

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
Center for Consumer Information & Insurance Oversight
200 Independence Avenue SW
Washington, DC 20201



OVERSIGHT GROUP

DATE: June 16, 2020

TO: All Health Insurance Issuers

FROM: Christina Whitefield, Director, Division of Medical Loss Ratio, Center for Consumer Information & Insurance Oversight, Centers for Medicare & Medicaid Services

SUBJECT: Medical Loss Ratio Training Information for the 2019 MLR Reporting Year

This notice provides information about upcoming training sessions for the submission process of Medical Loss Ratio (MLR) data for the 2019 MLR reporting year using the MLR Annual Reporting Form. Similar to 2011-2018 MLR reporting years, issuers will use the MLR module of the Health Insurance Oversight System (HIOS) to submit the 2019 MLR Annual Reporting Form.

Please note that the HIOS MLR registration and issuer confirmation period for new and existing issuers begins on June 11, 2020. Registration must be completed prior to the actual submission of MLR data, so we encourage issuers who will be using the HIOS MLR module for the first time in 2020 to register during the month of June. We also encourage those issuers who have used the HIOS MLR module in previous years to verify in June that the information regarding their registered users and their associated states is up-to-date. The deadline to submit the 2019 MLR Annual Reporting Form is July 31, 2020; however, CMS will consider 2019 Annual MLR Reporting Forms to be filed on time as long as they are filed by August 17, 2020.

MLR HIOS Training Webinar:

CCIIO/CMS will host a two-hour training webinar to review the registration process and the HIOS MLR module. The same webinar will be presented on Wednesday, June 17, 2020 and again on Monday, June 22, 2020, both dates at 1:00 pm (EDT). Although we have reserved two hours for this webinar, so as to allow for issuers questions at the end, the webinar has generally taken less than 90 minutes.

Issuers should use the following call and link information to access the webinar:

Webinar Audio Information: Toll-free: 1-877-267-1577

Date: June 17 and June 22, 2020, 1:00-3:00 pm EDT

Meeting ID: 990 909 535#. If not using the webinar, press “#” when asked for your Attendee ID URL for the Webinar Portion:

<https://meetings.cms.gov/orion/joinmeeting.do?MTID=ca01834b534a2699ad463f1e50ea672d>

2019 MLR Annual Reporting Form Conference Calls:

In addition to the MLR/HIOS training webinars, CCIIO/CMS will host six (6) weekly conference calls to review changes to the 2019 MLR Annual Reporting Form and to answer issuer questions about the reporting form. The conference calls will be held Wednesdays, from 1:00 to 2:00 pm (EDT), beginning July 1st and ending August 5th, 2020.

Please use the following number to join the conference calls:

Toll-free: 1-833-568-8864

Meeting ID: 160 049 3155#

URL for the Chat functionality:

<https://cms.zoomgov.com/j/1600493155?pwd=bFIRQnVINW9HUkNEWGJpdW1zNWF3dz09>

Please email MLRQuestions@cms.hhs.gov with questions regarding the 2019 MLR Form and we will make every effort to reply to each question within 48 hours. We will address questions of general interest during each weekly conference call and will reserve time for a live question and answer session.

For technical assistance regarding the HIOS MLR module, please contact the Exchange Operation Support Center at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.