

IVA Submission Lessons Learned In Testing

December 13, 2017

**Health Insurance Marketplace Program
Training Series**

Session Agenda

- Session Guidelines
- Intended Audience
- Session Purpose
- HHS-RADV Timeline
- IVA Submission Lessons Learned In Testing
 - Testing Results and Tips
 - Getting Support During your Initial Validation Audit (IVA) Submission Process
 - Audit Tool Demonstrations
- Resources
- Closing Remarks

Session Guidelines

- This is a 120-minute webinar session.
- For questions regarding logistics and registration, please contact the Registrar at: (800) 257-9520.

Intended Audience

- Issuers of on-Exchange* and off-Exchange individual and small group plans, in states where the Department of Health and Human Services (HHS) operates the Risk Adjustment (RA) program under the Patient Protection and Affordable Care Act (PPACA)
- Prospective and contracted IVA Entities
- Third Party Administrators (TPA) and support vendors
- Second Validation Audit (SVA) Entity

* This includes state-based, Federally-facilitated, and Small Business Health Options Programs (SHOP).

Session Purpose

- The purpose of this session is to:
 - Provide IVA Entities and issuers with lessons learned from the testing process.
 - Provide guidance for getting support and technical assistance during the IVA Submission process.
 - Demonstrate the IVA Submission process for IVA Entities and issuers.
 - Provide guidance on interpreting the IVA Submission process outbound reports.

HHS-RADV Timeline

HHS-RADV Timeline



To access the most current HHS-RADV Timeline for the 2016 Benefit Year, please refer to the REGTAP Library under the HHS-Operated Risk Adjustment Data Validation (RADV) program:

[HHS-RADV Timeline for the 2016 Benefit Year](#)

IVA Submission Lessons Learned In Testing

Delay of File Upload

File Upload Screen

- If the file upload screen continues to show “Processing” after 10 minutes:
 - The issue could be related to a browser time out.
 - Navigate back to the Upload page to see if the file is listed in the Package 1 Files table.
 - The issue could be related to a firewall issue.
 - Check with your security support to make sure you do not have firewall settings that are preventing you from uploading.
 - We have found this to be browser specific and determined that Chrome is the browser that works best to solve this issue.

Delay in Receipt of Files Report

Files Report for Package 1 & 2

- If an IVA Entity believes the files were submitted, but has not received the Files Report for Package 1 or 2, confirm that you selected the **Package 1 file upload complete** button or **Package 2 file upload complete** button.

Other Information about Files Reports

- The 'receivedFileSize' is calculated in megabytes (MB).
 - If the received file size is less than 1.00 MB (i.e., 85 KB), the 'receivedFileSize' will be reported as 0.00.
 - A 'receivedFileSize' of 0.00 does not indicate a file was not received and stored.
- Files that process without errors or warnings will not have a response code or response message.
 - The current versions of the Example Files Reports indicate a message of, "Correctly paired file to IVA Data Submission."
 - This message will be removed when an updated version of the Example Files are published later this week.

Delay in Receipt of XML Validation Check Report

XML Validation Check Report

- If the Submission Status table continues to show “Processing” for your XML Validation Check Report:
 - The issue could be related to the file having an incorrect Name Space or Header Tag.

- Check the XML file and ensure it matches the example file header.

```
<?xml version="1.0" encoding="UTF-8"?>
```

```
<ivaEntityAuditResultsSubmission xmlns="https://acapaymentoperations.force.com/">
```

- If you do not get the XML Validation Check Report within 20 minutes of submitting the IVA Entity Audit Results Submission XML file, contact the helpdesk at CCIIOACARADDataValidation@cms.hhs.gov.

Support and Technical Assistance for IVA Submission

Support and Technical Assistance

- Support and technical assistance is available to IVA Entities and issuers throughout the IVA submission process.
 - Support is primarily provided through email.
 - Daily support hours are Monday through Friday from 9:30 am ET to 6:00 pm ET.
- Support can be requested through the HHS-RADV Audit Tool by selecting the **Submit Inquiry** button or via email at CCIIOACARADDataValidation@cms.hhs.gov.

Support and Technical Assistance

(continued)

What to provide when requesting support and technical assistance:

- Include the following information in your request through the Audit Tool or email:
 - Contact information including name and telephone number;
 - Time zone; and
 - Three (3) days and times you are available to be contacted by our technical support team, if needed.*



Note: technical support response is provided via email and as needed by phone.

Support and Technical Assistance

(continued)

- Include the following information in your request through the Audit Tool or email:
 - Information about the technical issue you are experiencing:
 - Browser you are using;
 - Full name of the user & company experiencing the issue;
 - A succinct description of the issue including what action was attempted prior to the occurrence of the issue; and
 - Screenshot of the issue, if necessary.



Note: **DO NOT send PII or PHI.**

Troubleshooting Tips

- The Audit Tool will support the following web browsers: Internet Explorer® v11 and above, Firefox®, Google Chrome™ and Safari®.
- The system is optimized for use with Google Chrome™ or Firefox®.
 - Some form features, such as error messaging and pop-ups, may not function as expected.
- To troubleshoot technical issues, try using a different web browser.

IVA Results Submission Process Overview

Questions

To contact us, email us at:

CCIOACARADDataValidation@cms.hhs.gov

OR

Contact us within the HHS-RADV Audit Tool using the Inquiries tab and selecting Submit Inquiry

Next Steps

Next Steps: Training Sessions

- CMS will continue to support Stakeholders through the HHS-RADV process by hosting periodic webinars.
- There will be an opportunity for Stakeholders to ask HHS-RADV related questions during the webinar sessions.

Next Steps: Training Sessions (continued)

Upcoming Webinars

Date	Time	Topic
December 20, 2017	11:30 a.m. – 12:30 p.m. ET	TBD

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”

REGTAP
Registration Technical Assistance Portal | My Dashboard | Training Events | Inquiry Tracking | Library | FAQs | Contact Us | About REGTAP | Log Out

Library Complete Library Inventory Report

Filter by: **Program Area**

- ACA Financial Appeals
- Agent Broker
- Distributed Data Collection for RI and RA/Edge Server
- Enrollment and Eligibility
- Event Registration and Logistics
- HHS-Operated Risk Adjustment Data Validation (RADV)**
- 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
- Other

Training Event Search Remove Filter

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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

Questions?

To submit or withdraw questions by phone:

- *Dial *# (star-pound) on your phone's keypad to submit your question.*
- *Dial *# (star-pound) to withdraw your question.*

Resources

Resources: Contact Information

Resource	Contact Information
For RADV policy questions, contact the RADV Team.	CCIIIOACARADDataValidation@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 Registration for Technical Assistance Portal (REGTAP) - presentations, FAQs	http://www.healthcare.gov/ 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

Resources: Links (continued)

Resource	Resource Link
Affordable Care Act (ACA) HHS-Operated Risk Adjustment Data Validation (RADV) Process White Paper, June 22, 2013	https://www.regtap.info/uploads/library/ACA_HHS_OperatedRADVWhitePaper_062213_5CR_062213.pdf

Closing Remarks