

CMS Issuer Technical Work Group

- ***Housekeeping***
 - ✓ ***Webinar Schedule-***
 - ✓ ***Enrollment Pre-Audit & Reconciliation-***
- ***ER&R***
- ***Compliance Reminders***
- ***QHP Issuer Conference Announcement***
- ***DE Updates***
- ***Q&A***

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



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)

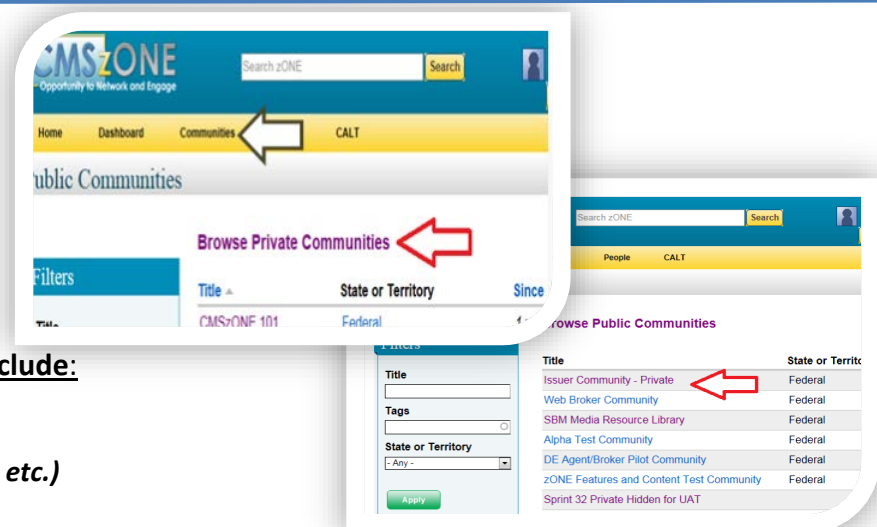
EIDM Registration Process: (Pre-requisite to CMSzONE Access)

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 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

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.)

Distribution Lists

The CMS Issuer Communications Distribution List sends courtesy alerts on:

- ✓ *Daily IMP1A testing environment status message (~10:30 a.m. E.T.)*
- ✓ *Alerts on IMP1A outages/reboots (standard testing window is 10:30 a.m. – 8 p.m. ET, except Fridays 10:30 a.m. - noon)*
- ✓ *Deliveries for Enrollment Pre-Audit files, Enrollment Data base lining initiative and other alerts*

To add yourself to the **CMS Issuer Communications** 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 **CMS_Issuer_Communications** distribution list:

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

The Operations Distribution List sends courtesy alerts on:

- ✓ *planned system maintenance windows or unexpected outages of the **FFM system in production***

To add yourself to the **Operations Distribution List** (separate from the List above):

- ❖ Send an email, with one or two email addresses, to the Issuer_Registration@cms.hhs.gov with the subject line:
“Systems notification POC for [company name]”

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. At the top, there are icons for 'Participants' and 'Chat'. Below these, the 'Participants' list shows 'Ama Emanuel (me)' and 'Philip Desc...'. To the right of the list, there are icons for a raised hand and a video camera. A large blue arrow points from the text box above to the raised hand icon. Below the participants list, there is a 'Chat' window with a 'Connected' status. To the right, a 'File Transfer' dialog is open, showing a table with file information. A large blue arrow points from the text box above to the 'File Transfer' dialog. Another large blue arrow points from the text box above to the 'Download' button in the 'File Transfer' dialog.

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

To download a file, either select it and then click Download, or right-click ...

Housekeeping: Enrollment Pre-Audit and Reconciliation

*Housekeeping: Enrollment
Pre-Audit & Reconciliation*

March 12, 2019

INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW:
This information has not been publicly disclosed and may be privileged and 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.

