

Service Area Template Demonstration

March 2, 2017

**Qualified Health Plan (QHP)
Series III**

Agenda

- Session Guidelines
- Key Dates
- Announcements
- Service Area Template Demonstration
- Questions
- Resources
- Closing Remarks

Session Guidelines

- This is a 60-minute webinar session.
- This session is conducted to provide an demonstration of the Service Area Template.
- For questions regarding content, contact the 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 Plan Maintenance and Certification

Date	Category	Activity
February 12, 2017	Plan Data Change	January Data Correction Window (DCW) Plan Year (PY) 2017 Plan Data Changes display on HealthCare.gov
Mar. 15 – Mar. 17, 2017	Issuer Conference	Annual QHP Issuer Conference in Baltimore, MD

Announcements

Partial County Service Area

45 CFR 155.1055(a) - Service area of a QHP

The service area of a QHP covers a minimum geographical area that is at least the entire geographic area of a county, or a group of counties defined by the Exchange, unless the Exchange determines that serving a smaller geographic area is necessary, nondiscriminatory, and in the best interest of the qualified individuals and employers.

- In almost all situations, HHS will only approve service areas covering full counties.
- In the rare case in which the issuer asks to cover a service area covering a partial county, the issuer must justify that partial county service area to the Exchange.
- Partial county service areas are subject to HHS approval.

Inputs Required

- QHP Service Area Template
- The county name and ZIP codes requested in the partial county service area
- The Partial County Service Area Justification supplemental response
 - The recommended form is available on the QHP Instructions website.
- Evidence from the appropriate state regulator indicating that the partial county request is approved by the state

Completing Your Partial County Service Area Justification Supplemental Response

- Describe how serving this partial county geographic area is necessary. Describe the evidence that the issuer is providing to substantiate this and (if applicable) include it with the issuer's response.
- Describe how serving this partial county geographic area is not discriminatory. Describe the evidence that the issuers is providing to substantiate this and (if applicable) include it with the issuer's response.
- Describe how serving this partial county geographic area is in the best interest of the qualified individuals and employers. Describe the evidence that the issuer is providing to substantiate this and (if applicable) include it with the issuer's response.

Submitting Your Partial County Service Area Justification Supplemental Response

1. Provide responses to all questions in the justification form.
 - a) The form is recommended, not required, but the issuer's justification will need to address the criteria it outlines.
2. Obtain state authorization:
 - a) **Issuers submitting QHP data in HIOS:**
 1. Include written evidence of state authorization. No specific format is required.
 - b) **Issuers submitting QHP data in SERFF**
 1. Successful transfer of service area data will be accepted as state authorization.

Submitting Your Partial County Service Area Justification Supplemental Response

3. In the Partial County Service Area column of the Service Area template, enter the name of the compiled justification file using the following convention:
 - a) [Issuer ID]-Partial County-[Service Area ID]-[County Name]
 1. Ex: 12345-Partial County-MDS001-Montgomery.pdf
4. Upload the combined document into the Plan & Benefit section of the Benefits & Service Area module in the Qualified Health Plan (QHP) Application System using the document upload functionality. Select **Service Area Justification** from the *Document Type* drop-down menu.

Tips for Requesting a Partial County Service Area

- Use current USPS zip codes to complete issuer's template.
- Double-check to make sure issuer is requesting **all** the zip codes and counties where issuers intend to offer plans.
- Be thorough in issuer's supplemental response, and provide written evidence to support issuers' justification.
- If issuer's service area is denied for an insufficient justification, closely review the comments provided in issuer's Correction Notice for the additional information required.

Open Q&A Session

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 the HIOS
Call: 855-CMS-1515 or **Email: CMS_FEPS@cms.hhs.gov**
- **National Association of Insurance Commissioners (NAIC)** with questions about state SERFF
Email: serffplanmgmt@naic.org
- **CMS Help Desk** with questions about policy
Call: 855-CMS-1515 or **Email: CMS_FEPS@cms.hhs.gov**

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 Marketplace.

PM Webinar Dates

The 2017 QHP March Webinar Series III sessions occur on Tuesdays and Thursdays as shown below:

Date	Day	Time (ET)	Topic
3/7/17	Tuesday	3:00 p.m. – 4:00 p.m.	Qualified Health Plan (QHP) Plans and Benefits Template Updates & Benefits and Service Area Module Overview
3/9/17	Thursday	1:00 p.m. – 2:00 p.m.	Open Q&A for the Plans and Benefits Template
3/14/17	Tuesday	3:00 p.m. – 4:00 p.m.	No Webinar (Issuer Onsite Conference)
3/16/17	Thursday	1:00 p.m. – 2:00 p.m.	No Webinar (Issuer Onsite Conference)
3/21/17	Tuesday	3:00 p.m. – 4:00 p.m.	Business Rules Template, Rates Table Template and related Dental FAQs Review
3/23/17	Thursday	1:00 p.m. – 2:00 p.m.	Open Q&A
3/28/17	Tuesday	3:00 p.m. – 4:00 p.m.	New Tool Kit Demo
3/30/17	Thursday	1:00 p.m. – 2:00 p.m.	Open Q&A

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>.

Additional Webinar Dates

In addition to the weekly PM webinar sessions, issuers are encouraged to attend the following sessions:

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

HIOS User Group Conference Call

- The 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

Resources

Resource	Resource Link
CMS	http://www.cms.gov/
CMS Regulations and Guidance	http://www.cms.gov/Regulations-and-Guidance/Regulations-and-Guidance.html?redirect=/home/regsguidance.asp
Data Templates	https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/qhp.html
HealthCare.gov	http://www.healthcare.gov/
National Conference of State Legislatures (NCSL)	http://www.ncsl.org
Registration for Technical Assistance Portal (REGTAP)	https://REGTAP.info
U.S. Department of Health & Human Services (HHS)	http://www.hhs.gov/

Commonly Used Acronyms

Acronym	Definition
AV	Actuarial Value
BHP	Basic Health Program
ECP	Essential Community Provider
EHB	Essential Health Benefit
EIDM	Enterprise Identity Management
FFM	Federally-facilitated Marketplace
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
SBM	State-based Marketplace
SERFF	System for Electronic Rate and Form Filing
USP	United States Pharmacopeia

Closing Remarks