Machine Readable and Consumer Support Tools

April 24, 2019

Qualified Health Plan (QHP) Issuer Conference

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Machine Readable Data Overview

- Background
- Coverage
- Process
- Common Process Errors
- Self-Service Coverage Troubleshooting Tools
  - Schema Validator
  - Coverage Validator
  - Chrome “Inspect” tool

Machine Readable Data Background

- Issuers have posted machine-readable providers, facilities, and drug data in JSON format since 2015 [for Plan Year (PY) 2016].
- CMS displays issuer data on both Window Shopping and Plan Compare, helping consumers compare coverage between plans and make health care choices.
- Machine Readable OE 2020 Deadlines:
  - File posting deadline: September 27, 2019
  - Alpha Issuer file posting deadline for data inclusion in Alpha-specific testing period: September 1, 2019
- No PY2020 machine-readable schema changes.

Machine Readable Data Coverage

- CMS “crawls” valid machine-readable files on a daily basis, which populate the consumer tools on HealthCare.gov.
- Consumers using Window Shopping and Plan Compare on HealthCare.gov can add providers, facilities, and drugs to their search and see which plans cover them.
- Providers, facilities, and drugs are shown as covered/not covered or in- out-of-network based upon issuer-submitted NPIs and RxCUIs:
  - Covered / In Network:
    - Any NPI* or RxCUI listed with a Plan ID (and valid year) will be shown as “Covered” or “In Network”
  - Not Covered / Out of Network:
    - Any NPI or RxCUI not included will be shown as “Not Covered” or “Out of Network”

*NPI (National Provider Identifier) and RxCUI (RxNorm concept unique identifier for clinical drugs)

Machine Readable Data Process

Index File (one time)

- Issuers submit an index file that contains their HIOS ID, JSON file URL and technical contact information to https://marketplace.cms.gov/submission.
- Issuers can change the index file when necessary by resubmitting their index file through the same link.

File creation (ongoing cycle):

- Issuers continually create and update JSON files at least every 30 days.

Daily Crawl:

- CMS crawls index file URLs and downloads/validates files.
- CMS includes validated providers, facilities, and drug items in that day's database to display on HealthCare.gov.

Machine Readable Data: Common Process Errors

CMS' daily crawl identifies multiple error types:

- File validation errors – incorrect schema format
- File validation warnings – incorrect type of NPI included with object, invalid or deactivated NPI, invalid RxCUI
- Security or server settings prevent file download
- File(s) not present when download attempted

CMS emails the issuer's technical contact automatically when these errors are encountered.

Issuers can use troubleshooting tools and file review to find file issues that don't cause CMS-generated errors or warnings when files are crawled:

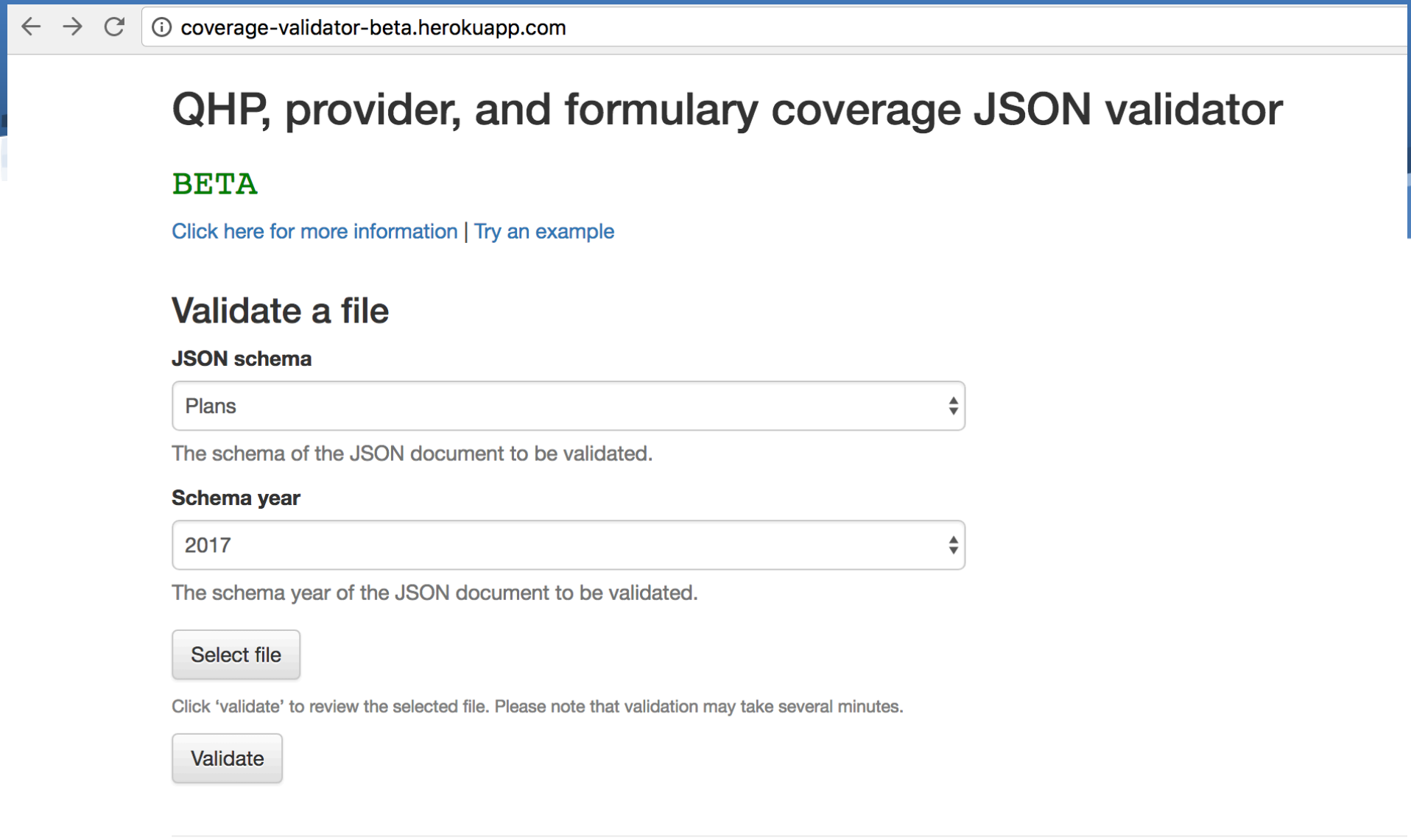
- Missing JSON file items
  - Issuer should search within file to ensure the relevant item is properly noted, and has the correct plan ID(s) and year(s)
- Files left out of index file
  - Issuer should ensure that all links are correct and included within the index file
- Incorrect technical contact
  - Issuers should ensure email is active and correct.

