

CMS Issuer Technical Workgroup



- *Housekeeping*
- *Common Questions with External Engagement*
- *Open Enrollment 2017 Update*
 - ✓ Highlights for Production Week 2
 - ✓ Batch Auto Renewal (BAR) Updates

November 8, 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:

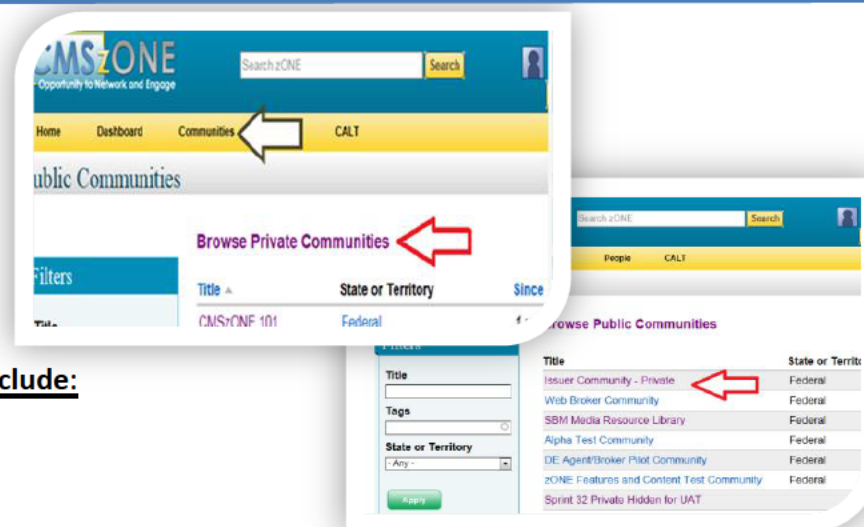
1. **New Users** (new to zONE & EIDM)
2. **Existing EIDM Users** (new user to zONE)
3. **Existing zONE Users** (unable to log-in since the EIDM transition)

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

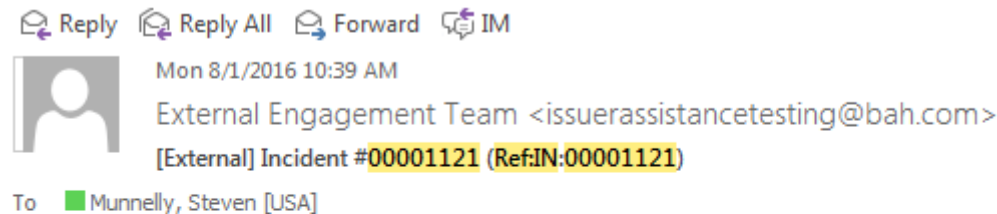
- ✓ Internet Explorer Version 9.0
- ✓ Internet Explore Version 10.0
- ✓ Google Chrome
- ✓ Safari

Common Questions with External Engagement

- Since the official End-to-End testing period has ended, the IMP1A environment is *still available*; if you did not participate yet, you can now find the links to IMP1A on the Web-broker Private Community.
 - Also, as teams' focus shifts to Open Enrollment, you may experience longer response time on your tickets. The ExE team will continue to work with you and raise issues as needed!
- 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.
 - The XOSC can take 24-48 hours to get the ticket to individual teams (including us at ExE), and we need to do our research when we receive a ticket to properly address the issue.
 - Therefore, please make sure to exhaust every troubleshooting option you can before submitting a ticket to save yourself some time!

Common Questions with External Engagement

- Make sure to pay attention to emails from us, and respond when prompted!
 - Our team now uses a system to track the tickets we receive. This has sped up our response time, but it changed the format in our replies to tickets.
 - Please make sure to look for these emails, and also make sure that when you respond, you don't change the subject line. This will allow our system to recognize and log your response.
 - NEW EMAIL FORMAT:



This is a test email.

(Ref:IN:00001121)

Important: Do not change the subject line while replying.

It may be privileged and confidential. It is for
Unauthorized disclosure may result in

Common Questions with External Engagement

- “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>

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.

