

CMS Issuer Technical Work Group



- **Housekeeping**
 - ✓ **Webinar Schedule**
 - **Plan Category Limitations (PCL) Issue Preventing Certain Enrollees from Accessing Silver Plans: Special Enrollment Period (SEP)**
 - **Enrollment Pre-Audit & Reconciliation**
 - **ER&R**
 - **Compliance Updates**
 - **Eligibility Updates**
 - **DE Updates**
- Q&A**

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Sun	Mon	Tues	Wed	Thurs	Fri	Sat
31	1	2	3	4 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm	5	6
7	8 CCIIO Enrollment Webinar(Policy Focus) 12:00pm-1:00pm	9 CMS Issuer Technical Workgroup 3:00pm-4:30	10	11 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm	12	13
14	15	16 CMS Issuer Technical Workgroup 3:00pm-4:30	17	18 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm	19	20
21	22 CCIIO Enrollment Webinar(Policy Focus) 12:00pm-1:00pm	23 CMS Issuer Technical Workgroup 3:00pm-4:30	24	25 Data Recon & Inbound 834/BAA Workgroup 12:30-1:30pm	26	27
28	29	30 CMS Issuer Technical Workgroup 3:00pm-4:30	27	28	29	30



Requesting Updates to the CMS Issuer Distribution List

The CMS Issuer Communications Distribution List sends e-mail messages pertaining to :

- ✓ Alerts on Deliveries for Enrollment Pre-Audit files; Enrollment Reconciliation Files; Open Enrollment Activities; IC834 Activities (Specifically processing schedules, delays in processing or reporting), and other alerts.
- ✓ Daily IMP1A status

The CMS Issuer Communications Distribution List sends e-mail alerts:

- ✓ Daily between 10:30 and 11:00 AM EST.

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.)

Asking a Question/downloading the Meeting pdf slides in the Web-Ex Platform

To ask a question, please select the raised hand icon at the start of Q&A session. It is the icon to the right of your name (see below).

To download the pdf version of today's deck, open the "File Transfer" box on your screen. If not, please select "File, then "Transfer" and "Download" (as captured below.) The "Download" button will be grey.

The screenshot displays the WebEx interface. On the left, the 'Participants' panel shows 'Ama Emanuel (me)' and 'Philip Descorbeth (Host)'. A blue arrow points to the raised hand icon next to the user's name. On the right, the 'File Transfer' window is open, showing a file named '20170104 Recon IC83...' with a size of 304057 bytes. A red box highlights the 'Download...' button, which is greyed out. A blue arrow points to the 'File' menu, and another blue arrow points to the 'Download...' button. The 'File Transfer' window also shows a 'Share File...' button and a table of files.

File name	Location	Size	Status
20170104 Recon IC83...	\\CO-ADHOME1\HOME1\E...	304057 bytes	Shared

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 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

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)

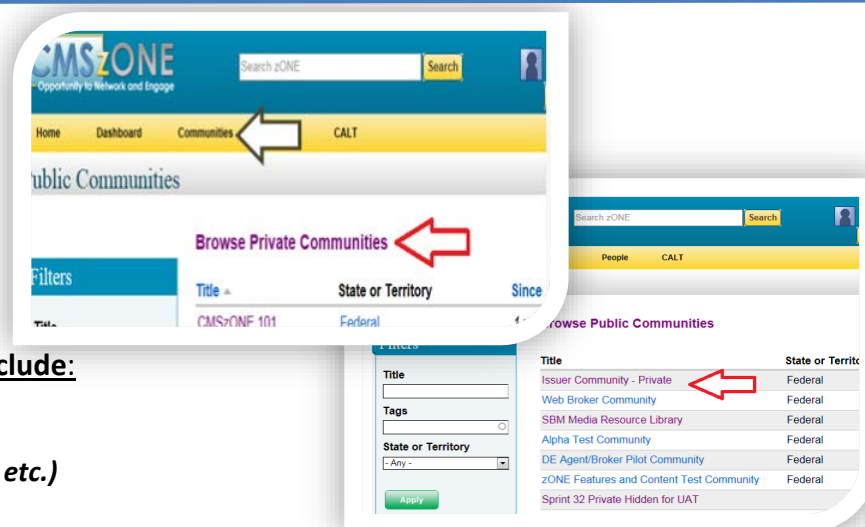
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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.)



Plan Category Limitations (PCL) Issue Preventing Certain Enrollees from Accessing Silver Plans: Special Enrollment Period (SEP)



April 16, 2019

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Plan Category Limitations (PCL) Issue Preventing Certain Enrollees from Accessing Silver Plans: Background

- Effective 2/1/19, PCL applies to consumers and their dependents who qualify for certain SEP types and are already enrolled in Marketplace coverage. For most (but not all) SEP types subject to PCL, existing enrollees will generally only be able to choose from plans within the same plan category as their current plan. However, Marketplace enrollees who become newly eligible for cost-sharing reductions (CSR) – and who aren't already enrolled in a Silver plan – should be allowed to change to a Silver plan so they can use their CSR.
- After the PCL roll-out, CMS became aware of a technical issue that blocked certain Marketplace enrollees who were newly eligible for CSR from enrolling in a Silver plan. CMS anticipates implementing a technical fix for this issue in early May.

Plan Category Limitations (PCL) Issue Preventing Certain Enrollees from Accessing Silver Plans: Special Enrollment Period (SEP)

- CMS will provide a Special Enrollment Period (SEP) for those enrollees impacted by this issue between 2/1/19 and 4/5/19 who were newly eligible for CSRs, yet could not enroll in a Silver plan after their CIC SEP.
- CMS emailed those impacted on 4/9/19, advising the consumer of the technical issue and to contact the call center by 6/8/19 if they would like to enroll in a Silver plan.
- As the issue is ongoing until early May, there will be a second group identified who reported a CIC with CSR eligibility between 4/6/19 and early May, who will also receive notification of the option to select a Silver plan, with a July SEP deadline.

