

Enrollment Reconciliation & IC834 Workgroup



- ✓ **MSD**
 - Marketplace Service Desk Overview
- ✓ **IC834**
 - Housekeeping
- ✓ **Recon**
 - Update on Data Cleanups & Issuer Files
 - Housekeeping
 - New Footnotes on RCNO
- ✓ **FMCC**
 - EAPS Report Change
- ✓ **Q&A**

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Marketplace Service Desk Overview

- The Marketplace Service Desk (MSD) team provides Tier 1 service desk support for insurance issuers, CMS/CCIIO application users, Health Insurance Exchanges and state agencies. Inquiries are received via phone, 1-855-CMS-1515 (1-855-267-1515), or email, CMS_FEPS@cms.hhs.gov.
- The MSD acquires and maintains knowledge in issuer-based systems and functions, such as HIOS, the CMS Portal, HICS, and Plan Management, to document the support requirements for each application or function supported by the MSD.
- The support provided by the MSD includes:
 - account access support, such as password resets and unlocking accounts
 - process guidance based on information provided by CMS/CCIIO business owners and Tier 2 support teams
 - general policy information supplied by the business owners and Tier 2
 - and assistance with technical workarounds, as determined by higher level support teams and application and development teams
- The hours of operation are as follows:
 - ▶ December 1 through September 30 – Monday – Friday 8AM – 8PM ET
 - ▶ October 1 through November 30
 - Monday through Friday – 8AM to 8PM ET
 - Saturday and Sunday – 10AM to 3PM

IC834 – Housekeeping

- The PO-IC834 Reporting Suite including transactions received between 2/05 and 2/11 was delivered on schedule
 - Please direct any contact update requests to Inbound834@bah.com
- UAT0 environment is available for any Issuers wishing to test IC834
 - In order to successfully send test files to UAT0 please add filename extension “.I.IN” and route to **impl.eft.cms.gov**
 - Create test applications and send test X12 filenames to the IC834 team for review
- Open issue impacting IC834 Reinstatements:
 - Some Issuer transactions are displaying with an unknown status (trans_updt_stus = '-') in the weekly PO-IC834 reporting suite
 - We are actively working to resolve this issue and will follow up here with details
 - Issuers are encouraged to use the monthly Pre-Audit files to determine the policy status in FFM

Update on Data Cleanups & Issuer Files

- Clarification on Non-SEP CIC Enrollment Grouping Issue population and files:
 - Several Issuers have noted that the original set of impacted enrollments sent on January 9th does not exactly match the enrollments later sent on the IOUTRC Files and post-cleanup MISC9 Files
 - Prior to executing the cleanup, some enrollments were removed from the population believed to be impacted by the enrollment grouping issue as characteristics of the updated enrollment signaled consumer intent
 - Typically this involved one or more of the updated enrollment groups having multiple members, which is inconsistent with the enrollment grouping issue
 - Likewise, a small number of additional impacted enrollments were identified that were included in the cleanup population; also a small number of enrollments had follow-on action after January 9th which resulted in additional records on the IOUTRC or MISC9 files

Update on Data Cleanups & Issuer Files

- CMS is in the process of finalizing and executing the data cleanups related to the Subscriber Change and Underapplied APTC issues discussed on recent webinars
- CMS expects each of the cleanups to be fully complete prior to the monthly FFM Extract at 6PM EST on Friday, February 15th
- Due to cloud migration activities, post-cleanup Incremental Pre-Audit Files will not be distributed this week, but will be delivered next week
 - MISC9 Files containing enrollment records updated as part of the Underapplied APTC cleanup will be delivered on Tuesday, February 19th
 - MISC9 Files containing enrollment records updated as part of the Subscriber Change cleanup will be delivered on Thursday, February 21st

Housekeeping: Pre-Audit & Reconciliation

- **Prior Plan Years (2014-2018)**
 - The next set of 1095-A Consumer-Initiated Dispute Update (1095Ax) Files is scheduled for distribution to Issuers on Thursday, February 21st
- **Plan Year 2016**
 - This month's 2016 FFM extract will be taken on Friday, February 15th at 6PM EST
 - Incremental Pre-Audit (ISIPA6) Files based upon that extract are scheduled for delivery to Issuers on Friday, February 22nd
- **Plan Year 2017**
 - This month's 2017 FFM extract will be taken on Friday, February 15th at 6PM EST
 - Incremental 2017 Pre-Audit (ISIPA7) Files based upon that extract are scheduled for delivery to Issuers on Thursday, February 21st

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2018**
 - This month's 2018 FFM extract will be taken on Friday, February 15th at 6PM EST
 - Comprehensive 2018 Pre-Audit (AUD8) Files based upon that extract are scheduled for delivery to Issuers on Wednesday, February 20th
 - The RCN18 submission deadline for February's Run 15 is Thursday, February 21st at 3PM EST
 - **Please Note:** Run 15 will be the final opportunity for Issuers to apply field-level updates and reinstate coverage through automated reconciliation for PY2018

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2019**
 - This month's 2019 FFM extract will be taken on Friday, February 15th at 6PM EST
 - Comprehensive 2019 Pre-Audit (AUD9) Files based upon that extract are scheduled for delivery to Issuers on Wednesday, February 20th
 - The RCNI9 submission deadline for February's Run 3 is Thursday, February 28th at 3PM EST
 - **Please Note:** CMS plans to apply full field-level updates to PY2019 data for the first time based upon the results of Run 3

Coming This Month: New Footnotes on RCNO

- In Run 9, as part of “Phase 2” of S Flag implementation, CMS added a new “Footnotes” field on the RCNO File
- Starting this month (February’s Run 15 for 2018, Run 3 for 2019) CMS plans to add three new potential values to the Footnotes field to provide clarity on reasons why fields flagged “F” on that record will not result in updates to the FFM
 - The new values are:
 - **#GAP, #OVERLAP, #SPANSHORT**
 - If any of these footnote values are present on an RCNO record, updates to the FFM based upon that record *will likely not occur in that cycle*
 - **Please Note:** such updates are already suppressed and lead to “persistent F flags”; the addition of the new footnote values is purely informational
- Full details and examples were shared on the October 25th Issuer Recon/IC834 Workgroup Call
 - Slides are available on zONE at <https://zone.cms.gov//document/enrollment-reconciliation-and-ic834-workgroup-call-content>

EAPS Report Change – Released for February Report Cycle

- **Applied to PY17, PY18 & PY19 Versions:**
 - Addition of "Introduction" tab to the excel file that will mirror the content from the email as an introductory page in the report.
 - Addition of "Change from Prior" columns to the "Summary Score" tab of the report for new metrics introduced in the January report.
 - Addition of "Prior" columns to the "Detailed Metrics" tab of the report for the new metrics introduced in the January report.
- **Applied to PY19 Versions ONLY:**
 - Unmatched I Record metric will now exclude non-actionable UIR records.
- **Mock-ups will be available on the zONE to review for anyone who would like to see how these will appear in the report.**
- **Please contact FMCC@cms.hhs.gov if you have any questions about the EAPS report.**

Q&A

