Plan Management (PM) Community Introduction

March 20, 2018

2018 Qualified Health Plan (QHP) Series

HTTPS://WWW.REGTAP.INFO

Agenda

- Session Guidelines
- Key Dates
- PM Community Introduction
- 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 the PM Community Introduction.
- 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.

Additional Webinar Sessions

All questions regarding Enrollment, External Data Gathering Environment (EDGE) Server or Federally-facilitated Small Business Health Options Program (FF-Shop) 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.
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.

Announcements

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PM Community Introduction

Overview

CCIIO PM Community is an Online platform for issuers to receive information about their QHP Application and certification, and for states to receive information about the QHP Applications and certifications of issuers in their state.

The PM Community will be used by the Federally Facilitated Exchange (FFE), states performing plan management functions, and State Based Exchanged on the Federal Platform (SBE-FP) Exchange models, both market types and both QHPs and Stand-alone Dental Plans (SADPs).

Plan Year (PY)18 CCIIO PM Community Pilot

Background and Lessons Learned

- In PY18, CCIIO launched the PM-Community to better coordinate QHP certification, in response to issuer and state feedback.
- Issuers and states that volunteered to participate in the pilot were able to use the PM Community to:
  - Manage contacts at the parent organization level;
  - View issuer- and plan-level data;
  - Access notices from CCIIO, such as correction notices;
  - Complete plan confirmation;
  - Complete the QHP withdrawal form, if applicable; and
  - Complete the QHP Agreement.
- To prepare for a full PY19 rollout, CCIIO took feedback from the pilot participants to:
  - Improve user experience with additional functionality;
  - Provide a more intuitive interface; and
  - Add additional training resources, accessible directly from the PM Community home page.

PY19 CCIIO PM Community Rollout Overview

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Features

- New for PY19, all issuers will participate in the PM Community to receive correction notices and other communications regarding their QHP Applications.
- Participation is at the parent organization level, enabling parent organizations to see all of their issuers and plans in one place.
- Issuers will perform QHP Application activities through the PM Community.

Features: Managing Contacts

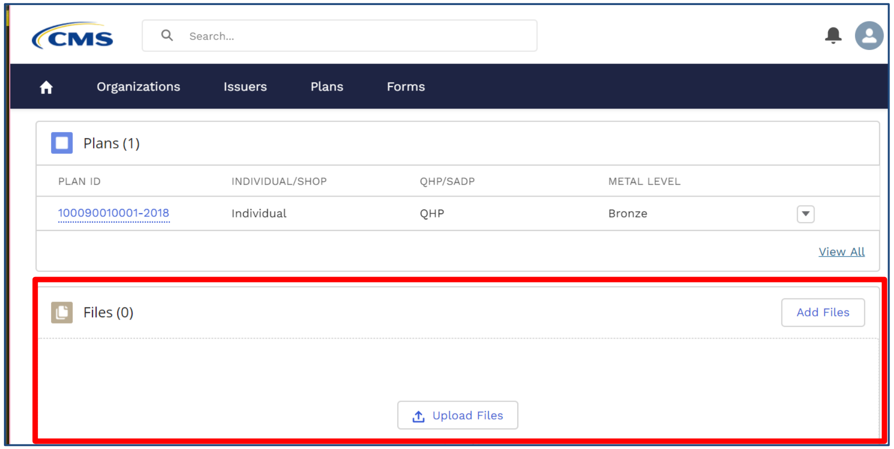
- Issuers will use the PM Community to update the list of contacts at their parent organization.
  - Users may add, edit, and delete contacts and update contact information for themselves and other users
- Contacts will receive CCIIO email outreach related to QHP Applications.
- Issuers will *not* be able to add new users to the PM Community, but they will be able to see which contacts within their organization also have PM Community access.

Features: Submissions

- Issuers can view submitted issuers and plans for their parent organization.
  - Issuers will be able to see related data including their Account Manager's email address, market type, product type, withdrawal status and the date when the application was last updated/transferred and last cross-validated.
- Issuers will submit their Plan ID Crosswalk Templates in the PM Community.
- Issuers may also submit Data Change Requests and Withdrawal forms.