Housekeeping: Pre-Audit & Reconciliation

- **Prior Plan Years (2014-2018)**

- The next set of 1095-A Consumer-Initiated Dispute Update (1095Ax) Files are scheduled for distribution on Wednesday, March 20th

- **Plan Year 2016**

- This month's 2016 FFM extract will be taken on Friday, March 15th at 6PM EDT
- Incremental Pre-Audit (ISIPA6) Files based upon that extract are scheduled for delivery to Issuers on Thursday, March 21st

- **Plan Year 2017**

- This month's 2017 FFM extract will be taken on Friday, March 15th at 6PM EDT
- Incremental Pre-Audit (ISIPA7) Files based upon that extract are scheduled for delivery to Issuers on Wednesday, March 20th

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2018**

- This month's 2018 FFM extract will be taken on Friday, March 15th at 6PM EDT
- Comprehensive Enrollment Pre-Audit (AUD8) Files based upon that extract are scheduled for delivery to Issuers on Tuesday, March 19th
- **The RCNI8 submission deadline for the final scheduled Enrollment Reconciliation cycle (Run 16) is this Friday, March 15th at 3PM EDT**
 - Once your organization has applied any necessary terminations or other updates to 2018 data, please submit your file as soon as possible to ensure we have 100% Issuer participation in this final cycle
 - RCNO8 Files for Run 16 are scheduled for distribution to Issuers on Thursday, March 21st

Housekeeping: Pre-Audit & Reconciliation

- **Plan Year 2019**

- This month's 2019 FFM extract will be taken on Friday, March 15th at 6PM EDT
- Comprehensive Enrollment Pre-Audit (AUD9) Files based upon that extract are scheduled for delivery to Issuers on Tuesday, March 19th
 - The first set of Date of Birth Cleanup (MISC9) Files are also scheduled for distribution on Tuesday, March 19th
- The RCNI9 submission deadline for March's Run 4 is Thursday, March 21st at 3PM EDT
 - RCNO9 Files for Run 4 are scheduled for distribution to Issuers on Tuesday, March 26th

Reminder: Changes to Pre-Audit, RCNI, and RCNO

- Recently, CMS published updated file specifications for the following files:
 - Enrollment Pre-Audit v5.0
 - Inbound Enrollment Reconciliation (RCNI) v5.0
 - Outbound Enrollment Reconciliation (RCNO) v5.0
- Although the changes reflected in the updated file specifications will not go into effect until later in 2019, it is important that Issuers closely review the changes now to prepare, plan, and implement the required changes in your processes
- CMS is also requesting Issuer feedback on the timeline to implement the changes to the RCNI file – please send any feedback to recon_issuer_support@bah.com with the subject line “RECON REASON CODES” by Friday, March 15th
- All three updated specs are available on zONE at:
<https://zone.cms.gov/document/enrollment-data-reconciliation>

ER&R

✓ **ER&R Topics**

- ✓ Reminder: AM Approval for Prior Year Disputes
- ✓ Reminder: Process for AM Approval
- ✓ CMS zONE Publications

✓ **Q&A**

March 12, 2019

Reminder: AM Approval for Prior Year Disputes

Starting on May 1, 2019, if an issuer has disputes for prior years, the issuer will need to contact their Account Manager for approval to submit the disputes to ER&R:

- The issuer can contact the AM via phone or email.
- 2018 disputes are considered prior year starting April 1, 2019.
- Disputes submitted before May 1, 2019, that are still being processed do not require approval.
- 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.
- There are no changes to the Issuer Dispute process for current year disputes.

Reminder: Process for AM Approval

During the approval process, the AM may ask questions related to the disputes, such as:

- The volume of disputes/policies involved
- The HIOS IDs impacted
- The POC for ER&R to work with when resolving the disputes
- When the issuer will be ready to submit the disputes to ER&R
- The 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

Reminder: Process for AM Approval (Cont.)

Once the AM collects the necessary information, the AM will notify the ER&R Contractor of the approval.

