Updates to QHP Re-submission Process

January 4, 2018

Qualified Health Plan (QHP) Series

CMS CENTERS FOR MEDICARE & MEDICAID SERVICES

Agenda

- Session Guidelines
- Key Dates
- Updates to QHP Re-submission Process
- Question & Answer (Q&A) Session
- Resources
- Closing Remarks

Session Guidelines

- This is a 60-minute session.
- This webinar will provide an opportunity for Center for Consumer Information and Insurance Oversight (CCIIO) Plan Management (PM) Subject Matter Experts (SMEs) to discuss updates to the QHP Re-submission process.
- For questions regarding content, contact the Centers for Medicare & Medicaid Services (CMS) Help Desk by email at: CMS_FEPS@cms.hhs.gov or by phone at: (855) 267-1515.
- For questions regarding logistics and registration, contact the Registrar at: (800) 257-9520.

Upcoming Key Dates for QHP Certification

Date	Category	Activity
Jan. 3 – Jan. 10, 2018	Plan Data Change	Issuers Submit Plan Year (PY) 2018 Data Change Requests for the January Data Correction Window (DCW)
January 12, 2018	Post Certification Assessment	Issuer Responses to Post Certification Assessment (PCA) Notices Due to QHP_Applications@cms.hhs.gov ***(Please note the underscore)***
Jan. 17 – Jan. 18, 2018	Plan Data Change	January DCW (SHOP Rate Change Window) for Approved PY 2018 Plan Data Changes
Prior to Feb. 15, 2018	Plan Data Change	January DCW PY 2018 Plan Data Changes display on HealthCare.gov

Additional Webinar Sessions

All questions regarding Enrollment, EDGE Server or FF-Shop can be addressed during the following webinar sessions:

Program Area	Day	Time (ET)
Enrollment	Mondays	12:00 p.m. – 1:00 p.m.
EDGE Server	Tuesdays	11:30 a.m. – 1:00 p.m.
FF-SHOP	Tuesdays (Monthly)	1:00 p.m. – 2:00 p.m.

Please register if you wish to participate, even if you have registered for a previous series. For registration and additional information on CMS' webinar series, please log in to https://www.REGTAP.info.

Customized Submission Windows Overview

- Customized Submission Windows allow issuers to edit parts of QHP Applications approved for edits without needing to open the full QHP Application.
- During initial QHP Applications (e.g. Plan Year 2019), all modules will appear open as in the past.
- During data correction windows only the sections/templates that are approved for data corrections will be open, and other parts of the application will remain in read-only mode.