Features: Corrections and Notices

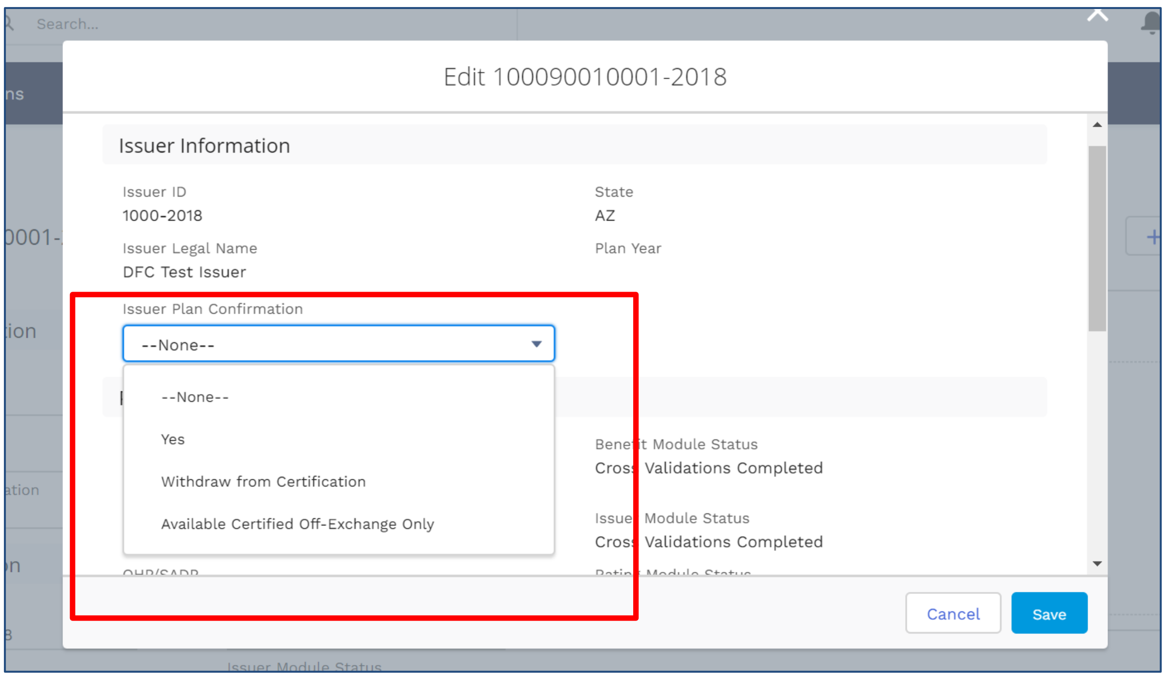
- All notices will be uploaded to the Community and can be viewed on the Issuer tab.



- Corrections will also be displayed in the Community, and will be available on a rolling basis before the Corrections Notice.
- Issuers will receive email notification when new notices or corrections are available.