- The AM will provide the following information:
 - Volume of disputes approved and the HIOS IDs impacted
 - Contact information provided by the issuer
 - A deadline for disputes to be submitted
 - Issuers will get at least 60 days to submit disputes, but depending on the circumstances, the AM may provide a longer timeframe for submission
 - Disputes must be submitted by 3:00 PM ET on the deadline date
- ER&R will notify the AM and the issuer via email once the approval is processed
 - Disputes will be rejected if submitted before the approval is received

CMS zONE Publications

- ER&R has published two (2) updated documents to CMS zONE.
 - UIR Master Guidance version 3.0
 - UIR TRG version 5.0
- The new versions of the documents include the following updates:
 - New UIR9 function code details
 - Updated references for “current year” for clarity
 - Additional details and timeframe for manual 1095-As and payments
 - Removal of 2017 manual payment guidance
 - Minor updates for 2019 throughout
 - Minor formatting changes
- Issuers should access the new publications on CMS zONE at <https://zone.cms.gov/document/enrollment-resolution-and-reconciliation>.

Compliance Team Reminders and Announcements



Tuesday, March 12, 2019

INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW:
This information has not been publicly disclosed and may be privileged and 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.

Reminder: New Auditor Guidelines Released

- New Auditor Guidelines, *Third-party Auditor Operational Readiness Reviews for the Enhanced Direct Enrollment Pathway and Related Oversight Requirements*, were released on February 19, 2019 and are available here: <https://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/Downloads/Guidelines-for-Third-party-Auditors-EDE-PY19PY20.pdf>
- These guidelines define EDE program requirements and discuss requirements and considerations for prospective EDE Entities' selection of an Auditor, as well as the scope of the operational readiness review (ORR) prospective EDE Entities must undertake to demonstrate they are prepared to provide EDE services through use of the EDE pathway.

Reminder: Enhanced Direct Enrollment (EDE) Timeline Reminders and Upstream Documentation Package

- The **primary audit submission window** for DE Entities interested in implementing EDE in calendar year 2019 for PYs 2019 and 2020 is from **April 1, 2019 to June 30, 2019**. The notice of intent was due by February 28, 2019. Entities that submitted notices of intent should note the following:
 - DE Entities that are already live and intending to implement a new phase must also submit complete audits.
 - If a DE Entity submits an audit, and then resubmits its audit, the resubmitted audit submission is reprioritized at the end of the review queue.
 - CMS does not guarantee any approval timelines.
- **Note:** *This is a summary of information presented previously. For more information, please refer to the [ITWG slides](#) from January 8, 2019 and February 26, 2019 located on CMS zONE.*

Clarification: Instructions for Upstream Entities

- **Upstream Documentation Package:** Upstream Entities did not need to notify CMS of their participation by February 28th. 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: Upstream Entities who intend to add functionality to the EDE pathway (excluding branding differences) must contact the DE Help Desk by **March 15, 2019**, to discuss whether an audit may be needed.

Reminder: Request for EDE Auditor Agreement and Audit Kickoff Calls

- **Request for Auditor Agreement**
 - CMS requested a copy of the signed agreement or contract between the Auditor(s) and prospective primary EDE Entity.
 - The contract must describe the Auditor's entire scope of work and meet the requirements in 45 C.F.R. 156.340.
 - The primary EDE Entity may redact information (e.g., pricing) that is not necessary for CMS review.
- **Reminder about Audit Kickoff Calls**
 - The primary EDE Entity must notify the DE Help Desk before its Auditor begins its audit (at least one to two weeks prior). CMS will schedule a kickoff call before the audit is initiated to answer questions, ensure expectations are clear, and ensure the Auditor and prospective EDE Entity are using the correct audit documents.

