Plan Year (PY)19 QHP Application Staggered Submission Windows and Submission Tips

May 8, 2018

2018 Qualified Health Plan (QHP) Series

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Agenda

- Session Guidelines
- Key Dates
- PY19 QHP Application Staggered Submission Windows and Submission Tips
- 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 PY19 QHP Application Staggered Submission Windows and Submission Tips.
- 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 PY19 Key Dates for QHP Certification

Date	Category	Activity
May 1 – May 31, 2018	PM Community	Issuers and States provide Usernames for and Request Access to PM Community
May 9, 2018	QHP Certification	PY19 Submission Window Opens
May 31, 2018	**QHP Certification**	**Deadline for Issuers to Submit Templates for the PY19 Early Bird Review Round**
May 9 – May 31, 2018	PM Community	Issuers and States Log into PM Community to view PY19 Issuer Details and Plan Lists

Key Dates for PY18 Data Submission

Date	Category	Activity
March 15, 2018	URRT Deadline	PY 2018 Q3 Unified Rate Review Template Submission Deadline
April 11, 2018	DCRQ Submission	Deadline for submitting PY 2018 Data Change Requests for the April DCW (SHOP Q3 Rate Change Window)
Prior to May 16, 2018	Refresh Date	Approximate Refresh Date for the PY 2018 April DCW
June 15, 2018	URRT Deadline	PY 2018 Q4 Unified Rate Review Template Submission Deadline
July 11, 2018	DCRQ Submission	Deadline for submitting PY 2018 Data Change Requests for the July DCW (SHOP Q4 Rate Change Window)
Prior to August 16, 2018	Refresh Date	Approximate Refresh Date for the PY 2018 July DCW

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

PY19 QHP Application Staggered Submission Windows and Submission Tips

Staggered Submission Windows

Staggered Submission Timeline

For PY19, Issuers will be able to take advantage of an Early Bird Submission Window submit their Rates Template later in the QHP Application cycle.

- Early Bird Submissions will receive an additional review and notice cycle, alerting issuers to application errors prior to the initial application deadline.
- Federally-facilitated Exchange (FFE) issuers (using the Health Insurance Oversight System (HIOS) Modules) and State Partnership Exchanges (SPE) and State Based Exchange on the Federal Platform (SBE-FP) issuers (using Plan Transfer) will be able to take advantage of this submission timeline.

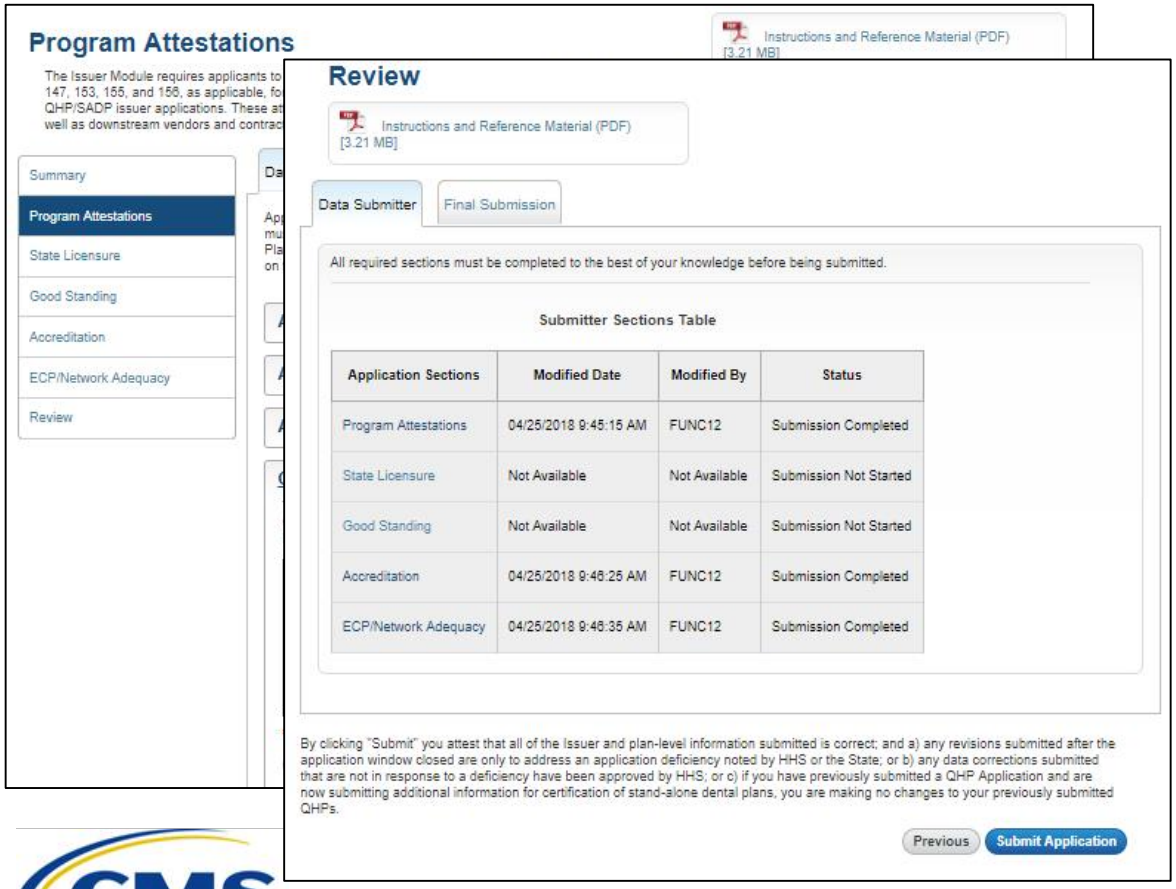
Submission Deadlines	Dates
Early Bird Window Deadline	5/31/2018
Initial QHP Application Submission Deadline	6/20/2018
QHP Rates Table Template Submission Deadline	7/25/2018
Final QHP Application Deadline	8/22/2018

HIOS Submissions With Staggered Submission

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Issuer Module – Issuer Submitter Tasks

The Issuer Module must be **submitted** and **validated** by June 20, 2018.