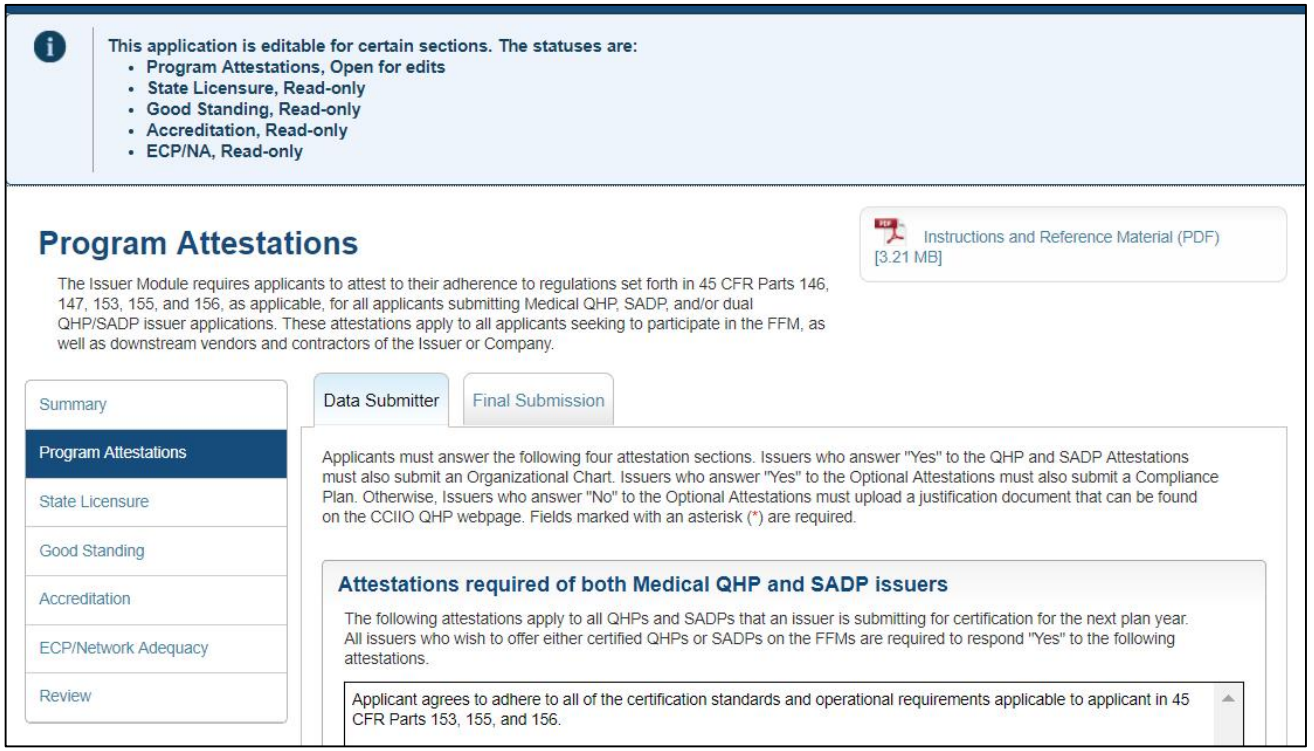
Issuer Types

- The process applies to both QHPs and Stand Alone Dental Plans (SADPs) (on-Exchange).
- Changes to the process are primarily for issuers in Federally Facilitated Exchanges (FFEs).

Data Correction Window (DCW): Issuer Module

The Issuer Module will specify which sections are open for edits.

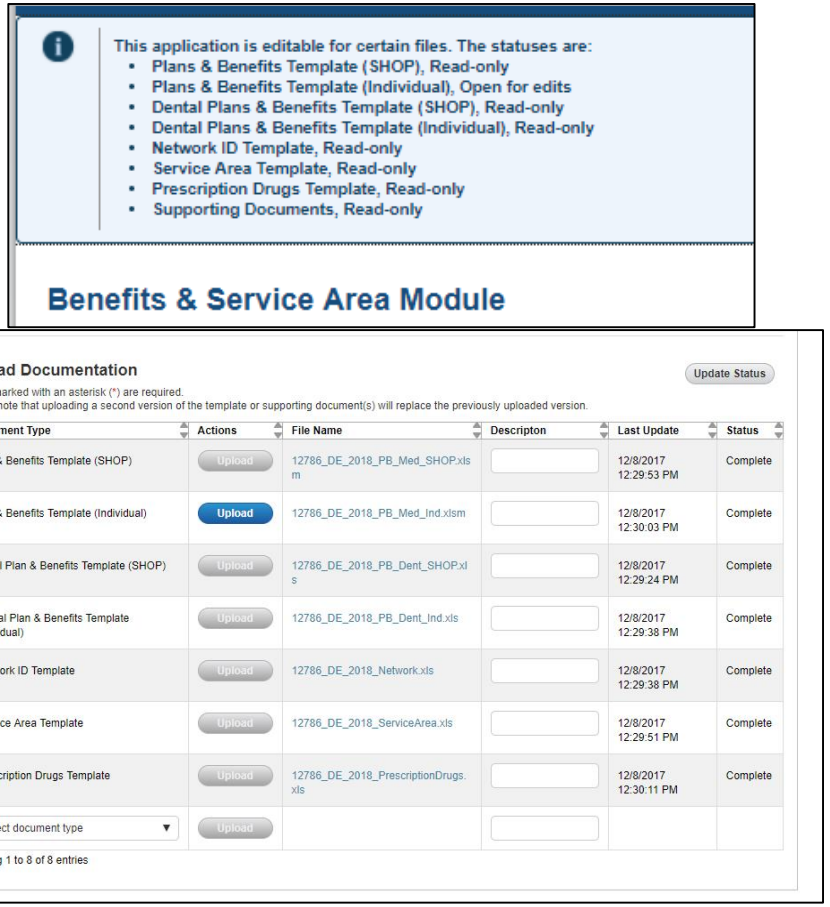
In this example, only the Program Attestations section is open for edits. Users could update the answers to the attestations or upload additional supplemental documents. The other sections are in a read-only view.



