FF-SHOP Issuer Testing for Plan Year 2017

July 26, 2016

Federally-facilitated Small Business Health Options Program (FF-SHOP) Webinar Series VII

Intended Audience

- Please be advised: The intended audience for this call is medical and dental issuers operating within FF-SHOP Marketplaces. This is <u>not</u> an open press call.

  – Members of the press or a media outlet should disconnect the call at this time and contact the Centers for Medicare & Medicaid Services (CMS) Press Office for further information.

Agenda

- Session Guidelines
- Purpose
- Updates and Announcements
- Electronic Data Interchange (EDI) Onboarding
- Issuer Testing Schedule
- Scope of New Issuer Testing
- Scope of Pre-Testing

- Scope of All Issuer Testing
- Reference Materials
- Question & Answer (Q&A) Session
- Resources
- Vendor Registration
- Closing Remarks

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Session Guidelines

Duration

This is a 60-minute webinar session.

Questions

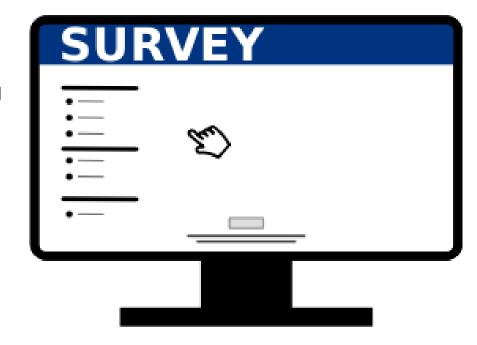Questions will be taken at the end of the presentation.

Contact

For questions regarding logistics, contact the Registration for Technical Assistance Portal (REGTAP) Registrar at registrar@REGTAP.info or (800) 257-9520.

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FF-SHOP Webinar Session Survey

- CMS welcomes your feedback regarding this webinar series and values any suggestions to enhance this experience for you.

- Following the call, we will redirect you to a survey to provide additional comments and feedback.

- Please take time to complete the survey and provide CMS with feedback.

Purpose

- Provide FF-SHOP issuers with updates and announcements.

- Provide FF-SHOP issuers with an overview of EDI Onboarding.

- Provide issuers with an overview of FF-SHOP issuer testing for the 2017 Plan Year.

- Answer participant questions.

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Updates and Announcements

FF-SHOP Series VIII Webinars

- Centers for Medicare and Medicaid Services (CMS) will continue providing Issuers with updates and guidance on FF-SHOP for the 2016 & 2017 Plan Years with FF-SHOP Series VIII Webinar sessions.

- The FF-SHOP Series VIII webinars will begin on August 3, 2016. Please visit www.REGTAP.info to register for these sessions.

- Please note, all current series participants will be registered for Series VIII.

Enrollment/Reconciliation Support

- Pursuant to 45 CFR 156.285(c)(5), Qualified Health Plan (QHP) issuers must send Enrollment/Reconciliation files to the FF-SHOPs on at least a monthly basis according to a process, timeline and file format established by the FF-SHOPs.

- Files are due on the 2nd Friday of every month.
  - July 2016 files are due by 11:59 p.m. ET on Friday, August 12th.

- CMS will facilitate a monthly technical support call between issuers and CMS' enrollment reconciliation contractor on:
  - **Monday, August 8th at 10:00 a.m. ET**
  - Dial in information:
    - US Toll Free Call In Number: **1-877-267-1577**
    - Access Code: **998 095 192**

- Issuers with questions about Enrollment/Reconciliation technical requirements, or who would like to schedule a consultation, may contact CMS for assistance.

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Plan Year (PY) 2017 Pre-Testing

- For one (1) week in September, CMS will be hosting issuers onsite for PY 2017 pre-testing.

- Pre-testing has limited accessibility, and any issuers interested in participating should contact Jason Jackson or Dean Mohs no later than Friday, August 19, 2016 at:
  - Jason.Jackson@cms.hhs.gov
  - Dean.Mohs@cms.hhs.gov

NEW: 2017 Enrollment Manual

- 2017 Federally-facilitated Marketplace and Federally-facilitated Small Business Health Options Program Enrollment Manual is available on REGTAP at: https://www.regtap.info/uploads/library/ENR_FFM_SHOP_Manual_5CR_072516.pdf.

- Information related to the FF-SHOP can be found in Chapter 3.
  - No new SHOP policies were introduced in the 2017 Enrollment Manual. However, CMS made several updates to the Enrollment Manual to reflect recent policy changes introduced in the 2017 Payment Notice and 2017 Letter to Issuers.

