

CMS Issuer Technical Work Group

- 
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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.

JUNE 2020

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
31	01 CCIIO Enrollment (Adhoc) Webinar(Policy Focus) 12:00pm-1:00pm	02 CMS Issuer Technical Workgroup 3:00pm-4:30	03	04	05	06
07	08 CCIIO Enrollment Webinar(Policy Focus) 12:00pm-1:00pm	09 CMS Issuer Technical Workgroup 3:00pm-4:30	10	11 Data Recon & Inbound 834/BAA Workgroup 12:30- 1:30pm	12	13
14	15	16 CMS Issuer Technical Workgroup 3:00pm-4:30	17	18 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm	19	20
21	22 CCIIO Enrollment Webinar(Policy Focus) 12:00pm-1:00pm	22 CMS Issuer Technical Workgroup 3:00pm-4:30	23	24 Data Recon & Inbound 834/BAA Workgroup 12:30- 1:30pm	25	26
26	27	28 CMS Issuer Technical Workgroup 3:00pm-4:30	28	29 Data Recon & Inbound 834/BAA Workgroup 12:30- 1:30pm	30	

CMS ISSUER COMMUNICATIONS: Subdomain Name Change

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*

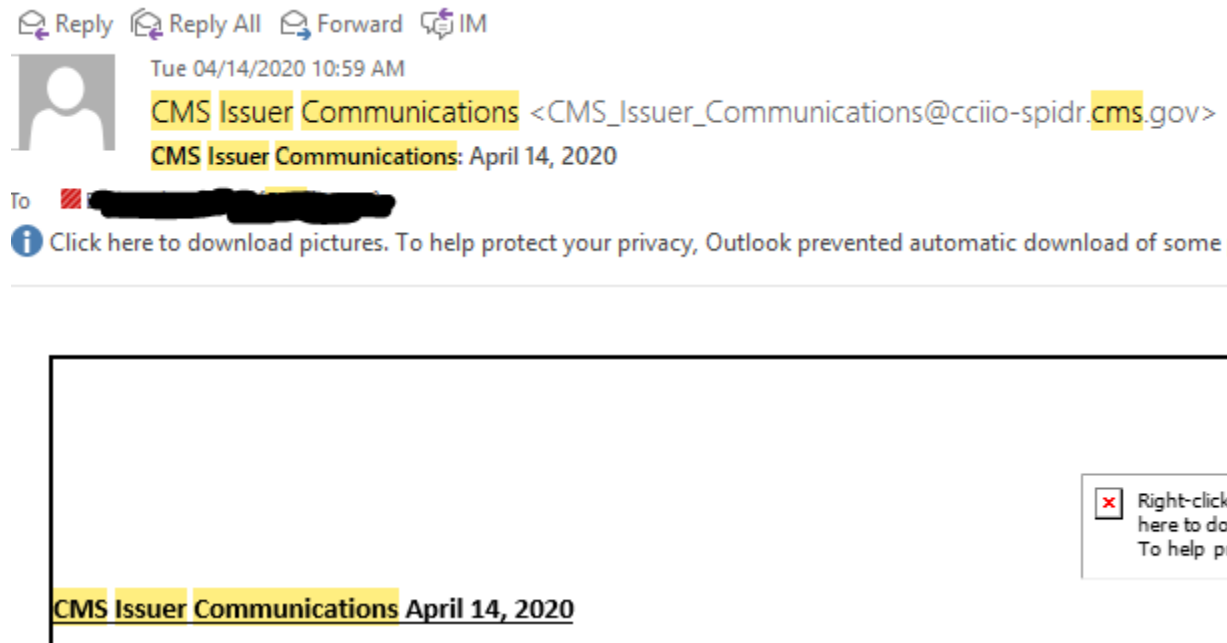
- Starting Thursday April 9, 2020: Issuers will see a subdomain change in the “from” line of their e-blast messages from the CMS Issuer communications team.
- The from line will now read Cms_issuer_communications@cciio-spidr.cms.gov instead of how it previously displayed as: cms_issuer_communications@cms.hhs.gov or IssuerCommunications@cms.hhs.gov
- In order to continue receiving e-mails from CMS Issuer Communications, CMS recommends the following:
 - We are asking Issuers and DE Partners to add Cms_issuer_communications@cciio-spidr.cms.gov to your email contacts to avoid it going to SPAM/JUNK folders
 - We also recommend that you work with your IT department to white list the sending IP Address **136.147.180.31**

