

CMS Issuer Technical Work Group

- ***Housekeeping***
 - ***Reminder: New Enrollment***
 - ***Webinar Schedule***
 - ***Registration Reminders:
New Tuesday and Thursday
Issuer Workgroup Calls***
 - ***Reminders: CMS Issuer
Communications***
 - ***ERR***
 - ***Loss Of MEC SEP Refresher***
 - ***Pre-Audit and Recon Update***
- Q&A***

April 7, 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>
 - 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.

April 2020

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
29	30 CCIIO Enrollment (Adhoc) Webinar(Policy Focus) 12:00pm-1:00pm	31 CMS Issuer Technical Workgroup 3:00pm-4:30	01	02	03	04
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	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 CCIIO Enrollment Webinar(Policy Focus) 12:00pm-1:00pm	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	28 CMS Issuer Technical Workgroup 3:00pm-4:30	29	30 Data Recon & Inbound 834/BAA Workgroup 12:30- 1:30pm	01	02

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; Enrolment 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

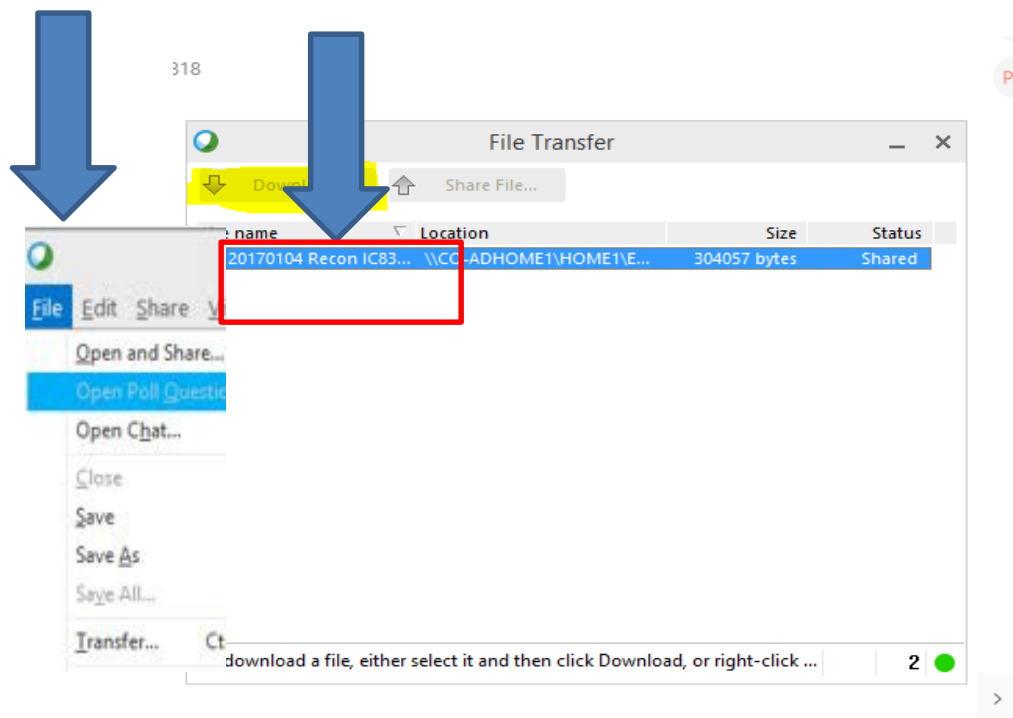
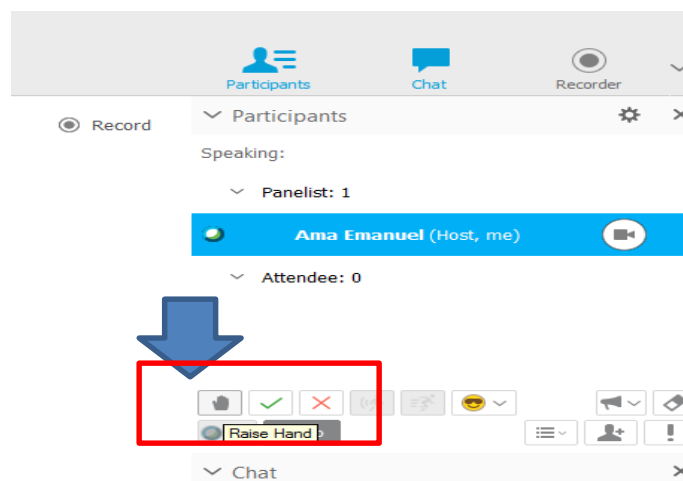
* There are some Issuers/DE Partners that may still experiencing problems after whitelisting. This is a known issue and we will report out once the issue is resolved.