EDI Onboarding

EDI Registration Form/Connectivity Testing

- To start the onboarding process to accept EDI 834 enrollment, 820 payment transactions and participate in FF-SHOP Marketplace testing, issuers must complete the EDI Registration form by September 15, 2016, available on zONE:

  https://zone.cms.gov/document/edi-onboarding-form-and-instructions-connectivity-testing

- **Note:** Issuers must first log into zONE before attempting to directly access any links to documentation.

EDI Registration Form/Connectivity Testing (continued)

- Every issuer must have a completed EDI Registration form. If an issuer already submitted a Registration form for the Federally-facilitated Marketplace (FFM) Individual Marketplace, there is no need to submit a new form for FF-SHOP. However, issuers must update issuers' 2017 QHP information by submitting a **CHANGE EDI** Registration form.

- If an issuer has a Trading Partner Agreement (TPA) supporting FF-SHOP, the Trading Partner must complete an EDI Registration form.

EDI Registration Form/Connectivity Testing (continued)

- After receipt of the EDI Registration form, CMS will reach out to the issuer to establish Electronic File Transfer (EFT) connectivity.

- The CMS EFT team will establish an EFT folder from which issuers can access outbound EDI transactions from CMS and upload inbound EDI transactions to the FF-SHOP.

  - **Note**: If issuers have already established EFT connectivity with CMS for the Trading Partner that will receive FF-SHOP transactions, additional connectivity testing is not required. Issuers are still required to update the EDI Registration form to include routing for 2017 FF-SHOP QHPs.

FF-SHOP Issuer Testing for Plan Year 2017

Issuer Testing Schedule – DRAFT (Subject to Change)

Task	Date
Demonstration of Existing Functionality	August 4, 2016
Execute New Issuer Phase 1 Testing (virtual)	August 8, 2016 – August 26, 2016
Hold weekly New Issuer testing touch points*	August 10, 2016 – August 31, 2016
Demonstration of New Functionality	September 13, 2016
Execute Issuer Pre-Testing (onsite) – testers directly provide feedback to support staff	September 13, 2016 − September 15, 2016**
Execution of All Issuer Testing (virtual)	October 3, 2016 − October 21, 2016
Hold weekly All Issuer Testing touch points*	October 4, 2016 − October 25, 2016
Execution of New Issuer Phase 2 Testing (virtual)	October 3, 2016 − October 21, 2016
Hold weekly New Issuer Phase 2 Testing touch points*	October 5, 2016 − October 26, 2016

*If needed, additional touchpoints will be scheduled.
**Note: There is a possibility that testing may only take the first two (2) days of this three (3) day period.

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New Issuer Testing Scope

- **Scope of New Issuer Phase 1 Testing includes:**
  - Introduction to the SHOP application through a basic flow the covers the following:
    - Employer offers a plan.
    - Employee accepts a plan.
    - Employer submits the application.

New Issuer Testing Scope (continued)

- **Scope of New Issuer Testing ensures:**
  - New issuers can successfully send and receive EDI Group Extensible Markup Language (XML), 834 and 820 transactions for Marketplace operations with a two-phase approach:
    - **Phase 1 in August** – Issuers will be able to review sample files and test file structure, layout and business rules. Documents such as Employer Group Sample Files, EDI File Naming Conventions, and SHOP Business Service Definition (BSD) can be found on REGTAP.
    - **Phase 2 in October** – During All Issuer Testing, and once issuer plan data is available on the SHOP test application and EDI registration is complete, new issuers will test the transmission and validation of EDI Group XML, 834 and 820 transactions.

New Issuer Testing Registration

- If a new issuer plans to participate in Phase 1 or 2 of New Issuer Testing, the issuer must register with CMS by submitting the following to CMS at Issuer_Registration@CMS.hhs.gov:
  - Issuer Name
  - States Represented
  - Health Insurance Oversight System (HIOS) ID
  - Payee Tax Identification Number (TIN) **ONLY** Required for Phase 2
  - Bank Routing Number **ONLY** Required for Phase 2
  - Tester Name
  - Tester Email Address

  Note: Please indicate **NEW ISSUER TESTING REGISTRATION** in the subject line.

New Issuer Testing Registration
(continued)

- The issuer must submit the information mentioned above starting today **(July 26, 2016)**, but no later than 6:00 p.m. EDT on **July 28, 2016**, to register for Phase 1 and **September 30, 2016** for to register for Phase 2 to Issuer_Registration@CMS.hhs.gov if the issuer plans to participate in new issuer testing. Once the registration is submitted, issuers will receive confirmation and testing credentials within three (3) business days.