DCW: Benefits & Service Area Module

The Benefits & Service Area Module will specify which templates are open for edits.

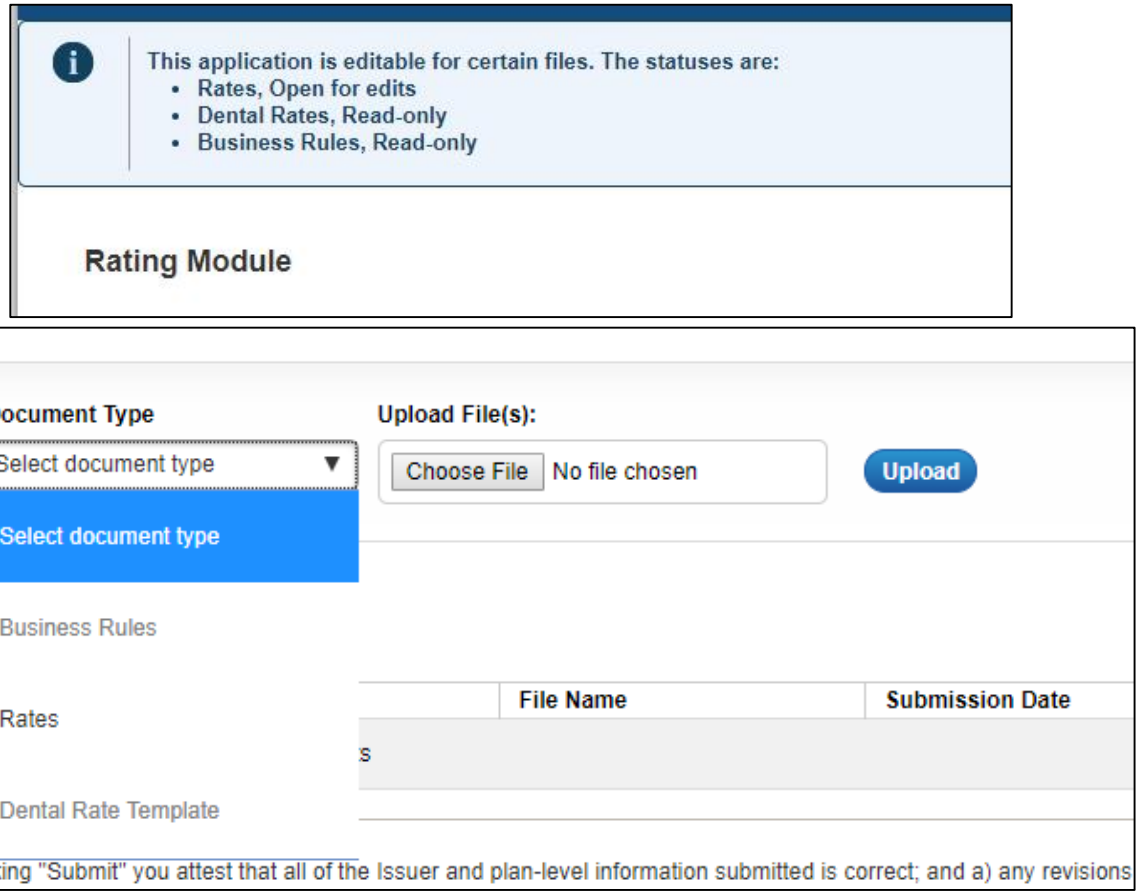
In this example, only the Plans and Benefits Template (Individual) is open for edits. Users could update any data within this template, while the remaining templates and supporting documents cannot be uploaded.



