Risk Adjustment (RA) and Reinsurance (RI) Attestation and Discrepancy Reporting Process for the 2015 Benefit Year

April 21, 2016 & April 28, 2016

Payment Policy & Financial Management Group,
Division of Reinsurance Operations Training Series

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Session Agenda

- Session Guidelines
- Goals & Objectives
- Intended Audience
- RA and RI Attestation and Discrepancy Reporting Process Overview for 2015 Benefit Year
- Completing the 2015 Benefit Year Attestation and Discrepancy Reporting Process
- Reminders & Next Steps
- Resources
- Closing Remarks

Session Guidelines

- This is a 90 minute webinar session
- For questions regarding content, please submit inquiries to: raripaymentoperations@cms.hhs.gov
  - Include **EDGE Data Attestation and Discrepancy** and the applicable **HIOS ID(s)** in the subject line
- For questions regarding logistics and registration, please contact the Registrar at: (800) 257-9520

Goals & Objectives

- Provide an overview of the updated Risk Adjustment (RA) and Reinsurance (RI) attestation and discrepancy reporting process for the 2015 benefit year
- Describe how to complete the attestation and discrepancy reporting process using the Attestation and Discrepancy Reporting web form
- Identify the information needed prior to completing the web form
- Identify how to access the Attestation and Discrepancy Reporting web form
- Review key dates and deadlines

Intended Audience

- Health insurance issuers participating in the External Data Gathering Environment (EDGE) server process for the Risk Adjustment and Reinsurance Programs

- Third Party Administrators (TPAs) and Support Vendors

RA and RI Attestation and Discrepancy Reporting Process Overview for 2015 Benefit Year

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RA and RI Attestation & Discrepancy Reporting Overview

- Health insurance issuers participating in the EDGE server process for the RA and RI programs will be required to attest at a company level that the data on their EDGE servers is accurate and complete **by 11:59 p.m. ET Friday, May 20, 2016**
- If a company would like to report a discrepancy for one or more of the Heath Insurance Oversight System (HIOS) ID(s) within that company, the company will need to report the discrepancy and submit a qualified attestation **by 11:59 p.m. ET Friday, May 20, 2016**

RA and RI Attestation & Discrepancy Reporting Overview (continued)

- Issuers are required to complete the attestation and if applicable, the discrepancy reporting process within 15 calendar days of the date of the final EDGE report generated after the data submission deadline
- The 2015 benefit year attestation and final formal discrepancy reporting process **begins at 12:00 a.m. ET on Tuesday, May 3, 2016 and ends at 11:59 p.m. ET on Friday, May 20, 2016**

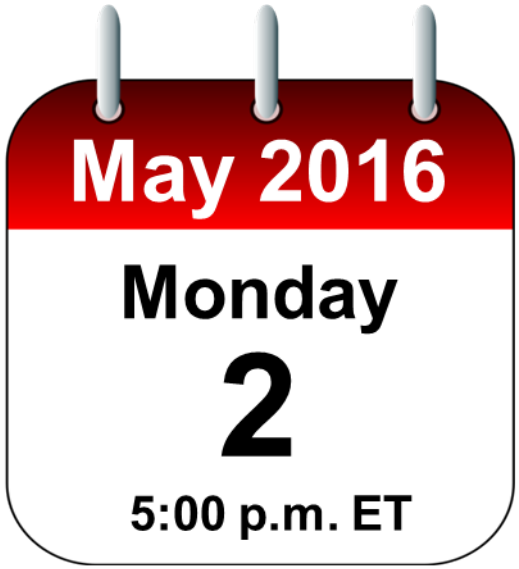
Prior to Attestation and Discrepancy Reporting Window

- As a reminder, for the 2015 benefit year, issuers are not required to file any formal **interim** discrepancies (Please see FAQ 14247 available at: https://www.regtap.info/)
- HOWEVER, issuers **must** continuously review their data and the EDGE reports generated during the data submission process in order to correct any data on their EDGE server(s) prior to the data submission deadline
- CMS encourages issuers to report any problems experienced during the data submission process **as soon as possible** to provide CMS the time to resolve any problems prior to the final data submission deadline
    - Issuers should contact their Financial Management Command Center (FMCC) Service Representatives for EDGE technical assistance throughout the 2015 benefit year data submission window

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EDGE Data Attestation and Discrepancy Reporting Deadlines

Issuers are required to submit 2015 benefit year data by the EDGE data submission deadline:



EDGE Data Attestation and Discrepancy Reporting Deadlines (continued)

For the 2015 benefit year there is **no** interim discrepancy process.*

The formal discrepancy window is from **05/03/2016** to **05/20/2016**.



The notification of RA transfers and RI payments is issued on **06/30/2016**.



*See FAQ 14247, available at https://www.regtap.info

Resolving Discrepancies

- Issuers **MUST** load complete and accurate data on their EDGE servers by the May 2, 2016 deadline
  - Filing a discrepancy will NOT permit an issuer to submit additional data to or correct data loaded to its EDGE server after May 2, 2016
- CMS will not take action to benefit an issuer (that is, decrease charges or increase payments) UNLESS a reported discrepancy describes a CMS error.* Specifically,
  - A processing error by CMS;
  - CMS's incorrect application of the relevant methodology, or
  - CMS's mathematical error

*One caveat set forth on slide 14, if the discrepancy describes a data submission error that results in a low claims count, the issuer will receive the lower RA default charge if it is smaller than the charge it would have otherwise received.

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Resolving Discrepancies (continued)

- If a reported discrepancy for the risk adjustment program is the result of an issuer's own error that is a detriment to that issuer only and to no other issuer in the State market risk pool, issuers are required to adhere to the initial data submission and accept the consequences of the data submission
- However, if the discrepancy related to the risk adjustment program is the result of an issuer's own error that benefits that issuer or causes harm to other issuers in the State market risk pool, CMS will adjust transfers in order to balance the market
  - See, the CCIIO September 2, 2015 Bulletin for more information, available at https://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/Downloads/RA-Adjustment-Guidance-9-2-15.pdf

Resolving Discrepancies (continued)

IF…	THEN…
A discrepancy describes a data submission inaccuracy that results in an inappropriate payment to an issuer…	that issuer must reimburse CMS the full amount of that inappropriate payment.
A discrepancy describes a data submission error that results in a low enrollment count (that is, less than 90%)*…	that issuer may forgo the benefit of reinsurance payments that it otherwise might have received and that issuer will be subject to a risk adjustment default charge.
A discrepancy describes a data submission error that results in a low claims count (that is, less than 90%)*…	that issuer may forgo the benefit of reinsurance payments that it otherwise might have received and that issuer will be subject to a default risk adjustment charge if the default charge is smaller than the charge it would have otherwise received.
A discrepancy demonstrates that an issuer has submitted incorrect EDGE server claims or diagnosis data that will have the effect of understating an issuer's plan average risk score, and thus negatively affecting the issuer **without** having a negative effect on other issuers within the market**…	CMS will not permit the issuer to submit supplementary data or correct existing EDGE server data after the data submission deadline.

