FM Payment Processing I:

June & July Payment Cycles, June 1st Payment Bulletin, M834 Launch Updates and Payment Dispute Updates

June 6, 2016

FM Payment Processing I

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

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Agenda

- Session Guidelines
- Announcements
- June and July Payment Cycles
- June 1, 2016 Payment Bulletin
- M834 Launch Updates
- Payment Dispute Updates
- Manual Payment Submissions
- Resources
- Closing Remarks

Session Guidelines

- This is a 90-minute content session.
- Documented Q&As will be posted in the coming weeks.
- For questions regarding logistics and registration, contact the Registrar at: (800) 257-9520.

FM Payment Processing I

- Financial Management (FM) Payment Processing I will provide information related the 2016 transition to Policy-based Payments (PBP) and the Dispute Reporting Process, in addition to providing technical guidance related to the FFM payment process.
- As part of this series, Centers for Medicare & Medicaid Services (CMS) will conduct content webinars each Monday from 2:00 p.m. to 3:30 p.m. ET.

FM Payment Processing I: June 2016

Day of Session	Date of Session	Time	Session Type
Monday	June 6, 2016	2:00 p.m. – 3:30 p.m. ET	Webinar
Monday	June 13, 2016	2:00 p.m. – 3:30 p.m. ET	Webinar
Monday	June 20, 2016	2:00 p.m.– 3:30 p.m. ET	Webinar
Monday	June 27, 2016	2:00 p.m. – 3:30 p.m. ET	Webinar

Points of Contact

- CMS directs Issuers to contact the Federal Enrollment and Payment System (FEPS) Helpdesk with technical questions or issues. Issuers can contact the FEPS Helpdesk at the CMS_FEPS@cms.hhs.gov email address.
- CMS directs Issuers to contact the Marketplace Payments Team with questions related to the Manual Payment Process. Issuers can contact Marketplace Payments at the marketplacepayments@cms.hhs.gov email address.
- CMS directs Issuers to contact the Financial Management Coordination Center (FMCC) with questions regarding the PBP process. Issuers can contact the FMCC at the FMCC@cms.hhs.gov email address.
- CMS directs Issuers to contact the Enrollment Reconciliation and Resolution (ER&R) contractor with questions regarding the discrepancy reporting process, as well with dispute form submissions. Issuers can contact the ER&R contractor at the errsupportcenter@cognosante.com email address.

PPR and HIX 820 File Issues

Please follow the escalation path below for issues with File Transfer Protocol (FTP) or locating the monthly Preliminary Payment Report (PPR) and HIX 820 payment files:

- **PPR**
  - Contact the FMCC
    - Email: FMCC@cms.hhs.gov
- **HIX 820**
  - Contact the CMS Help Desk and request a Remedy Ticket for the issue. The Help Desk will assign the ticket to the appropriate support team who will reach out to Issuers to resolve.
    - Email: CMS_FEPS@cms.hhs.gov

Contacting FMCC



When contacting the FMCC, Issuers should include their five (5)-digit Health Insurance Oversight System (HIOS) ID and their seven-character Payee ID, along with their request.

Additional Information

- Additional information related to the PBP transition is available in the Registration for Technical Assistance Portal (REGTAP) Library at the following links:
  - FM 2015 – 2016 Issuer Transition Guide, Version 4.4
    - https://www.regtap.info/uploads/library/FT_HIX820_Issuer_Transition_Guide_V4_4_5CR_032416.docx
  - PBP Temporary Adjustment Reconciliation Methodology
    - https://www.regtap.info/uploads/library/FT_MPP_PBP_TempAdjustRecon_121815_v1_5CR_122115.pdf
  - May 2, 2016 Payment Bulletin
    - https://www.regtap.info/uploads/libraryFT_PaymentBulletin_v1_5CR_051016.pdf
  - PBP May Payment Back-out Example Workbook
    - https://www.regtap.info/uploads/library/FT_PBP_May_Reversals_050216_5CR_050216.xlsx

Dispute Resolution Form



The latest version (Version 2) of the Dispute Resolution Form is available on REGTAP at the following link: https://www.regtap.info/uploads/library/FT_PPR_820_Dispute_Form_v2_052616_5CR_060616.xlsx

Announcements

Enrollment & Payment Data Workbook 2015 Restatements



July 2016 will be the FINAL month in which Issuers can restate enrollment and payment data for the 2015 Benefit Year.

