

Financial Management Series IV: Discrepancy Reporting

January 15, 2016



Financial Management Series IV

Agenda

- Session Guidelines
- Discrepancy Reporting
- Questions & Answers
- Closing Remarks

Session Guidelines

- This is a 60-minute webinar 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 Series IV

- The Centers for Medicare & Medicaid Services (CMS) will continue to roll out trainings in 2016.
- Series IV will continue to provide information related to testing, timelines, HIX 820 scenarios, and any additional guidance related to the 2016 transition.
- As part of this series, CMS will conduct Monday content webinars and Friday Q&A sessions.

FM Series IV Dates: January 2016

Day	Date	Time	Session Title
Monday	January 11, 2016	2:00 – 3:30 p.m. ET	Webinar
Tuesday	January 12, 2016	4:30 – 5:30 p.m. ET	Q&A Session
Wednesday	January 13, 2016	1:00 – 2:00 p.m. ET	Q&A Session
Thursday	January 14, 2016	4:30 – 5:30 p.m. ET	Q&A Session
Friday	January 15, 2016	12:00 – 1:00 p.m. ET	Q&A Session
Monday	January 18, 2016	HOLIDAY	N/A
Tuesday	January 19, 2016	4:30 – 5:30 p.m. ET	Q & A Session
Wednesday	January 20, 2016	1:00 – 2:00 p.m. ET	Q & A Session

FM Series IV Dates: January 2016

(continued)

Day	Date	Time	Session Title
Thursday	January 21, 2016	4: 30 – 5:30 p.m. ET	Q & A Session
Friday	January 22, 2016	12:00 – 1:00 p.m. ET	Q & A Session
Monday	January 25, 2016	2:00 – 3:30 p.m. ET	Webinar
Tuesday	January 26, 2016	4:30 – 5:30 p.m. ET	Q & A Session
Wednesday	January 27, 2016	1:00 – 2:00 p.m. ET	Q & A Session
Thursday	January 28, 2016	4:30 – 5:30 p.m. ET	Q & A Session
Friday	January 29, 2016	12:00 – 1:00 p.m. ET	Q & A Session

Jan and Feb 2016 Calendar

Dates	Action
January 14–15, 2016	Issuers receive January PPR
January 15–16, 2016	2016 Pre-Audit and Payment Extract created (effectuated policies through January 15, 2016 at 11:59 p.m.)
January 19, 2016	February Workbook 1 st submission due by noon
January 20, 2016	Issuers receive: 2016 Pre-Audit File; 2016 Orphan Finder File; 2016 Collapsed CiC Matching File
January 21, 2016	2016 Reconciliation Inbound Due 3:00 p.m. ET
January 21–22, 2016	Issuers receive January Payment
January 22, 2016	February Workbook Final submission due by noon
January 26, 2016	Issuers receive Reconciliation Outbound
January 29–30, 2016	Issuers receive January HIX 820 Transaction

Discrepancy Reporting

PPR/820 Dispute Form

- This form should be used anytime an issuer has a dispute that arises from the PPR/820
 - o Issuers no longer need to indicate whether the dispute relates to enrollment or payment
 - o CMS will determine if a dispute arises from an enrollment or payment issue

PPR/820 Dispute Form - Location

- The enrollment/payment dispute forms are available on REGTAP and CMS Zone
 - o Version 1, 12-18-2015
 - o Version 2, 1-6-2016
 - o Note: The payment dispute form available during the pilot period should no longer be used

PPR/820 Dispute Form (continued)

- Version 2
 - o Available for use (and preferred), but not required for use in January
 - o Available for issuers to provide feedback no later than 1-31-2016
 - o Required for use in February
 - o Any revisions may be applied to a subsequent Version 3 which would be required for use in March

PPR/820 Dispute Form (continued)