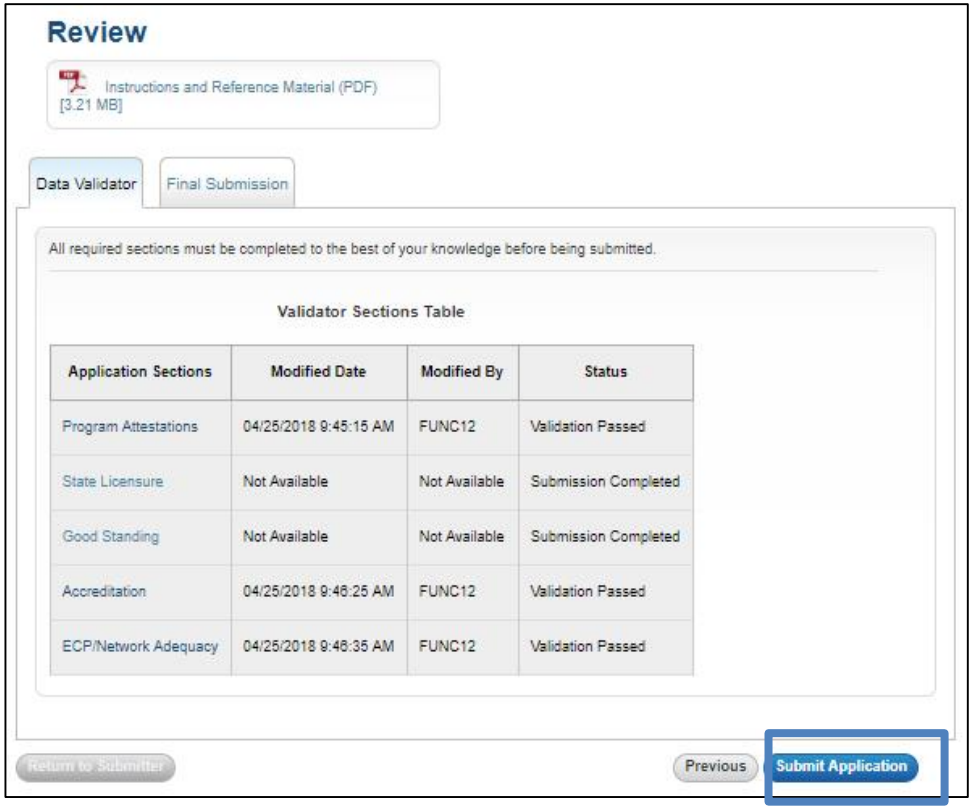


Issuer Submitter

- Complete the Issuer Module application by submitting information in the appropriate section.
- Submit the Issuer Module on the Review Section by clicking **Submit Application.**

Issuer Module – Issuer Validator Tasks

The Issuer Module must be **submitted** and **validated** by June 20, 2018.

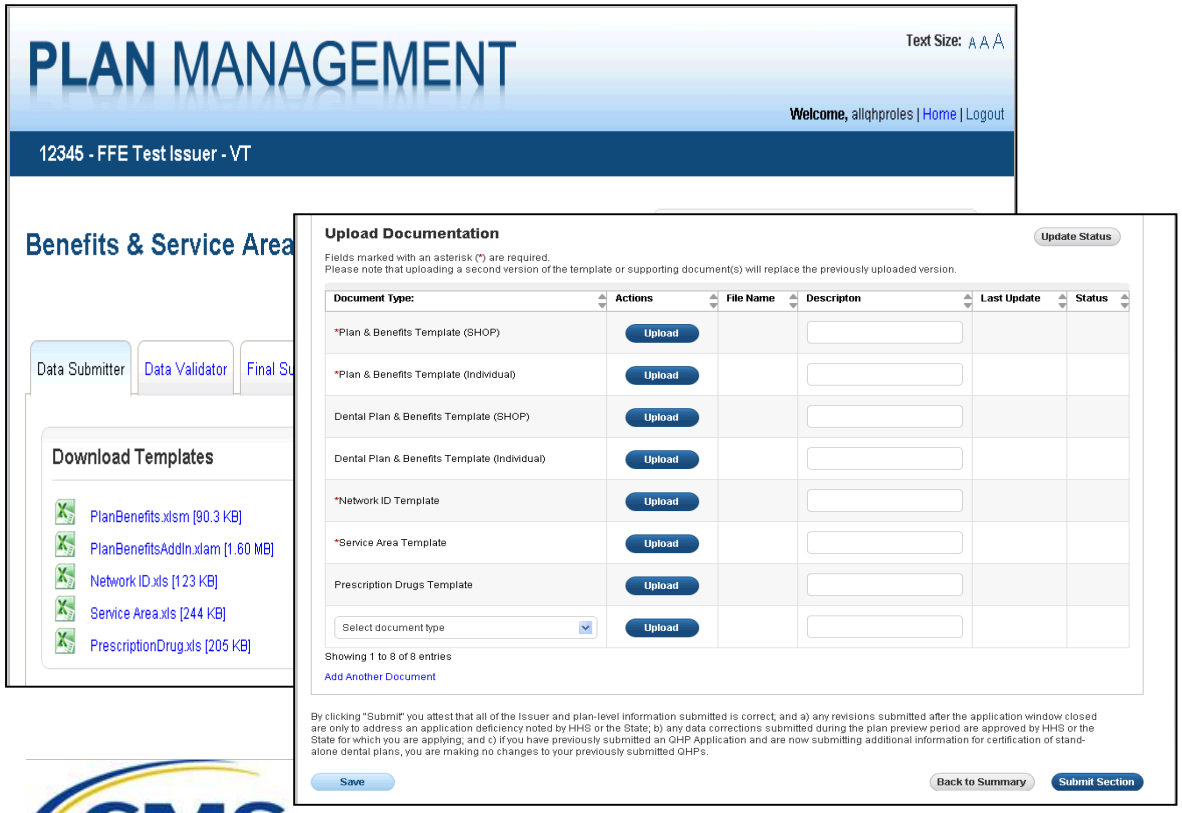


Issuer Validator

- Select **Yes** and then **Submit** for each required section to indicate that the section is correct.
- Select **Submit Application** on the Review Section to submit the Issuer Module.
- The section must be Submitted with an answer of **Yes** for each required section by 6/20/2018 for QHP Certification.

