

Plan Management (PM) Community: Review Results and Outreach Features

May 26, 2020



2020 Qualified Health Plan (QHP) Series

This communication was printed, published, or produced and disseminated at U.S. taxpayer expense.

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
- PM Community: Review Results and Outreach Features
- 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) 2021 Key Dates for QHP Certification

Date	Category	Activity
April 23 – June 17, 2020	QHP Certification	PY 2021 QHP Application Initial Submission Window
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.

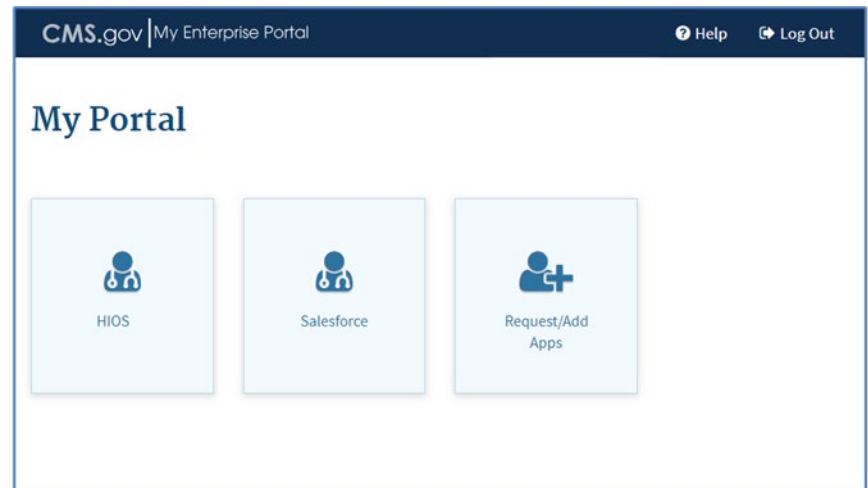
Please register if you wish to participate, even if you have registered for a previous series. For registration and additional information on CMS' webinar series, please log in to <https://www.REGTAP.info>.

Announcements

PM Community: Review Results

Accessing the PM Community

- Where is the PM Community?
 - The PM Community can be found by logging in to your [CMS Enterprise Portal](#) account and clicking on the Salesforce tile.
- Who can access the Community for my organization?
 - On the “Organizations” tab, click on your Organization name. The ‘Contacts’ section will be located at the bottom of the screen and will include a list of all Contacts and Partner Users for that Parent Organization.



The screenshot shows the "Contacts (6+)" section of the CMS.gov portal. It features a table with four columns: CONTACT NAME, TITLE, EMAIL, and PARTNER USER. The "Contact Five" row is highlighted with a blue border. A "View All" button is located in the bottom right corner of the table area.

CONTACT NAME	TITLE	EMAIL	PARTNER USER
Contact Five	Business Manager	contact5@email.com	<input type="checkbox"/>
Contact Four	Operations Manager	contact4@email.com	<input type="checkbox"/>
Partner User One		partneruser1@email.com	<input checked="" type="checkbox"/>
Contact One	President	contact1@email.com	<input type="checkbox"/>
Contact Seven	Analyst	contact7@email.com	<input type="checkbox"/>
Contact Six	President	contact6@email.com	<input type="checkbox"/>

PM Community Users vs. Contacts

PM Community Users

- Accesses the PM Community for the parent organization.
- Completes activities in the PM Community such as viewing corrections and submitting Plan ID Crosswalk Templates.
- Receives CMS communications regarding QHP Certification, including outreach, certification notices, and updates.
- Manages PM Community contacts for the organization.
- Can only be removed by clicking the “delete this user” box. This action will trigger a notification to CMS and the user will be removed within 3-5 business days.

PM Community Contacts

- Members of the organization who should receive CMS communications regarding QHP Certification, including outreach, certification notices, and updates.
- Can be added, modified, or deleted by any PM Community user.
- Does not directly access the PM Community.

