Qualified Health Plan (QHP) Plan Year (PY) 2018
Health Insurance Oversight System (HIOS) Issuer Module: Attestations and Accreditation

May 9, 2017

2017 Qualified Health Plan (QHP) Series

HTTPS://WWW.REGTAP.INFO

Agenda

- Session Guidelines
- Key Dates
- Announcements
- QHP PY 2018 HIOS Issuer Module: Attestations and Accreditation
- Administrative Data
- Program Attestations
- Accreditation
- Live Questions & Answers (Q&A)
- Resources
- Closing Remarks

Session Guidelines

- This 60-minute session is conducted to provide a presentation of the QHP PY 2018 HIOS Issuer Module: Attestations and Accreditation, as well as a live Q&A session for issuers.
- For questions regarding content, contact the Centers for Medicare & Medicaid Services (CMS) Help Desk by email at: CMS_FEPS@cms.hhs.gov or by phone at: (855) 267-1515.
- For questions regarding logistics and registration, contact the Registrar at: (800) 257-9520.

Upcoming Key Dates for QHP Plan Maintenance and Certification

Date	Category	Activity
April 27, 2017 – June 14, 2017	Technical Assistance	Issuers request Review Tool Technical Assistance Outreach sessions
Sunday, May 14, 2017	Plan Data Change	April Data Correction Window (DCW) PY 2017 Plan Data Changes display on HealthCare.gov
Wednesday May 10-June 21, 2017	Submission Window	Initial PY 2018 QHP Application Submission Window

Review Tool Technical Assistance Outreach Sessions

- Marketplace Plan Management Group (MPMG) is offering all issuers review tool technical assistance sessions with Center for Consumer Information and Insurance Oversight (CCIIO) subject matter experts (SMEs) before the initial PY 2018 submission window closes on June 21, 2017.
  - Issuers can request calls with CCIIO SMEs from April 27th to June 14th.

- These outreach sessions will provide issuers with an opportunity:
  - To share their review tool results,
  - Discuss review areas with CCIIO SME(s), and
  - Receive answers to any questions while finalizing templates

- Please request a review tool technical assistance session here: *https://www.qhpcertification.cms.gov/outreachform*

- Issuers may also request Plan Preview training once their application is submitted.
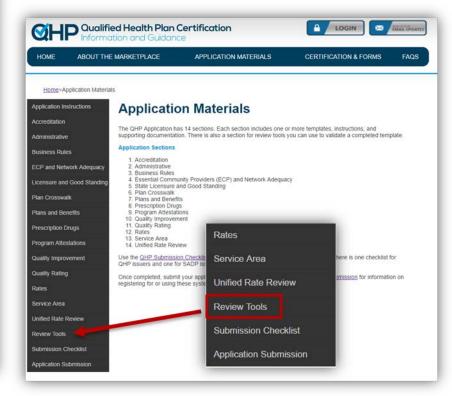
HTTPS://WWW.REGTAP.INFO

Locating the Review Tool Technical Assistance Outreach Form

- To locate the Review Tool Technical Assistance Outreach form, please go to www.qhpcertification.cms.gov and click "Application Materials".
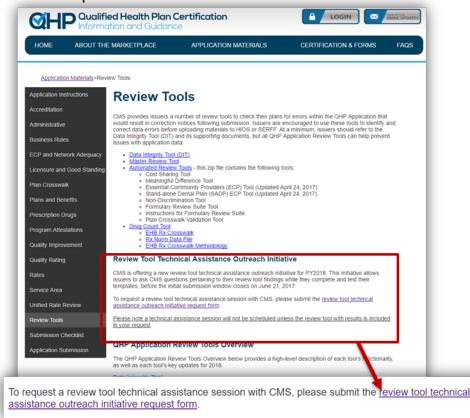

- After clicking "Application Materials", click "Review Tools" located on the right side-bar.
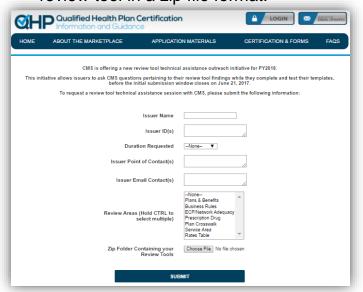
HTTPS://WWW.REGTAP.INFO

Locating the Review Tool Technical Assistance Outreach Form Continued

- On the Review Tools page, you will find review tool technical assistance instructions and a link to the request form.