- Failure to include all of the required fields could result in a delay of the issuer's ability to test.

- If you are an existing FF-SHOP issuer, there will be a separate registration process for All Issuer Testing that will begin in September 2016.

Issuer Pre-Testing Scope

- **Vertical Choice**
    - Vertical choice option available for employers in States where vertical choice is available.
    - Vertical choice offers a choice of all QHPs or Stand-alone Dental Plans (SADPs) offered by a single issuer across all available actuarial value levels of coverage/metal levels (e.g., bronze, silver, gold, platinum).
    - Availability of this option will vary by State.

- **Address – Validation, Pulling and Copying**
    - Leverage SmartyStreets to validate employer/employee addresses (including county) entered within FF-SHOP before displaying rates and sending enrollment transactions to issuers.
    - Enter a zip code that spans two (2) counties to show how the accurate county will be corrected upon validation.
    - Pull employee mailing address from employee roster into mailing address on employee application.
    - Allow employees to copy employees' mailing address into the home address field.

Issuer Pre-Testing Scope (continued)

- **Premium Breakdown**
  - Testers can access the plan premium breakdown page by clicking a "view premium breakdown" link from certain employer and employee pages to view an itemized premium breakdown for each plan where applicable.
  - The premium breakdown page displays itemized premiums specific for each employee and any covered dependents.
    - For the employer flow, breakdown includes dollar amounts for employer contribution, employee contribution, total premium per member/dependent, and total premium for the group.
    - The employee flow is slightly different, as only the specific member and any covered dependents' premium information will display.
  - Once "View premium breakdown" is selected, the premium breakdown page will display, and the tester can then navigate back to the previous page.
  - Plan premium breakdown page will be available for previous year enrollments.

Issuer Pre-Testing Scope (continued)

- **Waiting Period Business Rule Updates**
  - The update allows new hires to immediately pick a plan when added to roster — regardless of waiting period (to minimize the need to manually intervene to ensure 90-day waiting period limit is maintained).
  - This includes special enrollment periods (SEPs).

All Issuer Testing Scope

- **Vertical Choice**
  - Vertical choice option available for employers in States where vertical choice is available.
  - Vertical choice offers a choice of all QHPs or SADPs offered by a single issuer across all available actuarial value levels of coverage/metal levels (e.g., bronze, silver, gold, platinum).
  - Availability of this option will vary by State.

- **Address –Validation, Pulling, and Copying**
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  - Enter a zip code that spans two (2) counties to show how the accurate county will be corrected upon validation.
  - Pull employee mailing address from employee roster into mailing address on employee application.
  - Allow employees to copy employees' mailing address into the home address field.

All Issuer Testing Scope (continued)

- **Premium Breakdown**
  - Testers can access the plan premium breakdown page by clicking a "view premium breakdown" link from certain employer and employee pages to view an itemized premium breakdown for each plan where applicable.
  - The premium breakdown page displays itemized premiums specific for each employee and any covered dependents.
    - For the employer flow, breakdown includes dollar amounts for employer contribution, employee contribution, total premium per member/dependent and total premium for the group.
    - The employee flow is slightly different, as only the specific member and any covered dependents' premium information will display.
  - Once "View premium breakdown" is selected, the premium breakdown page will display, and the tester can then navigate back to the previous page.
  - Plan premium breakdown page will be available for previous year enrollments.

User Interface (UI) Enhancements

NOTE: UI enhancements below only apply to issuers who input particular values into issuers' Plan and Benefits Templates and NOT a part of testing scope for All Issuers.

- **Deductible**
  - When an issuer inputs "Not Applicable" for an In-Network Individual Deductible dollar amount in the plan and benefits template (template), the UI displays the Combined In/Out-of-Network Individual Deductible value.
  - The above is true regardless of whether Medical and Drug deductibles are integrated or not.
    - When medical and drug deductibles are integrated, the values inputted for "Combined Medical and Drug EHB Deductible" will display on the UI.

- **Plan Details**
  - When an issuer inputs a coinsurance value of "100%" for a benefit in the template, the UI displays "Not Covered."
  - When an issuer inputs one of the following values as the copay ("No Charge;" "No charge after deductible;" or "$0") for a benefit and the benefit's corresponding coinsurance value is between 1-99%, the UI will display "Not Applicable."