June and July 2016 Payment Cycles

June 2016

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
29	30	31	1	2	3	4
5	6 *Data Matching Outreach File**	7	8	9	10 **Payees who are Net Negative receive June Dunning Letter[1]** **Delivery to Issuers:** • 2015 Pre-Audit File	11
12	13	14	**FFM Updated 2016** **2016 Pre-Audit Extract (6:00 p.m. ET)**	16	17	18
19 **July 2016 Manual Process Workbooks (First submission window). Due 6/20 @ 12:00 p.m. ET**	**July 2016 Manual Process Workbooks (Resubmission window). Due 12:00 p.m. ET**	**Delivery to Issuers:** • 2016 Pre-Audit File • 2016 Orphan Finder MISC File • 2016 Collapsed CIC Matching File	**Delivery to Issuers:** • 2016 Overlaps IPA File **Payees receive June Payments[1]**	23 **2016 Recon Inbound Due 3:00 p.m. ET**	24	25
26	27	28 **Delivery to Issuers:** • 2016 Recon Outbound	29	30 **Payees receive June HIX 820**		

June 2016 Preliminary Payment Reports sent to Payees.

July 2016 Manual Process Workbooks(First submission window). Due 6/20 @ 12:00 p.m. ET

July 2016

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
27	28	29	30	5	1	2
3	4 Independence Day	5 Data Matching Outreach File*	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	August 1	2	3	4	5	6

Payees who are Net Negative receive July Dunning Letter[1]

FFM Updated 2016

2016 Pre-Audit Extract (6:00 p.m. ET)

August 2016 Manual Process Workbooks (First submission window). Due 7/19 @ 12:00 p.m. ET

July 2016 Preliminary Payment Reports sent to Payees.

Delivery to Issuers:
- 2016 Pre-Audit File
- 2016 Orphan Finder MISC File
- 2016 Collapsed CIC Matching File

Payees receive July Payments[1]

2016 Recon Inbound Due 3:00 p.m. ET

August 2016 Manual Process Workbooks (First submission window). Due 7/19 @ 12:00 p.m. ET

August 2016 Manual Process Workbooks (Resubmission window). Due 7/22 @ 12:00 p.m. ET

Delivery to Issuers:
- 2016 Recon Outbound

Delivery to Issuers:
- 2016 Recon Outbound

Payees receive July HIX 820

Previous Years Issuer Dispute Submission Window

June 1, 2016 Payment Bulletin:
Effectuation of 2016 FFM Dental Enrollments

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Effectuation of 2016 FFM Dental Enrollments

- CMS has identified higher rates of aged initial policies among SADP Issuers.
  - o Aged polices have past coverage start dates that an Issuer has **neither effectuated nor cancelled**.
- CMS has also identified lower success rates in submitting monthly enrollment reconciliation files among SADP Issuers.

Effectuation of 2016 FFM Dental Enrollments (Continued)

- In the June 1, 2016 Bulletin, CMS announced the auto-effectuation of all remaining 2016 initial dental enrollment for policies without Advanced Payments of Premium Tax Credit (APTC).
  - CMS will auto-effectuate all remaining initial SADP enrollments that are **more than 90 days old**, beginning **before** the September 2016 payment cycle.