- After clicking the request form link, issuers may fill out each field, including uploading their review tool in a zip file format.

- After your request is received and processed, CMS will send an Outlook meeting invite from QHP_Applications@cms.hhs.gov to the provided email addresses in your submission.

HTTPS://WWW.REGTAP.INFO

Announcements

Administrative Data

HIOS: Information Fields

Administrative information displayed on the Healthcare.gov website is pulled from the **Issuer General Information Fields** and the **Marketplace General Information Fields** in HIOS. Accordingly, changes to administrative data must be made via HIOS Plan Finder.

- This applies to **all** QHP and Stand-alone Dental Plan (SADP) issuers, *including those who file through System for Electronic Rate and Form Filing (SERFF).*

- If there are multiple issuers, and one can't be seen, the user is likely not registered as the Company Administrator or Issuer Administrator for that particular issuer.

- Updated information normally takes 24 hours to display.

Small Business Health Options Program (SHOP)

Issuers offering plans in the Federally-facilitated Small Business Health Options Program (FF-SHOP) market should ensure that their Issuer Marketing Name is correct in HIOS. SHOP will manually extract names directly from HIOS for display.

WWW.REGTAP.INFO

HIOS Quick Guide & Issuer Manual

To add or make changes to customer service information note the following:

- You must have a **Company Administrator or Issuer Administrator** role in HIOS to make changes: https://www.cms.gov/CCIIO/Resources/Training-Resources/Downloads/HIOS-Portal-Quick-Guide_2014.pdf

- Instructions on how to update fields in the **HIOS Plan Finder Module** are contained in **Sections 5.1** and **5.3** of the HIOS Plan Finder Manual: https://www.cms.gov/CCIIO/Resources/Forms-Reports-and-Other-Resources/Downloads/HIOS-PF-UserManual-032015.pdf

Uneditable Fields: Help Desk

There are a number of fields that are uneditable via the HIOS Plan Finder Module. They include:

- National Association of Insurance Commissioners (NAIC) Company Code
- NAIC Group Code
- Issuer Legal Name
- Issuer Address
- *Full list on page 31 in the HIOS Plan Finder Issuer Manual*

To modify uneditable fields, submit a change request to the CMS Help Desk, Exchange Operations Support Center (XOSC), at 1-855-CMS-1515 or CMS_FEPS@CMS.HHS.gov. Specify issuer ID, updates that need to be made, and specify requested data changes are to be made in the HIOS Plan Finder Module.

Deficiencies

There are four Administrative Data deficiencies which may prevent a plan from being displayed on Healthcare.gov. To avoid these deficiencies, ensure the following fields are completed:

- Individual & Family Plans (IFP) customer service phone
- IFP customer service toll free

If applicable:

- SHOP customer service phone
- SHOP customer service toll free
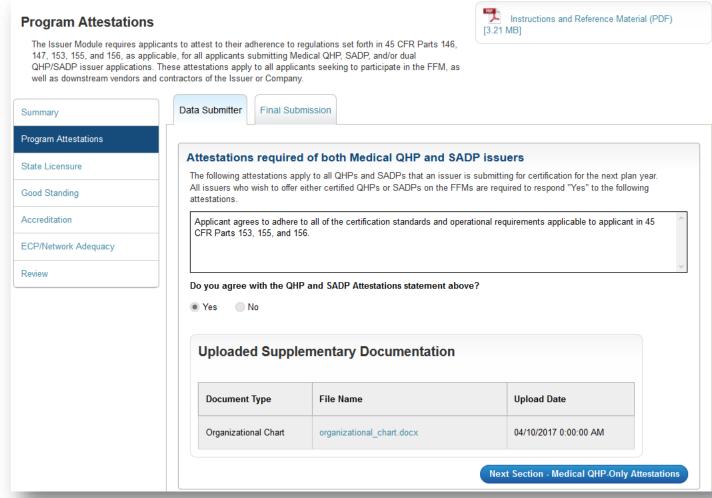
Program Attestations

Program Attestations

- Issuers attest to compliance with regulations pertaining to FFM standards and operational requirements.

