

Machine Readable Data Refresher and QRS and QHP Enrollee Survey: Upcoming Results and Preview

July 25, 2018



Center for Consumer Information and Insurance Oversight (CCIIO)

Agenda

- Session Guidelines
- Key Dates
- Machine Readable Data Refresher
- 2018 Quality Rating System (QRS) and Qualified Health Plan (QHP) Enrollee Survey: Upcoming Results and Preview
- Question & Answer (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.

Upcoming Plan Year (PY) 19

Key Dates for QHP Certification

Date	Category	Activity
June 21 – August 3, 2018	CMS Reviews	CMS Reviews Initial PY 2019 QHP Applications as of June 20, 2018 and releases Round 1 Review results to PM Community on a rolling basis
July 25, 2018	QHP Certification	Initial Deadline for QHP Application Rates Table Template
August 10, 2018	QHP Certification	CMS Uploads the First Correction Notice to the PM Community
August 13, 2018	QHP Certification	Deadline for PY 2019 Service Area Data Change Request
August 22, 2018	QHP Certification	Deadline for issuers to change PY 2019 QHP Applications

Key Dates for PY18 Data Submission

Date	Category	Activity
March 15, 2018	URRT Deadline	PY 2018 Q3 Unified Rate Review Template Submission Deadline
April 11, 2018	DCRQ Submission	Deadline for submitting PY 2018 Data Change Requests for the April DCW (SHOP Q3 Rate Change Window)
Prior to May 16, 2018	Refresh Date	Approximate Refresh Date for the PY 2018 April DCW
June 15, 2018	URRT Deadline	PY 2018 Q4 Unified Rate Review Template Submission Deadline
July 11, 2018	DCRQ Submission	Deadline for submitting PY 2018 Data Change Requests for the July DCW (SHOP Q4 Rate Change Window)
Prior to August 16, 2018	Refresh Date	Approximate Refresh Date for the PY 2018 July DCW

Announcements

Machine Readable Data Refresher

- Today's presentation is a quick refresher of Machine Readable Data and some of the troubleshooting and validation tools available for issuer use when examining JSON data, and answer any questions you may have.

Machine Readable Data Overview

- Basic Process
 - Quick overview
- Troubleshooting: Process
 - Review of common issues encountered and how to resolve them
- Troubleshooting: Coverage
 - Review of self-service troubleshooting tools to be used for troubleshooting display of covered items

Machine Readable Data Process

File creation (ongoing cycle):

- Issuers create and update files on a continuous basis, with updates made to each provider/facility/drug item at least every 30 days.
- Any files included in the index file will be reviewed during the daily crawl.

Index File Submission:

- One-time submission through <https://marketplace.cms.gov/submission> and resubmission of the Uniform Resource Locator (URL) itself, technical contact or covered Health Insurance Oversight System (HIOS) IDs change.

Daily Crawl:

- Submitted index file URLs are crawled, files are downloaded and validated.
- Providers/facility/drug items that pass validation are included in that day's database and used to display coverage on Healthcare.gov.

Machine Readable Data Process: Common Errors Encountered

File creation (ongoing cycle):

- Items left out of files – search within file to ensure the relevant item is properly noted, and has the correct plan ID(s) and year(s)
- Files left out of index file – check to ensure that all links are correct and included within the index file

Index File Submission:

- Typos or incorrect technical contact: resubmit if necessary

Daily Crawl:

- Crawl Errors: file(s) unable to be crawled or downloaded due to access errors, incorrect location information, et cetera.
- Syntax or Validation Errors: entire file fails validation due to incorrect schema or formatting of items in the file
- Validation Warnings: part of file fails validation due to mismatch of National Provider Identifier (NPI) type and object type, or invalid/non-existent NPI

Machine Readable Data: Coverage

- Valid files from the daily crawl will make up the coverage database and are used to display coverage on Healthcare.gov.
- Providers, facilities and drugs are shown as follows:
 - Covered / In Network:
 - Any NPI or RxNorm Concept Unique Identifier (RxCUI) listed with a Plan ID (and valid year) will be shown as “Covered” or “In Network”.
 - Not Covered / Out of Network:
 - Any NPI or RxCUI not included will be shown as “Not Covered” or “Out of Network”.