Housekeeping: Enrollment Pre-Audit and Reconciliation



*Housekeeping: Enrollment
Pre-Audit & Reconciliation*

April 16, 2019

Housekeeping: Pre-Audit & Reconciliation

- **Prior Plan Years (2014-2018)**
 - The next set of 1095-A Consumer-Initiated Dispute Update (1095Ax) Files is scheduled for distribution tomorrow, Wednesday, April 17th
- **Plan Year 2016**
 - This month's 2016 FFM extract was taken yesterday, Monday, April 15th at 6PM EDT
 - Incremental Pre-Audit (ISIPA6) Files based upon that extract are scheduled for delivery to Issuers on Friday, April 19th
 - Please note: CMS had decided to create and distribute full 2016 Pre-Audit (AUD16) Files in May ahead of the off-cycle reconciliation process in June
 - An updated calendar reflecting this change is available on zONE at:
<https://zone.cms.gov/document/pre-audit-and-recon-calendar-and-file-specification>

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2017**

- This month's 2017 FFM extract was taken yesterday, Monday, April 15th at 6PM EDT
- Comprehensive Enrollment Pre-Audit (AUD17) Files based upon that extract are scheduled for delivery to Issuers on Thursday, April 18th

- **Plan Year 2018**

- This month's 2018 FFM extract was taken yesterday, Monday, April 15th at 6PM EDT
- Comprehensive Enrollment Pre-Audit (AUD8) Files based upon that extract are scheduled for delivery to Issuers tomorrow, Wednesday, April 17th
- **Please Note:** The final SADP Effectuation process for 2018 was run prior to the April extract; any new effectuations applied to the FFM will be reflected on this month's AUD8 File

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2019**
 - This month's 2019 FFM extract was taken yesterday, Monday, April 15th at 6PM EDT
 - Comprehensive Enrollment Pre-Audit (AUD9) Files based upon that extract are scheduled for delivery to Issuers tomorrow, Wednesday, April 17th
 - Date of Birth Cleanup (MISC9) Files will also be distributed to impacted Issuers tomorrow, Wednesday, April 17th
 - The deadline for Inbound Enrollment Reconciliation (RCNI9) File submission for April's Run 5 is **this Thursday, April 18th at 3PM EDT**
 - **Please Note:** The first SADP Effectuation process for 2019 will be run prior to the May extract
 - SADP Issuers should use IC834 and Reconciliation to address any outstanding active/uneffectuated policies prior to this process

ER&R

✓ *Topics*

- ✓ AM Approval for Prior Year Disputes Overview
- ✓ Issuer Prior Year Approval Request Form:
 - ✓ Introduction
 - ✓ Point of Contact Information
 - ✓ Date and HIOS IDs
 - ✓ Volume of Policies Impacted
 - ✓ Reason and Action Taken
 - ✓ 1095-A Consumer Outreach
 - ✓ Successful Example
- ✓ AM Process for Prior Year Dispute Approval

✓ *Q&A*

April 16, 2019

AM Approval for Prior Year Disputes Overview

Prior year disputes have a significant impact to consumers, caused by corrections after taxes have been filed. Starting on May 1, 2019, issuers need to get approval from their Account Manager (AM) before submitting prior year disputes to ER&R.

- ER&R will process all prior year disputes submitted before noon ET on 04/30/2019.
- This will not be required for HICS Direct Disputes or prior year disputes that contain supporting HICS cases.
- This change impacts both Payment and Enrollment Disputes.

Process Overview:

1. The issuer requests approval by emailing a completed Issuer Prior Year Approval Request Form to the AM.
2. The AM contacts ER&R with information about the approved disputes.
3. ER&R sends a confirmation email to the AM and the issuer with a due date for the dispute submission.
4. The issuer follows their existing procedures to submit the approved prior year disputes.
5. ER&R processes each dispute normally after validating that the dispute was approved.

Issuer Prior Year Approval Request Form: Introduction

To request approval, the issuer will email the completed Issuer Prior Year Approval Request Form to the AM to provide the following information:

- Point of contact (POC) for ER&R to work with when resolving the disputes
- When the issuer will be ready to submit the disputes to ER&R
- HIOS IDs impacted
- Volume of policies involved
- Reason for the delay and, as appropriate, what actions the issuer is taking to prevent delayed disputes in the future
- If there is 1095-A impact and if the consumer(s) was notified that a new Form 1095-A will be sent

The Issuer Prior Year Approval Request Form is available on CMS zONE at <https://zone.cms.gov/system/files/documents/issuerprioryearapprovalrequest.xlsx>

The following slides provide more detail on each item.

Issuer Prior Year Approval Request Form: Point of Contact Information

Issuers will provide the POC information.

1. Issuer point of contact (POC) for ER&R to work with when resolving prior year disputes:	POC name: _____
	POC e-mail: _____
	POC phone number: _____

however, issuers are free to set up internal distribution lists.

- When filling out the POC phone number, be sure to include an extension when appropriate.

Issuer Prior Year Approval Request Form: Date and HIOS IDs

Issuers will provide the date they expect to submit the disputes and the impacted HIOS IDs.

2. Date the issuer will be ready to submit disputes to ER&R: _____

3. HIOS IDs impacted:

_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

- Issuers will need to submit the disputes to ER&R by the date the AM provides to ER&R. CMS will give issuers sufficient time to submit the disputes but encourages the issuers to submit them in a timely manner.
- Any HIOS that will be submitting disputes should be included on one (1) form.

Issuer Prior Year Approval Request Form: Volume of Policies Impacted

Issuers will provide a count of impacted prior year policies.

4. Volume of policies that require updates to the FFM: _____

Please note that disputes that are the result of HICS cases do not require AM approval.

Please make sure the HICS Case ID is provided on the dispute form to ensure proper processing.

- The volume of policies should not include any prior year disputes that are supported by HICS cases.

Issuer Prior Year Approval Request Form: Reason and Action Taken

Issuers will provide an explanation of why these disputes were delayed and a synopsis of preventative steps they will take to avoid similar situations going forward.

5. Reason for the delay in submission of disputes:

6. Actions the issuer is taking to prevent prior year disputes:

- The reason for the delay should include significant detail to give the AM an understanding of the specific issue.
- Issuers should make sure to note whether the preventative actions have already been completed or involve an ongoing process.

Issuer Prior Year Approval Request Form: 1095-A Consumer Outreach

Issuers will notate if the corrections will result in corrected 1095-A forms and if outreach was performed to inform the impacted consumers.

7. Will prior year dispute updates result in 1095-A corrections? _____

If so, were the consumers notified that they will receive corrected 1095-A forms? _____

- Issuers should indicate whether or not a corrected 1095-A form will be sent to the consumer with a “Yes” or “No” response.
- CMS strongly encourages issuers to notify consumers if they are receiving a corrected 1095-A form, and the AMs will contact issuers to discuss reasons and methodologies for doing so. However, AMs will still approve the disputes to allow for the corrections to be processed.

Issuer Prior Year Approval Request Form: Successful Example

- All fields are filled out and formatted correctly.
- The reason for the delay includes details about how the problem was identified and what occurred.
- The preventative action indicates that the correction was successfully implemented.
- The issuer has contacted the consumers about the new 1095-A forms that will result from the change.

