



Centers for Medicare & Medicaid Services

**PPACA Financial Appeals
Risk Adjustment (including Risk Adjustment
Default Charge, Risk Adjustment User Fee, and
High-Cost Risk Pool) Reconsideration Request
Web Form User Guide**

2018 Benefit Year



Risk Adjustment Reconsideration Request Web Form User Guide

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Risk Adjustment Reconsideration Request Web Form User Guide

Resources

The following current benefit year Risk Adjustment (including Risk Adjustment Default Charges, Risk Adjustment User Fees, and High-Cost Risk Pool transfers) Request for Reconsideration resources are available for review or download:

- PPACA Request for Reconsideration web page to access the Risk Adjustment (including Risk Adjustment Default Charge, Risk Adjustment User Fee, and High-Cost Risk Pool) Web Form: <https://acapaymentoperations.secure.force.com/ACAReconsideration/>
- Request for Reconsideration webinar training materials: <https://www.regtap.info>, REGTAP library, “ACA Financial Appeals” Program Area
- CCIIO Website, The Affordable Care Act Financial Administrative Appeals Process for Issuers: <https://www.cms.gov/CCIIO/Programs-and-Initiatives/Premium-Stabilization-Programs/Financial-Administrative-Appeals-Process-for-Issuers/Information-and-Insurance-Oversight.html>

1 Introduction

All issuers of risk adjustment covered plans are generally permitted¹ to file a request for reconsideration for the 2018 benefit year related to Risk Adjustment Transfers (payments and charges), Risk Adjustment Default Charges, Risk Adjustment User Fees, and High-Cost Risk Pool Transfers.² An issuer may file a request for reconsideration only to contest:

- A processing error by HHS;
- HHS’s incorrect application of the relevant methodology; or
- HHS’s mathematical error.³

This document is a step-by-step guide to log in, complete, and submit a request for reconsideration within the Risk Adjustment (including Risk Adjustment Default Charge, Risk

¹ Reconsideration may be requested only if, to the extent the issue could have been previously identified, the issuer notified HHS of the dispute through the applicable discrepancy reporting process, it was so identified and remains unresolved. See 45 C.F.R. § 156.1220(a)(4)(ii). There also is a materiality threshold. See 45 C.F.R. § 156.1220(a)(2).

² Requests for reconsideration related to HHS risk adjustment data validation (HHS-RADV) are not addressed in this document.

³ 45 C.F.R. § 156.1220(a)(1)(ii) and (iv).

Adjustment User Fee, and High-Cost Risk Pool) Reconsideration Request Web Form for a company's HIOS ID(s).

The web form requires the CEO Designate or Alternate CEO Designate to log in with the EDGE Server Contact Database Access Code to determine the HIOS ID(s) for which each organization can make a request for reconsideration. Issuers will file their request(s) for reconsideration at a company level and will have the ability to select multiple HIOS IDs for a single Reconsideration Request. Each organization's CEO Designate and Alternate CEO Designate will receive an email containing information about the Risk Adjustment reconsideration reporting process, as well as a link to the 2018 benefit year Risk Adjustment (including Risk Adjustment Default Charge, Risk Adjustment User Fee, and High-Cost Risk Pool) Reconsideration Request Web Form.

 **Warning: For the 2018 benefit year Risk Adjustment program, the web form will be available to file a request for reconsideration only from Monday, July 1, 2019 through 11:59 p.m. Eastern Time (ET) on Wednesday, July 31, 2019.**

The web form provides the option to save and exit from specific pages. You do not need to complete the entire reporting process in a single session. However, you must complete any and all requests for reconsideration for 2018 benefit year Risk Adjustment⁴ by 11:59 p.m. ET on Wednesday, July 31, 2019.

