

FM Payment Processing I:

July & August Payment Cycles, July FFM & SBM
Workbook Submissions, June 1st Payment Bulletin,
M834 Updates, Workbook EFT Submission Process &
Dispute Updates

June 20, 2016



FM Payment Processing I

Agenda

- Session Guidelines
- July and August Payment Cycles
- July FFM and SBM Workbook Submissions
- June 1st Payment Bulletin
- M834 Updates
- Manual Workbook Electronic File Transfer (EFT) Submission Process
- Dispute Updates
- 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 Federally-facilitated Marketplace (FFM) payment process.
- As part of this series, the 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: July 2016

Day of Session	Date of Session	Time	Session Type
Monday	June 20, 2016	2:00 p.m.– 3:30 p.m. ET	Webinar
Monday	July 4, 2016	CANCELLED	HOLIDAY
Monday	July 11, 2016	2:00 p.m. – 3:30 p.m. ET	Webinar
Monday	July 25, 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**

- o Contact the FMCC

- Email: FMCC@cms.hhs.gov

- **HIX 820**

- o 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:
 - o 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
 - o PBP Temporary Adjustment Reconciliation Methodology
 - https://www.regtap.info/uploads/library/FT_MPP_PBP_TempAdjustRecon_121815_v1_5CR_122115.pdf
 - o May 2, 2016 Payment Bulletin
 - https://www.regtap.info/uploads/library/FT_PaymentBulletin_5CR_050216.pdf
 - o PBP May Payment Back-out Example Workbook
 - https://www.regtap.infor/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

June – August 2016 Payment Cycles

Update: June 2016 Pre-Audit File and ERL Cutoff Dates

FFM Issuers:

- Please be aware that CMS postponed the FFM Enrollment Pre-Audit and Payment extracts that are typically initiated on the 15th of the month to Friday, June 17th at 6:00 p.m. EDT.
- As this is the first reconciliation cycle in which field-level updates (including Issuer-Assigned IDs) are being applied to the FFM, the two-day delay allowed more updates to be completed prior to the extract.
 - The applied updates will be reflected on the 2016 Pre-Audit (AUD16) and Outbound Reconciliation (RCNO16) Files distributed later in June, and the July payment reports (820/PPR).
- Please note that this postponement will also shift the planned distribution of the 2016 Pre-Audit (AUD16) Files from Tuesday, June 21st to Thursday, June 23rd.
 - There will be no impact to the scheduled delivery of the July payment reports. There will also be no change to the manual workbook submission window for the July payment cycle.

Update: June 2016 Pre-Audit File and ERL Cutoff Dates (Continued)

- Likewise, there will be no change to the deadline for Inbound Reconciliation (RCNI16) File submission from Issuers for the June cycle.
- Issuers are to submit their files to CMS no later than 3:00 p.m. EDT on Thursday, June 23rd.
- Issuers are strongly encouraged to submit early in the week, well ahead of the deadline, with their RCNI extract aligned to transactions received, from the FFM through 6:00 p.m. EDT on Friday, June 17th.

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
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.		
17	18	19	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	22	23
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			
24	25	26	Delivery to Issuers: • 2016 Recon Outbound	28	29	30
			Previous Years Issuer Dispute Submission Window			
31	August 1	2	3	4	5	6

August 2016

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

Premium Stabilization Payments/Charges Timeline

August

Risk Adjustment Collections Begin

First Reinsurance Payments Distributed

CSR Reconciliation collections and Payments Processed

September

Risk Adjustment charges are due from Issuers

First Risk Adjustment Payment Distributed

Premium Stabilization Payments/Charges Timeline

November

Risk Corridor charges are due from Issuers

Second Risk Adjustment Payment Distributed

December

Risk Corridor Payments Begin

CSR Reconciliation late/non-submitters' charges may be assessed

July FFM & SBM Manual Workbook Submissions

July FFM Manual Workbook Submissions

- The upcoming July payment cycle will be the final cycle that CMS will collect Manual Workbook submissions from FFM Issuers for 2016 coverage.
- As stated in the May 2, 2016 Payment Bulletin, CMS will base July payments on PBP, unless the Issuers are under the 75% threshold of variation between PBP and Manual Workbook submissions.
- FFM Issuers will not need to submit Manual Workbooks in the August payment cycle.