- There are four attestations: three required and one optional.

  1. Required of both medical QHP and SADP issuers

  2. Required of medical QHP issuers only

  3. Required of SADP issuers only

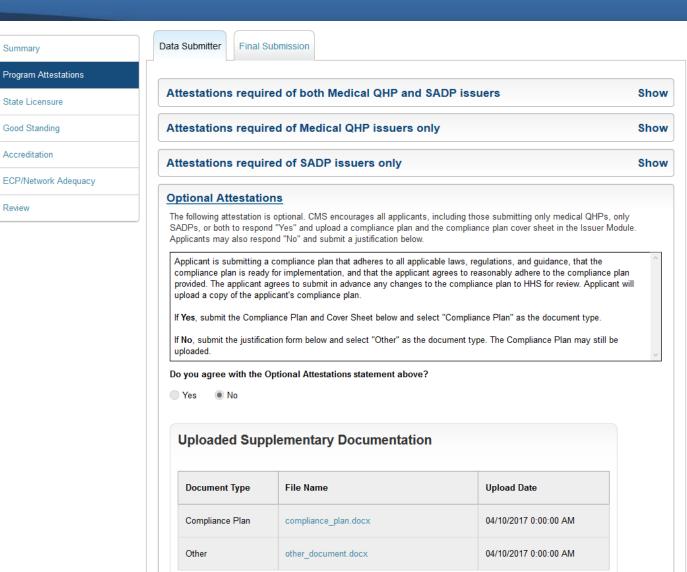 4. Optional Compliance Plan attestation

Program Attestations-HIOS Example

Here is the first attestation as it appears in HIOS:

Program Attestations

The Issuer Module requires applicants to attest to their adherence to regulations set forth in 45 CFR Parts 146, 147, 153, 155, and 156, as applicable, for all applicants submitting Medical QHP, SADP, and/or dual QHP/SADP issuer applications. These attestations apply to all applicants seeking to participate in the FFM, as well as downstream vendors and contractors of the Issuer or Company.

Instructions and Reference Material (PDF) [3.21 MB]

| Summary |
| Program Attestations |
| State Licensure |
| Good Standing |
| Accreditation |
| ECP/Network Adequacy |
| Review |

Data Submitter | Final Submission

Attestations required of both Medical QHP and SADP issuers

The following attestations apply to all QHPs and SADPs that an issuer is submitting for certification for the next plan year. All issuers who wish to offer either certified QHPs or SADPs on the FFMs are required to respond "Yes" to the following attestations.

> Applicant agrees to adhere to all of the certification standards and operational requirements applicable to applicant in 45 CFR Parts 153, 155, and 156.

Do you agree with the QHP and SADP Attestations statement above?

⦿ Yes ◯ No

Uploaded Supplementary Documentation

Document Type	File Name	Upload Date
Organizational Chart	organizational_chart.docx	04/10/2017 0:00:00 AM

Next Section - Medical QHP-Only Attestations

Program Attestations-HIOS Example 2

For attestations that require supporting documentation, when issuers select the "Yes" radio button, the upload fields will display on the screen:

Accreditation

General information

- Accreditation is a requirement for issuers in all marketplace types.
  - Issuers in State Partnership Marketplaces (SPMs)and State-based Marketplaces (SBMs) should ask issuers' state about what the state requires to review accreditation.
- Does not apply to SADPs.