- Version 2 is composed of the same fields as Version 1
- Version 2 differs from Version 1 in the following ways:
 - o “Instructions” tab details EFT submission instructions and provides ERR Support Center contact details
 - o **Point of Contact Email Address** – expanded Maximum Field Length to 256 characters
 - o **Coverage Period Start/End Date (FFM)** – now Situationally required (if the dispute’s FFM dollar fields $\neq$ 0.00)
 - o **Coverage Period Start/End Date (Issuer)** – now Situationally required (if the dispute’s Issuer dollar fields $\neq$ 0.00)
 - o **Policy Total Premium Amount, APTC Amount, CSR Amount, UF Amount (FFM)** – expanded Minimum Field Length to 4 characters, AND now Requires usage of these fields

PPR/820 Dispute Form (continued)

- o **Policy Total Premium Amount, APTC Amount, CSR Amount, UF Amount (Issuer)** – expanded Minimum Field Length to 4 characters, AND now Requires usage of these fields
- o **HICS Case Number, Existing CMS Dispute Control Number, Comments** – now, Situationally required as noted in Instructions tab
- o “Excel example file” tab and “PSV example file” tab added

PPR/820 Dispute Form – Key Points

Pipe Separated Values (PSV) format

- Key points to remember
 - o No leading pipe on record line of file
 - o No trailing pipe on record line of file
 - o Empty, unused fields should not be populated (pipe to pipe)
 - o Header record contains 9 fields (8 pipes to separate values)
 - o Detail record contains 23 fields (22 pipes to separate values)
 - o ERR response fields in detail record (columns X-AE in Excel layout) should not be used by issuers at all

PPR/820 Dispute Form – Excel Format

Header fields
9 fields (8 pipes)

1	2	3	4	5	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	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	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	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100

Detail fields
23 fields (22 pipes)

Response fields
(for ERR use only)
DO NOT SUBMIT

PPR/820 Dispute Form – PSV Format

- PSV view (excerpt) of all fields in a sample submission

0	10	20	30	40	50	60	70	80	90	100	110	120	130	140	1
1	C12345678 John Smith 8001111234EXT849204 johnsmith@company.com 20160201 162055 000004930 A000009														
2	12345 ABC123456789 0001503934 56291448 201602 492616725 693816725 20160201 20160210 20160229 20160228 4022.35 2534.50 513.48 234.06 174.59 90.48 -12.1														
3	12345 0001503935 56291448 201602 20160201 20160201 20160229 20160229 1200.00 1200.00 513.48 234.06 0.00 0.00 -42.00 -42.00														
4	12345 0001503935 14485629 201602 20160201 20160201 20160229 20160229 1050.00 1050.00 523.48 244.06 0.00 0.00 -36.75 -36.75														
5	12345 0001503936 29144856 201602 20160201 20160229 900.00 0.00 475.00 0.00 90.00 0.00 -31.50 0.00														
6	12345 ABC123456789 0001503934 56291448 201602 492616725 693816725 20160201 20160201 20160229 20160229 4022.35 2534.50 513.48 234.06 174.59 90.48 -12.1														

PPR/820 Dispute Form

	A	B
1	File_Control_Number	C12345678
	Point_of_Contact_Name	John Smith
2		
3	Point_of_Contact_Telephone_Number	8001111234EXT849204
4	Point_of_Contact_Email_Address	johnsmith@company.com
5	Date_Submitted	20160201
	Time_Submitted	162055
6		
	PPR_Transaction_Set_Control_Number	000004930
7		
	HIX_820_EFT_Trace_Number	
8		
9	Payee_ID	A000009

Situational Requirement

Supply either:

- PPR Transaction Set Control Number
or
- HIX 820 EFT Trace Number

C12345678|John Smith|8001111234EXT849204|johnsmith@company.com|20160201|162055|000004930||A000009

PPR/820 Dispute Form – Excel Format

- “Excel and PSV Format” tab of form
 - o Fields in detail record (using sample data from Instructions tab)