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***To determine if an issuer meets the data quantity standards, CMS compares an issuer's self-reported baseline data on its total enrollment and claims counts by market for a given benefit year to the issuer's data submitted and accepted to its EDGE server. For the 2015 benefit year, CMS will use a 90% enrollment and 90% claims data threshold for an issuer to be flagged for outreach on potential data quantity issues.

** Please see https://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/Downloads/RA-Adjustment-Guidance-9-2-15.pdf

Resolving Discrepancies (continued)

IF…	THEN…
A discrepancy demonstrates that an issuer has a "high side" data quality outlier…	The issuer could forgo the benefit of reinsurance payments that it otherwise might have received, CMS could assess a default risk adjustment charge or make other appropriate adjustments to risk adjustment transfer amounts.
A discrepancy demonstrates that an issuer has a "low side" data quality outlier…	CMS will consider this a different version of a data quantity problem for claims. As such, the issuer may forgo the benefit of reinsurance payments that it otherwise might have received and the issuer will be subject to a default risk adjustment charge if the default charge is smaller than the charge it would have otherwise received.
A discrepancy demonstrates that an issuer has a premium outlier, either for having a "*high side*" outlier or "*low side*" outlier…	CMS could assess a default risk adjustment charge or make other appropriate adjustments to risk adjustment transfer amounts.

Please see: https://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/Downloads/Part-2-EDGE-Q_Q-Guidance_03182016.pdf.

No Data Can be Submitted After May 2, 2016



Be aware of the data submission deadlines – FILING A DISCREPANCY DOES NOT ALLOW ISSUERS TO SUBMIT NEW DATA TO OR CORRECT EXISTING DATA ON AN EDGE SERVER AFTER THE MAY 2, 2016 DATA SUBMISSION DEADLINE

Completing the 2015 Benefit Year Attestation and Discrepancy Reporting Process

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Risk Adjustment and Reinsurance Attestation and Discrepancy Reporting Process Flow



Data submitted to EDGE server for the 2015 Benefit Year

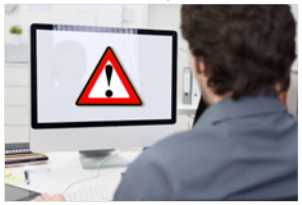
EDGE Server ?

Does the information in the final EDGE server report(s) accurately reflect the data the issuer loaded to its EDGE server in accordance with the EDGE server business rules?

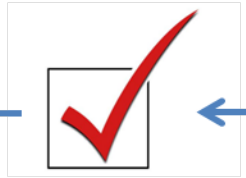


No

Yes



Report discrepancy



Submit an Attestation

Submit

Submit the web form

Information Needed Before Accessing the Web Form

- Login information (Chief Executive Officer [CEO] Designate email address, access code)



Issuers will have the opportunity to create/reset a required access code within the web form. The access code is required to log into the web form and complete attestation of the data submitted to the EDGE server.

- If you anticipate changing your CEO designate, please do so **before April 30, 2016** to minimize any confusion

Contact Information Needed Before Accessing the Web Form

Submitter Contact Information:
- First Name
- Last Name
- Job Title
- Email Address
- Phone Number

Alternate Contact Information:
- First Name
- Last Name
- Job Title
- Email Address
- Phone Number

CEO Contact Information:
- First Name
- Last Name
- Email Address
- Phone Number

Company Mailing Address:
- Line 1
- City
- State
- Zip Code

NOTE

Either the submitter contact information or alternate contact information must be the CEO designate

Accessing the Web Form

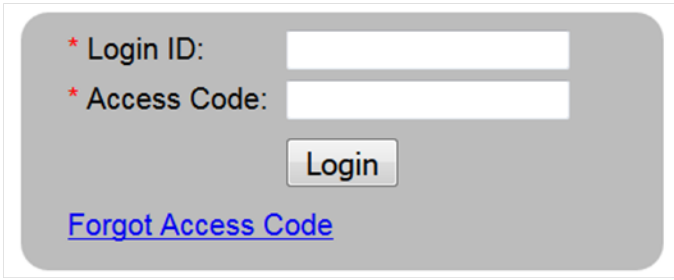
- Select the web form link from the email with the "ACTION REQUIRED: RA/RI Attestation and Discrepancy Reporting for the 2015 Benefit Year" subject line
  - The email will come from the RARI Payment Operations email box



Web Form: Welcome Page

Are you a new user to the attestation and discrepancy reporting process?

YES → Select the **New to Process** button to access the **Contact Information** page.

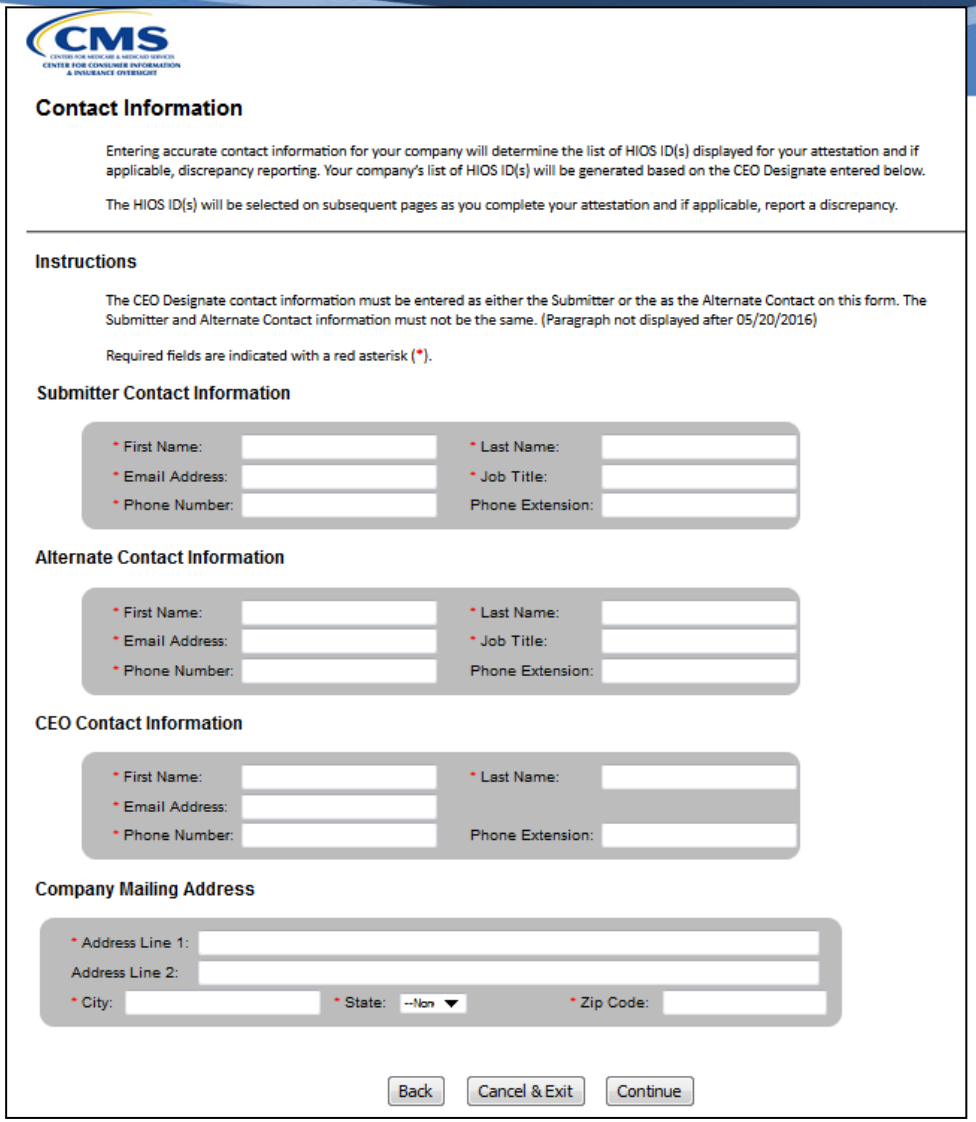


NO → Enter the CEO Designate email address in the Login field and the access code you created.

