

HHS-Operated Risk Adjustment Data Validation (HHS-RADV) Issuer Senior Official Designation

April 11, 2018

Health Insurance Marketplace Program
Training Series

Session Agenda

- Session Guidelines
- New Webinar Platform
- Intended Audience
- Session Purpose
- HHS-RADV Timeline
- Issuer Senior Official (SO) Designation Process
- Question & Answer (Q&A)
- Next Steps
- Resources
- Closing Remarks

Session Guidelines

- This is a 90-minute webinar session
- For questions regarding content, please submit questions to the RADV team at the following email:
 - CCIIOACARADatavalidation@cms.hhs.gov
- For questions regarding logistics and registration, contact the Registrar at: (800) 257-9520

New Webinar Platform

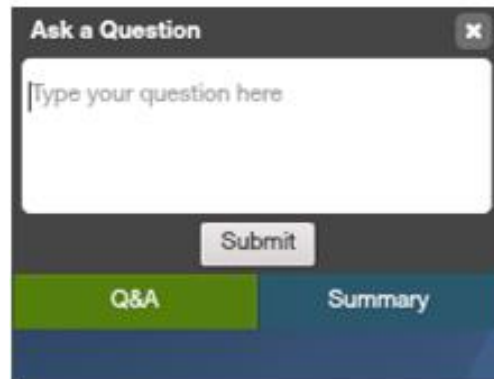
- CMS has implemented a new, user-friendly webinar platform to broadcast Registration for Technical Assistance Portal (REGTAP) training events
- Training events will be seen and heard through your device and are now also accessible on mobile devices

New Webinar Platform (continued)

- Use Internet Explorer (IE) when accessing the new web platform
- Test your system's compatibility, use the following link:
http://engage.vevent.com/microsite/ext/self_test.jsp?eid=140
- If you cannot hear today's audio or having other technical issues, please contact the Registrar Support Team at registrar@regtap.info or 1 (800) 257-9520

New Webinar Platform (continued)

- To submit questions, use the Q&A panel
- CMS Subject Matter Experts will respond to submitted questions during the webinar, as time allows
- If your question does not receive a response, please send your question to CCIIOACARADDataValidation@cms.hhs.gov

A screenshot of a web application dialog box titled "Ask a Question" with a close button (X) in the top right corner. The dialog contains a large text input field with the placeholder text "Type your question here". Below the input field is a "Submit" button. At the bottom of the dialog, there are two tabs: "Q&A" (highlighted in green) and "Summary".

New Webinar Platform (continued)

- **Can I still use a landline phone to listen?**

No, the audio for the webcast will stream via your computer or smart device (Apple or Android), so you will need speakers or headphones to listen

- **Can I call from a cell phone to listen?**

No, you may access the event from a smart device, such as an Apple or Android cell phone, using the web browser on your device.

- **How do I adjust the volume for the event?**

Please adjust your volume to the desired setting using the volume settings on your device. You may also adjust the volume in the lower right corner of the webcast. Please ensure the volume button is not muted in the platform

- **Can I make the picture larger on my screen?**

Yes, you may maximize your screen by selecting the full-screen icon located in the lower right corner of your screen



Intended Audience

- Issuers subject to the HHS-RADV Audit:
 - Issuers offering non-grandfathered Affordable Care Act-compliant individual and/or small group health plans both inside and outside the Exchange
- Potential Initial Validation Audit (IVA) Entities
- Second Validation Audit (SVA) Entities
- Third Party Administrators (TPA) and support vendors



This includes State-based Exchange (SBE) Issuers, Federally-facilitated Exchange (FFE) Issuers, and Small Business Health Options Programs (SHOP)

Session Purpose

- Provide the 2017 benefit year HHS-RADV timeline
- Provide an overview of the Issuer SO designation process
- Provide next steps and upcoming trainings

HHS-RADV Timeline

Benefit Year 2017 HHS-RADV Timeline



To access the most current HHS-RADV Timeline for the 2017 Benefit Year, please refer to the REGTAP Library under the HHS-Operated Risk Adjustment Data Validation (RADV) program:

[2017 Benefit Year HHS-RADV Timeline](https://www.regtap.info)

New Issuer Senior Official (SO) Designation Process

HHS-RADV Senior Official Requirements

New issuers to the HHS-RADV process –

- The Issuer SO Designation process web form only applies to companies that have not previously participated in HHS-RADV
 - An Issuer's SO must be designated to communicate with CMS regarding HHS-RADV activities. The HHS-RADV SO will be required to:
 - Maintain a current list of the issuer staff who can access the HHS-RADV Audit Tool
 - Serve as the primary point of contact for communication with CMS regarding HHS-RADV activities
 - Complete the IVA Entity Designation Form within the Audit Tool
 - Validate sampling reports
 - Resolve any non-compliance issues related to the completion and submission of the IVA
 - Confirm the completeness of the IVA prior to final submission in the Audit Tool
 - Submit discrepancies and appeals on behalf of the issuer regarding HHS-RADV audit findings

Issuer SO Designation Web Form Availability

The web form will be available **April 16, 2018**



Opens

- Note – An issuer will not be able to designate an IVA Entity until the Senior Official and Back-Up SO are designated

Issuer SO Designation Process



Issuer CEO Designate & Alternate CEO Designate receives a link to the web form in an invitation email.



CEO Designate or Alternate CEO Designate accesses the web form and designates Issuer SO and Back-Up Issuer SO.



Issuer SO and Back-Up SO information is automatically loaded into the Audit Tool and a registration email is sent within 24 business hours of designation.



NOTE

This process only applies to NEW issuers that did not participate last year

Before You Begin the Web Form

- The form must be completed and attested to by the CEO Designate or Alternate CEO Designate
 - Use the same Access Code as the EDGE Server Contact Database
 - If you do not have an Access Code, you use the EDGE Server Contact Database to create one
- Determine the individuals from your organization who will act as the Issuer SO and Back-Up Issuer SO for the purpose of HHS-RADV
 - You must maintain a minimum of one (1) Issuer SO and one (1) Back-Up Issuer SO with a current effective date

Issuer SO Designation Web Form Overview

- The HHS-RADV Issuer Senior Official Designation Web Form allows issuers to identify the individuals in their organization who will serve in the Issuer SO and Back-Up Issuer SO roles
 - Follow the link provided by email to complete this process



The web form must be completed in a single session. Information cannot be saved in the web form; therefore, we suggest you collect all necessary information before initiating the process

Web Form: Welcome Page

Have you created
an EDGE Server
Contact Database
Access Code?

YES

Enter the CEO Designate email address in the **Login ID** field and the access code you created.

NO

Select the **Create Access Code** button to create an access code (password) for your company.

Create Access Code



NOTE

If you forgot your access code, select the **Forgot Access Code** link

Web Form: Welcome Page (continued)

Welcome

The Risk Adjustment (RA) program is one of three premium stabilization programs established by the Patient Protection and Affordable Care Act (PPACA). The overall goal of RA is to eliminate premium differences among plans based solely on favorable or unfavorable risk selection in the individual and small group markets both inside and outside of the Marketplace. The U.S. Department of Health & Human Services (HHS) Centers for Medicare & Medicaid Services (CMS) conducts risk adjustment data validation (hereafter referred to as HHS-RADV) audits to ensure the accuracy and integrity of risk adjustment data, and risk adjustment payments and charges.

A critical part of the PPACA HHS-RADV program is the use of the Audit Tool that requires registration and use by issuer designated officials. Pursuant to 45 CFR 153.630(b)(1), we request that the CEO Designate or Alternate CEO Designate use this web form to identify an HHS-RADV Issuer Senior Official (SO) and a Back-Up Issuer SO. The Issuer SO is responsible for your organization's accurate completion of the PPACA HHS-RADV process and will be granted access within the PPACA HHS-RADV Salesforce Community to serve as the primary user and point of contact for communication with CMS regarding HHS-RADV.

