

CMS Issuer Technical Workgroup



- *Housekeeping*
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 - ✓ Known Issues Update
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 - ✓ BAR Update

November 1, 2016

Access to CMSzONE & the Private Web-broker Community

User Access Quick Guide

A copy of the comprehensive User Access Quick Guide is posted on zONE @:

<https://zone.cms.gov/document/zone-access-troubleshooting> (pre-log in required to access zONE links)

Three audiences:

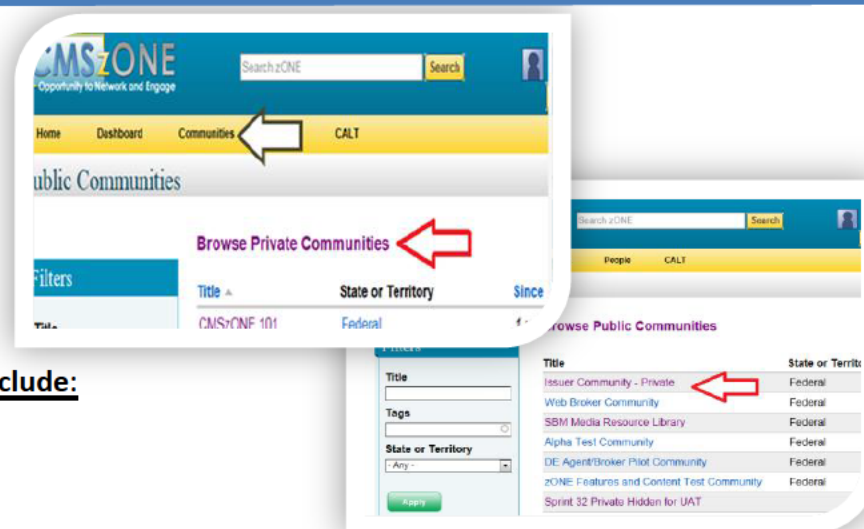
1. **New Users** (new to zONE & EIDM)
2. **Existing EIDM Users** (new user to zONE)
3. **Existing zONE Users** (unable to log-in since the EIDM transition)

EIDM Registration Process: (Pre-requisite to CMSzONE Access)

1. Register for access at EIDM Enterprise Portal Here: <https://portal.cms.gov/>
2. Log in with your EIDM credentials and click on "Request Access Now"
3. Click on "Request New Access" and choose CMSzONE

CMSzONE Private Web-broker Community Access: (After being granted EIDM access)

1. Log into zONE; click on the Communities tab
2. Click Browse Private Communities
3. Click Web-broker Community – Private
4. Click Join Community
5. Provide explanation of why you need access to this community; Include:
 - name and contact information
 - web-broker POC contacts
 - specific work for web-broker (i.e. access web-broker resources, etc.)



Troubleshooting access to CMSzONE

REGISTRATION, PASSWORD RESETS, & FORGOTTEN PASSWORDS

- **New Users:** Registration & community approval are typically completed in 1-3 business days, if not sooner.

If you are unable to access zONE, and/or the web-broker community after 3 business days you may email a follow up request to the helpdesk & the web-broker support team (addresses below) for an update. Please include any provided ticket numbers & applicable context for reference.

- **Existing zONE Users :** Password resets are also typically completed in 1-3 business days, if not sooner.

If your request is not completed after 3 business days, you may email a follow up request to the helpdesk & the web-broker support team (addresses below) for an update. Please include any provided ticket numbers & applicable context for reference.