NOTE If you forgot your access code, select the **Forgot Access Code** link to reset it.

Web Form: Contact Information

- If you are a new user to the EDGE attestation and discrepancy reporting web form, complete all required fields: Submitter, Alternate, and CEO Contact information, as indicated with a red asterisk (*)
- The CEO Designate contact information must be entered as either the Submitter or as the Alternate Contact
- The Submitter and Alternate Contact information must not be the same individual
- Select the **Continue** button



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Web Form: Access Code Pages

Create Access Code Page:

- If you are a new user to the EDGE data attestation and discrepancy reporting web form, enter all required fields, as indicated with a red asterisk (*) to create an access code and select two security questions
- Select the **Continue** button

Forgot Access Code Page:

- If you are **not** a new user to the EDGE attestation and discrepancy reporting web form, but forgot your access code, enter the CEO Designate email address
- Select the **Send PIN** button to have the PIN sent to the CEO Designate and Alternate Contact email addresses on file
- Enter the six-digit PIN in the **PIN** field and select the **Continue** button

Web Form: Access Code Pages (continued)

Reset Access Code Page:

- After entering your **PIN**, you will need to complete all required fields, as indicated with a red asterisk (*)
- Select the **Continue** button

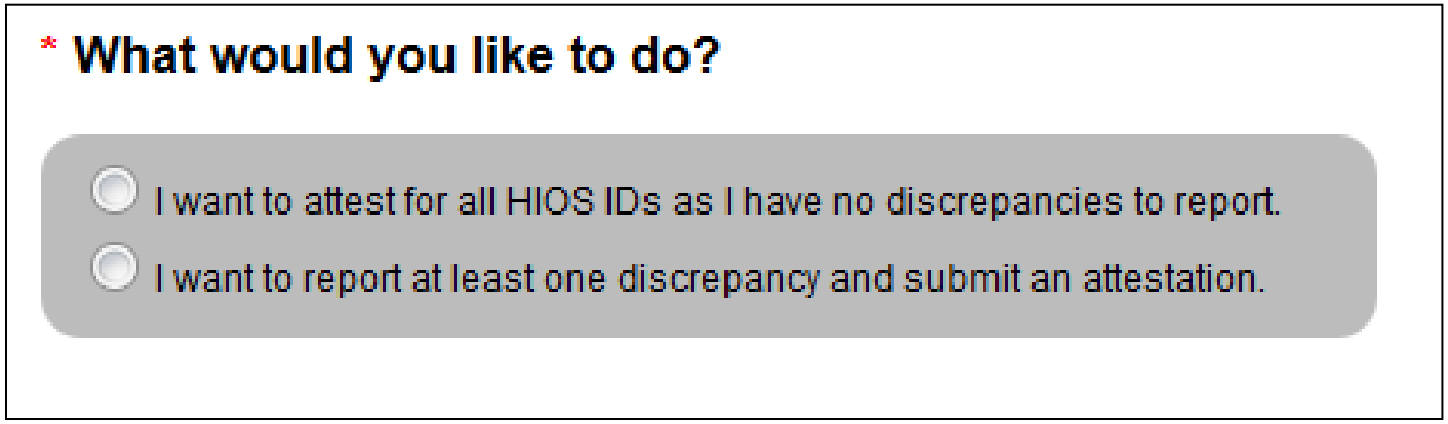
Access Code Requirements:

- At least eight (8) characters but no more than 12 characters
- At least one (1) capital letter
- At least one (1) lower-case letter
- At least one (1) number
- Cannot begin with a number

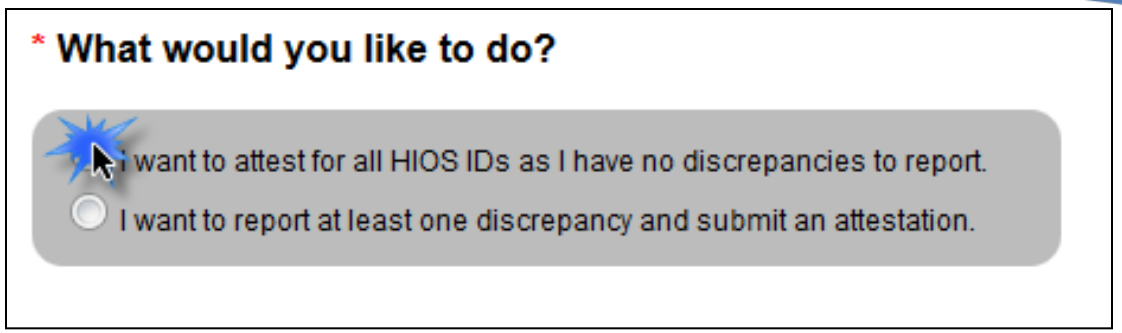
Web Form: Attest

Attest or Report Discrepancy and Attest Page:

- Answer the question, What would you like to do?
- If you select the **"I want to attest for all HIOS IDs as I have no discrepancies to report"** radio button
  - Select the Continue button
  - The form navigates to the **Summary and Verification** page



Web Form: Summary and Verification



Summary and Verification Page:

- Verify that the **Contact Information** listed is correct
- Select the **Edit Contact Information** button to make corrections
- Review the **No Discrepancies Reported for the Following HIOS ID(s)** section
- Select the **Continue** button
- Form navigates to the **Attestation and Discrepancy Reporting Summary** page

NOTE

If you discover that you need to report a discrepancy for a listed HIOS ID(s), select the **Report a Discrepancy** button.