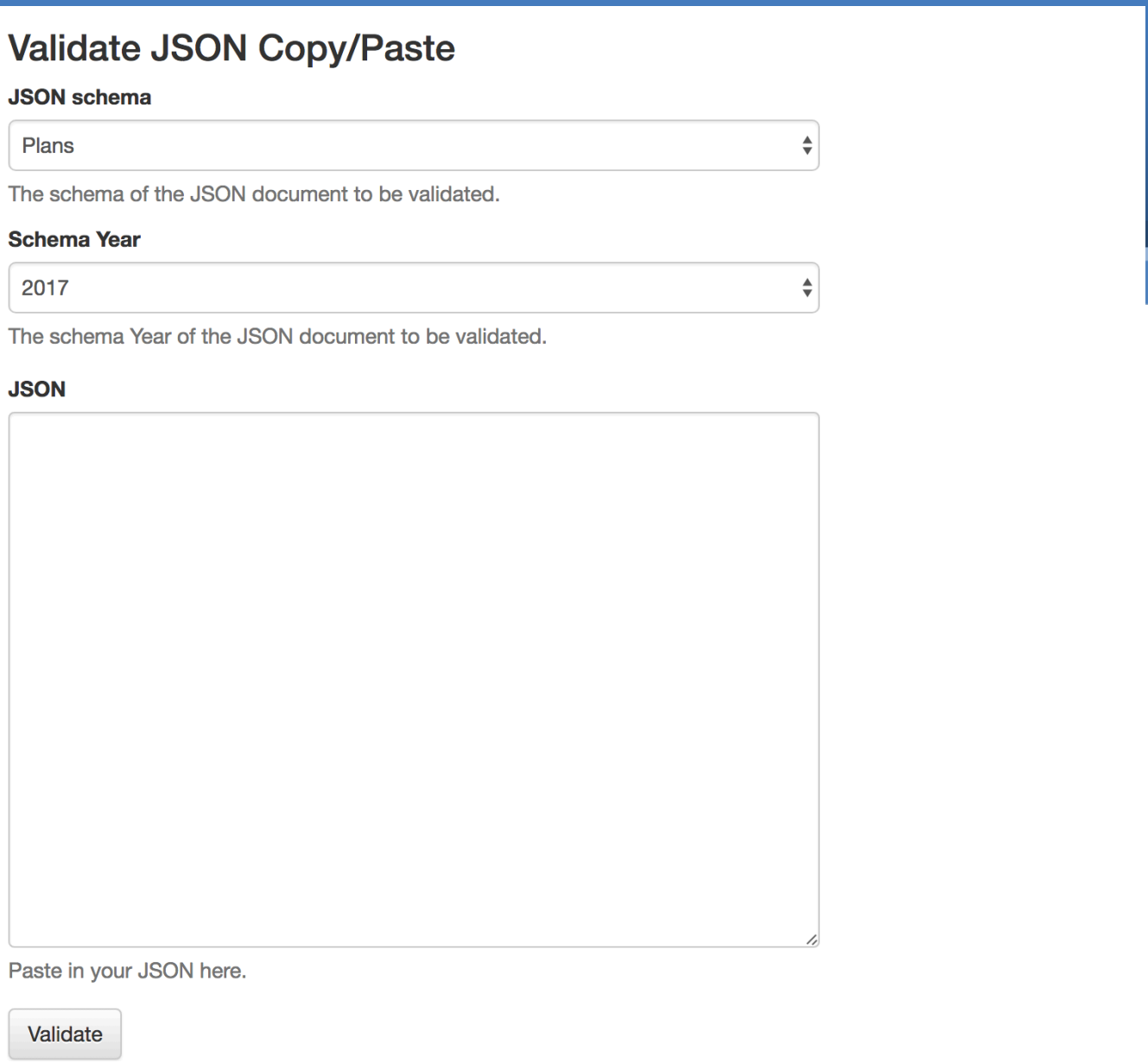
Troubleshooting Tools

- Tools and tips for each stage of creating, validating, and reviewing your data:
  - Before files are posted for crawl: Schema Validation Tool
  - After import and validation of posted files: Coverage Validation Tool
  - After files posted for on-going website data checking: Coverage Inspection Tool