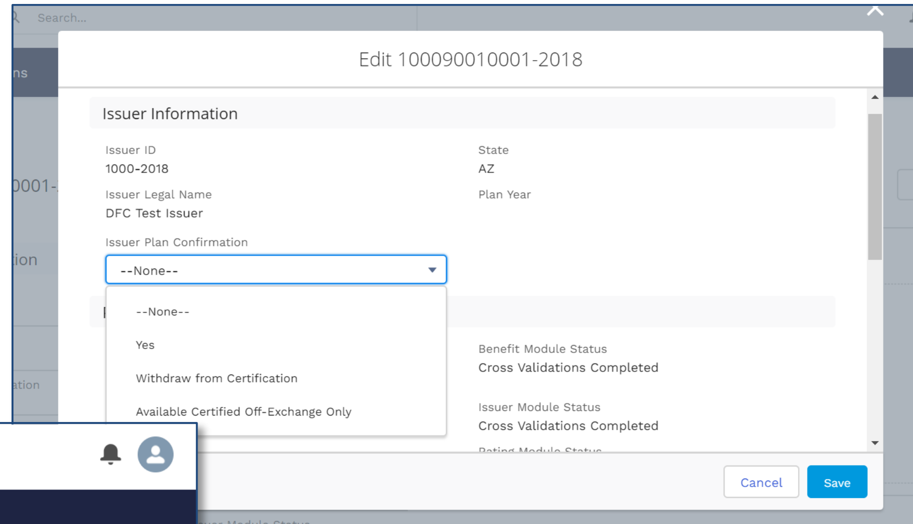
Features: Plan Confirmation

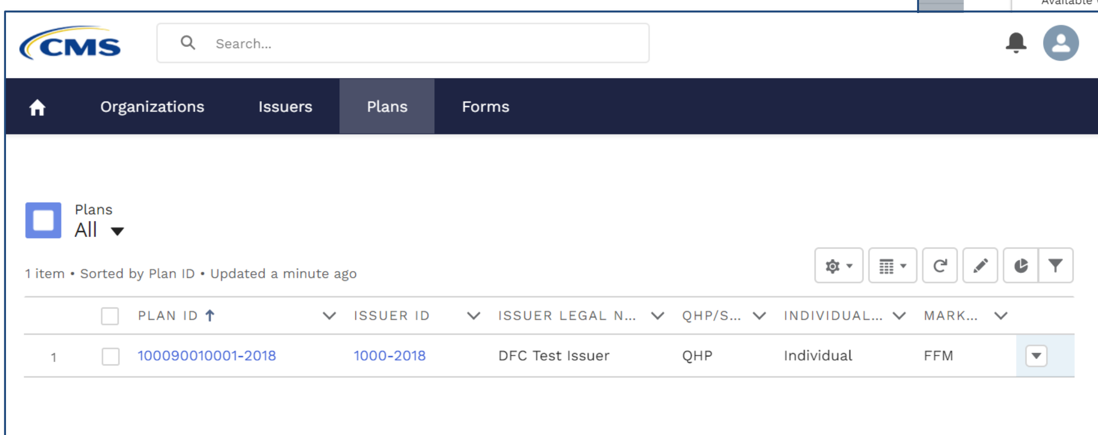
- Issuers will use drop down menus on the Plans tab to confirm which plans will be offered on the exchanges, instead of using the Plan Confirmation tables sent out in previous years.



Example: Using the Community

- Issuers can see all of the plans submitted in their QHP Applications (see below).
- Issuers will also be able to complete the Plan Confirmation process (see right).





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PM Community Contacts

- Each issuer parent organization and state may request access to the PM Community for organizational representatives/users, up to their total number of allotted licenses.

Role	User Licenses
States (FFE, SPE, SBE-FP, SBE)	3
QHP/Dual Parent Organizations	3
SADP Parent Organizations (On-Exchange or Off-Exchange)	2

PM Community Training Resources

- On the home page of the PM Community, issuers and states will have access to **user manuals** that provide step-by-step instructions for all PY19 PM Community processes.
- The home page will also contain links to **training videos** on how to access the PM Community, manage contacts, upload and access files and navigate and use the various tabs.
- CCIIO will provide demonstrations of PM Community functionality and answer questions in **webinars** over the coming months.

Frequently Asked Questions

- Do we have to log in?
  - Yes. Your log in will be the same one used to access Health Insurance Oversight System (HIOS), so you will not have to remember a new username and password.
- Where is the Community?
  - https://www.qhpcertification.cms.gov/Login. You will need to request access to log in and CCIIO will be sending an email out with more information on how to do this in a couple of weeks.
- Is it the same as HIOS/System for Electronic Rate and Form Filing (SERFF)?
  - No. You must still submit your QHP Application through HIOS/SERFF. The point of the PM Community is to provide issuers better communication from CCIIO about that application, but it **does not replace any of the activities performed in HIOS/SERFF.**

Frequently Asked Questions

- How will this assist issuers with the QHP certification process?
  - The PM Community is replacing a lot of activities that used to be done through email like sending and receiving notices, submitting Plan Confirmation Tables and submitting Plan Crosswalk templates. Your documents will all be available for download any time you need them, without having to search email first.
  - Issuers can now manage their own contacts, so it is much easier to control who does and does not receive outreach related to QHP Applications.
- Where do I go if I have questions about the PM Community?
  - Email CMS_FEPS@cms.hhs.gov or call 855-CMS-1515
  - Your Account Manager may also be able to assist with non-technical questions.

Next Steps

- CCIIO will send outreach soon to parent organizations that did not participate in the pilot with instructions accessing the PM Community.
  - Pilot participants received outreach in January.
- At the Issuer Conference, issuers may attend a PM Community Overview and visit a table for hands-on assistance.
- After the Issuer Conference, issuers should access training and explore the PM Community in advance of the first QHP submission deadline.

Open Q&A Session

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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."*

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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 QHP March Webinar sessions occur on Tuesdays and Thursdays as shown below:

Date	Day	Time (ET)	Topic
03/22/18	Thursday	1:00 p.m. – 2:00 p.m.	Data Integrity Tool
03/27/18	Tuesday	3:00 p.m. – 4:00 p.m.	Plan Preview & Dental FAQs
03/29/18	Thursday	1:00 p.m. – 2:00 p.m.	Unified Rate Review Issuer Training

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