1. Issuer point of contact (POC) for ER&R to work with when resolving prior year disputes:		POC name: <u>Lunella Lafayette</u>			
		POC e-mail: <u>L.Lafayette@MGHealth.com</u>			
		POC phone number: <u>555-555-1234</u>			
2. Date the issuer will be ready to submit disputes to ER&R: <u>7/1/2019</u>					
3. HIOS IDs impacted:	<u>86753</u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
	<u>90210</u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
	<u>12345</u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
4. Volume of policies that require updates to the FFM: <u>1250 policies</u>					
<i>Please note that disputes that are the result of HICS cases do not require AM approval.</i>					
<i>Please make sure the HICS Case ID is provided on the dispute form to ensure proper processing.</i>					
5. Reason for the delay in submission of disputes:					
Upon an internal audit of our enrollment records, we determined there was a defect in the system that was not appropriately timestamping payment received in the mailbox. This caused erroneous termination and these policies need to be reinstated. We have corrected the defect to ensure the correct timestamp is accounted to prevent erroneous terminations for non-payment of premiums.					
6. Actions the issuer is taking to prevent prior year disputes:					
The issue is resolved and should not result in further disputes.					
7. Will prior year dispute updates result in 1095-A corrections? <u>yes</u>					
If so, were the consumers notified that they will receive corrected 1095-A forms? <u>yes</u>					

AM Process for Prior Year Dispute Approval

Once the AM reviews the Issuer Prior Year Approval Request Form, the AM will notify the ER&R Contractor of the approval.

- The AM will provide ER&R the following information:
 - Volume of policies approved and the HIOS IDs impacted
 - Contact information provided by the issuer
 - The deadline for disputes to be submitted
 - Disputes must be submitted by 3:00 PM ET on the deadline date.
- ER&R will notify the AM and the issuer POC via email once the approval is processed.
 - Disputes will be rejected if submitted before the approval is received.
- After receiving the email notification from ER&R, issuers should submit the disputes using their existing procedures.

Compliance Team Reminders and Announcements



Tuesday, April 16, 2019

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Update (Reminder): Timeframe for Submitting Upstream Entity Documentation

- **Reminder:** Upstream EDE Entities did not need to notify CMS of their participation by February 28, 2019. Instead, Upstream Entities will notify CMS of their participation by submitting an upstream documentation package (to be provided by CMS) at the time the primary EDE Entity submits its audits or after.
 - Note: The upstream documentation package is not available yet. CMS will notify the EDE community once it is available.
- **Timeframe Recommendation:** There is no deadline to submit the upstream entity documentation package, but to be reasonably certain an upstream entity will be approved by November 1, 2019, CMS strongly recommends that Entities submit the required documentation no later than October 1, 2019 or as soon as feasible to allow time to review prior to activating their Partner IDs.
- If you have any questions, please contact DE Support at directenrollment@cms.hhs.gov.

Update (Reminder): Business Requirements Audit Submission Requirements and Naming Conventions

- Please refer to pages 5-6 of the *EDE Business Audit Instructions and Report Template_PY2019* on [CMS zONE](#) for documentation submission requirements and recommended naming conventions.
- For example, required supplemental documentation that accompanies the Communications Toolkit should include folders for each requirement that needs screenshots for evidence of compliance (as noted in the toolkit).
 - Each folder should be labeled with the requirement row number (e.g., Requirement 2).
 - Each screenshot within the requirement folders should be clearly labeled. The Auditor has discretion for these naming conventions, but CMS recommends descriptive file names (e.g., DMI_Citizenship, SVI_Marriage, Education_1).

Update (Reminder): EDE Entity-initiated Change Request Requirements

- If an EDE Entity wishes to make changes to its EDE environment (i.e., EDE Entity-initiated Change Requests [CRs]) that was audited by a third party Auditor and approved by CMS for use, the EDE Entity must follow the process defined in pages 36-39 of the [Guidelines](#).
 - Note: This process does not include EDE Entity-initiated phase CRs or CMS-initiated CRs, which are documented on pages 33-36.
- Prospective EDE Entities should carefully review Exhibit 12 on page 37, which provides a categorization of the types of changes EDE Entities might make to their EDE environments with examples.
 - The process for implementing a change within each category is provided below Exhibit 12.
- **Reminder**: Category 1 changes require CMS notification, but CMS does not need to approve these changes.
 - **EDE Entities must email the DE Help Desk (directenrollment@cms.hhs.gov) and detail the scope of the change.**
 - The email subject line must start with “Category 1 Change.”
 - EDE Entities may submit accompanying documentation, but it is not required.

Reminder: Updated Entities Approved to Use Enhanced Direct Enrollment List

- An updated Entities Approved to Use EDE List is available here:
<https://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/EDE-ApprovedPartners.pdf>
- This list includes:
 - **Approved Entity Name**: Name of entity offering an approved EDE platform
 - ***Hosting an EDE Platform**: The checkmark indicates that the entity (referred to as a “primary EDE Entity” in CMS guidance) developed and is hosting an approved EDE platform that may be available for leasing to upstream EDE Entities
 - ***Entity Type**: Qualified health plan (QHP) issuer or web-broker
 - **Website**: The entity’s homepage hyperlink

*Indicates recent updates

Reminder: Auditor Training Modules and Training Requirements

PLAN YEAR (PY) 2020 Enhanced Direct Enrollment (EDE) Auditor Training Modules – Year 2*

EDE Topic	Purpose	Publication Date	Business Auditor Training	Privacy and Security Auditor Training	DE/ Prospective EDE Entity Training	If Entity or Auditor Completed PY 2019 (Year 1) EDE Auditor Training Module in Advance of Publication of a <u>Required</u> PY 2020 (Year 2) EDE Auditor Training Module , then Training:
A. Privacy and Security Standards	To review the required privacy and security standards required of entities for participation in EDE.	March 8, 2019	Not Required	Required	Required	Year 2 Version Required
B. Regulatory and Compliance Standards	To review the CMS policy guidance for EDE.	April 1, 2019	Required	Required	Required	Year 2 Version Required
C. Operational Readiness Review (ORR) and CMS Reporting Requirements	To review the ORR and related CMS Reporting Requirements that will assist in completing the ORR for EDE.	March 22, 2019	Required	Not Required	Required	Year 2 Version Strongly Encouraged
D. Application User Interface (UI) Overview	To review all aspects and features of the Application UI for EDE enrollments available for plan year 2020.	April 1, 2019	Required	Not Required	Required	Year 2 Version Strongly Encouraged
E. Non-Eligibility API Services	To review all UI services offered by CMS.	March 28, 2019	Required	Not Required	Required	Year 2 Version Strongly Encouraged

*CMS updated the EDE Acronym List. The updated EDE Acronym List is available at:

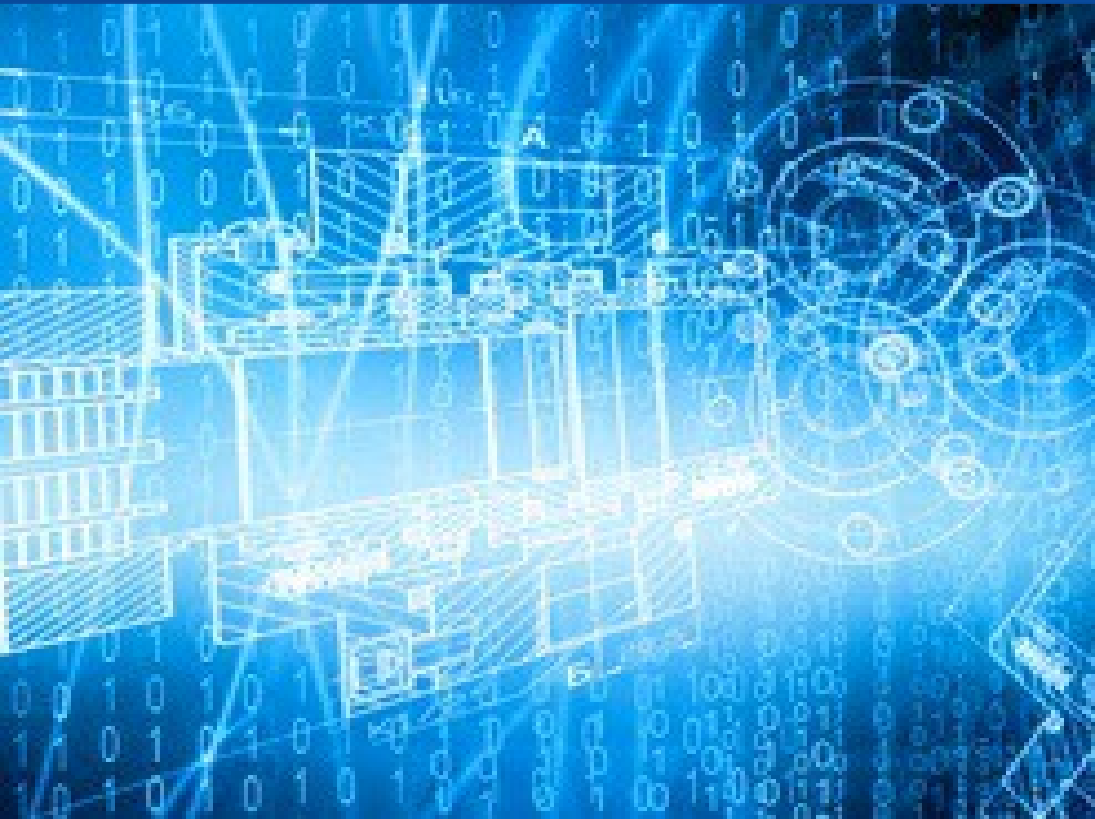
https://www.regtap.info/uploads/library/EDE_CBT_Acronym_List_v2_5CR_040119.pdf

NOTE: Prospective EDE Entities and their Auditors who completed the PY 2019 trainings need to complete the updated PY 2020 trainings as shown in the final column of the table (above) prior to submitting the audit. EDE Entities and their Auditors will be accountable for any updates in the PY 2020 training. This applies to existing EDE Entities and Entities with audits in CMS' review queue.

Summary of Recent EDE Compliance Reminders

- Please refer to the ITWG slides on [CMS zONE](#) from 4/9/19 for more information on the following reminders:
 - The *Third-party Auditor Operational Readiness Reviews for the Enhanced Direct Enrollment Pathway and Related Oversight Requirements* can be found [here](#)
 - Maintenance of an Accurate Testing Environment
 - Conflict of Interest and Auditor Independence and Objectivity
 - Spanish Audit and Category 3 Entity-Initiated Changes
(Documentation must be submitted in the Audit Submission Window)
 - EDE Timeline Reminders and Upstream Documentation Package
 - New Baseline Toolkits and Optional EDE Partner Test Cases Available on [CMS zONE](#)
 - Request for EDE Auditor Agreement and Audit Kickoff Calls
 - EDE Audit Office Hours Now Available

Reminder: Final Cutover for IMPL/UAT0 Cloud Migration



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

April 16, 2019

Reminder: Final Cutover for IMPL/UAT0 Cloud Migration

- Partners, as a reminder, the final cutover of our IMPL/UAT0 services to the cloud will take place on 4/27
 - **Who is affected?**
 - All entities that use the **Direct Enrollment** or **Enhanced Direct Enrollment** will be affected by the IMPL/UAT0 cloud cutover and should test connectivity to avoid service interruptions and ensure correct endpoints are in place for UAT0 testing
 - **FFM Issuers** – Please ensure connectivity and that 834 file transfers are occurring as normal in the UAT0 testing environment
 - **What is the Migration Timeline on 4/27?**
 - **8:00 AM ET: All services live on AWS IMPL Gateway**
 - **8:00 AM ET – 5:00 PM ET: All-Partner Connectivity Troubleshooting Window**
 - Please send an email to dsh.support@qssinc.com and cms_feps@cms.hhs.gov for any issues encountered and include:
 - *Subject: “AWS IMPL Cloud Migration Issue – [Partner Name]”*
 - *Service Endpoint Tested*
 - *Hub Partner ID*
 - *Date/Time of Issue*
 - **What is the Same?**
 - The current domain will remain the same:
 - » *impl.hub.cms.gov (DE/EDE) (starting 4/27)*
 - The Username and Passwords will remain the same
 - The Certificates for Hub and Partners will remain the same
 - **What is Different?**
 - DNS-based firewall rules will be needed for *impl.hub.cms.gov*
 - *The IP addresses may change without warning for the DNS above, impacting partners using IP-based whitelisting*
 - UAT0 will have new endpoints for partners to use for testing
 - The temporary certificate for “*impl.hub.cloud.cms.gov*” will be removed
 - Partners should use the existing certificate for “*impl.hub.cms.gov*”

Reminder: Final Cutover for IMPL/UAT0 Cloud Migration

- **What to test?**
 - Partners will test network layer and application layer connectivity with the HUB AWS environments and ensure systems are connected post-cutover
 - **Network Layer Testing:** Partners should send a “ping” or “telnet” command to the Hub DNS
 - **Application Layer Testing with AWS Gateway:** AWS testing will include the full suite of Direct Enrollment and Enhanced Direct Enrollment services for end to end connectivity testing
- **When to test?**
 - AWS IMPL cloud testing can be tested **any time** before the 4/27 cutover
 - Please use the Hub Cloud Gateway DNS “*impl.hub.cloud.cms.gov*” for testing Web Service connectivity and EFT Cloud DNS “*impl.eft.feps.cms.gov*” for EFT connectivity
 - If there are any IMPL connectivity issues, please reach out dsh.support@qssinc.com and cms_feps@cms.hhs.gov
- **Where to test?**
 - Partners will test connectivity with the new AWS IMPL environment
 - The Hub AWS UAT0 environment is available for testing under new cloud DNS for Gateway Web Services “*impl.hub.cloud.cms.gov*” and all EFT AWS IMPL testing is with DNS “*impl.eft.feps.cms.gov*”
 - Please note the “*impl.hub.cms.gov*” DNS is currently connected to IBM and will switch to AWS once the IMPL cutover is completed
 - At that time, DNS “*impl.hub.cloud.cms.gov*” will be turned off
 - Please refer to zONE for additional information on endpoints and DNS details: <https://zone.cms.gov/document/hub-cloud-migration>
 - New HUB AWS UAT0 endpoints are available for partner connectivity testing
 - The HUB AWS UAT0 environment will be connected to FFM UAT0 environment and will function as the main AWS IMPL testing environment for issuers and web-brokers