Schema Validator

- Schema validator available at http://coverage-validator-beta.herokuapp.com/, to validate files against the JSON schema
  - Upload entire file, or copy-paste portions of files, to check against each file type's schema
  - After clicking 'validate', review may take a few minutes to display results, particularly at high traffic times
  - When encountering warnings and errors, a "show more" option is available to display beyond the first few errors that can be sent with daily errors
  - Note that syntax errors cause validation to stop, and will not display any subsequent errors downstream in the file


coverage-validator-beta.herokuapp.com
QHP, provider, and formulary coverage JSON validator
BETA
Click here for more information | Try an example
Validate a file
JSON schema
Plans
The schema of the JSON document to be validated.
Schema year
2017
The schema year of the JSON document to be validated.
Select file
Click 'validate' to review the selected file. Please note that validation may take several minutes.
Validate


Validate JSON Copy/Paste
JSON schema
Plans
The schema of the JSON document to be validated.
Schema Year
2017
The schema Year of the JSON document to be validated.
JSON
Paste in your JSON here.
Validate

Coverage Validator Tool Functions

- Coverage validator at https://cmsgov.github.io/coverage-inspector/index.html allows self-service review, to spot-check or troubleshoot questions, regarding the following items:
  - Plan IDs per HIOS ID
  - NPI lookup tool querying NPPES (National Plan and Provider Enumeration System)
  - RxCUI lookup tool querying NIH/RxNav (National Institute of Health's Prescription Navigator)
  - Drug name (string) to show RxCUI and NIH's display Name
  - Provider name (string) with ZIP code search to show NPI, and NPPES name, specialty, taxonomy
  - Drug coverage
  - Provider coverage

Coverage Validator: Plan IDs per HIOS ID

Find plans for an issuer

Issuer ID

49046

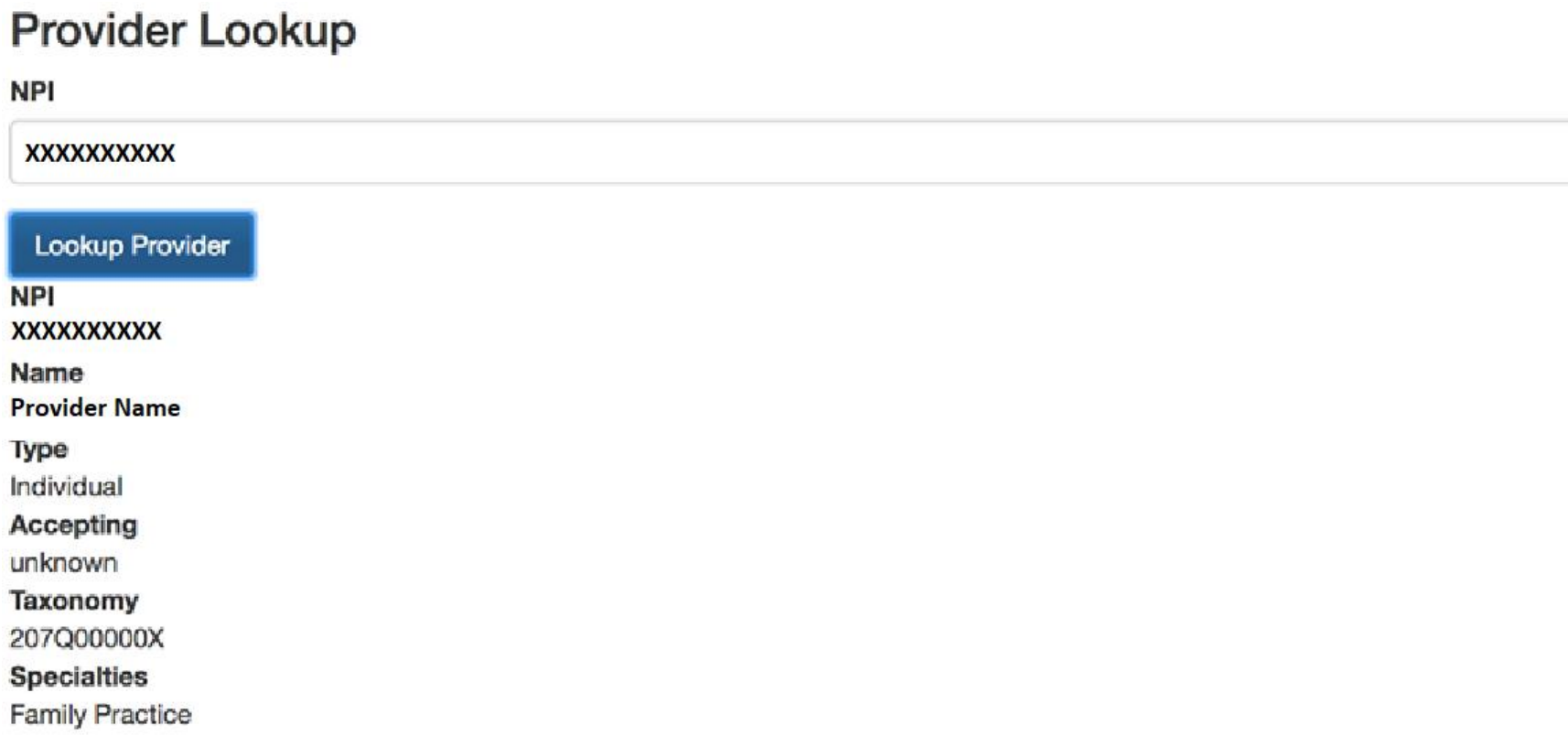
Select plan year

2017

Find Plans

49046GA0420018, 49046GA0420022, 49046GA0420032, 49046GA0420037, 49046GA0420038, 49046GA0420040, 49046GA0420042,
49046GA0420044, 49046GA0420047, 49046GA0420048, 49046GA0420049, 49046GA0410014, 49046GA0410015, 49046GA0410017,
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49046GA0610009, 49046GA0610010, 49046GA0610011, 49046GA0610012, 49046GA0610013, 49046GA0610014, 49046GA0420010