If you require assistance, or have questions related to the completion of this web form, please contact us at CCIIOACARADDataValidation@cms.hhs.gov. All emails **must** include your organization's HIOS ID(s) in the subject line.

Instructions

To complete this web form, you must be the CEO Designate or Alternate CEO Designate, and you must have an EDGE Server Contact Database Access Code.

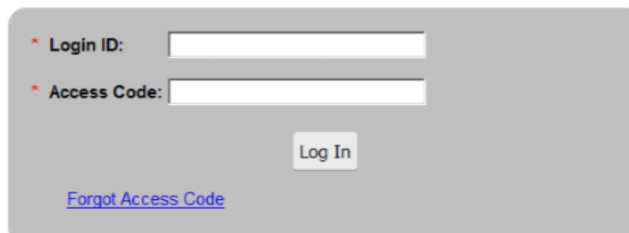
If you have not previously accessed the EDGE Server Contact Database, or if you forgot your Access Code, please select the following link for the EDGE Server Contact Database to either create or reset your access code.

<https://acapaymentoperations.secure.force.com/EdgeContactDatabase>

Enter the CEO Designate or Alternate CEO Designate email address into the **Login ID** field and your EDGE Server Contact Database Access Code into the **Access Code** field, and then select the **Log In** button.

Note: If your company's CEO Designate or Alternate CEO Designate changed, you must update the contact information in the EDGE Server Contact Database web form: <https://acapaymentoperations.secure.force.com/EdgeContactDatabase>. You will not be able to complete this process until updates are completed.

The red asterisk (*) indicates required fields.



* Login ID:

* Access Code:

Log In

[Forgot Access Code](#)

Web Form: Issuer SO/Back-Up Issuer SO Contact Information

- Select the **Add Issuer Senior Official** link to navigate to the Add Contact Information page to enter the Issuer SO contact information
- Select the **Add Back-Up Issuer Senior Official** link to navigate to the Add Contact Information page to enter the Back-Up issuer SO contact information
- Select the **Edit** or **Delete** link to make corrections or to delete a contact



NOTE

You **must** maintain a minimum of one (1) Issuer SO and one (1) Back-Up Issuer SO with a current effective date

Web Form: Issuer SO/Back-Up Issuer Senior Official Contact Information (continued)



Issuer Senior Official/Back-Up Issuer Senior Official Contact Information

Instructions

An issuer must maintain a minimum of one (1) Issuer Senior Official (SO) and one (1) Back-Up SO with a current effective date.

Select the **Add Issuer Senior Official** link to add an issuer SO.

Select the **Add Back-Up Issuer Senior Official** link to add a Back-Up issuer SO.

Select the **Edit** or **Delete** link next to an entry listed in the Issuer Senior Official or Back-Up Issuer Senior Official table to edit or delete the entry.

Contact information updates will be applied to all HIOS IDs listed for your company. If your company requires a different contact for a specific HIOS ID(s), you must email CCIIOACARADatavalidation@cms.hhs.gov to make this update.

Company Name: Test Company

HIOS ID(s): 11011, 22022, 33033

Issuer Senior Official [Add Issuer Senior Official](#)

Action	Effective Date	First Name	Last Name	Email Address	Job Title	Phone Number	Phone Extension
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Back-Up Issuer Senior Official [Add Back-Up Issuer Senior Official](#)

Action	Effective Date	First Name	Last Name	Email Address	Job Title	Phone Number	Phone Extension
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Exit

Continue

Web Form: Add Contact Information Page

Add Contact Information

Instructions

To add an Issuer SO or Back-Up Issuer SO, complete the contact information fields below. Select the **Save & Return** button to save the contact information.

Required fields are indicated with a red asterisk (*).

