

CMS Issuer Technical Workgroup



- ***Housekeeping***
- ***Open Enrollment 2017 Update***
 - ✓ Highlights for Production Week 3
 - ✓ TLS 1.2 Upgrade Reminder for the Hub
 - ✓ Batch Auto Renewal (BAR) Updates & Alternate Enrollments Next Week

November 15, 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:

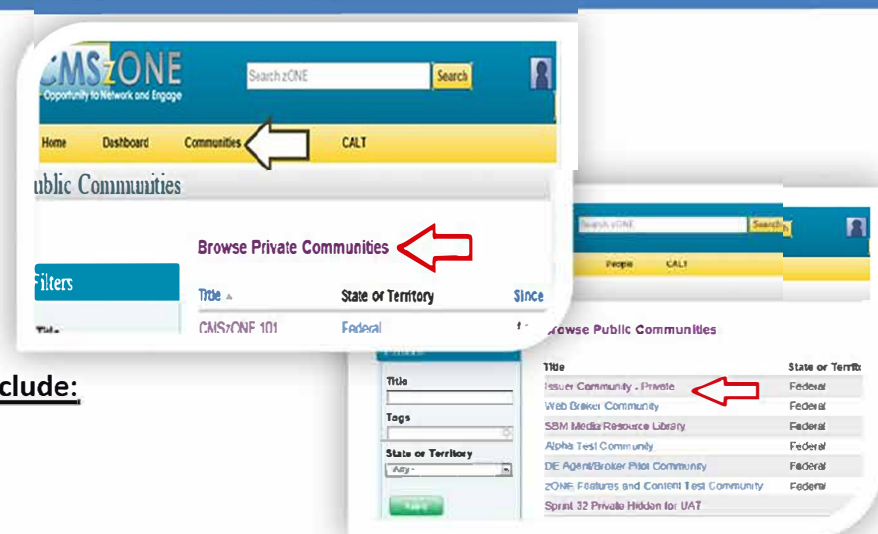
1. **New Users** (new to zONE & EIDM)
2. **Existing EIDM Users** (new user to zONE)
3. **Existing zONE Users** (unable to log-in since the EIDM transition)

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

Open Enrollment 2017 Update



- ✓ Highlights for Production Week 3
- ✓ Issues Under Investigation
- ✓ Reminder on Data Correction Requests
- ✓ Reminder on TLS 1.2 Upgrade
- ✓ BAR Update

November 15, 2016

Open Enrollment 2017: Production Highlights for Week 3

- **Known Issues Update for Week 3:** Following the DE Partner login & Payment Redirect fixes from the past couple of weeks, there are no blocking production issues. While our teams investigate one-off tickets, if you are encountering a severe or issue, please let us know in the webinar chat and during the Q&A.
- **Reminder on Data Corrections:** Does your organization have a data element to update or correct? (Common examples: Discovery that a URL is incorrectly displayed.) If so, please submit a request right away. Data change request forms can be found at <https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/qhp.html> . Please include all of the information specified in the link. We cannot approve requests that do not contain all of the required information.
- **Reminder on Help Desk Tickets—Please Add Your NPN (s):** 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!

Reminder on TLS 1.2 Upgrade for the Hub



- ✓ Summary of slides we initially presented during summer

November 15, 2016



TLS 1.2 Upgrade Reminder (Repeat of Slides from Summer)

Overview

- Transport Layer Security (TLS) and its predecessor, Secure Sockets Layer (SSL), both of which are frequently referred to as 'SSL', are an industry standard designed to protect the privacy and data integrity of information communicated over the Internet
- The Data Services Hub (DSH) has migrated to TLS 1.2 in order to support the NIST and GAO recommendation that requires all governmental communications use either Transport Layer Security (TLS) v1.1 or TLSv1.2
- The Hub has enabled support for TLS 1.0 and 1.2 in the Implementation and Production regions
- The Hub will continue supporting TLS 1.0 and 1.2 concurrently to allow all Partners to verify successful connectivity using TLSv1.2

DE Partners & Hub Partner Readiness

- DE Partners leveraging the Data Services Hub (DSH) need to ensure that they are able to support TLS 1.2 version by their existing infrastructure
- As part of the upgrade the Hub will not be introducing any new endpoint/ports.
- The Hub security policy requires that all partner certificates have:
 - Signature algorithm of SHA-2 or greater
 - Key length of at least 1024 bits