Coverage Validator: NPI lookup



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Coverage Validator: RxCUI lookup

Drug Lookup

RxCUI

209459

Lookup Drug

RxCUI
209459
Name
TYLENOL
Strength
500 mg
Route
Oral Pill
Full Name
Acetaminophen 500 MG Oral Tablet [Tylenol]

Coverage Validator: Drug Name lookup

Drug Search

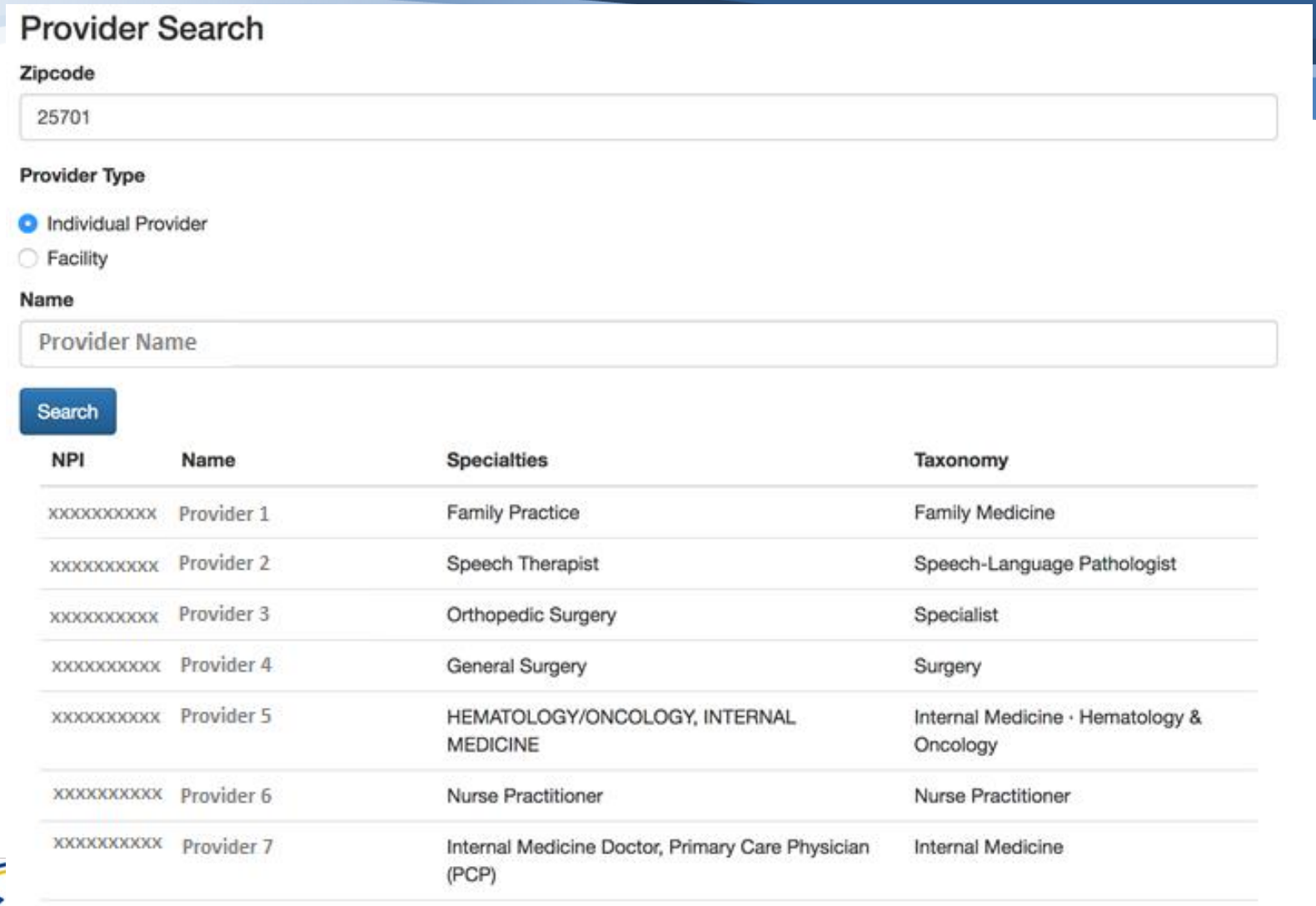
Drug Name

Tylenol

Search Drugs

RXCUI	Full Name
1046779	Acetaminophen 325 MG / Phenylephrine Hydrochloride 5 MG Oral Tablet [Tylenol Sinus Congestion and Pain Daytime]
1052645	Acetaminophen 500 MG / Diphenhydramine Hydrochloride 12.5 MG Oral Tablet [Tylenol Severe Allergy]
1092378	Acetaminophen 500 MG / Diphenhydramine Hydrochloride 25 MG Oral Tablet [Tylenol PM]
1243440	8 HR Acetaminophen 650 MG Extended Release Oral Tablet [Tylenol]
1738139	Acetaminophen 325 MG Oral Capsule [Tylenol]
209387	Acetaminophen 325 MG Oral Tablet [Tylenol]
209459	Acetaminophen 500 MG Oral Tablet [Tylenol]
602621	Acetaminophen 325 MG / Guaifenesin 200 MG Oral Tablet [Tylenol Chest Congestion]
707327	Acetaminophen 33.3 MG/ML Oral Solution [Tylenol]
731370	Acetaminophen 80 MG Chewable Tablet [Tylenol]
828555	Acetaminophen 32 MG/ML Oral Suspension [Tylenol]
828557	Acetaminophen 160 MG Chewable Tablet [Tylenol]
993837	Acetaminophen 300 MG / Codeine Phosphate 30 MG Oral Tablet [Tylenol with Codeine]

