

FM Payment Processing I:

Vendor Management Reminders, HIX 820 Payment Reports, August – December 2016 Payment Cycles, Invoicing Overview, Marketplace Technical Operations Workshop, M834 Testing, 2014 Restatement Activities, and Payment Disputes

August 22, 2016



FM Payment Processing I

Agenda

- Session Guidelines
- Vendor Management Reminders
- HIX 820 Payment Reports Update
- August – December 2016 Payment Cycles
- Invoicing Overview
- Marketplace Technical Operations Workshop
- M834 Testing Updates
- 2014 Restatement Activities
- Payment 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 every other Monday from 2:00 p.m. to 3:30 p.m. ET.

FM Payment Processing I: August and September 2016

Day of Session	Date of Session	Time	Session Type
Monday	August 22, 2016	2:00 p.m. – 3:30 p.m. ET	Webinar
Tuesday	September 6, 2016	2:00 p.m. – 3:30 p.m. ET	Webinar
Monday	September 19, 2016	2:00 p.m. – 3:30 p.m. ET	Webinar



Please note that due to the Labor Day holiday, the webinar normally scheduled for Monday, September 5th will occur on Tuesday, September 6th.

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 (7)-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](#)
 - o [PBP Temporary Adjustment Reconciliation Methodology](#)
 - o [May 2, 2016 Payment Bulletin](#)
 - o [PBP May Payment Back-out Example Workbook](#)

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

Documents Available on REGTAP

- The ***Managed File Transfers (MFT) Thin Client Help Guide*** and ***Manual Payment and Enrollment Data Workbook User Guide*** are currently available in the REGTAP Library at <https://www.REGTAP.info>, under the **Payment Processing (X12 HIX 820)** program area.

Vendor Management Reminders

Vendor Management Reminders

The Financial Management (FM) module is open for issuers from the 11th through the 24th of each month. The FM module is unavailable from the 25th of each month through the 10th of the following month.

Vendor Management Reminders

- Regular maintenance to your Payee Group is recommended. Please login to the FM module and ensure all contacts, and phone numbers are up to date.
- If your edits include changes to your banking information, your financial institution is required to fax a bank verification letter (BVL) directly to CMS at 301-492-4746.

Vendor Management Reminders



- Important: When making edits to your Payee Group, please ensure all edits are completed and approved within your organization prior to the module closing. This will allow CMS to ensure we can make timely ACA program payments to your organization.
- Incomplete records at time of module closing are in jeopardy of not receiving a payment for that cycle.

HIX 820 Payment Reports Update

HIX 820 Payment Reports Update



If a payee's total payment is \$100M in a payment cycle, that payee will receive multiple HIX 820 reports for that payment cycle since the total payment limit of the HIX 820 is less than \$100M.

August – December 2016 Payment Cycles

August – October Payment Cycle – Key Payment Activities

Key Payment Activities	August	September
SBM Issuer Workbooks Submission Window	N/A	August 16 – 23
Vendor Management Module Open	August 11 – 24	September 11 – 24
Dunning Letters sent to Issuers	August 10	September 12
Preliminary Payment Reports sent to Issuers	August 12 – 15	September 12 – 15
Treasury issues payments to Issuers	August 19	September 21
HIX 820 Payment transactions sent to Issuers	August 30 – 31	September 30

October – December Payment Cycle – Key Payment Activities

Key Payment Activities	October	November	December
SBM Issuer Workbooks Submission Window	September 16 – 22	October 17 – 21	November 16 – 21
Vendor Management Module Open	October 11 – 24	November 11 – 24	December 11–24
Dunning Letters sent to Issuers	October 11	November 10	December 13
Preliminary Payment Reports sent to Issuers	October 12 – 14	November 10 –14	December 9 –13
Treasury issues payments to Issuers	October 21	November 21	December 21
HIX 820 Payment transactions sent to Issuers	October 30	November 30	December 30

Invoicing Overview

Initial Invoice

- CMS has updated the title of the initial letter which notifies the issuer of a debt that was unable to be offset
- In order to better align with common debt collection terminology, CMS will rename the “Dunning Letter – First Request” to “Initial Invoice”

Initial Invoice and Intent to Refer Letters

1. **Initial Invoice** – the initial bill that will give the deadline for Issuers to pay the amount due
 - Issuers will receive an Initial Invoice for each program for which there is an outstanding balance.
 - o **NOTE:** Issuers who owe amounts for RA will receive separate letters for RA Charges and RA User Fees.
2. **Intent to Refer Letter** – if payment is not received by the Initial Invoice deadline, the final letter requesting payment is sent 60 days after the Date on the Initial Invoice, this letter is the Intent to Refer to Treasury Letter.

Marketplace Technical Operations Workshop

MARKETPLACE TECHNICAL OPERATIONS WORKSHOP

Thursday, September 29, 2016

9:00 a.m. – 3:00 p.m. ET

U.S. Department of Health & Human Services (HHS)

Hubert H. Humphrey Building

200 Independence Avenue, SW

Washington, DC 20201

This event will feature a mix of FFM issuer and CMS panels that explore best practices and techniques on how to improve technical operations, reduce overhead, and bolster performance while operating on the Marketplace.