Add Issuer Senior Official

Effective Date: 4/3/2018

* First Name:	John	* Last Name:	Smith
* Email Address:	jsmith@somewhere.net	* Job Title:	Analyst
* Phone Number:	(555) 555-5555	Phone Extension:	

Cancel

Save & Return

Web Form: Summary Page

- Before submitting, review the following information for accuracy:
 - Issuer SO information;
 - Back-Up Issuer SO information; and
 - Submitter contact information



NOTE

If the **Submitter Contact Information** is incorrect, you must exit the web form and make updates in the EDGE Server Contact Database

Web Form: Summary Page (continued)

Summary

Instructions

Select the **Edit** button to make additional contact information edits.

Company Name:

HIOS ID(s): 22123, 22124

Issuer Senior Official: ABC Company

Effective Date	First Name	Last Name	Email Address	Job Title	Phone Number	Phone Extension
4/3/2018	John	Smith	jsmith@somewhere.net	Analyst	(555) 555-5555	

Back-Up Issuer Senior Official:

Effective Date	First Name	Last Name	Email Address	Job Title	Phone Number	Phone Extension
4/3/2018	Mary	Jones	mjones@somewhere.net	Analyst	(555) 555-5555	

Edit

Submitter Contact Information

The Submitter Contact Information is populated from the EDGE Server Contact Database according to the email address (CEO Designate or Alternate CEO Designate) used to log into this web form.

First Name: Jane
Email Address: jjohnson@somewhere.net
Phone Number: (555) 555-5555

Last Name: Johnson
Job Title: Administrator
Phone Extension:

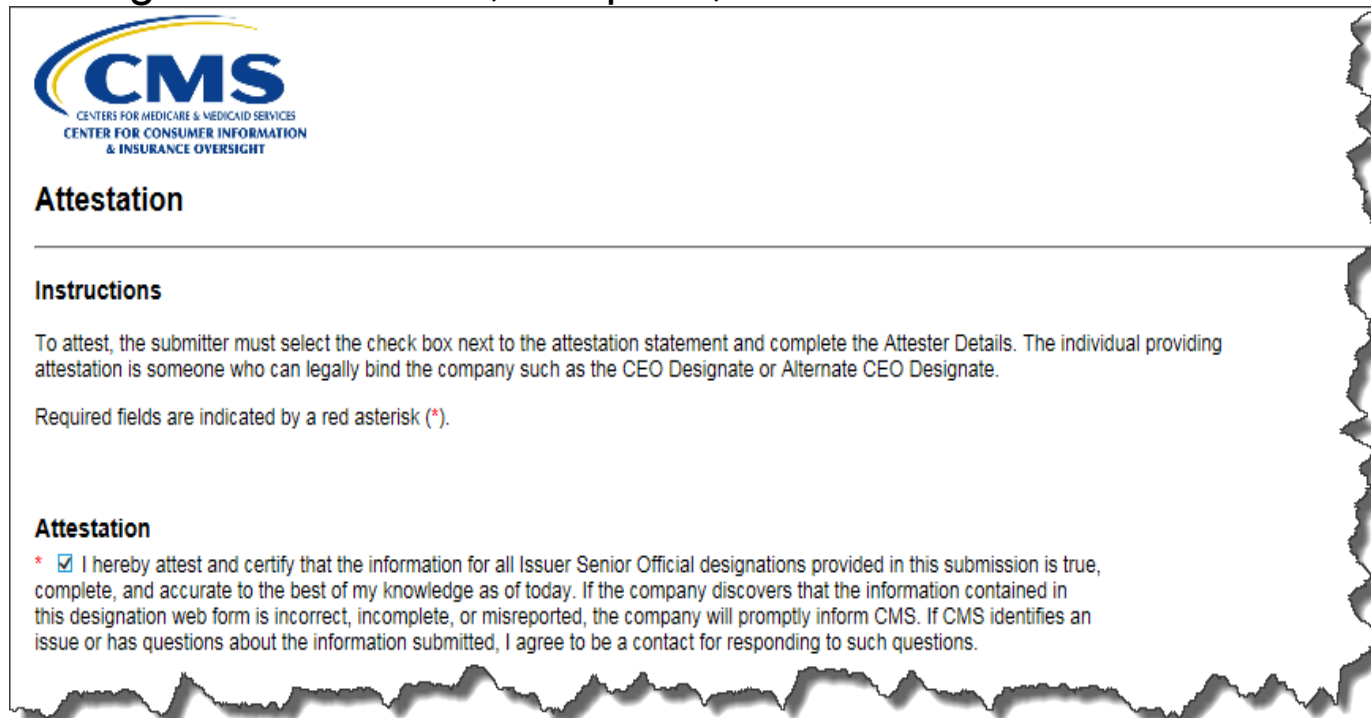
Note: If the **Submitter Contact Information** is incorrect, you must exit the web form and make updates in the EDGE Server Contact Database:
<https://acapaymentoperations.secure.force.com/EdgeContactDatabase>.