Web Form: Attestation and Discrepancy Reporting Summary

Attestation and Discrepancy Reporting Summary Page:

- Thoroughly review the listed HIOS ID(s)
  - You will provide attestation for each of these HIOS ID(s) on the **Attestation** page
- Select the **Continue** button
- Form navigates to the **Attestation** page



Web Form: Attestation

Attestation Page:

- Thoroughly review the Attestation statements
- Select the check box next to each Attestation statement to indicate agreement
- Complete the Attester Details section with the following information:
  - First Name
  - Last Name
  - Job Title
  - Email Address
  - Phone Number
  - Phone Extension (optional)



- Select the **Submit** button to save your data and submit your attestation
- Form navigates to the **Confirmation** page

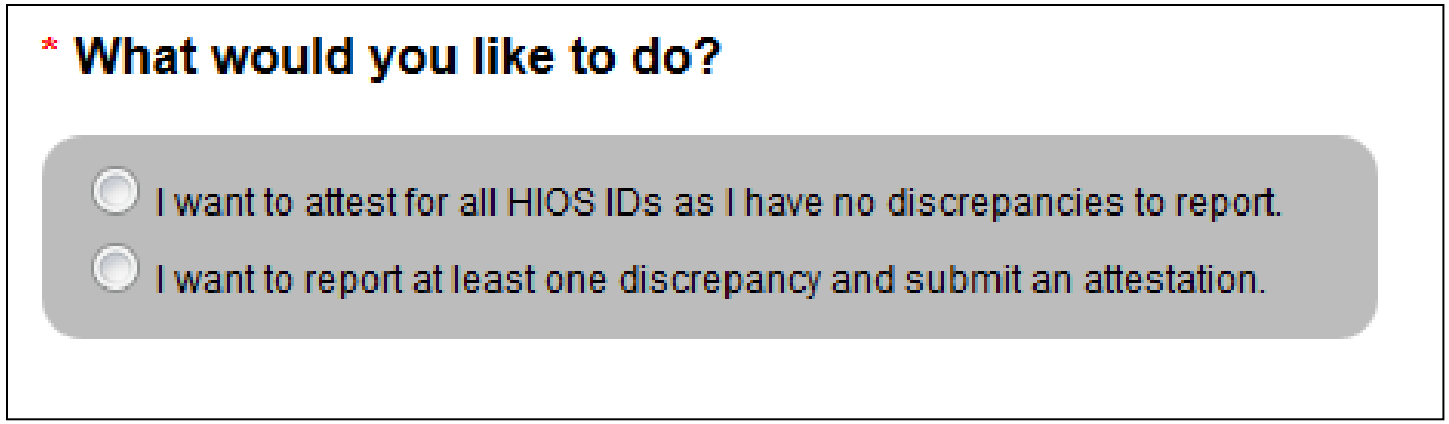
NOTE

The individual providing attestation must be someone who can legally and financially obligate the company.

Web Form: Report Discrepancy and Attest

Attest or Report Discrepancy and Attest Page:

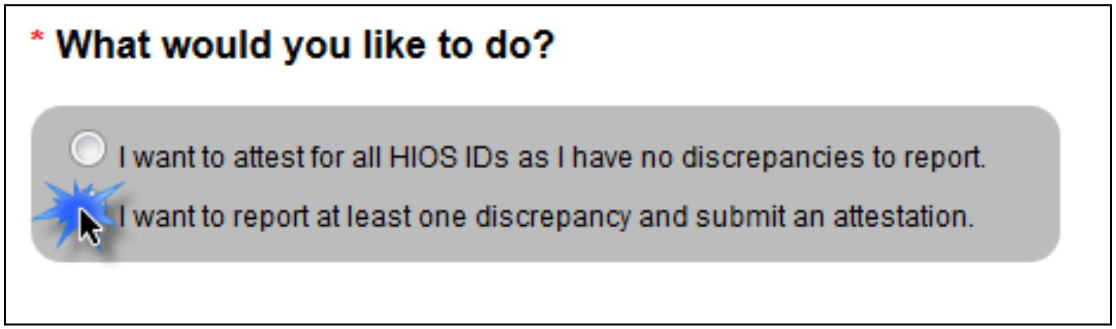
- Answer the question, What would you like to do?
  - If you select the "**I want to report at least one discrepancy and submit an attestation"** radio button
    - Select the Continue button
    - Form navigates to the **Participation Questions** page



NOTE

You will need to attest to all HIOS ID(s), even if there are discrepancies. There will be a section in the web form to do this.

Web Form: Participation Questions



- If you select the "**I want to report at least one discrepancy and submit an attestation"** radio button, you will:
  - Be asked to provide information to specific questions and statements
  - This information will be used by CMS to better assess and address your discrepancy
  - After addressing these specific questions and statements, the submitter will be able to describe the discrepancy and attach supporting documentation if necessary
  - Regardless of the response to the questions, issuers will be able to describe and report the discrepancy

Web Form: Participation Questions

Participation Questions Page:

- Select **Yes** or **No** to the question, “Is your company new to the EDGE server process?”
- Select **Yes** or **No** to the question, “Is your company working with a Third Party Administrator (TPA) or other third party to support EDGE server operations?”

Yes

- Enter the name of third party working with your company in the **Third Party Name** field
- If known, enter the **TPA ID** for the third party in the field provided
- Select all applicable answers to the question, “**How does your TPA or other third party support your EDGE server operations?**”
- Select the **Continue** button
- Form navigates to the **EDGE Server Data** page

No

- Select the **Continue** button
- Form navigates to the **EDGE Server Data** page

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Web Form: EDGE Server Data

EDGE Server Data Page:

Prepare to answer **Yes** or **No** the following questions and statements – in some cases an explanation will be required:

- Based on the EDGE server data as of 5:00 p.m. ET May 2, 2016, are any of your HIOS IDs below the 90% enrollment or 90% claims quantity (90/90) threshold?
- Final baseline data was reported **incorrectly** to CMS for at least one HIOS ID
- For the HIOS ID(s) that fell below the 90/90 threshold, data **was not uploaded** properly to the respective EDGE server before the 5:00 p.m. ET May 2, 2016 data submission deadline
- For the HIOS ID(s) that fell below the 90/90 threshold, an attempt **was not made** to upload the data by the final submission deadline
- The data was uploaded to the respective EDGE server test environment rather than the production environment
- For HIOS ID(s) below the 90/90 threshold, data was rejected on the EDGE server

Web Form: Communication from CMS

Communication from CMS Page:

- Select **Yes** or **No** to the statement, "As of <today's date>, my company has received written communication from CMS regarding identification of a data quality outlier for at least one HIOS ID"

Yes

- Select the **HIOS ID(s)** for which your company received data quality outlier communication from CMS
- Select the HIOS ID(s) for which your company submitted a written justification regarding the outlier(s)
- Select the **Continue** button

No

- Select the **Continue** button
- Form navigates to the **Discrepancy-Specific Information** page

