for that individual that does not already exist on the FFM.
- As gaps in coverage cannot be created through automated reconciliation, updates will be suppressed for *all records* associated with that member for that HIOS ID.
- Following is an RCNO File example of a **#GAP** record:

FFM Benefit Start Date	Issuer Benefit Start Date	FFM Benefit End Date	Issuer Benefit End Date	FFM Applied APTC	Issuer Applied APTC	Footnotes	Record Flag
1/1/2018	1/1/2018	6/30/2018	6/30/2018	\$550	\$550	#GAP	Q
7/1/2018	8/1/2018	12/31/2018	12/31/2018	\$400	\$400	#GAP	Q

- In this example, the Issuer is sending a change on the start date of the second coverage span, which would create a gap in coverage from 7/1–7/31. Due to this potential gap, all updates for these records will be suppressed.

Footnote: #OVERLAP

- The **#OVERLAP** value in the Footnotes field indicates that applying the update flagged on the benefit coverage dates would result in overlapping or duplicate coverage for one or more members of the enrollment group on the FFM.
- This will happen if the Issuer file is requesting an earlier start date or later end date than what is reflected on the FFM and coverage already exists with the same HIOS ID or a different HIOS ID that would create a duplicate or overlapping coverage scenario.
- Following is an RCNO File example of **#OVERLAP** records within a HIOS:

QHP ID	FFM Benefit Start Date	Issuer Benefit Start Date	FFM Benefit End Date	Issuer Benefit End Date	Footnotes	Record Flag
12345TX001000101	1/1/2018	1/1/2018	5/31/2018	5/31/2018	#OVERLAP	Q
12345TX004000401	6/1/2018	4/1/2018	12/31/2018	12/31/2018	#OVERLAP	Q

- In this example, Issuer 12345 is changing the start date to 4/1 for the second span, which would cause an overlap from 4/1–5/31. Updates will be suppressed for this member for HIOS 12345 due to the potential overlap.

Footnote: #SPANSHORT

- The **#SPANSHORT** value in the Footnotes field indicates that applying the update flagged on either the benefit coverage or financial dates on the RCNO record would result in reducing coverage reflected on the FFM to less than the total coverage submitted by the Issuer on their RCNI file for the member.
- This scenario typically occurs when the Issuer submits multiple active records for a member but there is only one active record on the FFM side, and one of the Issuer's active records is matched to an FFM cancel.
- Following is an RCNO File example of **#SPANSHORT** records:

FFM Benefit Start Date	Issuer Benefit Start Date	FTI Start Date Flag	FFM Benefit End Date	Issuer Benefit End Date	FTI End Date Flag	Footnotes	Record Flag
1/1/2018	1/1/2018	M	12/31/2018	6/30/2018	F	#SPANSHORT	Q
1/1/2018	7/1/2018	M	7/1/2018	12/31/2018	D	#SPANSHORT	C

- In this example, the Issuer is sending two periods of coverage where the FFM has only one from 1/1–12/31. The end date flag on the first record suggests that coverage would be terminated on the FFM effective 6/30; however, because the Issuer is sending coverage for the full year, that update will be suppressed to avoid removing a legitimate coverage span.

Footnote: #NLE

- The **#NLE** value in the Footnotes field further emphasizes that a reinstatement or extension of an end date cannot be made due to an eligibility issue.
- Most records flagged **#NLE** have been cancelled or terminated due to NLE and the Issuer provides an end date later than the FFM end date. However, records may also be flagged **#NLE** if the Issuer:
 - Provides a start date earlier than the FFM and before the NLE date
 - Effectuates a record that encompasses an NLE date
 - Makes any date changes to a record that already encompasses an NLE date
- Please be aware that the enrollee(s) may no longer be eligible for coverage due to the NLE, in which case the enrollment record would carry a Cancellation or Termination Source and Reason Code corresponding to the NLE.
- Alternately, the enrollee(s) may no longer be eligible for subsidized coverage due to the NLE, in which case there would likely be a later segment of coverage for the same policy that reflects the removal of the subsidy.
- As the policy itself was not cancelled or terminated due to the NLE, there will be no Cancellation or Termination Source and Reason Code associated with the NLE.

