

CMS Issuer Technical Workgroup



- *Housekeeping*
- *Open Enrollment 2017 Update*
 - ✓ Highlights for Production Week 6
 - ✓ Batch Auto Renewal (BAR) Updates & Alternate Enrollments

December 6, 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:

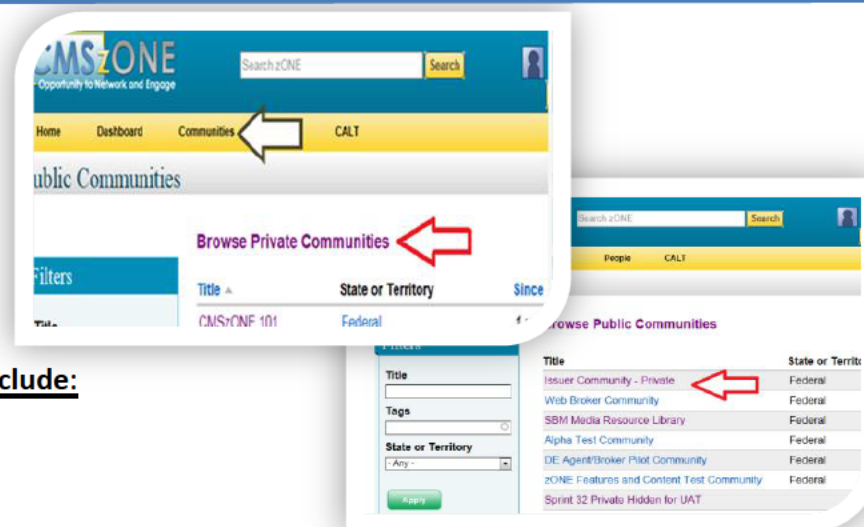
1. **New Users** (new to zONE & EIDM)
2. **Existing EIDM Users** (new user to zONE)
3. **Existing zONE Users** (unable to log-in since the EIDM transition)

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 6
- ✓ BAR Update
(Alternate Enrollments Wrapping Up)

December 6, 2016



Open Enrollment 2017: Production Highlights for Week 6

- **Issues Update for Week 6:**

- Machine Readable Update: Teams are working on developing an RxCUI and NPI look-up tool that will help DE Partners lookup information for more efficient troubleshooting. We will blast out link when available. In addition, written guidance coming soon on HICS cases related to NPIs.
- BAR Update & Alternate Enrollments: Much activity this week on BAR. See next slide→

2017 BAR Update

Week of 12/5/16

- **Carrying Forward 2016 Terminations and 2016 Enrollment Updates**
- **Restoring Financial Assistance on Enrollees who Resolve Failure to Reconcile APTC**

2016 Terms/Cancels Cancelling 2017 Passive Reenrollments

- Will run 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, which means we will not cancel 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

Week of 12-5-16

2016 Updates Made After BAR Carried forward to 2017 Passive Reenrollments

- The Marketplace will “carry forward” updates made on the 2016 policy to the 2017 passive reenrollment, with the transaction format determined by the type of enrollment change.
 - **M834.** If the change is a candidate for Maintenance 834 (M834), meaning the 2017 QHP and subscriber remain the same as the original 2017 BAR policy, then it will be sent M834 via EFT I834

2016 M834-Eligible Update

Maintenance Reason Code	Additional Maintenance Reason Code (AMRC)	Policy Origin type
Dependent on the type of 2016 Enrollment Update (e.g., “43”)	e.g., Demographic Change	11

- See BAR Scenarios, especially Scenarios 1, 2, and 5 at <https://zone.cms.gov/document/2017-open-enrollment-scenarios>

2017 BAR Update

- **2016 Updates Made After BAR Carried forward to 2017 Passive Reenrollments (con't)**
 - **CANCELCIC/CIC.** If the 2016 enrollment update is not a candidate for M834, such as the 2016 subscriber was removed or the 2016 QHP was changed, the original passive reenrollment will receive a CANCELCIC, and a new passive reenrollment will be sent CIC via EFT I834

M834-ineligible 2016 Update

Policy	Maintenance Reason Code	Additional Maintenance Reason Code (AMRC)	Policy Origin type
Original Passive Reenrollment	14	CANCELCIC	NA
New Passive Reenrollment	EC	CIC	11

- See BAR Scenarios, especially Scenarios 3 and 4, at <https://zone.cms.gov/document/2017-open-enrollment-scenarios>

2017 BAR Update

FTR Reprocess

- At the time of October BAR, enrollees who Failed to Reconcile (FTR) APTC had their financial assistance removed from their 2017 passive reenrollment
- CMS is rechecking IRS data to see if enrollees subsequently reconciled
- Enrollees found to have reconciled previous receipt of APTC will have their financial assistance restored during the week of 12/5/16, typically through a M834 transaction
- Enrollees who actively update 2017 eligibility information and enroll in coverage may also be eligible for restored financial assistance

Cancel jobs

- Cancel Incremental Pre-Audit File (IPA) 12/9/16
- This job cancels passive reenrollments that duplicate active reenrollments made through disconnected applications
- The next Passive Cancel IPA is scheduled for 12/20/16

12/16/16 “BAR2”

- As scheduled, The FFM will send regular BAR auto-renewals as well as alternate enrollments for enrollees who joined the FFM after BAR1