

CMS Issuer Technical Work Group



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- June 2, 2020***

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.

JUNE 2020

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
31	01 CCIO Enrollment (Adhoc) Webinar(Policy Focus) 12:00pm-1:00pm	02 CMS Issuer Technical Workgroup 3:00pm-4:30	03	04	05	06
07	08	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 CCIO 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; Enrollment Reconciliation Files; Open Enrollment Activities; IC834 Activities (Specifically Processing schedules, delays in processing or reporting), other alerts AND Daily UAT status*

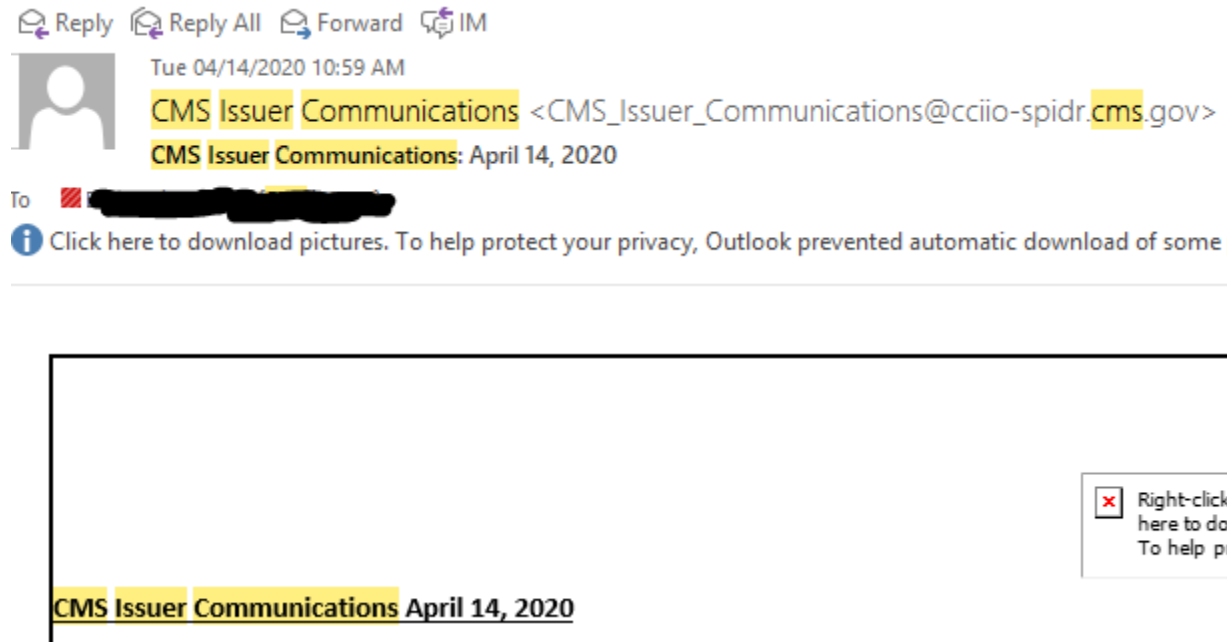
- Starting Thursday April 9, 2020: Issuers will see a subdomain change in the “from” line of their e-blast messages from the CMS Issuer communications team.
- o The from line will now read Cms_issuer_communications@cciio-spidr.cms.gov instead of how it previously displayed as: cms_issuer_communications@cms.hhs.gov or IssuerCommunications@cms.hhs.gov
- o 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