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

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)

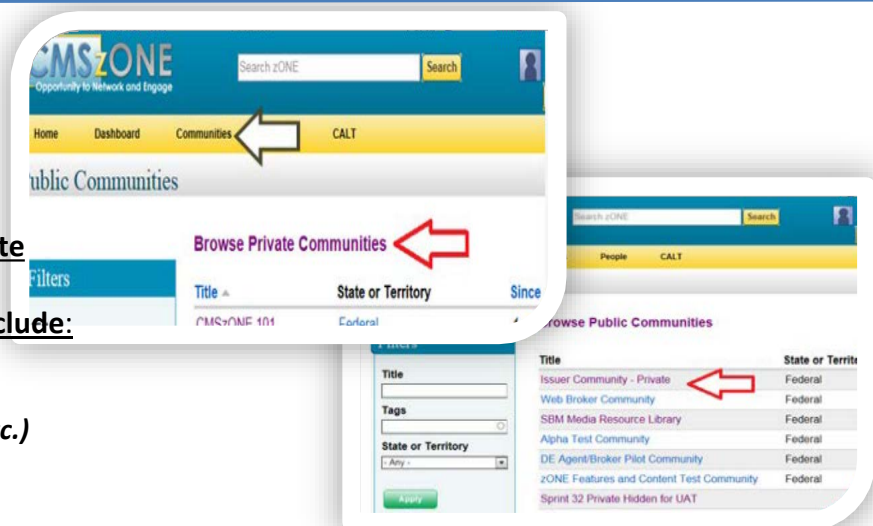
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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** Click **Issuer Community – Private**
3. Click **Join Community**
4. Provide explanation of why you need access to this community; **Include:**
5.
 - 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

ER&R



✓ **Topics**

- ✓ Prior Year and Account Manager Approval for 2019 Policies

✓ **Q&A**

April 7, 2020

Prior Year and Account Manager Approval for 2019 Policies

- 2019 disputes are considered prior year as of April 1, 2020.
- ER&R received a significant number of 2019 end date disputes using the *Issuer End Date Later than FFM* or *Issuer End Date Earlier than FFM* dispute types. Issuers must submit prior year end date disputes using the *Prior Year – End Date* option on the Discrepancy Dispute tab.
- Starting on May 1, 2020, each issuer will need to send a completed Issuer Prior Year Approval Request Form to their Account Manager (AM) before submitting 2019 disputes to ER&R.
 - ER&R will present more details regarding the AM approval process on a later date.
 - Disputes associated with HICS cases do not require AM approval.
 - For more information regarding AM approvals, issuers should access the Prior Year Dispute Approval Master Guidance on zONE at <https://zone.cms.gov/document/enrollment-resolution-and-reconciliation>.

Loss of Minimum Essential Coverage (MEC) Special Enrollment Period (SEP) – Refresher



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

April 7, 2020

<https://www.regtap.info/FFENR.php>

The information provided in this presentation is not intended to take the place of the statutes, regulations, and formal policy guidance that it is based upon. This material summarizes current policy and operations as of the date it was uploaded to RegTap. Links to certain source documents may have been provided for your reference. We encourage persons taking the course to refer to the applicable statutes, regulations, and other interpretive materials for complete and current information

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Loss of Qualifying Health Coverage

Consumers may qualify for an SEP if they (or anyone in their household who is seeking coverage) lose qualifying health coverage, also known as minimum essential coverage (MEC). Some examples of qualifying health coverage include:

- Coverage through a job, or through another person's job
- Medicaid or Children's Health Insurance Program (CHIP) coverage including CHIP unborn child coverage, pregnancy-related coverage and medically needy coverage (depending on State rules)
- Some student health plans (check with the school to see if the plan counts as qualifying health coverage)
- Individual or group health plan coverage that ends during the year
- Dependent coverage that a consumer has through a parent's plan
- COBRA coverage

When Consumers Do Not Qualify

Consumers do not qualify for the loss of qualifying health coverage SEP if:

- They voluntarily end their prior coverage.
 - Exception: Consumers can qualify if they voluntarily leave their job and, as a result, lose their health coverage.
 - Exception: Consumers can qualify if they voluntarily end existing coverage with a mid-year renewal period.
- Their coverage ends due to nonpayment of premiums.
 - Exception: Consumers can qualify if employer coverage ended because the employer didn't pay premiums.
- The coverage they lost did not qualify as minimum essential coverage.
- They lost coverage more than 60 days ago.