Effectuation of 2016 FFM Dental Enrollments (Continued)

- Issuers should:
  - Submit complete and accurate monthly enrollment reconciliation.
  - Effectuate all active enrollments and cancel any initial enrollments for which consumers have not paid their premiums, **before the September payment cycle**
- The June 23 and July 21 reconciliation submissions, and inbound 834s received by August 10, will be processed before the September payment cycle

Effectuation of 2016 FFM Dental Enrollments (Continued)

- If necessary, issuers will be able to use the existing 834 process and monthly reconciliation file submissions to cancel any policies that CMS effectuated through the auto-effectuation process.
- CMS will make payment adjustments to reverse any FFM User Fees in the payment cycle following the Issuer-submitted cancellation.

Effectuation of 2016 FFM Dental Enrollments (Continued)

- For more information related to the auto-effectuation of 2016 dental enrollments, Issuers can access the June 1, 2016 Payment Bulletin at the following link:
  - https://www.regtap.info/uploads/library/FT_FFMDentalEffectuationBulletin_060116_5CR_053116.pdf

M834 Updates

Issuer M834 Readiness

- **M834 readiness is critical to PBP payment accuracy.**
- To update enrollment information and process payment with the Federally-facilitated Marketplace (FFM) after M834 is launched, Issuers will need to be able to:
  - Receive/process and create/send initial and effectuation M834 transactions.
  - Receive/process and create/send updated recon files.
- System readiness for M834 will allow Issuers to keep enrollment data aligned with the FFM, supporting correct payment and correct 1095-As for consumers.

Steps to M834 Readiness

- **Timing:** Since March 22nd, education has been rolled out to Issuers via the bi-weekly Tuesday 3:00 p.m. ET "CMS-Issuer Technical Work Group".
  - Issuers are being prepped via webinar & live Q&A to be ready to test by summer.
  - Summer sessions will roll-out Issuer testing of M834s.
  - Goal is to launch Production M834 process before all-Issuer end-to-end Open Enrollment testing begins in September.

Steps to M834 Readiness (Continued)

- **Issuers Need to:**
  - Download and implement new reconciliation specs.
    - CMS has updated the specifications to the RCNI, RCNO, and Pre-audit Files.
  - Access update specs at: https://zone.cms.gov/document/2016-enrollment-data-reconciliation.
  - Plan to test with the FFM in July.
  - Use new specifications for August 18, 2016 RCNI submission.
  - Confirm receipt of new formatted RCNO and Pre-audit Files on August 26, 2016.

Steps to M834 Readiness (Continued)

- **Issuers Need to:**
  - Review the M834 documentation posted at CMS zONE:
    - Version 1 of the Implementation 834 Guide:
      - https://zone.cms.gov/document/federally-facilitated-marketplace-maintenance-834-operations-manual
    - Pre-Draft Version 2.0 of 834 Companion Guide at:
      - https://zone.cms.gov/document/asc-x12-005010-834-companion-guide
  - Be ready to connect to and test in the new "IMPL2" testing environment in June 2016.
  - Issuers with questions on how to ensure their systems are ready should be attending the Tuesday workgroup and engaging in Q&A.

Accessing zONE

- For more information for accessing zONE please refer to **slides 12 and 13 of the "EDI Registration: Fundamentals Receipt of the ASC X12 HIX 820" presentation** in REGTAP at:
  - https://www.regtap.info/uploads/library/FT_HIX820_SBM_Slides_091615_5CR_091615.pdf

Payment Dispute Updates

Payment Dispute Updates

- Disposition / Detail Code List v2
- Payment Dispute Form v2 – updated instructions
- Payment Form Dispute Reminders

Disposition / Detail Code Updates

- Payment Dispute Disposition and Detail Code List (v2) contains:
  - New Disposition Codes
  - New Dispute Detail Codes (formerly known as Error Codes)
- Issuers can access the latest Dispute Disposition and Detail Code list at the following links:
  - https://www.regtap.info/uploads/library/FT_Dispute_Disposition_Detail_Code_List_v2_5CR_052016.xlsx
  - https://zone.cms.gov/document/2016-enrollment-data-reconciliation

