CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

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



Center for Consumer Information & Insurance Oversight (CCIIO)

December 16, 2019

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

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Data Matching Issues (DMIs) Issuer Outreach Files Delivery

- On Thursday December 5, CMS delivered DMI Issuer Outreach Files via EFT DATAM for consumers who are at risk for Marketplace action beginning December 16, 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 December, with enrollee's eligibility adjusted effective February 1, 2020. 834 transactions adjusting eligibility (NLE for terms, M834 for financial changes) will be sent between December 16th and January 14th.
  - 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 16th of every month rather than the 1st 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

- 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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