	A	B	C	D	E	F	G
11	Issuer_(HIOS)_ID	Issuer_Assigned_Dispute_Control_Number	Exchange_Assigned_Subscriber_ID	Exchange_Assigned_Policy_ID	Payment_Cycle_Month	Issuer_Assigned_Subscriber_ID	Issuer_Assigned_Policy_ID
12	12345	ABC123456789	0001503934	56291448	201602	492616725	693816725

	H	I	J	K	L	M
11	Coverage_Period_Start_Date_(FFM)	Coverage_Period_Start_Date_(Issuer)	Coverage_Period_End_Date_(FFM)	Coverage_Period_End_Date_(Issuer)	Policy_Total_Premium_Amount_(FFM)	Policy_Total_Premium_Amount_(Issuer)
12	20160201	20160210	20160229	20160228	4022.35	2534.50

	N	O	P	Q	R	S	T	U	V	W
11	APTC_Amount_(FFM)	APTC_Amount_(Issuer)	CSR_Amount_(FFM)	CSR_Amount_(Issuer)	UF_Amount_(FFM)	UF_Amount_(Issuer)	HICS_Case_Number	Recurring	Existing_CMS_Dispute_Control_Number	Comments
12	513.48	234.06	174.59	90.48	-12.36	-8.43	E0000000000	N		

PPR/820 Dispute Form – PSV Format

- PSV view of fields in detail record
(using sample data from Instructions tab)

```
12345|ABC123456789|0001503934|56291448|201602|4  
92616725|693816725|20160201|20160210|20160229|2  
0160228|4022.35|2534.50|513.48|234.06|174.59|90.48|-  
12.36|-8.43|E00000000000|N||
```

Multiple Policy Payment

- Submitting a dispute for multiple policy payments
 - o Same subscriber
 - o Different policies
 - o Same payment coverage period
 - o Regardless of FFM and Issuer amounts

Multiple Policy Payment – Excel Format

- Fields in detail record – Excel format

	A	B	C	D	E	F	G
11	Issuer (HIOS)_ID	Issuer_Assigned_Dispute_Control_Number	Exchange_Assigned_Subscriber_ID	Exchange_Assigned_Policy_ID	Payment_Cycle_Month	Issuer_Assigned_Subscriber_ID	Issuer_Assigned_Policy_ID
13	12345		0001503935	56291448	201602		
14	12345		0001503935	14485629	201602		

	H	I	J	K	L	M
11	Coverage_Period_Start_Date_(FFM)	Coverage_Period_Start_Date_(Issuer)	Coverage_Period_End_Date_(FFM)	Coverage_Period_End_Date_(Issuer)	Policy_Total_Premium_Amount_(FFM)	Policy_Total_Premium_Amount_(Issuer)
13	20160201	20160201	20160229	20160229	1200.00	1200.00
14	20160201	20160201	20160229	20160229	1050.00	1050.00

	N	O	P	Q	R	S	T	U	V	W
11	APTC_Amount_(FFM)	APTC_Amount_(Issuer)	CSR_Amount_(FFM)	CSR_Amount_(Issuer)	UF_Amount_(FFM)	UF_Amount_(Issuer)	HICS_Case_Number	Recurring	Existing_CMS_Dispute_Control_Number	Comments
13	513.48	234.06	0.00	0.00	-42.00	-42.00				
14	523.48	244.06	0.00	0.00	-36.75	-36.75				

Multiple Policy Payment – PSV Format

- Fields in detail record – PSV format
- ||0001503935|56291448|201602|||20160201|20160201|20160229|20160229|1200.00|1200.00|513.48|234.06|0.00|0.00|-42.00|-42.00|||
- 12345||0001503935|14485629|201602|||20160201|20160201|20160229|20160229|1050.00|1050.00|523.48|244.06|0.00|0.00|-36.75|-36.75|||