Web Form: Discrepancy-Specific Information

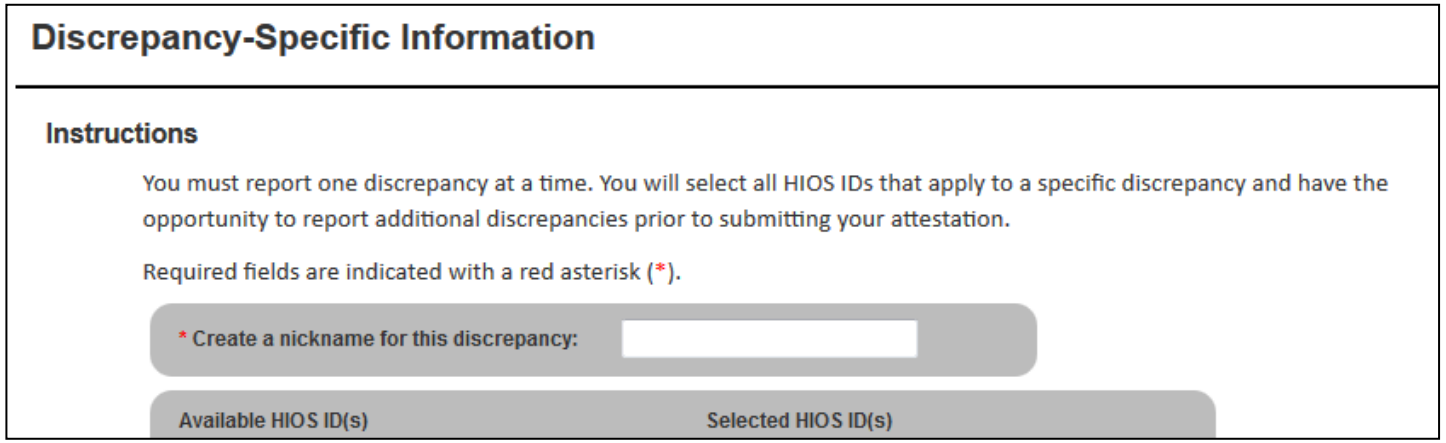
Discrepancy-Specific Information Page:

You must report one discrepancy at a time. However, you can select multiple HIOS ID(s) for which a specific discrepancy applies.

NOTE

You will have the opportunity to report additional discrepancies within the web form prior to submitting your attestation.

- Enter a nickname for the discrepancy you are reporting in the **Create a nickname for this discrepancy** field
- Select the HIOS ID(s) for which you are reporting this specific discrepancy



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Web Form: Discrepancy-Specific Information (continued)

- Prepare to answer **Yes** or **No** to the following questions and statements, in some cases additional information, such as a Batch ID and a description of mitigation steps will be required:
  - The information in the final risk adjustment and reinsurance (RA/RI) reports listed below accurately reflects the data submitted to the EDGE server(s) by 5:00 p.m. ET on May 2, 2016
  - Is this discrepancy related to any of your EDGE reports?
  - Is this discrepancy related to any of your risk adjustment (RA) or reinsurance (RI) reports?
  - Is there an error code associated with this discrepancy?
    - This question has the following possible answers: **Yes**, **No**, or **Don't Know**
  - Has your company previously reported the issue(s) involved in this discrepancy?
    - Enter contact information (email and/or contact name) to whom was this reported
    - Enter the date reported
- Select the **Continue** button
- Form navigates to the **Discrepancy Description** page

NOTE

On the web form, the list of relevant EDGE, RA and RI reports will be listed.

Web Form: Discrepancy Description

Discrepancy Description Page:

- Enter a description for the discrepancy being reported
  - You have the ability to upload an attachment in support of the discrepancy or to provide further detail
  - Attachments are added on the Summary and Verification page
- Select **Yes** or **No** to the question, “Do you want to report another discrepancy?”
- Select the **Continue** button
- Form navigates to the **Summary and Verification** page



One attachment can be associated with multiple discrepancies; this selection is made on the Summary and Verification page.

Web Form: Summary and Verification

Summary and Verification Page:

- Review the **Company Summary** section
- Review the **Discrepancy Summary** section
- Add attachments using the **Upload Attachments** button, if applicable
- Review the **Attachments Summary** section, if applicable
- Review that the **Contact Information** listed is correct
  - Select the **Edit Contact Information** button to make corrections
- Select Yes or No in response to the question “Do you want to report another discrepancy?”
- Form navigates to the **Attestation and Discrepancy Reporting Summary** page, depending on the response to the question



Attached files must **NOT** contain any protected health information (PHI) or personally identifiable information (PII). Files containing PHI or PII will be deleted and not considered as part of the discrepancy filing.

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Web Form: Attestation and Discrepancy Reporting Summary

Attestation and Discrepancy Reporting Summary Page:

- Thoroughly review the listed HIOS ID(s) for accuracy
- Thoroughly review the discrepancies reported for each HIOS ID(s)
- You will provide attestation on the **Attestation** page for all listed HIOS ID(s)
- Select the **Continue** button
- Form navigates to the **Attestation** page

Web Form: Attestation

Attestation Page:

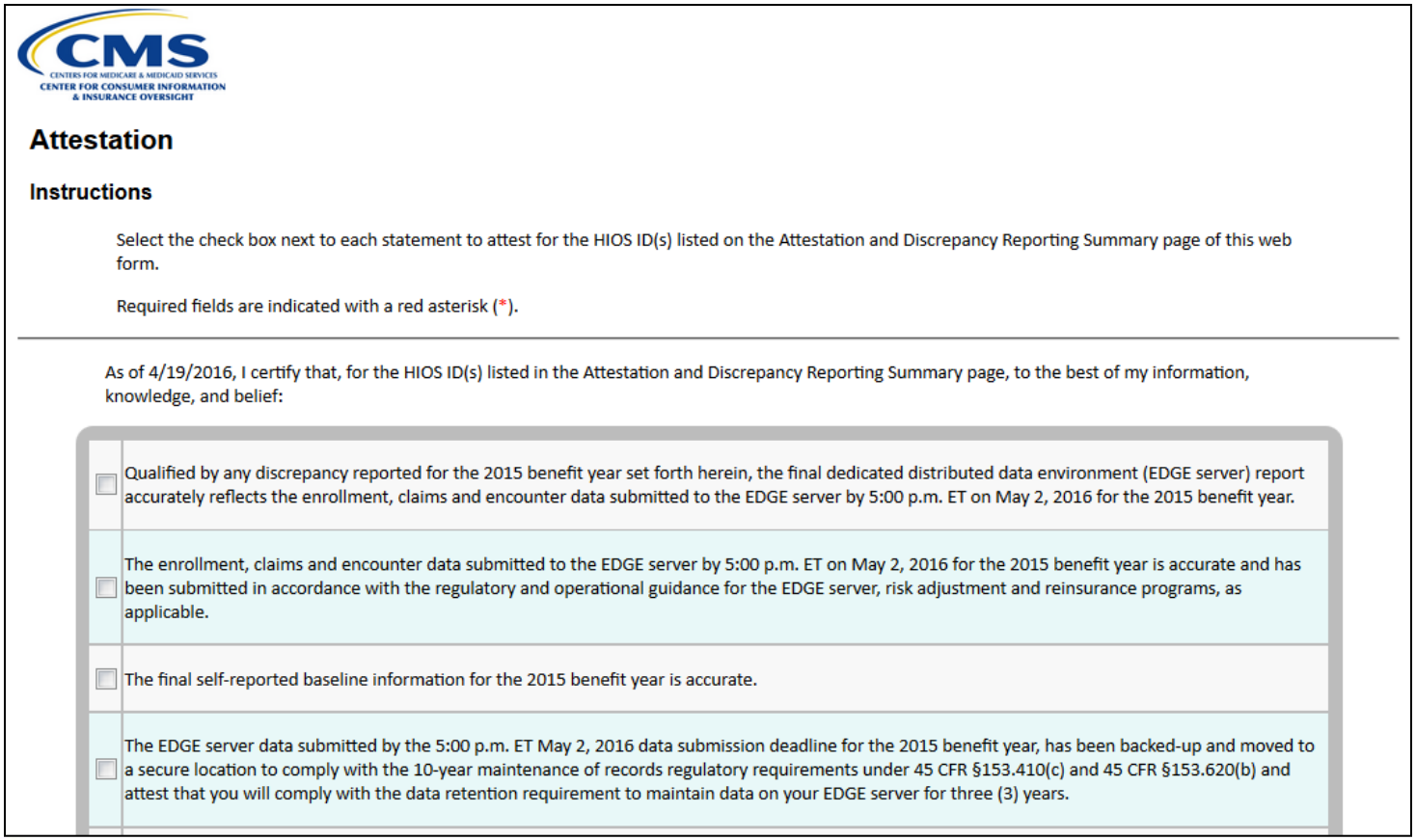
- Thoroughly review the Attestation statement
- Select the check box next to each section of the attestation statement to indicate agreement
- Complete the **Attester Details** section with the following information:
  - First Name
  - Last Name
  - Job Title
  - Email Address
  - Phone Number
  - Phone Extension (optional)
- Select the **Submit** button to save your data and submit your attestation
- Form navigates to the **Confirmation** page



