CCIIO-Wide War Room 10.3.13 AM

Action Items

- **Abigail** to get verification from Carlos that a change in HIOS to the issuer phone number will be pushed by x date to the Exchange in order to announce approach on issuer call today- if they change it in HIOS Classic, when will it be pushed to Plan Compare?
- Raise whether or not assisters should use the paper application at the group directors' meeting.

Overview

- PM has identified that several issuers have service areas and rating tables that do not match, leaving some **service areas with no rates**. The consensus of this group is to allow these service areas to be removed in Year 1, and then to tighten the rules and language around this issue in Year 2.
- The **data correction window** change requests are due from issuers today with evidence from their states; however, some issuers may struggle to get evidence from their states on this time-frame, and those will be looked at on a case-by-case basis with OG.
- **Navigator issues**: they should not be told to use paper applications until there is approval from leadership, they should default to the most likely program based on income when deciding whether to start enrollment in Medicaid or Exchange, and CMS should. communicate with Navigators via one-off conversations, rather than email blasts, for now.
- **Issuer phone numbers** are not appearing correctly on the Pay Now page because it is pulling data from HIOS instead of the admin template. Waiting to ask OIS how long it would take for updated issuer data in HIOS to be pushed to the Exchange before advising issuers.
- As of yesterday, there were **248 enrollments**.

Ongoing issues

- Experian identify-proofing issue for consumers
- CMS Enterprise portal identity-proofing issue for agent-brokers
- SADPs do not have estimated or guaranteed markers on Plan Compare
- Fixes for the disappearing notices are being implemented
- Fixes in the works for: the income issue, SSN, incarceration inconsistencies, and notices for eligibility for Medicaid/CHIP
- EIDM servers may have software issue
- Eligibility results are breaking intermittently
- Issuers are not receiving 834s when they should be

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834 issue- Raised here as well- issuers not receiving 834s that they should be getting.

Identity-proofing- Affecting 5-6 states that are SBMs; haven't heard FFM issues, but think that it is because of lower capacity. It could be an FFM issue later as capacity grows. There will be a call with the Experian management team today.