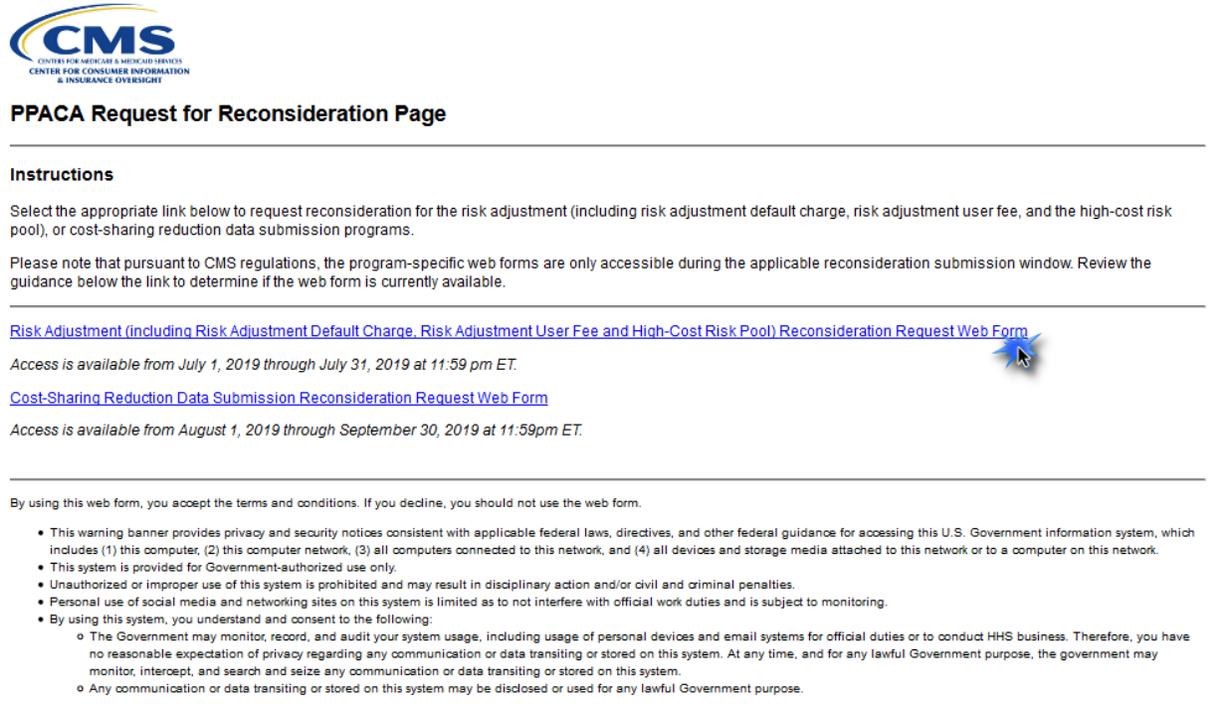
 **Note: The web form is optimized for use with Google Chrome™ or Firefox®. Some form features, such as error messaging, may not function properly in Internet Explorer®.**

2 PPACA Request for Reconsideration Web Page

Upon selecting the web page link in the invitation email from ACAfinancialappeals@cms.hhs.gov, you are directed to the PPACA Request for Reconsideration web page, which contains a link for the Risk Adjustment (including Risk Adjustment Default Charge, Risk Adjustment User Fee, and High-Cost Risk Pool) Reconsideration Web Form. The web page also contains a link to access the Cost-Sharing Reduction Reconciliation Request web form, which is currently not accessible. Please make sure to select the **Risk Adjustment (including Risk Adjustment Default Charge, Risk Adjustment User Fee, and High-Cost Risk Pool) Reconsideration Web Form** link, as shown in [Figure 1](#).

⁴ There is a different timeframe and separate instructions for request for reconsideration related to HHS-RADV.

Figure 1: PPACA Request for Reconsideration Page



PPACA Request for Reconsideration Page

Instructions

Select the appropriate link below to request reconsideration for the risk adjustment (including risk adjustment default charge, risk adjustment user fee, and the high-cost risk pool), or cost-sharing reduction data submission programs.

Please note that pursuant to CMS regulations, the program-specific web forms are only accessible during the applicable reconsideration submission window. Review the guidance below the link to determine if the web form is currently available.