NOTE

The individual providing attestation must be someone who can legally and financially obligate the company.

Attestation Statement – Part One



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Attestation

Instructions

Select the check box next to each statement to attest for the HIOS ID(s) listed on the Attestation and Discrepancy Reporting Summary page of this web form.

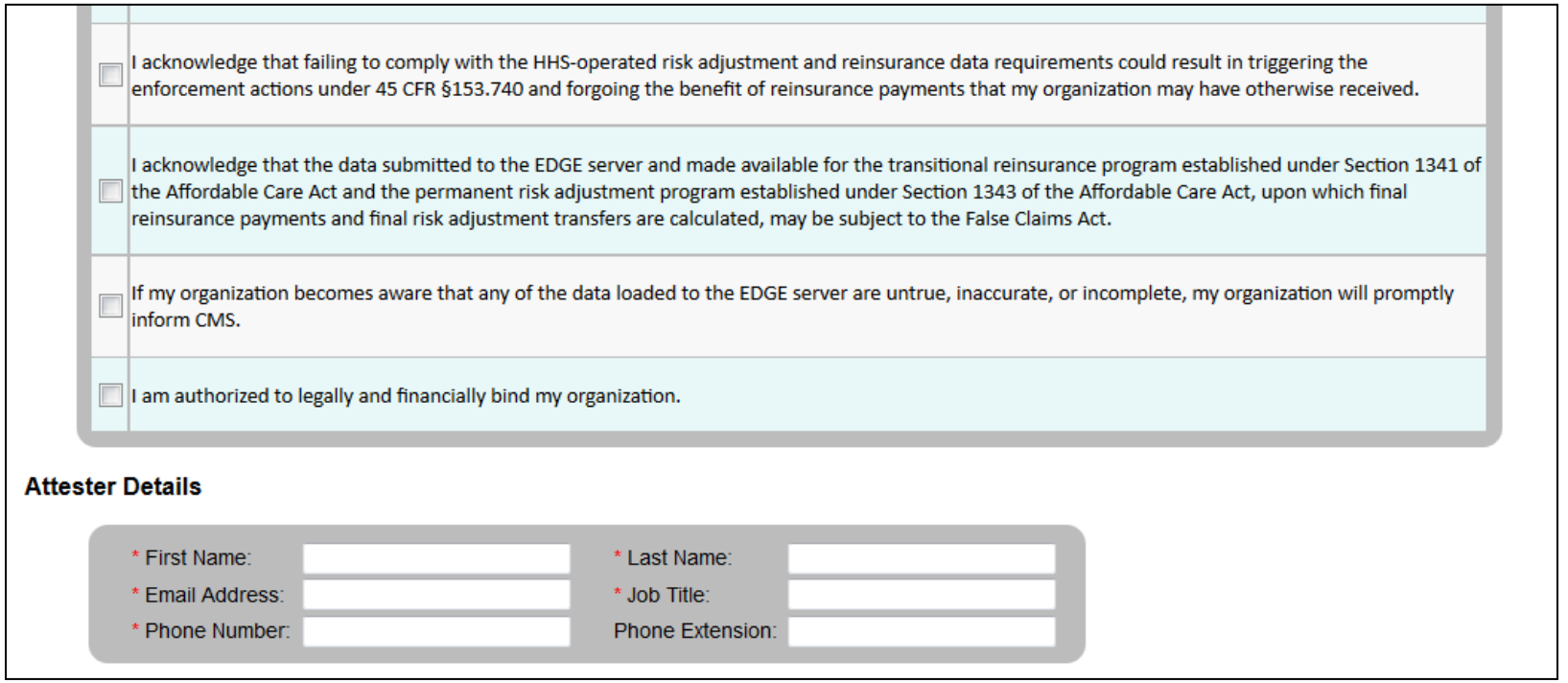
Required fields are indicated with a red asterisk (*).

As of 4/19/2016, I certify that, for the HIOS ID(s) listed in the Attestation and Discrepancy Reporting Summary page, to the best of my information, knowledge, and belief:

- ☐ Qualified by any discrepancy reported for the 2015 benefit year set forth herein, the final dedicated distributed data environment (EDGE server) report accurately reflects the enrollment, claims and encounter data submitted to the EDGE server by 5:00 p.m. ET on May 2, 2016 for the 2015 benefit year.
- ☐ The enrollment, claims and encounter data submitted to the EDGE server by 5:00 p.m. ET on May 2, 2016 for the 2015 benefit year is accurate and has been submitted in accordance with the regulatory and operational guidance for the EDGE server, risk adjustment and reinsurance programs, as applicable.
- ☐ The final self-reported baseline information for the 2015 benefit year is accurate.
- ☐ The EDGE server data submitted by the 5:00 p.m. ET May 2, 2016 data submission deadline for the 2015 benefit year, has been backed-up and moved to a secure location to comply with the 10-year maintenance of records regulatory requirements under 45 CFR §153.410(c) and 45 CFR §153.620(b) and attest that you will comply with the data retention requirement to maintain data on your EDGE server for three (3) years.

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Attestation Statement – Part Two



- [ ] I acknowledge that failing to comply with the HHS-operated risk adjustment and reinsurance data requirements could result in triggering the enforcement actions under 45 CFR §153.740 and forgoing the benefit of reinsurance payments that my organization may have otherwise received.
- [ ] I acknowledge that the data submitted to the EDGE server and made available for the transitional reinsurance program established under Section 1341 of the Affordable Care Act and the permanent risk adjustment program established under Section 1343 of the Affordable Care Act, upon which final reinsurance payments and final risk adjustment transfers are calculated, may be subject to the False Claims Act.
- [ ] If my organization becomes aware that any of the data loaded to the EDGE server are untrue, inaccurate, or incomplete, my organization will promptly inform CMS.
- [ ] I am authorized to legally and financially bind my organization.

