

Plan Management (PM) Community Overview, Corrections Released in the Community and What to Expect for Early Bird Review Results

May 27, 2020



Center for Consumer Information and Insurance Oversight (CCIIO)

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Agenda

- Session Guidelines
- Announcements
- PM Community Refresher
- PM Community Demo
- Live Q&A Session
- Closing Remarks

Intended Audience

- Please be advised that the intended audience for this webinar is state regulators in Federally Facilitated Exchange (FFE) states performing plan management activities. This is not an open press call.
- Members of the press or a media outlet should disconnect the call at this time and contact the Centers for Medicare & Medicaid Services (CMS) Press Office for further information.

Session Guidelines

- This is a 45-minute webinar session.
- Throughout the webinar, you may submit questions via the Q&A Panel.
- We will address questions during the Q&A session at the end of the presentation.
- For questions regarding content or logistics, contact the Registration for Technical Assistance Portal (REGTAP) Registrar at registrar@regtap.info or (800) 257-9520.

WebEx Audio Issues

If you are listening to the webinar through WebEx and experience audio issues, please dial into 1-866-487-7844 and enter your six (6) digit PIN for phone access.

Upcoming Plan Year (PY) 2020 Key Dates for QHP Certification

Date	Category	Activity
Prior to May 16, 2020	Plan Data Refresh	Plan year (PY) 2020 QHP Application data changes that are made by 4/17 and approved by CMS are refreshed on HealthCare.gov

Upcoming Plan Year (PY) 2021 Key Dates for QHP Certification

Date	Category	Activity
April 23 – June 17, 2020	QHP Certification	Plan year (PY) 2021 QHP Application Initial Submission Window
Tuesday, May 19, 2020 at 1:00 p.m. ET	QHP Certification	Deadline for Issuers to Submit QHP Application data for the PY21 Optional Early Bird Review Round
May 20 – June 10, 2020	QHP Certification	CMS reviews Early Bird QHP Application data and releases results in the Plan Management Community

Announcements

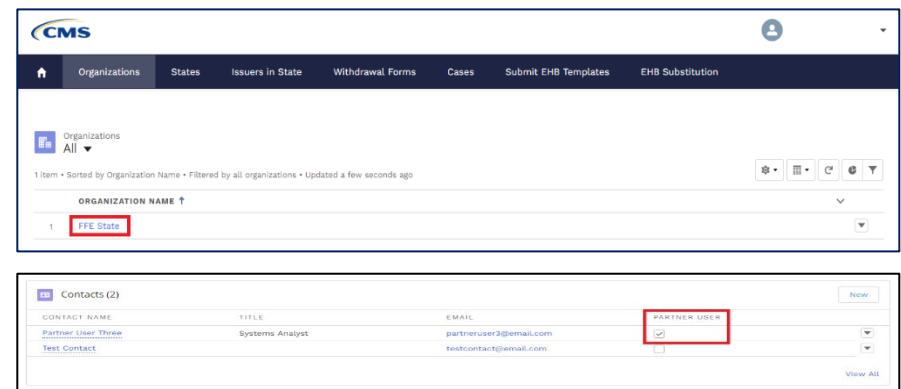
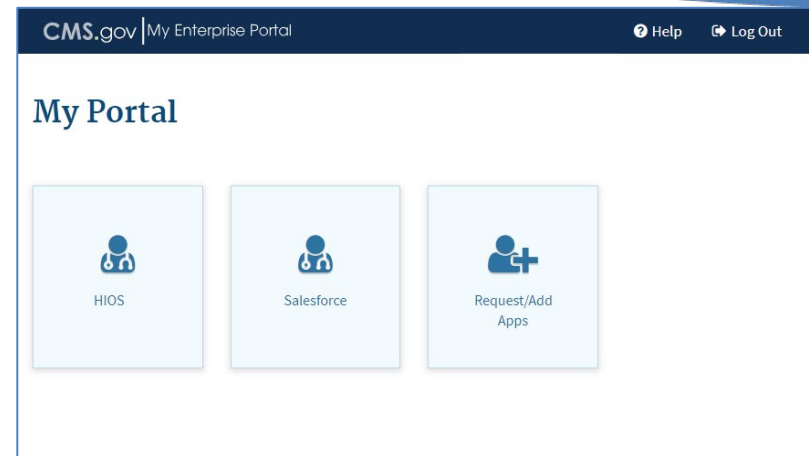
PM Community Refresher

Overview

- All states on the federal platform use the **PM Community** to:
 - View Qualified Health Plan (QHP) Application data for issuers in their state, including review results
 - View Plan ID Crosswalk submissions
 - Manage their contact list for QHP certification communications
 - Download notices from CMS
 - Submit their plan confirmation responses.
- States in all Exchange models perform activities related to Essential Health Benefits (EHB) in the PM Community.
- FFE states, states performing plan management functions, and State-based Exchanges using the Federal Platform (SBE-FPs) designate representatives in their organizations as PM Community users.