[Risk Adjustment \(including Risk Adjustment Default Charge, Risk Adjustment User Fee and High-Cost Risk Pool\) Reconsideration Request Web Form](#)
Access is available from July 1, 2019 through July 31, 2019 at 11:59 pm ET.

[Cost-Sharing Reduction Data Submission Reconsideration Request Web Form](#)
Access is available from August 1, 2019 through September 30, 2019 at 11:59pm ET.

By using this web form, you accept the terms and conditions. If you decline, you should not use the web form.

- This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network.
- This system is provided for Government-authorized use only.
- Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties.
- Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring.
- By using this system, you understand and consent to the following:
 - The Government may monitor, record, and audit your system usage, including usage of personal devices and email systems for official duties or to conduct HHS business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this system.
 - Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose.

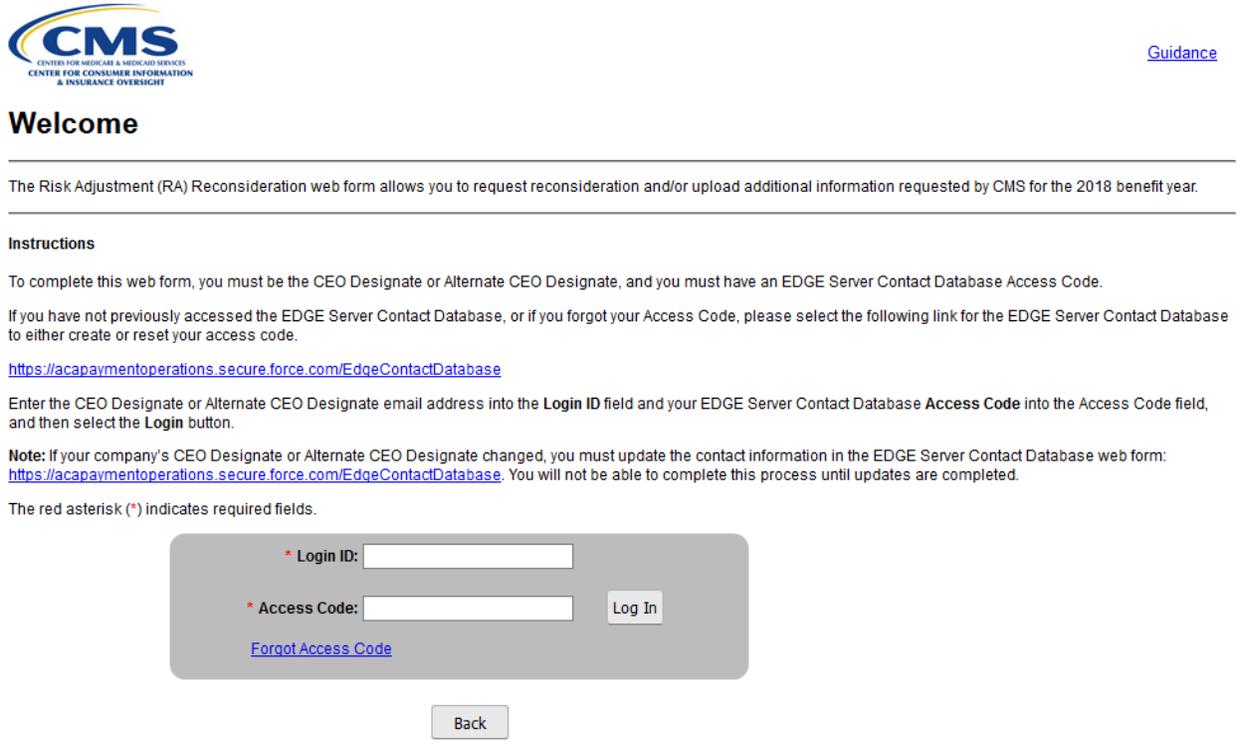
3 Welcome Page

Upon selecting the web form link contained in the invitation email, the *Welcome* page displays as shown in [Figure 2](#). Refer to [Table 1](#) to determine how to proceed in the web form.