Reminder: New Baseline Toolkits Available on CMS zONE

- Updated EDE business audit template and toolkits are available on CMS zONE at the following link:
<https://zone.cms.gov/document/enhanced-direct-enrollment-edo-documents-and-materials>.
- The following toolkit documents are included in a zip file labeled “Business_Report_Template_and_Toolkits_3-1-2019.” The updated documents are labeled (in the zip file) as:
 - EDE_Eligibility Results Toolkit_Phase 1_PY2019_FINAL
 - EDE_Eligibility Results Toolkit_Phase 2_PY2019_FINAL
 - EDE_Eligibility Results Toolkit_Phase 3_PY2019_FINAL
 - Application UI Toolkit_PY2019_03012019
 - API_Functional_Integration_Toolkit_PY2019_FINAL
 - EDE Business Audit Instructions and Report Template_PY2019_FINAL
- The Auditor will use these toolkits to verify the DE Entity’s application and enrollment process is compliant with CMS-defined requirements. The Auditor must use the baseline toolkits (i.e., the versions listed above) for audits that will be submitted in the April 1, 2019 – June 30, 2019 audit submission window.
 - The only change between the baseline versions of the toolkits posted on 3/1/2019, and the most recently posted versions (Eligibility Results Toolkit posted 2/6/2019, Application UI Toolkit posted 2/8/2019, API Functional Integration Toolkit posted 1/19/2019) is the Auditor User Guide tab. Therefore, if Auditors have been using the most recently posted versions, listed above, they should be able to transfer their findings to the baseline versions after reviewing the revised Auditor User Guide tabs in each toolkit. Auditors must also review to assess if they need to re-review requirements before transferring their findings.
 - Regarding the EDE Business Audit Instructions and Report Template, CMS has made several changes since the most recent version was posted, so Auditors will need to review the entire document before transferring their findings (i.e., Auditors will need to review the baseline version to ensure no updates to their findings are needed).
- A new baseline Communications Toolkit is forthcoming.

Reminder: EDE Audit Office Hours Now Available

- CMS is planning to host office hours each week. During these office hours, CMS will aim to provide targeted, detailed technical assistance to prospective and active EDE Entities and their Auditors.
- These office hours have limited availability and will be assigned on a first-come, first-served basis based on the following categories:
 - Category 1: EDE Entities and Auditors with difficult legal, policy, or technical inquiries as offered by CMS.
 - Category 2: EDE Entities and Auditors who request a walkthrough or explanation of audit or technical documentation with subject matter experts (e.g., technical experts, security and privacy experts, or eligibility experts).
- CMS will not schedule office hours sessions to discuss standard help desk inquiries that can be resolved through DE Support. EDE Entities and Auditors can only request office hours pursuant to category 2 above. Category 1 requests will be offered and assigned in CMS's sole discretion.
- EDE Entities should submit requests for office hours under category 2 above to DE Support (directenrollment@cms.hhs.gov).

Reminder: Maintenance of an Accurate Testing Environment

- Each DE Entity must maintain a testing environment that accurately represents the compliance of the DE Entity's production environment as documented in any CMS-approved or CMS-conducted audits.
- If the testing environment is not appropriately firewalled from the production environment and PII, the testing environment must comply with the privacy and security requirements.
 - DE Entities shall not submit actual PII to the FFE Testing Environments.
- Each DE Entity must provide CMS, via the DE Help Desk, with a set of credentials that CMS can use to access the testing environment.
 - Each DE Entity must ensure that the testing credentials are valid and that all APIs and components of the EDE Pathway in the testing environment, including the remote identity proofing (RIDP) services, are accessible.
- Please refer to the EDE Business Agreement located on [CMS zONE](#) and the *Third-party Auditor Operational Readiness Reviews for the Enhanced Direct Enrollment Pathway and Related Oversight Requirements* located at: <https://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/Downloads/Guidelines-for-Third-party-Auditors-EDE-PY19PY20.pdf>. Please note, an updated EDE Business Agreement is forthcoming.