Feature: Review Results

- CMS will post results of QHP certification reviews in the PM Community.
- Review results will be released on a rolling basis after each QHP Application submission deadline.
- Results will be available for issuers to view as each review area is completed throughout the QHP certification process, to give issuers more time to make corrections to their application data.
- Issuers can refer to the Corrections page on the QHP Certification website for more information on reviews by Exchange model and review round:

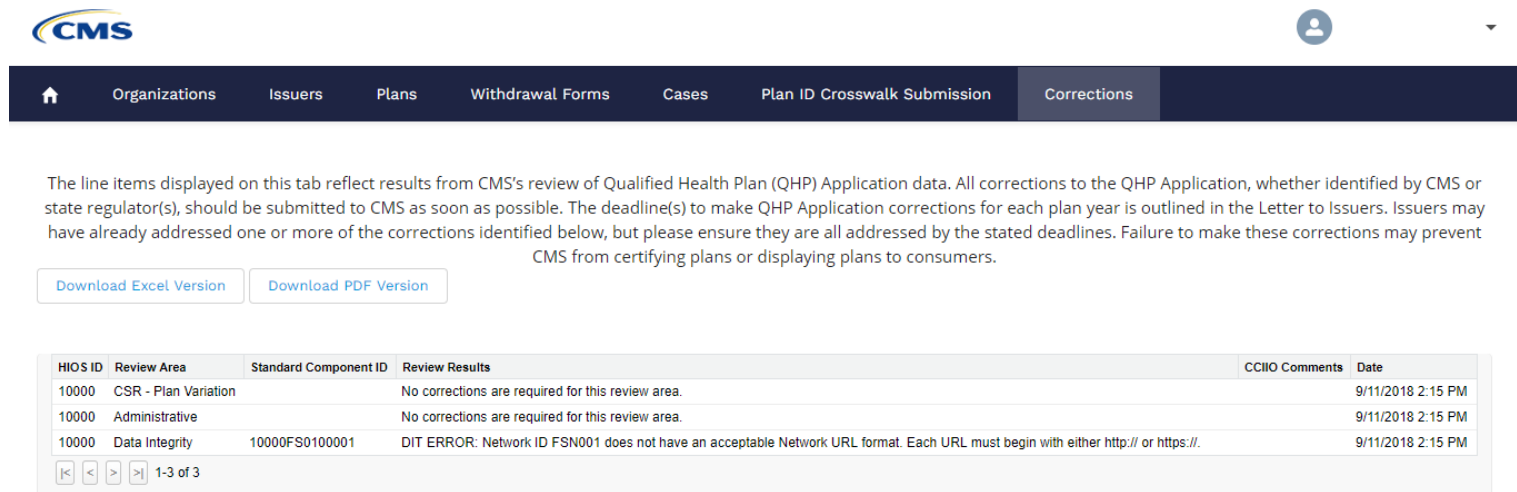
<https://www.ghpcertification.cms.gov/s/QHP%20Application%20Corrections>

Results Timeline

Review Results Activity	Dates
Initial QHP Application submission window opens	4/23/20
Optional Early Bird QHP Application submission deadline	5/19/20
CMS posts a subset of review results to PM Community on a rolling basis	6/5-6/10/20
Initial QHP Application deadline	6/17/20
CMS posts review results of data as of 6/17 to PM Community on a rolling basis	7/9-7/14/20
Initial deadline for QHP Application Rates Table Template	7/22/20
CMS posts review results of data as of 7/22 to PM Community on a rolling basis	8/7-8/12/20
Final deadline for issuers to change QHP Application	8/26/20
CMS posts final review results of data as of 8/26 to PM Community on a rolling basis	9/10-9/16/20

Feature: Review Results (continued)

- Issuers will be able to view and download review results in the PM Community by navigating to the Corrections tab, as outlined below.



