
DATE: March 1, 2012

TO: Issuers of Health Insurance

CC: State Departments of Insurance Commissioners

FROM: Brian James
CCIIO Data Collection and Management Division

SUBJECT: April 2012 Plan Finder Refresh – Data Submission Schedule

The next Individual/Family Plan Finder refresh will occur on **April 12, 2012**. All Issuers with open products or those that have active policies within closed products on April 12, 2012 are required to enter new or revised product-level data into Health Insurance Oversight System (HIOS) for the individual/family market. Products that have not yet obtained approval from the state Department of Insurance may be entered into HIOS, but must be marked as “closed” until they have been approved. **This refresh will be limited to the individual market.**

In addition, Issuers are required to submit new or revised plan-level data into the Rate and Benefits Information System (RBIS) for the individual market. As a reminder, only plans that have been approved by the state Department of Insurance should be entered into RBIS. Existing issuers may use their HIOS username/password for both HIOS and RBIS.

Pre-populated RBIS templates will be available to Issuers by Monday, March 12, 2012. Blank RBIS templates will be available to Issuers by Monday, March 5, 2012.

Issuers should have received a separate memo identifying the enhancements to the RBIS templates earlier this week.

The first issuer training session on the updated data templates and reporting process will take place March 7 at 10 a.m. ET. Training will be via Webinar and conference call. A repeat of the training will be held March 9, 2 p.m. ET. **The log-in and call-in information is located at the bottom of this memo.** The weekly user group call will take place as scheduled March 7, 2 p.m. ET.

Below is an outline of the data submission deadlines for the April refresh.

March 5-9, 2012: HIOS Data Submission Window for all Issuers: All Issuers must update the application, denial, administrative disqualifications, and up-rate data for their individual/family

products, update enrollment counts, and add new or revised product data during the open HIOS data submission window that begins on Monday, March 5 and ends on Friday, March 9.

Updated Enrollment, Denial, Administrative Disqualifications, and Up-Rate Data Required: Please note that all Issuers must update their products' number of applications received, number of applications denied, number of administrative disqualifications, and number of applications up-rated based on the 4th quarter of calendar year 2011 (October 1 through December 31, 2011). In addition, enrollment data should be updated as of December 31, 2011.

March 9 Deadline: It is the sole responsibility of each Issuer to submit to HIOS, by the submission deadline, accurate and error-free data in accordance to instructions provided. All new and existing product data for HIOS must be submitted by 11:59 p.m. ET on Friday, March 9. Any data submitted after March 9 will not be displayed on Healthcare.gov for the April 12 refresh.

March 12-March 23, 2012: RBIS Data Submission Window for All Issuers: Issuers will need to submit individual/family plan-level data beginning on Monday, March 12. Issuers are required to attest that submissions are accurate in order for their plans to be displayed.

Issuers submitting new plans: As a reminder, Issuers must obtain a HIOS Issuer ID before submitting plan data into RBIS if they have not already done so. In addition, Issuers with new products must obtain a HIOS Product ID for those products before submitting plans for those products into RBIS. Issuers should be aware that identifying numbers must be obtained before the HIOS submission window closes on March 9. Issuers should not submit plans into RBIS that have not yet been approved by the state Department of Insurance.

Please note that RBIS plans that are no longer open for enrollment due to rate approvals or other product-level concerns should have their associated product marked as "closed" in HIOS prior to the closing of the data submission window on March 9.

March 23 deadline for all Issuers: All plan data for RBIS must be submitted by 11:59 p.m. ET on Friday, March 23. Any data submitted after March 23 will not be displayed for the April 12 refresh.

Error-free submissions: It is the sole responsibility of each Issuer to have submitted to RBIS by the submission deadline, accurate and error-free plan data in accordance with the instructions provided. All RBIS plan data provided by March 23 must be free of the following errors or the entire submission will fail, and plans associated with these submissions not being displayed on April 12:

- Alteration of the benefits and/or rate templates
- Submission of multiple benefits and/or rate templates for a single plan
- Missing benefits and/or rate templates for a plan

Note: We strongly advise Issuers begin their process immediately after the data submission windows open to allow enough time for data entry, CEO/CFO attestation, QA, corrections of minor errors, and processing.

March 23: CEO/CFO Attestation Deadline for All Issuers: All Issuers submitting new or revised plan data into RBIS must provide CEO or CFO attestation to the accuracy of that data by 11:59 p.m. ET on Friday, March 23.

Issuer Group Calls: Weekly User Group calls with Issuers will continue to be held on Wednesdays at 2:00 p.m. ET to provide guidance and answer questions.

Summary of Key Dates

March 5 (Monday)	RBIS Individual & Family templates available: Issuers can download and access to work off-line before the data submission window opens on 3/12.
March 5 (Monday)	HIOS window for Individual opens for issuers to enter number of plans per product and for new issuers to register and receive HIOS user IDs. Window closes March 9 (Friday).
March 12 (Monday)	RBIS Data Submission Window for Individual & Family opens for all Issuers to submit new and revised plan data.
March 23 (Friday)	Last day for all Issuers to submit new and updated individual & family plan data. Last day for all Issuers to provide CEO or CFO attestation.
April 12 (Thursday)	Healthcare.gov Plan Finder will display new and updated plans.

Call-in Information for Trainings

3/7/2012 at 10AM:

To join the Web meeting:

<<https://www.livemeeting.com/cc/cgiams/join?id=3072012&role=attend&pw=attend>>

Audio Information

Telephone conferencing

Use the information below to connect:

Participant Toll-free: +1 (866) 503-0859 **no conference ID is needed.*

3/9/2012 at 2PM:

To join the web meeting. <<https://www.livemeeting.com/cc/cgi-ams/join?id=3092012&role=attend&pw=attend>>

Audio Information

Telephone conferencing

Use the information below to connect:

Toll-free: +1 (866) 503-0859 **no conference ID is needed.*

First Time Users:

To save time before the meeting, check your system

<<http://go.microsoft.com/fwlink/?LinkId=90703>> to make sure it is ready to use Microsoft Office Live Meeting.

Troubleshooting:

Unable to join the meeting? Follow these steps:

1. Copy this address and paste it into your web browser:

<https://www.livemeeting.com/cc/cgi-ams/join>

2. Copy and paste the required information:

Meeting ID: 3072012

Entry Code: attend

Location: <https://www.livemeeting.com/cc/cgi-ams>

If you still cannot enter the meeting, contact support <<http://www.webconferencesupport.com>>

For policy questions regarding the HealthCare.gov Plan Finder, please email

CCIOPlanFinder@cms.hhs.gov.

For any questions regarding MLR requirements, please email MLRQuestions@cms.hhs.gov.

For technical assistance regarding data submissions, please contact: the HIOS Help Desk at 1-877-343-6507; the RBIS Help Desk at 1-888-380-2107; or insuranceoversight@hhs.gov.