Payment Dispute Form Updates

- PPR-820 Dispute Form (v2, 05/26/16) is now posted on REGTAP at the following link:
  - https://www.regtap.info/uploads/library/FT_PPR_820_Dispute_Form_v2_052616_5CR_060616.xlsx
- Revised General Form Guidance on Instructions tab to be more clear about how to complete and submit form.
  - No system-relevant changes to this edition of the form.
  - Issuers may continue to use the older edition (v2, 03/02/16)

Payment Form Dispute Reminders

- **<u>Disputing Adjustments (Interim Approach)</u>**
  - When disputing policies that have both original and adjusted payment amounts:
    - Disputes should be based upon original payment amount (e.g., APTC, CSR or UF, <u>not</u> APTCADJ, CSRADJ, or UFADJ), or use zero (0)/0.00 or blank if there was no original payment.
    - Disputes should cite the PPR/HIX 820 containing that original payment amount.
    - Disputes should cite Issuer Coverage Period Start/End dates that correspond to the payment month.

Payment Form Dispute Reminders
(Continued)

- **Disputing Adjustments (Interim Approach) example:**
  - Policy 9876 was effectuated in April effective 3/1/16 with $135 APTC.
    - March APTCADJ $135 in PPR/HIX 820
    - April APTC $135 in PPR/HIX 820
  - Issuer system reports March and April APTC as $175.
  - Two disputes should be sent. (See excerpted fields.)

Disputes	Payment Cycle Month	Coverage Period Start/End	APTC (FFM)	APTC (Issuer)
1	201603	20160301 20160331	0	175
2	201604	20160401 20160430	135	175

Payment Dispute Form Reminders
(Continued)

- **HIX 820 EFT Trace Number (H8)**
  - Source is found in Element TRN02 on HIX 820.
- **Recurring Flag (F21)**
  - Should be set to 'Y' if a discrepancy:
    - Was reported in a prior month.
    - Is not in an 'In Process' (Ix) disposition status or a 'Timing Issue' (Cx) disposition status.
    - Persists in being a discrepancy.

Payment Dispute Form Reminders
(Continued)

- **Locating Response Files**
  - Response files are sent via Electronic File Transfer (EFT) into the same Inbound folder/directory using the following file naming convention:
    - TPID.ERRS.DYYMMDD.THHMMSSmmm.P.**OUT**
  - If Issuers are still having trouble locating a response, contact ER&R Support Center via:
    - Email: errsupportcenter@cognosante.com
    - Phone: (855) 591-7113
    - Please supply **File Control Number (Issuer)** (H1) from submission when initiating these inquiries.

Automated Manual Payment Submission Process

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New Workbook Submission Process



CMS will be moving from using an Access Database to aggregate Issuer Workbooks to an automated Oracle Database solution.

To that end, Issuers will now be required to submit Manual Workbooks via EFT to CMS beginning with the August payment cycle, required by the September cycle.

New Workbook Submission Process (Continued)

- **Current Process**
  - Currently, All Issuers email their Manual Workbooks to the following CMS email address: MarketplacePayments@cms.hhs.gov.
- **New Process: July for the August Payment Cycle**
  - SBMs and SBM issuers must be onboarded and be testing to submit via EFT.
  - SBM issuers have the option to submit workbooks via EFT in the July submission for August payment.
  - SBM issuers are REQUIRED to submit via EFT in the August submission for September payment.
  - **New Process: EFT Usage Details**
  - Issuers must use new EFT Function Codes (defined on following slide) to transfer files via EFT to CMS.
  - Instructions on how to transmit workbooks via EFT will be provided in separate MFT documentation.

