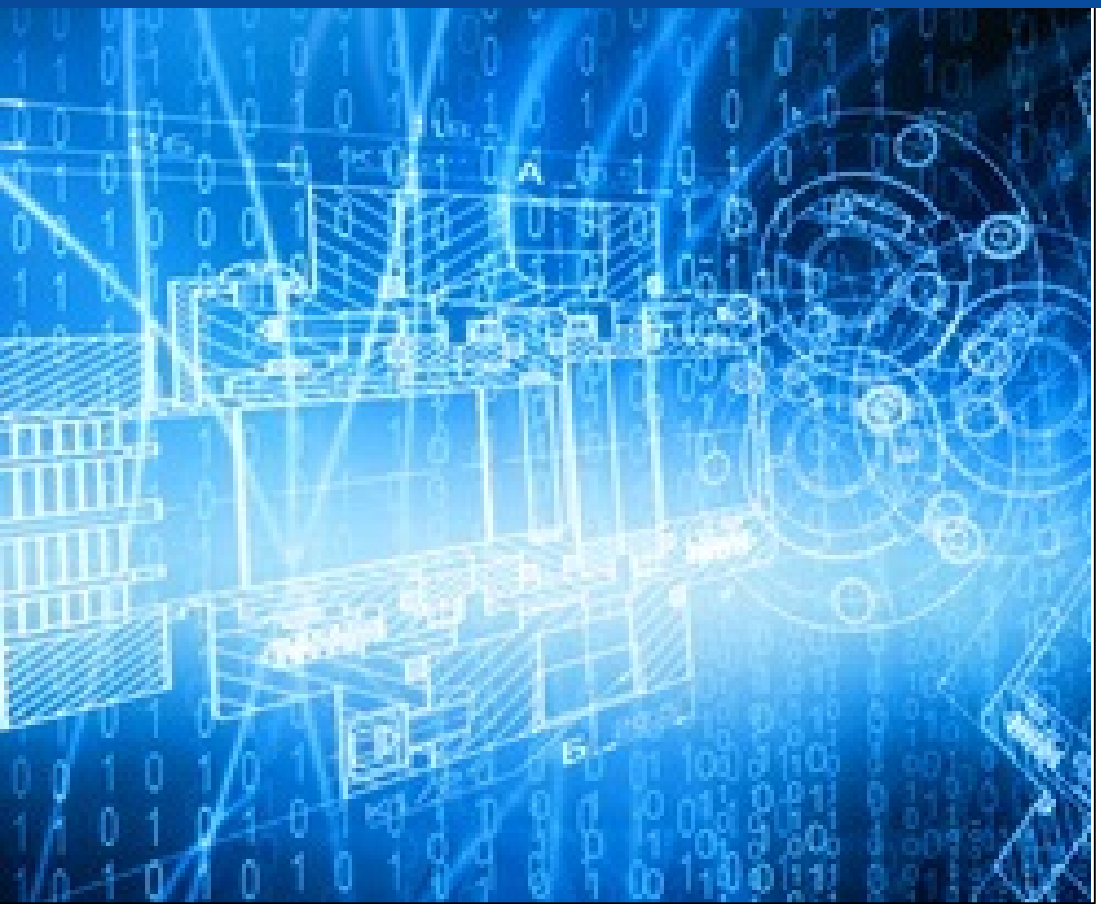
CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Guidelines for Updating/Removing Issuer Contacts for Marketplace E-mail Lists (4/08/2019)



Consumer Information & Insurance Oversight (CCIIO)

April 8, 2019

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

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Updating/Removing Issuer Contacts for Marketplace E-mail Lists

- **Background**
  - Issuers provide contact names and emails for the purpose of receiving correspondence about the Marketplace from various CMS CCIIO divisions. (See Tables on slides 4-7)
    - When an issuer point of contact (POC) changes position or leaves the organization, the contact information has to be updated or removed from each CMS Email distribution list separately. The POC can call or email the CMS Help desk (Marketplace Service Desk-MSD) to request instructions for being removed from applicable lists.

      For example: A POC who would like to receive communications regarding QHP certification, including QHP Application Notices, can contact the Marketplace Service Desk (MSD) for instructions on receiving e-mail blasts.

CMS Has Better Equipped the Marketplace Service Desk to Help Issuer Contacts

CMS has expanded the instructions housed at the Marketplace Service Desk (MSD), so that we can provide issuers with a more streamlined process on how to update or remove contacts from the various applications and lists. We will continue to accept issuer feedback for continuous improvement to our processes.