Reminder: Final Cutover for IMPL/UAT0 Cloud Migration

- **How to test?**
 - Partners will send a “ping” or “telnet” command using the IMPL cloud Gateway DNS “impl.hub.cloud.cms.gov” (only available until 04/27) and “impl.hub.cms.gov” (starting 04/27)
 - Partners will then test connectivity the Direct Enrollment or Enhanced Direct Enrollment services using the new IMPL cloud endpoints
 - Please refer to the Hub Cloud Migration zONE page for additional details and supporting documents:
<https://zone.cms.gov/document/hub-cloud-migration>
- **Expectation**
 - *Please let us know immediately if your organization is unable to meet the testing guidelines above before the cutover*
 - Ensure proper firewalls are open to allow connections to Hub AWS DNS
 - **AWS IMPL Gateway:** “impl.hub.cms.gov” (connected to AWS starting 4/27) & “impl.hub.cloud.cms.gov” (available until 4/27)
- **Resources and Help Desk**
 - DSH Support Team
 - dsh.support@qssinc.com
 - CMS FEPS Helpdesk
 - cms_feps@cms.hhs.gov
 - Please use the subject line “AWS IMPL Cloud Migration Issue – [Partner Name]” for any issues.
 - Please provide the following in your message
 - *Service Endpoint*
 - *“Hub Partner ID”*
 - *Date/Time of Issue*

Reminder: Final Cutover for IMPL/UAT0 Cloud Migration

AWS IMP1C (UAT0) Hub Gateway Connectivity Testing

- 1) Flush cache
- 2) DNS to use – impl.hub.cloud.cms.gov (until 04/27)
impl.hub.cms.gov (after 04/27)
 - a. **AWS IMPL DNS will switch back to existing "impl.hub.cms.gov" DNS starting 04/27**
- 3) Please confirm whether the DNS is whitelisted. **DNS = impl.hub.cms.gov & impl.hub.cloud.cms.gov**
- 4) Please conduct the test through your system. Hitting HUB services directly from soap UI on your workstation is **not** considered a valid test.
- 5) Conduct telnet test to confirm network connectivity
 - a. **telnet impl.hub.cms.gov 443 (starting 04/27)**
 - b. **telnet impl.hub.cloud.cms.gov 443 (until 04/27)**
- 6) Conduct WGET test
 - a. For e.g. **wget <https://impl.hub.cms.gov/ApplicantEligibilityServiceV4?wsdl> --no-check-certificate** and look for status connected please ignore any cert error

wget <https://impl.hub.cms.gov/ApplicantEligibilityServiceV4?wsdl> --no-check-certificate
--2019-02-13 08:36:50-- <https://impl.hub.cms.gov/ApplicantEligibilityServiceV4?wsdl>
Resolving impl.hub.cloud.cms.gov (impl.hub.cms.gov)... xx.xx.xx.xx
Connecting to impl.hub.cms.gov (impl.hub.cms.gov)|xx.xx.xx.xx|:443... connected.
HTTP request sent, awaiting response... 502 Bad Gateway
2019-02-13 08:36:50 ERROR 502: Bad Gateway.
- 7) Use one or multiple services listed below to conduct the test. Please do not use any other services.
 - i. <https://impl.hub.cms.gov/Imp1/HubConnectivityService?wsdl>
 - ii. <https://impl.hub.cms.gov/ApplicantEligibilityServiceV4?wsdl>
 - iii. <https://impl.hub.cms.gov/ApplicantEnrollmentServiceV4?wsdl>
- 8) Please include "client certificate" while invoking HUB services. If client certificate is not presented, HUB Gateway will reject the request.
- 9) While connecting to H74 (HubConnectivity) Service if states receive soap fault in response please send below from message received in response to DSHGateway@qssinc.com
<I7:detailMessage id="XXXX">XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX I7:detailMessage>
<soapenv:Role>XX</soapenv:Role>

Reminder: Final Cutover for IMPL/UAT0 Cloud Migration – DE and EDE UAT0 Endpoints Before Cutover (until 4/27)

API	UAT0 Endpoint AWS – Before Cutover
Create Application	https://impl.hub.cloud.cms.gov/ses/v1/applications
Create Application - Prior Year	https://impl.hub.cloud.cms.gov/ses/v1/createApplicationFromPriorYear
Get Application	https://impl.hub.cloud.cms.gov/ses/v1/applications
Add Member	https://impl.hub.cloud.cms.gov/ses/v1/applications/[APP_ID]/members
Update Application	https://impl.hub.cloud.cms.gov/ses/v1/applications/[APP_ID]
Submit Application	https://impl.hub.cloud.cms.gov/ses/v1/applications/[APP_ID]/submissions
Delete Application	https://impl.hub.cloud.cms.gov/ses/v1/applications/[APP_ID]
Permission	https://impl.hub.cloud.cms.gov/ses-permissions/v1/permission
Person Search	https://impl.hub.cloud.cms.gov/ede/v1/get-persons
Get Enrollment	https://impl.hub.cloud.cms.gov/ede/v1/get-policies
DE RIDP	https://impl.hub.cloud.cms.gov/RIDPServiceDE
Fetch Eligibility	https://impl.hub.cloud.cms.gov/ApplicantEligibilityServiceV4

Reminder: Final Cutover for IMPL/UAT0 Cloud Migration – DE and EDE UAT0 Endpoints Before Cutover (until 4/27)

API	UAT0 Endpoint AWS – Before Cutover
ID Proofing Confirmation	https://impl.hub.cloud.cms.gov/ede/v1/identity-proofing-records
Notice Retrieval	https://impl.hub.cloud.cms.gov/dsrs/v1/documents/[DSRS_ID]
SVI	https://impl.hub.cloud.cms.gov/ede/v1/get-sep-verification-issues
DMI	https://impl.hub.cloud.cms.gov/ede/v1/get-data-matching-issues
Metadata Search	https://impl.hub.cloud.cms.gov/dsrs/v1/search-metadata
Document Upload	https://impl.hub.cloud.cms.gov/dsrs-docupload/v1/documents
Payment Redirect	https://impl.hub.cloud.cms.gov/ies/v1/payment-redirects
State Reference Data	https://impl.hub.cloud.cms.gov/ses/v1/reference-data/states/[STATE_CODE]
System Reference Data	https://impl.hub.cloud.cms.gov/ses/v1/reference-data/system
Remove Member	https://impl.hub.cloud.cms.gov/ses/v1/applications/[APP_ID]/members
DE FARS	https://impl.hub.cloud.cms.gov/FARSServiceDE
Submit Enrollment	https://impl.hub.cloud.cms.gov/ApplicantEnrollmentServiceV4