DCW: Rating Module

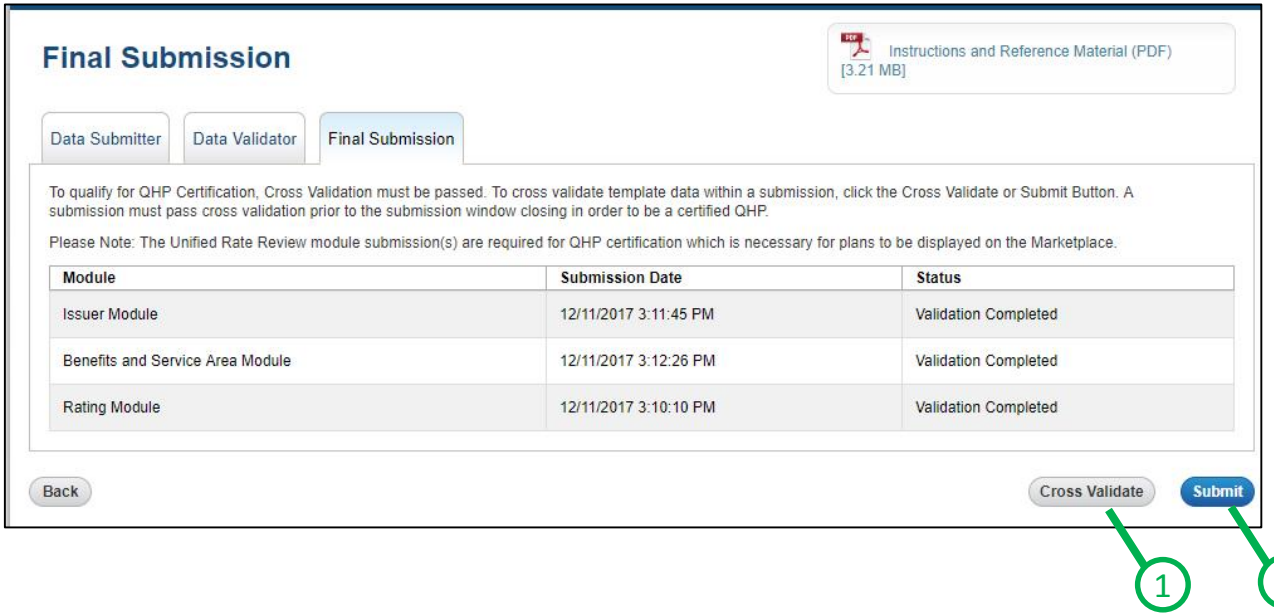
The Rating Module will specify which templates are open for edits.

In this example, only the Rates Template (Medical) is open for edits. Users could update any data within this template, while the remaining templates and supporting documents cannot be uploaded.



DCW: Cross-Validation

After entering data corrections, return to the cross-validation page to cross-validate and submit your updated QHP Application.



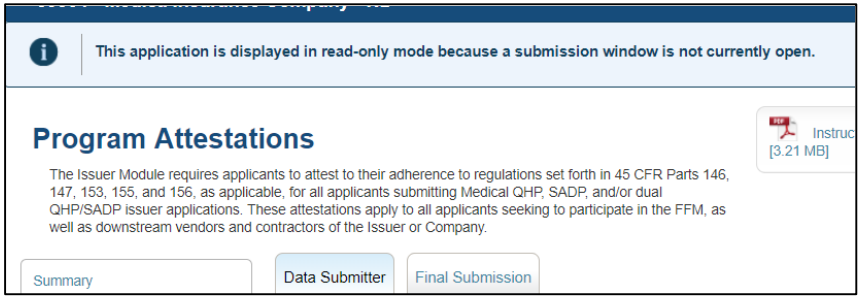
End of Submission Windows

Outside of submission windows, the modules display a notification that the QHP Application is in a read-only view:

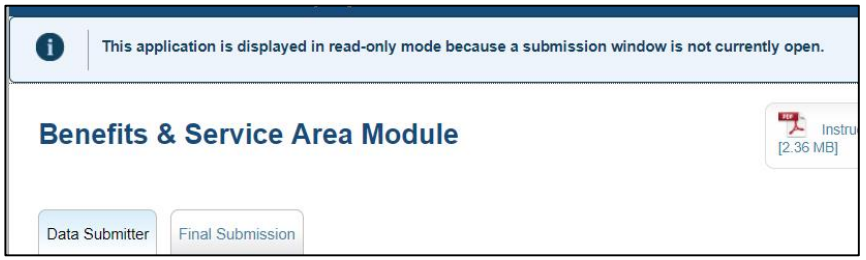
"This application is displayed in read-only mode because a submission window is not currently open."

Issuers are now able to access the modules outside of submission windows in order to review the application and/or download submitted data.