Table 1: Login Navigation

If	Then
You have an EDGE Server Contact Database Access Code,	Refer to Section 3.1 to log in with the Access Code.
You have not created an EDGE Server Contact Database Access Code OR you need to reset your Access Code,	Select the EDGE Server Contact Database web form link to create or reset your Access Code.
You have forgotten your EDGE Server Contact Database Access Code,	Select the Forgot Access Code link to reset your Access Code.

Figure 2: Risk Adjustment Reconsideration Web Form Welcome Page



The screenshot shows the welcome page of the Risk Adjustment Reconsideration web form. At the top left is the CMS logo. At the top right is a link labeled "Guidance". Below the logo is the heading "Welcome". A horizontal line separates the heading from the introductory text: "The Risk Adjustment (RA) Reconsideration web form allows you to request reconsideration and/or upload additional information requested by CMS for the 2018 benefit year." Below this is a section titled "Instructions". The text explains that users must be the CEO Designate or Alternate CEO Designate and have an EDGE Server Contact Database Access Code. It provides a link to the EDGE Server Contact Database and instructions on how to enter the Login ID and Access Code. A "Log In" button is visible next to the Access Code field. A "Forgot Access Code" link is also present. At the bottom of the form area is a "Back" button.

 **Warning:** To complete this web form, you must be the CEO Designate or Alternate CEO Designate, and you must have an EDGE Server Contact database Access Code. If your company's CEO Designate or Alternate CEO Designate has changed, you must ensure the contact information has been updated in the EDGE Server Contact Database at <https://acapaymentoperations.secure.force.com/EdgeContactDatabase>. You cannot complete this process until the contact information is correct.

3.1 Log in with Access Code

Follow these steps to log into the web form using your EDGE Server Contact Database Access Code, as shown in [Figure 3](#):

1. Enter your CEO Designate or Alternate CEO Designate email address in the Login ID field.
2. Enter your EDGE Server Contact Database Access Code in the Access Code field.

3. Select the **Log In** button to navigate to the *Contact Information* page of the web form.

Figure 3: Log in with Access Code



The screenshot shows a login form with two input fields. The first field is labeled '* Login ID:' and contains the text 'brietestceo1@gmail.com'. The second field is labeled '* Access Code:' and contains ten dots. To the right of the second field is a 'Log In' button. Below the second field is a blue link labeled 'Forgot Access Code'. A mouse cursor is pointing at the 'Log In' button.