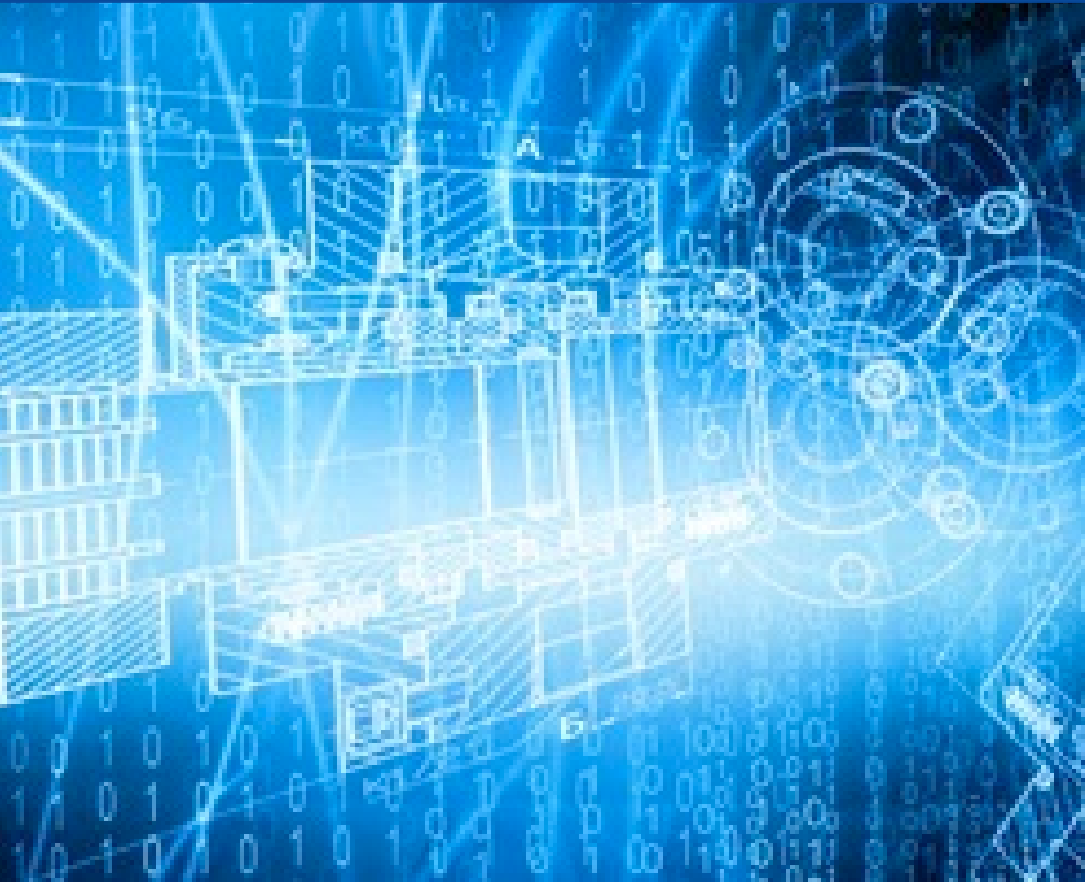
Enrollment Reconciliation Education Suite

- For more information on Footnotes and the Q Record flag, refer to the Enrollment Reconciliation Education Suite found on zONE at <https://zone.cms.gov/document/enrollment-reconciliation-and-ic834-workgroup-call-content>.

zONE Publications

- FFE Disposition and Detail Code List v25 is available on zONE. This version includes new and updated detail codes for Payment Disputes.
NOTE: The FFE Disposition and Detail Code List is available in PDF and Excel formats.
- Access the updated documentation on CMS zONE at <https://zone.cms.gov/document/enrollment-resolution-and-reconciliation>.

Direct Enrollment (DE) Updates: Eligibility Team



Tuesday, February 11, 2020

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EDE Partners – Upcoming SES API Changes

- In R18 SES will be making changes to flow and service level validations.
- These validations all align with the instructions previously provided to partners in the UI Question Companion Guide and the FFE Eligibility API Integration Manual about how to set indicators in API requests.
- The changes are intended to prevent conflicting information from being accepted by SES which could otherwise result in incorrect eligibility outcomes or downstream data issues.
- We urge partners to review the validation changes to ensure that your API requests will not return SES errors.
- The details of all validations including these updates are available in the revised App Services Companion Guide posted to zONE at <https://zone.cms.gov/document/enhanced-direct-enrollment-edo-documents-and-materials>.

SES Release 18 changes will be deployed to UAT0 on March 13, 2020 and will be deployed into production on May 1, 2020.

