

Demo of 2021 Plan ID Crosswalk Template for Automatic Re-Enrollment

May 7, 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), and Stand-alone Dental Plans (SADPs).

Agenda

- Session Guidelines
- Key Dates
- Additional Webinar Sessions
- Announcements
- Demo of 2021 Plan ID Crosswalk Template for Automatic Re-Enrollment
- 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.

WebEx Audio Issues

If you are listening to the webinar through WebEx and experience audio issues, please dial into 1-866-391-5945 and enter your six (6) digit PIN for phone access.

Upcoming Plan Year (PY) 2020 Key Dates for QHP Certification

Date	Category	Activity
Prior to May 16, 2020	Plan Data Refresh	PY 2020 QHP Application data changes that are made by 4/17 and approved by CMS are refreshed on HealthCare.gov

Upcoming PY 2021 Key Dates for QHP Certification

Date	Category	Activity
April 23 – June 17, 2020	QHP Certification	PY 2021 QHP Application Initial Submission Window
Tuesday, May 19, 2020 at 1:00 p.m. ET	QHP Certification	Deadline for Issuers to Submit QHP Application data for the PY21 Optional Early Bird Review Round
May 20 – June 10, 2020	QHP Certification	CMS reviews Early Bird QHP Application data and releases results in the Plan Management Community

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>.

Announcements

2021 Plan ID Crosswalk Template for Automatic Re-Enrollment

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 Plan Year 2021 coverage
- Varies in complexity depending on changes in service areas and plan offerings
- Completed by Individual Market issuers offering QHP and/or SADP plans 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 coverage during plan year 2020 should submit Plan ID Crosswalk template(s) and other required information to the PM Community. CMS will not review plans offered through the Small Business Health Options Program (SHOP) Market.
 - Applies to SADPs.
 - Submit template in eXtensible Markup Language (XML) format to the Plan Management Community.
 - Crosswalk templates must include all plans offered during PY 2020, regardless of if the plan will be discontinued or withdrawn and not offered during PY 2021.
- Key Dates
 - Submission timeline is similar to the other QHP Application templates.
 - The 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 to issuers and states 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 an opportunity to review the 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

- 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.
 - Issuers should crosswalk any discontinued PY 2020 plan to an available plan in a different product, if one exists. If an issuer does not provide a crosswalk for a discontinued plan, but still offers products in that same service area, CMS, in accordance with the hierarchy established in 45 CFR 155.335(j)(2), will crosswalk the discontinued plan to another product offered by the same issuer under the same Health Information Oversight System (HIOS) ID.

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 FFE plans offered in 2020 are accounted for in the crosswalk.
 - All counties covered in 2020 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).