All Issuer Testing Registration

- If an issuer plans to participate in All Issuer Testing, the issuer must register with CMS by submitting the following to CMS at Issuer_Registration@CMS.hhs.gov:

    o Issuer Name

    o States Represented

    o HIOS ID

    o Tester Name

    o Tester Email Address

    Note: Please indicate **ALL ISSUER TESTING REGISTRATION** in the subject line

All Issuer Testing Registration
(continued)

- The issuer must submit the information mentioned above starting today **(July 26, 2016)** but no later than 6:00 p.m. EDT on **September 30, 2016** to Issuer_Registration@CMS.hhs.gov if the issuer plans to participate in All Issuer Testing. Once the registration is submitted, issuers will receive confirmation and testing credentials within ten (10) business days. Feel free to register now even if you are not 100% sure you will participate as you can decide later on to decline testing.

- Failure to include all of the required fields could result in a delay of the issuer's ability to test.

To access the testing presentations that will be uploaded to zONE, issuers must set up access to zONE by using the following guidance. Note: As a new user, you must first register with EIDM in order to gain access to zONE. If you already have a zONE account, double check that you can get into it, as password reset time could take time.

User Access Quick Guide

A copy of the comprehensive User Access Quick Guide is posted on zONE @:
https://zone.cms.gov/document/zone-access-troubleshooting *(pre-log in required to access zONE links)*

Three audiences:
1. **New Users** *(new to zONE & EIDM)*
2. **Existing EIDM Users** *(new user to zONE)*
3. **Existing zONE Users** *(unable to log-in since the EIDM transition)*

EIDM Registration Process: *(Pre-requisite to CMSzONE Access)*
1. Register for access at EIDM Enterprise Portal Here: https://portal.cms.gov/
2. Log in with your EIDM credentials and click on "Request Access Now"
3. Click on "Request New Access" and choose CMSzONE

CMSzONE Private Issuer Community

Access: *(After being granted EIDM access)*
1. Log into zONE; click on the **Communities tab**
2. Click **Browse Private Communities**
3. Click **Issuer Community – Private**
4. Click **Join Community**
5. Provide explanation of why you need access to this community; **Include:**
   - name and contact information
   - issuer POC contacts
   - specific work for issuer *(i.e. fill out QHP templates, processing 834's, etc.)*

zONE End User Quick Access Guide:
https://zone.cms.gov/document/zone-end-user-access-quick-guide

zONE and EIDM User Access Quick Guide:
https://zone.cms.gov/document/zone-access-troubleshooting

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To access the testing presentations that will be uploaded to zONE, Issuers must set up access to zONE and may find the following troubleshooting helpful when setting up zONE access:

REGISTRATION, PASSWORD RESETS, & FORGOTTEN PASSWORDS

➢ **New Users:** Registration & community approval are typically completed in 1-3 business days, if not sooner.

If you are unable to access zONE, and/or the issuer community after 3 business days you may email a follow up request to the helpdesk & the issuer communications team (addresses below) for an update. Please include any provided ticket numbers & applicable context for reference.

➢ **Existing zONE Users :** Password resets are also typically completed in 1-3 business days, if not sooner.

If your request is not completed after 3 business days, you may email a follow up request to the helpdesk & the issuer communications team (addresses below) for an update. Please include any provided ticket numbers & applicable context for reference.

ALL OTHER CMSzONE ACCESS ISSUES

Prerequisite Details
➢ Capture screenshots of any errors received so our teams can troubleshoot
   ☐ PC = Ctrl + PrtScn to capture, Ctrl + V to paste / Mac = Command+Shift+4 to capture & send to a desktop file

Email
➢ Provide screenshots and applicable prerequisite information above, in an email body, as follows:
   ❖ With the subject line: "zONE Access Issues"
   ❖ To: CMS_FEPS@cms.hhs.gov
   ❖ Cc: or Bcc: CMS_Issuer_Communications@cms.hhs.gov

Reminder: Supported Browser Versions
✓ *Internet Explorer Version 9.0*
✓ *Internet Explore Version 10.0*
✓ *Google Chrome*
✓ *Safari*

Follow-Up
➢ If the issue is not resolved within 3 business days, you may email a follow up request:
   ❖ With the subject line: "zONE Access Issues : 3+day follow up"
   ❖ To: CMS_FEPS@cms.hhs.gov & CMS_Issuer_Communications@cms.hhs.gov
   ❖ Include (where possible) explanation message, screenshots, ticket #(s) received, and number of days outstanding

Testing Best Practices (1 of 2)