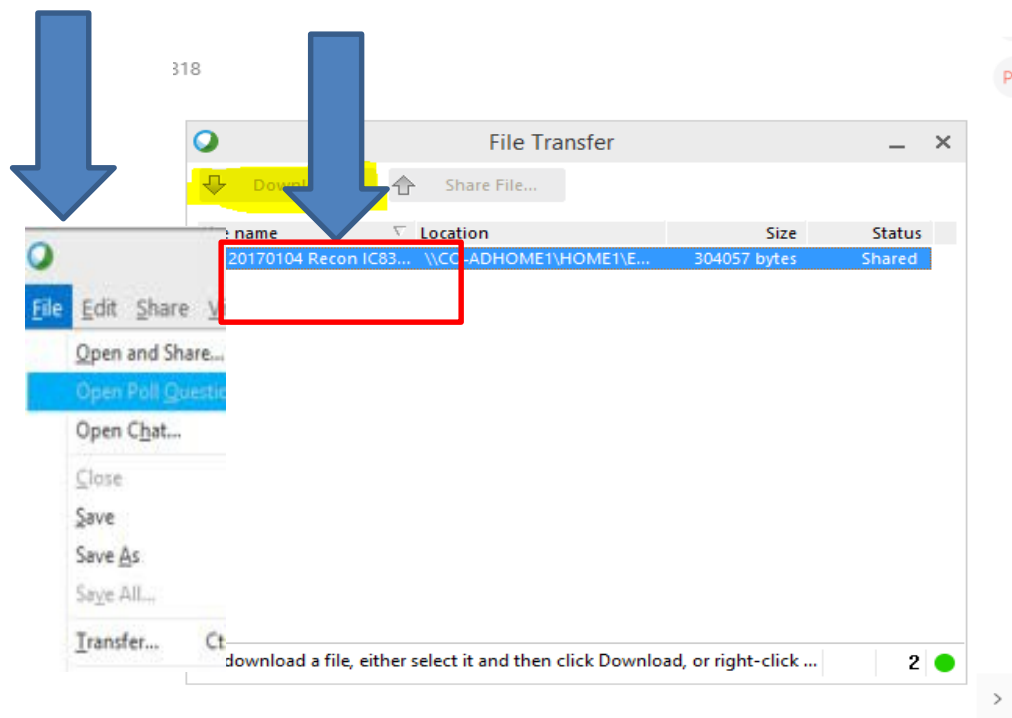
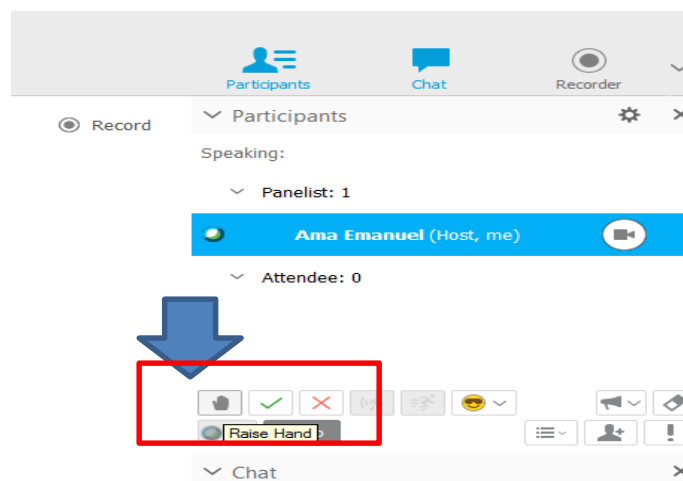
- Will add screenshot of from line on eblast



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)