Attester Details

* First Name:		* Last Name:	
* Email Address:		* Job Title:	
* Phone Number:		Phone Extension:	

Web Form: Confirmation

Confirmation Page

- Submission End Time – date and time EDGE data attestation and discrepancies were submitted
- Acknowledgement Email and Submission information sent to email addresses – submitter, alternate contact, CEO, and attester email addresses listed
- PDF button – generates a PDF containing all the HIOS ID number(s) submitted for attestation, and if applicable, associated reported discrepancies



It is recommended that you print and save a copy of the Confirmation information for your records.

Reminders & Next Steps

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Reminders

- **Filing a discrepancy does not permit an issuer to submit new data to or correct data on an issuer's EDGE server after the May 2, 2016 data submission deadline**
- The RA and RI attestation and discrepancy reporting process for the 2015 benefit year requires completion of a web form
- You will need to attest for all HIOS ID(s)
- Send an email to raripaymentoperations@cms.hhs.gov and include **Attestation/Discrepancy** and **HIOS ID** in the subject line for questions about the process

Next Steps

NOW

- Determine the person from your organization who will submit the Attestation and Discrepancy Reporting web form and an alternate contact and ensure that one of them is the CEO Designate
- Collect any HIOS IDs that require attestation and if applicable, discrepancy reporting
- Collect any RA or RI reports related to a discrepancy

LATER

- Complete the Attestation and Discrepancy Reporting web form

Questions?

To submit questions by phone:

- dial ‘14’ on your phone’s keypad
- dial ‘13’ to exit the phone queue

To submit questions by webinar:

- type your question in the text box under the ‘QA’ tab

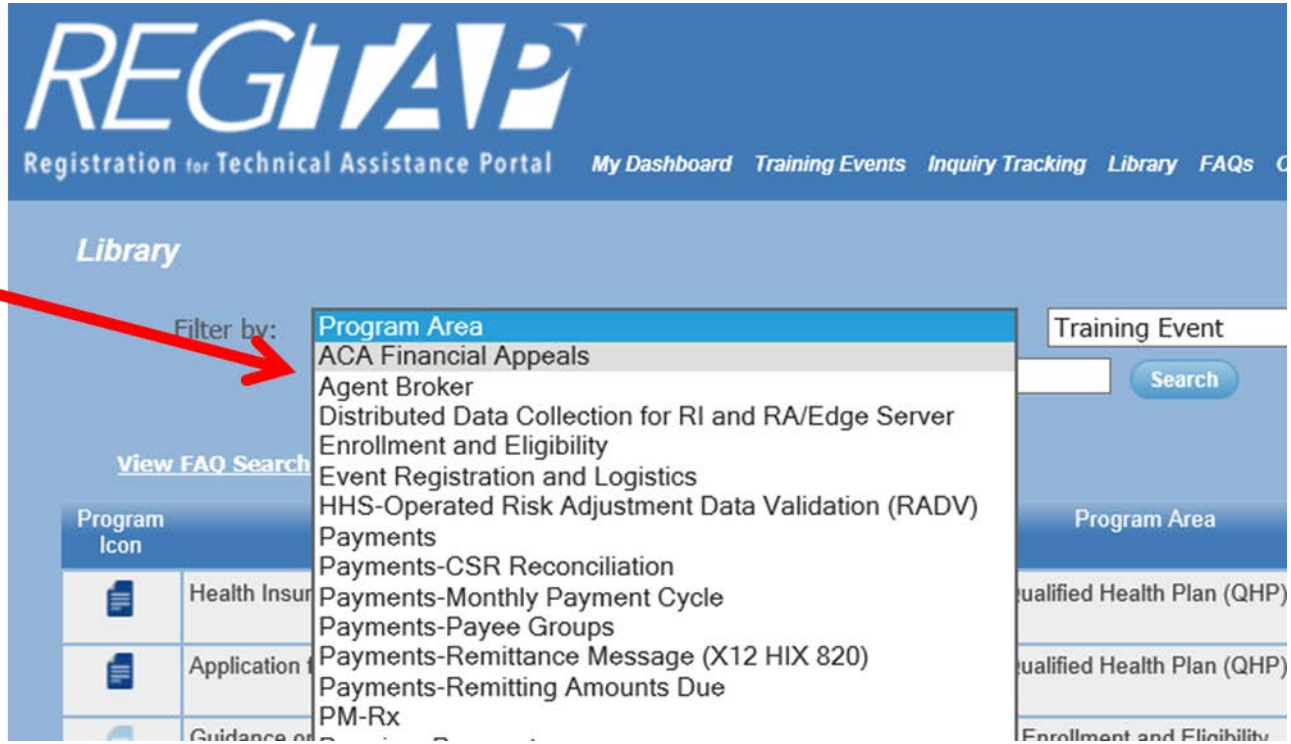
Resources

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Locating Documents in REGTAP

Stakeholders can access additional documents at https://www.REGTAP.info in the REGTAP Library.

Under Program Area, select 'ACA Financial Appeals'



Resources

Resource	Resource Link
U.S. Department of Health & Human Services	http://www.hhs.gov/
Centers for Medicare & Medicaid Services (CMS)	http://www.cms.gov/
The Center for Consumer Information & Insurance Oversight (CCIIO) web page	http://www.cms.gov/cciio
Registration for Technical Assistance Portal (REGTAP) - presentations, FAQs	https://www.REGTAP.info
Premium Stabilization Programs	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Premium-Stabilization-Programs/index.html
The Affordable Care Act Financial Appeals Process for Issuers	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Premium-Stabilization-Programs/Financial-Administrative-Appeals-Process-for-Issuers/Information-and-Insurance-Oversight.html

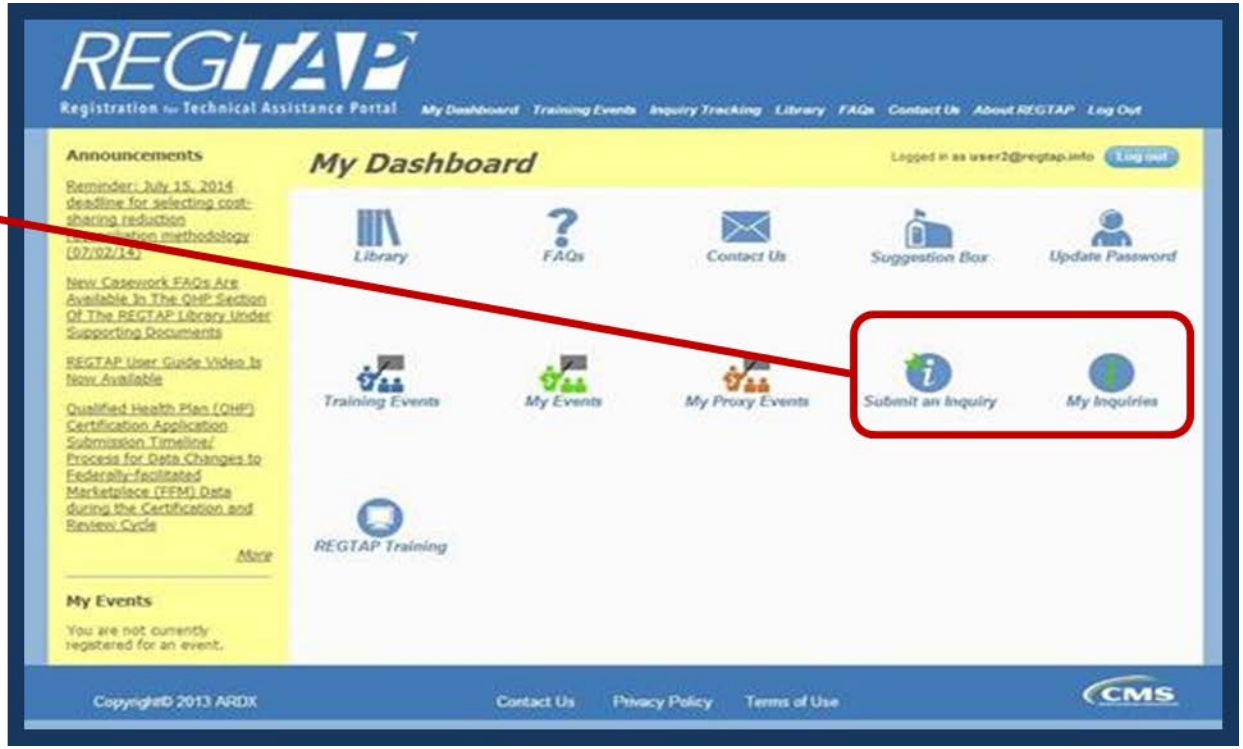
Resources (continued)