Benefits and Service Area Module – Issuer Submitter Tasks

The Benefits and Service Area Module must be **submitted** and **validated** by June 20, 2018.



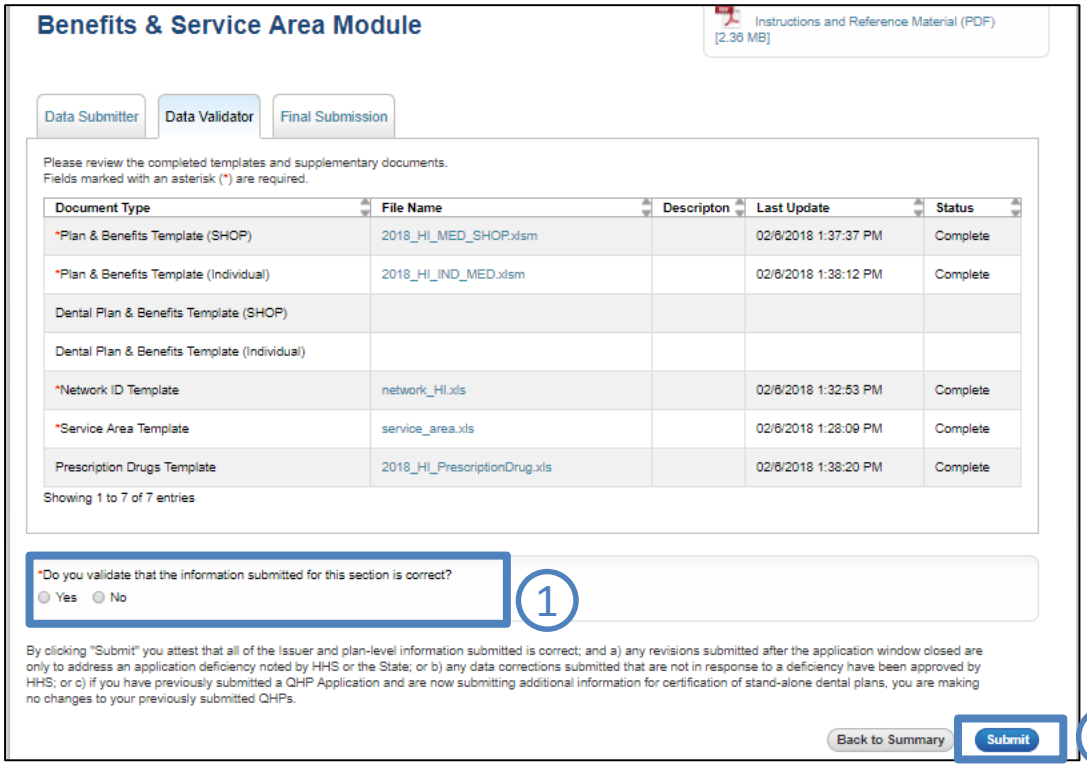
Issuer Submitter

- Complete the Benefits and Service Area Module by submitting completed templates and supporting documentation.
- Select **Submit Section** to Submit the Benefits and Service Area Module.

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Benefits and Service Area Module – Issuer Validator Tasks

The Benefits and Service Area Module must be **submitted** and **validated** by June 20, 2018.

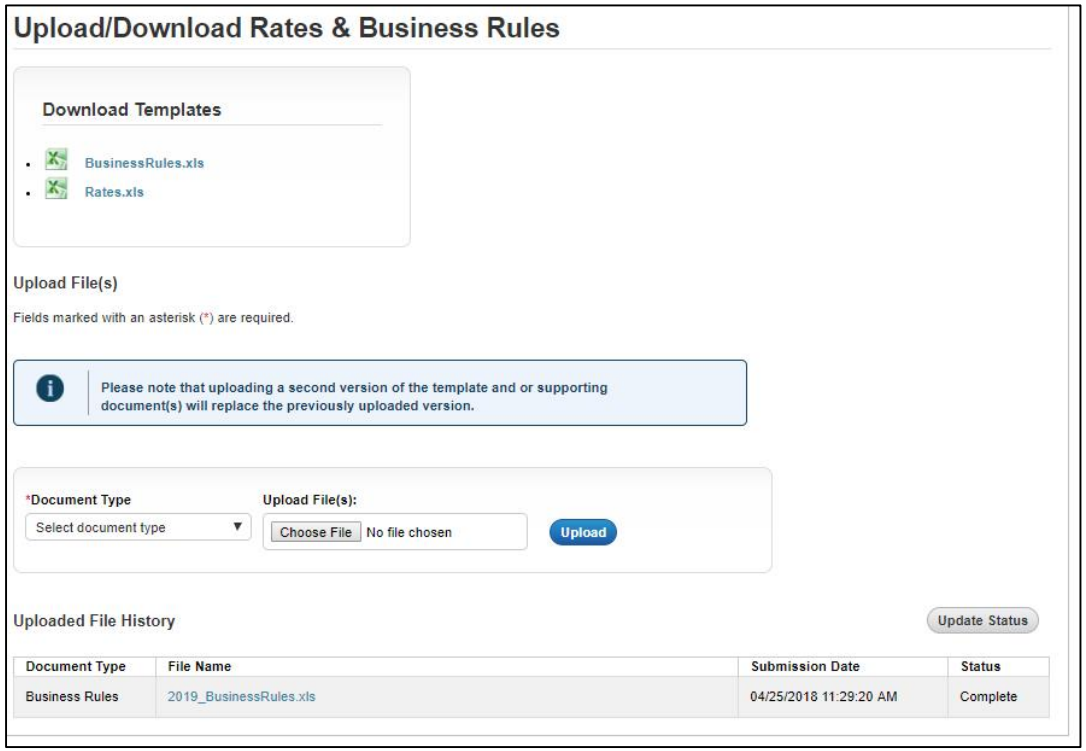


Issuer Validator

- Select **Yes** to validate that the submission is correct, or select **No** to indicate that data changes are needed (and that the Submitter will need to make updates).
- Select Submit to process the validation.
- The section must be Submitted with an answer of **Yes** by 6/20/2018 for QHP Certification.