Coverage Validator: Provider Name lookup



Coverage Validator: Drug coverage lookup

Drug Coverage

HIOS Plan IDs *

33709PA0690001

RxCUIs *

197426

* for multiple values, separate with a comma

Check Coverage

HIOS Plan ID	Covered	Not Covered
33709PA0690001	197426	

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Coverage Validator: Provider coverage lookup



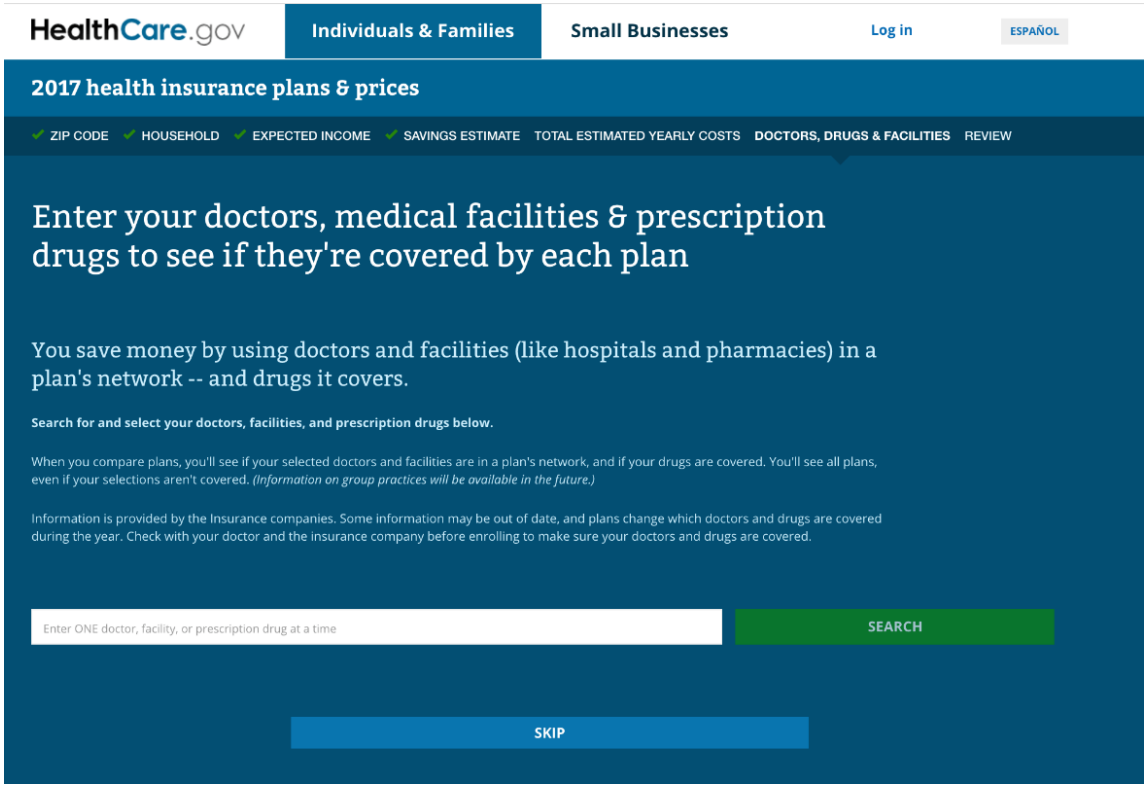
HTTPS://WWW.REGTAP.INFO

Validation on HealthCare.gov: Using Chrome's 'Inspect' Tool

- Within Window Shopping, when testing provider and drug coverage against submitted JSON files, it is important to check what RxCUI or NPI is displayed
- The browser Chrome includes a free 'Inspect' tool that is useful to determine which RxCUI or NPI is mapped to each result in Provider/Drug searches

