

CMS Issuer Technical Workgroup



- *Housekeeping*
Update on New Blast Messaging Process
- *Pre-Audit and Recon Updates*
- *Enrollment Disputes & IRS Tax Filing Deadline*
- *2017 Production Updates*
 - *QHP Annual Issuer Conference March 15 – 17, 2017 (CMS Headquarters, Baltimore)*
 - *Marketplace Stabilization Proposed Rule*
- *Q&A*
- *Appendix A:*
 - *Access to CMSzONE and the Issuer Private Community*

February 21, 2017

Housekeeping: Technical Webinar Sessions for February/March

➤ **CCIIO Enrollment Webinar (Policy Focus)***

February – Mondays -weekly: @12:00 pm E.T. For dial-in/logistics, register via www.RegTap.info

***The CCIIO Enrollment Webinar (Policy Focus) now holds bi-weekly meetings.**

The cadence is as follows:

Monday, February 27, 2017 12:00 pm E.T. - 1:00 pm ET

Monday, March, 13, 2017 12:00 pm E.T. - 1:00 pm ET

➤ **CMS Issuer Technical Workgroup***

February– Tuesdays weekly @ 3:00 pm E.T. - 877-267-1577, ID 2284-2124

Webinar URL: https://webinar.cms.hhs.gov/cms_issuer_tech_workgroup/

➤ **Data Reconciliation & Inbound 834/BAA Workgroup***

February– Thursdays weekly: @12:30 pm E.T. - 877-267-1577, ID 2284-2124 Webinar URL:

https://webinar.cms.hhs.gov/data_recon_webinar

Update on New Blast Messaging Process

- Currently, the ***CMS Issuer Communications Distribution List*** sends out daily status messages at 10:00am ET; and IMP1A alerts/urgent communications through 8:00pm from the address
- We have initiated the transition process and started sending blast messaging this morning; Tuesday February 21. Going forward, expect to receive the daily and ad-hoc/urgent email communications via both systems from the (new system)- As a correction to last week's slide the sender's information will not read: mailto:CMS_Issuer_Communications@cms.hhs.gov; it will actually be identical to your current blasts and read- CMS_Issuer_Communications@cms.hhs.gov. Due to this instance; expect to receive two emails from the CMS_Issuer_Communications@cms.hhs.gov address for approximately the next two weeks.
- As mentioned on last week's Issuer technical call; please ensure you receive the messages and other important communications via the new system; by whitelisting the following IP addresses: 136.147.180.31, and Host exacttarget.com. This process may involve contacting your organization's IT department to verify spam filter settings.

Housekeeping: 2016 Pre-Audit & Recon

- Plan Year 2016
 - The Pre-Audit and Payment Extracts for PY 2016 were taken on Wednesday, February 15th
 - Comprehensive 2016 Enrollment Pre-Audit Files will be delivered to Issuers tomorrow, Wednesday, February 22nd
 - Some Issuers may also receive an Overlaps Cleanup Incremental Pre-Audit File on Wednesday, February 22nd; for Plan Year 2016 this file will continue to be distributed with the ISUIPA Function Code
 - The next deadline for 2016 Inbound Enrollment Reconciliation (RCNI16) File submission is **this Thursday**, February 23rd at 3PM EST
 - *Only 37% of 2016 FFM Issuers have successfully submitted thus far for Run 14*
 - For this month's Run 14, CMS will only be applying cancellations and effectuations (and coverage date changes as appropriate) to the FFM
 - This is the final reconciliation cycle in which updates to the FFM applied through Enrollment Reconciliation will flow through to consumer 1095-A updates (as appropriate) **prior** to the deadline to submit taxes for 2016

Housekeeping: 2017 Pre-Audit & Recon

- Plan Year 2017
 - Run 3 (February Cycle)
 - The 2017 Pre-Audit and Payment Extracts were taken yesterday, Wednesday, February 15th
 - The next deadline for Inbound Enrollment Reconciliation (RCNI17) File submission is **Thursday, March 2nd at 3PM EST**
 - *Issuers are strongly encouraged to submit their RCNI17 Files close to the February 15th FFM Extract date to ensure data is in sync from a timing perspective*
 - *Discrepancies due to timing inhibit the ability of the recon process to apply appropriate updates*
 - *39% of 2017 FFM Issuers have successfully submitted thus far for Run 3*

New Reference Document: Consolidated File Communications

- To ensure Issuers are able to find reference information on the various files that are sent to Issuers as part of the normal monthly Pre-Audit and Reconciliation Cycle, CMS has published a consolidated *Standard Issuer Enrollment Data Files* document
- This document includes the standard information typically sent in the e-mails announcing file distribution, including file naming conventions, background information, and expected Issuer actions in response to the file
- All files listed on the 2017 Pre-Audit and Reconciliation Calendar available on zONE are included in the document
- This document is available on zONE at:
 - https://zone.cms.gov/system/files/documents/standard_issuer_enrollment_data_files_v1.docx

Enrollment Disputes & IRS Tax Filing Deadline

The IRS tax filing deadline of 4/18/17 is coming soon. All financial, covered individual, or coverage date corrections to 2016 policies will generate a corrected form 1095-A for consumers.

To ensure consumers receive a paper copy of the corrected form 1095-A prior to the tax deadline, issuers should submit enrollment disputes by Monday, 2/27/17.

Corrections submitted between 2/28/17 and 3/27/17 which generate an updated form will reflect in the consumer's MyAccount on healthcare.gov by 4/15/17, however a paper copy will likely not arrive prior to the tax deadline.