Rating Module – Issuer Submitter Tasks

The Business Rules Template must be **submitted** successfully by June 20, 2018.

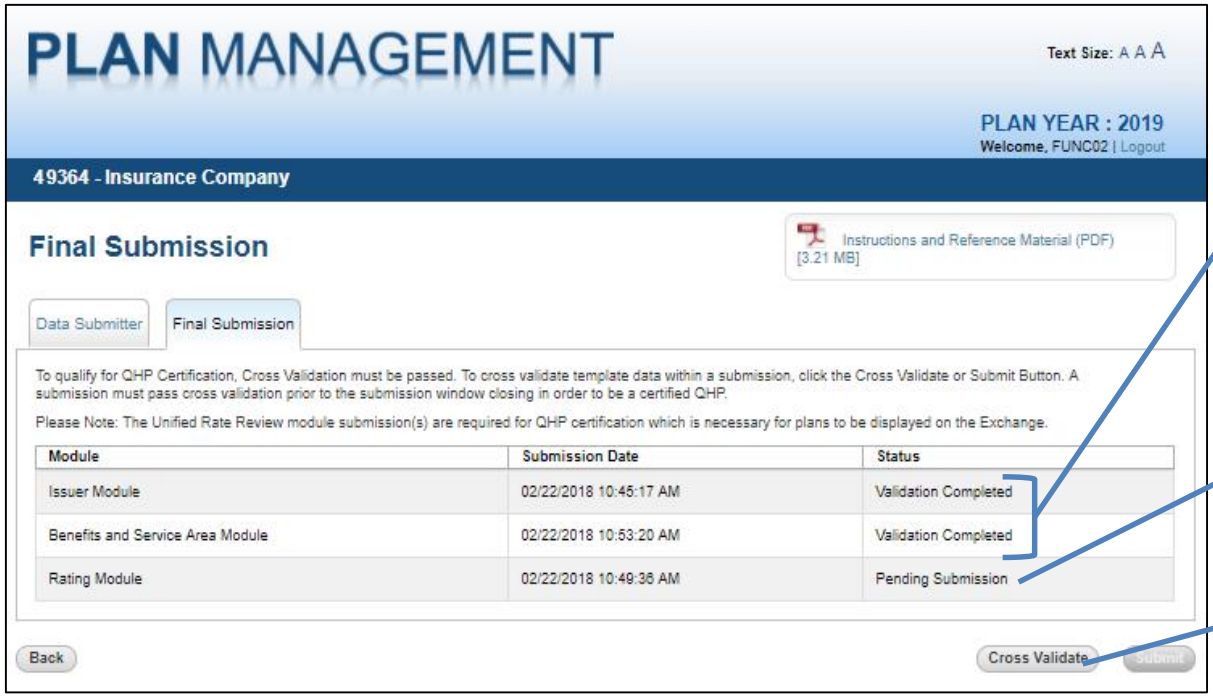


Issuer Submitter

- Download blank Rates and Business Rules templates.
- Submit completed Business Rules Template by 6/20/2018.

HIOS Submission Without Rates Template (1 of 2)

By 6/20/2018, FFE issuers must submit all QHP Application templates except the Rates Template.



Issuer and B&SA Modules are in a status of Validation Completed.

Business Rules Template submitted.

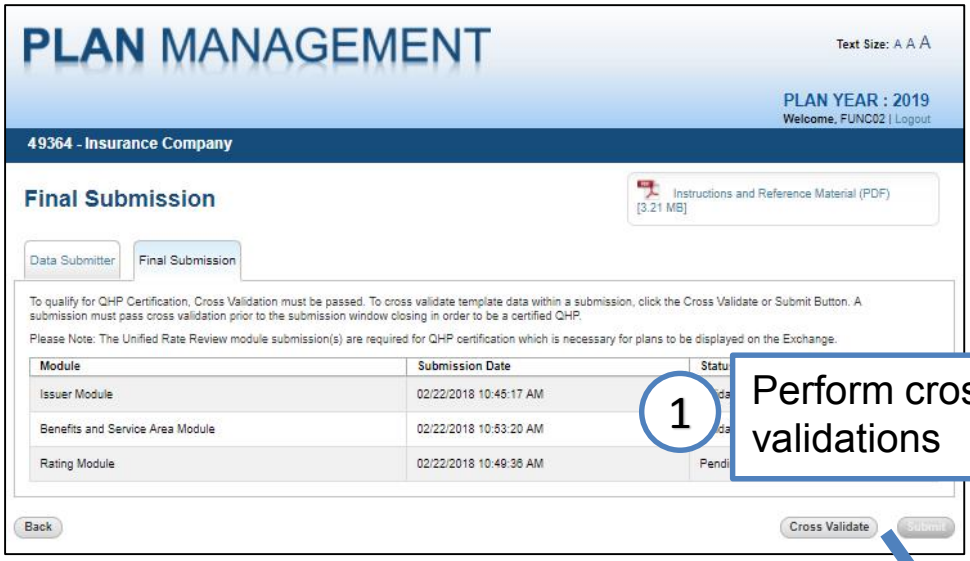
Cross-validations can be performed at any time to confirm templates that have been uploaded.

Final Submission Page

HIOS Submissions Without Rates Template (2 of 2)

By 6/20/2018, only Rates Template cross-validations errors will be returned, if the template is not submitted by June 20.