July FFM Manual Workbook

Submissions (Continued)

- For more information related to the 75% threshold on payments, Issuers can review the revised May 2, 2016 FM Payment Bulletin at the following link in the REGTAP Library:
 - o https://www.regtap.info/uploads/library/FT_PaymentBulletin_v1_5CR_051016.pdf

SBM Manual Workbook EFT Submissions

- SBMs and SBM Issuers should begin submitting Manual Workbooks via EFT during the August or September payment cycle.
- Additional detail will be shared during SBM Office Hours on June 29, 2016. This session is intended for SBMs and SBM Issuers.

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

Effectuation of 2016 FFM Dental Enrollments

- 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).
 - o 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:
 - o Submit complete and accurate monthly enrollment reconciliation.
 - o Effectuate all active enrollments and cancel any initial enrollments for which consumers have not paid their premiums, **before the September payment cycle.**

Effectuation of 2016 FFM Dental Enrollments (Continued)

- The June 23rd and July 21st reconciliation submissions, and inbound 834s received by August 10, will be processed before the September payment cycle.
- 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.

Effectuation of 2016 FFM Dental Enrollments (Continued)



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:
 - o https://www.regtap.info/uploads/library/FT_FF_MDentalEffectuationBulletin_060116_5CR_053116.pdf

M834 Updates

Summertime Testing Update: 3 Parallel Efforts (M834, PC 2.0, DE)

Maintenance 834 Testing (IMPL2)

- Connectivity testing to new IMPL2 environment planned between late June and early July. Will provide issuers new URL and end-points (note the same IMP1A certs will also work in IMPL2.)
- When we initially give you access to IMPL2, we will likely ask you to perform only certain activities (such as only create a single initial enrollment to test that you can successfully obtain 834; do not yet test M834 functionality.)
- Functional M834 testing in IMPL2 projected to begin in July (will avoid the week of July 4-8; calls resume **Tue. July 12th**.)

Plan Compare 2.0 Testing (IMP1A)

- Please join us next week for a special walk-through of PC 2.0: **Tuesday, June 21 @ 3:00 p.m. E.T.**)
- Pending internal testing results, we intend to open up all-issuer testing of PC 2.0 in IMPL1A on **Tuesday, June 28**. (Exact date to be confirmed as we get closer and continue to monitor internal development and testing results.)
- **New URL for IMPL1A** will be distributed to issuers to coincide with the launch of PC 2.0 testing. Environment will still contain existing 2016 plan year data.

Direct Enrollment Consumer Flow Enhancements Testing (IMP1A)

- Projected to be made available in the existing IMP1A environment in mid-July, with production roll-out at end of month.
- Enhancements aim to improve the experience by:
 - Streamlining the consumer DE Account Creation & Log-In process (cuts out several unnecessary screens)
 - Retaining the connection/association between the consumer and the issuer/web broker site throughout the double-redirect process
- Will include screen shots and walk-through in the Tuesday 3 p.m. E>T. Technical forum in June (exact date TBD.)

Key dates to circle on your calendar: Tuesday, **June 21st** (PC 2.0 education session); Tuesday, **June 28th** (PC 2.0 potential issuer testing start date); Tuesday, **July 12th** (by this date, likely M834 testing underway.)