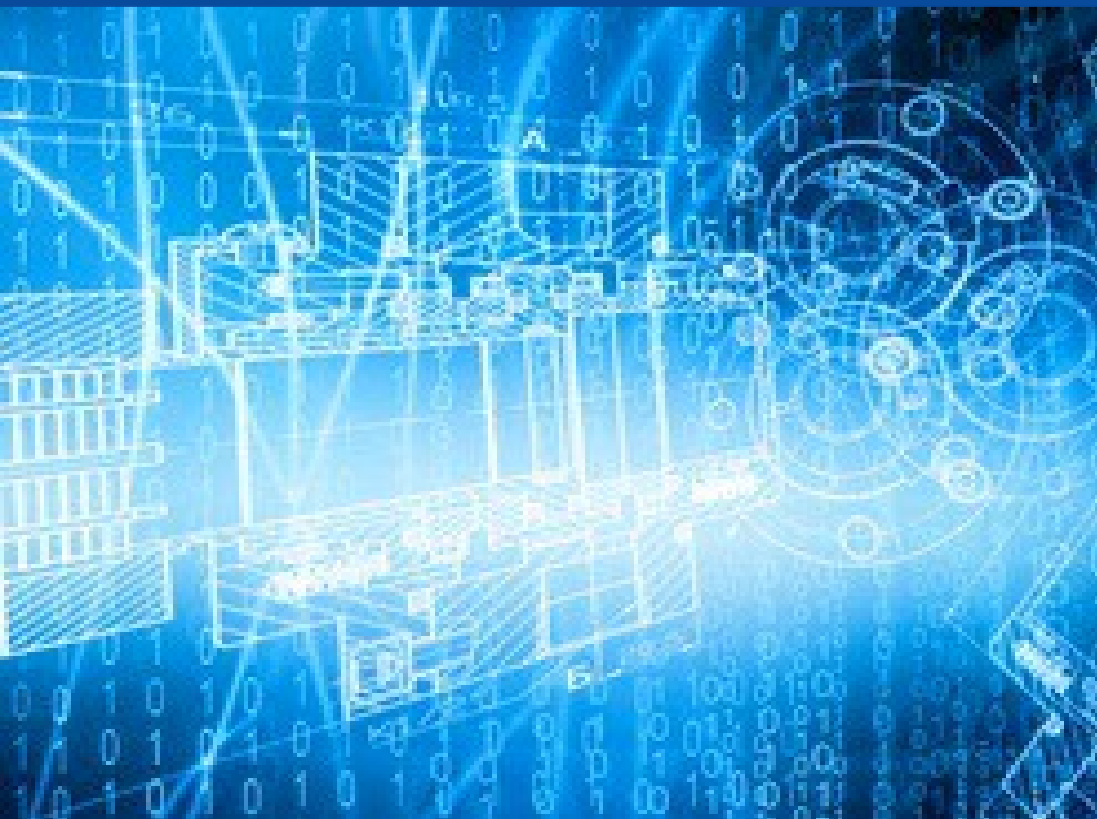
Reminder: Final Cutover for IMPL/UAT0 Cloud Migration – DE and EDE UAT0 Endpoints After Cutover (starting 4/27)

API	UAT0 Endpoint AWS – After Cutover
Create Application	https://impl.hub.cms.gov/ses/v1/applications
Create Application - Prior Year	https://impl.hub.cms.gov/ses/v1/createApplicationFromPriorYear
Get Application	https://impl.hub.cms.gov/ses/v1/applications
Add Member	https://impl.hub.cms.gov/ses/v1/applications/[APP_ID]/members
Update Application	https://impl.hub.cms.gov/ses/v1/applications/[APP_ID]
Submit Application	https://impl.hub.cms.gov/ses/v1/applications/[APP_ID]/submissions
Delete Application	https://impl.hub.cms.gov/ses/v1/applications/[APP_ID]
Permission	https://impl.hub.cms.gov/ses-permissions/v1/permission
Person Search	https://impl.hub.cms.gov/ede/v1/get-persons
Get Enrollment	https://impl.hub.cms.gov/ede/v1/get-policies
DE RIDP	https://impl.hub.cms.gov/RIDPServiceDE
Fetch Eligibility	https://impl.hub.cms.gov/ApplicantEligibilityServiceV4

Reminder: Final Cutover for IMPL/UAT0 Cloud Migration – DE and EDE UAT0 Endpoints After Cutover (starting 4/27)

API	UAT0 Endpoint AWS – After Cutover
ID Proofing Confirmation	https://impl.hub.cms.gov/ede/v1/identity-proofing-records
Notice Retrieval	https://impl.hub.cms.gov/dsrs/v1/documents/[DSRS_ID]
SVI	https://impl.hub.cms.gov/ede/v1/get-sep-verification-issues
DMI	https://impl.hub.cms.gov/ede/v1/get-data-matching-issues
Metadata Search	https://impl.hub.cms.gov/dsrs/v1/search-metadata
Document Upload	https://impl.hub.cms.gov/dsrs-docupload/v1/documents
Payment Redirect	https://impl.hub.cms.gov/ies/v1/payment-redirects
State Reference Data	https://impl.hub.cms.gov/ses/v1/reference-data/states/[STATE_CODE]
System Reference Data	https://impl.hub.cms.gov/ses/v1/reference-data/system
Remove Member	https://impl.hub.cms.gov/ses/v1/applications/[APP_ID]/members
DE FARS	https://impl.hub.cms.gov/FARSServiceDE
Submit Enrollment	https://impl.hub.cms.gov/ApplicantEnrollmentServiceV4

Direct Enrollment (DE) Updates: Enrollment Team



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

April 16, 2019

EDE and Classic DE Partners: Reminder on Help Desk Procedures

- EDE and Classic DE Partners, as a reminder, please follow the below Help Desk procedures when sending in questions:
 - If you are encountering a technical issue (and not a connectivity or compliance issue), or if you have a technical questions, please e-mail both CMS_FEPS@cms.hhs.gov and CMS.FFM.EDESupport@accenturefederal.com
 - Please use one of the below subject line prefixes to ensure your issue is routed correctly:
 - For production issues, include either “EDE Production Issue: (short description of issue)” or “Classic DE Production Issue: (short description of issue)”
 - For testing issues, include either “EDE Testing Issue:(short description of issue)” or Classic DE Testing Issue: (short description of issue)”
 - Please do not copy CMS employees aside from your DEPOC unless it is a critical emergency
 - Please allow the team time to respond before escalating issues (i.e. allow at least 24 weekday business hours for a response)
 - As a best practice, please do not wait until the last few weeks before a program deadline (such as audit submission deadlines, Open Enrollment go live, etc.) to submit your technical issues
 - While we do our best to respond as quickly as we can, it will naturally take longer to resolve issues when overall volumes are high
 - For non-technical issues, please email the appropriate Help Desk as described below:
 - Send connectivity questions and issues to DSH.Support@qssinc.com
 - Send compliance and audit-related questions to DirectEnrollment@cms.hhs.gov
 - If you are unsure as to which Help Desk your question should go to, please do not send individual emails to the different Help Desks
 - Instead, please include all potential Help Desks on a single email
 - » This will help reduce duplicative work by multiple teams, and will help improve response times