Subject	Best Practice
Cookies	• **Please remember to clear your cache and delete cookies before testing. Remember to do this every time you begin a new testing session. If using Google Chrome, you should clear your cache by pressing Shift+Ctrl+Delete to clear browsing data.** • If you encounter an error when testing, please clear your cache/delete cookies and repeat the scenario again to rule out a cache/cookie issue. Try to recreate the issue more than once before submitting a ticket. IMP10 is a testing environment that can sometimes have some instability. Please ensure you are attempting to test during approved testing hours. • The "Access Denied" message may require clearing your cache and deleting cookies. • Use Incognito mode when testing in Google Chrome, which deletes cookies (CTRL+SHIFT+N creates a new Incognito window).
Browsers	• If Windows Internet Explorer does not allow you to access the environment, or you receive an error that you are "Not Authorized," attempt to log on using Google Chrome or Firefox Browser. • Note: All browsers (e.g., Google, Firefox, Internet Explorer) are supported in production.
Credentials	• Using the provided credentials, you can log into the testing environment and begin completion of an applications without having to establish an account and perform identity proofing. You will receive one (1) employer account for each State you are testing and three (3) employee accounts per employer account.

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Testing Best Practices (2 of 2)

Subject	Best Practice
Application Flow	- The general flow is as: - First, the employer completes the application. - Then, log in as an employee to accept coverage and select a plan. - Lastly, log back in as the employer to close out and hit the "submit application" button. - Once you submit the application, the group XML and 834 will be generated.
Issue Management	- **Submit a <u>separate</u> ticket to CMS_FEPS@cms.hhs.gov for each issue.** - **Do not submit a ticket to the CMS Issuer Registration email address, CMS Marketplace Testing email address or email addresses of particular CMS employees.** - Use the appropriate subject line for a ticket submission – New Issuer Testing. - Before you submit the application, write down the Application ID (it disappears once you select a plan). Include the credentials used for testing, the HIOS ID, Application ID, screenshots, steps to reproduce the issue, and date/time issue occurred when submitting a ticket to help improve response time.
Name, Participation Code, and SSN	- Make a note of the participation code and SSN as you will need this information for the employee flow of testing. - **Check to see that the participation code was copied over correctly (make sure there are no extra spaces before or after the code).** - **When you are creating an employee account, make sure the first name (enter TestFirstName as per the presentation), last name (enter TestLastName as per the presentation), SSN, and participation code match what was entered on the employee roster. If you do not have these 4 matching data elements in both places (employee roster and employee account), you will see error messages and cannot proceed and will lose valuable testing time.** - **Make sure to add the dashes when entering the SSN (e.g., 111-11-1111).**

Flexibility of Test Data Elements

- Developed a new one (1) pager in Word found on CMS zONE https://zone.cms.gov/document/ff-shop-testing-reference-materials.
- Use the Word version as the <u>primary</u> reference material when testing.
- Quick reference table indicates whether test data elements are unalterable or customizable when entered in the employer and employee flows of the FF-SHOP application.
- The following slides are for illustration purposes only/an alternate version that is easier to read in a PowerPoint format.

Quick Reference
Table

Employer Test Data Elements (1 of 5)

EMPLOYER Data Element (Web Page Location)	Flexibility of Data to Enter	Guidance
Employer User Name/Email Address (Employer Login Page)	Unalterable	• **Enter the <u>provided</u> email address** from Issuer_Registration@CMS.hhs.gov (sample email address: abc###@@message-checker.appspotmail.com) into the Employer Login Page.
Password (Employer Login Page)	Unalterable	• Enter Test123# into the employer login page. • Password was sent with employer ID/email address from Issuer_Registration@CMS.hhs.gov.
State (Page Immediately After Login)	Unalterable	• **Select the State listed in your testing presentation, as State selected will vary by presentation.**
Business Name, Doing Business As Name, Federal Employee Identification Number (FEIN), Business Type, Corporation, Street Address, City, Zip, County, State, Primary Phone, Extension, Secondary Phone, Primary Business Address (Creating Eligibility Page)	Customizable	• Enter data from your testing presentation <u>or enter dummy data.</u> • Complete all required address-related fields with a valid address in the testing State. Required fields are often denoted by an asterisk.