CMS ISSUER COMMUNICATIONS: Subdomain Name Change

- o Issuers/DE Partners previously not receiving CMS Issuer Communications e-blasts should start receiving those messages again.
- o There are no Operational Changes to the process of emails being sent from Issuers/DE Partners to the CMS Issuer Communications team.
 - Emails inquiries **from Issuers and DE Partners** to the CMS Issuer Communications team will still be sent to the original email address
cms_issuer_communications@cms.hhs.gov **NOT**
Cms_issuer_communications@cciio-spidr.cms.gov
 - If there are further questions please send a message to
cms_issuer_communications@cms.hhs.gov.

CMS ISSUER COMMUNICATIONS: Subdomain Name Change

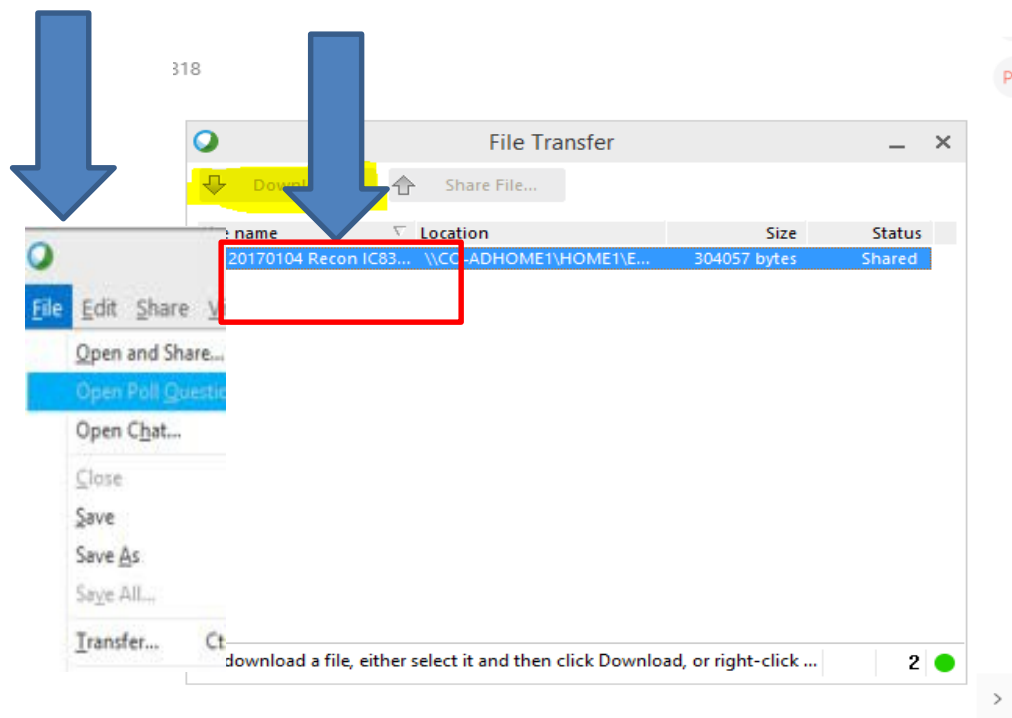
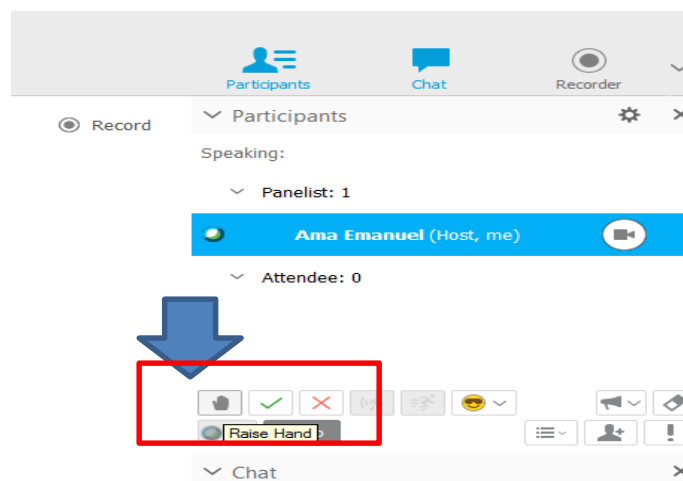
- Will add screenshot of from line on eblast



