

Plan Management (PM) Community: Corrections in the Community and Early Bird Submission Results

June 7, 2018

2018 Qualified Health Plan (QHP) Series

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Agenda

- Session Guidelines
- Key Dates
- PM Community: Corrections in the Community and Early Bird Submission Results
- 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) PM Subject Matter Experts (SMEs) to discuss PM Community: Corrections in the Community and Early Bird Submission Results.
- 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 Plan Year (PY) 19

Key Dates for QHP Certification

Date	Category	Activity
June 14 – June 19, 2018	Early Bird Review Round	CMS posts Early Bird Review results to PM Community on a rolling basis
June 20, 2018	QHP Certification	Initial QHP Application Pre-Rates Deadline
June 21 – August 3, 2018	CMS Reviews	CMS Reviews Initial QHP Applications as of June 20, 2018 and releases Round 1 Review results to PM Community on a rolling basis
June 27, 2018	Plan Confirmation	Issuers begin completing Plan Confirmation in the PM Community (Optional)

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

Plan Management Community: Review Results and Notices

Overview

The **CCIIO PM Community** is an online platform for issuers to receive information about their Qualified Health Plan (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 issuers in Federally-facilitated Exchange (FFE) states, states performing plan management, and State-based Exchanges using the Federal Platform (SBE-FP) states.

Overview (Continued)

- For PY19, issuers will participate in the PM Community to receive review results and correction notices and other communications regarding their QHP Applications.
- Issuers will be able to view PY19 plan data in the PM Community within 24 hours of PY19 QHP Applications being submitted via Health Information Oversight System (HIOS) or transferred via the System for Electronic Rates & Forms Filing (SERFF) to the CMS.

Feature: Review Results and Notices

- New for PY19, CMS will be posting review results on a rolling basis.
 - Review results will be released on a rolling basis as they are available after each QHP Application data submission window (Early Bird submission window for a subset of review areas, initial submission deadline for all review areas, and final submission deadline for all review areas).
- Issuers will be able to view review results and download correction notices in the PM Community.
 - States will also be able to view review results as they are released for issuers in their state, and can download correction notices in the platform.
- Correction notices will include all corrections for that review round, including any the issuer may have already resolved.
 - Results released in the Corrections tab in the Community only cover review areas completed to date.
 - Not all corrections for a review round will be included until all reviews are complete and the notices have posted.

Features: Review Results

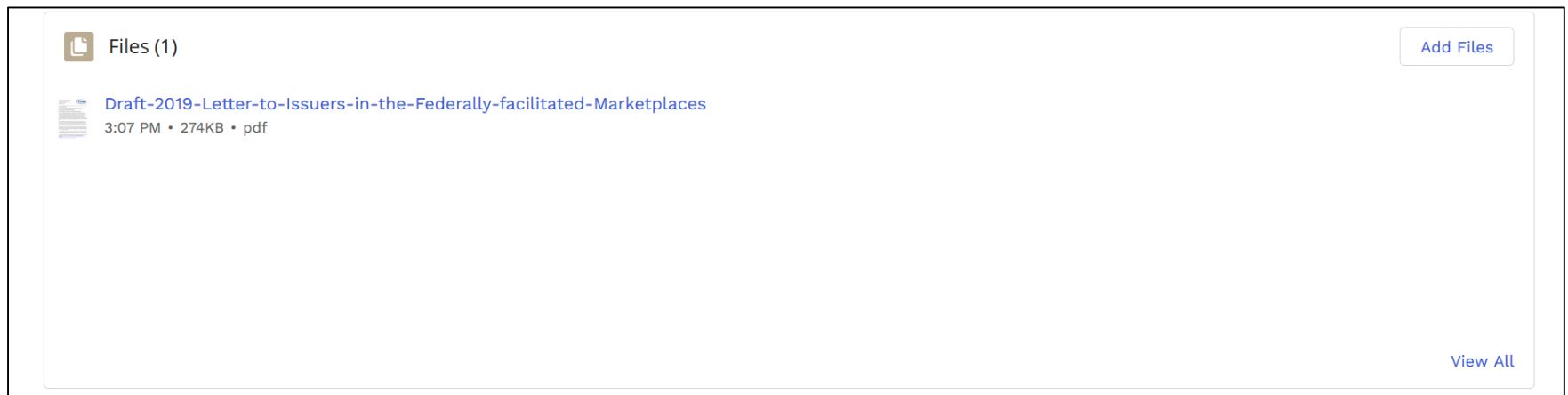
- A tab labeled Corrections will appear in the PM Community by mid-June.
 - While the tab will appear to all issuers, only issuers who submitted complete applications will see results.
- Issuers will be able to view the review results in a table in a format similar to the correction notices sent for prior plan years.
- Because the PM Community is grouped by parent organization, issuers will be able to see all review results for their parent organization.