Production Updates & Related News



- ✓ QHP Annual Conference March 15-17, 2017 at CMS HQ in Baltimore
- ✓ Marketplace Stabilization Proposed Rule

February 21, 2017

QHP Annual Issuer Conference

March 15 – 17, 2017 (CMS HQ, Baltimore)

- The Qualified Health Plans (QHP) Annual Issuer Conference will be held on:
 - **March 15th - 17th, 2017**
 - Onsite at the Headquarters of the Centers for Medicare & Medicaid Services (CMS), Baltimore, MD
- This event is for issuers applying for QHP Certification in the Federally-facilitated Marketplace (FFM). Similar to last year's conference, we are planning on holding a couple of additional Operational & Enrollment topics among others, including:
 - **Lessons Learned from Open Enrollment (OE):
Batch Auto Renewals (BAR) & Alternate Enrollments**
 - **Operations Tips & Techniques for FFM Issuers**
 - **Issuer Onboarding 101: Enrollment, Payments & Testing**

For additional event details, agenda and registration for this conference, log into RegTap and go to <https://www.regtap.info/QHPonsite.php> .

Marketplace Stabilization Proposed Rule

CMS issued a proposed rule on February 15, 2017

Topics include:

- Special Enrollment Period Pre-Enrollment Verification
- Guaranteed Availability and Past Due Premium
- Level of Coverage/AV
- Network Adequacy Reviews
- QHP Calendar
- Open Enrollment Period

- **You can find the NPRM here:**

<https://s3.amazonaws.com/public-inspection.federalregister.gov/2017-03027.pdf>

Continue activities from last week

- **Any comments should reference CMS-9929-P & are due by 5pm, March 7, 2017**

Electronically

<http://www.regulations.gov>.
Follow the "Submit a comment" instructions.

By regular mail

Centers for Medicare & Medicaid Services,
Department of Health and Human Services,
Attention: CMS-9929-P,
P.O. Box 8016,
Baltimore, MD 21244-8016.

Q&A



Appendix A



*Access to CMSzONE & the
Private Issuer Community*

2/21/2017

Access to CMSzONE & the Private Issuer 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)

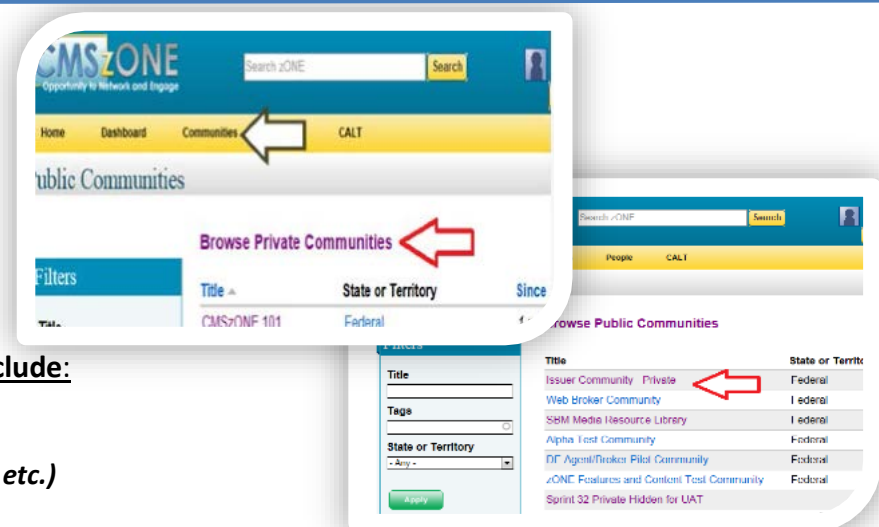
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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 Issuer Community

Access: (After being granted EIDM access)

1. Log into zONE; click on the **Communities tab**
2. Click **Browse Private Communities**
3. Click **Issuer Community – Private**
4. Click **Join Community**
5. Provide explanation of why you need access to this community; **Include:**
 - name and contact information
 - issuer POC contacts
 - specific work for issuer (i.e. fill out QHP templates, processing 834's, etc.)



Troubleshooting Access in 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 issuer community after 3 business days you may email a follow up request to the helpdesk & the issuer communications 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 issuer communications 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
- ❖ Cc: or Bcc: CMS_Issuer_Communications@cms.hhs.gov

Reminder: Supported Browser Versions

- ✓ Internet Explorer Version 9.0
- ✓ Internet Explore Version 10.0
- ✓ Google Chrome
- ✓ Safari

Follow-Up

- 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 & CMS_Issuer_Communications@cms.hhs.gov
 - ❖ Include (where possible) explanation message, screenshots, ticket #(s) received, and number of days outstanding

Access to CMSzONE & the Private Issuer Community/CMS Issuer Distribution List

The CMS Issuer Communications Distribution List sends courtesy alerts on:

- ✓ Daily IMP1A testing environment status message (~10:00 a.m. E.T.)
- ✓ Alerts on IMP1A outages/reboots (standard testing window is 10:00 a.m. – 8 p.m. ET, except Fridays 10:00 a.m. - noon)
- ✓ Deliveries for Enrollment Pre-Audit files, Enrollment Data base lining initiative and other alerts

To add yourself to the distribution list:

- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Add POC to Distribution List"

To remove yourself from the distribution list:

- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Remove POC from Distribution List"

To add multiple contacts to the distribution list:

- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Add POC to Distribution List"
- ❖ Include the email addresses of all desired contacts to be added in the body of your message

To remove multiple contacts from the distribution list:

- ❖ Send an e-mail to CMS_Issuer_Communications@cms.hhs.gov with the subject line:
"Remove POC to Distribution List"
- ❖ Include the email addresses of all desired contacts to be removed in the body of your message

**PLEASE NOTE: Any email addresses included in the body of your distribution requests may be subject to the action requested. Please ensure you omit any superfluous addresses not intended for receipt of your requested action (i.e. IT support distributions, alternate personal email, etc.)*