Save the Date! QHP Issuer Conference April 23-24

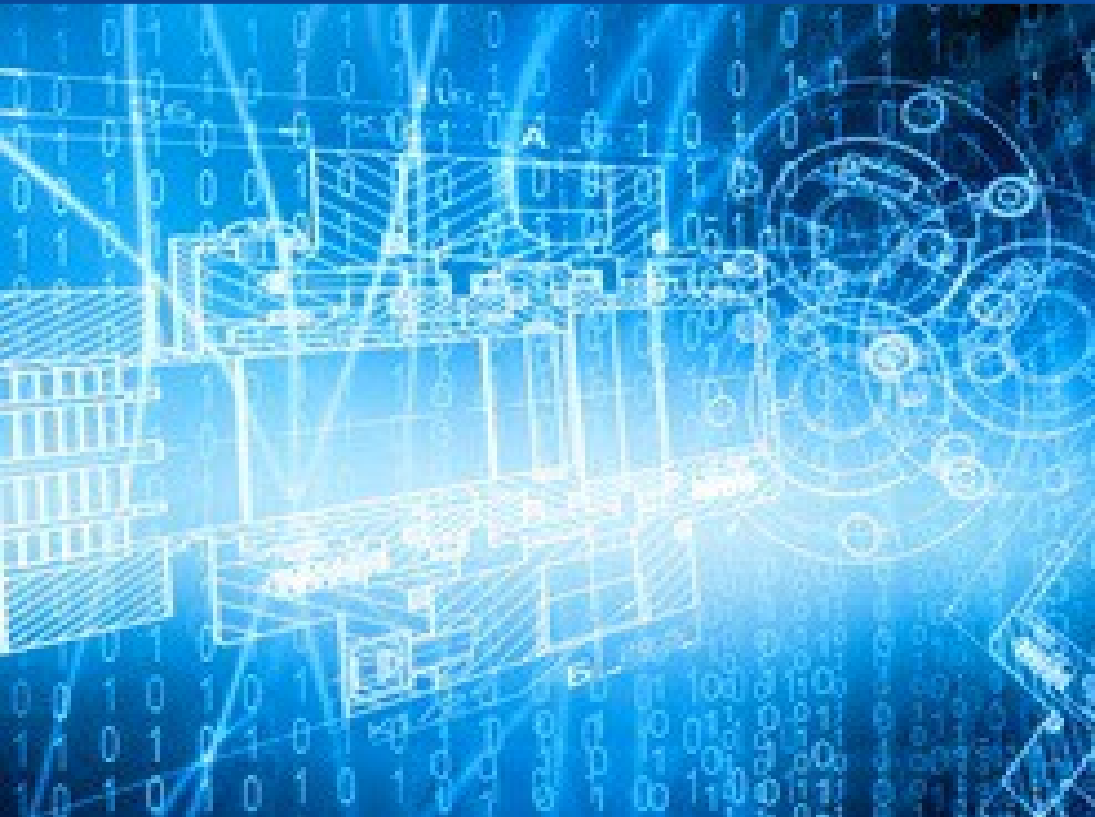
- The annual Qualified Health Plan (QHP) Issuer Conference will be held Tuesday/Wednesday April 23-24, 2019 at CMS Headquarters in Baltimore, MD.
- This event is for issuers applying for QHP certification in the Federally-facilitated Exchange (FFE). Pre-registration is required to participate in-person or remotely. (Like previous years, DE partners and TPAs working on behalf of issuers can register to participate remotely.)
- This year we are planning on holding the following 4 sessions on the 2nd day of the conference that may be of interest to the audience on our weekly webinars:
 - Enhanced Direct Enrollment (EDE) Lessons Learned from Last Open Enrollment (OE) and Plans for 2020
 - Lessons Learned from PY 2019 Open Enrollment: Batch Auto Renewals (BAR) and Alternate Enrollments
 - Enrollment Processing: Overview and Enhancements for IC834s, Recon, and Enrollment Resolution and Reconciliation (ER&R) since 2018
 - New Issuer Onboarding 101: Enrollment, Payments and Testing

Registration info:

- The 2019 Qualified Health Plan (QHP) Issuer Conference will take place April 23-24, 2019 at CMS Headquarters in Baltimore, MD. This event is for issuers applying for QHP certification in the Federally-facilitated Exchange (FFE) and their state regulators. Conference registration is now open; pre-registration is required to participate in-person or remotely. To find more information about the conference and register for the event, please visit:

<https://protect2.fireeye.com/url?k=00d24e63-5c874770-00d27f5c-0cc47adb5650-913ece24a89e2d1d&u=https://protect2.fireeye.com/url?k=cd3cd87a-9169d169-cd3ce945-0cc47adb5650-6fe3a174d54ee46b&u=https://www.regtap.info/QHPonsite.php>

Direct Enrollment (DE) Updates: Enrollment Team



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

March 12, 2019

Reminder for Classic DE Partners: New Unique Partner ID Requirement

- Please be advised that CMS will now be requiring each Classic DE (aka double-redirect) Partner to have their own unique Partner ID
 - While many Classic DE Partners already have unique Partner IDs, there are also many Partner IDs that are currently shared between Classic DE Partners
 - For example, we know that in some instances DE Partner X is providing a Classic DE platform for DE Partner Y and DE Partner Z, and DE Partner X is using their single Partner ID for all of the transactions coming from DE Partner X, Y, and Z
 - » Historically, we have allowed DE Partners to share Partner IDs like this, however we will no longer allow this for the following reasons:
 1. We want each Classic DE Partner to have their own unique Partner ID so that we can better understand where each Classic DE transaction is coming from
 - This allows us to have better reporting and tracking, and also allows us to more easily identify if a problem is occurring via a specific DE Partner
 2. If for some reason we need to suspend a Classic DE Partner, we want to be able to suspend only a specific DE Partner
 - If Classic DE Partners share a Partner ID, when we turn off the Partner ID due to a suspension, it impacts every DE Partner that uses the same Partner ID
- As part of this requirement, Classic DE Partners will need to ensure that only the Partner ID associated with a transaction is used when submitting transactions to the FFM
 - For example, if DE Partner X is providing a Classic DE platform for DE Partner Y, any transactions that originate from DE Partner Y will need to include DE Partner Y's Partner ID, even if DE Partner X is submitting the transactions on behalf of DE Partner Y

Reminder for Classic DE Partners: New Unique Partner ID Requirement

- For those Classic DE Partners sharing a DE Partner ID, note that a new Hub Onboarding Form will need to be completed and sent to dsh.support@qssinc.com
 - If a Classic DE Partner is providing a platform for other DE Partners, the entity providing the platform can complete the form on behalf of the entities they are providing the platform for
 - » The Hub Onboarding Form allows for both primary and upstream entities
 - Primary entities that have upstream entities will receive unique Partner IDs for their upstream entities after submitting an updated Hub Onboarding Form
 - Issuers must list all HIOS IDs within their organization that will use the Partner ID
 - » Issuers can opt to have a single Partner ID for all of their HIOS IDs, or can opt to have an individual Partner ID for one or more of their HIOS IDs
 - The Hub Onboarding Form can be found on zONE at <https://zone.cms.gov/document/hub-onboarding-form>
- Classic DE Partners currently sharing a Partner ID will need to ensure they receive a unique Partner ID **by 8/23/2019**

EDE and Classic DE Partners: Fetch Eligibility Response Defect

- EDE and Classic DE Partners, please be aware that we've identified a defect, where in some instances we are incorrectly returning an InsuranceApplicationMultipleTaxHouseholdIndicator of "False" in the Fetch Eligibility Response
 - The applicable path is InsuranceApplication/InsuranceApplicationMultipleTaxHouseholdIndicator
 - We currently believe this defect is isolated to scenarios where a primary applicant indicates a tax filing status of married filing separate, and the primary applicant also includes their spouse on the application, but indicates the spouse does not file taxes and that the spouse is not a dependent on their tax return
 - This defect may result in unnecessary Submit Enrollment failures, since the InsuranceApplicationMultipleTaxHouseholdIndicator of "False" would potentially result in DE Partners attempting to enroll a household that is ineligible to enroll due to being a multi-tax household
 - A fix for this defect has not yet been prioritized, however an update will be provided when one is available

