

CMS Issuer Technical Workgroup



- ***Housekeeping***
- ***Open Enrollment 2017 Update***
 - ✓ Highlights for Production Week 4
 - ✓ Batch Auto Renewal (BAR) Updates & Alternate Enrollments Next Week

November 22, 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:

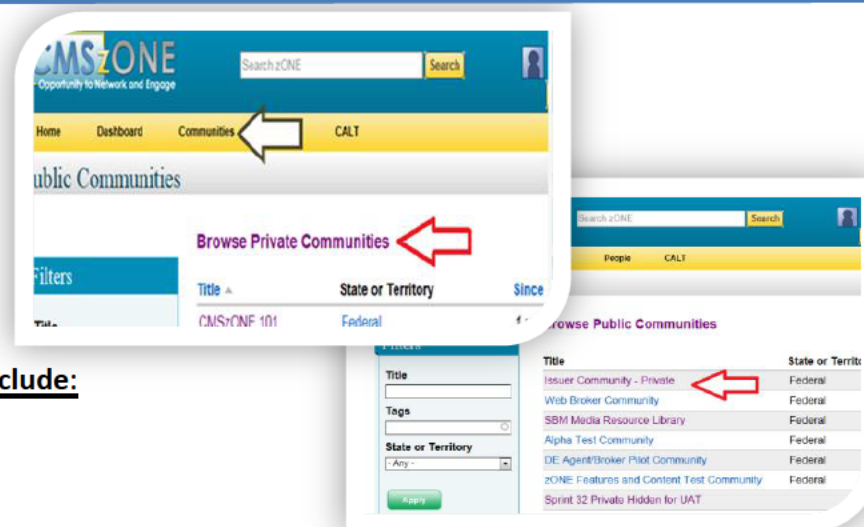
1. **New Users** (new to zONE & EIDM)
2. **Existing EIDM Users** (new user to zONE)
3. **Existing zONE Users** (unable to log-in since the EIDM transition)

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 4
- ✓ Issues Under Investigation
(DE & Machine Readable)
- ✓ Direct Enrollment Updates
("IncorrectAPTCAmount Errors")
- ✓ BAR Update
(Alternate Enrollments This Week)

November 22, 2016

Open Enrollment 2017: Production Highlights for Week 4

- **Known Issues Update for Week 4:**
 - Direct Enrollment: See next slides on Direct Enrollment Updates, including:
 - DE "IncorrectAPTCAmount" Errors: Education and explanation for DE Partners
 - Investigating reports of some DE discrepancies on premium rates (by a few cents) causing errors when submitting enrollments.
 - Machine Readable Update:
 - CMS uses the NPPES registry as its “system of record” for provider information that is surface in the doctor/facility lookup feature. Issuers data is often inconsistent with each other so it cannot be used as a canonical source for anything other than coverage between a provider’s NPI and a specific plan.
 - DE Partners have expressed concerns over using the NPPES registry for returning a provider’s specialty (or taxonomy code) and would prefer we use the specialty the Issuers have provided in their machine readable data. We are exploring this option and determining an level of effort or if it would have any adverse effects on consumer experience.
- **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 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!

Direct Enrollment (DE) Updates



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

November 22, 2016

DE “IncorrectAPTCAmount” Errors

- **Advanced Premium Tax Credit(APTC) errors take priority over Premium errors:**
 - You will only receive an “IncorrectPremiumAmount,” error if there are no APTC issues.
 - When you receive the “IncorrectPremiumAmount,” error, you will also receive the corrected Premium Amount expected.
- **If the Elected APTC submitted is greater than the Allowed APTC, you will get an “IncorrectAPTCAmount” error:**
 - You will not receive a corrected APTC value in this scenario.
- **If the Elected APTC is equal to the Premium, however the EHB is below 100%, you will get an “IncorrectAPTCAmount” error:**
 - You will receive the corrected Elected APTC in this scenario.
- **If the Elected APTC and the Applied APTC are not equal, you will get an “IncorrectAPTCAmount” error:**
 - You will receive the corrected Elected or Applied APTC in this scenario.
 - Note: This would only apply for scenarios where a consumer has a single enrollment group.
 - If there are multiple enrollment groups, then the Elected APTC and Applied APTC can be different as long as the Applied APTC is the total across the enrollment groups.

DE APTC Reminders

- **The APTC Amount submitted cannot be greater than the Essential Health Benefit (EHB) portion of the premium**
 - APTC cannot be applied towards the non-EHB portion of the premium
 - Please refer to the PUF file for the EHB percentages of premiums
- **Leftover APTC not applied to the EHB portion of the health premium, cannot be applied to the EHB portion of an adult's dental premium**
 - Leftover APTC can only be applied towards the EHB portion of a pediatric dental premium

Potential DE Premium Amount Issue

- **Some DE Partners have recently reported discrepancies between premium rates on healthcare.gov and premium rates in SERFF files**
 - The DE Partners have suggested that premium rates are differing by a few cents for certain NPNs causing Submit Enrollment transaction failures
 - We are investigating these reports and will report back to DE Partners if this is a confirmed issue

2017 Batch Auto Renewal (BAR) Update



- ✓ Alternate Enrollments This Week

November 22, 2016

Week of 11/21/16

Alternate Enrollments

- Non-renewed Enrollments without a 2017 enrollment option matched by CMS or a State Department of Insurance to an alternate plan
- Require an enrollee binder payment to effectuate coverage
- Transactions beginning Tuesday 11/22/16
 - 11/22 – FL, NC, AK
 - 11/23+ Rest of states receiving alternate enrollments
 - **States not receiving alternate enrollments:**
DE, HI, KY, ME, MT, ND, SD, WV, WY
- A MISC file will be delivered c. 11/28/16 containing additional email addresses (when available) for alternate enrollments
- Because BAR is application-based, some DE Partners may receive regular auto-renewals (I834AR) for multi-enrollment group apps containing an alternate enrollment

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. 12/2*, 12/9*, & 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

* = *change from earlier presentations*

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
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