DATE: January 19, 2011

TO: Issuers of Health Insurance

FROM: Doug Pennington
               Program Director, Healthcare.gov Plan Finder

SUBJECT: HIOS and CMP Templates Now Available For March Refresh

This memo is to inform Issuers of major medical insurance in the individual and small group markets that updated HIOS and CMP templates are now available for the March refresh of the HealthCare.gov Plan Finder.

Issuers may log in to the HIOS and CMP tools to obtain the updated templates. As a reminder, the dates of the next data submission window are Monday, January 31 – Friday, February 4, 2011.

We will address Issuers' questions regarding these template updates during this week's User Group conference call at 2 p.m. ET on Wednesday, January 19, 2011.

HIOS Template Updates
Issuers must download a new HIOS template. Please note that all Issuers must update their products' number of applications received, number of applications denied, and number of up-rated applications based on the third quarter of calendar year 2010 (July 1 to September 30, 2010). The application data on the pre-populated templates will be blanked out and must be entered for all products in order for the submission to be accepted by HIOS. In addition, enrollments should be updated as of December 31, 2010. Submissions will be suppressed from the Plan Finder if updated application data are not reported.

CMP Template Updates
Issuers that only update plan-level enrollment counts must update the Portal Plans page and specify the change upon submitting. There is no need to download the new templates.

For all other Issuers, including those that plan to transpose data from the old to new CMP template, please note the following template changes for submitting data on individual and family-level plans:

- CMP template versioning will be recorded within each template. CMP will not allow an outdated version of a template to be uploaded beginning with the March submission period. All plan submission and pricing data must be entered into the new Version 2 of all CMP templates.

- Each plan name or deductible must be different for each plan entered into CMP. If not, then the plan name must be expanded to include a differentiating plan component (e.g. Freedom Plan ($20 office visit co-pay) or Freedom Plan ($10/$25/$50 Rx).
- In the Rate Template section, Issuers will be able to download and reference an Excel spreadsheet of valid postal zip codes and county names.
- Issuers will not be able to upload any template that contains plans that do not match the plans listed in the "Enter Portal Plan" page. This is to ensure the number of plans and the plans' names match between the template and Portal Plans.
- Issuers will not be able to upload multiple templates with the same file name under the same state.
- An Excel spreadsheet has been added to the Rate Template to show the answers provided by the Issuer in the Rate Wizard, which triggered that particular Rate Template.
- Issuers will not be able to start the CEO/CFO attestation process without first submitting the CMP request.
- A new template has been added that includes a User Type of: Primary, Spouse, and Child.

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

For technical assistance regarding product-level data submissions, please contact the HIOS Help Desk at 1-877-343-6507 or insuranceoversight@hhs.gov.

For technical assistance regarding plan-level data submissions, please contact the CMP Help Desk at 1-877-425-3708 or cmp-support@ehealth.com.