Open Enrollment 2017 Update



- ✓ Highlights for Production Week 2
- ✓ Issues Under Investigation
- ✓ IC834 Update
- ✓ BAR Update

November 8, 2016



Open Enrollment 2017: Production Highlights for Week 2

- **Help Desk Tickets—Please Add Your NPN:** Whether for IMP1A testing issues, production issues, or policy questions, when you submit a Help Desk ticket to CMS_FEPS@cms.hhs.gov **please** make sure to include your specific NPN in the e-mail. (For DE Partners with multiple NPNs, input at least one NPN that is most relevant.) This will help expedite the routing process which will shorten the time it takes to resolve/answer your question. Thanks!
- **Known Issues Update for Week 2:**
 - **Resolved: Agent/Broker Login Issues:** There was a sub-set of Agent/Brokers who had problems logging in last week (specifically, Agent/Brokers that had access to other CMS systems outside of the Marketplace.) Those issues are now resolved.
 - **Update: Payment Redirect:** We deployed fixes last week that resolved scenarios in production around payment redirect where some consumers were receiving errors when clicking the payment redirect button when using Plan Compare 2.0. However, we are still investigating additional tickets since then from additional issuers/web brokers on rounding questions.
 - See also next slides on payment redirect and IC834 updates. →

Production Updates

- Payment Redirect Issue Nearing Resolution
 - As noted by DE Partners, some consumers were experiencing errors when attempting to utilize the Payment Redirect functionality in Plan Compare 2.0
 - Fixes were deployed in PROD on November 3rd to resolve the issue
 - If you are still experiencing Payment Redirect issues, please alert us and create a FEPS ticket
- Under Investigation
 - An issuer was recently reported where a partner observed unexpected values in the “Total Amount Owned” and “Premium Amount Total” fields of the payment SAML. Rather than whole currency values (e.g.\$267.54 with only two cent digits), the attribute value returned had a large number of trailing decimal digits

2017 Batch Auto-Reenrollment (BAR) Update



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

November 8, 2016

2017 BAR Update

Wave 1 Batch Auto-Reenrollment (BAR) is essentially complete

- A very small population was sent I834AR on 11/7/16
- We continue to hold a few small populations until 11/13+, including:
 - Bexar County TX
 - Pierce, Polk, and St. Croix County WI
 - 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

Switch File delivered as needed to Issuers since 11/3/16

- Lists 2016 subscribers whose coverage ends 12/31/16 because they switched to a different issuer for 2017.
 - Only subscribers who had NOT YET been auto-reenrolled are candidates for the SWITCH file. This is because a cancelled auto-renewal is the indicator to non-renew if it is not followed by an enrollment transaction
 - Sent EFT code SWTFL
 - For SADP issuers, it's both switchers and "droppers" (enrollee is opting to drop SADP coverage for 2017)
 - Because its mostly alternate enrollments (new issuers for 2017) that haven't yet been BARed, 2016 issuers who have left or shrunk their Marketplace service areas will receive most of the Switchers
- The 2017 production Switch File differs slightly from the published specifications in that First Name proceeds Last Name (FN/LN order is same as 2016 Switch File delivery). See below for 2017 production format:

2016 FFM Subscriber ID	2016 Issuer Assigned Subscriber ID	2016 Application ID	2016 HI OS ID	2016 PI ID	2016 Line of Business	T P ID	FFM Subscriber First Name	FFM Subscriber Last Name	FFM Subscriber DOB	FFM Subscriber SSN	FFM Assigned Policy ID	Last Modified 2016 Policy Date	Last Modified 2017 Policy Date	Last Modified 2017 Application Date
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2017 BAR Update

2017 Auto-reenrollment sent for 2016 enrollments termed or cancelled in issuer records

- The Marketplace uses FFM policy status to determine eligibility for Batch Auto-reenrollment (BAR)
- This means that an issuer may receive an auto-reenrollment associated with a 2016 policy that is terminated/cancelled in the issuer's records
 - This may be due to duplicate enrollments where both enrollments haven't been terminated in the FFM
 - It may be due to a lag in reconciliation
- While non-duplicated auto-reenrollments will be cancelled in the intermittent "cancel carry forward" jobs that the FFM runs December – March, an issuer may also send an IC834 cancel or use reconciliation to cancel the 2017 FFM auto-reenrollment
- Active-reenrollments, including reenrollments where only the policy origin has changed from 11 (auto-reenrollment) to something other than 11, must generally not be cancelled by the issuer

SPECIAL BAR PROCESSING

November 08, 2016



November 8, 2016 Special BAR Reprocessing

- **BAR Update—Reprocessing Action Tonight for FFM Internally Failed 834 2017 BAR policies:**

Tonight we will be sending a small population of BAR files that were originally processed in October but had not been physically sent out to issuers previously.