Maintenance 834: New Documents Published! (Test Scenarios + 834 Companion Guide)

Maintenance 834 Test Scenarios Now Online:

- 30+ test scenarios outline M834 functionality examples and expected outcomes
- Issuers should study and be ready to test when we open M834 functionality
- Your M834 readiness = are you able to successfully test each of the 30+ scenarios and confirm the expected results?
- Note a few rows highlighted in yellow require CMS actions that you cannot directly test (e.g. scenarios involving a DMI expiring) but provided to issuers for education.
- Now available on CMSzONE at:
<https://zone.cms.gov/document/maintenance-834-test-scenarios>
(Log into CMSzONE before clicking; screen shots also pasted in following slides).

834 Companion Guide Published:

- Published new pre-draft Version 2.0 (will replace existing Version 1.9)
- Now available on CMSzONE at:
<https://zone.cms.gov/document/asc-x12-005010-834-companion-guide>

Issuer M834 Readiness

- **M834 readiness is critical to PBP payment accuracy.**
- To update enrollment information and process payment with the FFM after M834 is launched, Issuers will need to be able to:
 - o Receive/process and create/send initial and effectuation M834 transactions.
 - o 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 (Continued)

- **Issuers Need to:**

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

Steps to M834 Readiness (Continued)

- **Issuers Need to:**

- o 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>
- o Be ready to connect to and test in the new “IMPL2” testing environment in June 2016.
- o 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 on 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

Automated Manual Payment Submission Process

New Workbook Submission Process (Continued)

- **Current Process**

- o 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**

- o SBMs and SBM Issuers must be onboarded and tested to submit via EFT.
- o SBM Issuers have the option to submit Workbooks via EFT in the July submission for August payment.
- o SBM Issuers are REQUIRED to submit via EFT in the August submission for September payment.

- **New Process: EFT Usage Details**

- o Issuers must use new EFT Function Codes (defined on following slide) to transfer files via EFT to CMS.
- o 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.Dnnnnnnn.Txxxxxxxxx.P.IN Example: <TPID>.OPR.WBKI1A.D160415.T142524123.P.IN
CMS to Issuers	WBKO1A (Acknowledgement of File Receipt)	File Name: <TradingPartnerID>.WBKO1A.Dnnnnnnn.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

Payment Disputes Update

Payment Dispute Updates

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

Disposition / Detail Code Updates

- Issuers can access the latest Dispute Disposition and Detail Code list (v2) at the following links:
 - o https://www.regtap.info/uploads/library/FT_Dispute_Disposition_Detail_Code_List_v2_5CR_052016.xlsx
 - o <https://zone.cms.gov/document/2016-enrollment-data-reconciliation>

Disposition / Detail Code Updates

- New Dispute Detail Codes

Dispute Detail Code	Description	Disposition Code
FV201	Payment Dispute based on a HIX 820 cannot dispute Total Premium Amount or User Fee Amount.	R2
FV202	Coverage Period Start Date and Coverage Period End Date are not in the same calendar month.	R2
FV203	Any Coverage Dates (if present) must be greater than or equal to 20160101.	R2
FV204	Payment cycle month must be greater than or equal to 201601.	R2
FV205	The Issuer Coverage Period End Date must be equal to or later than the Issuer Coverage Period Start Date (if present).	R2
FV206	The FFM Coverage Period End Date must be equal to or later than the FFM Coverage Period Start Date (if present).	R2

Payment Dispute Form Updates

- PPR-820 Dispute Form (v2, 052616)
 - o Revised General Form Guidance on Instructions tab to be more clear about how to complete and submit form.
 - o No system-relevant changes to this edition of the form.
 - o Issuers may continue to use the older edition (v2, 030216).
 - o https://www.regtap.info/uploads/library/FT_PPR_820_Dispute_Form_v2_052616_5CR_060616.xlsx

Payment Dispute Form Reminders

- Issuer Coverage Period Dates (Start/End)
 - o The Coverage Period Start Date (Issuer) should be greater than or equal to the Issuer Benefit Start Date as reported in the RCNI.
 - o The Coverage Period End Date (Issuer) should be less than or equal to the Issuer Benefit End Date as reported in the RCNI.
 - o Should represent dates that correspond to the dates for the associated payment (e.g., 20160601 – 20160630).