Coverage Troubleshooting Tools

- Tools and tips we will cover for each stage of creating, validating and reviewing your data:
 - Before import and validation: Schema Validation Tool
 - After import and validation: Coverage Validation Tool

Schema Validator

- Schema validator still available at <http://coverage-validator-beta.herokuapp.com/>
 - Upload entire files to check against schema
OR
 - Copy-paste portions of files to check against schema
- Note:
 - After clicking ‘validate’, review may take a few minutes to display results, particularly at high traffic times.
 - When encountering warnings and errors, a “show more” option is available to display beyond the first few errors.
 - Warnings and errors being emailed daily have a limited text output per file validated, but more can be displayed here for self-service review without having to wait to clear earlier errors.
 - *Syntax errors cause validation to stop, and will not display any subsequent errors downstream in the file.

Coverage Validator Tool Functions

- Coverage validator at <https://cmsgov.github.io/coverage-inspector/index.html> allows self-service review of the following items:
 - Plan IDs per HIOS ID
 - NPI lookup tool querying National Plan and Provider Enumeration System (NPPES)
 - RxCUI lookup tool querying National Institutes of Health (NIH)/RxNav
 - Drug name (string) to show RxCUI and NIH's display Name
 - Provider name (string) with ZIP search to show NPI, and NPPES name, specialty, taxonomy
 - Drug coverage
 - Provider coverage

2018 QRS and QHP Enrollee Survey: Upcoming Results and Preview

Center for Clinical Standards and Quality (CCSQ)



[HTTPS://WWW.REGTAP.INFO](https://www.regtap.info)

Accessing 2018 QRS and QHP Enrollee Survey Results

- Starting on August 13, QHP issuers and Exchange administrators may preview 2018 QRS results for their respective QHP issuers' reporting units via the Health Insurance Oversight System Marketplace Quality Module (HIOS-MQM).
- Instructions for accessing 2018 QRS results:
 - Log in to the HIOS-MQM website.
 - Users new to HIOS need to request access to HIOS and the MQM through the CMS Enterprise Portal (<https://portal.cms.gov/>).
 - Existing HIOS users who are new to the MQM need to request a new role: Ratings/Reports Viewer or Exchange Operator. These roles authorize the user to perform predetermined functions and access certain data sets.
 - Detailed instructions for registering for access to HIOS and the MQM can be found in the HIOS-MQM Quick Reference Guide located on CMS' Marketplace Quality Initiatives (MQI) website (<https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Health-Insurance-Marketplace-Quality-Initiatives.html>).



Health Insurance Oversight System

Marketplace Quality Module

[HIOS MAIN PAGE](#) [HOME](#) [FAQ](#) [CO](#)

Marketplace Quality Module

[Download QRS QHP List](#)

[Preview Ratings and Survey Results](#)

[Download State Ratings and Survey Results](#)

Marketplace Quality Module Announcements:

5/7/18: The 2018 Quality Rating System (QRS) Qualified Health Plan (QHP) List is available for download. The QRS QHP List includes QHP issuers and their respective reporting units that CMS identified as eligible for the 2018 QRS based on the 2018 QRS participation requirements.

CMS requests that you review your QHP information, and report discrepancies by Thursday, May 31, 2018 to the Marketplace Service Desk (MSD) via email at CMS_FEPS@cms.hhs.gov, or by phone at 1-855-CMS-1515 (1-855-267-1515). When submitting inquiries via email, please include "MQI-QRS QHP List" and your HIOS Issuer ID in the subject line or body of the email.

4/25/18: The 2019 Quality Improvement Strategy (QIS) Issuer List is available for issuers to download [see [2019_QIS_Issuer_List.xlsx \(29 KB\)](#)]. The QIS Issuer List includes issuers operating in Federally-facilitated Exchanges (FEEs) and FEEs where States perform plan management that meet the QIS participation criteria and are required to implement and report on at least one QIS (using the QIS Implementation Plan and Progress Report form (QIS form), available on the [MQI website](#)) as a condition of Qualified Health Plan (QHP) certification for the 2019 Plan Year. Each issuer's quality improvement strategy or strategies must cover all of its eligible QHPs offered through a Marketplace for the 2019

[HTTPS://WWW.REGTAP.INFO](https://www.regtap.info)

Accessing 2018 QRS and QHP Enrollee Survey Results (continued)

Navigate to the Preview Ratings and Survey Results webpage and search for the corresponding QHP issuer(s) to review the QRS and QHP Enrollee Survey results.

