

Enrollment Reconciliation & IC834 Workgroup



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IC834 – Housekeeping

- **The PO-IC834 reporting suite** (PO Summary, PO Detailed, and Reinstatement Detailed) for transactions submitted from 2/18 – 2/24 was sent out yesterday.
- If you have any questions about these reports or any other IC834-related item, please contact Inbound834@bah.com

IC834 Primary Matching

- **Primary Matching** is the initial validation to ensure the policy and the required action can be identified. The following items are checked:
 - 4 key fields (QHP ID, Policy ID, Benefit Begin Date and Exchange Assigned Subscriber ID)
 - Valid requested policy status update
 - Submission of the required fields
- **Primary Matching BAA Error Codes**
 - *Mismatch within the 4 key fields: E093*
 - *Invalid data or missing mandatory fields: E030*
 - *Invalid combination of Maintenance Type Code, Maintenance Reason Code and Additional Maintenance Reason Code: E047*

E093 - Policy Not Found

E093 signifies primary matching errors due to **policy matching failures** for 3 of the 4 key fields:

- QHPID
- Exchange Assigned Policy ID
- Exchange Assigned Subscriber ID:

BAA Error Codes			Rejection Reasons
Error Code	Error Reason	Element in Error	
E093	Policy not found		Invalid Combination of Exchange Assigned Policy ID, QHP ID & Exchange Assigned Subscriber ID
E093	Policy not found	Group Policy Number	Exchange Assigned Policy ID does not match
E093	Policy not found	QHP ID	QHP ID does not match

E030 - Invalid or Missing Mandatory Fields

The E030 error code indicates **invalid or missing mandatory fields required for processing**:

BAA Error Codes		Rejection Reasons
Error Code	Error Reason	
E030	Required loop missing	Dependents (no Subscriber) are only present for Effectuations

E047 - Invalid Transaction Type

Submitting the combination of 3 Maintenance Reason Codes incorrectly will result in **an invalid transaction type error**. Use a valid combination for MTC, MRC, and AMRC to avoid these errors (see following slide).

BAA Error Codes			Rejection Reasons
Error Code	Error Reason	Element in Error	
E047	Invalid Combination		Invalid combination of Maintenance Type Code, Maintenance Reason Code, and Additional Maintenance Reason

Valid IC834 Code Combinations

The table below provides valid combinations of Maintenance Type Codes (MTCs), Maintenance Reason Codes (MRCs), and Additional Maintenance Reason Codes (AMRCs) to determine a transaction type for IC834 transactions.

IF Maintenance Type Code (INS03)	AND Maintenance Reason Code (INS04)	AND Additional Maintenance Reason Code (2750 Loop)	THEN Transaction Type (derived by FFM)
021	28	CONFIRM	EFFECTUATION
024	59	CANCEL	CANCELLATION
024	14	CANCEL-FLC	CANCELLATION
024	07	CANCEL-FRD	CANCELLATION
024	07	CANCEL-RESCIND	CANCELLATION
024	59	TERM	TERMINATION
024	NULL	CANCEL-OTH	CANCELLATION
024	26	CANCEL-HICS	CANCELLATION
024	NULL	TERM-OTH	TERMINATION
024	26	TERM-HICS	TERMINATION
001	25	ISSUER MAINT	MAINTENANCE
001	NULL	NO CHANGE	MAINTENANCE
025	NULL	ISSUER – REINSTATEMENT	REINSTATEMENT
024	NULL	CANCEL-ANTIDUPLICATION	CANCELLATION
024	NULL	TERM-ANTIDUPLICATION	TERMINATION
024	NULL	CANCEL-OUT-OF-AREA	CANCELLATION

prosecution to the full extent of the law.

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 on Wednesday, March 4th
- **Plan Year 2014**
 - A full 2014 FFM extract will be taken on Friday, March 13th at 6PM EDT
 - Comprehensive 2014 Pre-Audit (OTPAUD) Files based upon that extract are scheduled for distribution to Issuers on Tuesday, March 17th
- **Plan Year 2017**
 - Next month's 2017 FFM extract will be taken on Sunday, March 15th at 6PM EDT
 - Incremental 2017 Pre-Audit (ISIPA7) Files based upon that extract are scheduled for delivery to Issuers on Wednesday, March 18th
- **Plan Year 2018**
 - Next month's 2018 FFM extract will be taken on Sunday, March 15th at 6PM EDT
 - Incremental 2018 Pre-Audit (ISIPA8) Files based upon that extract are scheduled for delivery to Issuers on Wednesday, March 18th