Coverage Effective Dates: Loss of Qualifying Health Coverage

Situation	Plan Selection	Coverage Effective Date
Loss of Qualifying Health Coverage Qualifying Event Date: Date that prior coverage ends	Any day of the month	Accelerated: First day of the month after plan selection
Future Loss of Qualifying Health Coverage Qualifying Event Date: See above ➤ Consumers can apply and qualify for this SEP up to 60 days before they lose coverage.	Any day of the month	Accelerated: First day of the month after plan selection, following prior coverage end date

Example: Loss of Employer Sponsored Coverage *in the Future*

Scenario: Emma chooses a plan before coverage loss

- Emma's employer-sponsored coverage is ending on April 30.
- On April 29, Emma applies for and enrolls in a plan through the Marketplace.
- Emma qualifies for a Loss of MEC SEP, and her Marketplace coverage will begin on May 1.
- Emma may be required to submit documents to confirm her SEP eligibility but this will not change her coverage start date.

Example: Loss of Employer Sponsored Coverage *in the Past*

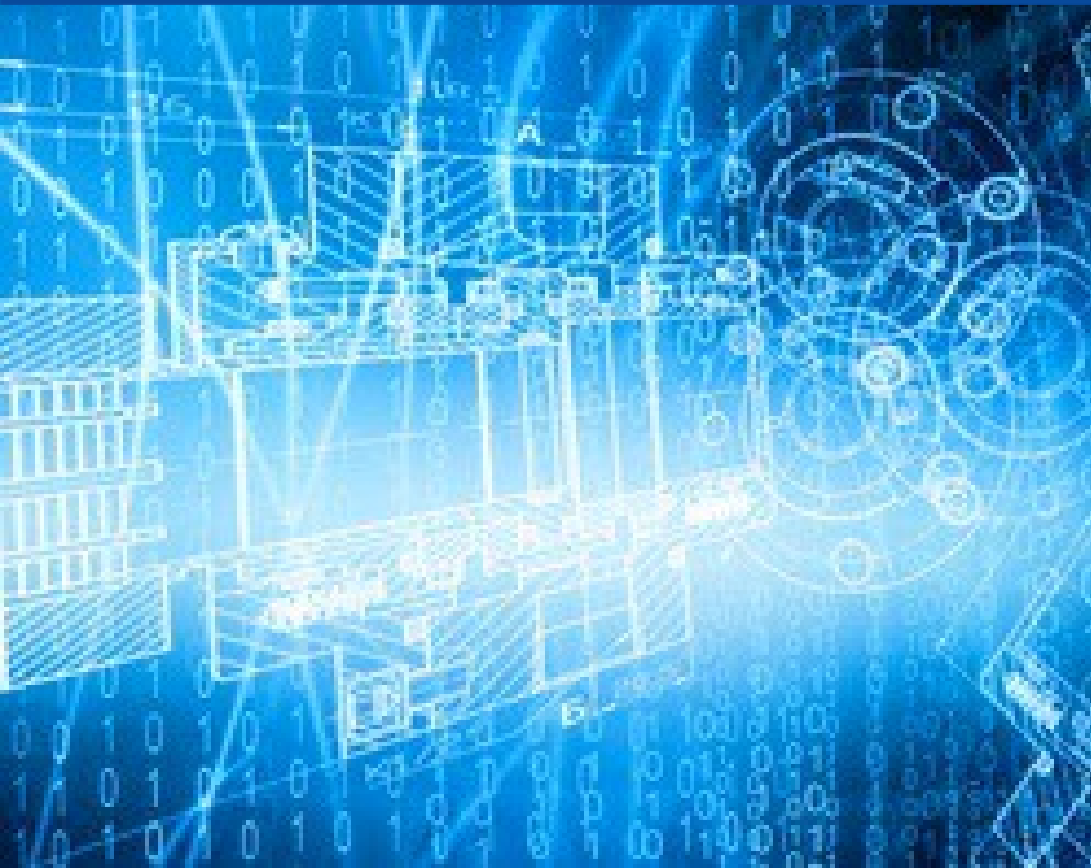
Scenario: Emma chooses a plan after coverage loss

- Emma's employer-sponsored coverage ended on April 30.
- On May 3, Emma applies for and enrolls in a plan through the Marketplace.
- Emma qualifies for a Loss of MEC SEP, and her Marketplace coverage will begin on June 1.
- Emma may be required to submit documents to confirm her SEP eligibility but this will not change her coverage start date.