Payment Dispute Form Reminders

- Disputing Adjustments (Revised Approach)
 - o Issuers are now able to dispute either original or adjusted payment amounts.
 - Be certain that the dispute form accurately records:
 - The PPR Transaction Set Control Number or the HIX 820 EFT Trace Number of the disputed payment.
 - The Payment Cycle Month of the disputed payment.
 - The FFM and Issuer Coverage Period Start/End dates that correspond to the disputed payment.
 - o Complete FFM values based upon payment amount in dispute (e.g., APTC, APTCADJ, CSR, CSRADJ, UF, or UFADJ) .

Payment Dispute Form Reminders

- Exchange Assigned Policy ID (F4)
 - Change in Circumstances (CiC) may initiate a change in the FFM Policy ID #
 - CiCs may happen for a variety of reasons:
 - Adding a member (e.g., birth, marriage, etc.)
 - Relocation to a new zip code, county, or state
 - Losing access to the other coverage (e.g., employer coverage)
 - The current enrollment process for changes made to the insurance application (e.g., CIC) is to terminate or cancel the existing policy and generate a new initial Exchange Assigned policy.
 - Even non-financial CiCs can result in an old policy being cancelled, having those payments reversed, and new amounts being paid under a new policy.



Issuers should retain the most recent Exchange Assigned Policy ID in their systems as the active FFM Policy ID.

Payment Dispute Form Reminders

- CiC example using a May PPR

- o Policy 1111 ended 4/10/16, Total Premium was \$450, APTC was \$120.
- o Policy 2222 began 4/11/16, Total Premium is \$510, APTC is \$150.
- o Collapsed CiC transactions use, at minimum, a two-step process:
 - Reversal of payment(s) on an old policy ID
 - Payment(s) in support of a new policy ID

Exchange Assigned Policy ID	Coverage Period Start/End	Total Premium	APTC
1111	20160401 20160430	-450	-120
1111	20160401 20160410	150	40
2222	20160411 20160430	340	100
2222	20160501 20160531	510	150

- o Issuer system may still have figures for policy 1111 when May PPR arrives and appears to have misaligned dates and financial amounts; Mismatching policy IDs, dates and financial amounts can lead to confusion.