Exit

Continue

Web Form: Issuer SO Attestation Page

- Read the attestation statement and select the check box
 - By selecting the check box, the Attester certifies that the **Issuer SO** designations are true, complete, and accurate




CENTERS FOR MEDICARE & MEDICAID SERVICES
CENTER FOR CONSUMER INFORMATION
& INSURANCE OVERSIGHT

Attestation

Instructions

To attest, the submitter must select the check box next to the attestation statement and complete the Attester Details. The individual providing attestation is someone who can legally bind the company such as the CEO Designate or Alternate CEO Designate.

Required fields are indicated by a red asterisk (*).

Attestation

* ☒ I hereby attest and certify that the information for all Issuer Senior Official designations provided in this submission is true, complete, and accurate to the best of my knowledge as of today. If the company discovers that the information contained in this designation web form is incorrect, incomplete, or misreported, the company will promptly inform CMS. If CMS identifies an issue or has questions about the information submitted, I agree to be a contact for responding to such questions.

Web Form: Issuer SO Attestation Page (continued)

- Enter all required **Attester** details
 - The attester must be the CEO Designate or Alternate CEO Designate
- Select the **Submit** button to submit the Issuer SO designation information and attestation

Attester Details ?

* First Name:		* Last Name:	
* Email Address:		* Job Title:	
* Phone Number:		Phone Extension:	

By selecting the **Submit** button, the Issuer Senior Official designation information and attestation are submitted.

Web Form: Confirmation Page

- Displays the Submission End Time – date and time the Issuer SO information was submitted
- An email acknowledgement of submission will be sent to the Submitter, Issuer SO, Back-Up Issuer SO, and Attester
- Includes a button to generate a PDF containing the information submitted



It is recommended that you print and save a copy of the PDF for your records, as it is not included in the acknowledgement email

Web Form: Confirmation Page (continued)

Confirmation

Warning: Please print the PDF for your records before selecting the Exit button.

Thank you for your submission.

An acknowledgement email has been sent to the email addresses provided. Print and save the PDF document for your records; it will serve as your formal confirmation of the attestation and submission of the HHS-RADV Issuer Senior Official designation information for your company. If you have any questions please contact CCIIIOACARADDataValidation@cms.hhs.gov.

Submission End Time: 4/3/2018 3:35 PM

An acknowledgment email has been sent to the following contacts:

jjohnson@somewhere.net
jsmith@somewhere.net
mjones@somewhere.net

Print/Save

Select the **PDF** button to generate a PDF confirmation that contains your HHS-RADV Issuer Senior Official designation(s). It is recommended that you print and save the PDF for your records.

PDF

Exit

Web Form Questions

To contact the RADV Team with questions about the web form, email:

CCIIOACARADDataValidation@cms.hhs.gov

Questions?

To submit questions by computer:

- Type your question in the text box under the “Q&A” tab located to the left hand panel of your screen
 - To submit the question, click “Submit”



If your question did not receive a response during this webinar session, please submit your question to the RADV team at CCIIOACARADDataValidation@cms.hhs.gov

Next Steps

Next Steps: Training Sessions

- CMS will continue to support Stakeholders through the HHS-RADV process by hosting periodic webinars

Next Steps: Training Sessions (continued)

Upcoming Webinars

Date	Time	Topic
Wednesday, April 25, 2018	2:00 p.m. – 3:30 p.m. ET	HHS-RADV Reports

Resources

Locating HHS-RADV Documents in REGTAP

Stakeholders can access additional documents at <https://www.REGTAP.info> in the REGTAP Library.