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)

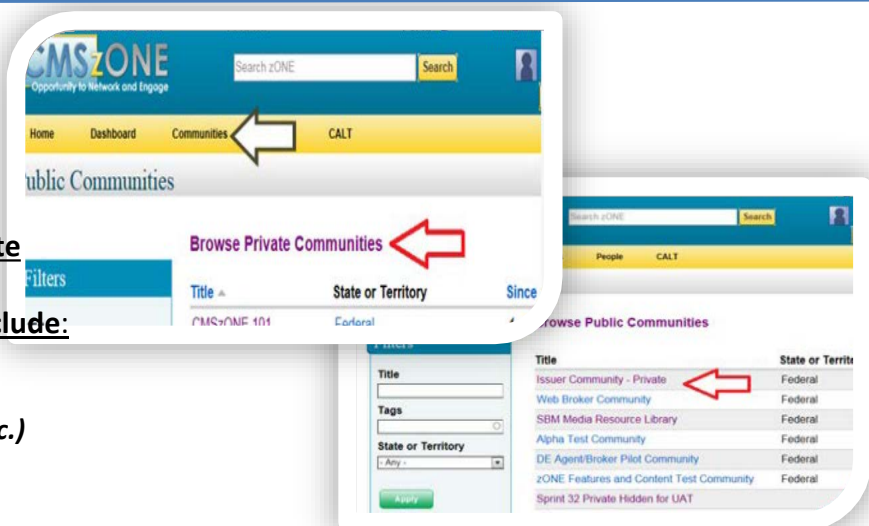
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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

Housekeeping: Enrollment Pre-Audit & Reconciliation



Enrollment Pre-Audit & Reconciliation

Tuesday, May 26, 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 distribution on Wednesday, June 3rd
- **Plan Year 2014**
 - An incremental 2014 FFM extract is scheduled for Friday, June 12th at 6PM EDT
 - Incremental 2014 Pre-Audit (ISIPA4) Files based upon that extract are scheduled for delivery to Issuers on Tuesday, June 16th
- **Plan Year 2017**
 - Next month's 2017 FFM extract will be taken on Monday, June 15th at 6PM EDT
 - Comprehensive 2017 Pre-Audit (AUD17) Files based upon that extract are scheduled for distribution to Issuers on Thursday, June 18th

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2018**

- Next month's 2018 FFM extract will be taken on Monday, June 15th at 6PM EDT
- Incremental 2018 Pre-Audit (ISIPA8) Files based upon that extract are scheduled for distribution to Issuers on Thursday, June 18th

- **Plan Year 2019**

- Next month's 2019 FFM extract will be taken on Monday, June 15th at 6PM EDT
- Comprehensive 2019 Pre-Audit (AUD9) Files based upon that extract are scheduled for distribution to Issuers on Wednesday, June 17th