Features: Notices

- Correction notices will also be posted in the PM Community for both issuers and states on the dates outlined in the Letter to Issuers.
- Correction notice files will be downloadable summary statements of all of the review results posted for a specific review round.
- These files will be in a similar format to correction notices received in prior plan years.

Features: Notices

- To access notices, issuers should navigate to the Issuers tab, then select an issuer ID from the list.
- A Files box will appear at the bottom of the issuer detail page with the most recent files listed on top. (Note: this box is not currently available, but will be visible by the time correction notices are posted).



Timeline

Review Results and Correction Notice Activity	Dates
Initial QHP Application submission window opens	5/9/18
Early Bird Review submission deadline	5/31/18
CMS reviews complete QHP Applications as of 5/31	6/1/18-6/15/18
CMS posts a subset of review results to PM Community on a rolling basis	6/14/18-6/19/18
Initial QHP Application deadline	6/20/18
Initial deadline for QHP Application Rates Table Template	7/25/18
CMS reviews initial QHP Applications as of 6/20	6/21/18-8/3/18
CMS posts review results to PM Community on a rolling basis	7/15/18-8/7/18
CMS releases first correction notice	8/10/18
Final deadline for issuers to change QHP Application	8/22/18
CMS reviews QHP Applications as of 8/22/18	8/23/18- 9/10/18
CMS posts review results to PM Community on a rolling basis	9/10/18-9/12/18
CMS releases final correction notice	9/17/18

Frequently Asked Questions

- Where is the PM Community?
 - <https://www.qhpcertification.cms.gov/login>
- When will correction notices be posted to the PM Community for issuers in my state?
 - Correction notices will be posted to the PM Community as noted in the Timeline for QHP Certification table in the [2019 Letter to Issuers in the Federally-facilitated Exchanges](#).
- Will I be notified when notices have been posted to the PM Community for issuers in my state?
 - Yes, PM Community users and contacts will receive an email when notices have been posted to their page in the PM Community.

Frequently Asked Questions

- Where do I go if I have questions about the PM Community?
 - On the home page of the PM Community, issuers will have access to a **user guide** that provides step-by-step instructions for all PY2019 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.
 - 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.

Next Steps

- Gaining access to the PM Community is a multi-step process:
 - Tell CMS the name of your parent organization users
 - Request access to Enterprise Identity Management (EIDM)
 - Request access to the Salesforce application
 - Request access to the PM Community tile
- If you need help with any of these steps, please email [CMS FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov) or call 855-CMS-1515.

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 June QHP Webinar sessions occur on Thursdays as shown below:

Date	Day	Time (ET)	Topic
06/14/18	Thursday	1:00 p.m. – 2:00 p.m.	Plan Preview Updates
06/21/18	Thursday	1:00 p.m. – 2:00 p.m.	Plan Preview: Tools and Tips
06/28/18	Thursday	1:00 p.m. – 2:00 p.m.	Submission of QHP Transparency in Coverage Data FAQ

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