

# Data Matching Issues (DMIs) Issuer Outreach File Delivery – March



*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 Wednesday March 25, CMS will deliver DMI Issuer Outreach Files via EFT DATAM for consumers who are at risk for Marketplace action beginning April 16, 2020, 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 May, with enrollee's eligibility adjusted effective June 1, 2020. 834 transactions adjusting eligibility (NLE for terms, M834 for financial changes) will be sent between April 16 and May 15.
  - 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.
- CMS will deliver these files based on actions that can occur starting with the 16<sup>th</sup> of every month rather than the 1<sup>st</sup> of every month. Future files will still be delivered approximately three weeks prior to the date the 834 transaction would occur.

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

## Resources

- The 2020 Data Matching Issues (DMI) Calendar, can be found here: [https://www.regtap.info/reg\\_librarye.php?i=3144](https://www.regtap.info/reg_librarye.php?i=3144)
- 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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