Accessing the Community

- Where is the PM Community?
 - The PM Community can be found by logging in to your [CMS Enterprise Portal](#) and clicking on the Salesforce tile
- Who can access the Community for my state?
 - On the “Organizations” tab, click on your Organization name. The ‘Contacts’ section will be located at the bottom of the screen and will include a list of all Contacts and Partner Users for that state



PM Community Users vs. Contacts

PM Community Users

- Someone who has access to the PM Community for the state
- Complete activities within the PM Community such as viewing corrections, viewing files, or submitting plan confirmation tables
- Can only be removed by clicking the “delete this user” box; this action will trigger a notification to CMS and the user will be removed within 3-5 business days

Contacts

- Members of a state who should receive email communication from CMS regarding QHP certification
- Along with users, form the distribution list for QHP certification-related email outreach, notices, and other important communications
- Can be added, removed, or edited by any PM Community user for the state

Feature: Review Results

- CMS will post results of QHP Certification reviews in the Plan Management (PM) Community.
- Review results will be released on a rolling basis after each QHP Application submission deadline.
- Results will be available for states and issuers to view as each review area is completed and throughout the QHP certification process, to give issuers more time to make corrections to their application data.
- States can refer to the Corrections page on the QHP Certification website for more information on reviews by Exchange model and review round:
<https://www.qhpcertification.cms.gov/s/QHP%20Application%20Corrections>
- CMS will advise states and issuers by email when new results are available.

Results Timeline

Review Results Activity	Dates
Initial QHP Application submission window opens	4/23/20
Optional Early Bird QHP Application submission deadline	5/19/20
CMS posts a subset of review results to PM Community on a rolling basis	6/5-6/10/20
Initial QHP Application deadline	6/17/20
CMS posts review results of data as of 6/17 to PM Community on a rolling basis	7/9-7/14/20
Initial deadline for QHP Application Rates Table Template	7/22/20
CMS posts review results of data as of 7/22 to PM Community on a rolling basis	8/7-8/12/20
Final deadline for issuers to change QHP Application	8/26/20
CMS posts final review results of data as of 8/26 to PM Community on a rolling basis	9/10-9/16/20

Features: Review Results (Continued)

- States will be able to view these results by clicking on the Issuers in State tab in the PM Community and then selecting a specific issuer from the list of issuers in their state.
- On each issuer's page, a state will be able to view the review results by review area by navigating to the "Corrections" box on the page.

Corrections (4)			
Corrections ID	Review Area	Status	Review Round
D-54717	Administrative	Archived	Round 1
D-54718	CSR - Plan Variation	Archived	Round 1
D-54719	CSR - Plan Variation	Active	Round 2
D-54720	Administrative	Active	Round 2
View All			


Features: Review Results (Continued)

- State users can view all corrections by clicking on the “View All” button in the bottom right.
- The corrections table can also be sorted by “Status” to review the active review results for that issuer.

Organizations States Issuers in State Plans In State Withdrawal Forms Cases Plan ID Crosswalk Submission Submit EHB Templates EHB Substitution							
Issuers > 10000-2021 Corrections							
4 items • Sorted by Status • Updated 42 minutes ago							
Corrections ID	Review Area	Status ↓	Review Round	Correction Code	Review Results		
1 D-54719	CSR - Plan Variation	Active	Round 2		No corrections are required for this review area.		
2 D-54720	Administrative	Active	Round 2		No corrections are required for this review area.		

Features: Review Results (Continued)

States can click on any corrections ID to see more information about the required correction, including any comments from CCIIO, and whether CCIIO intends to meet with the issuer to further discuss the needed correction.

	Corrections D-54705
Corrections ID D-54705	
Issuer ID ⓘ 10000-2019	
Review Area ⓘ Administrative	
Standard Component ID ⓘ	
Correction Code ⓘ 020000152	
Review Results ⓘ The issuer has not provided the Marketplace Address Line 1 for the Marketplace General Information in HIOS Plan Finder.	
CCIIO Comments ⓘ	
Date 7/18/2018 4:35 PM	
Review Round Round 1	
Status ⓘ Archived	

Review Results and QHP Notices

- States will also be able to download correction notice attachments from the PM Community.
 - These files will be in a similar format to correction notices shared in prior plan years.
- Correction notices will be released for the following rounds of review: first round, post-rates round and final round.
- The correction notices will include all corrections for that review round, including any the issuer may have already resolved.
- States will be notified via email when notice attachments have been posted to the “Files” page of their profile in the PM Community.

PM Community Demo

Getting Help

- Where do I go if I have questions about the PM Community?
 - On the home page of the PM Community, issuers have access to a **user guide** that provides step-by-step instructions for all PM Community processes.
 - The home page also contains links to **training videos** on how to access the PM Community, manage contacts, upload and access files, and navigate and use the various tabs.
 - Email [CMS FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov) or call 855-CMS-1515.
 - Your Account Manager may also be able to assist with non-technical questions.

Live Q&A

Questions

Please help us provide an accurate response by identifying your State when asking a question.

- 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.”*

If you are not able to ask your question during today’s session, or if your question is best answered by subject matter experts (SMEs) outside Plan Management (PM), you may submit it via CMS_FEPS@cms.hhs.gov with the subject line “State Question.”

State Regulators Webinar Session Survey

- CMS welcomes your feedback regarding this webinar series and values any suggestions that will allow us to enhance this experience for you.
- Shortly after this call, we will send a link to you for a convenient way to submit any ideas or suggestions you wish to provide that you believe would be valuable during these sessions.
- Please take time to complete the survey and provide CMS with any feedback.



Closing Remarks