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Employer Test Data Elements (2 of 5)

EMPLOYER Data Element (Web Page Location)	Flexibility of Data to Enter	Guidance
Display Name for SHOP, Preferred Method of Contact, Preferred Spoken Language (Business Information Section)	Customizable	• Enter data from your testing presentation <u>or enter dummy data.</u> • **Complete all required contact-related fields. Required fields are often denoted by an asterisk.**
First name, Middle Initial, Last Name, Suffix, Title, Email Address, Mailing Address, Phone Number, Extension, Phone Type, Preferred Spoken Language, Preferred Written Language, Add Secondary Contact (Primary Contact Information Page)	Customizable	• Enter data from your testing presentation <u>or enter dummy data.</u> • Complete all required primary contact-related fields. Required fields are often denoted by an asterisk.
First Name (Employee Details Page)	Unalterable	• Enter "TestFirstName" in this field, <u>as noted</u> in your testing presentation for each employee. • Enter first name the exact same way in the employee account when logged in as the employee.
Last Name (Employee Details Page)	Unalterable	• Enter "TestLastName" in this field, <u>as noted</u> in your testing presentation for each employee. • Enter first name the exact same way in the employee account when logged in as the employee.

Employer Test Data Elements (3 of 5)

EMPLOYER Data Element (Web Page Location)	Flexibility of Data to Enter	Guidance
Employee Date of Birth, Employee ID, Date Of Hire, Phone Number, Extension, Preferred Method Of Contact, Address, Apt., City, Zip, County, State (Employee Details Page)	Customizable	• Enter dummy data. • Record the Social Security Number (SSN), which you will need to enter into the employee account .
Employee SSN (Employee Details Page)	Unalterable	• Enter "111-11-1111" in this field, as noted in your testing presentation. • Enter SSN the exact same way in the employee account when logged in as the employee.
Employee Email Address (Employee Details Page)	Unalterable	• **Enter the <u>provided employee email address</u>** from Issuer_Registration@CMS.hhs.gov (sample email: SLSLOAONE22##.##########@test.com) into the Employee Details Page.
Dependent First, Last, And Middle Names, Suffix, SSN (Dependent Details Page)	Customizable	• Enter dummy data. • Complete all required dependent contact-related fields. Required fields are often denoted by an asterisk.
Participation Code (Employee Details Page)	Unalterable	• Record the participation code, which you will need to enter into the employee account. • Do not enter spaces. • Copy and paste the code without adding extra spaces at the beginning or end of the code.

Employer Test Data Elements (4 of 5)

EMPLOYER Data Element (Web Page Location)	Flexibility of Data to Enter	Guidance
Start Coverage Date (Set Enrollment Period Page)	Unalterable	• **Enter the start coverage date <u>as noted</u> in your testing presentation (date will vary by testing presentation).**
Enrollment Start Date (Set Enrollment Period Page)	Unalterable	• **Enter today's date.**
Enrollment End Date (Set Enrollment Period Page)	Unalterable	• **Enter the enrollment end date <u>as noted</u> in your testing presentation (date will vary by testing presentation).**
Waiting Period (Set Enrollment Period Page)	Unalterable	• Enter 0.

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Employer Test Data Elements (5 of 5)

EMPLOYER Data Element (Web Page Location)	Flexibility of Data to Enter	Guidance
Employer Premium Contribution (Set Employer Contribution Page)	Unalterable	• Select Fixed Percentage.
Dependent Coverage (Set Employer Contribution Page)	Unalterable	• Enter No.
Domestic Partner Coverage (Set Employer Contribution Page)	Unalterable	• **Do not select "coverage for opposite sex domestic partners."** • **Do not sleeve "coverage for same sex domestic partner."**
Employee and Dependent Contribution (Set Employer Contribution Page)	Unalterable	• Enter 51% for employee contribution % for health as noted in your testing presentation or enter another percentage. • Enter 20% for dependent contribution % for health as noted in your testing presentation or enter another percentage.

Employee Test Data Elements (1 of 2)

EMPLOYEE Data Element (Web Page Location)	Flexibility of Data to Enter	Guidance
Employee Email Address (Employee Details Page)	Unalterable	• Enter the provided employee email from Issuer_Registration@CMS.hhs.gov (sample email: SLSLOAONE22##.###########@test.com) into the Employee Details Page.
Participation Code (Employee Details Page)	Unalterable	• Record the participation code, which you will need to enter into the employee account . • Do not enter spaces. • Copy and paste the code without adding extra spaces at the beginning or end of the code.
Employee SSN (Employee Details Page)	Unalterable	• Record the SSN (111-11-1111), which you will need to enter into the employee account. • Enter SSN the exact same way as what was entered on the employer portal.

Employee Test Data Elements (2 of 2)

EMPLOYEE Data Element (Web Page Location)	Flexibility of Data to Enter	Guidance
First Name (Employee Details Page)	Unalterable	• Enter "TestFirstName" in this field, as noted in your testing presentation. • Enter first name the exact same way in the employee account when logged in as the employee.
Last Name (Employee Details Page)	Unalterable	• Enter "TestLastName" in this field, as noted in your testing presentation. • Enter first name the exact same way in the employee account when logged in as the employee.