Payment Dispute Form Reminders

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

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

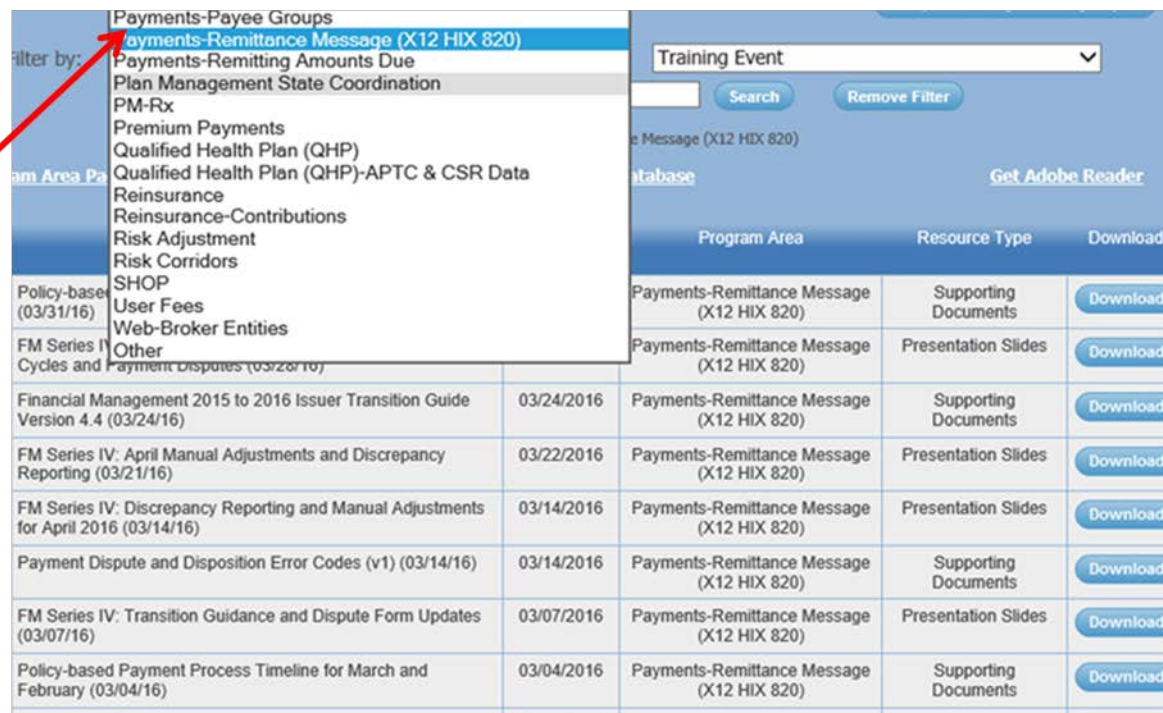
Resources

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/ccio
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)”

