

State Based Exchange (SBE) Enrollment Reporting Office Hours and Issuer Meeting



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

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Agenda

- General Updates
- Updated Interface Control Documents (ICDs)
- Production Simulation
- Persistent Disputes
- Production Payment Cycle Files Update
- Reference Documents
- Q&A

General Updates

General Updates

- CMS schedules the combined SBE & Issuer meetings on a quarterly basis.
 - Next scheduled quarterly meeting: September 2, 2020.
- SBMR Schema Change Go-Live date: 6/26/2020
 - Updated SBMR schema to allow for multiple FileError nodes within a single SBMIFileInfo node.
 - This update allows SBEs to view multiple errors and warnings more clearly.
- Please send SBE contact updates via email to FMCC fmcc@cms.hhs.gov.
- If you have any ingestion or data issues, please email the FEPS Help Desk at CMS_FEPS@cms.hhs.gov as soon as possible.

Updated Interface Control Document

Updated Interface Control Documents (ICD)

- CMS updated the ICD for both SBEs and SBE Issuers. These may be found on CMS zONE:
 - SBE ICD: <https://zone.cms.gov/document/state-internal-control-document-icd>
 - SBE Issuer ICD: <https://zone.cms.gov/document/issuer-sbe-icd>

ICD Updates Include

- SBMR Schema Change
- Update restatement timeline
- New errors/warning for handling of non-transitioned issuers
- Minor modifications to correct typos and provide clarification

ICD Update

ICD Update

If you have ever been paid via PBP in the past this will not affect you in any way.

To support CMS data integrity, beginning in July 2020 CMS will reject policies by coverage year for SBE Issuers that have not signed an IEA and did not set up a Payee ID.

- These are dental issuers in SBEs that require all of their plans to provide pediatric dental benefits and thus do not apply APTC to dental plans.

ICD Update (cont'd)

Rejection codes and warnings based on how the SBE sends files to CMS:

- Issuer file or Issuer file sets:
 - Reject entire issuer file or issuer file set with error ER-076: Non-Transitioned Issuer files cannot be accepted
 - Only 1 ER-076 will be logged per issuer file or file set
 - ER-076 will be reported on the SBMS since it's a file rejection
- State-wide file:
 - Only policies belonging to non-transitioned issuers will be rejected with error ER-077: Policies are not accepted for non-transitioned issuers
 - In addition to the error, CMS will log a warning: WR-013 Policies belonging to non-transitioned issuers have been rejected
 - ER-077 will be logged for each policy but will not be reported on the SBMR.
 - Only one WR-013 will be logged and reported on the SBMR at the file level
- Non-transitioned issuer errors will be excluded from the Error Threshold validation
- Non-transitioned issuer policies will be excluded from the missing policy lists

Production Simulation

Production Simulation

- CMS will run a Production Simulation in the Prod-R region in June to test the recently updated production code.
 - This test will validate the changes for Q2.
- CMS will use select SBMIs sent to Prod in June for testing in Prod-R. CMS will send an SBMR with a .R file to the SBE as a result of the test.
- No action is required from SBEs receiving these .R SBMR files.
- SBEs will also receive their usual SBMR files in production with a .P extension in their file name.
- No action is required from SBE issuers.

Persistent Disputes Research

Persistent Disputes – Background

- What is a persistent dispute?
 - A persistent dispute is an enrollment discrepancy that has persisted within the dispute process for several consecutive months with no resolution. This indicates a lingering discrepancy between the issuer and SBE's enrollment data.
- Previously, the ER&R Contractor sent samples of persistent disputes to some SBEs for research; however, ER&R has had limited success in reducing the number of persistent disputes.
- The resolution of enrollment discrepancies is important to ensure that accurate subsidy payments are made to issuers and to ensure that consumers receive the right coverage and tax information.
- To help resolve these persistent discrepancies, CMS is implementing a new persistent disputes Research Template for SBEs to complete.

Persistent Disputes – Research Template

- The new Research Template has been standardized to help ensure thorough and consistent responses.
- The ER&R Contractor will provide the template to states and will include a list of up to 25 persistent disputes.
 - Persistent disputes will be prioritized by age, with the oldest disputes first.
 - These disputes will have persisted for at least four (4) months.
 - Disputes from any coverage year may be included.
 - These disputes will be selected from the most recent Dispute Disposition Report (DDR).

Persistent Disputes – Research Template (Cont.)

- The template fields are broken into two (2) sections:
 - The first section is prepopulated with persistent disputes research data.
 - The second section is to be completed by each SBE.
- The image shows the first section (columns A through J).