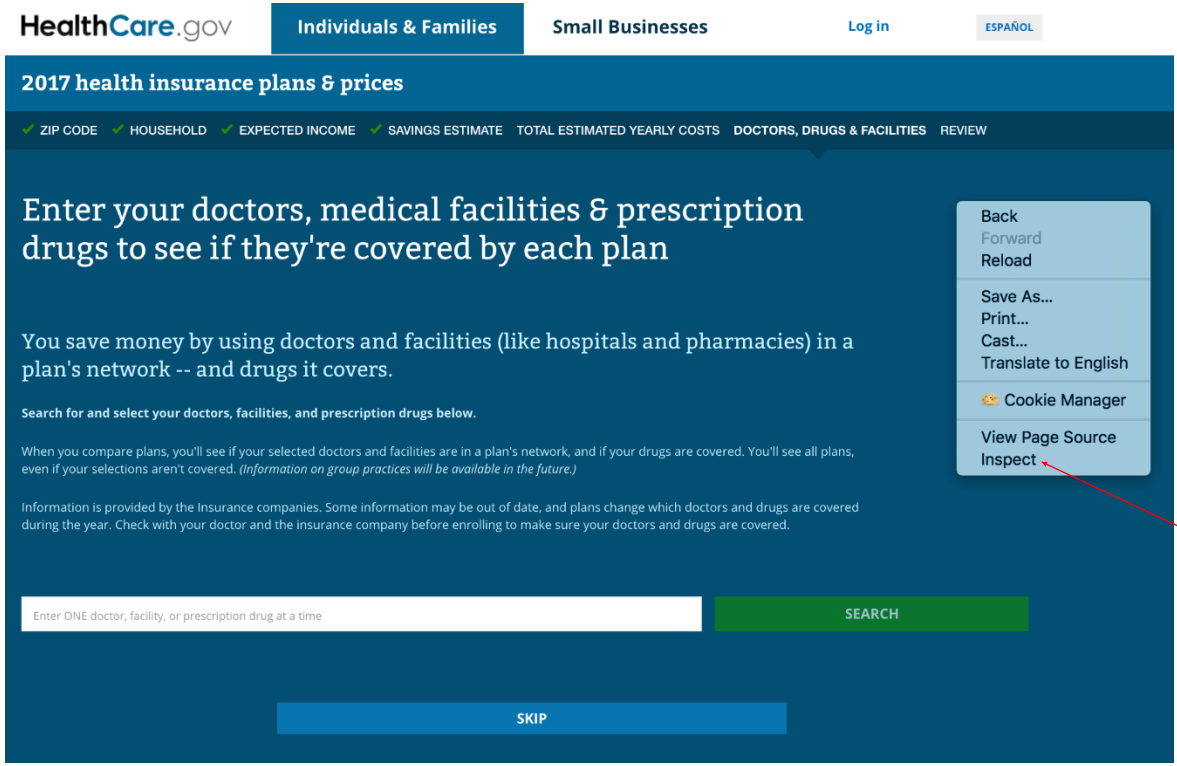
Window Shopping with “Inspect”

- Start at https://www.healthcare.gov/see-plans/ and enter information for a test scenario, proceeding as far as the Provider / Drug search page shown below



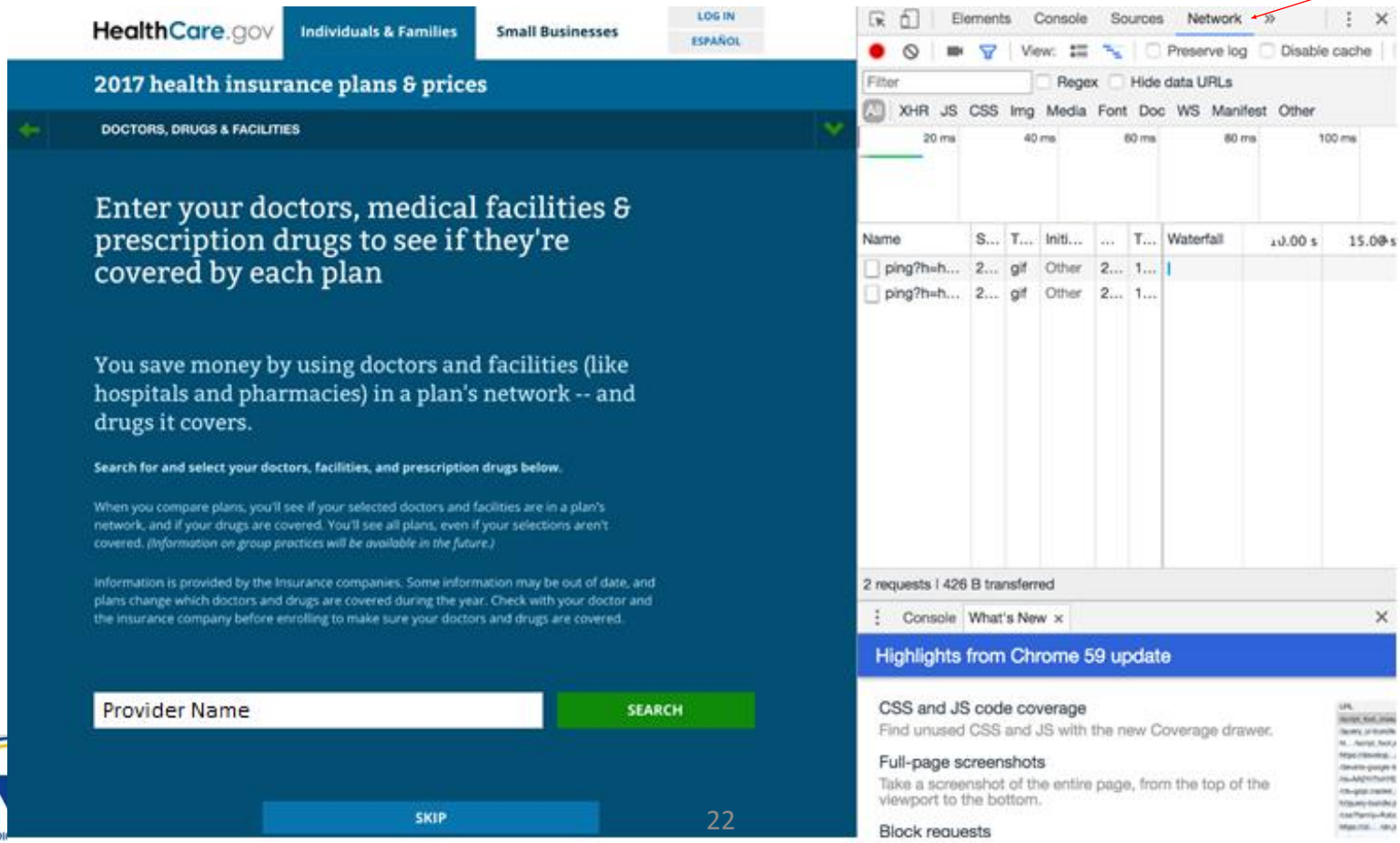
Window Shopping with “Inspect”

