Post Certification Assessment (PCA)

November 7, 2018

Center for Consumer Information and Insurance Oversight (CCIIO)

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Agenda

- Session Guidelines
- Announcements
- PCA Overview
- 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.

Announcements

Post Certification Assessment Overview

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Post Certification Assessment (PCA)

- PCA is an annual process that flags potential concerns with issuer data. We will contact issuers prior to the beginning of the plan year about concerns that are likely to affect consumers.
  - PCA reviews are conducted soon after certification of plans.
  - CMS will review Qualified Health Plans (QHPs), Stand-alone Dental Plans (SADPs), and Dual Issuers in the Individual and Small Business Health Options Program (SHOP) markets in Federally-facilitated Exchange (FFE) and State Partnership (SPE) states.

Post Certification Assessment (continued)

- CMS want as many potential issues as possible fixed before the first effective date of Plan Year (PY)19 plans.
- In early December 2018, CMS will notify issuers with potential concerns by email.
- CMS expects concerns to be resolved by early January 2019.

Post Certification Assessment (continued)

- Not all issuers will receive a PCA email.
- CMS will notify State Regulators in advance of sending PCA emails to issuers.
- CMS Account Managers will be copied on PCA emails.

Post Certification Assessment (continued)

CMS will ask issuers to:

1. Investigate the concern(s) identified as a result of PCA reviews, and
2. Notify CMS of issuers' findings and proposed resolution, if necessary. Resolution may require data changes in the January data change window.

Post Certification Assessment (continued)

- **Issuer *responses* and issuer *questions* go to different email addresses!**
  - Responses: QHP_Applications@cms.hhs.gov.
  - Questions: CMS_FEPS@cms.hhs.gov.

3. When a data correction is required, issuers must follow the standard data correction process, which may require State approval.

Post Certification Assessment (continued)

- CMS's largest reviews will cover:
  - Provider Directories,
  - Formularies,
  - Benefits Information and Designs,
  - Quality Improvement Strategies (QIS) and
  - Machine-Readable Data.

- Within the CMS review areas, CMS will mainly examine data integrity, public accessibility and non-discrimination.

Live Q&A

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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.



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Closing Remarks