



DEPARTMENT OF HEALTH & HUMAN SERVICES

Office of Consumer Information and
Insurance Oversight

200 Independence Avenue SW
Washington, DC 20201

DATE: August 31, 2010

TO: Issuers of Health Insurance

FROM: Teresa DeCaro
Web Portal Team Lead, Office of Consumer Support

SUBJECT: Web Portal Updates and Additional Guidance for October 1

This notice provides further guidance to issuers of health insurance on web portal requirements for October 1.

Small Group Plans: The insurance industry, through AHIP and BCBSA, has strongly requested relief on data submission requirements to support the October 1, 2010 launch. Due to this request, issuers are **not** required to submit to the CMP system portal plan level pricing or benefit information for the small group market for the October 1 release of the web portal. Issuers should not submit small group information for the September 3rd deadline.

The web portal will continue to display small group information at the product level as it does today. Issuers should continue to update small business information at the product level through HIOS, and ensure that information is accurate and up-to-date for October 1.

Further guidance will be provided to issuers on data requirements for the collection and display of small group portal plans.

CEO/CFO certification: In order to meet October 1 requirements, we ask issuers to submit all changes to portal plans into the CMP by September 16, 2010. CEO or CFO attestation is required by September 24, 2010, and must verify the completeness and accuracy of the data as it is entered into the CMP tool.

Suppression of Information: Portal plan level information submitted to the CMP will be matched to its related product level information in HIOS. Submitted information which does not match back to the list of approved open products will not be displayed. The customer service contact information and URLs for the provider network and formulary will be drawn from the HIOS tool for display on the web portal. Incorrect URLs will continue to be suppressed if they do not meet the current review criteria. If CEO or CFO attestation is not in the CMP by September 24, your organization's plan information will be suppressed from the web portal.

CMP Template: Issuers should not make changes to the CMP template structure. If you are concerned that changes may have been made to your template, please download a new template in the CMP. Altering the data template may delay the uploading of plan-level information by October 1.

Reminder of Key dates: The following are key dates affecting data entry, preview and the October 1, 2010 display of your organization's plans include the following:

September 2nd - HIOS submission window closes

September 3rd - Last day to enter portal plan data for October 1 web portal release

September 6th - HIOS re-opens for submission of data to support the calculation of percent of denials and percent of up-rated policies sold for each product in HIOS. Modification can also be made to mark existing products as open or closed.

September 8th - Weekly Issuer Group Meetings between HHS and Issuers begin

September 10th - Last day to enter denial and up-rate data into HIOS

September 16th – Last day changes can be made to plan information in CMP (to allow attestation)

September 24th - Last day for CEO or CFO attestation for October 1 release of portal plans

October 1st - Healthcare.gov refresh goes live

If you need technical assistance regarding the portal plan submissions for your organization, please contact the CMP Help Desk at 1-877-425-3708 or cmp-support@ehealth.com.

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