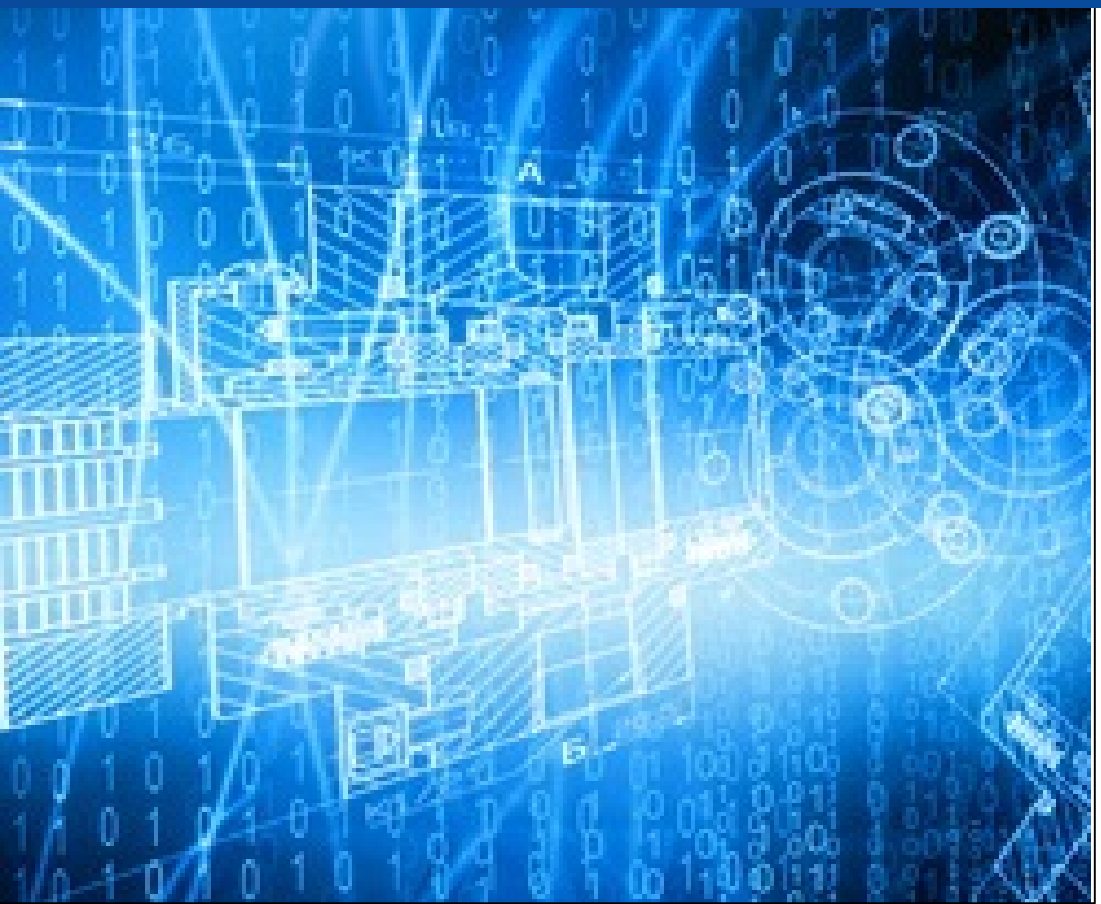
CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Data Matching Issues (DMIs) Issuer Outreach File Delivery Information Update (11 05 18)



Consumer Information & Insurance Oversight (CCIIO)

November 5, 2018

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

The information provided in this presentation is not intended to take the place of the statutes, regulations, and formal policy guidance that it is based upon. This material summarizes current policy and operations as of the date it was uploaded to REGTAP. Links to certain source documents may have been provided for your reference. We encourage persons taking the course to refer to the applicable statutes, regulations, and other interpretive materials for complete and current information

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Data Matching Issues (DMIs) Issuer Outreach Files Delivery

- On Wednesday, November 14, 2018, CMS will deliver DMI Issuer Outreach Files for consumers who are at risk for Marketplace action in December, 2018, 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 December, with enrollee's eligibility adjusted effective January 1, 2019. Expiration "NLE" 834 transactions will be sent during the first two weeks of December.
  - 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 the DMI 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

- Past DMI files were sent via the DATAM file function code, however an updated EDI File Naming Convention document can be found on CMS zONE here: https://zone.cms.gov/document/eft-file-naming-conventions-1
- 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)**