- Right-click or secondary click to display the pop-up menu; select “Inspect”



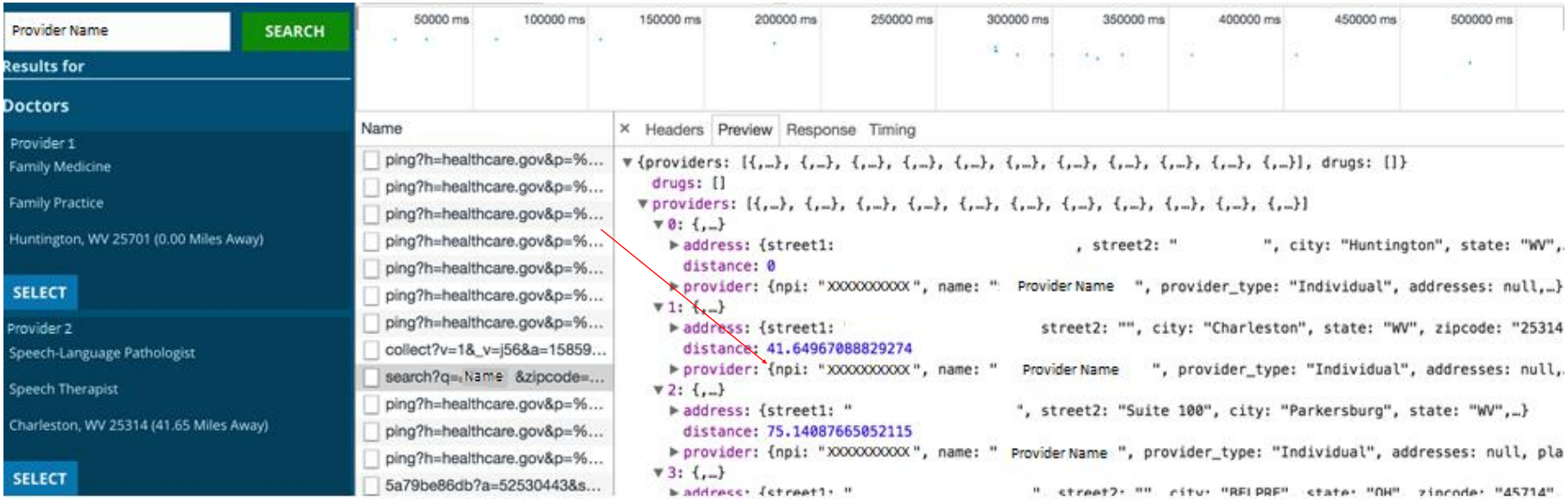
Window Shopping with “Inspect”

- Within the “Inspect” pane, click “Network” if it’s not already the active tab
- Enter desired search string (provider or drug) and click Search



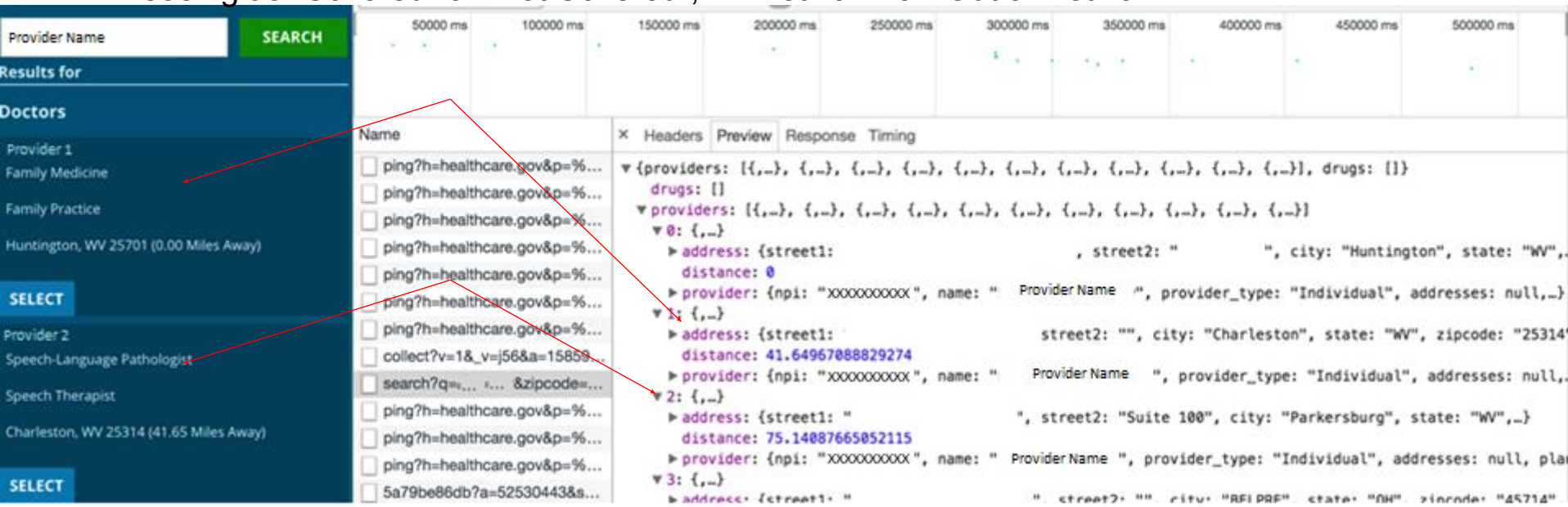
Window Shopping with “Inspect”