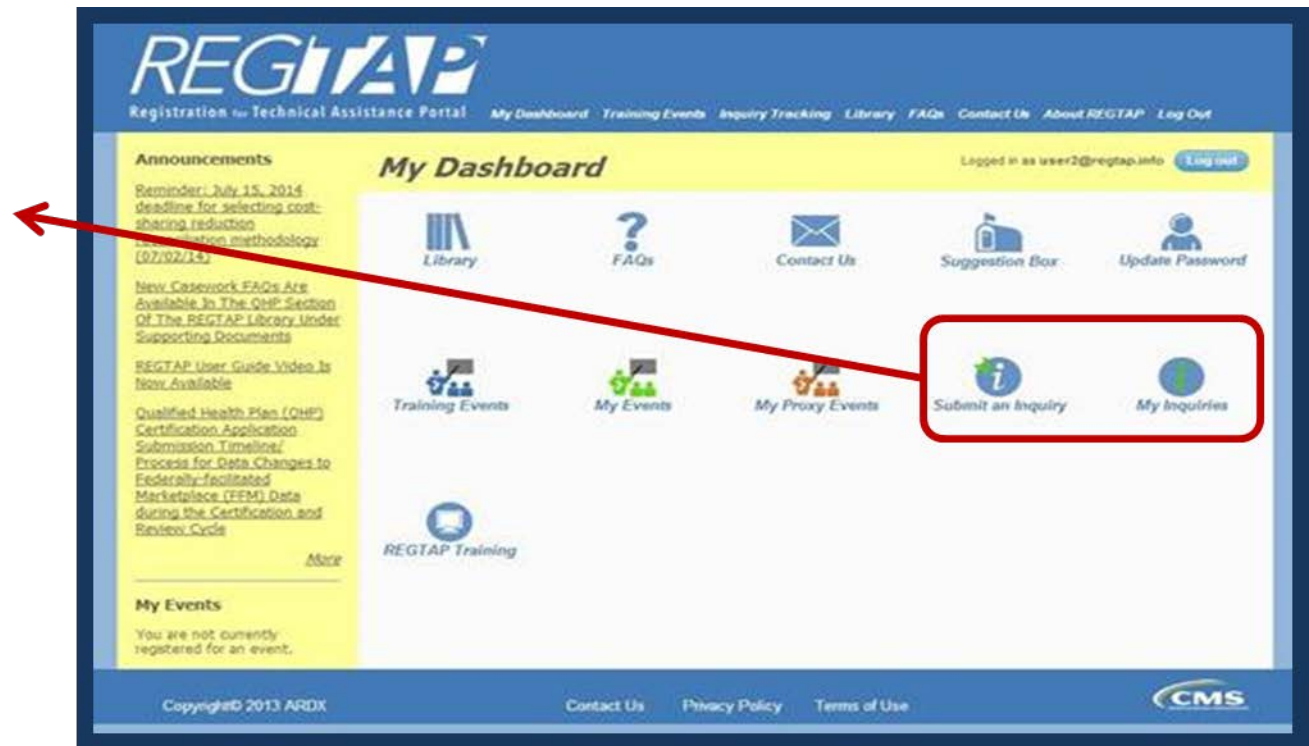


filter by:	Payments-Payee Groups	Training Event		
	Payments-Remittance Message (X12 HIX 820)		Search	Remove Filter
	Payments-Remitting Amounts Due			
	Plan Management State Coordination			
	PM-Rx			
	Premium Payments			
	Qualified Health Plan (QHP)			
	Qualified Health Plan (QHP)-APTC & CSR Data			
	Reinsurance			
	Reinsurance-Contributions			
	Risk Adjustment			
	Risk Corridors			
	SHOP			
	User Fees			
	Web-Broker Entities			
	Other			
	Payment Disputes (03/20/16)			
Policy-based (03/31/16)				
FM Series IV Cycles and				
Financial Management 2015 to 2016 Issuer Transition Guide Version 4.4 (03/24/16)	03/24/2016	Payments-Remittance Message (X12 HIX 820)	Supporting Documents	Download
FM Series IV: April Manual Adjustments and Discrepancy Reporting (03/21/16)	03/22/2016	Payments-Remittance Message (X12 HIX 820)	Presentation Slides	Download
FM Series IV: Discrepancy Reporting and Manual Adjustments for April 2016 (03/14/16)	03/14/2016	Payments-Remittance Message (X12 HIX 820)	Presentation Slides	Download
Payment Dispute and Disposition Error Codes (v1) (03/14/16)	03/14/2016	Payments-Remittance Message (X12 HIX 820)	Supporting Documents	Download
FM Series IV: Transition Guidance and Dispute Form Updates (03/07/16)	03/07/2016	Payments-Remittance Message (X12 HIX 820)	Presentation Slides	Download
Policy-based Payment Process Timeline for March and February (03/04/16)	03/04/2016	Payments-Remittance Message (X12 HIX 820)	Supporting Documents	Download

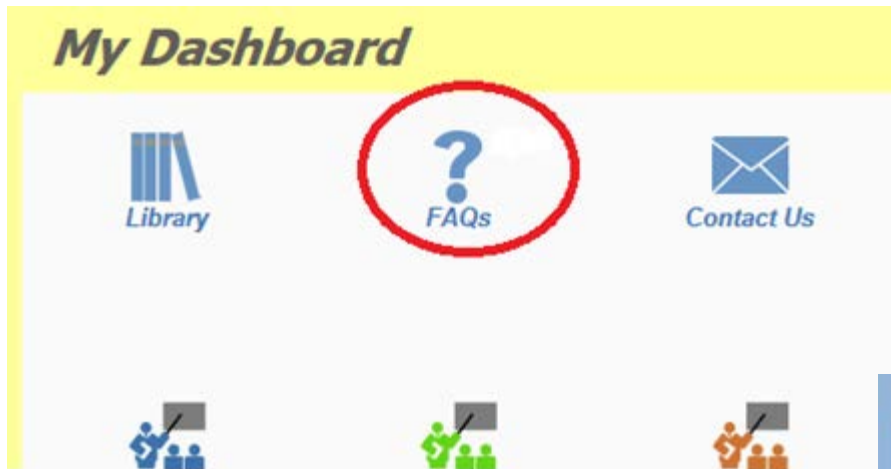
Inquiry Tracking and Management System (ITMS)

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