CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES
OFFICE OF INFORMATION SERVICES

Effective Date Changes for 2014



Center for Consumer Information and Insurance Oversight

March 30, 2015

Ending 2014 Reconciliation

- The final 2014 reconciliation files were due to CMS on March 27, 2015
- CMS needs a process to update records for 2014 effective date changes that get approved after an issuer has submitted its last reconciliation file
- Going forward, issuers will use the Enrollment Resolution & Reconciliation (ERR) Contractor's dispute process for outstanding 2014 effective date changes

2014 Effective Date Change Process

- Issuers will receive a Health Insurance Casework System (HICS) case from CMS
- Language in HICS Case
  - CMS has approved an adjustment of consumer enrollment record(s) for 2014. Please update your internal systems to reflect <***provide details of effective date change***> and refund any premiums as appropriate. Advise the consumer and submit a correction to CMS' ERR contractor (Cognosante) via the issuer dispute form process. Once complete, close this HICS case.

Submitting 2014 Effective Date Changes to CMS

- Issuers will use the Issuer Dispute Form
  - Form is posted on ZONE and https://zone.cms.gov/system/files/documents/CCIIO_ERR_Baseline_Dispute_Resolution_Template%2CV3_1.xlsx
- Issuers will complete the tab labeled “1095 Issue”
  - Instructions for completing the form are contained in the *Information Tab*

Point of Contact Name _____
Telephone Number _____
Email Address _____

All items identified below are related to information presented in a subscriber's IRS Form 1095A.

	Data Source	Member's Social Security Number	Issuer Assigned Policy Number	Issuer HIOS	Issue Category	Description of Disputed Item DO NOT INCLUDE PII IN THIS AREA	Corrected Value
Example	Subscriber	000-00-0000	PM-00000000-A	01000		Member reports that the they have a canceled check for April's premium, but the FFM reports they were not enrolled with for that month." We confirm the enrollment, policy effective 01/01/2014 to 12/31/2014. Correcct Policy end date.	12/31/2014

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- Issuers may contact the ERR Support Center at any time during this process:
  - 855- 591-7113, 7-days a week, 24- hours a day
  - ERRSupportCenter@Cognosante.com
- Consumers should be directed to the Marketplace Call Center at (800) 318-2596
  - Please do not direct consumers to the ERR Support Center

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