Duplicate Policy Payment

- Submitting a dispute for a duplicate policy payment
 - o Same subscriber
 - o Same policy
 - o Same payment coverage period
 - o PPR reflects this payment twice, but Issuer expects only one payment; therefore, the second payment should be negated

Duplicate Policy Payment – Excel Format

- Fields in detail record – Excel format

	A	B	C	D	E	F	G
11	Issuer_(HIOS)_ID	Issuer_Assigned_Dispute_Control_Number	Exchange_Assigned_Subscriber_ID	Exchange_Assigned_Policy_ID	Payment_Cycle_Month	Issuer_Assigned_Subscriber_ID	Issuer_Assigned_Policy_ID
15	12345		0001503936	29144856	201602		

	H	I	J	K	L	M
11	Coverage_Period_Start_Date_(FFM)	Coverage_Period_Start_Date_(Issuer)	Coverage_Period_End_Date_(FFM)	Coverage_Period_End_Date_(Issuer)	Policy_Total_Premium_Amount_(FFM)	Policy_Total_Premium_Amount_(Issuer)
15	20160201		20160229		900.00	0.00

	N	O	P	Q	R	S	T	U	V	W
11	APTC_Amount_(FFM)	APTC_Amount_(Issuer)	CSR_Amount_(FFM)	CSR_Amount_(Issuer)	UF_Amount_(FFM)	UF_Amount_(Issuer)	HICS_Case_Number	Recurring	Existing_CMS_Dispute_Control_Number	Comments
15	475.00	0.00	90.00	0.00	-31.50	0.00				

Duplicate Policy Payment – PSV Format

- Fields in detail record – PSV format

```
12345||0001503936|29144856|201602  
||20160201||20160229||900.00|0.00|4  
75.00|0.00|90.00|0.00|-31.50|0.00|||
```

Recurring PPR/820 Payment Issue

- A repeating dispute from one payment cycle to the next:
 - o Same subscriber
 - o Same policy
 - o Subsequent coverage period
 - o Set recurring payment indicator

Recurring PPR/820 Payment Issue – Excel Format

- Fields in detail record – Excel format

	A	B	C	D	E	F	G
11	Issuer_(HIOS)_ID	Issuer_Assigned_Dispute_Control_Number	Exchange_Assigned_Subscriber_ID	Exchange_Assigned_Policy_ID	Payment_Cycle_Month	Issuer_Assigned_Subscriber_ID	Issuer_Assigned_Policy_ID
16	12345	ABC123456789	0001503934	56291448	201602	492616725	693816725

	H	I	J	K	L	M
11	Coverage_Period_Start_Date_(FFM)	Coverage_Period_Start_Date_(Issuer)	Coverage_Period_End_Date_(FFM)	Coverage_Period_End_Date_(Issuer)	Policy_Total_Premium_Amount_(FFM)	Policy_Total_Premium_Amount_(Issuer)
16	20160201	20160201	20160229	20160229	4022.35	2534.50

	N	O	P	Q	R	S	T	U	V	W
11	APTC_Amount_(FFM)	APTC_Amount_(Issuer)	CSR_Amount_(FFM)	CSR_Amount_(Issuer)	UF_Amount_(FFM)	UF_Amount_(Issuer)	HICS_Case_Number	Recurring	Existing_CMS_Dispute_Control_Number	Comments
16	513.48	234.06	174.59	90.48	-12.36	-8.43	E0000000000	Y	999999	E0000000001

Recurring PPR/820 Payment Issue – PSV Format

- Fields in detail record – PSV format

```
9|0012345|ABC1234567801503934|56291448|  
201602|492616725|693816725|20160201|201  
60201|20160229|20160229|4022.35|2534.50|5  
13.48|234.06|174.59|90.48|-12.36|-  
8.43|E00000000000|Y|999999|E00000000001
```

Next Steps

- Future discussions will provide more details on:
 - Timelines for Payment Adjustment Updates

Questions?