New Workbook Submission Process - New Function Codes

File Direction	Function Code	File Name
Issuers to CMS	WBKI1A	**File Name:** <TradingPartnerID>.OPR.WBKI1A.Dnnnnnn.Txxxxxxxxx.P.IN **Example:** <TPID>.OPR.WBKI1A.D160415.T142524123.P.IN **Please note:** This is a zip file and should be named with a .IN and not a .IN.ZIP file extension.
CMS to Issuers	WBKO1A (Acknowledgement of File Receipt)	**File Name:** <TradingPartnerID>.WBKO1A.Dnnnnnn.Txxxxxxxxx.P.OUT **Example:** <TPID>.WBKO1A.D160415.T142512123.P.OUT **Please note-in order to save and open this file:** This is a zip file and should be renamed from a file with a .OUT extension to a .ZIP extension in order to open it. **Renaming & Saving Example:** <TPID>.WBKO1A.D160415.T142512123.P.OUT.ZIP

Questions?

To submit or withdraw questions by phone:

- *Dial ***#** (star-pound) on your phone's keypad to ask a question*
  - *Dial ***#** (star-pound) on your phone's keypad to withdraw your question*

To submit questions by webinar:

- *Type your question in the text box under the 'Q&A' tab*

Acronyms

Acronym	Definition
DSH	Data Services Hub
EDI	Electronic Data Interchange
EPS	Enrollment and Payment System
FFM	Federally-facilitated Marketplace
FMCC	Financial Management Coordination Center
HIOS	Health Insurance Oversight System
HIX	Health Insurance Exchange
PBP	Policy-based Payments
PPR	Preliminary Payment Report
PSV	Pipe-separated value
SBM	State-based Marketplace
SHOP	Small Business Health Options Program