Final Submission Page



1 Perform cross-validations

2 Only Rates Template errors returned in downloadable Errors Report

	A	B	C	D	E	F
1	PlanId's do not exist for RateTable template					
2	Rate Table or Dental Rate Table template has not been uploaded					
3						

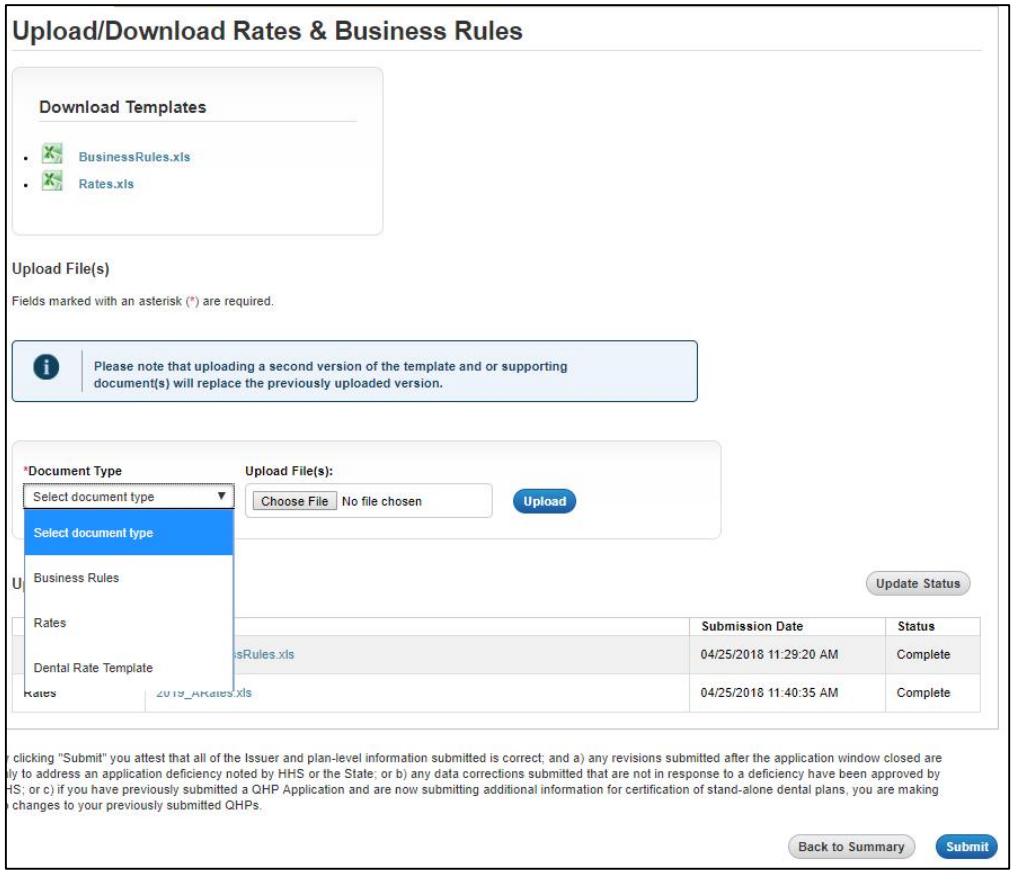
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Submitting Rates Template for Staggered Submissions

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Completing HIOS Submission – Uploading Rates Template & Completing Rating Module



Issuer Submitter

- Submit completed Rates Template(s) and select Submit to complete the Module.

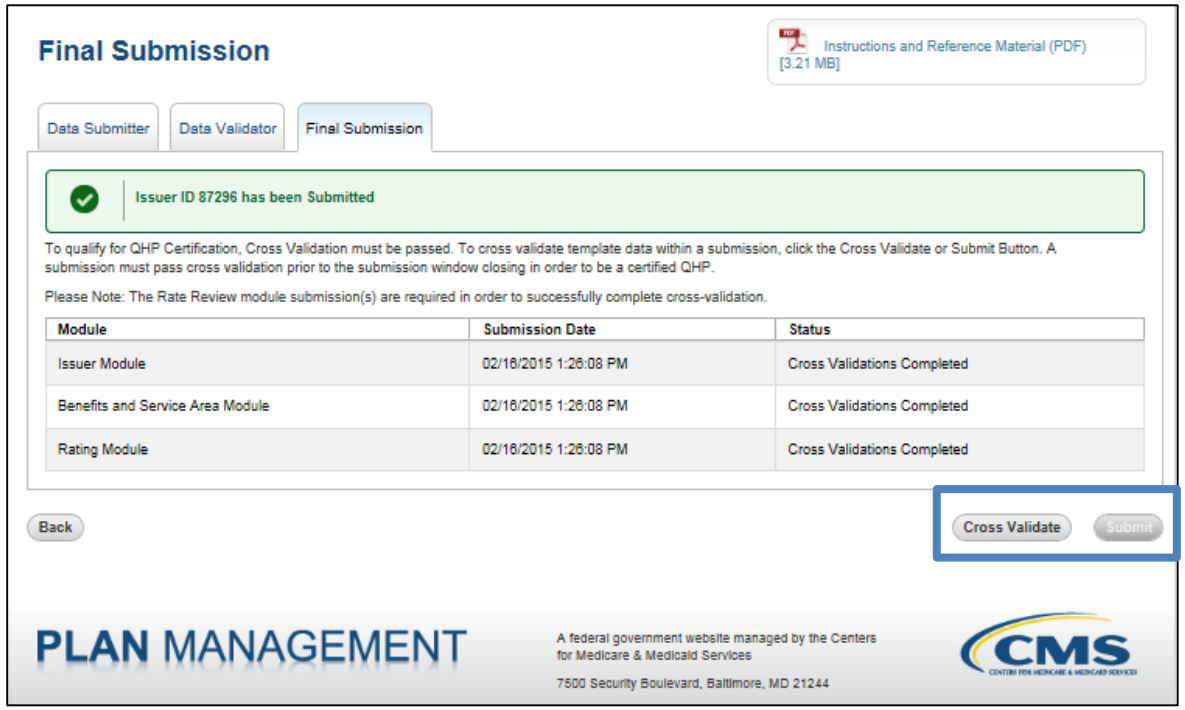
Issuer Validator

- Select **Yes** and then **Submit** to validate that the uploaded data is correct.

Completing HIOS Submissions – Cross Validation

The Rates Template must be submitted by 7/25/2018. Issuers are allowed to submit that template as many times as desired prior to July 25.

Once all templates are successfully submitted, the application should be in cross-validations complete status.