Topics Planned: 4 panels on FFM Operational Areas

- Enrollments
- Issuer Customer Service
- Data Reconciliation
- Architecture

Register today! Log onto <https://www.REGTAP.Info> and click on one of the following links:

In-Person Registration: https://www.regtap.info/reg_events_view.php?class=295

Remote Registration: https://www.regtap.info/reg_events_view.php?class=296

M834 Testing Updates

M834 Testing Updates



- Reminder: All FFM Issuers should be testing Maintenance 834 transactions, and CMS encourages all issuer to complete their M834 transactions this month in order to be ready for M834s in production in mid-September 2016.
- For issuers who are constrained by resources, they should test and complete at a minimum the following 5 M834 test scenarios: 22, 13, 4, 1 and 33.
- FMCC will be reaching out to each organization to see how they are making progress during M834 testing.

M834 Testing Updates (continued)

- CMS posted on CMSzONE new detailed walk-through screen shots on how to trigger M834s following CMS's third "M834 Testing 101" session last Thursday.
 - Testers should review the slides in the presentation file name "m834_issuer_training_session_3_held_on_2016_0818.pdf" on CMSzONE at <https://zone.cms.gov/document/slides-cms-issuer-technical-workgroups-tuesdays>.
- CMS continues to hold M834 Q&A sessions weekly during the "CMS-Issuer Technical Workgroup" on Tuesdays at 3:00 p.m. Eastern Time.
 - Dial-In is 877-267-1577, ID 2284-2124 and URL webinar: https://webinar.cms.hhs.gov/cms_issuer_tech_workgroup/.

2014 Restatement Activities

2014 Manual Payment Restatements

- CMS has extended the deadline for issuers to submit a request to restate their 2014 APTC and User Fees. The deadline to request the restatement is **August 26, 2016**.
- After submission, issuers will be notified if their request has been accepted or rejected.
- If accepted, workbooks will be distributed with instructions and timeframes for submission.
- Restatement processing is targeted for the October / November timeframe.

Payment Disputes Updates

Payment Disputes Updates

- New Technical Reference Guide
- Re-dispositioning
- Payment Dispute Form Updates/Reminders

Technical Reference Guide

- The Financial Management (FM) Technical Reference Guide (TRG) provides issuers with a consolidated point of reference for technical guidance related to the Individual Market Financial Management Policy-Based Payment (PBP) Dispute process.
 - o A detailed overview of the process.
 - o Technical details and file specifications.
 - o References to ancillary resources.
- The TRG contains a wealth of knowledge regarding the payment dispute process. Issuers are highly encouraged to read through the guide to better understand how to effectively utilize payment disputes.
- Issuers can access the TRG at the following links:
 - o https://www.regtap.info/uploads/library/FT_TRG_080916_v1_5CR_081016.pdf
 - o <https://zone.cms.gov/document/ppr-820-disputes-page>

Re-Dispositioning

- Semi-Monthly reports created on 1st and 16th of each month (last distributed on 8/16)
- Includes four (4) tabs:
 - o Enrollment Summary
 - o Enrollment Disputes
 - o Payment Summary
 - o Payment Disputes
- The Payment Disputes tab is populated only for Issuers who have disputes that have had a change in disposition status since the preceding Semi-Monthly Issuer Report.
- Issuers should refer to the Semi-Monthly Issuer Report to see if there has been a change in disposition status since the initial Response File was received from the ERR Contractor.

Re-Dispositioning (continued)

- Generally, the 8/16 Semi-Monthly report showed:
 - o Payment disputes with a new C5 (Already Corrected by Adjustments) disposition.
 - o Payment disputes with a new C2 (Timing issue – Update planned for next cycle) disposition.
 - o Payment disputes with a new R9 (Mismatched Policy) disposition.

Payment Dispute Form Updates/Reminders

- Dispute Timing after PPR:
 - o The Preliminary Payment Report (PPR) is typically sent around the 12th–15th of each month.
 - o When an Issuer submits a PPR-820 Payment Dispute on a very recent PPR, ER&R may delay processing of the dispute form until this most current PPR is loaded into the ER&R system.
 - o This is a necessary change to ensure that the dispute is processed correctly based upon the most recent data.
 - o Issuers may notice a delay of up to two (2) business days when submitting a dispute immediately after receipt of the PPR.

