

Enrollment Blocker Process Update

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

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<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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Enrollment Blocker: Addition of a New Member Scenario

- Going forward, CMS will process HICS cases that reference Enrollment Blockers and instruct issuers to add a new member to an existing enrollment group the same way as demographic changes are currently processed.
- CMS is proactively working addition of member scenarios by CMS Regional Office caseworkers.
- Issuers can expect to receive 834 transactions for addition of member Enrollment Blocker scenarios.
- If an addition of member scenario has not been addressed by CMS, please notify the applicable CMS Lead Caseworker.
- Sample HICS Case Narrative: *Consumer was unable to submit application due to error 302100, 500.300588. Make the updates. XXX lives at XXX and has a date of birth of XX/XX/XXXX. Consumer enrolled on XX/XX/XXXX in XXX. The consumer's application ID is XXX. Reason for change in circumstance: Change in financial help and added grandson.. Name of new enrollee: XXX. Date of birth/adoption/marriage: NA. Coverage effective date: XX/XX/XXXX. New APTC amount: \$XXX. Cost-sharing reduction variant: Applicant(s): XXX, CSR Variant data not available at this time. XXX, CSR Variant data not available at this time.. Exchange Assigned Policy ID XXX. The consumer added grandson. The consumer will be keeping her same policy and grandson have a new, different policy.*

NOTE: Issuers should not contact the ER&R Support Center for missing data elements, as the HICS case is necessary for ER&R to investigate.

CMS zONE Publications On Disputes

- The new Enrollment Dispute Training packet is now available on zONE. This packet contains a series of items designed to introduce new employees to the Enrollment Dispute process. The packet includes:
 - An introductory slideshow that covers the packet contents and basic information about the methods available to update FFM data.
 - A slideshow providing details on the Enrollment Dispute Form tabs.
 - A video tutorial detailing the process of creating an Enrollment Dispute.
 - A slideshow covering the naming requirements and tips for submitting a completed Enrollment Dispute Form.
 - A short reference guide identifying suggested documents as well as resources issuers can contact for further assistance.

NOTE: Issuers must download and unzip the Enrollment Dispute Training packet to access the contents.
- Access the updated documentation on CMS zONE at <https://zone.cms.gov/document/enrollment-resolution-and-reconciliation>.