

FM Series V: Manual 834 Updates, Dispute Updates and Manual Workbook Submission Process

May 23, 2016



Financial Management Series V

Agenda

- Session Guidelines
- Announcements
- Maintenance 834 Launch Updates
- Payment Dispute Updates
- Manual Workbook 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 Series V

- FM Series V 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 PBP 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 Series V Dates: May 2016

Day of Session	Date of Session	Time	Session Type
Monday	May 2, 2016	2:00 p.m. – 3:30 p.m. ET	Webinar
Monday	May 9, 2016	2:00 p.m. – 3:30 p.m. ET	Webinar
Monday	May 16, 2016	2:00 p.m.– 3:30 p.m. ET	Webinar
Monday	May 23, 2016	2:00 p.m. – 3:30 p.m. ET	Webinar
Monday	May 30, 2016	CANCELLED	HOLIDAY

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.

Please do not send personally identifiable information (PII) or member-level information through email. CMS has secure access to all member-level data.

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 of the Dispute Resolution Form is available on REGTAP at the following link:

https://www.regtap.info/uploads/library/FT_PPR820_Dispute_Form_5CR_030416.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.**

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:
 - 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

- **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”.
 - o Issuers are being prepped via webinar & live Q&A to be ready to test by summer.
 - o Summer sessions will roll-out Issuer testing of M834s.
 - o Pending system readiness and Issuer testing, goal is to launch in Production 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:
 - o 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 Receive 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:
 - o Version 1 of the Implementation 834 Guide:
 - <https://zone.cms.gov/document/federally-facilitated-marketplace-maintenance-834-operations-manual>
 - o 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.
 - o Issuers with questions on how to ensure their systems are ready should be attending the Tuesday workgroup and engaging in Q&A.
- 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:
 - o https://www.regtap.info/uploads/library/FT_HIX820_SBM_Slides_091615_5CR_091615.pdf

Bonus M834 CMS Technical Workgroup

- And **extra** M834 Issuer Technical Workgroup will be held Tuesday, May 24, 2016 from 3:00 p.m. to 4:00 p.m. ET
- Issuers may join the Workgroup by using the following access information:
 - o 877-267-1577, ID 2284-2124
 - o https://webinar.cms.hhs.gov/cms_issuer_tech_workgroup/

Dispute Updates

Payment Dispute Updates

- Disposition / Detail Code list v2
- Payment Form Dispute Reminders
- Semi Monthly Issuer Report

Disposition / Detail Code Updates

- Payment Dispute Disposition and Detail Code List (v2) contains:
 - o New Disposition Codes
 - o New Dispute Detail Codes (formerly known as Error Codes)
- Issuers can access the latest Dispute Disposition and Detail Code list 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>

Payment Form Dispute Reminders

- The PBP process became active in 2016. Please do not submit disputes based upon PPR or HIX 820 data for inactive HIOS IDs (2015 or otherwise inactive).
- Issuer Coverage Period Start/End dates (F9/F11) typically correspond to the payment month. (e.g., 5/1/16 – 5/31/16).
- Do not supply the Benefit Coverage Dates. Issuer date fields must be within the range of the benefit coverage dates reported on the most recent RCNI submission.

Semi-monthly Issuer Report

- The Semi-monthly Issuer Report is distributed to Issuers twice a month – on the 1st and 15th, via Electronic File Transfer (EFT) – using the ERRD function code.
- Only sent to Issuers who have disputes that have had a change in disposition status since the preceding Semi-monthly Issuer Report.
- Issuers should refer to the fourth tab, “Payment Disputes”, to see if there has been a change in disposition status since the initial response file was received from the Enrollment Reconciliation & Resolution (ER&R) Contractor.

Manual Workbook Submission Process

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 Electronic File Transfer (EFT) to CMS beginning with the August payment cycle, **required by the September cycle.**
- **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 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.Dnnnnnnn.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.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

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
EFT	Electronic File Transfer
EPS	Enrollment and Payment System
ERR	Enrollment Reconciliation and Resolution Contractor
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