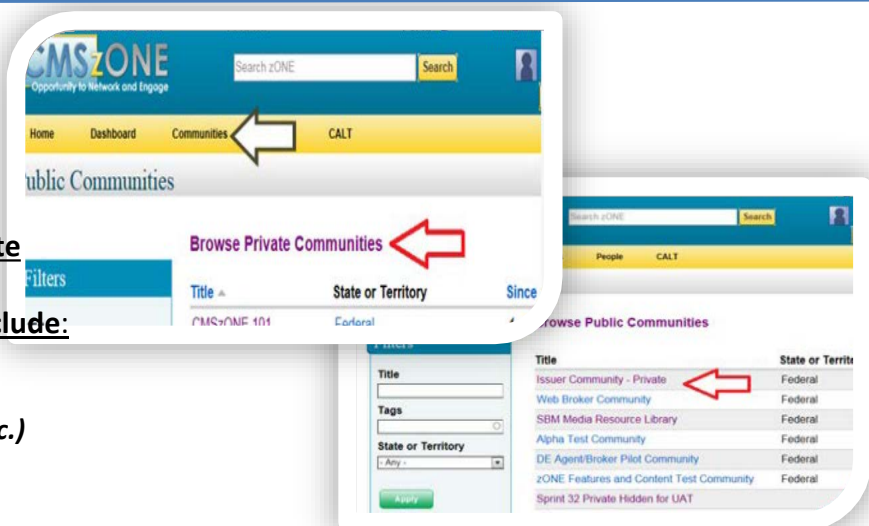
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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, June 2, 2020

INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW:
This information has not been publicly disclosed and may be privileged and confidential. It is for internal government use only and must not be disseminated, distributed, or copied to persons not authorized to receive the information. Unauthorized disclosure may result in prosecution to the full extent of the law.

Housekeeping: Pre-Audit & Reconciliation

- **Prior Plan Years (2014-2019)**
 - 1095-A Consumer-Initiated Dispute Update (1095Ax) Files are scheduled for distribution to Issuers tomorrow, Wednesday, June 3rd
 - The next set of 1095Ax Files is scheduled for distribution on Wednesday, June 17th
- **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**
 - This 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**

- This 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**

- This 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**
 - This 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 next week
 - SADP Issuers should use IC834 this week to address any outstanding active/uneffectuated policies prior to this process
 - The RCN10 submission deadline for June's Run 7 is Thursday, June 18th at 3PM EDT
 - RCN00 Files from Run 6 are scheduled for distribution to Issuers on Tuesday, June 23rd

Housekeeping: New Contact Info for Data Services Hub EDI

- CMS is currently undergoing a transition for the contractor who manages DSH EDI (Data Services Hub Electronic Data Interchange) items
- For some time, Issuers and TPAs who had questions related to EDI such as SPOE folder, EDI Registration and Onboarding, adding or removing QHP ID, etc. would contact CMS_FEPS@cms.hhs.gov or DshEdiSupport@cns-inc.com with their inquiries
- To ensure a timely response is provided to your EDI inquiries, CMS asks that Issuers and TPAs who direct their questions to DshEdiSupport@cns-inc.com also copy HubEDISupport@sparksoft.com
- Issuers and TPAs may still utilize the CMS_FEPS@cms.hhs.gov helpdesk for all inquiries, including those pertaining to EDI

ER&R



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

June 2, 2020

New UIR Category:

Add_Member_Enrollment_Blocker

- ER&R is introducing the new Add_Member_Enrollment_Blocker UIR category.
 - Impacted issuers will begin to see this category in the Run 6 UIR Reports to be delivered on 06/12/2020.
 - This category will be applied when the issuer record has a corresponding HICS case to add a member(s) in which an Enrollment Blocker has been identified.
- The issuer step to resolve is as follows:
 - The issuer needs to contact their Lead Caseworker in order to get the member(s) added. Lead Caseworkers are proactively working addition of member scenarios in the CMS Regional Office.

NOTE: Since September 2019, CMS has trained Lead Caseworkers to issue an 834 transaction on addition of member Enrollment Blockers.