The screenshot shows the CMS PM Community interface. At the top is the CMS logo and a user profile icon. Below is a navigation bar with tabs: Home, Organizations, Issuers, Plans, Withdrawal Forms, Cases, Plan ID Crosswalk Submission, and Corrections (which is highlighted). Below the navigation bar is a paragraph of text explaining that the line items reflect results from CMS's review of Qualified Health Plan (QHP) Application data. Below the text are two buttons: "Download Excel Version" and "Download PDF Version". Below the buttons is a table with the following data:

HIOS ID	Review Area	Standard Component ID	Review Results	CCIIO Comments	Date
10000	CSR - Plan Variation		No corrections are required for this review area.		9/11/2018 2:15 PM
10000	Administrative		No corrections are required for this review area.		9/11/2018 2:15 PM
10000	Data Integrity	10000FS0100001	DIT ERROR: Network ID FSN001 does not have an acceptable Network URL format. Each URL must begin with either http:// or https://.		9/11/2018 2:15 PM

Below the table is a pagination bar showing "1-3 of 3" with navigation arrows.

Feature: Review Results (continued)

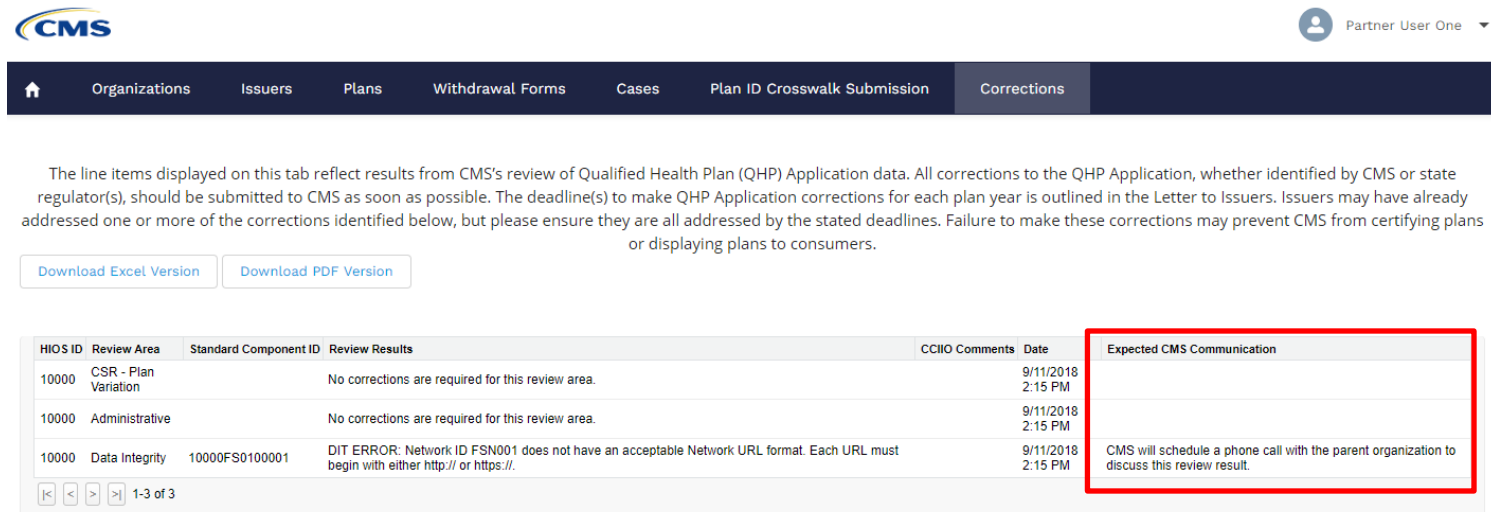
- On the Corrections tab, issuers can view results for all reviews completed to date for a given review round. As new results are released for a given round, they will appear on this list.
- The tab will indicate the submission date of the data reviewed.
- This tab will also contain all review results that have been released for every issuer that has an active QHP Application within the organization.
- Issuer users and contacts will receive an email notification when new review results are posted in the PM Community.
- Issuers can also choose to download their review results as an Excel or PDF file.