Direct Enrollment (DE) Updates: Enrollment Team



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Classic DE and EDE Partners: Agent/Broker Login Reminders

- Classic DE and EDE Partners, given a recent uptick in questions related to login failures for the Classic DE A/B pathway in UAT0, please be reminded of the following:
 - If you need A/B credentials to test with in UAT0, you can reach out to IssuerAssistanceTesting@bah.com to request credentials
 - If you've forgotten your UAT0 A/B credentials, you've been locked out of your UAT0 A/B account, or you are unable to successfully enter your UAT0 A/B credentials on the UAT0 Classic DE A/B login page or via the EDE APIs in UAT0 for some other reason, you should attempt to reset your password via portalval.cms.gov (for lower environments)
 - » If you are unable to reset your password via portalval.cms.gov (for lower environments), or you continue to experience A/B login issues in UAT0, you should email IssuerAssistanceTesting@bah.com and CMS_FEPS@cms.gov for assistance
 - For production, as a reminder, agents/brokers will need to complete the necessary training and agreements each year in order to be authorized to work on the FFE
 - In production, agents/brokers will need to create an account at portal.cms.gov (for production) and complete the necessary MLMS training and agreements
 - » For more detailed information, visit <https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/AB-PY2020RegistrationandTrainingNew1pdf.pdf>
 - If an agent/broker has forgotten their production A/B credentials, they've been locked out of their A/B account, or they are unable to successfully enter their A/B credentials on the production Classic DE A/B login page or via the EDE APIs in production for some other reason, they should attempt to reset their password via portal.cms.gov (for production)
 - » If the agent/broker is unable to reset their password via portal.cms.gov (for production), or they continue to experience A/B login issues in production, they should email CMS_FEPS@cms.gov for assistance
 - As a reminder as well, there is a known defect that exists on the Classic DE A/B login page in both UAT0 and production, where if invalid credentials are entered, the user is rerouted to the consumer login page without sufficient error messaging
 - A fix for this defect has not yet been prioritized

Update and Reminder for EDE Partners: EDE Payment Redirect API Re-Enabled in UAT0

- EDE Partners, as a reminder, we identified an issue related to the EDE Payment Redirect API after our Friday, 1/31, UAT0 deployment
 - Because this issue was impacting UAT0 as a whole, we temporarily disabled the EDE Payment Redirect API in UAT0
 - **Update:** We subsequently re-enabled the EDE Payment Redirect API in UAT0 during our Friday morning deployment on 2/7
- As a reminder, CMS-initiated Change Request (CR) #28 requires EDE Partners whom don't host their own payment redirect service, to integrate with the EDE Payment Redirect API and provide their users with related UI functionality by 3/1/2020
 - This CR was socialized in September of 2019
 - If an EDE Partner believes they won't be able to meet the 3/1 integration deadline due to the brief unavailability of the EDE Payment Redirect API in UAT0, the EDE Partner should email DirectEnrollment@cms.hhs.gov to see whether an extension of the 3/1 integration deadline can be granted

Reminder for EDE Partners: New Baseline API Functional Integration Toolkit Available on zONE

- EDE Partners, as a reminder, please be advised that CMS has published a new baseline API Functional Integration Toolkit, which is available on zONE at <https://zone.cms.gov//document/enhanced-direct-enrollment-edo-documents-and-materials>
 - The new toolkit will be used by EDE Partners that are submitting audits during the upcoming audit submission window, which is expected to be open from 3/1 – 6/30/2020
 - The new toolkit includes a number of changes, with the most significant changes described below:
 - The new toolkit includes a “Required Evidence” column, which will now require EDE Partners to submit screenshots, API requests/responses, etc., for certain steps within the test scenarios
 - Scenario F008, which was previously a very basic scenario where the consumer switched plans within their SEP window, has now been replaced with a more complex scenario that includes allowing consumers to enroll in multiple enrollment groups, and also includes a CIC in which existing members will be restricted to their current plan due to Plan Category Limitations when a newly adopted child is added to the household
 - Payment Redirect API steps were added to applicable scenarios, and are required steps unless the EDE Partner hosts their own payment redirect service
 - » As a reminder, CMS-initiated Change Request (CR) #28 requires that all EDE Partners whom don’t host their own payment redirect service, to integrate with the Payment Redirect API and provide users with related UI functionality by 3/1/2020
 - Event-Based Processing API steps were added to scenarios F007, F009, and F011
 - » As a reminder, integration with the Event-Based Processing API is optional, and these steps are therefore only required for EDE Partners that wish to disable FFE-generated emails during their initial EDE implementation
 - Some of the test data sheets that correspond to the test cases within the toolkit have been modified or replaced
 - » For example, new test data sheets have been provided for F008 and F011