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2019**

- The RCNI9 submission deadline for February's Run 15 was last Thursday, February 20th at 3PM EST
 - RCNO9 Files for Run 15 were distributed to Issuers on Tuesday, February 25th
- Next month's 2019 FFM extract will be taken on Sunday, March 15th at 6PM EDT
- Comprehensive 2019 Pre-Audit (AUD9) Files based upon that extract are scheduled for distribution to Issuers on Tuesday, March 17th
- The RCNI9 submission deadline for March's Run 16 is Thursday, March 19th at 3PM EDT
 - RCNO9 Files for Run 16 will be distributed to participating Issuers on Tuesday, March 24th
 - **Reminder:** *Run 16 is the final scheduled reconciliation cycle for PY2019!*

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2020**

- The RCNIO submission deadline for February's Run 3 is **today, Thursday, February 27th at 3PM EST**
 - As of Noon today, approximately **96.6%** of 2020 Issuers have successfully submitted for Run 3
 - RCNO0 Files for Run 3 will be distributed to participating Issuers on Tuesday, March 3rd
- Next month's 2020 FFM extract will be taken on Sunday, March 15th at 6PM EDT
- Comprehensive 2020 Pre-Audit (AUD0) Files based upon that extract are scheduled for distribution to Issuers on Tuesday, March 17th
- The RCNIO submission deadline for March's Run 4 is Thursday, March 26th at 3PM EST

Updated Pre-Audit and Reconciliation Calendar

- CMS has published an updated 2020 Pre-Audit and Reconciliation Calendar to zONE at:
<https://zone.cms.gov/document/pre-audit-and-recon-calendar-and-file-specification>
- The updates in this version include:
 - Full calendar of file submission deadlines and file deliveries through July 2020 in the Pre-Audit and Reconciliation Calendar
 - Addition of ISIPA4 and ISIPA5 function codes for 2014 and 2015 Incremental Pre-Audit Files

February 2020

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
26	27 ER&R Dispute Submissions Due	28 Delivery to Issuers: • 2019 RCNO File	29	30 2020 RCNI Due 3pm	31	Feb 1
2	3	4 Delivery to Issuers: • 2020 RCNO File	5 Delivery to Issuers: • 1095A Dispute Correction IPA Files	6	7	8
9	10	11	12 Delivery to Issuers: • 2020 Carry forward Cancel 834s	13 2015 Pre-Audit Extract (6:00 pm ET)	14	FFM Updated 2020 & 2019 2020, 2019 Pre-Audit Extract (6:00 pm ET) 2018 & 2017 Incremental Pre-Audit Extract (6:00 pm ET)
16	17 Presidents' Day	18 Delivery to Issuers: • 2015 Pre-Audit File	19 Delivery to Issuers: • 2020 Pre-Audit File Delivery to Issuers: • 2019 Pre-Audit File	20 2019 RCNI Due 3pm Delivery to Issuers: • 2018 Incremental Pre-Audit File Delivery to Issuers: • 2017 Incremental Pre-Audit File Delivery to Issuers: • 1095A Dispute Correction IPA Files Treasury Payment	21	22
23	24 Data Matching Outreach File ER&R Dispute Submissions Due	25 Delivery to Issuers: • 2019 RCNO File	26	27 2020 RCNI Due 3pm	28 HIX 820 Delivery (01/15/20 FFM Extract)	29



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March 2020

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
March 1	2	3 Delivery to Issuers: • 2020 RCNO File	4 Delivery to Issuers: • 1095A Dispute Correction IPA Files	5	6	7
8	9	10	11	12	2014 Pre-Audit Extract (6:00 pm ET)	14
				Delivery to Issuers: • 2020 Carry forward Cancel 834s		
				PPR Delivery 02/15/20 FFM Extract		
FFM Updated 2020 & 2019	16	Delivery to Issuers: • 2020 Pre-Audit File	Delivery to Issuers: • 1095A Dispute Correction IPA Files	19	20	21
2020, 2019 Pre-Audit Extract (6:00 pm ET)		Delivery to Issuers: • 2019 Pre-Audit File	Delivery to Issuers: • 2018 Incremental Pre- Audit File	2019 RCNI Due 3pm	Treasury Payment	
2018 & 2017 Incremental Pre-Audit Extract (6:00 pm ET)		Delivery to Issuers: • 2014 Pre-Audit File	Delivery to Issuers: • 2017 Incremental Pre- Audit File			
22	23 ER&R Dispute Submissions Due	24 Delivery to Issuers: • 2019 RCNO File	25 Data Matching Outreach File	26 2020 RCNI Due 3pm	27	28
29	30	31 Delivery to Issuers: • 2020 RCNO File	April 1 st Delivery to Issuers: • 1095A Dispute Correction IPA Files	2	3	4
		HIX 820 Delivery (02/15/20 FFM Extract)				



