QHP Certification Process: Communicating with CMS

April 24, 2019

Qualified Health Plan (QHP) Issuer Conference

HTTPS://WWW.REGTAP.INFO

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Overview

Issuers and Centers for Medicare & Medicaid Services (CMS) communicate throughout the certification process-before certification, during the review cycle, and after certification, as well as during the plan year.

The primary communication methods are:

- Account Managers
- Qualified Health Plan (QHP) Website
- Plan Management (PM) Community
- Issuer Webinars
- Help Desk

Communication Timing

- **Account Managers** are available year-round to assist issuers with matters pertaining to QHP certification.
- The **QHP Website** is updated when CMS guidance and QHP Application materials for the next plan year are developed; typically in early spring, before the QHP certification process begins.
- The **PM Community** is available year-round.
- **Issuer webinars** are offered year-round to provide guidance on key QHP certification processes.
- The **Help Desk** is available year-round to assist issuers with technical and non-technical questions.

Agenda

- Overview of Account Management
  - Account Management (AM) roles and responsibilities
  - Business Function Leads
  - Evolving Role of the AM
- QHP Website
- Plan Management (PM) Community
- Issuer Webinars
- Help Desk

Account Management

Current AM Role

- 51 Account Managers, across parent organizations, representing QHPs and Stand-alone Dental Plans (SADPs)
  - Federally-facilitated Exchanges, including states performing plan management functions (FFE), and State-based Exchanges utilizing the federal platform for eligibility and enrollment (SBE-FP)
- Relationship managers and communication liaisons
- Health Insurance Casework System (HICS) casework coordination

Evolving Role of the AM

- AMs regulatory role is guided by CMS.
- Resource for assisting Issuer toward improvement
  - Escalate issues to your AM that are not being resolved in a reasonable amount of time or if it is urgent.
  - Keep your AM apprised of any concerns you have.
- Strategic Conversations
  - Best Practices
  - Suggestions on Process Improvement
  - AMs conduct strategic conversations with issuers regarding a variety of topics (i.e., deficiencies with reconciliation submissions, issues you might have with processing enrollment transactions, the data corrections process).

Upcoming Strategic Conversations

- There are two strategic conversations that AMs will be having in the short term.
  - What you anticipate your plans will be for Plan Year (PY)2020
  - The importance of using Plan Preview

Continued Evolutionary Role

- CMS will further identify opportunities for AMs to add value to the oversight process.
  - Compliance reviews
    - Monitoring of work plans
  - Post-Certification Assessment and Monitoring
  - Development and Communication of Best Practices
  - More Resources for the AM to Better Assist
    - Access to the upcoming Plan Management Community to monitor communications and to use to communicate to issuer
    - AMs copied on Help Desk responses
    - Advanced search capabilities, document libraries, and other technical assistance resources in REGTAP

QHP Website

QHP Website

- Use the website to:
  - Learn about the Exchanges and access helpful tools like tips for new issuers and a certification checklist.
  - Get the PY2020 QHP Application templates and instructions, plus tips for completion.
  - Access information on activities after application submission, including using Plan Preview, understanding QHP Application Notices, and completing the QHP Certification Agreement.
  - See answers to frequently asked questions.

HTTPS://WWW.REGTAP.INFO

QHP Website

- Access the website at https://www.qhpcertification.cms.gov

Plan Management (PM) Community

HTTPS://WWW.REGTAP.INFO

Overview

The **Plan Management (PM) Community** is an online platform that allows parent organizations to receive information from and share information with CMS about their issuers' QHP Application and certification.

– Participation is at the parent organization level, so with the PM Community, parent organizations see all of their issuers and plans in one place.

Plan Management Community

- For PY2020, all issuer parent organizations will participate in the PM Community to receive correction notices and other communications regarding their QHP Applications, and to submit their Plan ID Crosswalk Templates as necessary.

PM Community Overview

Issuers use the PM Community to:

- See all of their parent organization's issuers and plans, as well as associated data
- Receive and download corrections and notices
- Submit withdrawal forms
- Submit Data Change Requests
- Complete plan confirmation
- See announcements and updates from CMS
- Access key certification dates
- Manage contact information
- Submit Plan ID Crosswalk Templates

CMS   Partner User One ▼

🏠   Organizations   Issuers   Plans   Withdrawal Forms   Plan ID Crosswalk Submission   Corrections

Issuer Updates   Resources and Training   QHP Certification Timeline   Review Areas by Exchange Type

Issuer Updates
November 1, 2018
Open Enrollment for plan year (PY) 2019 is from November 1, 2018 through December 15, 2018. All eligible individuals are able to select a health insurance plan during this time. Once Open Enrollment concludes, individuals will only be able to select a health insurance plan on the Exchange if they qualify for a Special Enrollment Period.

