

CMS Issuer Technical Workgroup

- ***Housekeeping***
- ***Open Enrollment 2017 Update***
 - ✓ Highlights for Production
 - ✓ Erroneous 2016 Terminations & 2017 Passive Cancels

January 17, 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:

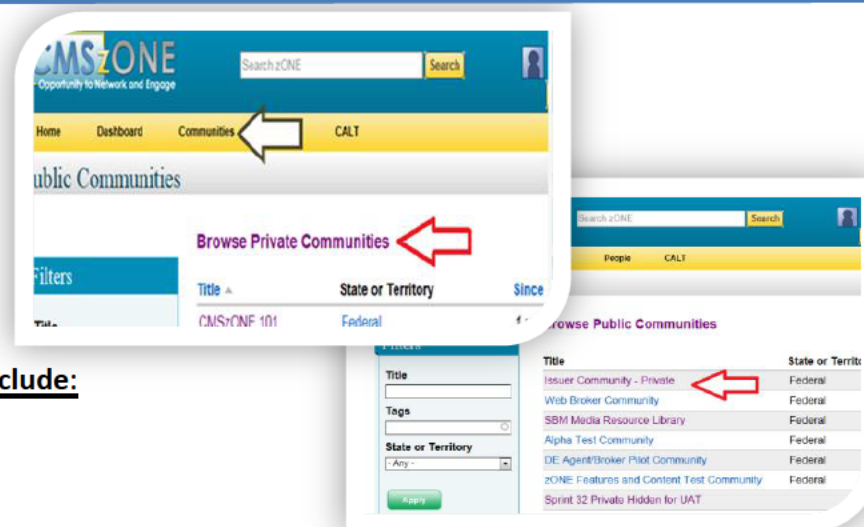
1. **New Users** (new to zONE & EIDM)
2. **Existing EIDM Users** (new user to zONE)
3. **Existing zONE Users** (unable to log-in since the EIDM transition)

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 Explorer Version 10.0
- ✓ Google Chrome
- ✓ Safari

Open Enrollment 2017 Update



- ✓ Highlights for Production Week 12
- ✓ Reminder for DE Partners on TLS 1.2 Migration (Feb. 17th)
- ✓ Data Clean-up for Erroneous 2016 Terminations

January 17, 2017

Open Enrollment 2017: Production Highlights for Week 12

- **Issues Update for Week 12:**

- Reminder on TLS 1.2 Action Needed by Feb. 17th **(Only Impacts Direct Enrollment Partners)**: Transport Layer Security (TLS) is a protocol that ensures privacy between communicating applications and their users on the Internet. When a server and client communicate, TLS ensures that no third party may eavesdrop or tamper with any message. TLS is the successor to the Secure Sockets Layer (SSL). Since the summer we have announced we have moved to TLS 1.2; all of the data partner connections to the Hub that are not currently connected via TLS 1.2 will need to migrate from their current version. All issuers / web brokers/ partners using the Hub should make sure they have upgraded to using TLS 1.2. See the following slides and please make sure this occurs by **February 17th**.
- **Data Clean-Up for Erroneous 2016 Terminations:** See next slide for details →

Data Clean-up for Erroneous 2016 Terminations



January 17, 2017

Erroneous 2016 Terminations & 2017 Passive Cancels

- CMS has identified an issue in the reconciliation process that resulted in erroneous termination of 2016 coverage for some enrollment groups
 - If these members did not have an active plan selection for 2017, this would have resulted in cancellation of the 2017 passive (BAR) enrollment or in a small amount of cases, prevented the BAR enrollment from being created
- CMS is currently assessing the scope of members impacted by this issue and determining the proper strategy to correct the enrollment records for both 2016 and 2017
 - The strategy will also account for correction of 1095-A information for consumers and correction of payment adjustments made as a result of this issue
- ***In the interim, DE Partners should honor 2017 coverage for members they believe to have been canceled in error by initiating a reinstatement via a ER&R dispute***
 - ***In some cases, Enrollees' 2017 BAR policies were canceled on 12/8/16 or 12/20/16 and then the enrollee actively reenrolled with a 2/1/17 effective date***
 - ***DE Partners may use automated recon for these enrollees to advance the start date to 1/1/17***

Data Clean-up for Erroneous 2016 Terminations

- A data clean-up is underway to correct the early 2016 terminations on affected policies
- Corrected 2016 policies will be sent to DE Partners as an Incremental Pre-Audit File and reflected on the February Pre-Audit file for 2016
- These corrections will be completed:
 - Before the next BAR Carry-Forward Cancel job is run to prevent further inadvertant cancellation of 2017 policies, and
 - In time for consumers to receive corrected 1095-A forms in the first corrections cycle in early February

Erroneous 2016 Terminations & 2017 Passive Cancels

Criteria for the Erroneous 2016 Term & 2017 Passive Cancel

Criteria (all must be Yes)	Y/N
2016 Termination applied through Reconciliation late in 2016 (October or after)	Y
2016 Termination not intentionally applied by DE Partner or Enrollee	Y
Records have an N or Z <i>record-level</i> flag and an F <i>field-level</i> flag on the Benefit End Date on the RCNO file resulting in the update; DE Partner approved for full field-level updates (not “suppressed”) for the corresponding HIOS ID	Y
Records where DE Partner sent multiple records compared to a single FFM record for the latest span of coverage for 2016	Y
2017 Passive Reenrollment associated with the 2016 policy described above and canceled via I834 cancel on 12/8/16 or 12/20/16	Y

This guidance does not apply to 2017 enrollments not meeting the above criteria, such as passive reenrollments cancelled because the associated 2016 policy later termed for nonpayment