New Health Insurance Casework Systems (HICS) Sub-categories

Center for Consumer Information & Insurance Oversight (CCIIO)

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https://regtap.cms.gov

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### New HICS Sub-Categories

<table>
<thead>
<tr>
<th>Naming Convention</th>
<th>Category 2</th>
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<tbody>
<tr>
<td>Provider Network, Directory, Continuity of Care</td>
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<tr>
<td>Retroactive Termination or Cancelation Request</td>
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- The new values will populate in the Health Insurance Casework (HICS) subcategory and subcategory description data extract fields. No new fields are being added to the data extracts.
- Estimated go live in production is April 29, 2022.
- Issuers will need to map the data according to their own internal system needs.
- **Provider Network, Directory, Continuity of Care** - Issuers should address the issue described in the case narrative, contact the consumer, and document the resolution.
- **Retroactive Termination or Cancelation Request** - Should be accompanied by a CMS caseworker note directing a change or requesting specific research/action by the Issuer.