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April 2020

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
29	30	31 Delivery to Issuers: • 2020 RCNO File	April 1st Delivery to Issuers: • 1095A Dispute Correction IPA Files	2	3	4
5	6	7	8	9	10	11
12	13 2016 Incremental Pre-Audit Extract (6:00 pm ET)	14	FFM Updated 2020 & 2019 2020, 2019, 2018 Pre-Audit Extract (6:00 pm ET) 2017 Incremental Pre-Audit Extract (6:00 pm ET) Delivery to Issuers: • 2016 Incremental Pre-Audit File Delivery to Issuers: • 1095A Dispute Correction IPA Files	16	17 Delivery to Issuers: • 2020 Pre-Audit File Delivery to Issuers: • 2019 Pre-Audit File	18
19	20 Delivery to Issuers: • 2018 Pre-Audit File Delivery to Issuers: • 2017 Incremental Pre-Audit File	21	22 Treasury Payment	23 Data Matching Outreach File 2020 RCNI Due 3pm	24	25
26	27 ER&R Dispute Submissions Due	28 Delivery to Issuers: • 2020 RCNO File	29	30 HIX 820 Delivery (03/15/20 FFM Extract)	May 1	2



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May 2020

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
26	27 ER&R Dispute Submissions Due	28 Delivery to Issuers: • 2020 RCNO File	29	30	May 1	2
3	4	5	6 Delivery to Issuers: • 1095A Dispute Correction IPA Files	7	8	9
10	11	12	13 2015 Incremental Pre-Audit Extract (6:00 pm ET)	14	FFM Updated 2020 2020, 2019 Pre-Audit Extract (6:00 pm ET) 2018 & 2017 Incremental Pre-Audit Extract (6:00 pm ET) Delivery to Issuers: • 2015 Incremental Pre-Audit File	16
			PPR Delivery 04/15/20 FFM Extract			
17	18	19 Delivery to Issuers: • 2020 Pre-Audit File Delivery to Issuers: • 2019 Pre-Audit File	20 Delivery to Issuers: • 1095A Dispute Correction IPA Files Delivery to Issuers: • 2018 Incremental Pre-Audit File Delivery to Issuers: • 2017 Incremental Pre-Audit File	21 2020 RCNI Due 3pm Treasury Payment	22	23
24	25 Memorial Day	26 Data Matching Outreach File ER&R Dispute Submissions Due	27 Delivery to Issuers: • 2020 RCNO File	28	29 HIX 820 Delivery (04/15/20 FFM Extract)	30



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June 2020

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
31st	June 1st	2	3 Delivery to Issuers: • 1095A Dispute Correction IPA Files	4	5	6
7	8	9	10	11	12 2014 Incremental Pre-Audit Extract (6:00 pm ET)	13
				PPR Delivery 05/15/20 FFMExtract		
14	FFM Updated 2020 2020, 2019, 2017 Pre-Audit Extract (6:00 pm ET) 2018 Incremental Pre-Audit Extract (6:00 pm ET) PPR Delivery 05/15/20 FFMExtract	16 Delivery to Issuers: • 2014 Incremental Pre-Audit File	17 Delivery to Issuers: • 2020 Pre-Audit File Delivery to Issuers: • 2019 Pre-Audit File Delivery to Issuers: • 1095A Dispute Correction IPA Files	18 2020 RCNI Due 3pm Delivery to Issuers: • 2018 Incremental Pre-Audit File Delivery to Issuers: • 2017 Pre-Audit File	19	20
21	22 ER&R Dispute Submissions Due Treasury Payment	23 Delivery to Issuers: • 2020 RCNO File	24 Data Matching Outreach File	25	26	27
28	29	30 HIX 820 Delivery (05/15/20 FFM Extract)	July 1st Delivery to Issuers: • 1095A Dispute Correction IPA Files	2	3	4