Changes for 2018

- No changes to module or templates
- Issuers entering their 5th consecutive year of Marketplace certification do not need to submit supporting documents such as accreditation certificates
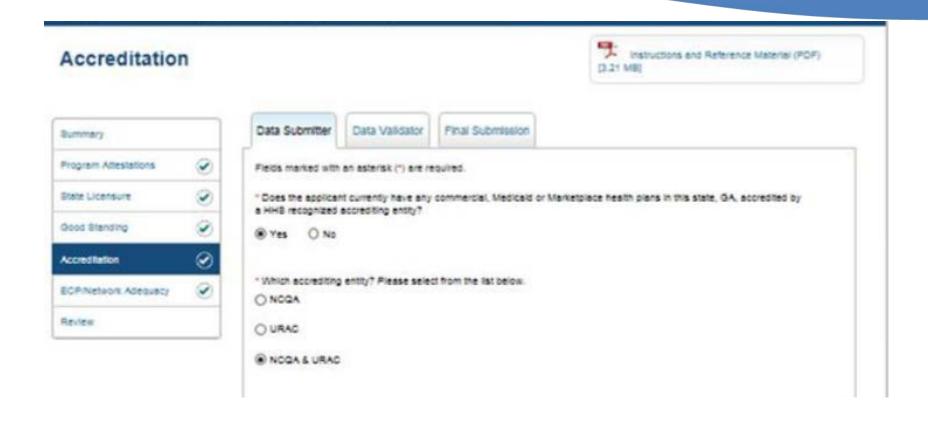
New Issuers

- If an issuer is entering its initial year of QHP certification, it must schedule (or plan to schedule) a review with a recognized accrediting entity (i.e., AAAHC, NCQA, or URAC). An issuer is not required to be accredited in its initial year of QHP certification.
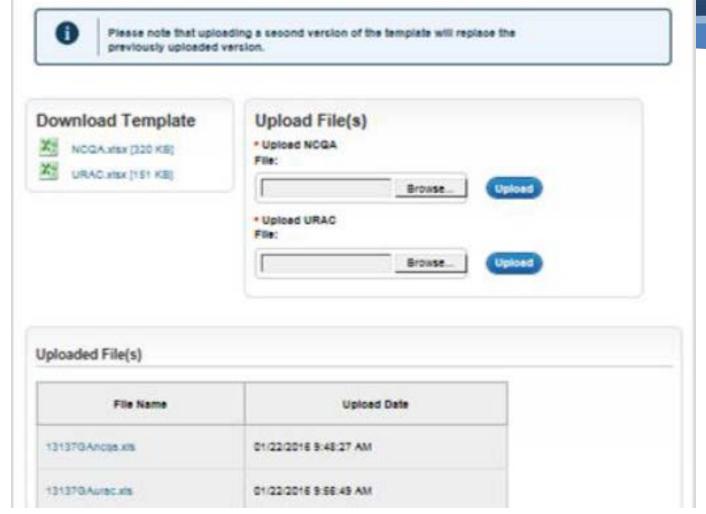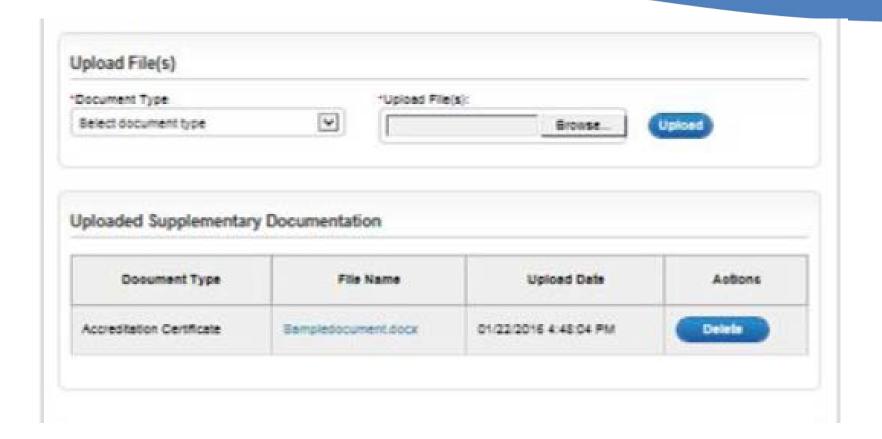
Data Submitter: Accreditation Page (Part 1)

Data Submitter: Accreditation Page (Part 2)

Data Submitter: Accreditation Page (Part 3)

Data Submitter: Accreditation Page (Part 4)

Term and Conditions

The QHP Issuer authorizes the release of its accreditation data from its accrediting entity to the Federally Facilitated Marketplace (FFM) (if applicable).