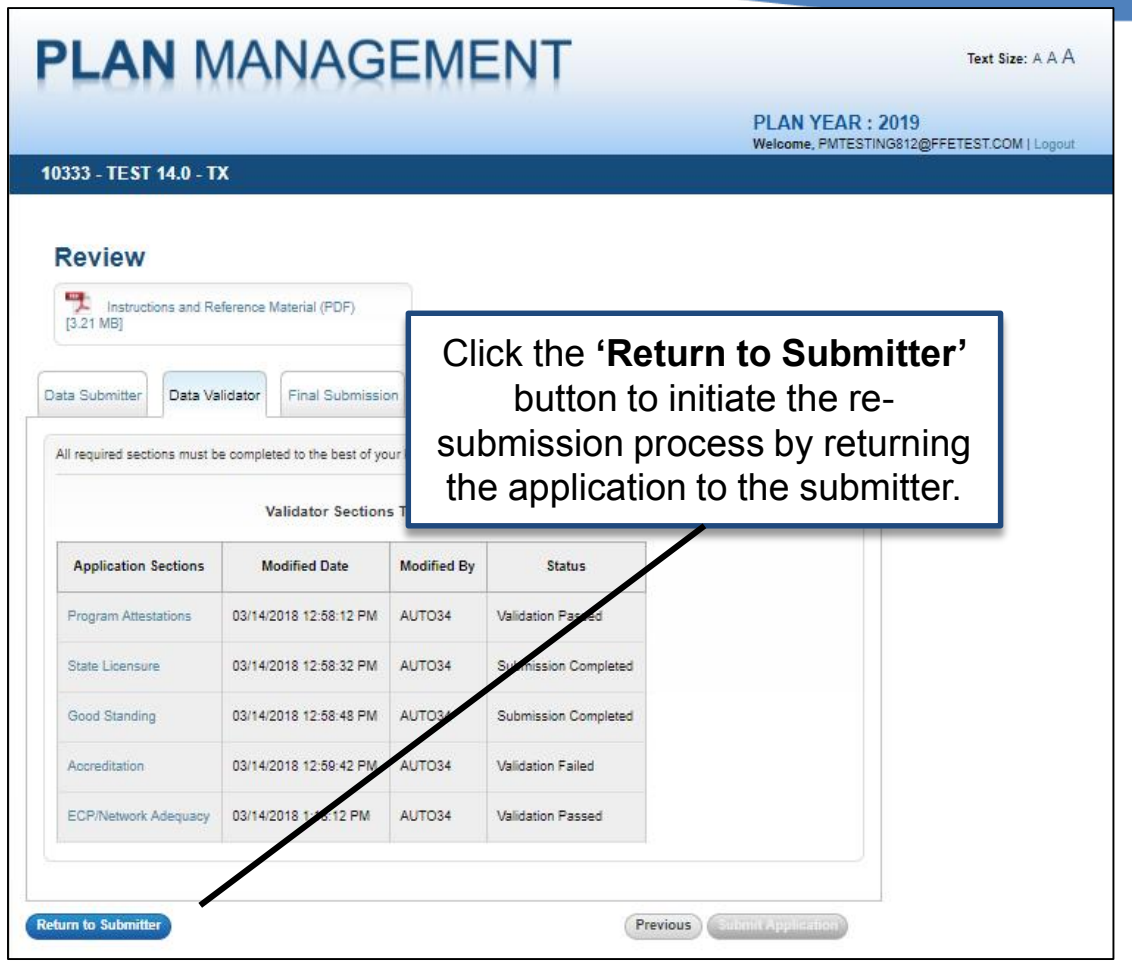
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Resubmission Tips

Resubmissions for Issuer Module

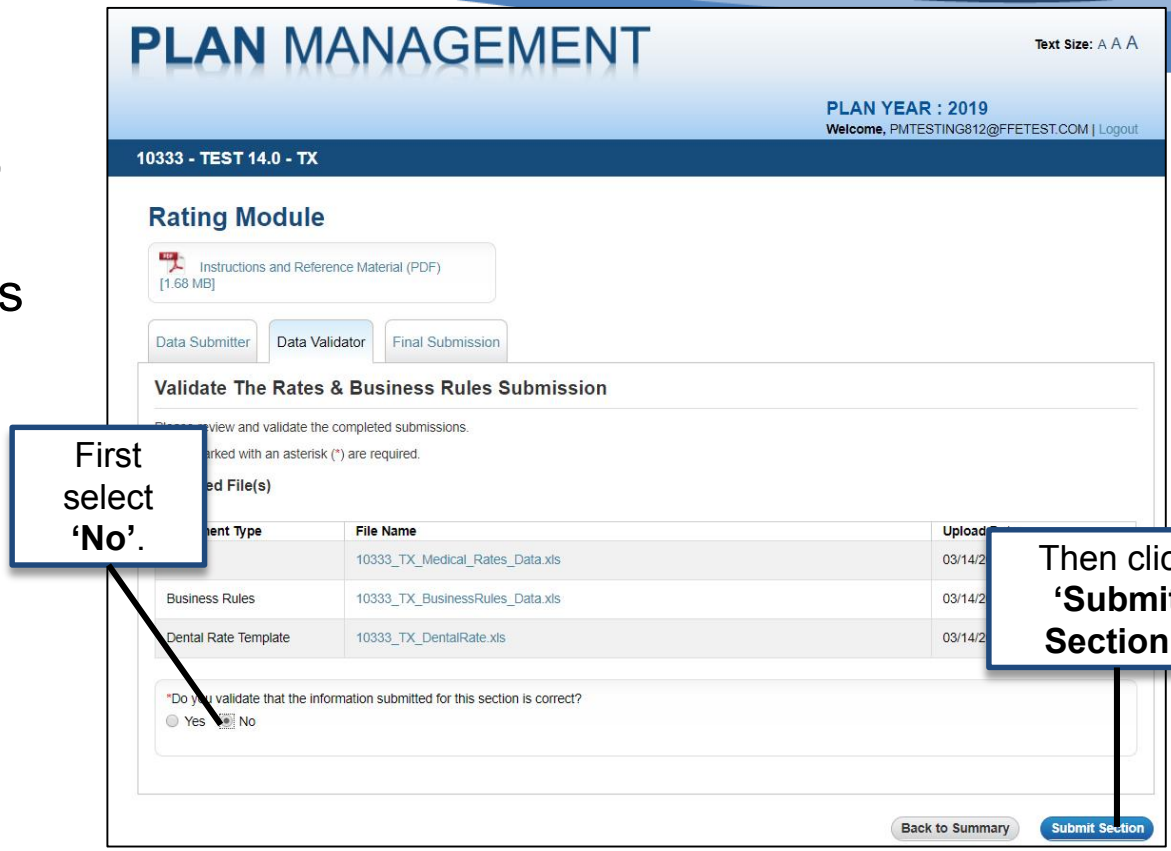
The Issuer Module includes multiple sections, and the module is returned for changes only after confirming on the Review Section.