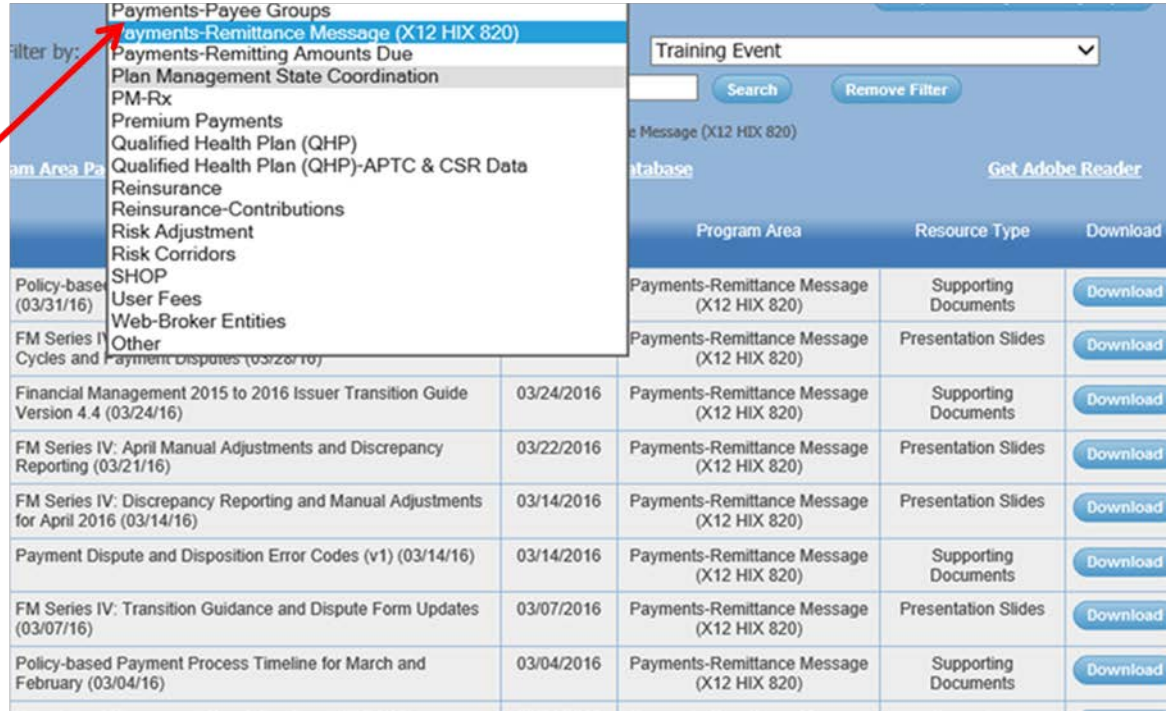
Resources

Resource	Resource Link
Centers for Medicare & Medicaid Services (CMS)	http://www.cms.gov/
U.S. Department of Health & Human Services (HHS)	http://www.hhs.gov/
The Center for Consumer Information & Insurance Oversight (CCIIO) web page	http://www.cms.gov/cciio
Consumer website on Health Reform	http://www.healthcare.gov/
ASC X12 Store	http://store.x12.org/store/health-insurance-exchanges
Registration for Technical Assistance Portal (REGTAP) - presentations, FAQs	https://www.REGTAP.info

Document Location

Additional Materials for FM Payment Processing I are available in the REGTAP Library at https://www.REGTAP.info

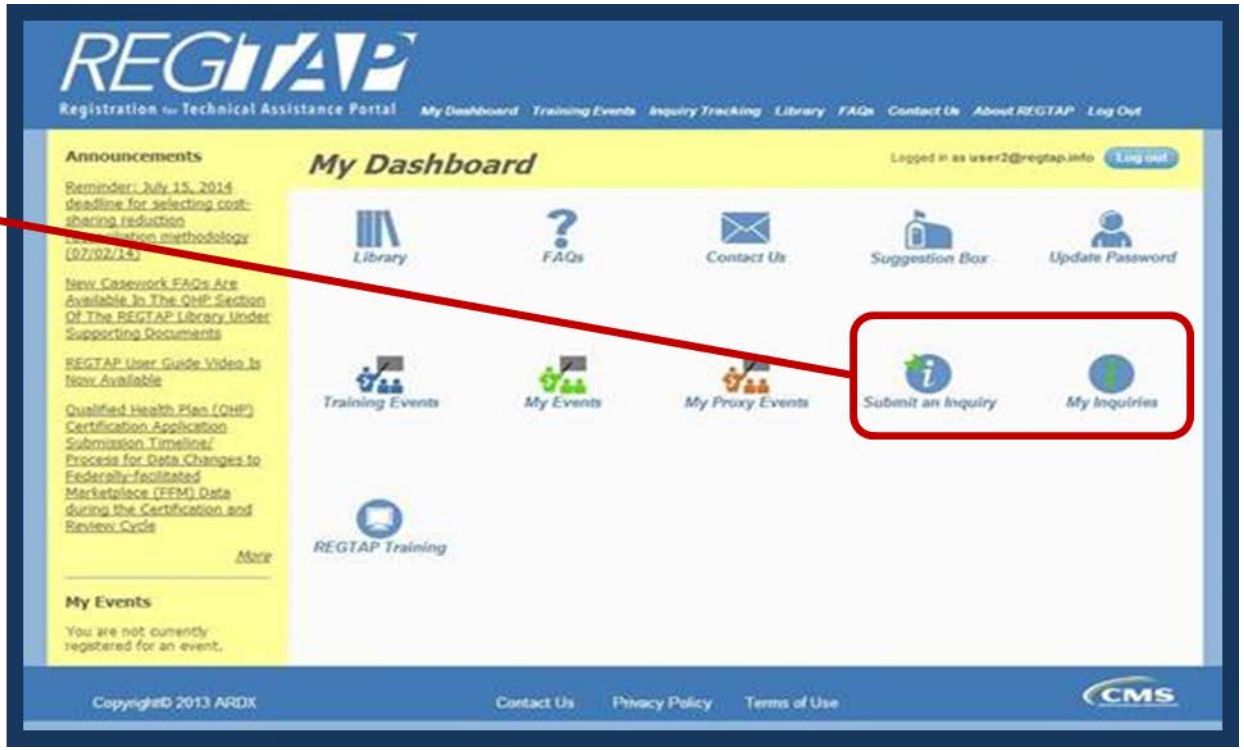
Under Program Area, select "Payments – Remittance Message (X12 HIX 820)"