To submit questions by phone:

- *dial '14' on your phone's keypad*
 - *dial '13' 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
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	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 Series IV are available in the REGTAP Library at <https://www.REGTAP.info>

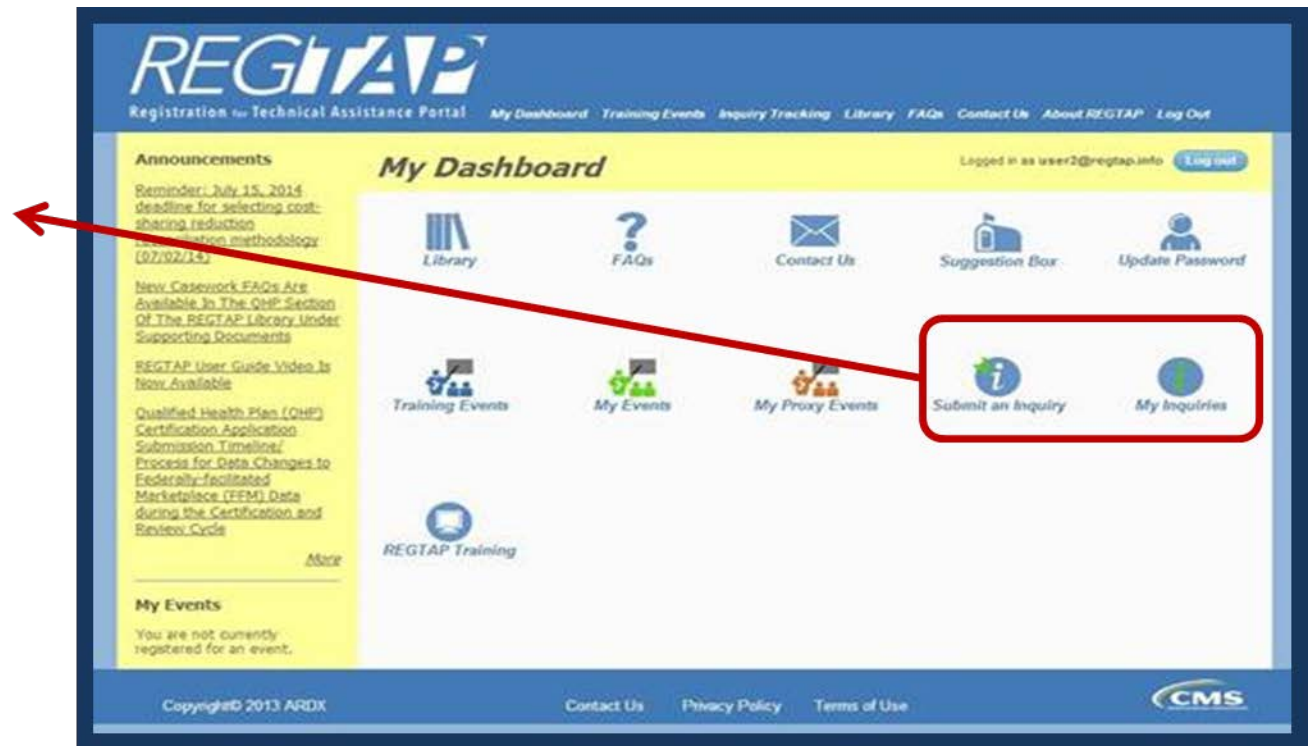
Under Program Area, select “Payments – Remittance Message (X12 HIX 820)”



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

My Dashboard



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

FAQ Database is available at
<https://www.REGTAP.info/>

FAQ Search

FAQ ID Enter numeric FAQ ID only

Keyword/Phrase

Program Area

Select All
Agent Broker
Distributed Data Collection for RI and RA/Edge Server
Enrollment and Eligibility
Event Registration and Logistics

Primary Category

Secondary Category

Publish Date

Start Date

22

End Date

22

Search

Clear Search

Closing Remarks