- Answer **No** to the validation question on any section that should be updated.
- Click the **Return to Submitter** button to allow the submitter to make changes.



Resubmissions for Benefits & Service Area/Rating Modules

The Benefits & Service Area Module and Rating Module can be returned to the Issuer submitter by answering the validation as **No** then selecting the **Submit Section** button.



Note: By clicking '**Submit Section**' users allow the Submitter to have access to the module to make any modifications needed.

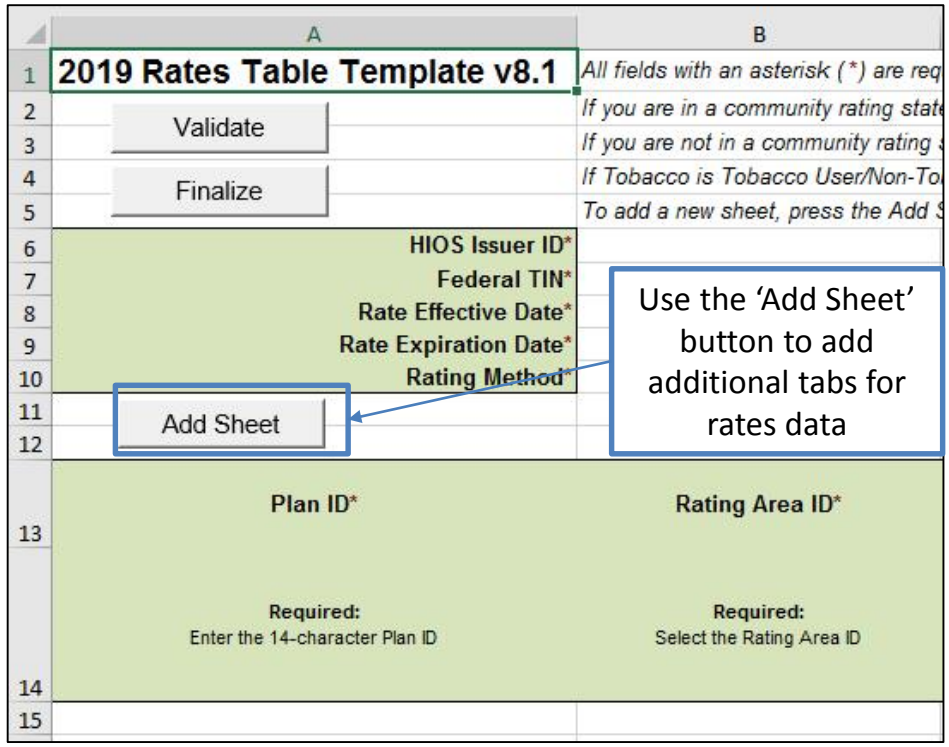
Additional Submission Tips

Rates Template Maximum Rows Per Tab

The Rates Template is defaulted so that each tab contains at most 65,535 rows. An Excel feature allows users to increase this number of rows; however, this larger tab size could cause issues during submission.

Suggested Best Practices

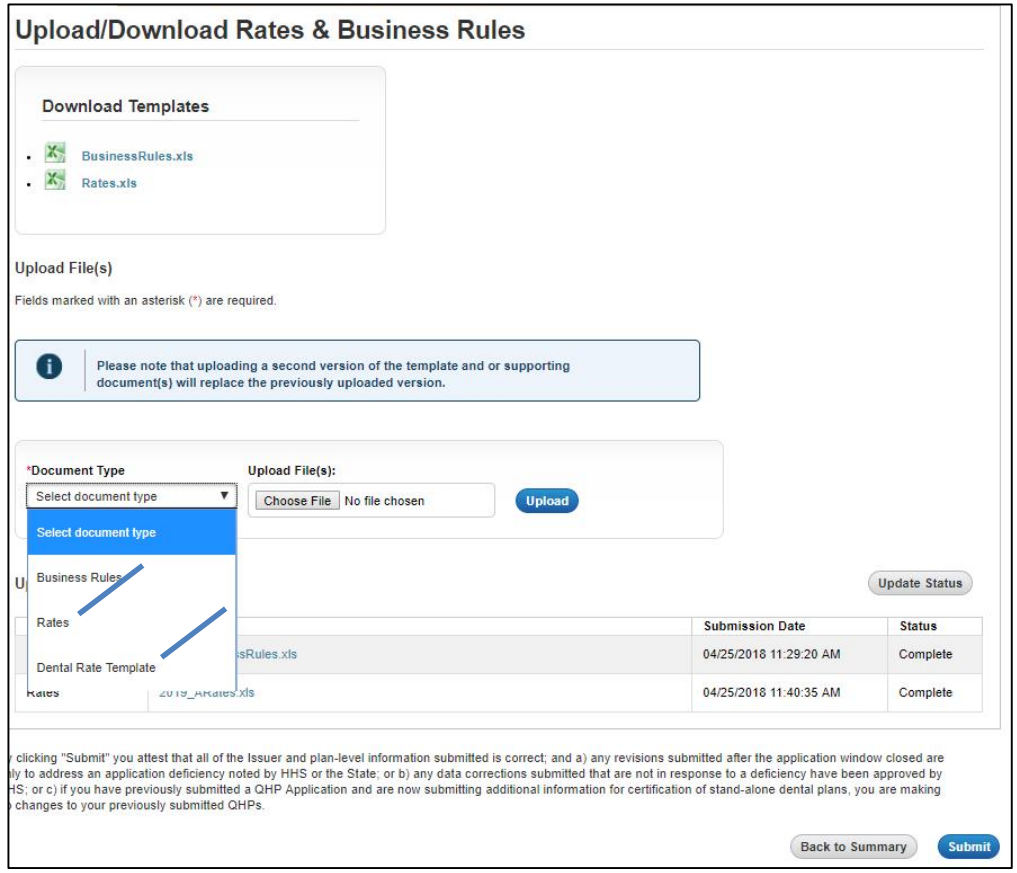
- Use the 'Add Sheet' button to create a new tab to enter additional rates.
- Double-check that each tab in the Rates Template contains at most 65,535 rows.



