

CMS Issuer Technical Workgroup



- *Housekeeping*
- *Open Enrollment 2017 Update*
 - ✓ DE Updates
 - ✓ Batch Auto Renewal (BAR) Updates & Alternate Enrollments

January 3, 2017

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:

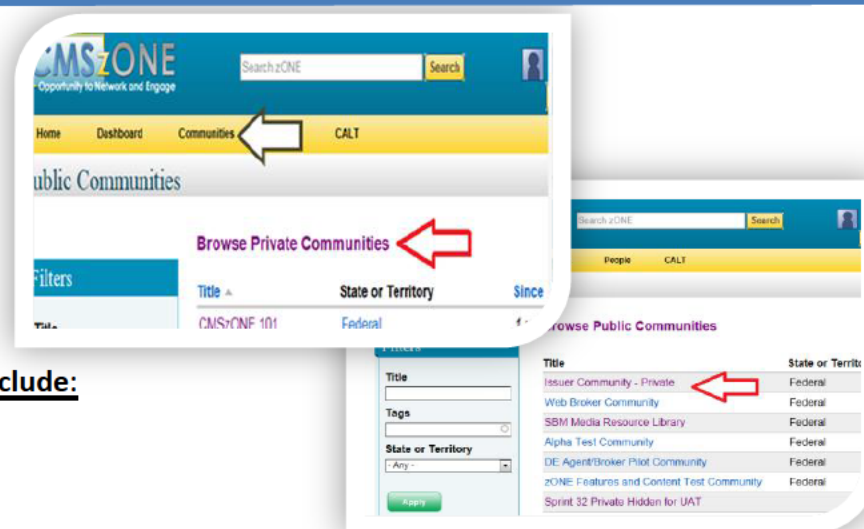
1. **New Users** (new to zONE & EIDM)
2. **Existing EIDM Users** (new user to zONE)
3. **Existing zONE Users** (unable to log-in since the EIDM transition)

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



- ✓ Update on DE 2/1 Issue
- ✓ BAR Update

January 3, 2017

Direct Enrollment (DE) Update



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

January 3, 2017

Enrollment Extension Update (DE 2/1 Issue)

- Overall, the majority of enrollments submitted via the DE flow between 12/16 and 12/19 were processed correctly, with 1/1 effective dates
- We did see a small subset of enrollments that were processed with 2/1 effective dates
 - It appears that the Fetch Response for these transactions accurately reflected a 1/1 effective date, however DE Partners in these cases submitted 2/1 effective dates in the Submit Enrollment transactions
 - These Submit Enrollment transactions with 2/1 effective dates should have failed, however they didn't
 - The Call Center has performed outreach to those affected
 - If upon contact consumers requested a 1/1 effective date, their applications were resubmitted with 1/1 effective dates
 - If this is the case, Issuers will receive a cancel for the 2/1 enrollment and a new I834 with the 1/1 effective date
 - Agents and Brokers should be maintained on the 1/1 change applications, as long as Agents/Brokers/Web-brokers entered their NPNs on the FFM applications
 - Agents/Brokers/Web-brokers should contact Issuers to address any commission issues

2017 Batch Auto Re-enrollment (BAR) Update



January 3, 2017

Week of 12/26/16 in Review

- A small quantity of Batch Auto-reenrollment (BAR) policies created on 12/20/16 did not generate 834 enrollments to the issuer
- These BAR policies, impacting many issuers, were cancelled in the FFM first, then re-BARed to regenerate a replacement Batch Auto-reenrollment to the issuer
 - A small quantity was cancelled and the BAR 834 sent to the issuer on 12/23/16
 - The rest were cancelled with the BAR 834 sent to the issuer on 12/30/16
 - Because the issuer first received cancel transactions for policies it hadn't received an enrollment for, the cancels may have triggered errors or pended transactions in some issuer systems

Week of 1/2/17

- No Batch Auto-reenrollments (BAR) are scheduled for the week of 1/2/16, as BAR is substantially complete
- **BAR Failure Report – Goal is to send by January 13th**
 - As with previous years of auto-reenrollment, a very small portion of applications can't be processed in BAR due to technical issues.
 - The BAR Failure Report will be delivered to issuers in the DATAM format for voluntary outreach to enrollees: goal is for enrollee to actively reenroll at the FFM
 - The Marketplace will also conduct outreach
 - The Marketplace Call Center will flag these enrollments for for January 1st effective dates if the enrollee actively returns to the FFM.
 - The quantity of BAR failures is similar to that for OE 2016

Week of 1/2/17 (continued)

BAR Eligibility Notices and Enrollment Confirmation Messages being generated this week

- Every enrollee successfully auto-reenrolled receives an Eligibility Determination Notice (EDN) and an Enrollment Confirmation Message (ECM)
 - **Eligibility Determination Notice**
See Marketplace Eligibility Determination Notice (November 2016) at <https://marketplace.cms.gov/applications-and-forms/notices.html>
 - **Enrollment Confirmation Message**
See Marketplace Automatic Enrollment Confirmation Messages (December 2016) at <https://marketplace.cms.gov/applications-and-forms/notices.html>
- Enrollees processed through BAR but for whom no auto-reenrollment is created receive only an Enrollment Confirmation Message

Week of 1/2/17 (continued)

Issuers should not provide 2017 Marketplace Coverage without an enrollment transaction from the FFM (or evidence of Marketplace coverage by the subscriber's inclusion in a Pre Audit File)

Issuers who are concerned that they did not receive auto-renewals for eligible members should remember to check the following 2017 files that CMS distributed:

- Orphan Incremental Pre-Audit File [TPID].ISUIPA.D161230.T145715043.P
- Pre-Audit file: [TPID].AUD17.D161219.T205617031.P (current as of 12/16/16 5am)
- CMS Orphan Finder File: [TPID].MISC.D161222.T120044643.P (current as of 12/16/16 5am)
- Deadline Extension Incremental Pre-Audit Files:
[TPID].ISUIPA.D161220.T142337791.P
- Orphan Incremental Pre-Audit (ISUIPA) Files: [TPID].ISUIPA.D161216.T113124779.P (current as of 12/15/16)
- Earlier deliveries of the SWTFL files (which indicates that an enrollee actively selected a different issuer for 2017 coverage before being BARed)