Feature: Expected CMS Communication

- CMS SMEs may discuss certain review results with parent organizations to provide technical assistance prior to the issuer's data resubmission.
- Parent organizations can view CMS communication decisions for each of their issuers' active review results in the PM Community.
- This alerts issuers to additional communication their parent organization may receive from CMS regarding each review result.

Feature: Expected CMS Communication (continued)

- On the Corrections tab, issuers will be able to view the CMS communication decisions for each active review result in the “Expected CMS Communication” column.
 - CMS communication decisions will also be included in the Excel and PDF files.



The screenshot displays the CMS web application interface. At the top, the CMS logo is on the left, and a user profile for 'Partner User One' is on the right. A navigation bar contains links for Organizations, Issuers, Plans, Withdrawal Forms, Cases, Plan ID Crosswalk Submission, and Corrections. Below the navigation bar, a paragraph explains that the line items reflect results from CMS's review of Qualified Health Plan (QHP) Application data. Two buttons, 'Download Excel Version' and 'Download PDF Version', are provided. The main content area features a table with the following columns: HIOS ID, Review Area, Standard Component ID, Review Results, CClO Comments, Date, and Expected CMS Communication. The 'Expected CMS Communication' column is highlighted with a red border. The table contains three rows of data, with the third row showing a 'DIT ERROR' and a corresponding communication decision.

HIOS ID	Review Area	Standard Component ID	Review Results	CClO Comments	Date	Expected CMS Communication
10000	CSR - Plan Variation		No corrections are required for this review area.		9/11/2018 2:15 PM	
10000	Administrative		No corrections are required for this review area.		9/11/2018 2:15 PM	
10000	Data Integrity	10000FS0100001	DIT ERROR: Network ID FSN001 does not have an acceptable Network URL format. Each URL must begin with either http:// or https://.		9/11/2018 2:15 PM	CMS will schedule a phone call with the parent organization to discuss this review result.

1-3 of 3

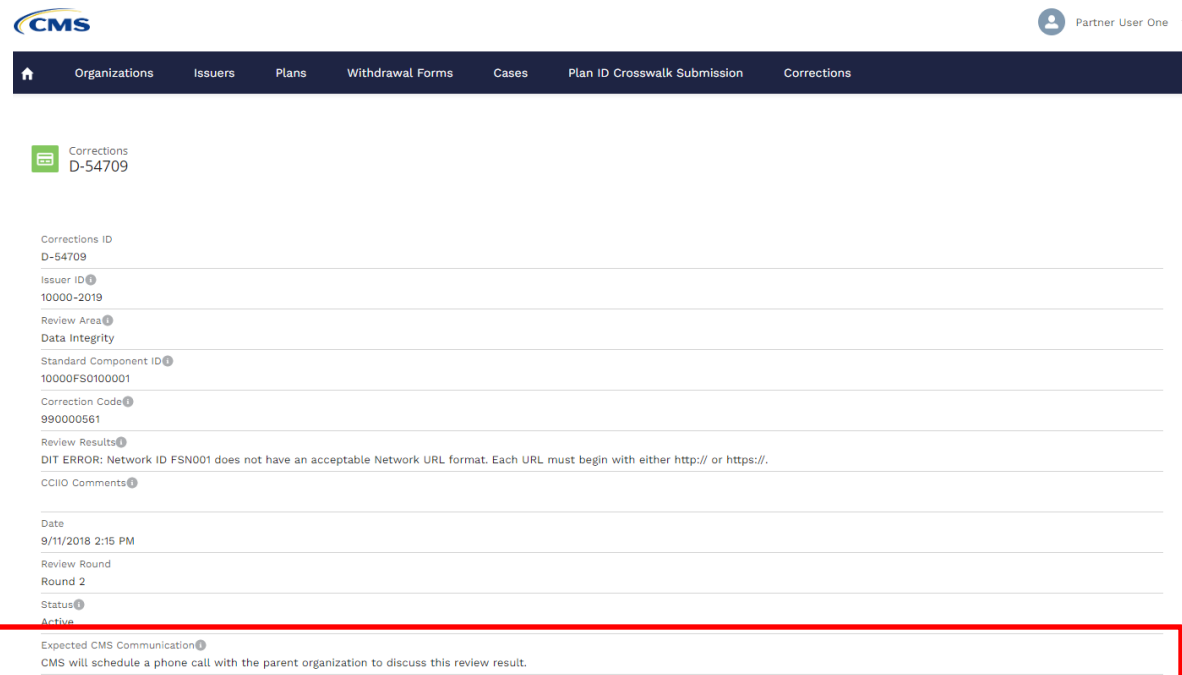
Feature: Expected CMS Communication (continued)