Rating Module – Upload Separate Medical and Dental Rates Templates

The Rating Module allows issuers to submit separate Medical and Dental Rates templates.

- **Issuers offering both Medical QHPs and SADPs should enter rates in separate Rates templates and upload to the correction location.**
- Uploading rates could cause issues during resubmission.

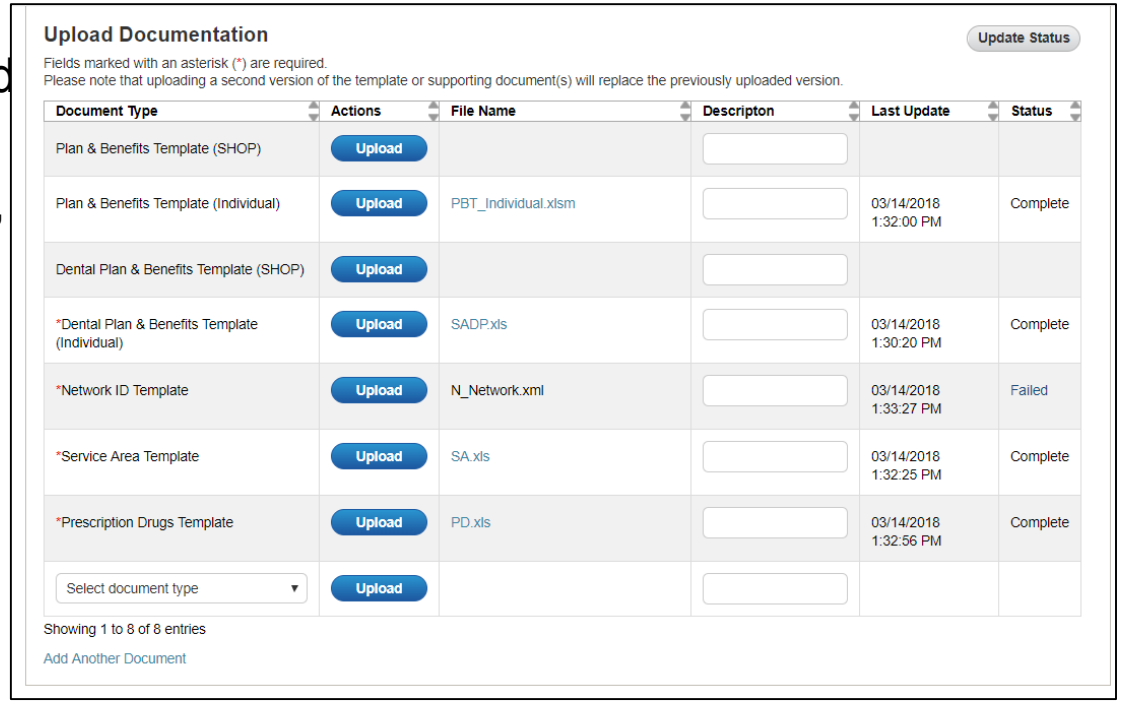


Steps After Loading Template to Incorrect Location

If an Issuer Submitter accidentally upload a template to the wrong location, users will receive a Failed status:

- If users wish to replace the file, simply click the Upload button to overwrite the failed file.

- If users do not wish to replace the file, no further steps are necessary. Templates with a "Failed" status will not be part of users' QHP Application review.



Upload Documentation

Update Status

Fields marked with an asterisk (*) are required.
Please note that uploading a second version of the template or supporting document(s) will replace the previously uploaded version.

Document Type	Actions	File Name	Descripton	Last Update	Status
Plan & Benefits Template (SHOP)	Upload				
Plan & Benefits Template (Individual)	Upload	PBT_Individual.xlsm		03/14/2018 1:32:00 PM	Complete
Dental Plan & Benefits Template (SHOP)	Upload				
*Dental Plan & Benefits Template (Individual)	Upload	SADP.xls		03/14/2018 1:30:20 PM	Complete
*Network ID Template	Upload	N_Network.xml		03/14/2018 1:33:27 PM	Failed
*Service Area Template	Upload	SA.xls		03/14/2018 1:32:25 PM	Complete
*Prescription Drugs Template	Upload	PD.xls		03/14/2018 1:32:56 PM	Complete
Select document type	Upload				

Showing 1 to 8 of 8 entries

Add Another Document

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 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 May Webinar sessions occur on Tuesdays and Thursdays as shown below:

Date	Day	Time (ET)	Topic
05/10/18	Thursday	1:00 p.m. – 2:00 p.m.	QIS Issuer Module II
05/15/18	Tuesday	3:00 p.m. – 4:00 p.m.	PY19 Plan ID Crosswalk Template for Automatic Re-Enrollment and Patient Safety
05/17/18	Thursday	1:00 p.m. – 2:00 p.m.	PY19 Data Integrity Tool (DIT)
05/22/18	Tuesday	3:00 p.m. – 4:00 p.m.	Allowable Data Corrections
05/24/18	Thursday	1:00 p.m. – 2:00 p.m.	Issuer Reviews & Service Area Demo
05/31/18	Thursday	1:00 p.m. – 2:00 p.m.	Open Q&A

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://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