The evening of Monday, November 7, 2016, the FFM sent a small population of BAR files to issuers across multiple states for some tobacco-rated policies that were not sent previously, as well as APTC adjustments via M834 transactions to issuers in Illinois for about 20% of their previously received BAR files.

This was performed in advance of the November 8th, 2017 BAR Reprocessing and should be treated as separate and distinct normal BAR processing.

November 8, 2016 Special BAR Reprocessing

- **BAR Update—Reprocessing Action Tonight for FFM Internally Failed 834 2017 BAR policies:**

For tonight, Tuesday, November 8, 2016, as part of the 6:00 p.m. Eastern Time aggregation, the FFM will be sending a set of files which address 2017 BAR transactions that failed to reach some issuer(s). In this special run, not only are the 2017 BAR policies retransmitted via I834AR, but all subsequent maintenance transactions for the given application are also being brought along and placed in the I834RT file. Issuers should expect to receive:

- An I834AR file(s) for retransmission of 2017 BAR transactions; and
- A complementary I834RT file(s) for retransmission of all subsequent 2017 maintenance transactions. (The content of file(s) may have previously reached your organization under normal processing beginning as early as the evening of November 1st, 2017).
- NOTE: The file processing order of these files varies from the normal FFM daily traffic. If you are an organization who processes each file individually, files for November 8th, 2017 should be ordered in the following sequence:
 - I834AR – BAR file
 - I834RT – Retransmission traffic associated with a failed BAR Policy
 - I834 – Daily 834 traffic from the FFM

November 8, 2016 Special BAR Reprocessing

- **BAR Update—Reprocessing Action Tonight for FFM Internally Failed 834 2017 BAR policies:**

If an organization aggregates files prior to processing and relies on the Request Submit Timestamp for ordering, the BAR Transactions will always have an earlier date than the corresponding maintenance transaction(s) and should be processed accordingly by Request Date Timestamp hierarchy.

- Other BAR traffic for the remainder of this week will return to normal file processing order (I834RT followed by I834AR, then by I834) and Issuers should return to the normal sequencing of FFM 834 traffic again on November 9th, 2016.
- NOTE: No additional I834RT traffic is planned at this point and issuers will be alerted specifically about the return of that content type in advance.
- If you have questions regarding these files, please send an e-mail to CMS_FEPS@cms.hhs.gov with the subject line “November 08, 2016 834 BAR Reprocessing”. As always, please remember to include the name of your organization, State(s), 5-character HIOS ID(s) and your contact information.

EFT SSH

November 08, 2016



EFT SSH: Update

Encryption & MAC Algorithms Support (1 of 2)

- CMS is continuously reviewing the systems it supports in its portfolio of work in order to remain current from various points of view.
- Security updates which remove vulnerabilities is one such point of view

EFT SSH:

Encryption & MAC Algorithms Support (1 of 2)

- Due to security vulnerabilities, EFT will discontinue SSH support for:
 - Encryptions
 - Rcfour128
 - Arcfour256v
- If you are using the most current release of your sFTP and/or Web Browser software, this shouldn't cause any file transfer issues.

EFT SSH:

Encryption & MAC Algorithms Support (1 of 2)

- If you use Secure File Transfer Protocol (sFTP), contact your file transfer software provider to ensure one of these acceptable options exists:
 - Encryptions
 - 3des-ctr
 - aes128-ctr
 - aes192-ctr
 - aes256-ctr
 - MAC Algorithms
 - hmac-sha1
 - hmac-sha256
 - hmac-sha2-256
 - hmac-sha256@ssh

Q&A