EDE Partners: Upcoming SES Validation Change

- EDE Partners, please be aware that there will be an upcoming SES validation change related to I-94 numbers
 - Essentially, I-94 numbers are currently 11 numerical digits, made up of a 9 digit numerical sequence and a 2 digit numerical series, however the Department of Homeland Security (DHS) has identified that there are no remaining available series after the current series is exhausted
 - Therefore, DHS will be moving to alphanumeric I-94 numbers comprised of 11 alphanumeric digits, made up of a 9 digit numerical sequence and a 2 digit alphanumeric series
 - The current SES validations only allow for numeric characters for the i94Number, however we'll be updating our validations to allow for alphanumeric characters
 - This change has yet to be prioritized, however an update will be provided when one is available
 - » This change will likely occur prior to early May though, and EDE Partners will need to make corresponding changes, therefore we wanted to make EDE Partners aware as soon as possible
 - We expect this change will require minimal effort from EDE Partners
 - This change will likely impact the Add Member, Update App, and Get App APIs

CMS Issuer Technical Workgroup Call Appendix

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

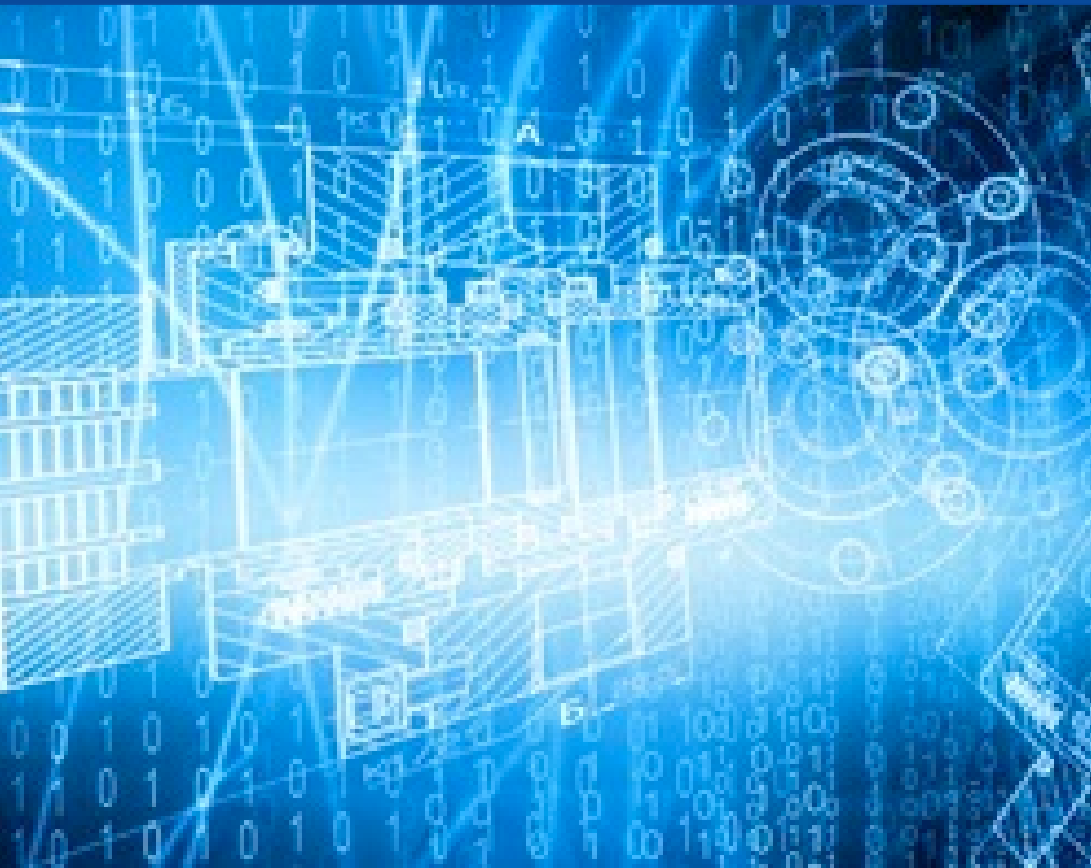
https://zone.cms.gov/system/files/documents/issuer_technical_slides_appendix_a_2018_3_20_v1.pdf

Updating Contact Information for the Marketplace

03/05/2019

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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