Resource	Resource Link
Patient Protection and Affordable Care Act (ACA)	http://www.gpo.gov/fdsys/pkg/PLAW-111publ148/content-detail.html
Standards Related to Reinsurance, Risk Corridors, and Risk Adjustment under the Affordable Care Act	http://www.gpo.gov/fdsys/pkg/FR-2013-03-11/pdf/2013-04902.pdf
HHS Notice of Benefit and Payment Parameters for 2014 and Amendments to the HHS Notice of Benefit and Payment Parameters for 2014	http://www.gpo.gov/fdsys/pkg/FR-2013-03-11/pdf/2013-04902.pdf
HHS Notice of Benefit and Payment Parameters for 2015	http://www.gpo.gov/fdsys/pkg/FR-2014-03-11/pdf/2014-05052.pdf
HHS Notice of Benefit and Payment Parameters for 2016	http://www.gpo.gov/fdsys/pkg/FR-2015-02-27/pdf/2015-03751.pdf
HHS Notice of Benefit and Payment Parameters for 2017	https://www.gpo.gov/fdsys/pkg/FR-2016-03-08/pdf/2016-04439.pdf

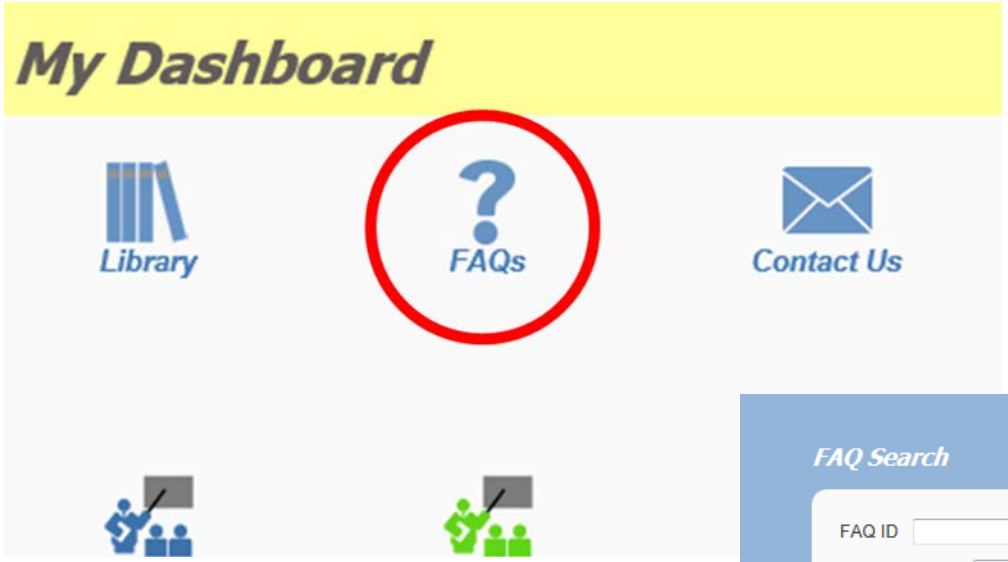
Inquiry Tracking and Management System (ITMS)

Stakeholders can submit inquiries to ITMS at https://www.REGTAP.info

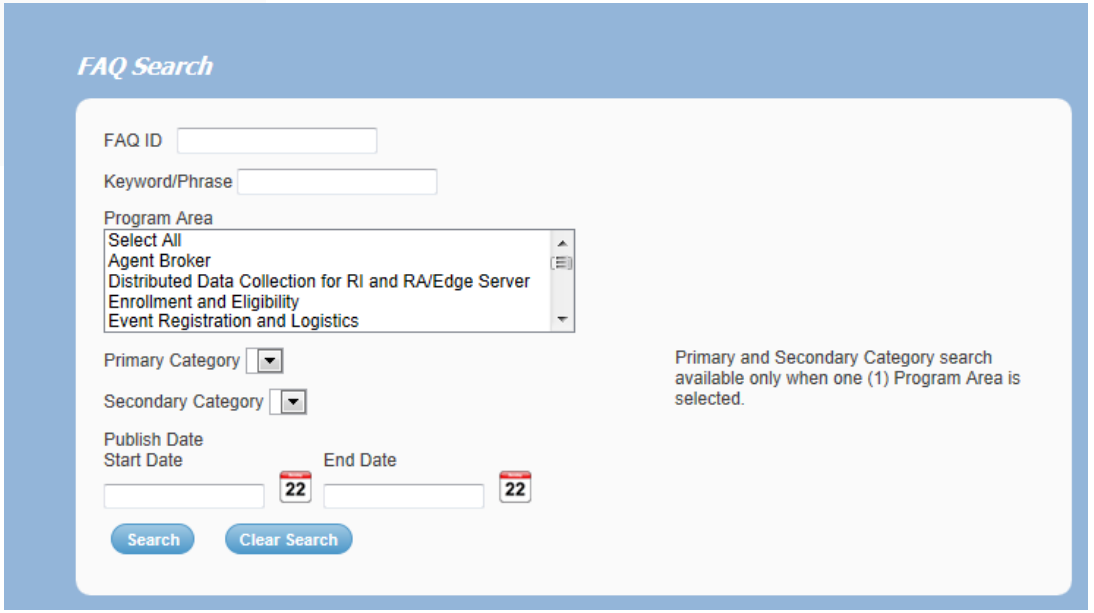
Select ‘Submit an Inquiry’ from My Dashboard



FAQ Database on REGTAP



The FAQ Database allows users to search FAQs by FAQ ID, Keyword/Phrase, Program Area, Primary and Secondary categories, and Publish Date



FAQ Database is available at https://www.regtap.info/

Closing Remarks