Enhanced Direct Enrollment (EDE) Updates: Compliance Team



Tuesday, June 2, 2020

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New Direct Enrollment (DE) Guidance: Website Display Guidance

- CMS released new website display guidance on 5/22/20 for DE Entities available at:
<https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/DE-Entity-Standards-of-Conduct-Website-Display.pdf>
- DE Entities must refrain from marketing or conduct outlined in this guidance, which mostly pertains to language used in the context of pre-shopping screening for financial assistance programs and SEPs

Update: Web-broker Program Participation Minimum Requirements

- CMS released updates to the Web-broker Program Participation Minimum Requirements on 5/21/20, available at:
<https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/2020-WB-Program-Guidance-052120-Final.pdf>
- Primarily, CMS made updates to the following sections:
 - Section III. Operational Readiness Review Privacy and Security Documentation Requirements,
 - Section V. Considerations for Web-brokers that Are Prospective or Existing EDE Entities, and
 - Appendix A. Privacy and Security Controls for Web-brokers
- All prospective and existing web-brokers must review this document and meet the requirements detailed in this guidance as part of web-broker onboarding or agreement renewal processes for plan year 2021

Updated POC List: EDE UI Eligibility Technical Assistance Credentials Form Template

- CMS recently released an update to the EDE UI Eligibility Technical Assistance Credentials Form Template POC List. The Template is available on CMS zONE at the following link:
<https://zone.cms.gov/document/eligibility-information>
- Prospective EDE Entities who have not yet submitted application technical assistance and mini audit testing credentials and Approved EDE Entities that have made changes to the previously submitted URL and/or username and password, must submit credentials to the CCC-SFTP secure portal and email the following POCs:
 - EDE Partner's Direct Enrollment Point of Contact (DEPOC)
 - DE Help Desk (directenrollment@cms.hhs.gov)
 - UI Eligibility Technical Assistance Point of Contact (erin.fenton@dutyfirst.com)

Direct Enrollment (DE) Updates: Enrollment Team



Tuesday, June 2, 2020

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DE and EDE Partners: New Data Services Hub (DSH) Email Address

- DE and EDE Partners, as a reminder, the Data Services Hub (DSH) supports onboarding for the DE and EDE services, assists with connectivity issues for the DE and EDE services, facilitates updates of partner certificates, etc.
 - Please note that the mailbox for the DSH Team that supports these services is now Hubsupport@sparksoftcorp.com
 - If you have previously used dsh.support@qssinc.com, dshsupport@optumservetech.com, or dsh.support@optumservetech.com, please begin using the new Hubsupport@sparksoftcorp.com email address for any related future inquiries
 - » The old email addresses will continue to be supported in the short-term, but will eventually be phased out

DE and EDE Partners: Pennsylvania and New Jersey

Expected to Transition to State-Based Exchanges in PY2021

- DE and EDE Partners, in case you haven't heard already, please be advised that Pennsylvania and New Jersey are expected to transition to State-Based Exchanges (SBEs) starting in PY2021
 - While the transitions are not yet final, we did want to ensure that DE and EDE Partners are aware of the impending transitions
 - CMS expects final confirmation from Pennsylvania and New Jersey in the August timeframe, at which time an update will be provided for DE and EDE Partners
 - DE and EDE Partners offering coverage in these states may want to start planning accordingly
 - If the transitions are confirmed by Pennsylvania and New Jersey, DE and EDE Partners will need to update their user interfaces (UIs) so that users are unable to create, update, or submit FFE applications and enrollments for PY2021 and beyond for these states
 - » DE and EDE Partners that support mid-year changes in circumstances (CICs) will still need to allow users to create, update, and submit Pennsylvania and New Jersey applications and enrollments on the FFE for the remainder of PY2020
 - As a reminder, CMS recommends that DE and EDE Partners do not allow users to complete applications via a DE/EDE pathway for current year coverage after 11/30
 - On and after 12/1, CMS recommends that DE and EDE Partners refer users to the FFE Call Center at 1-800-318-2596 (TTY: 1-855-889-4325) if they want to create, update, or submit a current coverage year application
 - Note that there are very few circumstances (i.e. only newborn SEPs, adoption SEPs, and some non-SEP CICs) for the current coverage year that will be supported via the Submit Enrollment API on and after 12/1
 - DE and EDE Partners may want to consider creating an even earlier deadline, of 11/15, for consumers that are applying for current year coverage via their DE/EDE platforms, given some SEPs reported after 11/15 will result in a future coverage year effective date and will therefore result in an unsuccessful Submit Enrollment transaction