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2020**

- The RCNIO submission deadline for May's Run 6 was last Thursday, May 21st at 3PM EDT
 - RCNIO Files from Run 6 are scheduled for distribution to Issuers tomorrow, Wednesday, May 27th
- Next month's 2020 FFM extract will be taken on Monday, June 15th at 6PM EDT
- Comprehensive 2020 Pre-Audit (AUD0) Files based upon that extract are scheduled for distribution to Issuers on Wednesday, June 17th
 - **Please Note:** The first SADP Effectuation process for 2020 will be run in June
 - SADP Issuers should use IC834 this week to address any outstanding active/uneffectuated policies prior to this process

Updated Recon Education Suite Published

- CMS has published an updated version of the Enrollment Reconciliation Education Suite (Version 5.2)
 - 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 5.2 includes:
 - Added Footnote #REJECTEDSPANCHANGE description and examples
 - Updated recon business rules for Agent/Broker information, Initial Premium Paid Indicator, Cancellation/Termination Reason Codes, Tobacco Status, Start and End Dates
 - Updated Cancellation/Termination Reason section

ER&R



- ✓ **Topics**
 - ✓ Timing Issues in Payment Disputes
 - ✓ Avoiding Timing Issues
 - ✓ Refresher: Avoiding FR10 Disposition Codes
- ✓ **Q&A**

May 26, 2020

Timing Issues in Payment Disputes

- Timing issues occur when a dispute requests an update that was not present on the Preliminary Payment Report (PPR) but is included on the subsequent Pre-Audit file.
- The PPR, which is distributed around the 13th or 14th of the month based on the previous Pre-Audit file, reports policies that will be paid for the current month.
- The receipt of the PPR file is the first chance issuers have to submit Payment Disputes regarding:
 - Policies paid on the PPR, but not present in the issuer system
 - Policies not showing on the PPR, but present in the issuer system
 - Policies showing on the PPR with different details than in the issuer system
- About a week after the PPR, issuers receive the Pre-Audit file containing the mid-month policy updates that will be included on the following month's PPR and HIX 820.
NOTE: The updates present on the Pre-Audit file will also be present on the RCNO file published later that month.
- Payment Disputes requesting updates that are present in the Pre-Audit file are considered timing issues.

Avoiding Timing Issues

- The majority of timing issues can be avoided by checking the Pre-Audit to see if the correct values are present before submitting Payment Disputes.
- If the FFM updates in the Pre-Audit file align with the issuer's enrollment and financial data, then the discrepancies present in the PPR are a timing issue and it is not necessary to submit a Payment Dispute.
- If the discrepancy persists in the Pre-Audit file, then there is no pending correction and the issuer needs to submit a Payment Dispute or Enrollment Dispute to update the FFM values.
- Examples of detail codes for timing issues include:
 - C2 timing issue – update planned for next cycle
 - The details asserted in the Payment Dispute are found in the Pre-Audit file and the resolution will appear in the next PPR.
 - C3 timing issue – update planned for later cycle
 - The details asserted in the Payment Dispute are found in the RCNO file and the resolution may not appear in next cycle's PPR but is expected in 1–2 payment cycles.

Refresher: Avoiding FR10 Disposition Codes

- Issuers receive disposition code FR10 when ER&R is unable to locate the disputed record within the HIOS using the primary identifier provided by the issuer.
 - Rule Description: FFM Inventory Number or Policy ID Not Found
 - Issuer Verbiage: *ER&R is unable to process this request. When attempting to find the record using the information the Issuer provided, the record was not found for HIOS [HIOS ID]. If the FFM Internal Inventory Number was the primary identifier provided on the Dispute Form, it was not found for the HIOS provided. If the FFM Exchange Assigned Policy ID was the primary identifier provided on the Dispute Form, it was not found for the Segment ID and HIOS provided. When using the FFM Exchange Assigned Policy ID as the primary identifier, please ensure the correct Segment ID is supplied on the Dispute Form for the record in dispute.*
- To avoid FR10 errors, issuers should always fill out the Enrollment Dispute Form with either the correct FFM Internal Inventory Number and HIOS ID or FFM Exchange Assigned Policy ID, Segment ID, and HIOS ID.