- **Benefits of Expanding the MSD Scripting (Instructions to add or remove issuer contacts)**
  - Issuers are able to clearly pinpoint which distribution list their applicable SMEs should be requesting access to.
  - Issuer burden is reduced by providing a central source of instructions for updating and removing contact information.

E-mail Lists for Marketplace Issuers

Email List Name	Email List Purpose	How to Update Contact information
EDGE Server and Risk Adjustment Operations	Allows users to add, edit, and replace health insurance company/issuer POCs for the EDGE server and the Risk Adjustment program.	These updates must be completed via the RARI Contact Database directly. To add, remove or change a point of contact in your organization, please use the following link: https://acapaymentoperations.secure.force.com/EdgeContactDatabase. Please refer to the EDGE Server Contact Database User Guide for step by step instructions (also available in REGTAP): https://acapaymentoperations.secure.force.com/EdgeContactDatabase/resource/1476479817000/Contact_DB_Guidance
The Data Services Hub Support team	For Technical POCs to receive electronic files (Including 834 transactions) via the Marketplace.	Please complete the EDI registration form and provide contact information for the Production Support and Technical Officer listed on the form. The form can be accessed using the following link: * https://zone.cms.gov/document/edi-onboarding-form-and-instructions-connectivity-testing *Access requires active CMS zONE access
XOSC	Production alerts including planned outages, unplanned outages and other system production issues (including IRA and SSA services).	Email is sent to Access@hcgov.us requesting to add/delete from Government delivery stakeholder notification Issuer group. Issuers Planned/Unplanned notifications: o Marketplace o HUB o Trusted Data Sources (IRS, SSA, DHS)

E-mail Lists for Marketplace Issuers

Email List Name	Email List Purpose	How to Update Contact information
IC834	For Technical POCs to receive outreach communications pertaining to IC834 transactions, follow-up for performance reports (PO and Summary) on issuer transactions, and other items related to IC834.	To update the contact list for your HIOS IDs (add or remove members), please e-mail the IC834 team directly at Inbound834@bah.com.
HUB/EDI (Issuer Onboarding/EDI Registration)	For Technical POCs to receive outreach and correspondence from the HUB/EDI team. Issuers initially give these contacts when submitting their EDI Onboarding form.	To update the contacts listed on the original EDI Onboarding form, issuers must submit a new Onboarding form (form type of "Change") reflecting the addition of new contacts, or removal of previous contacts The form can be accessed using the following link: * https://zone.cms.gov/document/edi-onboarding-form-and-instructions-connectivity-testing *Access requires active CMS zONE access

E-mail Lists for Marketplace Issuers

Email List Name	Email List Purpose	How to Update Contact information
Enrollment Pre-Audit & Reconciliation	Contacts for your organization will be contacted by CMS resources in regard to any technical issues identified in Issuer-submitted Inbound Reconciliation (RCNI) Files. These contacts may also receive direct communication regarding certain non-EDI enrollment file distributions.	To submit the Enrollment Pre-Audit & Reconciliation Technical Contacts to CMS: Send an e-mail to Marketplace Service Desk (MSD) Help Desk (cms_feps@cms.hhs.gov) with the subject line "RECONCILIATION – TECHNICAL CONTACTS" Please include the name, e-mail address, and business telephone number for each contact provided
Enrollment Reconciliation & Resolution (ER&R) Contacts	CMS requests that each Issuer provide a primary and secondary contact with whom the ER&R contractor can have direct communications. The requested contacts are to be individuals able to assist in resolving conflicts with member and enrollment information; these individuals are more likely to be business end-users rather than EDI or IT representatives.	To submit the ER&R Contacts to CMS: Send an e-mail to the Marketplace Service Desk (MSD) Help Desk (cms_feps@cms.hhs.gov) with the subject line "RECONCILIATION – ERR CONTACTS" Please include the name, e-mail address, and business telephone number for each contact provided • If there are distinct contacts for different FFM lines of business within the Issuer organization, please clearly identify which contacts are appropriate for each HIOS ID and/or QHP ID