Loss of Qualifying Health Coverage Resource

- This presentation is an excerpt from a previously available technical assistance resource presentation on Special Enrollment Periods which can be found at:
 - <https://marketplace.cms.gov/technical-assistance-resources/sep-overview-slides-7-11-2018.pdf>

Housekeeping: Enrollment Pre-Audit & Reconciliation



Enrollment Pre-Audit & Reconciliation

Tuesday, April 7, 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 are scheduled for distribution to Issuers on Wednesday, April 15th
- **Plan Year 2016**
 - An incremental 2016 FFM extract is scheduled for Monday, April 13th at 6PM EDT
 - Incremental 2016 Pre-Audit (ISIPA6) Files based upon that extract are scheduled for delivery to Issuers on Wednesday, April 15th
- **Plan Year 2017**
 - This month's 2017 FFM extract is scheduled for Wednesday, April 15th at 6PM EDT
 - Incremental 2017 Pre-Audit (ISIPA7) Files based upon that extract are scheduled for delivery to Issuers on Monday, April 20th

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2018**

- This month's 2018 FFM extract is scheduled for Wednesday, April 15th at 6PM EDT
- Comprehensive 2018 Pre-Audit (AUD8) Files based upon that extract are scheduled for delivery to Issuers on Monday, April 20th

- **Plan Year 2019**

- This month's 2019 FFM extract is scheduled for Wednesday, April 15th at 6PM EDT
- Comprehensive 2019 Pre-Audit (AUD9) Files based upon that extract are scheduled for delivery to Issuers on Friday, April 17th

Housekeeping: Pre-Audit & Reconciliation

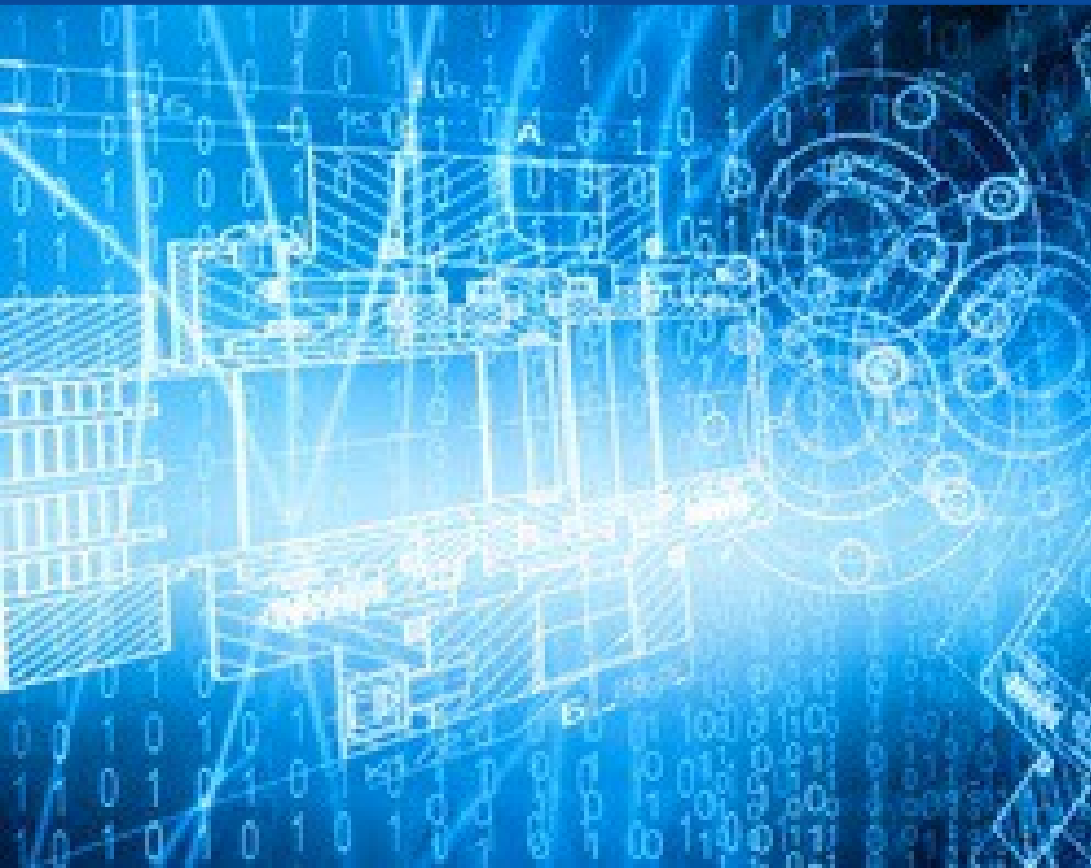
- **Plan Year 2020**

- This month's 2020 FFM extract is scheduled for Wednesday, April 15th at 6PM EDT
- Comprehensive 2020 Pre-Audit (AUD0) Files based upon that extract are scheduled for delivery to Issuers on Friday, April 17th
- The RCN10 submission deadline for April's Run 5 is Thursday, April 23rd at 3PM EDT
 - RCN00 Files from Run 5 are scheduled for distribution to Issuers on Tuesday, April 28th

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