☑ * I attest to the terms and conditions.

Save   Submit Section   Previous   Next

Data Submitter: Accreditation Page (Part 5)

When the response of 'No' is given, the following screen is presented:

NCQA Template

	2018 NCQA Template v7.0		All fields with an asterisk (*) are required. To validate the template, use the Validate button or Ctrl + Shift + I. To finalize the template, use the Finalize button or Ctrl + Shift + F.				
2	Validate		The information for the accredited products must be for the same legal entity as is submitting the QHP application.				
3			Please follow the instructions provided in the Accreditation Chapter (Chapter 5) of the QHP Application Instructions Manual closely and carefully.				
4	Finalize		The Department of Health and Human Services (HHS) will verify the information that you have provided about your existing accreditation with NCQA, URAC, or both.				
5			Only data that can be verified will be displayed on the website.				
6			It is only necessary to enter one accreditation entry per product/market type, using the product with the largest number of covered lives.				
7	HIOS Issuer ID*	12345					
8	NCQA Org ID*	Market Type*	NCQA Sub ID	Product Type*	Product ID*	Accreditation Status*	Expiration Date*
9	Required: Enter the 2-5-digit NCQA Org ID number	Required: Select the Market Type from list	Required if Market is NOT Exchange: Enter the 2-5-digit NCQA Sub ID number	Required: Select the Product Type from list	Required: Enter the 10-character Product ID	Required: Select the Accreditation Status from list	Required: Enter a future date in mm/dd/yyyy format
10	234	Commercial		100 PPO Only	12345MD001	Excellent	1/10/2018
11	9876	Exchange		POS Only	12345MD003	Interim	5/12/2018
12	45678	Medicaid		300 HMO Only	12345MD005	Accredited	10/10/2018

URAC Template

	A	B	C	D
1	**2018 URAC Template v7.0**	*All fields with an asterisk (*) are required. To validate the template, use the Validate butto*		
2		*The information for the accredited products must be for the same legal entity as is submitt*		
3	Validate	*Please follow the instructions provided in the Accreditation Chapter (Chapter 5) of the QHI*		
4	Finalize	*The Department of Health and Human Services (HHS) will verify the information that you l*		
5		*Only data that can be verified will be displayed on the website.*		
6				
7	**HIOS Issuer ID***	56789		
8	**URAC Application Number***	**Market Type***	**Accreditation Status***	**Expiration Date***
9	**Required:** Enter the 9-10 alphanumeric URAC Application Number	**Required:** Select the Market Type from list	**Required:** Select the Accreditation Status from list	**Required:** Enter a future date in mm/dd/yyyy format
10	abc133000	Exchange	Full	10/10/2018
11	abc133001	Exchange	Provisional	12/30/2018
12	abc133002	Commercial	Conditional	01/22/2019

AAAHC Template

	A	B	C	D
1	**AAAHC Template v1**	*Instructions:*	*All fields with an asterisk (*) are required*	
2	Validate		*Enter other instructions as they apply to this template*	
3				
4	Finalize			
5				
6				
7	Issuer ID*			
8	**AAAHC Org ID***	**Market Type***	**Accreditation Status***	**Expiration Date***
9	Required: Enter the 3 to 6 digit AAAHC Org ID	Required: Select the Market Type from list	Required: Select the Accreditation Status from list	Required: Enter a future date in mm/dd/yyyy format
10				
11				
12				
13				
14				
15				
16				

Live Q&A Session

Questions?

- To submit or withdraw questions by phone:

  - *To submit a question, dial "star(*) pound(#)" on your phone's keypad.*

  - *To withdraw a question, dial "star(*) pound(#)" on your phone's keypad.*

- To submit questions by webinar:

  - *Type your question in the text box under the "Q&A" tab and click "Send."*

WWW.REGTAP.INFO

Submission of Inquiries

Users/Issuers can contact:

- **CMS Help Desk** with questions about specific situations, the Federal Templates and their functionality and the HIOS

  - **Call: 855-CMS-1515**
  - **Email:** CMS_FEPS@cms.hhs.gov

- **National Association of Insurance Commissioners (NAIC)** with questions about state requirements/SERFF

  - **Email:** serffplanmgmt@naic.org

Best Practices- Submitting Help Desk Tickets

- Include HIOS ID, issuer state and issuer legal name.