FAQ re: Registration and IDs

- Q: Can our FF-SHOP testing team receive more than one (1) set of credentials per HIOS ID?

- A: No, only one (1) set of credentials/test accounts will be provided per HIOS ID per State.

FAQ re: Registration and IDs (continued)

- Q: Can more than one (1) person from within a company participate in FF-SHOP issuer testing?

- A: Yes, testers from a specific issuer should coordinate to <u>share</u> the Employer and Employee IDs provided. If more than one (1) person from the same company tries to log into the same employer ID, the testers will override each other's work.

FAQ re: Registration and IDs
(continued)

- Q: Can existing issuers participate in New Issuer testing?

- A: No, similar to last year's testing, New Issuer testing focuses on orienting new issuers to functionality. CMS does not have resources to support testing with existing issuers.

Testing FAQ Resource

- Check out the complete list of FAQs here: https://zone.cms.gov/document/ff-shop-testing-reference-materials.

- Feel free to filter by question category or search by a key word (e.g., credentials, SSN, participation code).

FAQ ID	Testing Category	Question (bolding denotes more important questions)	Answer
1.1	Registration and IDs	**Is FF-SHOP Issuer testing required?**	No, FF-SHOP issuers are not required to participate in testing for either Marketplace though participation is highly encouraged.
1.2	Registration and IDs	**Can existing issuers participate in New Issuer testing?**	No, similar to last year's testing, New Issuer testing focuses on orienting new issuers to functionality. CMS does not have resources to support testing with existing issuers.

Resources: Videos/Demos

Resource	Link
SHOP Landing Page Housing Below Videos and More	• (https://www.youtube.com/playlist?list=PLaV7m2-zFKphB8T_m0dG40hUQeGLCa24c)
How to Enroll in the SHOP Marketplace in 2016: For Employers	• https://www.youtube.com/watch?v=HRnpR2UE6Lo&list=PLaV7m2-zFKphB8T_m0dG40hUQeGLCa24c&index=2
How to Enroll in the SHOP Marketplace in 2016: For Employees	• https://www.youtube.com/watch?v=a3zYCTCAvQM&list=PLaV7m2-zFKphB8T_m0dG40hUQeGLCa24c&index=4
How to Renew SHOP Marketplace Coverage in 2016: For Employers	• https://www.youtube.com/watch?v=nkCKfqD0ptI
Getting Small Business Health Coverage Through the SHOP Marketplace	• https://www.youtube.com/watch?v=KRAMSZxatLA

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Resources: How To Guides

Resource	Link
How to Enroll in the SHOP Marketplace for Employers *(step-by-step guide)*	• https://marketplace.cms.gov/outreach-and-education/enroll-in-shop-employers-2016.pdf
How to Enroll in the SHOP Marketplace for Employees *(step-by-step guide)*	• https://marketplace.cms.gov/outreach-and-education/enroll-in-shop-employees-2016.pdf
SHOP Employer Enrollment User Guide *(detailed instructions to fill out each screen of the application)*	• https://marketplace.cms.gov/outreach-and-education/shop-employer-enrollment-user-guide-2016.pdf
SHOP Employee Enrollment User Guide *(detailed instructions to fill out each screen of the application)*	• https://marketplace.cms.gov/outreach-and-education/shop-employee-enrollment-user-guide.pdf
SHOP Marketplace Renewal User Guide for Employers, Employees, Agents, and Brokers	• https://marketplace.cms.gov/technical-assistance-resources/shop-renewal-guide.pdf
Steps for Employers to Enroll in the SHOP Marketplace	• https://marketplace.cms.gov/technical-assistance-resources/logo-and-infographics/steps-employers-enroll-shop-2016.pdf

Questions?

- To submit or withdraw questions by phone:

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

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

- To submit questions by webinar:

  o *Type your question in the text box under the 'Q&A' tab and click 'Send' to submit your questions.*

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Resources

FF-SHOP Webinar Session Survey

- CMS welcomes your feedback regarding this webinar series and values any suggestions to enhance this experience for you.

- Following the call, we will redirect you to a survey to provide additional comments and feedback.

- If you prefer to complete the survey at a later time, you will receive an email with a link to complete the survey at your convenience.

- Please take time to complete the survey and provide CMS with feedback.