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 “Payment Processing (X12 HIX 820)”



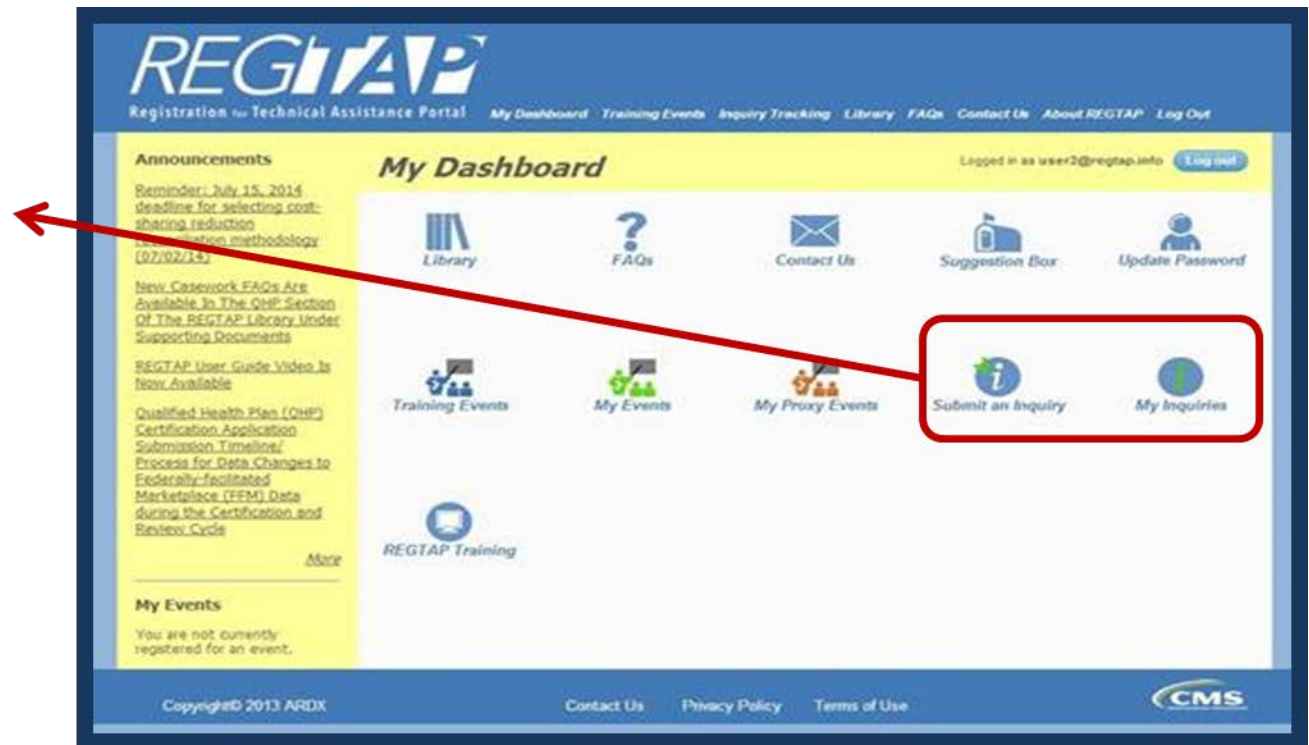
The screenshot shows a search results page in the REGTAP Library. On the left, a search bar contains the text 'Payment Processing (X12 HIX 820)'. Below the search bar, a list of results is displayed. The first result, 'Payment Processing (X12 HIX 820)', is highlighted in blue. A red arrow points from the text 'Payment Processing (X12 HIX 820)' in the left-hand text block to this highlighted result. To the right of the search results, a table lists the resources found. The table has three columns: 'Program Area', 'Resource Type', and 'Download'. The first row of the table is highlighted in blue and matches the search criteria.

Program Area	Resource Type	Download
Payment Processing (X12 HIX 820)	Presentation Slides	Download
Payment Processing (X12 HIX 820)	Job Aid	Download
Payment Processing (X12 HIX 820)	Supporting Documents	Download
Payment Processing (X12 HIX 820)	Presentation Slides	Download
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Payment Processing (X12 HIX 820)	Supporting Documents	Download
Payment Processing (X12 HIX 820)	Presentation Slides	Download

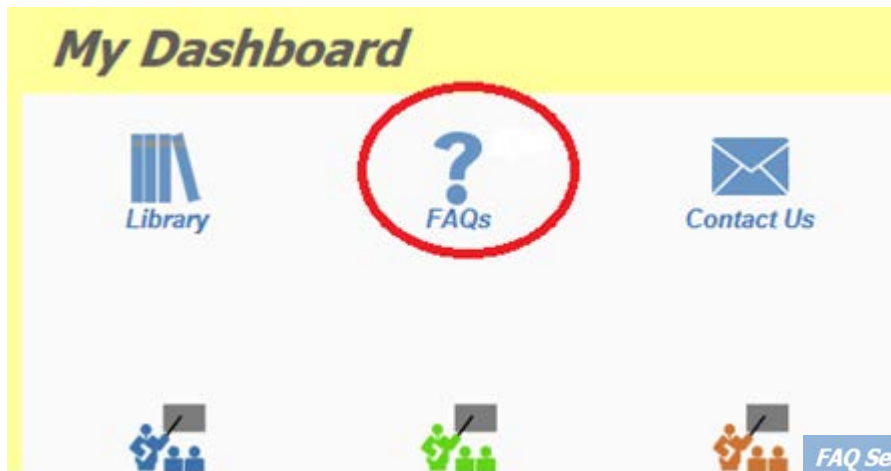
Inquiry Tracking and Management System (ITMS)

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