- The table below provides the three (3) potential CMS communication decisions that will display for each active review result, as well as additional information on next steps parent organizations can expect for each communication decision.
 - Note: The “Next Steps & Additional Details” information will not display in the PM Community, and only serves as a reference.
 - Parent organizations can contact their AM or QHP_Applications@cms.hhs.gov with questions about their expected outreach.

Expected CMS Communication	Next Steps & Additional Details
CMS will not request a call. If necessary, please submit corrected data in your next submission.	CMS will not request a discussion with the issuer regarding this review result. The issuer should make the corrections and submit revised data if applicable.
CMS will schedule a phone call with the parent organization to discuss this review result.	CMS will schedule a call with the parent organization in the coming weeks to discuss this review result. Expect an email invite soon from your AM or the QHP_Applications@cms.hhs.gov mailbox.
CMS will email the parent organization with additional information regarding this review result.	CMS will send an email to the parent organization in the coming weeks to discuss this review result. CMS may request that the parent organization respond to the email.

Feature: Expected CMS Communication (continued)

- CMS communication decisions are also included in each corrections record found on an issuer's page in the Issuers tab.



CMS Partner User One

Organizations Issuers Plans Withdrawal Forms Cases Plan ID Crosswalk Submission Corrections

Corrections
D-54709

Corrections ID
D-54709

Issuer ID ⓘ
10000-2019

Review Area ⓘ
Data Integrity

Standard Component ID ⓘ
10000FS0100001

Correction Code ⓘ
990000561

Review Results ⓘ
DIT ERROR: Network ID FSN001 does not have an acceptable Network URL format. Each URL must begin with either http:// or https://.

CCIIO Comments ⓘ

Date
9/11/2018 2:15 PM

Review Round
Round 2

Status ⓘ
Active

Expected CMS Communication ⓘ
CMS will schedule a phone call with the parent organization to discuss this review result.

Feature: Expected CMS Communication (continued)

- Users that wish to contact CMS with questions regarding a communication decision can reference the help text that accompanies each corrections record.

Review Round	<div>If you have questions regarding your expected CMS communication, please contact your Account Manager or QHP_Applications@cms.hhs.gov.</div>
Status	
Active	
Expected CMS Communication	
CMS will schedule a phone call with the parent organization to discuss this review result.	

Getting Help

- Where do I go if I have questions about the PM Community?
 - On the home page of the PM Community, issuers have access to a **user guide** that provides step-by-step instructions for all PM Community processes.
 - The home page also contains links to **training videos** on how to access the PM Community, manage contacts, upload and access files, and navigate and use the various tabs.
 - Email [CMS FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov) or call 855-CMS-1515.
 - Your Account Manager may also be able to assist with non-technical questions.

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
05/28/20	Thursday	1:00 p.m. – 2:00 p.m.	Plan Preview Updates

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