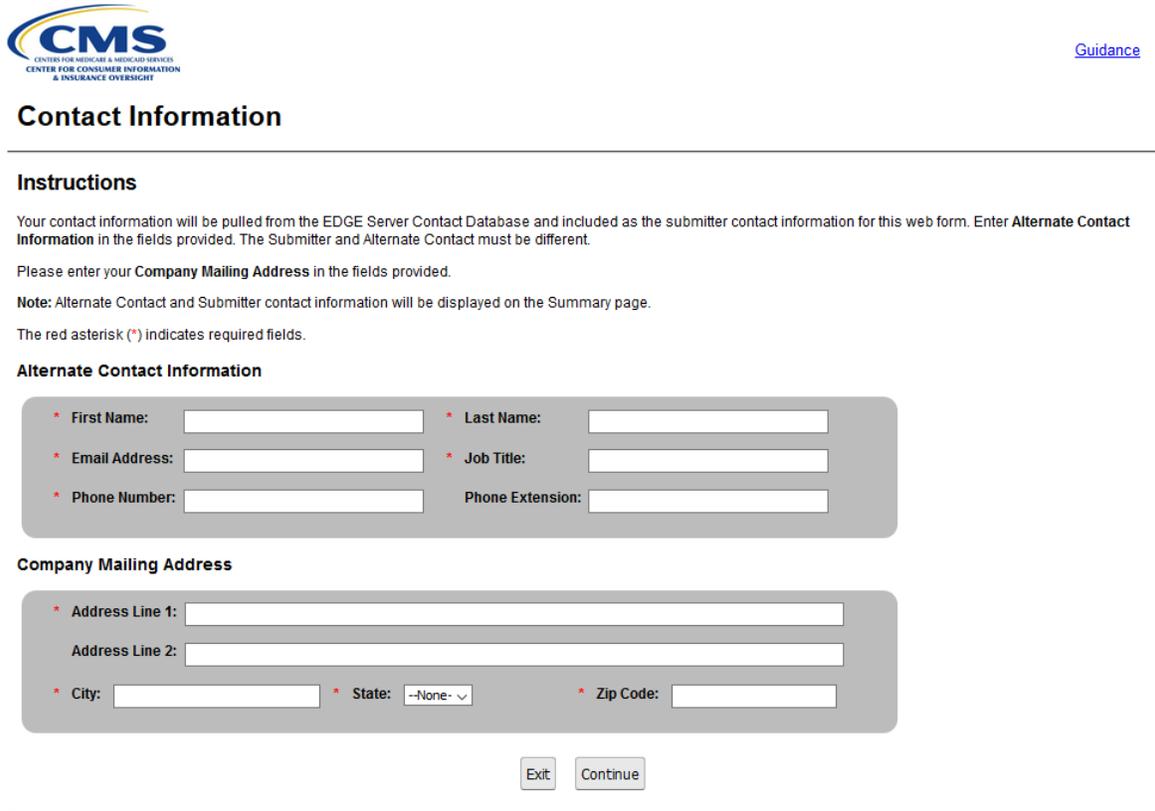
4 Contact Information Page

Your contact information will be pulled from the EDGE Server Contact Database and is included as the submitter contact information for this web form. Follow these steps to complete this page (refer to [Figure 4](#)).

1. Enter the Alternate Contact information (must be different from the Submitter Contact):
 - First Name
 - Last Name
 - Email Address
 - Job Title
 - Phone Number
 - Phone Extension (optional)
2. Enter the Company Mailing Address information:
 - Address Line 1
 - Address Line 2 (optional)
 - City
 - State
 - ZIP Code

3. Select the **Continue** button. The *Reconsideration Request Options* page displays.

Figure 4: Contact Information Page



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[Guidance](#)

Contact Information

Instructions

Your contact information will be pulled from the EDGE Server Contact Database and included as the submitter contact information for this web form. Enter **Alternate Contact Information** in the fields provided. The Submitter and Alternate Contact must be different.

Please enter your **Company Mailing Address** in the fields provided.

Note: Alternate Contact and Submitter contact information will be displayed on the Summary page.

The red asterisk (*) indicates required fields.

Alternate Contact Information

* First Name: * Last Name:
 * Email Address: * Job Title:
 * Phone Number: Phone Extension:

Company Mailing Address

* Address Line 1:
 Address Line 2:
 * City: * State: --None- v * Zip Code:

