



# **Update: Erroneous 2016 Terminations & 2017 Passive Cancells Background and Resolution**

*Center for Consumer  
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*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.*

# Background & Resolution for Erroneous 2016 Terminations

**CMS has resolved the issue caused by errant 2016 terminations created in reconciliation that led the cancellation of some BAR policies**

**2016 Coverage.** CMS restored the correct 2016 coverage and delivered an IPA (file name [TPID].ISUIPA.D170123.T153022192.P) to issuers on 1/23/17.

**2017 Coverage.** On 1/24/17, CMS ran Batch Auto-Renewal (BAR) process to restore 2017 coverage for members that have not made an active selection for 2017

## **Sliding Effective Date Policy via HICS opened at Marketplace Call Center for impacted enrollees** (expires 2/15/17)

- If the consumer has made an active plan selection with a 2/1 or 3/1 start date, Issuers may update the start date to 1/1/17 or 2/1/17 via automated reconciliation
- If the consumer BARed on 1/24/17 with a 1/1/17 start date desires a 2/1 date because they were effectively blocked from January coverage, the issuer should slide the start date to 2/1/17 at enrollee request
- Issuers may slide the effective date without a HICS for faster customer service; Issuers must implement HICS cases adjusting the start date (the Marketplace Call Center has these enrollments flagged)