

CMS Issuer Technical Workgroup



- ***Housekeeping***
- ***Open Enrollment 2017 Update***
 - ✓ Highlights for Production Week 5
 - ✓ Batch Auto Renewal (BAR) Updates & Alternate Enrollments

November 29, 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:

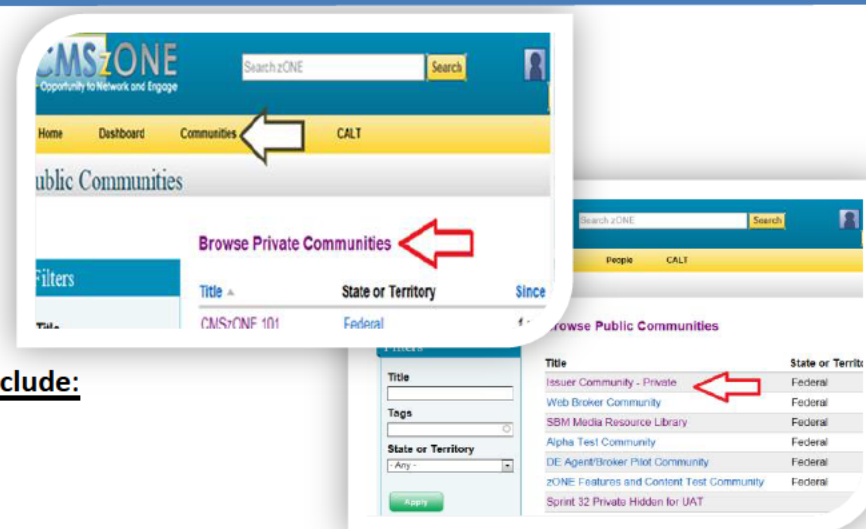
1. **New Users** (new to zONE & EIDM)
2. **Existing EIDM Users** (new user to zONE)
3. **Existing zONE Users** (unable to log-in since the EIDM transition)

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

Preparation for 2017 Reconciliation

Off-Cycle 2017 Enrollment Reconciliation

The 2017 Enrollment Reconciliation process will begin with an ***off-cycle run*** this week

An off-cycle run allows Issuers an opportunity to submit an RCNI file with Production data, ensure it is able to pass front-end validation, and receive an RCNO file with the results of reconciliation processing

No updates are made to the FFM as part of off-cycle reconciliation

To participate, Issuers must submit an RCNI17 file via EFT to the CMS Production environment no later than 3PM EST on Thursday, December 1st

Data will be compared to the full 2017 Pre-Audit extract taken on Tuesday, November 15th

New 2017 FFM Issuers are required to participate in this off-cycle run; all other Issuers are strongly encouraged to participate as well

Open Enrollment 2017 Update



- ✓ Highlights for Production Week 5
- ✓ Issues Under Investigation
(DE & Machine Readable)
- ✓ BAR Update
(Alternate Enrollments Wrapping Up)

November 29, 2016



Open Enrollment 2017: Production Highlights for Week 5

- **Known Issues Update for Week 5:**

- Direct Enrollment: See next slide on the Premium Rate Discrepancy Update.
- Machine Readable Update:
 - Reminder from last week: 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 a level of effort or if it would have any adverse effects on consumer experience.
 - Coming soon: We are in the process of developing an RxCUI and NPI report (to be regularly refreshed and made available via User Voice) that will help DE Partners lookup information for more efficient troubleshooting.

Direct Enrollment (DE) Update



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

November 29, 2016

Premium Rate Discrepancy Update

- Some DE Partners have been reporting discrepancies between premium rates on HealthCare.gov and premium rates in SERFF files
- The root cause of the issue has been identified:
 - The current PUF file includes data current through 10/4/2016
 - Some late, unexpected, rate changes were made during the October Data Correction Window (DCW)
 - These changes were made following the finalization of the current PUF file
- A PUF update is expected to be released this week, which should resolve the premium rate discrepancies



2017 Batch Auto-Reenrollment (BAR) Update



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

November 29, 2016

Week of 11/28/16 - Alternate Enrollments

- Enrollments without a 2017 enrollment option that is matched by CMS or a State Department of Insurance to an alternate plan offered by a different issuer
- EFT code = I834; AMRC = PASSIVE REENROLL – NEW TO ISSUER
- All but a small population of alternate enrollments were delivered 11/22-24/16
 - On average, DE Partners that were scheduled to receive alternate enrollments received about half of the maximum amount that the Marketplace estimated in September or October.
 - There are several reasons why the actual quantity of alternate enrollments was lower than the estimated maximum, including that the enrollee matched to an alternate plan terminated 2016 coverage, started a 2017 application, or actively selected a 2017 plan in the three weeks of Open Enrollment that preceded the FFM sending the transactions to DE Partners.
- A MISC file will be delivered 11/29/16 containing additional email addresses (when available) for alternate enrollments. DE Partners can use this for enrollee communications, including the requirement to pay binder

Week of 11-28-16

Alternate Enrollments (continued)

- A small population of alternate enrollments across the FFM (impacting about half of issuers) needs to be cancelled and resent by the FFM because the 834 enrollments never reached issuers.
- Impacted DE Partners will receive 834 cancellations for these failed transactions on Tuesday, November 29, which may error out in issuers' systems because the issuer has not yet received the enrollments.
- The FFM will re-issue alternate enrollments (and some regular BAR) on Wednesday night with new FFM Policy IDs.
- On Wednesday the FFM will also distribute an Incremental Pre-Audit File (IPA) for diagnostic purposes only that lists all the enrollments the FFM cancelled on Tuesday; the FFM Policy IDs on the Wednesday IPA will match the 834 cancels sent Tuesday.
- DE Partners should take care not to use the IPA to cancel the alternate enrollments and regular BAR enrollments sent on Wednesday, which will have new FFM Policy IDs.

Week of 11-28-16

Alternate Enrollments (continued)

- Because BAR is application-based, whenever the FFM generates alternate enrollments, some DE Partners may receive regular auto-renewals (I834AR) since there are multi-enrollment group apps containing both an alternate enrollment and a regular auto-renewal
- A very small quantity of auto-reenrollments that lost their tobacco rate in October BAR will have the tobacco rate restored after cancelling the initial 2017 BAR policy
- States not receiving alternate enrollments:

DE, HI, KY, ME, MT, ND, SD, WV, WY

Week of 11-28-16

Cancel jobs

- Cancel Incremental Pre-Audit File (IPA) 12/2, 12/9, & 12/20
 - This job cancels passive reenrollments that duplicate active reenrollments made through disconnected applications
- Will also run c. I834 Cancels 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

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)
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