

Certification Process Frequently Asked Questions

Certification Process Frequently Asked Questions (FAQ) #10

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The questions and answers in this document were collected from the 2015 Qualified Health Plan (QHP) Webinar Series for issuers during the following session dates:

- June 18, 2015
- June 23, 2015

Certification Process

Data Correction and Data Change Request

Q1: Where can issuers locate the "Decoding a Correction Notice" fact sheet?

A1: On the CCIIO website at: https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/QHP-Issuer-Toolkit_Combined_061115.pdf, there is a link to the QHP Application toolkit for issuers. The "Decoding a Correction Notice" is the 9th section of the document, which is a revision to the QHP Application toolkit for issuers.

Q2: Why would an issuer not receive Correction Notices?

A2: If an issuer does not receive a correction notice, they should first check to ensure that their state Marketplace model is due to receive a correction notice in a particular round. For example, issuers in State Partnership Marketplaces did not receive correction notices detailing findings of certification reviews for the first review round, but did receive DIT and plan crosswalk results. If the issuer confirms that they should expect a correction notice, they should then confirm the notice was not received by staff with HIOS user roles of QHP Attester, QHP Validator, or QHP Submitter. CMS recommends issuer staff with those roles check their spam folder. In rare instances, the issuer's IT security might not allow certain incoming emails. If this occurs, the issuer should receive a copy of their notice from their CMS account manager, and submit a Helpdesk ticket for further assistance.



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Data Integrity Tool and Review Tools

Q3: How can an issuer find out who has received the Data Integrity Tool (DIT) notices?

A3: The bottom of the DIT notice lists the specific individuals in the organization who received the notice. CMS sends e-mail notices to individuals having the following user roles in HIOS: QHP Attester; QHP Submitter; and QHP Validator. To ensure that issuers have the appropriate representatives from their organizations to receive these notices, they should update this information in HIOS. Additionally, please ensure that QHP_Applications@cms.hhs.gov is on the approved senders list for your incoming emails.