A	B	C	D	E	F	G	H	I	J
HIOS ID	Exchange Assigned Subscriber ID	Exchange Assigned Policy ID	Original Dispute Processed Date	SBE's Coverage Period Start Date	SBE's Coverage Period End Date	Issuer's Coverage Period Start Date	Issuer's Coverage Period End Date	SBE's APTC Amount	Issuer's APTC Amount
12345	1023456789	1234567	04/18/2019		20190301		20190331		708.00
12345	1122345678	6789101	05/16/2019	20190401	20190401	20190410	20190410	241.62	80.54

Persistent Disputes – Research Template (Cont.)

- The image shows the second section (columns K through N), which is to be completed by the SBE.

	K	L	M	N
1	Status of Dispute (completed by SBE)	Entity required to make the change	Date of Correction (completed by SBE or Issuer)	Additional Comments
2	Completed - Correction will appear on next cycle			
	Completed - Correction will appear on next cycle			
	In Progress – The SBE and Issuer need to reconcile			
	In Progress - System defect - Pending deployment			
	This column offers the following options: - Completed – Correction will appear on next cycle - This should be used for all corrected disputes. The discrepancy has been resolved, and CMS will receive an updated SBMI record. - In Progress – The SBE and the issuer need to reconcile - This should be used for instances where additional research is needed before correction is applied. - In Progress-System defect – Pending deployment. - This should be used for all system related issues.	Choose the entity who is required to make the change: - Issuer - SBE - N/A	Enter the date when change was made in the system.	Provide additional comments, if applicable.

Persistent Disputes – SBE Process

- Upon receiving the encrypted Persistent Dispute Research Template:
 - Send an email acknowledging receipt of the template to the ER&R Support Center at sbeerrsupportcenter@cognosante.com.
 - Review the disputes in the template and work with the issuers as needed to resolve the discrepancies.
 - For resolved discrepancies, complete columns K through M in the template.
 - For unresolved discrepancies, complete columns K and N, including detailed information regarding the reason for delay in resolution.
 - Email the completed template to sbeerrsupportcenter@cognosante.com within 2–4 weeks.

Production Payment Cycle Files

Production Payment Cycle Files Update

PROD Cycle Milestones June 2020 – August 2020

PROD Cycle Milestones	June Payment Cycle	July Payment Cycle	August Payment Cycle
SBE Submission Window	5/1 – 5/10	6/1 – 6/10	7/1 – 7/10
CMS Freeze Period	5/11 – 5/15	6/11 – 6/15	7/11 – 7/15
Transmit EPS Extracts to SBEs & Issuers (All Years)	5/20	6/19	7/21
1A Manual Workbook Submission*	5/18 – 5/19	6/18 – 6/19	7/21 – 7/22
SBE Dispute Disposition Report (DDR+) transmitted	NLT 6/5	NLT 7/5	NLT 8/5
Transmit 820 PPR to SBEs & Issuers	NLT 6/15	NLT 7/15	NLT 8/15
Treasury Funds Transmittal	6/22	7/22	8/20
Transmit HIX 820 to Issuers	NLT 6/30	NLT 7/31	NLT 8/31
*If applicable			

Key:  Milestone Completed

Reference Documents

SBE Reference Documents

- SBE zONE page: <https://zone.cms.gov/community/exchange-community>
- Examples of documentation available:
 - ICD: <https://zone.cms.gov/document/state-internal-control-document-icd> (UPDATED)
 - SBE PBP Transition Guide: <https://zone.cms.gov/document/sbe-issuer-transition-guide>
 - Payment Disputes Technical Reference Guide
<https://zone.cms.gov/document/sbe-payment-disputes-technical-reference-guide>
 - Enrollment and Payment Files Chart: https://zone.cms.gov/document/caltid-doc155988_sbm-policy-based-payment-pbp-files-chart
 - PBP Transition FAQ: <https://zone.cms.gov/document/sbe-faqs-pbp-transition>
 - CSR Operations FAQ: <https://zone.cms.gov/document/csr-operations-faq>
 - Temporary Manual Adjustment Scenarios:
<https://zone.cms.gov/document/temporary-manual-adjustments-scenarios>

SBE Issuer Reference Documents

- SBE Issuer Information page: <https://zone.cms.gov/wiki/sbm-issuer-information>
- Examples of documentation available:
 - SBE Issuer Interface Control Document (ICD)
 - SBE PBP Transition Guides
 - SBE Issuer PBP FAQs
 - SBE Payment Disputes Technical Reference Guide
 - Issuer Dispute Form
 - SBE Disputes Disposition and Detail Code List
 - Previous Issuer Meeting Presentation Slides
 - CMS HIX820 Companion Guide

Q&A

