

Machine Readable and Consumer Support Tools

April 29, 2020

**Qualified Health Plan (QHP)
Issuer Conference**

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Machine Readable Data Overview

- Background
- Data Process
- Common Errors
- Self-Service Coverage Troubleshooting Tools
 - Schema Validator
 - Coverage Validator
- Submitting Tickets

Machine Readable Data Background

- Applicable Regulations – 45 CFR 156.122(d)(1)(2) and 156.230(c)
 - A QHP in the Federally-facilitated Exchange must make available the information described on its Web site in an HHS-specified format and also submit this information to HHS, in a format and at times determined by HHS.
 - After the initial data submission, CMS requires JSON formatted machine-readable data to be updated no less than monthly.
- Machine Readable OE 2021 Deadlines:
 - Index File Submission – June 17th, 2020
 - This submission includes an issuer's Index URL, which is where CMS can locate the JSON files.
 - Data Posting Deadline – August 19th, 2020
 - This is deadline for having Plan Year (PY) 2021 data populated in the JSON files.

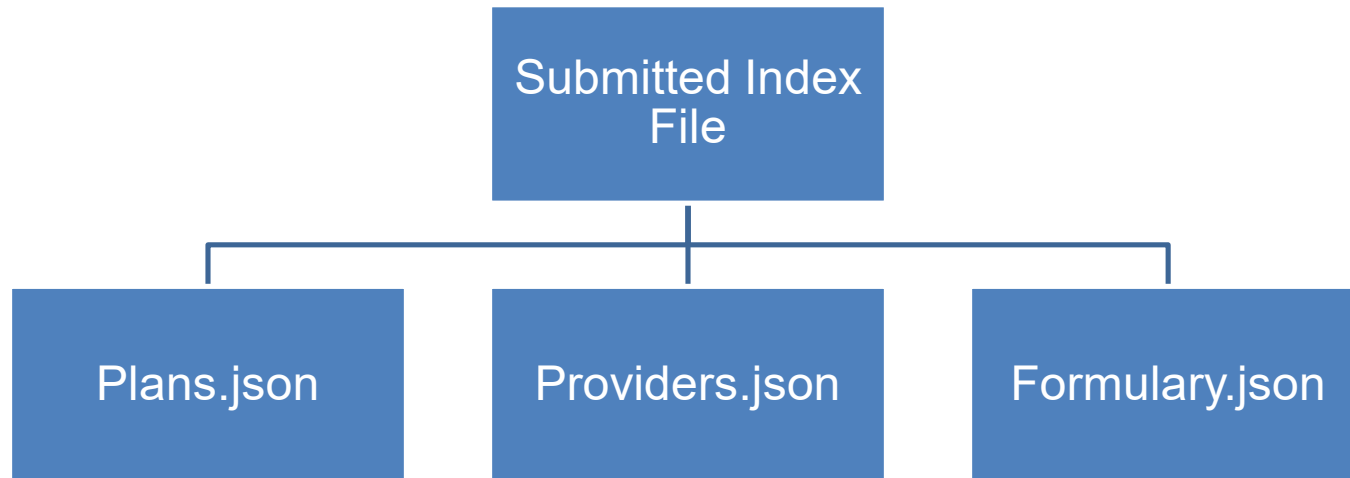
Machine Readable Data Background (cont'd)

- CMS “crawls” valid machine-readable files on a daily basis, which populate the consumer tools on HealthCare.gov.
- CMS displays issuer data on both Window Shopping and Plan Compare, helping consumers compare coverage between plans and make health care choices.

Machine Readable Data Process

Index File (once per year)

- Issuers submit an index file to <https://marketplace.cms.gov/submission>.
 - Issuers can change the index file (if necessary) by resubmitting their index file through the same link.



Machine Readable Data: Common Errors

CMS' daily crawl identifies multiple error types. These are some common issues:

- Incorrect file format – One of the files does not have the required format.
- Missing information – information required by the format is missing. This is typically the new Plan Year or a provider displaying incorrectly.
- Other specific issues - incorrect type of National Provider Identifier (NPI) included with object, invalid or deactivated NPI, invalid RxCUI

Troubleshooting Tools

- Tools and tips for each stage of creating, validating, and reviewing your data are now all located in a single location: [The CMS Machine Readable Tools - Coverage Portal](https://developer.cms.gov/marketplace-api/coverage-portal)

<https://developer.cms.gov/marketplace-api/coverage-portal>

Coverage Portal

- Validates files against the JSON format
 - Upload entire file to check against each file type's format
 - After clicking 'Check File', review may take a few minutes to display results, particularly with large files
 - Note: syntax errors cause validation to stop, and will not display any subsequent errors in the file

Coverage Portal (cont.)

- Allows self-service review to spot-check or troubleshoot questions regarding the following items:
 - Plan IDs per HIOS ID
 - NPI lookup tool querying NPPES (National Plan and Provider Enumeration System)
 - RxCUI lookup tool querying NIH/RxNav (National Institute of Health's Prescription Navigator)
 - Drug name (string) to show RxCUI and NIH's display Name
 - Provider name (string) with ZIP code search to show NPI, and NPPES name, specialty, taxonomy
 - Drug coverage
 - Provider coverage

Coverage Portal (cont.)

- If you are still having errors, your first option would be to utilize the troubleshooting tools on the Coverage Portal; but if that is insufficient to help you solve your issue, then submit to the [MR Help Desk Email](#) with the following:
- “Why **isn’t** this covered/in network?” include:
 - ZIP Code to reproduce search, Plan ID, NPI/RxCUI of item that should be covered, and notation of which of the JSON files within the index file is the one that contains that item, screenshot from HealthCare.gov (optional), Issuer ID/Name
- “Why **is** this covered/in network?” include:
 - ZIP Code to reproduce search, Plan ID, name of item that is showing the coverage, screenshot from HealthCare.gov showing the coverage, Issuer ID/Name

Submitting Help Desk Tickets

- For questions, submit a ticket through the “Contact” link at the top of the Coverage Portal, or directly at:
marketplace-api@cms-provider-directory.uservoice.com
- Questions about searches and item display must include the steps to reproduce the search, screenshots (if relevant), and identifying information such as issuer name and where/when the issue occurred.

Questions?

- To Submit or Withdraw Questions by Phone:
 - *If you are listening through your computer speakers and want to submit a question by phone, dial 1-866-391-5945 and enter your unique six-digit PIN, then dial “star(*) pound(#)” on your phone’s keypad.*
 - *If you are already dialed in by phone and want to submit a question, then dial “star(*) pound(#)” on your phone’s keypad.*
 - *If you would like to withdraw a question and you are dialed in by phone, then dial “star(*) pound(#)” on your phone’s keypad.*
- To submit questions by webinar:

Type your question in the text box under the “Q&A” tab and click “Send.”