E-mail Lists for Marketplace Issuers

Email List Name	Email List Purpose	How to Update Contact information
Enrollment Policy Community/Monday Enrollment Policy Call	This community provides webinar logistics for the Enrollment Issuer Policy Call (held Mondays), as well as an online library of previous presentations .	-Must 1st be a **Register REGTAP user** **https://www.regtap.info/** Log in at https://www.REGTAP.info and select "My Account" to update your user account information and email preferences. If you have questions, please contact Registration Support at 1-800-257-9520 or Registrar@REGTAP.info.
Qualified Health Plan/Stand-Alone Dental Plan Community	To receive communications regarding QHP & SADP certification, including Application Notices and blast communications.	The Issuer's POC subscribes directly to the list. https://www.qhpcertification.cms.gov (Sign up button in upper right corner of webpage)
Health Information Oversight System (HIOS)	HIOS is an application utilized by Marketplace issuers and other stakeholders to provide insurance company and product information, such as the issuer names, addresses, contact information, and product level data.	The Issuer/Organization's POC must register for a CMS EIDM Account (For New Users), and Navigate to the CMS Enterprise Portal (https://portal.cms.gov) then select *New User Registration.* Once the Issuer's POC navigates to the CMS Enterprise Portal they would request a HIOS Role and Complete Remote Identity Proofing (For New Users), then any complete additional steps. Contact the MSD for instructions on receiving notifications.

E-mail Lists for Marketplace Issuers

Email List Name	Email List Purpose	How to Update Contact information
Marketplace Program Integrity	Issuer POCs for this email list should govern program integrity issues, fraud investigations, etc. These POCs should report suspected fraud and misconduct related to agents/brokers, consumers and other Marketplace concerns to MarketplaceIntegrity@cms.hhs.gov. Questions about Unauthorized Enrollment Finder Files (UEFF) can also be sent to that email box.	Please send a message to the MarketplaceIntegrity@cms.hhs.gov stating "Please add" or "Please delete" the Issuer POC from the Issuer Program Integrity list.

E-mail Lists for Marketplace Issuers

Email List Name	Email List Purpose	How to Update Contact information
Financial Management Coordination Center (FMCC)	Allows State-Based Marketplace or FFM/SBE issuers to submit questions/issues or contact updates related to the following: • Policy-Based Payment program for FFM/SBE issuers • Enrollment Alignment Performance Summary reporting process for FFM issuers • SBMI process for SBEs and SBE issuers	To add, remove, or change a point of contact in your organization, please email the FMCC team directly at FMCC@cms.hhs.gov. Please include the name, e-mail address, and business telephone number for each contact provided
CMS Issuer Communications	Receive daily alerts on topics including testing (e.g. UATO testing environment status); Classic Direct Enrollment; Enhanced Direct Enrollment (EDE); Open Enrollment including Batch Auto Renewal (BAR) updates; IC834 Activities; ER&R; and Reconciliation Files. Also provides updates on any changes to the weekly technical webinars for the all-issuer/DE partner Tuesday technical webinar and Thursday Inbound 834/Recon webinar.	To add yourself to the distribution list: Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line: "Add POC to Distribution List" To remove yourself from the distribution list: Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line: "Remove POC from Distribution List"

FAQ

- Q) My organization is leaving the Marketplace. How do I remove our team from all of CMS CCIIO Distribution lists?
  - A) Contact the Marketplace Service Desk (MSD) Help Desk and specify which lists you need to be removed from. You will be given instructions on how to request removal from each list.
- Q) Am I able to access the presentation "Guidelines for Updating and Removing Contacts"?

  A) **For a copy of this deck,** "Guidelines for Updating and Removing Contacts" **please visit the CMS zONE* Page: https://zone.cms.gov/document/guidelines-updating-and-removing-contacts**

  *Access requires active CMS zONE access
- Q) I am not receiving any issuer communications how can I be added to the various lists?
  - A) Contact the CMS Help Desk(MSD) and specify which lists you want to be added to. You will be given instructions on how to request permission from each list.
- Q) My colleague requested permission to be removed from the list two weeks ago and he is still receiving messages. How can we remove him from the distribution list?
  - A) Contact the Marketplace Service Desk (MSD) Help Desk and request that the removal from the distribution list be escalated.
  - request permission from each list.
- Q) I have several contacts that I wish to add to various distribution lists. Can I send those in bulk or do I need to make these requests individually?
  - A) While Issuer POCs can contact the Marketplace Service Desk (MSD) and receive instructions for how to be added/removed from various e-mail distribution lists; the Marketplace Service Desk (MSD) does not have a central repository that allows them to add/remove issuer POCs on behalf of the owner of that list. In addition, each e-mail list is governed by various CMS groups and may not be able to accommodate a bulk request.

MSD Contact Information

The CMS Marketplace Service Desk (MSD) team provides Tier 1 service desk support for Issuer POC (points of contact).

Inquiries can be submitted via phone: **1-855-CMS-1515(1-855-267-1515)** or email: **CMS_FEPS@cms.hhs.gov**.

-The hours of operation are as follows:

- December 1 through September 30 - Monday – Friday 8AM – 8PM ET
- October 1 through November 30
  - Monday through Friday - 8AM to 8PM ET
  - Saturday and Sunday - 10AM to 3PM