- First: on the process Name panel, find the search process and click it
- Next: Expand the providers results next to it to see the NPI for each displayed search result

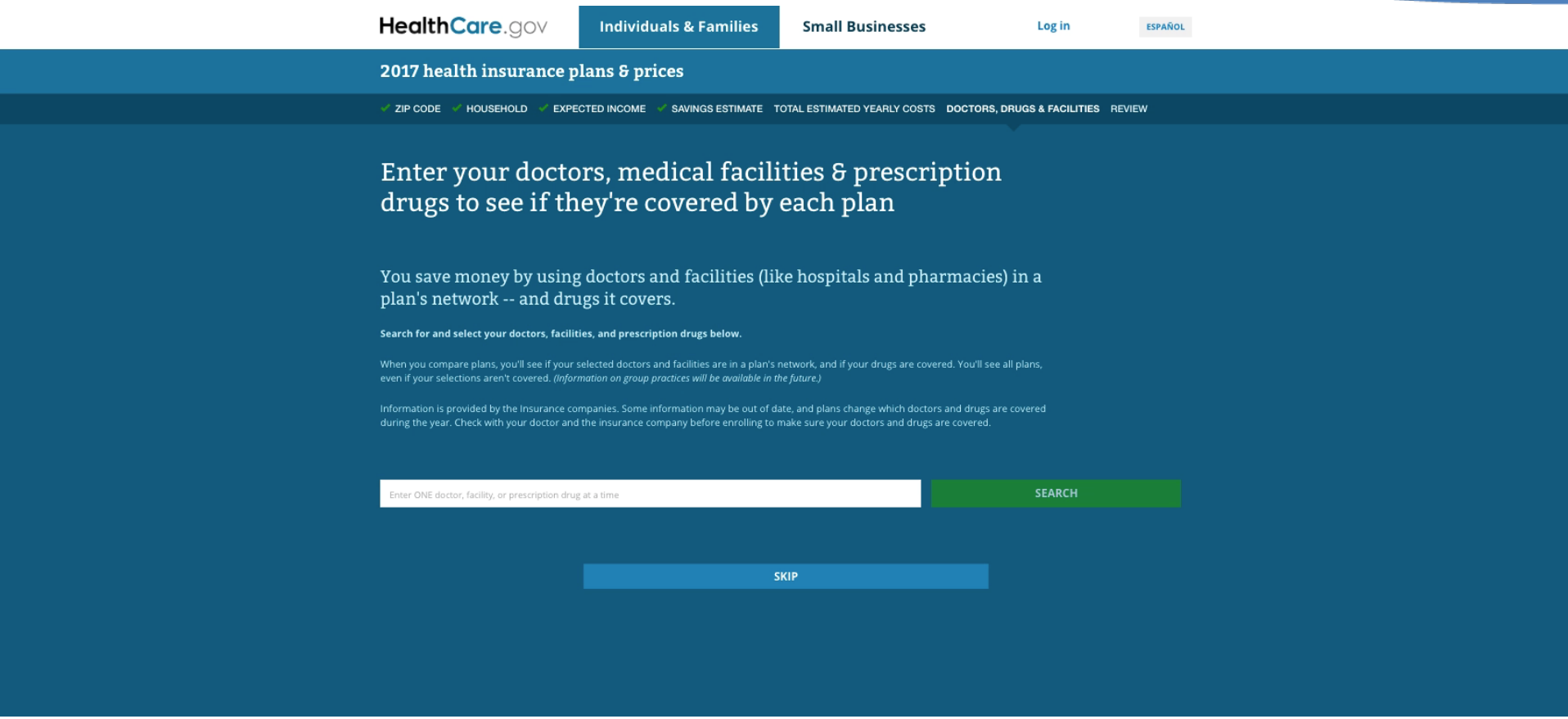


Window Shopping with “Inspect”

- Tips for using the Inspect results:
  - Numbering starts at 0, not 1, so when troubleshooting you must match each result to the NPI record that falls with it in order (see arrows showing providers matched to their NPI)
  - Taking a screenshot here to show NPI or RxCUI is helpful when comparing plan results’ coverage of providers and drugs
  - Prior to submitting a help ticket, Issuers can utilize this method to ensure that the NPI or RxCUI that they are reporting issues with is truly the one they are seeing as “Covered” or “Not Covered”, “In Network” or “Out of Network”



Window Shopping with “Inspect”



Submitting Help Desk Tickets

- For questions, submit a UserVoice ticket through https://cms-provider-directory.uservoice.com/
- "Why **isn't** this covered/in network?" include:
  - ZIP Code to reproduce search, Plan ID, NPI/RxCUI of item that should be covered, and notation of which of the JSON files within the index file is the one that contains that item, screenshot from HealthCare.gov (optional), Issuer ID/Name
- "Why **is** this covered/in network?" include:
  - ZIP Code to reproduce search, Plan ID, name of item that is showing the coverage, screenshot from HealthCare.gov showing the coverage, Issuer ID/Name
- Other questions about searches and item display must include the steps to reproduce the search, screenshots (if relevant), and identifying information such as issuer name and where/when the issue occurred

Questions



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