ALL OTHER CMSzONE ACCESS ISSUES

Prerequisite Details

- Capture screenshots of any errors received so our teams can troubleshoot

☐ PC = **Ctrl + PrtScn** to capture, **Ctrl + V** to paste / **Mac = Command+Shift+4** to capture & send to a desktop file

Email

- Provide screenshots and applicable prerequisite information above, in an email body, as follows:

- ❖ With the subject line: "zONE Access Issues"
- ❖ To: CMS_FEPS@cms.hhs.gov

Follow-Up Cc: or Bcc: WebBroker@cms.hhs.gov

- If the issue is not resolved within 3 business days, you may email a follow up request:

- ❖ With the subject line: "zONE Access Issues : 3+day follow up"
- ❖ To: CMS_FEPS@cms.hhs.gov & WebBroker@cms.hhs.gov
- ❖ Include (where possible) explanation message, screenshots, ticket #(s) received, and number of days outstanding

Reminder: Supported Browser Versions

- ✓ Internet Explorer Version 9.0
- ✓ Internet Explore Version 10.0
- ✓ Google Chrome
- ✓ Safari

Common Questions with External Engagement

- Best practice before submitting a ticket: **Clear your cache and cookies, and retry** what you were testing **to confirm** it wasn't a fluke or a cookie/timeout issue.
 - In Addition, it will take 24-48 hours for tickets to get to our team, and another day to review and research the tickets. Please be patient as our team tries to research, recreate, and either resolve or refer your tickets to another team.
 - Please also pay attention to the CMS Issuer Communications for known issues and workarounds.
- “Verification System is Down/Temporarily Unavailable”
 - If you see this message (yellow screen on FFM Classic, Green Message on App 2.0), the test data you are using is not matching with what the FFM expects. Please try the following:
 - If in App 2.0 or FFM Classic, Omit the SSN and enter the application in FFM Classic.
 - If you need to use an SSN, download a new set of test data to try in the End-to-End Testing Materials folder: <https://zone.cms.gov/document/issuer-ffm-end-end-testing-materials-open-enrollment-fall-2016>

Common Questions with External Engagement

- Screenshots for “Verification System is Down”

SUBMIT APPLICATION

We were unable to submit your application for health coverage because our verification system is temporarily unavailable. Your information is saved, and we expect to fix this within 24 hours. **When you return, please review your application before you submit it.** Return to [My Applications & Coverage](#).

You're almost finished with your application

You have started an application for health coverage, but our verification system is temporarily unavailable. Without completing verification, you cannot submit your application for an eligibility determination.

We will save your information and expect to resolve the problem within 24 hours. When you return, please review your entire application from beginning to end in order to receive your online eligibility results.

Alyson Garciaam's electronic signature

SAVE AND RETURN LATER

Open Enrollment 2017 Update



- ✓ Highlights for Production Week 1
- ✓ Issues Under Investigation
- ✓ BAR Update



Open Enrollment 2017: Production Highlights for Week 1

- **OE 2017 Now Live Since 7:00 AM Eastern Time:** Thanks to all the DE Partners who are helping us get ready!
- **Issues Investigated from Day 1:**
 - **Resolved: Agent/Broker Login Issue:** Earlier this morning (between about 8:10 – 9:20 a.m. Eastern Time) there was an issue in production that prevented Agent/Brokers from successfully logging into the environment (due to a re-captcha issue). This issue has been resolved since approximately 9:20 a.m. this morning and Agent/Broker log-in to the FFM is once again available.
 - **In Process: Payment Redirect Issue Under Investigation:** We are further investigating scenarios in production around payment redirect where some consumers are receiving errors when clicking the payment redirect button when using Plan Compare 2.0. We deployed a fix yesterday that resolved some, but all not all of these instances. We are looking at a potential fix to deploy later today. We will send a follow-up e-mail when we have confirmed and deployed a resolution.

Direct Enrollment--- Updates

KeepAlive URL Function Restored

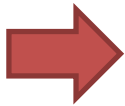
Pre R32 Release

- Keepalive URL was not being called from the FFM Classic resulting in potential ended sessions on DE Partner end

Post R32 Release

- Code to call keepalive URL was restored in FFM Classic so that the DE Partner may continue side sessions
 - Call will occur if there is a valid keepalive URL provided in active SAML sent to FFM, or is present in the DE relationship saved information for a non-active SAML
 - Calls to the keepalive will occur every 5 minutes once initiated on each Single Page Application (SPA)
 - Keep Alive URL provided by DE Partner must be valid (Issuer's Endpoint)
 - *If a call to the keepalive fails, further calls will not be performed for that SPA