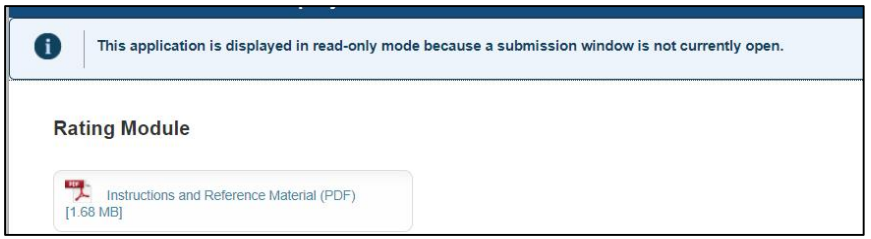
Issuer Module



Benefits & Service Area Module



Rating Module



Issuers Submitting via System For Electronic Rate and Form Filing (SERFF)

- Issuers who submit via (SERFF) will not see any changes to their submission process.
- Plan transfers for issuers in SPE states without any approved data changes will be rejected by CMS.
- Please continue to work with your State for timing of data corrections. CMS will also work with your State to confirm plan data is received.
- State-based Exchange on the Federal Platform (SBE-FP) issuers should contact their state for any relevant data change process instructions.

Open Q&A Session

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HTTPS://WWW.REGTAP.INFO

Questions?

- 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."*

Submission of Inquiries

Users/Issuers can contact:

- **CMS Help Desk** with questions about specific situations, the Federal Templates and their functionality and Health Insurance Oversight System (HIOS)
  - **Call: 855-CMS-1515**
  - **Email:** CMS_FEPS@cms.hhs.gov
- **National Association of Insurance Commissioners (NAIC)** with questions about state requirements/SERFF
  - **Email:** serffplanmgmt@naic.org

Best Practices- Submitting Help Desk Tickets

- Include HIOS ID, issuer state and issuer legal name.
- Include screenshots or attach templates when asking about an error or issue with the template.
- Submit separate Help Desk requests for different, unrelated questions.
- Put the question in the body of the email; do not attach Excel or Word documents with lists of questions.
- Identify or note whether a question is for the SHOP or Individual Exchange.

HIOS User Group Conference Call

- HIOS User Group Conference Call occurs every Wednesday from 2:00 p.m. to 3:30 p.m. Eastern Time (US & Canada) (GMT-05:00)
- Call Access: 1-888-455-8828; Passcode: 6714482

Plan Management Webinar Dates

The next QHP January Webinar sessions occur on Thursday as shown below:

Date	Day	Time (ET)	Topic
01/11/18	Thursday	1:00 p.m. – 2:00 p.m.	Open Q&A
01/18/18	Thursday	1:00 p.m. – 2:00 p.m.	Open Q&A
01/25/18	Thursday	1:00 p.m. – 2:00 p.m.	QHP 2018 Overview of the Prescription Drug Template

Resources for QHP Plan Maintenance and Certification

Resource	Resource Link
CMS Regulations and Guidance	https://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/index.html
Qualified Health Plan (QHP) Application Materials	https://www.qhpcertification.cms.gov/s/Application%20Materials
Plan Year (PY) 2018 QHP Issuer Toolkit	https://www.qhpcertification.cms.gov/s/PY2018QHPIssuerToolkit_051817.pdf
QHP Application Review Tools	https://www.qhpcertification.cms.gov/s/Review%20Tools
Registration for Technical Assistance Portal (REGTAP)	https://REGTAP.info
Health Insurance Oversight System (HIOS)	https://portal.cms.gov/wps/portal/unauthportal/home/
System for Electronic Rate and Form Filing (SERFF)	https://login.serff.com/

Commonly Used Acronyms

Acronym	Definition
AV	Actuarial Value
BHP	Basic Health Program
ECP	Essential Community Provider
EHB	Essential Health Benefit
EIDM	Enterprise Identity Management
FFE	Federally-facilitated Exchange
HIOS	Health Insurance Oversight System

Commonly Used Acronyms (Continued)

Acronym	Definition
MSP	Multi-State Plans
NAIC	National Association of Insurance Commissioners
NCQA	National Committee for Quality Assurance
QHP	Qualified Health Plan
SBE	State-based Exchange
SERFF	System for Electronic Rate and Form Filing
USP	United States Pharmacopeia

Closing Remarks

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