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Vendor Registration

- To register additional Enrollment Vendors under contract with an issuer for FF-SHOP webinars, please contact the REGTAP Registrar at registrar@REGTAP.info.
    - Please enter "***Vendor Registration for SHOP Webinar***" in the email subject line.
    - Please include each Vendor's full name and email address in email body.

Getting FF-SHOP Questions Answered

Search the online REGTAP database of nearly **700** FF-SHOP Frequently Asked Questions (FAQs).

Review more than **125** FF-SHOP presentations and resources located in the REGTAP library.

Ask questions on the phone and use the chat feature during Tuesday and Thursday FF-SHOP webinars.
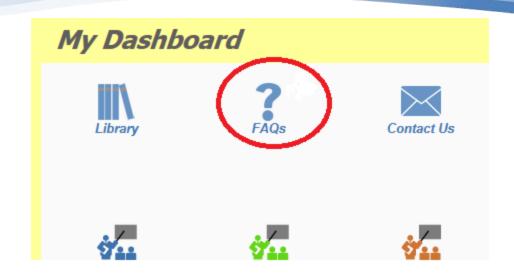
CMS will attempt to answer questions not already in REGTAP searchable database.

Send an e-mail to **CMS_FEPS@cms.hhs.gov** Questions submitted to REGTAP unrelated to Webinar access will not receive a response.
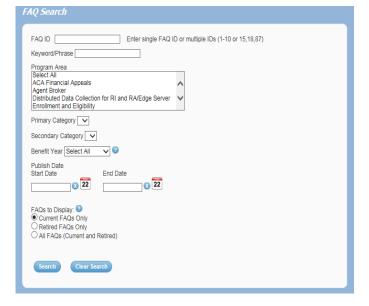
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FAQ Database on REGTAP

The FAQ Database allows users to search FAQs by FAQ ID, Keyword/Phrase, Program Area, Primary and Secondary categories Benefit Year and Publish Date.

FAQ Database is available at https://www.REGTAP.info/.

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Resources

Resource	Resource Link
Centers for Medicare & Medicaid Services (CMS)	http://www.cms.gov/
Center for Consumer Information & Insurance Oversight (CCIIO)	http://www.cms.gov/cciio/
SHOP Call Center Monday – Friday (9:00 a.m. – 7:00 p.m. ET)	1-800-706-7893 (711 – TTY) Prompt #5 for Issuers
SHOP Marketplace Website	https://www.healthcare.gov/small-businesses/
Employer Application (for Direct Enrollment in FF-SHOPs)	https://www.healthcare.gov/downloads/shop-employer-application.pdf
Marketplace Website	http://www.healthcare.gov/
Registration for Technical Assistance Portal (REGTAP)	https://www.REGTAP.info
Electronic Data Interchange (EDI) Help Desk	dshedisupport@cns-inc.com
Exchange Operations Support Center (XOSC)	CMS_FEPS@cms.hhs.gov 1-855-267-1515
Marketplace Payments Inbox (FF-SHOP User Fees)	marketplacepayments@cms.hhs.gov
E-mail Address Support for New FF-SHOP Issuers	newshopissuer@cms.hhs.gov

![CMS logo - CENTERS FOR MEDICARE & MEDICAID SERVICES]

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SHOP Marketplace Online Tools

Resource	Resource Link
Full-time Equivalent (FTE) Employee Calculator	https://www.healthcare.gov/fte-calculator/
Spanish Version	https://www.cuidadodesalud.gov/es/shop-calculators-fte/
Tax Credit Estimator	https://www.healthcare.gov/small-business-tax-credit-calculator/
Spanish Version	https://www.cuidadodesalud.gov/es/shop-calculators-taxcredit/
See Plans & Prices	https://www.healthcare.gov/see-plans/
Spanish Version	https://www.cuidadodesalud.gov/see-plans/
Minimum Participation Rate Calculator **Spanish Version**	https://www.healthcare.gov/small-businesses/choose-and-enroll/tools-and-calculators/ https://www.cuidadodesalud.gov/es/small-businesses/shop-calculators-mpr/

Future Webinar Dates

FF-SHOP Webinar Series VII	
Date	**Topic**
Tuesday, August 2, 2016 1:00 p.m. – 2:00 p.m. ET	Updates and Live Q&A

FF-SHOP New Issuer Webinar Series	
Date	**Topic**
Thursday, July 28, 2016 2:00 p.m. – 3:00 p.m. ET	Updates and Live Q&A

- Log on to https://www.REGTAP.info to register for the next FF-SHOP Training Series.

- Access information regarding additional training series and resources beneficial to issuers.

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Closing Remarks