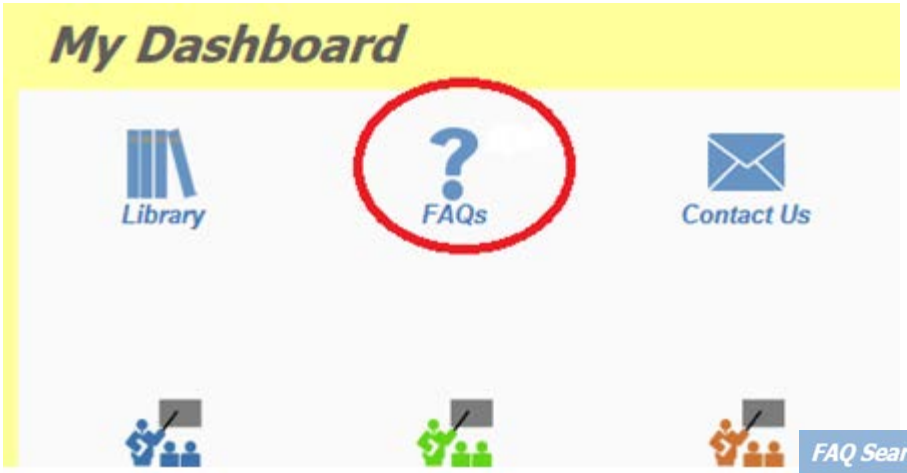
Inquiry Tracking and Management System (ITMS)

Stakeholders can submit inquiries to ITMS at https://www.REGTAP.info

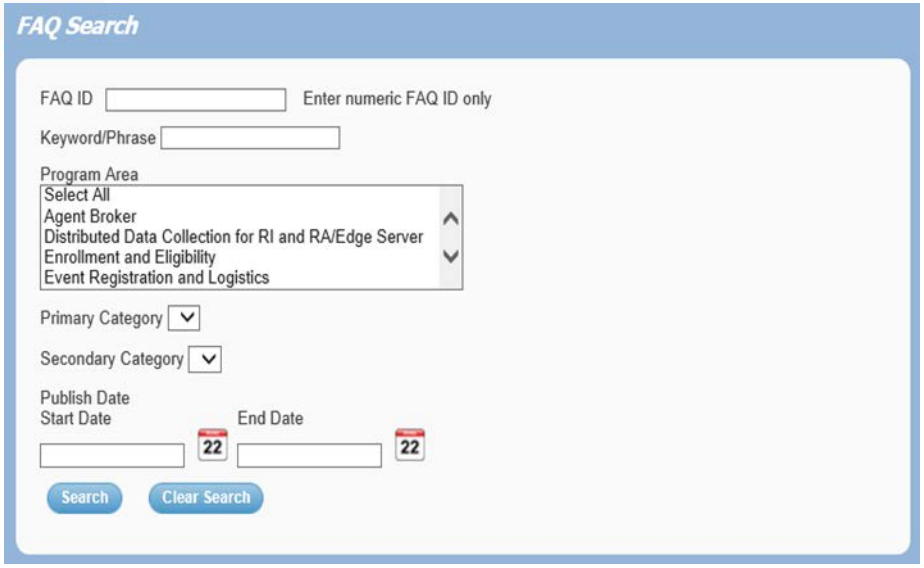
Select “Submit an Inquiry” from My Dashboard.



FAQ Database on REGTAP



The FAQ Database allows users to search FAQs by FAQ ID, Keyword/Phrase, Program Area, Primary and Secondary Categories, Benefit Year, Retired and Current FAQs and Publish Date.



FAQ Database is available at https://www.regtap.info/

Closing Remarks