

CCIIO Wide War Room 10.2.13 PM

Action Items

- **Natalie** to put the issue of whether or not state approval is needed for URL and other changes (including OG proposal of calling states to ask for approval) on the QHP War Room agenda for tomorrow.

Overview

- Discussion is on-going regarding whether or not **URL and other similar changes need to be approved by the states** for the data change window; OG proposes calling some states to ask for approval in the case that they are not responding quickly to issuer emails.
- **Notice generation and incarceration inconsistencies** are on-going problems.
- The **Experian identification issue** is occurring for 5-6 state-based exchanges; it may affect FFMs once there is a higher capacity.
- **Consumer access** issues are occurring; some estimates show 40,000 people in the waiting room.
- **Direct enrollment** is still not working.
- The **paper application** is available on marketplace.gov, the partner website, but not healthcare.gov, the consumer website.
- Approximately **100 enrollments** have happened as of this meeting.

PM Update

State approval in data correction window- There is a requirement that the issuer provide evidence that the state approved a change. AZ and FL issuers have concerns that they won't be able to get state approval by tomorrow midnight.

We have this requirement for two reasons: 1) to prevent states from saying that changes were made that states didn't approve and 2) because we don't have time to call each state individually.

We have received pushback on this requirement from issuers on today's issuer call, especially regarding payment URL. We told them to make their best effort to document state approval. We will need to make decisions about what to do when state does not provide any approval/disapproval. OG comments?

OG Response: We could reach out to some of the states. For FL, Doug P willing to call FL about URLs and get a yes/no on whether or not it is a problem.

PM Response: Timing is an issue because adjudication will happen for a large portion of them over the weekend. Reaching states during Plan Preview was a several day process that doesn't fit this timeline.

We need an auditable trail of decision-making process. Do everything we can to get it from the state in writing that they approve the change. We can have documentation of a phone conversation, but we can't have a check that says state approved and no documentation.