- Include screenshots or attach templates when asking about an error or issue with the template.

- Submit separate Help Desk requests for different, unrelated questions.

- Put the question in the body of the email; do not attach Excel or Word documents with lists of questions.

- Identify or note whether a question is for the Small Business Health Options Program (SHOP) or Individual Marketplace.

PM Webinar Dates

The 2017 QHP May Webinar sessions occur on Tuesdays and Thursdays as below:

Date	Day	Time (ET)	Topic
5/11/17	Thursday	1:00 p.m. – 2:00 p.m.	Plan Preview Updates
5/16/17	Tuesday	3:00 p.m. – 4:00 p.m.	2018 Plan ID Crosswalk Template for Automatic Re-Enrollment
5/18/17	Thursday	1:00 p.m. – 2:00 p.m.	PY2018 Data Integrity Tool (DIT)
5/23/17	Tuesday	3:00 p.m. – 4:00 p.m.	Allowable Data Corrections
5/25/17	Thursday	1:00 p.m. – 2:00 p.m.	Network Adequacy
5/30/17	Tuesday	3:00 p.m. – 4:00 p.m.	PY 2018 Plan Confirmation for Issuers, and DIT, Plan Crosswalk, Correction and Certification Notices

Please register if you wish to participate, even if you have registered for a previous series. For registration and additional information on CMS' webinar series, please log in to https://www.REGTAP.info.

WWW.REGTAP.INFO

Additional Webinar Dates

In addition to the weekly PM webinar sessions, issuers are encouraged to attend the following sessions:

Program Area	Day	Time (ET)
Enrollment	Mondays (Bi-Weekly)	12:00 p.m. – 1:00 p.m.
EDGE Server	Tuesdays (Bi-Weekly)	11:30 a.m. – 1:00 p.m.
FF-SHOP	Tuesdays (Bi-Weekly)	1:00 p.m. – 2:00 p.m.

Please register if you wish to participate, even if you have registered for a previous series. For registration and additional information on CMS' webinar series, please log in to https://www.REGTAP.info.

HIOS User Group Conference Call

- The HIOS User Group Conference Call occurs every Wednesday from 2:00 p.m. to 3:30 p.m. Eastern Time (US & Canada) (GMT-05:00).

- Call Access: 1-888-455-8828; Passcode: 6714482

WWW.REGTAP.INFO

Resources

Resource	Resource Link
QHP Certification Website	https://www.qhpcertification.cms.gov
Centers for Medicare & Medicaid Services (CMS)	http://www.cms.gov/
CMS Regulations and Guidance	http://www.cms.gov/Regulations-and-Guidance/Regulations-and-Guidance.html?redirect=/home/regsguidance.asp
HealthCare Website	http://www.healthcare.gov/
National Conference of State Legislatures	http://www.ncsl.org
Registration for Technical Assistance Portal (REGTAP)	https://REGTAP.info
U.S. Department of Health & Human Services	http://www.hhs.gov/

Commonly Used Acronyms

Acronym	Definition
AV	Actuarial Value
BHP	Basic Health Program
ECP	Essential Community Provider
EHB	Essential Health Benefit
EIDM	Enterprise Identity Management
FFM	Federally-facilitated Marketplace
FFM-DE	Federally-facilitated Marketplace in a Direct Enforcement State
HIOS	Health Insurance Oversight System
MSP	Multi-State Plans

WWW.REGTAP.INFO

Commonly Used Acronyms (continued)

Acronym	Definition
NAIC	National Association of Insurance Commissioners
NCQA	National Committee for Quality Assurance
QHP	Qualified Health Plan
SADP	Stand-Alone Dental Plan
SBM	State-based Marketplace
SBM-FP	State-based Marketplace on the Federal Platform
SERFF	System for Electronic Rate and Form Filing
SHOP	Small Business Health Options Program
USP	United States Pharmacopeia

WWW.REGTAP.INFO

Closing Remarks