EDE and Classic DE Partners: Defect Resulting in Fetch Eligibility Error

- EDE and Classic DE Partners, please be aware that there is an SES defect related to an incomeFrequencyType of SEMI_MONTHLY
 - This defect can occur in both an App 3.0 Classic DE flow, as well as in an EDE flow
 - This defect is not resulting in an error during application submission, but instead results in the Fetch Eligibility Response returning an error ResponseCode of HX009000, and TDSResponseDescriptionText of “Exception (java.lang.NullPointerException) occurred during processing of service: null”
- We believe this defect may also result in an error during plan shopping in a HealthCare.gov flow, but we are still working on confirming this
- As a reminder, at minimum, EDE and Classic DE Partners should ensure that they are displaying appropriate messaging to consumers when errors of this nature are encountered
- Note, the defect is only currently occurring in our test environment, as it was introduced during a 4/5 deployment to UAT0
 - We are expecting to deploy a fix to UAT0 on 4/19

Reminder for EDE Partners: New Event-Based Processing API Now Available for Testing

- EDE Partners, as a reminder, the new Event-Based Processing API is now available for testing
 - The API will enable EDE Partners to ingest business events that occur for consumers in near real time, making it possible for EDE Partners to take over messaging for a number of business events
 - The API will be optional, at least in the short-term (i.e. at least for the remainder of this coverage year)
 - The API is expected to be available in production on 5/3/2019
 - As a reminder, the corresponding “Email Toggle Functionality” will not be available in production until 7/26
 - The “Email Toggle Functionality” will enable CMS to turn off FFE-generated emails once an EDE Partner has been approved to take over one or more event-related email
 - The API Specs are available on the EDE page on zONE at <https://zone.cms.gov/document/enhanced-direct-enrollment-edo-documents-and-materials>
 - The UAT0 endpoints are as follows:
 - Until 4/27 - [https://impl.hub.cloud.cms.gov/ebs/v1/events?q=\[event topic\]](https://impl.hub.cloud.cms.gov/ebs/v1/events?q=[event%20topic])
 - Starting 4/27 - [https://impl.hub.cms.gov/ebs/v1/events?q=\[event topic\]](https://impl.hub.cms.gov/ebs/v1/events?q=[event%20topic])
- Additional requirements will be available in the near future, related to:
 - Email messaging requirements for relevant events
 - Approval process to turn off FFE-generated emails
- Note, a more comprehensive overview of the technical aspects of using this API was presented on the 2/26 Issuer Technical Workgroup Call
 - Related slides can be found on zONE at https://zone.cms.gov/system/files/documents/issuer_technical_slides_2019_feb_26_v8.pdf
 - Technical updates since last presentation:
 - We expect the maximum number of events returned in each API Response to be 2000
 - We expect to have a maximum API Request rate of one API Request every 20 seconds

EDE Partners: Use of Get Enrollment As a Standalone Tool

- EDE Partners, please note that CMS will permit EDE issuers to use Get Enrollment as a standalone tool, outside of the standard EDE consumer and agent/broker flows
 - For example, EDE issuers may want to make a Get Enrollment UI available to their call center representatives
- The Get Enrollment UI can be made available to non-agent/broker issuer employees
 - Note, the same EDE ID proofing requirements that apply to agents/brokers would apply to non-agent/broker employees
 - Specifically, all non-agent/broker employees would either need to be manually or remotely identity proofed
 - » Manually ID proofing can be completed as described in the “Acceptable Documentation for ID Proofing” document on the EDE page on zONE at <https://zone.cms.gov/document/enhanced-direct-enrollment-edc-documents-and-materials>
 - » Remote ID proofing can be completed using the RIDP/FARS services
 - » If employees have already been ID proofed as part of standard employment processes, no additional ID proofing needs to occur
- The Get Enrollment UI will need to be maintained within the EDE Partner’s security perimeter
 - The use of Get Enrollment as a standalone tool will need to be included as part of the EDE entity’s privacy and security audit
 - Alternatively, post-audit submission, EDE entities intending to use Get Enrollment as a standalone tool can submit an EDE entity-initiated change request, as described in the Third-party Auditor Operational Readiness Reviews for the Enhanced Direct Enrollment Pathway and Related Oversight Requirements available on zONE at <https://zone.cms.gov/system/files/documents/guidelines-for-third-party-auditors-edc-py19py20.pdf>
- When submitting transactions via the Get Enrollment API in this scenario, issuers will do the following:
 - The Role-Id submitted in the header of the API Request will be “ISSUER”
 - The User-Id submitted in the header of the API Request will be either the User ID for the individual user in the issuer’s system, or some unique identifier for the individual user
- Note, in order for an issuer to use Get Enrollment as a standalone service, the appropriate insurance company relationship(s) will need to be set up in HIOS
 - If instructions for setting up the appropriate relationships are needed, please send an email to cms_feps@cms.hhs.gov, CMS.FFM.EDESsupport@accenturefederal.com, and dsh.support@gssinc.com
- Note also, when using Get Enrollment as a standalone service, issuers should not run any batch processes through the API

Q&A



CMS Issuer Technical Workgroup Call Appendix

To view the full Appendix, please visit CMSzONE at the following url:

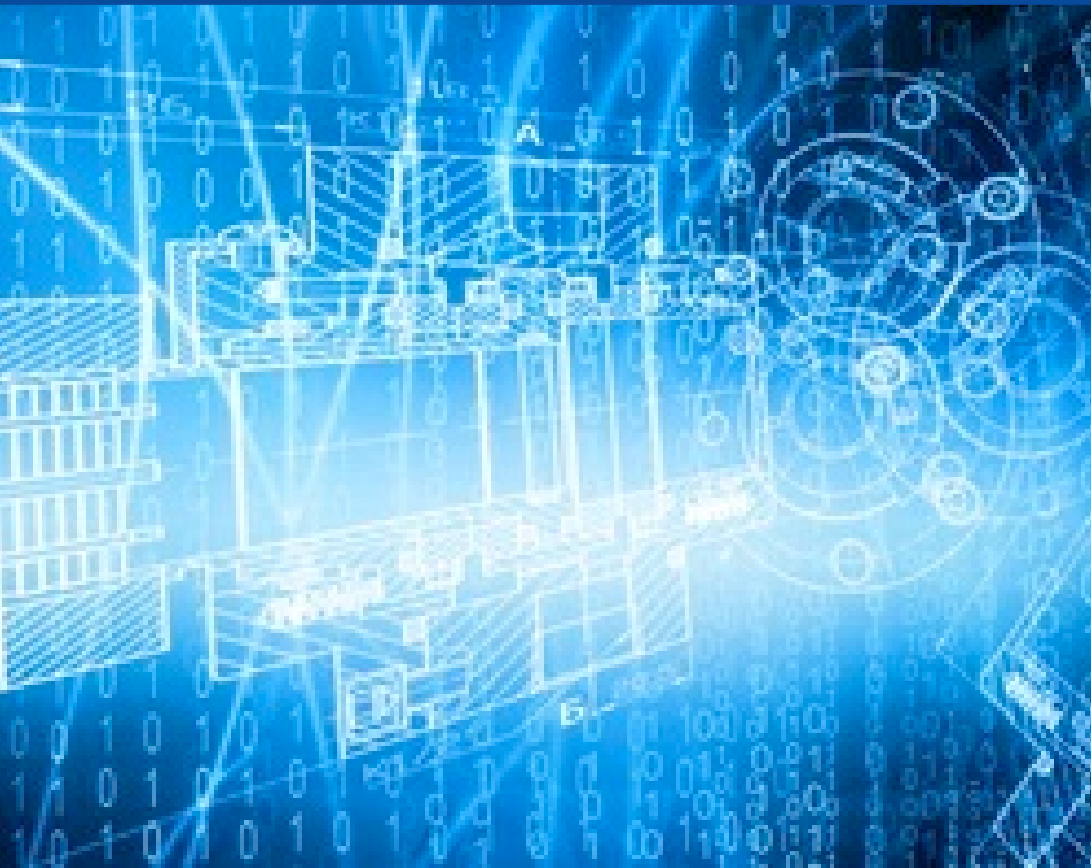
https://zone.cms.gov/system/files/documents/issuer_technical_slides_appendix_a_2018_3_20_v1.pdf

Updating Contact Information for the Marketplace

3/5/2019

confidential. It is for internal government use only and must not be disseminated, distributed, or copied to persons not authorized to receive the information. Unauthorized disclosure may result in prosecution to the full extent of the law.

Updating Contact Information for Marketplace Issuers

- 
- **Requesting Updates to the CMS Issuer Distribution List**
 - **Issuer Notifications: Updating IC834 Contacts**
 - **2018 Prep: Updated Recon Technical Contacts Needed**
 - **2018 Prep: Updated ER&R Contacts Needed**

December 3, 2018

Issuer Notifications: Updating IC834 Contacts

Inbound834 (IC834) Contacts

- Issuer Organization and Clearinghouse members may be contacted through Inbound834@bah.com with notifications for high volume failure, low success rates, and summary reports based on weekly Inbound 834 submissions
- CMS encourages Issuers to identify key technical POCs to receive both outreach communications and performance reports so any errors received for failed transactions can be corrected and resubmitted for application in the Marketplace
- To update the contact list for your HIOS IDs (add or remove members), please follow one of the two options listed below:
 - Create and send an updated EDI onboarding form or;
 - Send an e-mail to Inbound834@bah.com with the new contact addresses

2019 Prep: Updated Recon Technical Contacts Needed

Enrollment Data Reconciliation Technical Contacts

- Reconciliation Technical Contacts for your organization will be contacted by CMS resources in regard to any technical issues identified in Issuer-submitted Inbound Reconciliation (RCNI) Files
- Please designate a primary and secondary contact or group e-mail address to ensure any issues can be addressed in a timely fashion
- To submit the Enrollment Data Reconciliation Technical Contacts to CMS:
 - Send an e-mail to the Help Desk (cms_feps@cms.hhs.gov) with the subject line “RECONCILIATION – TECHNICAL CONTACTS”
 - Please include the name, e-mail address, and business telephone number for each contact provided

2019 Prep: Updated ER&R Contacts Needed

Enrollment Resolution & Reconciliation (ER&R) Contacts

- Cognosante, the Marketplace Enrollment Resolution & Reconciliation (ER&R) contractor, will be responsible for conducting analysis to resolve discrepancies between data provided by Issuers and FFM data
- As direct contact with the Issuers may often prove to be the most reliable method of resolving issues, CMS is requesting that each Issuer provide a primary and secondary contact with whom the ER&R contractor can have direct communications
- If there are distinct contacts for different lines of business within the Issuer organization, please clearly identify which contacts are appropriate for each HIOS ID and/or QHP ID
- The requested contacts are to be individuals able to assist in resolving conflicts with member information; **these individuals are more likely to be business end-users rather than EDI or IT representatives**
- To submit the Enrollment Resolution & Reconciliation Contacts to CMS:
 - Send an e-mail to the Help Desk (cms_feps@cms.hhs.gov) with the subject line "RECONCILIATION – ERR CONTACTS"
 - Please include the name, e-mail address, and business telephone number for each contact provided

Register for QHP Certification Updates

CMS sends updates and information during the certification period in several ways:

REGTAP

- Register for the [REGTAP portal](#) to get CMS technical assistance related to Marketplace and Stabilization programs that are not a part of the Marketplace Plan Management Group (MPMG). Registered users can access the library training resources, webinars, and the inquiry tracking and management system.
- Registered REGTAP users who are affiliated with an issuer organization and elect to receive notifications will automatically be subscribed to *Issuer Insights*, a bi-weekly e-newsletter that highlights upcoming deadlines, new trainings and webinars, and updates on guidance.

Application Notices

- CMS will send information about your specific application and needed corrections directly to each issuer during the QHP certification period.

HIOS Blasts

- To get QHP Application and certification announcement blasts from HIOS, make sure your contact information in HIOS is current and accurate.

Source - <https://www.qhpcertification.cms.gov/s/Register%20for%20Updates>

Plan Management QHP Certification Updates

Contact Information in HIOS

Add New Contacts

- In order for a contact to receive these notices, they must be assigned to the role of QHPValidator, QHPAttester, or QHPSubmitter in HIOS. For instructions on adding these roles, see section 5 of the Plan Management QHP Modules HIOS Quick Reference Guide.

Remove Contacts

- To remove contacts from the distribution list or from your organization, contact the Marketplace Service Desk (MSD) Help Desk at CMS_FEPS@cms.hhs.gov and use the language specified below.
 - Remove contacts from notice distribution list: Use the subject line “HIOS User Roles” and the following language: “Please remove contact: [Full Name], [Email Address], from the roles of QHPValidator, QHPAttester, and QHPSubmitter for issuer ID [XXXXX].”
 - Remove contacts from issuer organization: Use the following language: “Please remove contact: [Full Name], [Email Address], from all HIOS user roles associated with issuer ID [XXXXX].”

For a list of QHP Application Notices sent during QHP Certification:

<https://www.qhpcertification.cms.gov/s/QHP%20Application%20Notices>

HIOS Quick Reference Guide:

<https://www.cms.gov/CCIIO/Resources/Forms-Reports-and-Other-Resources/Downloads/HIOS-PF-QuickGuideProd-000100.pdf>

Source - <https://www.qhpcertification.cms.gov/s/Register%20for%20Updates>

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