Reminder and 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
 - 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-edo-documents-and-materials>
 - **Update:** The Hub will make the updated schema available via new endpoints:
 - » UAT0:
 - RIDP: <https://impl.hub.cms.gov/RIDPServiceDEV3>
 - FARS: <https://impl.hub.cms.gov/FARSServiceDEV3>
 - » Production:
 - RIDP: <https://hub.cms.gov/RIDPServiceDEV3>
 - FARS: <https://hub.cms.gov/FARSServiceDEV3>
 - » The prior versions of the endpoints and schemas for the RIDP and FARS APIs will be available for use in the short-term, however the prior versions of the endpoints and schemas are expected to be decommissioned at some point
 - We will attempt to give EDE Partners at least 90 days advanced notice, prior to the endpoints being decommissioned
 - An update will be provided in the near future
 - 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

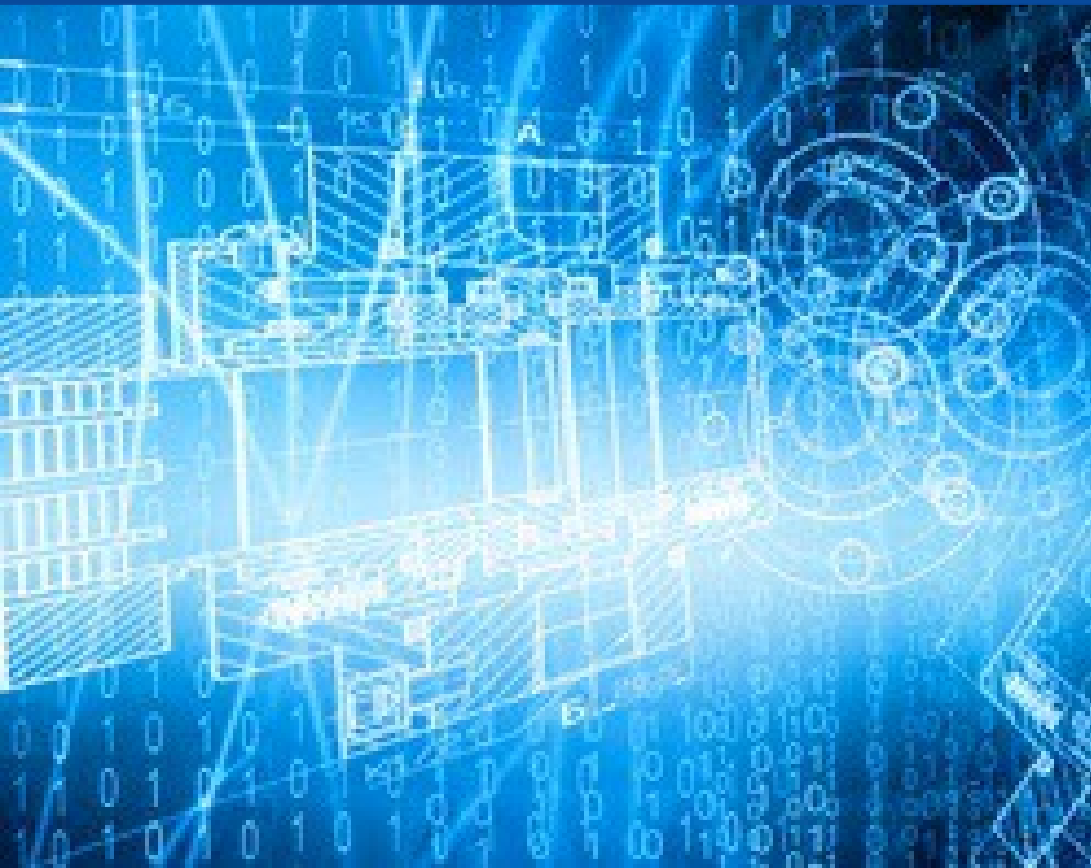
EDE Partners: Person Search API Soft-Deleted Application Defect

- EDE Partners, as some as you have identified recently, please be advised that there is a defect impacting the EDE Person Search API response
 - Specifically, the EDE Person Search API will return an application result when all existing versions of an application have been soft-deleted
 - This is problematic because the EDE Partner or agent/broker working on behalf of a consumer may try to “claim” and work on the existing application, which isn’t possible when all versions of an application have been soft-deleted
 - » This ultimately leads to downstream API failures
 - We believe this is a small-population issue, so it shouldn’t be impacting a significant number of EDE transactions
 - Note also that this issue doesn’t impact the Classic DE Application/Person Search tool
 - We expect to deploy a fix for this issue to UAT0 on 4/3/2020 and to production on 5/1/2020
 - » When the fix is deployed, the Person Search response will not include results for an application when all versions of the application are in a soft-deleted state

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