Sample Keepalive in Active SAML



```

</saml2:Subject>
<saml2:Conditions NotBefore="2016-10-27T16:07:04.540Z"
  NotOnOrAfter="2016-10-27T16:14:04.540Z">
</saml2:Conditions>
<saml2:AttributeStatement>
  <saml2:Attribute Name="State Exchange Code"
    NameFormat="urn:oasis:names:tc:SAML:2.0:attrname-
format:unspecified">
    <saml2:AttributeValue>FLO</saml2:AttributeValue>
  </saml2:Attribute>
  <saml2:Attribute Name="Partner Assigned Consumer ID"
    NameFormat="urn:oasis:names:tc:SAML:2.0:attrname-
format:unspecified">
    <saml2:AttributeValue>
TestScenario</saml2:AttributeValue>
  </saml2:Attribute>
  <saml2:Attribute Name="Return URL"
    NameFormat="urn:oasis:names:tc:SAML:2.0:attrname-
format:unspecified">
    <saml2:AttributeValue>
https://www.my.return.url.ccm</saml2:AttributeValue>
  </saml2:Attribute>
  <saml2:Attribute Name="Keep Alive URL"
    NameFormat="urn:oasis:names:tc:SAML:2.0:attrname-
format:unspecified">
    <saml2:AttributeValue>
https://www.google.com/</saml2:AttributeValue>
  </saml2:Attribute>
  <saml2:Attribute Name="User Type"
    NameFormat="urn:oasis:names:tc:SAML:2.0:attrname-
format:unspecified">
    <saml2:AttributeValue>
Consumer</saml2:AttributeValue>
  </saml2:Attribute>
  <saml2:Attribute Name="Transfer Type"
    NameFormat="urn:oasis:names:tc:SAML:2.0:attrname-
format:unspecified">
    <saml2:AttributeValue>Direct
Enrollment</saml2:AttributeValue>
  </saml2:Attribute>
</saml2:AttributeStatement>
<saml2:AuthnStatement
AuthnInstant="2016-10-27T16:09:04.540Z">
  <saml2:SubjectLocality Address="10.153.111.111"/>
  <saml2:AuthnContext>
    <saml2:AuthnContextClassRef>
urn:oasis:names:tc:SAML:2.0:ac:classes:Password</saml2:AuthnConte
xtClassRef>
  </saml2:AuthnContext>

```

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2017 Batch Auto-Reenrollment (BAR) Update



*Center for Consumer
Information and Insurance
Oversight (CCIIO)*

November 1, 2016

2017 BAR Update

Wave 1 Batch Auto-Reenrollment (BAR) is nearly complete!

- All states using the FFM platform have received Batch Auto-Reenrollments as of 11/1/16
 - Most issuers have received BAR enrollments for most of their members
- We ran previously-held family policies through BAR, but **continue to hold a few small populations**, including:
 - About 10,000 policies that are being held from BAR while we fix an issue that may lead to certain tobacco rated policies reverting to the non-tobacco rate.
 - About 3,500 policies that have Limited or Zero Cost Sharing AND are enrolled in Stand-Alone Dental (SADP) or Catastrophic plans are being held while we fix an issue that errantly applies the CSR to SADP and Catastrophic Plans

2017 BAR Update

2017 BAR has been very successful, with only a few issues to address:

- About 150,000 BAR policies sent before 10/23 with 0 APTC will be **re-run through BAR to restore APTC as early as November 2.**
These transactions will generally be M834 transactions w EFT code I834
- About 2,000 or so policies that lost their tobacco rate in BAR may be re-run to restore tobacco (not likely before 11/21), though issuers always have the option of using reconciliation to restore the tobacco rate removed in error by BAR
- Alternate Enrollments are scheduled to be sent the week of 11/21/16
- Wave 2 is in December, when we will BAR 2016 enrollments created after 10/11/16, and re-BAR policies that had 2016 updates after they ran in October BAR (cancel carry forward begins late November)