Enhanced Direct Enrollment (EDE) Updates: Eligibility Team



Tuesday, May 26, 2020

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HealthCare.gov COVID-19 Help Text Updates

- HealthCare.gov updated the application User Interface (UI) informational text, specifically in the income, current coverage, and employer-sponsored coverage sections in order to improve the experience of consumers impacted by COVID-19 who are seeking health coverage.

These updates:

- Tell consumers not to report Economic Impact/Stimulus Payments when entering income on the application
- Tell consumers to report all unemployment compensation, including federal pandemic unemployment compensation
- Clarify that consumers should not attest to having current coverage if they plan to end COBRA coverage once they enroll in Marketplace coverage; in addition, clarify that COBRA does not count as an offer of employer-sponsored coverage.

Item #153

HealthCare.gov

Alex

Menu

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Alex's income

You can enter amounts now, then update Alex's income later in the year if Alex's situation changes.

i If Alex has more than one source of income, you'll be able to enter more later.

Select a type of income Alex currently gets this month.

[Learn more about types of income to report.](#)

-- select an option --



Some people are getting payments, like unemployment compensation or stimulus checks, as a result of the **coronavirus disease 2019 (COVID-19) emergency**. Select "Learn more about types of income to report" for more information.

Save & continue

Application ID: 13504018

Item #154

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Alex's income

You can enter amounts now, then update Alex's income later in the year if Alex's situation changes.

i If Alex has more than one source of income, you'll be able to enter more later.

Select a type of income Alex currently gets this month.

[Learn more about types of income to report.](#)

-- select an option --

! Some people are getting payments, like unemployment compensation or stimulus checks, as a result of the **coronavirus disease 2019 (COVID-19) emergency**. Select "Learn more about types of income to report" for more information.

Save & continue

Application ID: 13504018

Learn more about types of income to report

Close

Generally, if a person includes an income source on their federal tax return, enter it here. [Refer to IRS instructions on income for special situations.](#)

Here we ask only for each person's current monthly income. Later, we'll show you a yearly income estimate based on these amounts. You'll be able to adjust that estimate to account for changes you expect during the coverage year.

Report income from these sources:

- Jobs, including wages, salary, tips, commissions, bonuses, and severance pay
- Self-employment: Income from a small business they run or from freelance, consulting, or contract work
- Unemployment compensation, including federal pandemic unemployment compensation a person gets weekly as a result of the coronavirus disease 2019 (COVID-19) emergency. If a person applied for unemployment and qualifies for these payments, include the additional \$600 they'll get each week. [Learn more about these payments from the U.S. Department of Labor.](#)
- Pensions from former employers
- Social Security
- Capital gains

Item #154

HealthCare.gov

[← Back](#)

Alex's income

You can enter amounts now, then update Alex's income later in the year if Alex's situation changes.

i If Alex has more than one source of income, you'll be able to enter more later.

Select a type of income Alex currently gets this month.

[Learn more about types of income to report.](#)

-- select an option --

! Some people are getting payments, like unemployment compensation or stimulus checks, as a result of the **coronavirus disease 2019 (COVID-19) emergency**. Select "Learn more about types of income to report" for more information.

Save & continue

Application ID: 13504018

Learn more about types of income to report

Close

Don't report income from these sources:

- Economic Impact/Stimulus Payments (payments from the IRS as a result of the COVID-19 emergency). These stimulus payments are deposited or mailed automatically and may vary in amount. [Learn more about these payments from the IRS](#)
- Proceeds from loans (like student loans, home equity loans, bank loans, or personal loans)
- Child support
- Veterans' payments
- Workers compensation or injury damage awards
- Supplemental Security Income (SSI)
- Gifts, regardless of amount
- Federal tax refunds and credits

How to handle a type of income they're not getting this month

- Don't select it from the drop-down menu.
- If your application shows income they aren't getting this month, remove it by selecting "Remove."
- Later, we'll show you an estimate of yearly income based on current income. You can change it if you expect a different income total for the year.