5 Reconsideration Request Options Page

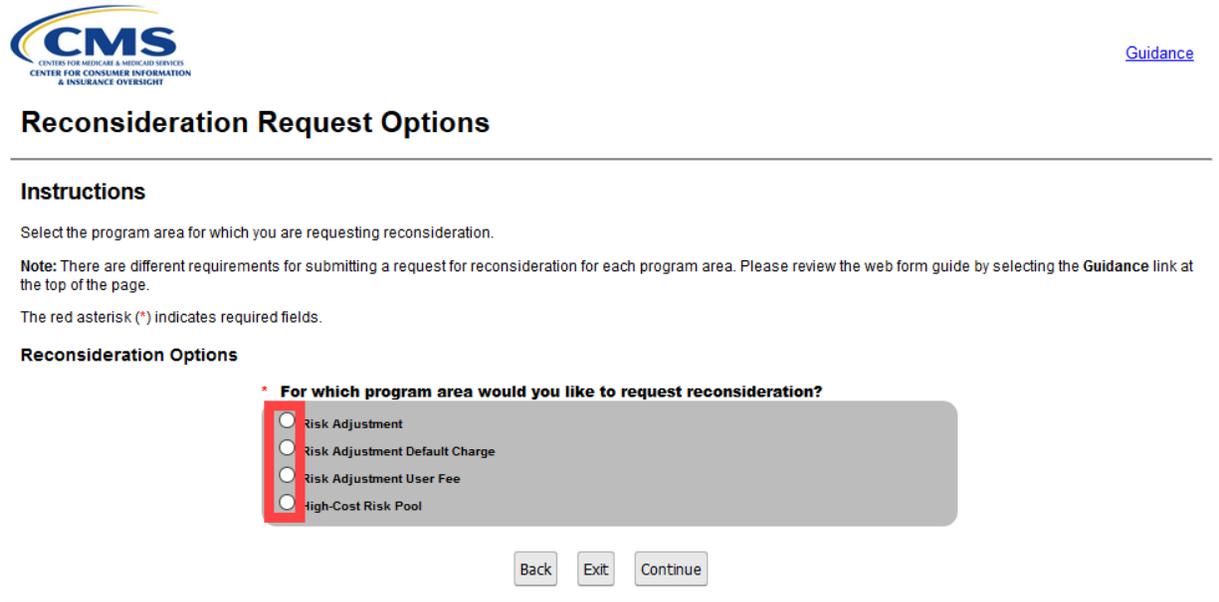
The Reconsideration Request Options page (refer to [Figure 5](#)) allows you to select the program area for which you wish to request reconsideration. Refer to [Table 2](#) to determine how to proceed in the web form.

Table 2: Reconsideration Request Options Selection

If you want to	Then	Refer to
Request reconsideration for Risk Adjustment, Risk Adjustment Default Charge, or High-Cost Risk Pool	Select the Risk Adjustment , Risk Adjustment Default Charge , or High-Cost Risk Pool radio button, then select the Continue button.	Section 6

If you want to	Then	Refer to
Request reconsideration for a Risk Adjustment User Fee	Select the Risk Adjustment User Fee radio button, then select the Continue button.	Section 7

Figure 5: Reconsideration Request Options Page

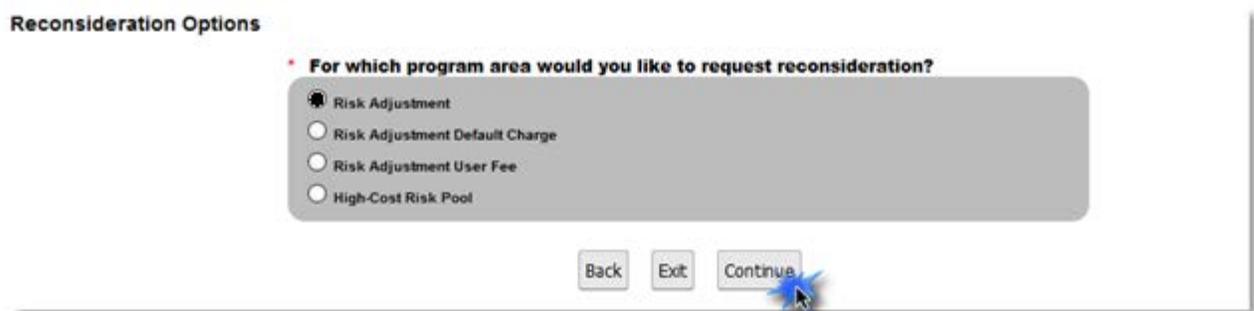


The screenshot shows the CMS web form interface. At the top left is the CMS logo. At the top right is a link labeled "Guidance". The main heading is "Reconsideration Request Options". Below this is a section titled "Instructions" which contains the following text: "Select the program area for which you are requesting reconsideration." followed by a "Note" about requirements and a statement that a red asterisk indicates required fields. The "Reconsideration Options" section features a question: "* For which program area would you like to request reconsideration?". Below the question are four radio button options: "Risk Adjustment", "Risk Adjustment Default Charge", "Risk Adjustment User Fee", and "High-Cost Risk Pool". The "Risk Adjustment User Fee" option is highlighted with a red box. At the bottom of the form are three buttons: "Back", "Exit", and "Continue".