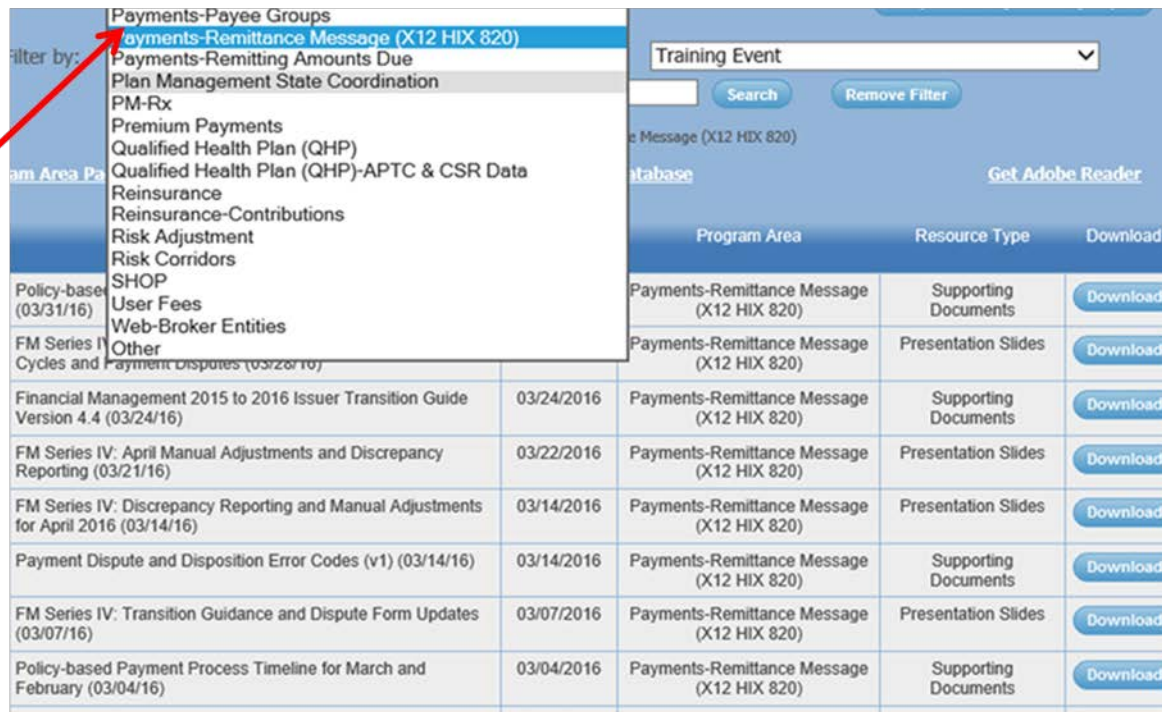
Resources

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 Series IV are available in the REGTAP Library at <https://www.REGTAP.info>

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



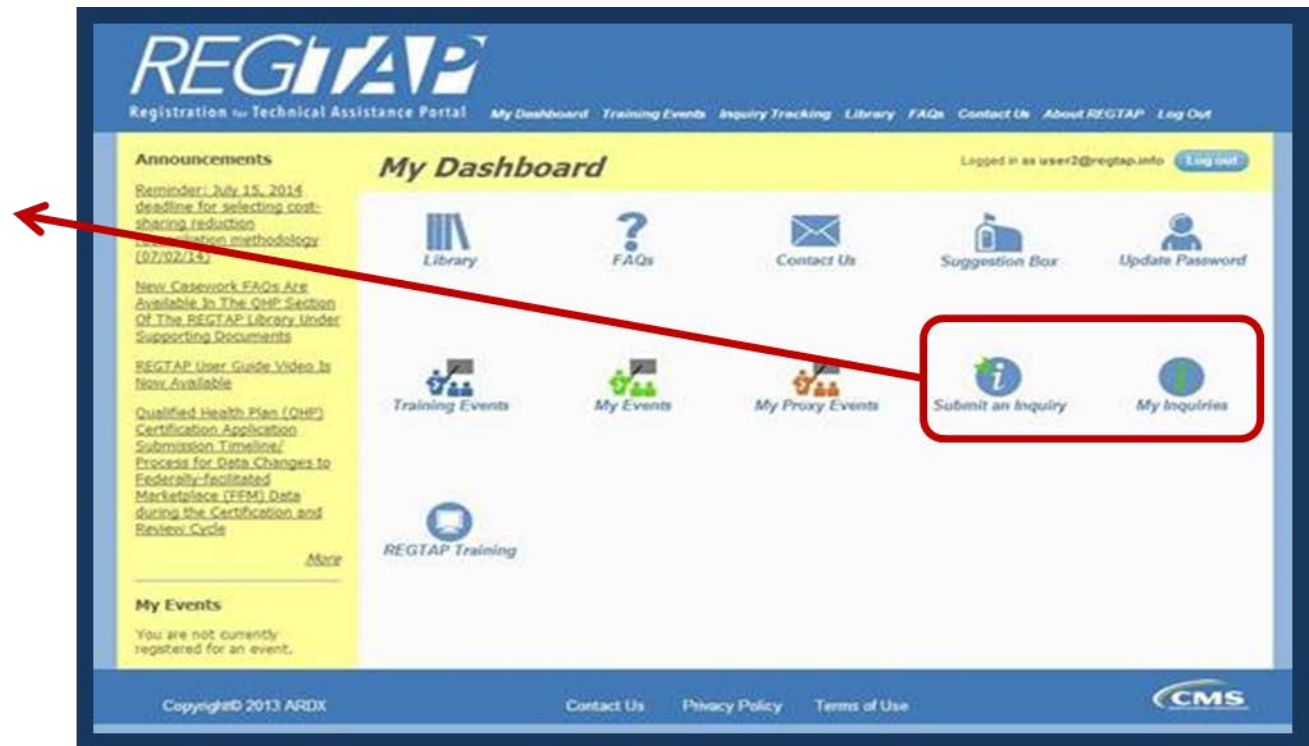
The screenshot shows the REGTAP Library interface. On the left, a dropdown menu is open under the 'Program Area' filter, listing various categories. The 'Payments-Remittance Message (X12 HIX 820)' option is highlighted. A red arrow points from the text 'Under Program Area, select “Payments – Remittance Message (X12 HIX 820)”' to this option. The main table displays a list of documents related to this category, including transition guides, manual adjustments, and dispute resolution documents, each with a 'Download' button.

Program Area	Resource Type	Download
Payments-Remittance Message (X12 HIX 820)	Supporting Documents	Download
Payments-Remittance Message (X12 HIX 820)	Presentation Slides	Download
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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

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