Item #165

Alex's income

You can enter amounts now, then update Alex's income later in the year if Alex's situation changes.

i If Alex has more than one source of income, you'll be able to enter more later.

Select a type of income Alex currently gets this month.

[Learn more about types of income to report.](#)

Unemployment

Enter any unemployment compensation this person is currently getting, whether it's from a government office, employer, or union, or federal pandemic unemployment compensation as a result of the COVID-19 emergency.

After you submit your application, you'll get an Eligibility Notice that shows your household's monthly income. Don't worry if the amount in the notice is lower than the amount you enter here. The amounts may be different because of the way some unemployment benefits count for Medicaid and CHIP.

Enter the amount Alex gets paid.

If you're not sure, make your best estimate. If you can, enter a weekly or monthly amount.

\$

How often does Alex get this amount?

- ☐ Weekly
- ☐ Every 2 weeks
- ☐ Twice a month
- ☐ Monthly
- ☐ Yearly
- ☐ One time only

Save & continue

Application ID: 13504018

Item #168

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Alex's income

You can enter amounts now, then update Alex's income later in the year if Alex's situation changes.

i If Alex has more than one source of income, you'll be able to enter more later.

Select a type of income Alex currently gets this month.

[Learn more about types of income to report.](#)

Other income

Enter any current foreign income that's not taxable in the U.S.

Don't enter Economic Impact/Stimulus Payments (payments from the IRS as a result of the coronavirus disease 2019 (COVID-19) emergency), child support, veterans' payments, or Supplemental Security Income (SSI).

[Learn more about reporting other income.](#)

Item #192

Alex's coverage

What type of coverage does Alex have?

- ☐ Marketplace coverage
Select if Alex has coverage through HealthCare.gov or a state-based Marketplace.
- ☐ Virginia Medicaid
Don't check this box if one of these applies to Alex's coverage:
- Their coverage pays for only limited benefits, like family planning services, emergency services, outpatient hospital services, or treatment of tuberculosis.
 - Their Medicaid coverage doesn't pay for inpatient hospital services.
- ☐ Virginia Department of Medical Assistance Services (CHIP)
- ☐ Medicare
- ☐ TRICARE
Don't select if Alex has Direct Care or Line of Duty.
- ☐ Veterans Affairs (VA) health care program
- ☐ Peace Corps
- ☐ COBRA
Don't check this box if this person will end COBRA coverage once they enroll in Marketplace coverage. Select if Alex is enrolled in COBRA (and plans to keep it during 2020). They won't qualify for a premium tax credit, but may be eligible to enroll in a Marketplace health plan or other programs. [Learn more about COBRA.](#)
- ☐ Retiree health benefits
Select if Alex is enrolled in a retiree health plan (an employer-provided health care plan that carries over to retirement) and plans to keep it during 2020. They won't qualify for a premium tax credit, but may be eligible to enroll in a Marketplace health plan or other programs.
- ☐ Coverage through their job (or another person's job, like a spouse or parent)
Select if Alex is currently enrolled in a job-based plan and can use the health benefits.
- ☐ Other full benefit coverage
- ☐ Other limited benefit coverage

Item #200

[← Back](#)

Job-based health coverage

[Get help completing this section.](#)

Will Alex be offered health coverage through their job, or through the job of another person, like a spouse or parent?

Only select "Yes" if they'll have an offer of coverage as of 6/1/2020, even if they haven't enrolled or the enrollment period for the employer coverage is over.

