

Overview of The Plan ID Crosswalk Review Tool for Plan Year (PY)21

March 19, 2020

2020 Qualified Health Plan (QHP) Series

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The information provided in this presentation is not intended to take the place of the statutes, regulations, and formal policy guidance that it is based upon. This presentation summarizes current policy and operations as of the date it was shared. Links to certain source documents may have been provided for your reference. We encourage persons attending the presentation to refer to the applicable statutes, regulations, and other guidance for complete and current information.

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



Intended Audience

This webinar is applicable to issuers in the Federally-facilitated Exchanges (FfEs), State Partnership Exchanges (SPEs), State-based Exchanges on the Federal Platform (SBEs-FP), SBEs and Stand-alone Dental Plans (SADPs).

Agenda

- Session Guidelines
- Key Dates
- Additional Webinar Sessions
- Announcements
- Overview of The Plan ID Crosswalk Review Tool for PY21
- Live Q&A Session
- Resources
- Closing Remarks

Session Guidelines

- This is a 60-minute session.
- This call is being recorded. The recording is not released to the public or posted in Registration for Technical Assistance Portal (REGTAP).
- This webinar will provide an opportunity for Center for Consumer Information and Insurance Oversight (CCIIO) Plan Management (PM) Subject Matter Experts (SMEs) to respond to questions from QHP issuers.
- 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
Tuesday, April 14, 2020	Data Change Request Submission	Deadline for issuers to submit data change requests for PY 2020 April Small Business Health Options Program (SHOP) Quarterly Rates Data Change Window

Additional Webinar Sessions

All questions regarding Enrollment or External Data Gathering Environment (EDGE) Server can be addressed during the following webinar 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.

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>.



REGISTRATION UPDATE!

QUALIFIED HEALTH PLAN (QHP) ISSUER CONFERENCE

All Sessions will convert to remote only!

Remote Sessions on: April 21, 2020

Additional Remote Sessions: April 27, April 29 and May 1, 2020

This event is for issuers applying for QHP certification in the Federally-facilitated Exchange and will include the following topics and more:

- Overview for Plan Year (PY) 2021
- Issuer Best Practices
- PY21 QHP Certification Changes
- Interoperability
- Value Based Transformation
- Overview of QHP Submission Process
- New Issuer Onboarding
- Opioids
- Enhanced Direct Enrollment

Registration Deadlines:

Remote: April 17, 2020 Noon ET

Additional Remote Only:
April 26, 2020 Noon ET

Announcements

The Plan ID Crosswalk Review for PY20

Plan ID Crosswalk Overview

Template Background

- Crosswalks 2020 Plan ID and service area combinations to a 2021 Plan ID for the purpose of auto re-enrollment into 2021 coverage
- Varies in complexity depending on changes in service areas and plan offerings
- Completed by individuals offering QHP and/or SADPs in 2020 through FFE, SPE and SBE-FP states

Operational Uses

- 834 enrollment transactions from the Exchange to issuer
- Consumer support via HealthCare.gov and federal call centers
- Public Use File (PUF) for transparency and timely benefit/rate analyses

Plan ID Crosswalk Overview: Submission Process

- All issuers that offered Individual Exchange QHPs through the FFEs, SPEs and SBE-FPs for 2020 should submit Plan ID Crosswalk Template(s) and other required information to the Plan Management (PM) Community. CMS will not review plans offered through the SHOP Market.
 - Applies to SADPs
 - Submit template in eXtensible Markup Language (XML) format to the PM Community.
 - Multi-State Plan (MSP) Program issuers should also coordinate with the Office of Personnel Management (OPM) for submission instructions.
 - Crosswalk Templates must include all plans offered during PY20, regardless of if the plan will be discontinued or withdrawn and not offered during PY 21.
- Key Dates
 - Submission timeline is similar to the other QHP Application templates.
 - The Final 2021 Letter to Issuers and template instructions include more details on specific dates.

Plan ID Crosswalk Overview: Submission Process (continued)

- Error Notices
 - CMS anticipates sending stand-alone Crosswalk Template errors in a separate notice but along the same timeline as other QHP certification notices.
- State Authorization of the Plan ID Crosswalk Template
 - Issuers will submit evidence from state that the issuer is authorized to submit the Plan ID Crosswalk Template to CMS.
 - States have opportunity to review template for compliance with Patient Protection and Affordable Care Act (PPACA) market reforms such as uniform modification of coverage standards.

Plan ID Crosswalk Tool Overview

- The Plan ID Crosswalk Tool helps ensure that the Plan ID Crosswalk Template has been completed accurately, according to CMS's guidelines for the current plan year.
- The Plan ID Crosswalk Tool can be found by visiting <https://www.qhpcertification.cms.gov>
 1. Select 'Application Materials'
 2. Then 'Review Tools'
 3. Click "Automated Review Tools"
 4. A ZIP file will download
 - a) The Plan ID Crosswalk tool is an Excel file within the ZIP
 - b) Be sure to enable Macros and read instructions carefully

Plan ID Crosswalk Tool Overview

(Continued)

- Compliance with 45 C.F.R. 155.335 (j). Illustrative examples include:
 - If the same Plan ID is available in 2021, the 2020 Plan ID should be crosswalked to the same Plan ID.
 - If the same Plan ID is not available, the 2020 plan should be crosswalked to a plan with the same metal level and Product ID.
 - If the enrollee's current QHP is a silver level plan, the enrollee should be re-enrolled in a silver level QHP under a different product offered by the same QHP issuer that is most similar to the enrollee's current product.

Plan ID Crosswalk Tool Overview

(Continued)

- Consistency with submitted Service Area and Plans and Benefits Template data for both 2020 and 2021. Illustrative examples include:
 - All Federally-facilitated Marketplace (FFM) plans offered in 2020 are accounted for in the Crosswalk.
 - All counties covered in 2021 plans' service areas are accounted for in the Crosswalk.
 - All 2020 enrollment options for a 2020 plan are crosswalked to a valid 2021 plan.
 - Crosswalk reasons are consistent with plan offerings (e.g., issuer does not indicate they are discontinuing a product when 2021 plan offerings indicate otherwise).

Plan ID Crosswalk Common Errors

- Plan ID {54321FL1234567} from 2020 has been crosswalked to a plan with a different Issuer ID for 2021.
- Plan ID {54321FL1234567} from 2020 has been crosswalked to a plan at a different metal level for 2021.
 - However, a plan at the same metal level will be offered for 2021.
- The issuer have not submitted evidence of State Authorization of issuer's plan crosswalk.
 - Issuers must submit a State Authorization Form.
 - The issuer may have uploaded, but not completely submitted the form, to the PM Community.

Open Q&A Session

Questions?

- To Submit or Withdraw Questions by Phone:
 - *If you are listening through your computer speakers and want to submit a question by phone, dial 1-866-391-5945 and enter your unique six-digit PIN, then dial “star(*) pound(#)” on your phone’s keypad.*
 - *If you are already dialed in by phone and want to submit a question, then dial “star(*) pound(#)” on your phone’s keypad.*
 - *If you would like to withdraw a question and you are dialed in by phone, then 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/System for Electronic Rate and Form Filing (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 Small Business Health Options Program (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 QHP March Webinar sessions occur on Thursdays as shown below:

Date	Day	Time (ET)	Topic
03/26/20	Thursday	1:00 p.m. – 2:00 p.m.	Actuarial Value (AV) Calculator

Please refer to the Weekly QHP E-flyer for updated Webinar topics.

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
QHP Application Review Tools	https://www.qhpcertification.cms.gov/s/Review%20Tools
Registration for Technical Assistance Portal (REGTAP)	https://www.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