



Data Matching Issues (DMIs) Issuer Outreach File Delivery- July



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

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

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Data Matching Issues (DMIs) Issuer Outreach Files Delivery

- On Thursday July 11, 2019, CMS will deliver DMI Issuer Outreach Files via EFT DATAM for consumers who are at risk for Marketplace action in August, 2019, unless they successfully resolve their data matching issues.
- These enrollees are at risk of losing their eligibility for a Qualified Health Plan (QHP) or for financial assistance at the end of August, with enrollee's eligibility adjusted effective September 1, 2019. 834 transactions adjusting eligibility (NLE for terms, M834 for financial changes) will be sent the first two weeks of August.
 - Issuers are encouraged to conduct outreach to these identified consumers and address consumer questions they receive directly, and to advise them of the importance of timely submission of requested documentation by the Exchange, so they can get their DMIs resolved
- **Note:** Issuers should not update your systems with the information contained in DATAM outreach files; instead 834 transactions from the FFM will be sent for issuers to adjust the coverage of impacted policies.

Data Matching Issues (DMIs) Issuer Outreach Files Delivery, Continued.

Resources

- CMS outreach notices to enrollees with DMIs are described in the DMI section at <https://marketplace.cms.gov/applications-and-forms/notices.html>
- Additionally, a draft DMI Outreach Letter and sample call script are posted on CMSzONE here: <https://zone.cms.gov/document/data-matching-issues-consumer-outreach-sample-notice-call-center-script> (CMSzONE users must be logged - in to be able to access both links)
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