[Learn more about who's offered job-based coverage.](#)

- ☐ Yes
- ☐ No

Save & continue

Application ID: 13504018

Learn more about who's offered job-based coverage

Close

Select a person's name if they:

- **Could** get health coverage through a job, even if they're not currently enrolled.
- Could get health coverage through a job, even if the employer's plan isn't currently in Open Enrollment.
- Don't think they can afford the coverage that's being offered. We'll ask more questions later to help determine if they can qualify for savings through the Marketplace.
- They're applying during 2019 and they'll have an active offer of coverage on January 1, 2020, OR they're applying during 2020 and they'll have an active offer of coverage on the first day of the following month.

Don't select a person's name if they:

- Aren't offered coverage at all or because they (or a family member, like a parent or spouse) don't work enough hours.
- Are only offered COBRA coverage.

If a person is offered an HRA

Some employers offer a health reimbursement arrangement (HRA)

Direct Enrollment (DE) Updates: Enrollment Team



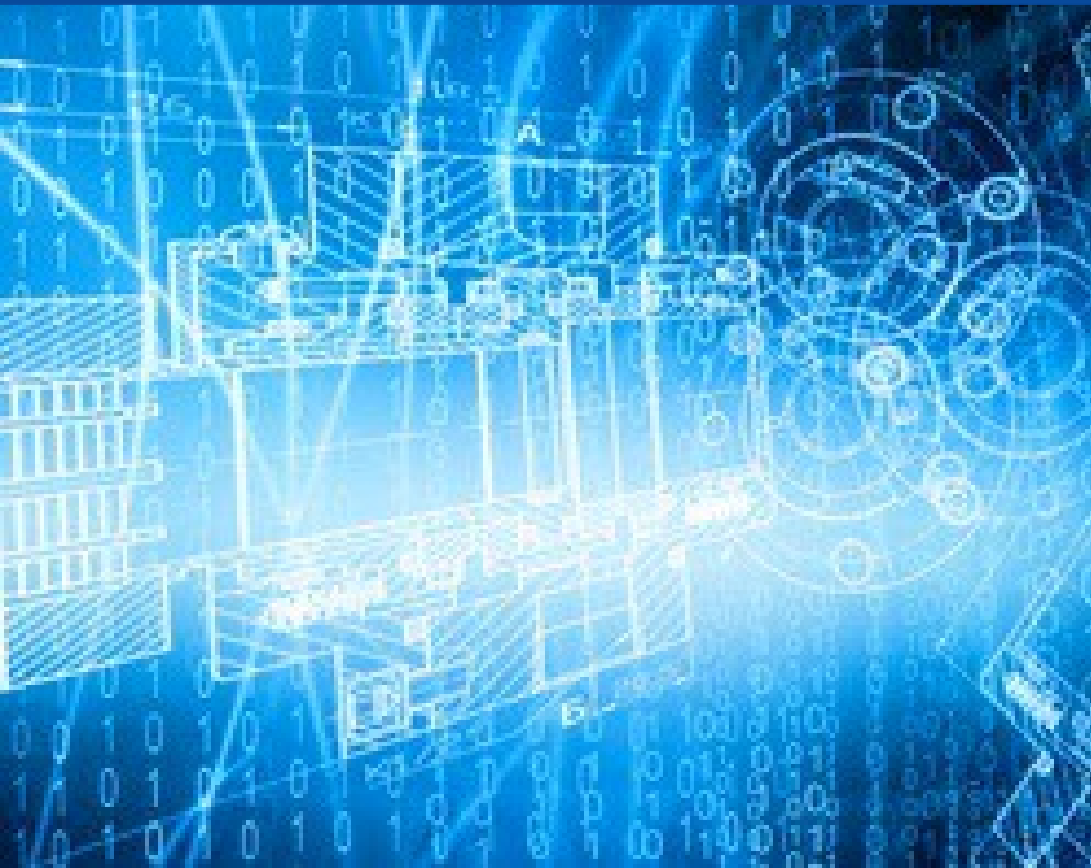
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Q&A



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