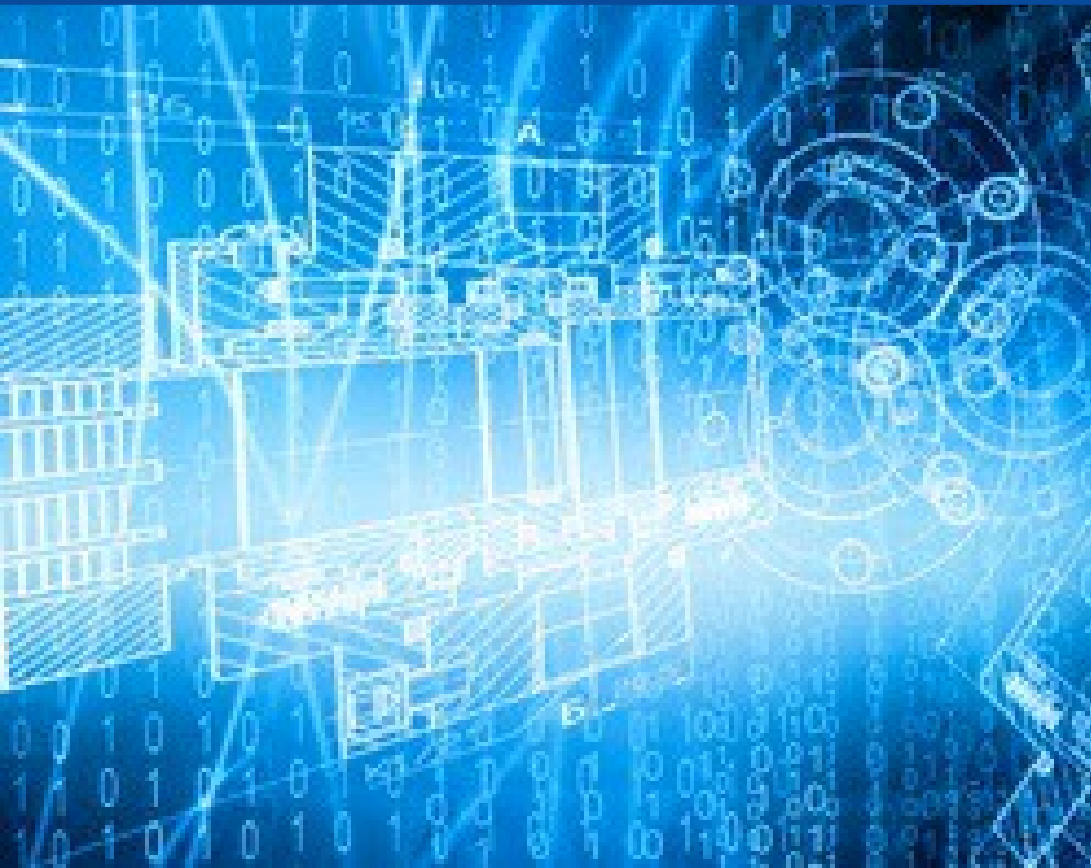
Reminder/Update for EDE Partners: New Get Enrollment initiatingTransactionOriginType Enumeration Value

- EDE Partners, as a reminder, please be advised that we will be adding a new initiatingTransactionOriginType enumeration value to the Get Enrollment response schema
 - The new enumeration value will be “ADVANCED_RESOLUTION”
 - Note, we are currently returning “18” for the initiatingTransactionOriginType when applicable, which is not identified in the current Get Enrollment API Spec extract
 - The update to the schema will be deployed to UAT0 on 6/12 and to PROD on 7/31
 - **Update:** The updated Get Enrollment API Spec extract is now available on zONE at <https://zone.cms.gov/document/enhanced-direct-enrollment-edo-documents-and-materials>

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