Preview Ratings and Survey Results

Search by Table Column All Search Term

< First < Prev **1** 2 Next > Last > Show Entries 10 Showing 1 to 10 of 19 entries

ISSUER NAME	REPORTING UNIT ID	GLOBAL RATING	PREVIEW REPORT (ONLINE)	PREVIEW DETAILS BUNDLES (DOWNLOAD)
katie's company 1	11932-AK-EPO	NG	View	Download (ZIP, 585 KB)
katie's company 1	11932-AK-PPO	★★★★★ 5 out of 5 stars	View	Download (ZIP, 584 KB)
katie's company 1	30518-NM-EPO	★☆☆☆☆ 1 out of 5 stars	View	Download (ZIP, 586 KB)
	35205-VA-PPO	N/A	N/A	N/A

State Exchange administrators can click the **Download** button to receive a ZIP file, or bundle, including the QRS and QHP Enrollee Survey results for the QHP issuer(s) operating in their respective State. Additionally, user guides for interpreting the results are available on the Preview Ratings and Survey Results webpage.

2018 QRS and QHP Enrollee Survey Results Bundles

- Starting on August 13, QHP issuers and States will have two (2) weeks to preview the 2018 QRS and QHP Enrollee Survey results for issuer's respective reporting units via the HIOS-MQM. Each State will receive access to the following for each eligible reporting unit operating in the State:
 - QRS Preview Report including the QRS ratings
 - QRS Proof Sheet (PDF)
 - QRS Proof Sheet (CSV)
 - Quality Improvement (QI) Report, including the QHP Enrollee Survey results
- CMS recommends that State Exchange administrators review each issuer's QRS Preview Report first, and then the QRS Proof Sheet, since the latter provides additional detail behind the ratings shown in the QRS Preview Report.

2018 QI Report Updates

CMS redesigned the 2018 QI Reports to improve usability and highlight quality improvement information for all stakeholders. Key differences between the 2017 and 2018 QI Reports include the following:

- Significant reduction in the number of pages (i.e., from 100+ pages to fewer than 15 pages) due to combining of questions with similar response options into the same tables
- Organization of Scoring question responses by QHP Enrollee Survey composites
- Separation of survey results from the survey scoring methodology information, which is included in the *Qualified Health Plan Enrollee Survey Quality Improvement Reports Methodology Guide*

State Ratings and Survey Results

- Beginning on August 13, States can navigate to the State Ratings and Survey Results webpage and download the State-level QI Report, containing survey results for all issuers operating in their respective States.
- In September 2018, State administrators can also access the State Ratings Files.
- CMS will also provide users with the *QRS Proof Sheet User Guide* and *QHP Enrollee Survey QI Reports Methodology Guide*, which provide instructions for interpreting the QRS and QHP Enrollee Survey results on the State Ratings and Survey Results webpage.

Download State Ratings and Survey Results

Resources:

- [QHP Survey User Guide \(PDF, 0 bytes\)](#)
- [QRS Proof Sheet User Guide \(PDF\)](#)

« First « Prev **1** Next » Last » Show Entries 10 ▼ Showing 1 to 7 of 7 entries

STATE ▼	STATE LEVEL QI REPORT	STATE RATING FILE
AK	N/A	Download (ZIP, 1 KB)
AL	N/A	Download (ZIP, 1 KB)
NM	N/A	Download (ZIP, 1 KB)
NY	N/A	Download (ZIP, 1 KB)
VA	Download (PDF, 1 MB)	Download (ZIP, 1 KB)
VT	N/A	Download (ZIP, 1 KB)
WV	N/A	Download (ZIP, 1 KB)

Submitting Inquiries About 2018 QRS and QHP Enrollee Survey Results

- Please submit questions about the QRS ratings no later than 6:00 p.m. ET on August 24, 2018. Include "MQI-QRS Preview" in the subject line of email.
 - States and Exchange administrators: Please submit questions to your respective State Officer.
 - QHP issuers and all other users: Please submit questions to the Marketplace Service Desk (MSD) Help Desk via email at CMS_FEPS@cms.hhs.gov or via phone at 1-855-CMS-1515 (1-855-267-1515). Please reference "MQI-QRS" in the subject line.

QHP Enrollee Survey Focus Groups

In response to stakeholder feedback, CMS is considering potential revisions to the 2020 QHP Enrollee Survey. Potential revisions may include questions providing more actionable data for issuers, and removal of questions with low/no statistical reliability.

CMS would like to speak with issuer representatives regarding inclusion of questions providing more actionable data. Focus groups will be held remotely via WebEx® in the fall of 2018.

If you would like to participate, please contact Shannon Heintz at heintz_shannon@bah.com.

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:

- To submit a question, dial 'star(*) pound(#)' on your phone's keypad.
- To withdraw a question, 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