Questions about the Open Enrollment Period should be directed to the Marketplace Service Desk (MSD) at 855-CMS-1555 or CMS_FEPS@cms.hhs.gov.

PM Community: Issuer and Plan Data

- The issuer and plan tabs each display a list of all of the submitted issuer and plan data associated with a parent organization.

- During QHP Application submission, issuers can use the tabs to monitor the status of application data submitted to CMS.

- Clicking on any issuer or plan pulls up additional information such as plan ID, plan type and withdrawal status.

CMS

☰	Organizations	Issuers	Plans	Withdrawal Forms

∨ Plan Information

Plan ID
10000FS0100001-2019

Individual/SHOP
Individual

QHP/SADP
QHP

Plan Type
PPO

Metal Level
Silver

On or Off the Exchange
Both

∨ Status on the Marketplace

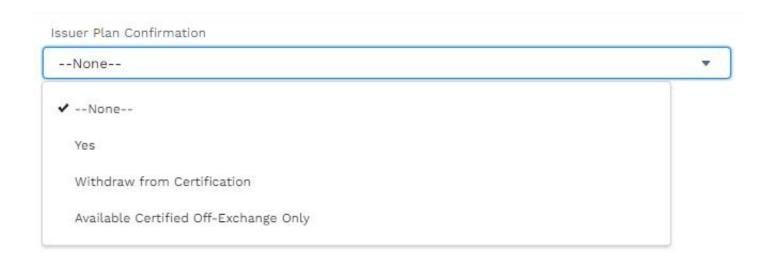Withdrawal Status
Not Withdrawn

Certification
Review In Progress

PM Community: Corrections and Notices

- All notices will be uploaded to the PM Community, and can be viewed on the Issuers tab.

- Corrections will also be displayed in the PM Community, and will be available to view and download on a rolling basis during each round of review.

- Issuers will be notified by email when new notices or corrections are available.

PM Community: Plan Confirmation

- As in PY2019, issuers will use dropdown menus on the Plans tab to confirm which plans will be offered on the Exchanges.

Issuer Plan Confirmation

| --None-- | ▼ |

✔ --None--

Yes

Withdraw from Certification

Available Certified Off-Exchange Only

PM Community Training Resources

- On the home page of the PM Community, issuers and states will have access to **user manuals** that provide step-by-step instructions for all PY2020 PM Community processes.

- The home page will also contain links to **training videos** on how to access the PM Community, manage contacts, upload and access files, and navigate and use the various tabs.

- CCIIO will provide demonstrations of PM Community functionality and answer questions in **webinars** over the coming months.

PM Community Users

- Each issuer parent organization and state may request access to the PM Community for organizational representatives/users, up to their total number of allotted licenses.

Role	User Licenses
States (FFE, SPE, SBE-FP, SBE)	3
QHP/Dual Parent Organizations	5
SADP Parent Organizations (On-Exchange or Off-Exchange)	4

PM Community Users

- CMS recommends that parent organizations maintain at least two active users throughout each plan year, and replace users whenever a current user leaves the organization. If a PM Community user leaves your organization, please let CMS know as soon as possible, and identify a suitable replacement, where possible.

- Remove or replace a user to the PM Community by submitting a ticket to the Marketplace Service Desk (MSD) at CMS_FEPS@cms.hhs.gov.
  - Due to a limited number of licenses, your parent organization may not be able to add additional users; if that is the case, the MSD can help you replace existing users instead.

- Users are added after they request access to the QHP Certification app in the CMS Portal App Store.
  - Once an organization reaches its allotted number of users, CMS will contact the organization and request they provide justification to exceed this allotment, or to otherwise make modifications to their user list.

Next Steps

- To be ready for QHP certification, issuers should:
  - Review and update, as necessary, the list of PM Community users who will access the PM Community for the parent organization.
  - Request access to the PM Community, if new.
  - Log in and explore the platform, if new to the system.
  - Update the list of Organization Contacts to include everyone in the organization who should receive communications regarding QHP certification.
  - Review the training guides and videos to familiarize themselves with PM Community processes.

Issuer Webinars

HTTPS://WWW.REGTAP.INFO

Issuer Webinars

- CMS hosts an annual series of QHP webinars that provides issuers with program and operational guidance for operating Marketplace and Premium Stabilization programs. These webinars cover a wide array of topics related to QHP certification, and various CMS subject matter experts (SMEs) respond to participant questions during the final portion of each session. For registration and the most up-to-date information on this webinar series, issuers can visit REGTAP.

HTTPS://WWW.REGTAP.INFO

Help Desk

HTTPS://WWW.REGTAP.INFO

Overview

- CMS operates a one-stop Help Desk: contacting the Help Desk means issuers can receive assistance from all groups related to qualified health plan certification or operations.

- Email **CMS_FEPS@cms.hhs.gov** or call 855-CMS-1515

Questions?

28