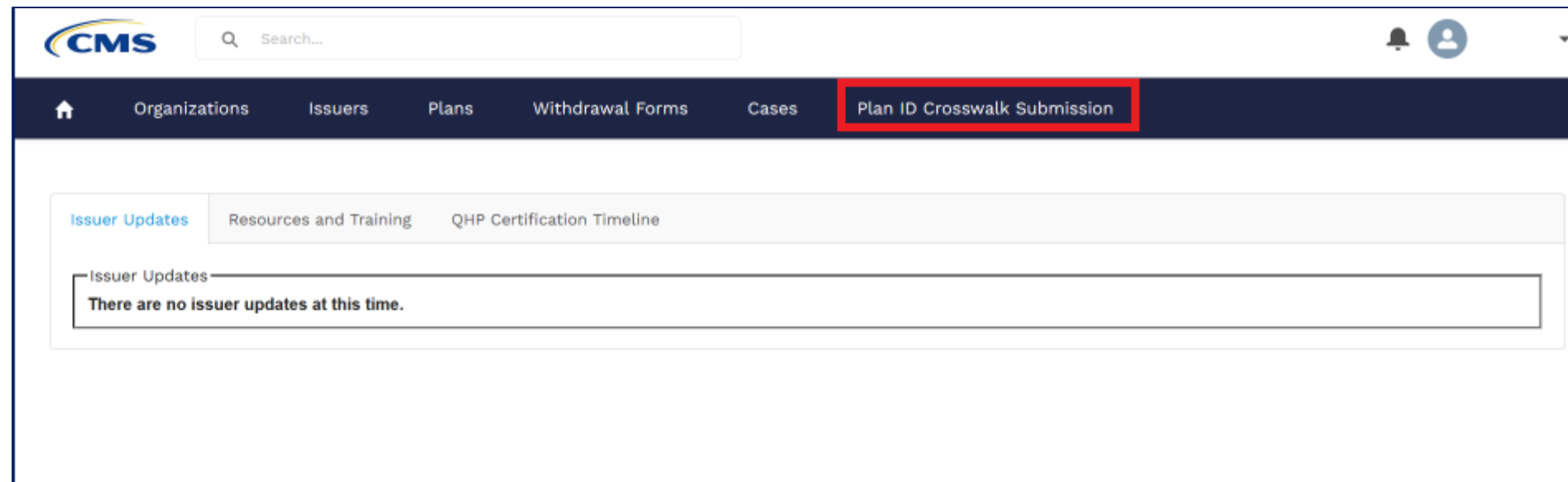
Plan ID Crosswalk Common Errors

- 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 in the same product at a different metal level for 2021.
 - However, a plan in the product at the same metal level will be offered for 2021.
- The issuer has not submitted evidence of State Authorization of issuer's plan crosswalk.
 - Issuers must submit a State Authorization Form

Plan ID Crosswalk Tool Demo

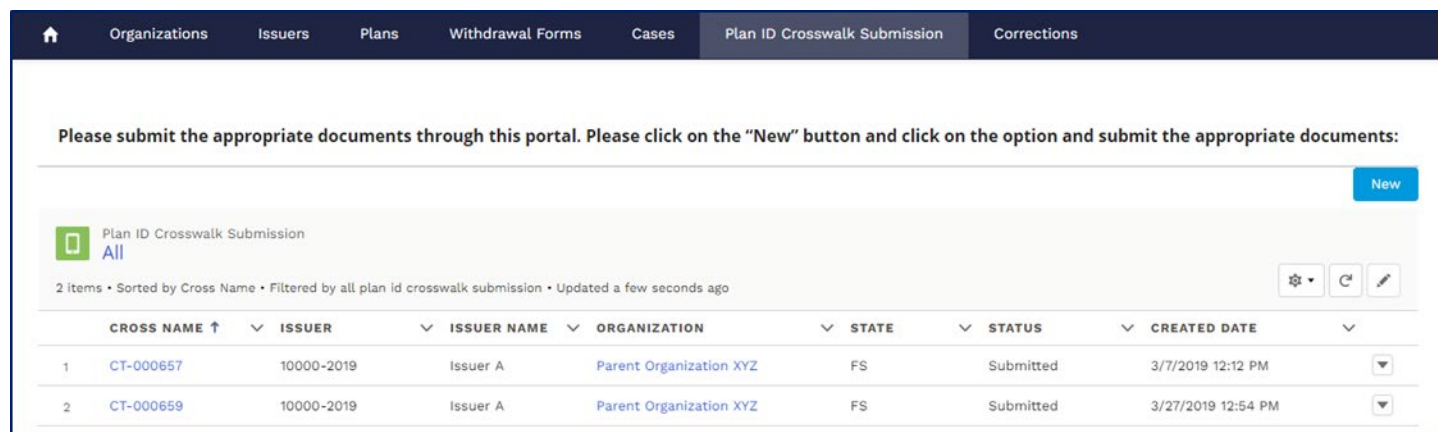
Plan ID Crosswalk Submission Process through the Plan Management Community

- From the Home Screen, click on the Plan ID Crosswalk Submission tab



Plan ID Crosswalk Submission Process through the Plan Management Community (continued)

- Click New, then select Issuer ID and click Next



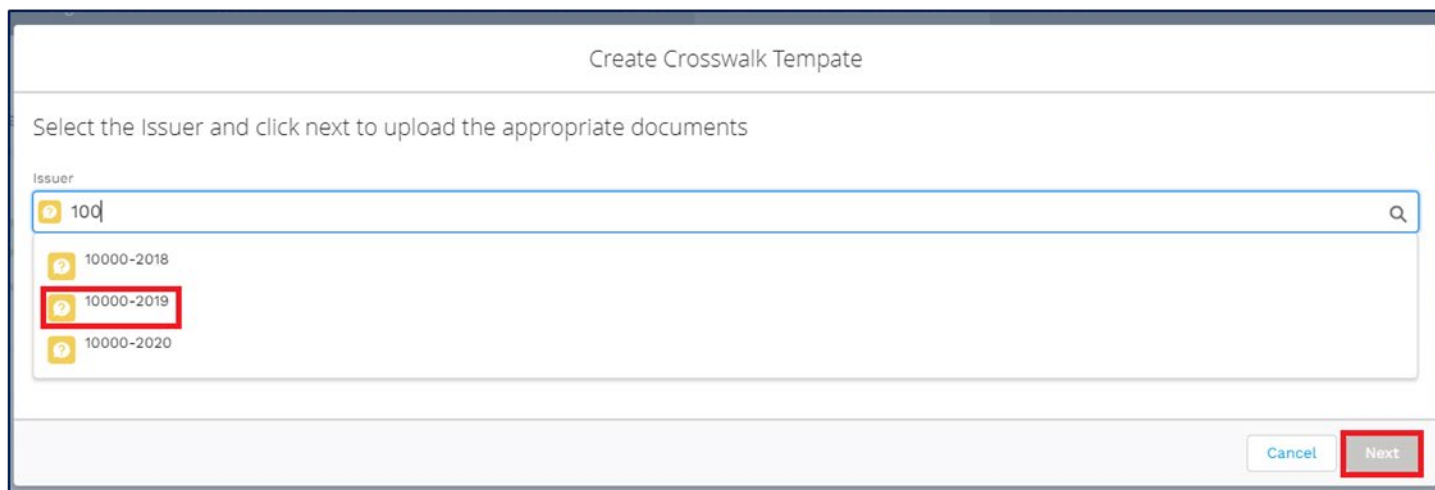
Please submit the appropriate documents through this portal. Please click on the "New" button and click on the option and submit the appropriate documents:

[New](#)

Plan ID Crosswalk Submission
All

2 Items • Sorted by Cross Name • Filtered by all plan id crosswalk submission • Updated a few seconds ago

	CROSS NAME ↑	ISSUER	ISSUER NAME	ORGANIZATION	STATE	STATUS	CREATED DATE
1	CT-000657	10000-2019	Issuer A	Parent Organization XYZ	FS	Submitted	3/7/2019 12:12 PM
2	CT-000659	10000-2019	Issuer A	Parent Organization XYZ	FS	Submitted	3/27/2019 12:54 PM



Create Crosswalk Template

Select the Issuer and click next to upload the appropriate documents

Issuer

100

- 10000-2018
- 10000-2019
- 10000-2020

Cancel Next

Plan ID Crosswalk Submission Process through the Plan Management Community (continued)

- Click on the Upload Files link to select your files, then click Save when finished.

Create Crosswalk Template

Please Attach 'Crosswalk Template(accepts XML document only)'

[Upload Files](#) Or drop files

Please Attach 'State Authorization'

[Upload Files](#) Or drop files

Please Attach 'Justification'

[Upload Files](#) Or drop files

[Back](#) [Save](#)

Plan ID Crosswalk Submission Process through the Plan Management Community (continued)

- Click Submit Templates

The screenshot shows the CMS Plan ID Crosswalk Submission interface. At the top, there is a green notification bar that says "Your templates are submitted" with a checkmark icon and a close button. Below this is a dark blue navigation bar with the CMS logo on the left and several menu items: Home, Organizations, Issuers, Plans, Withdrawal Forms, Cases, Plan ID Crosswalk Submission (highlighted), and Corrections. The main content area has a header for "Plan ID Crosswalk Submission CT-000660" with a green icon. To the right of this header are two buttons: "View Files" and "Submit Templates" (which is highlighted with a red rectangle). Below the header is a section titled "Template Details" with a dropdown arrow. This section contains several fields: "Cross Name" with the value "CT-000660", "Issuer ID" with the value "10000-2019" (which is underlined and has a pencil icon), "Issuer Name" with the value "Issuer A", "State" with the value "FS", "Status" with the value "Submitted", and a "Submitted" label.

 Your templates are submitted 

 Organizations Issuers Plans Withdrawal Forms Cases Plan ID Crosswalk Submission Corrections

 Plan ID Crosswalk Submission CT-000660 [View Files](#) [Submit Templates](#)

▼ Template Details

Cross Name
CT-000660

Issuer ID
10000-2019 

Issuer Name
Issuer A

State
FS

Status
Submitted

 **CMS**
CENTERS FOR MEDICARE & MEDICAID SERVICES

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 May Webinar sessions occur as shown below:

Date	Day	Time (ET)	Topic
05/12/20	Tuesday	3:00 p.m. – 4:00 p.m.	Allowable Data Corrections & Certification Timeline Refresher
05/14/20	Thursday	1:00 p.m. – 2:00 p.m.	Network Adequacy, Essential Community Providers (ECP), and Stand-Alone Dental Plans (SADPs)
05/19/20	Tuesday	3:00 p.m. – 4:00 p.m.	Non-Discrimination Benefit Review Tool
05/21/20	Thursday	1:00 p.m. – 2:00 p.m.	Open Q&A
05/26/20	Tuesday	3:00 p.m. – 4:00 p.m.	PM Community: Release of Corrections, What to Expect for Early Bird Review Results, and Outreach Features
05/28/20	Thursday	1:00 p.m. – 2:00 p.m.	Plan Preview Updates, FF-SHOP Employee Choice Options for Plan Year 2021

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