TLS 1.2 Timeline & Testing Requirements

- Partners can test TLS 1.2 connectivity with the Hub at any time.
- Our goal remains to successfully migrate the majority all partners to TLS 1.2 before the close of Open Enrollment.
- Hub will stop supporting TLS versions below 1.2 for all CMS Interfaces:
 - **IMPL: December 31st, 2016**
 - **PROD: January 31st, 2016**
- Partners can use the H74 Hub Connectivity service to ensure that they are able to connect to HUB:
<https://zone.cms.gov/document/hub-connectivity-service>
- Partners MUST ensure that they are able to connect to the IMP1A environment via TLS 1.2 before moving to Production.
- Upon successful connectivity to each environment, Partner will send an email to dsh.support@qssinc.com with the following:
 - **Subject Line: “TLS 1.2 Testing Completion– [HUB Partner ID]”**
 - **Hub Partner ID**
 - **Environment**
 - **Request Timestamp**
- CMS will be monitoring the site traffic to validate which version of TLS Partners are using.



TLS 1.2: Questions?

- Any issues identified during testing should be sent via email to DSH.Support@qssinc.com
- Copy the CMS Helpdesk CMS_FEPS@cms.hhs.gov to create a ticket
- Please include the following in your email:
 - **Subject Line: “TLS 1.2 Testing Issue – [HUB Partner ID]”**
 - **Hub Partner ID**
 - **Error details/screenshot**
 - **Timestamp of request**
 - **Environment**

2017 Batch Auto-Reenrollment (BAR) Update



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

November 15, 2016

2017 BAR Update

Wave 1 Batch Auto-Reenrollment (BAR) substantially ended 10/31/16 for most parts of the country, and is essentially complete by 11/14/16

- All DE Partners should have received auto-renewals for most of their membership
- Valid reasons that an auto-renewal hasn't been sent:
 - The enrollee was held from BAR because they fell in a special population (like at-risk for losing tobacco rating, etc) and then actively started a 2017 application
 - The enrollee told FFM not to auto-renew (issuer gets 12/31 term)
 - The 2016 enrollment has a term date of 12/31/16 or earlier
 - The 2017 QHP is suppressed due to a QHP data error
- If you haven't received at least eighty percent of your expected auto-renewals, please open a ticket at CMS_FEPS@cms.hhs.gov with sample 2016 FFM Application and Policy IDs missing BAR

2017 BAR Update

This week (week of 11/14/16)

- A few small geographically targeted populations will be sent in BAR (mostly I834AR but some I834 maintenance) on 11/15/16, including:
 - Bexar County TX
 - Pierce, Polk, and St. Croix County WI
 - QHPs in the 11/13 Plan Management data refresh
- A small batch of BAR for many issuers is targeted for 11/17/16 delivery

Week of 11/21/16

- Beginning Tuesday 11/22
 - Alternate enrollments
 - About 10,000 policies that were held from BAR while we fixed an issue that risked stripping tobacco rating
 - About 3,500 policies that have Limited or Zero Cost Sharing AND are enrolled in Stand-Alone Dental (SADP) or Catastrophic plans that we held while we fixed an issue that errantly applied CSR to SADP and Catastrophic Plans (the very small quantity sent w the error will be cleaned up in mid-December)

2017 BAR Update

Cancel jobs

- Cancel Incremental Pre-Audit File (IPA) c. 11/23/16
 - This job cancels passive reenrollments that duplicate active reenrollments made through disconnected applications
 - Will also run c. 11/30, 12/7, & 12/20
- I834 Cancels begins c. 12/7/16, then c. 12/16/16
 - This job sends 834 cancels for 2017 passive reenrollments associated with a 2016 policy that subsequently termed or cancelled
 - Will not cancel active reenrollments, nor active M834 (maintenance) updates to passive reenrollments that change the policy origin to other than 11
 - Will not cancel alternate enrollments, however will cancel age-off (AMRC PASSIVE – NEW SUBSCRIBER)
 - Will be replaced by Cancel IPAs on monthly basis through March 2017

Q&A