Under Program Area, select “HHS-Operated Risk Adjustment Data Validation”

The screenshot shows the REGTAP Library interface. At the top, the REGTAP logo is displayed, followed by navigation links: Registration for Technical Assistance Portal, My Dashboard, Training Events, Inquiry Tracking, Library, FAQs, Contact Us, About REGTAP, and Log Out. Below the navigation bar, the 'Library' section is active. A 'Filter by:' dropdown menu is open, showing a list of program areas. A red arrow points to 'HHS-Operated Risk Adjustment Data Validation (RADV)'. Other program areas listed include ACA Financial Appeals, Agent Broker, Distributed Data Collection for RI and RA/Edge Server, Enrollment and Eligibility, Event Registration and Logistics, Issuer Oversight Branch, Payments, Payments-CSR Reconciliation, Payments-Monthly Payment Cycle, Payments-Payee Groups, Payments-Remittance Message (X12 HIX 820), Payments-Remitting Amounts Due, 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, and Other. To the right of the dropdown, there is a 'Training Event' dropdown menu, a 'Search' button, and a 'Remove Filter' button. Below these, there is a 'Get Adobe Reader' link. At the bottom, a table lists documents with columns for Program Area, Resource Type, and Download. The table contains several rows of documents, including 'User Fees' (Supporting Documents), 'User Fees' (Presentation Slides), 'User Fees' (FAQ), 'User Fees' (Supporting Documents), 'Distributed Data Collection for RI and RA/Edge Server' (CBT), and 'Distributed Data Collection for RI and RA/Edge Server' (Presentation Slides).

Program Area	Resource Type	Download
User Fees	Supporting Documents	Download
User Fees	Supporting Documents	Download
User Fees	Presentation Slides	Download
User Fees	FAQ	Download
User Fees	Supporting Documents	Download
Distributed Data Collection for RI and RA/Edge Server	CBT	Play CBT Transcript
Distributed Data Collection for RI and RA/Edge Server	Presentation Slides	Download

RETIRED

Resources: Contact Information

Resource	Contact Information
CCIIO PPACA RA Data Validation Email Address. For RADV policy questions, contact the RADV Team	CCIIOACARADDataValidation@cms.hhs.gov
EDGE server questions, please contact your Financial Management (FM) Service Representative directly and copy the Centers for Medicare & Medicaid Services (CMS) Help Desk	EDGE_server_data@cms.hhs.gov and copy CMS_FEPS@cms.hhs.gov

Resources: Links

Resource	Resource Link
U.S. Department of Health & Human Services (HHS)	http://www.hhs.gov/
Centers for Medicare & Medicaid Services (CMS)	http://www.cms.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/
Registration for Technical Assistance Portal (REGTAP) - presentations, FAQs	https://www.REGTAP.info
Patient Protection and Affordable Care Act (PPACA)	http://www.gpo.gov/fdsys/pkg/PLAW-111publ148/content-detail.html

Resources: Links (continued)

Resource	Resource Link
HHS Notice of Benefit and Payment Parameters for 2014	http://www.gpo.gov/fdsys/pkg/FR-2013-03-11/pdf/2013-04902.pdf
HHS Notice of Benefit and Payment Parameters for 2015	http://www.gpo.gov/fdsys/pkg/FR-2014-03-11/pdf/2014-05052.pdf
HHS Notice of Benefit and Payment Parameters for 2016	http://www.gpo.gov/fdsys/pkg/FR-2015-02-27/pdf/2015-03751.pdf
HHS Notice of Benefit and Payment Parameters for 2017	https://www.gpo.gov/fdsys/pkg/FR-2016-03-08/pdf/2016-04439.pdf
HHS Notice of Benefit and Payment Parameters for 2018	https://www.gpo.gov/fdsys/pkg/FR-2016-12-22/pdf/2016-30433.pdf

Closing Remarks