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July 2020

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
28	29	30	July 1 st Delivery to Issuers: • 1095A Dispute Correction IPA Files	2	3 Independence Day	4
5	6	7	8	9	10	11
12	13 2016 Incremental Pre-Audit Extract (6:00 pm ET)	14	FFM Updated 2020 2020 Pre-Audit Extract (6:00 pm ET) 2019,2018, 2017 Incremental Pre-Audit Extract (6:00 pm ET) Delivery to Issuers: • 2016 Incremental Pre-Audit File Delivery to Issuers: • 1095A Dispute Correction IPA Files	16	17 Delivery to Issuers: • 2020 Pre-Audit File Delivery to Issuers: • 2019 Incremental Pre-Audit File	18
19	20 Delivery to Issuers: • 2018 Incremental Pre-Audit File Delivery to Issuers: • 2017 Incremental Pre-Audit File	21	22 Treasury Payment	23 Data Matching Outreach File 2020 RCNI Due 3pm	24	25
26	27 ER&R Dispute Submissions Due	28 Delivery to Issuers: • 2020 RCNO File	29 Delivery to Issuers: • 1095A Dispute Correction IPA Files	30	31 HIX 820 Delivery (06/15/20 FFM Extract)	August 1st



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Enrollment Blocker: Addition of a New Member Scenarios

- Going forward, CMS will process HICS cases that reference Enrollment Blockers and instruct issuers to add a new member to an existing enrollment group the same way as demographic changes.
- CMS is proactively working addition of member scenarios by CMS Regional Office caseworkers.
- Issuers can expect to receive 834 transactions for addition of member Enrollment Blocker scenarios.
- If an addition of member scenario has not been addressed by CMS, please notify the applicable CMS Lead Caseworker.
- Sample HICS Case Narrative: *Consumer was unable to submit application due to error 302100, 500.300588. Make the updates. XXX lives at XXX and has a date of birth of XX/XX/XXXX. Consumer enrolled on XX/XX/XXXX in XXX. The consumer's application ID is XXX. Reason for change in circumstance: Change in financial help and added grandson.. Name of new enrollee: XXX. Date of birth/adoption/marriage: NA. Coverage effective date: XX/XX/XXXX. New APTC amount: \$XXX. Cost-sharing reduction variant: Applicant(s): XXX, CSR Variant data not available at this time. XXX, CSR Variant data not available at this time.. Exchange Assigned Policy ID XXX. The consumer added grandson. The consumer will be keeping her same policy and grandson have a new, different policy.*
NOTE: Issuers should not contact the ER&R Support Center for missing data elements, as the HICS case is necessary for ER&R to investigate.

Reminder: 2019 Reinstatements After BAR

- CMS has identified additional 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 tagged each 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 Marketplace Call Center (**1-800-318-2596**).
 - Issuers with enrollees who enroll under the SEP will get an 834 transaction with a prospective date and potentially a HICS case to make the enrollment retroactive to January 1, 2020, at the enrollee's option.
- ER&R sent a second EFT file listing the additional qualifying 2019 reinstatements to impacted issuers on **Tuesday, February 25**, along with an email communication including the filename.
 - The subject of the email was *2019 Reinstatement After BAR File Guidance Update*.
 - The EFT file included policies reinstated both through Reconciliation and disputes and was transmitted using the IOUTRC function code.

NOTE: Issuers can locate file specifications for the IOUTRC format on zONE at <https://zone.cms.gov/document/ioutrc-file-layout>.
- ER&R sent the first EFT file to impacted issuers on **Monday, January 27**.

Reminder: 2019 Reinstatements After BAR (Cont.)

- Issuers are encouraged to complete outreach and advise the consumers to contact the Marketplace Call Center to enroll in a 2020 plan.
- CMS recommends including the following messaging in any outreach to consumers listed on the **Tuesday, February 25**, EFT file:
 - 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 April 25** 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 1, 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 receive the correct eligibility and cost information.
 - For more information on applying, visit www.healthcare.gov/apply-and-enroll/get-ready-to-apply/.

zONE Publications

- The new Enrollment Dispute Training packet is now available on zONE. This packet contains a series of items designed to introduce new employees to the Enrollment Dispute process. The packet includes:
 - An introductory slideshow that covers the packet and basic information about the methods available to update FFM data.
 - A slideshow providing details on the Enrollment Dispute Form tabs.
 - A video tutorial detailing the process of creating an Enrollment Dispute.
 - A slideshow covering the naming requirements and tips for submitting a completed Enrollment Dispute Form.
 - A short reference guide identifying suggested documents as well as resources issuers can contact for further assistance.

NOTE: Issuers must download and unzip the Enrollment Dispute Training packet to access the contents.
- The UIR Master Guidance v4.0 and UIR TRG v9.0 are available on zONE. These new versions include the new FFM_Updates_Processing guidance, changes related to the 2020 coverage year, and other minor improvements.
- Access the updated documentation on CMS zONE at <https://zone.cms.gov/document/enrollment-resolution-and-reconciliation>.

Q&A