6 Reconsideration Request for Risk Adjustment, Risk Adjustment Default Charge, or High-Cost Risk Pool

After selecting the desired radio button and the **Continue** button (refer to [Figure 6](#)), the web form navigates to the Reconsideration Request Details page to capture the details of your Reconsideration Request.

Figure 6: Risk Adjustment, Risk Adjustment Default Charge, or High-Cost Risk Pool Selection



Reconsideration Options

* For which program area would you like to request reconsideration?

- Risk Adjustment
- Risk Adjustment Default Charge
- Risk Adjustment User Fee
- High-Cost Risk Pool

Back Exit Continue

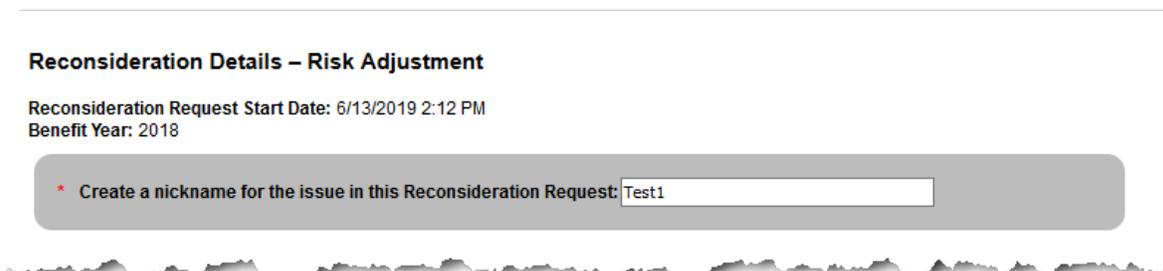
6.1 Reconsideration Request Details Page

Reconsideration Requests must be reported one at a time. Select all HIOS IDs and markets that have the same issue for which you are requesting reconsideration. You will have an opportunity to report additional Reconsideration Requests before submitting your attestation.

Follow these steps to complete this page:

1. Enter a unique nickname in the **Create a nickname for this Reconsideration Request** field.

Figure 7: Reconsideration Nickname



Reconsideration Details – Risk Adjustment

Reconsideration Request Start Date: 6/13/2019 2:12 PM
Benefit Year: 2018

* Create a nickname for the issue in this Reconsideration Request:

2. Select the HIOS ID(s) and market(s) associated with this Reconsideration Request by using the arrows located above the Available HIOS ID(s) list to move the applicable HIOS ID(s) to the Selected HIOS ID(s) list.

Figure 8: Associated HIOS ID(s) and Market Selection

* Select the HIOS ID(s) and market(s) associated with this Reconsideration Request ?

Select HIOS ID(s) by using the arrows above the Available HIOS ID(s) list to move the applicable HIOS ID(s) to the Selected HIOS ID(s) list. Remove selected HIOS ID(s) by using the arrows above the Selected HIOS ID(s) list.

Available HIOS ID(s) Showing all 1	Selected HIOS ID(s) Showing all 1
Filter → → → 22123 - Small Group - Test 1	Filter ← ← ← 22123 - Individual - Test 1

3. Select the **Yes** or **No** radio button to answer the question, ***Did you report a discrepancy related to this Reconsideration Request?***
 - If you select **Yes**, enter the EDGE Discrepancy ID (the number generated from the EDGE Attestation and Discrepancy Reporting web form, which can be found in the confirmation PDF from the EDGE Attestation and Discrepancy Reporting submission). The Discrepancy Submission Date is auto-populated based on the Discrepancy ID.
 - If you select **No**, proceed to the next step.

Figure 9: Discrepancy Radio Buttons

* Did you report a discrepancy related to this Reconsideration Request?

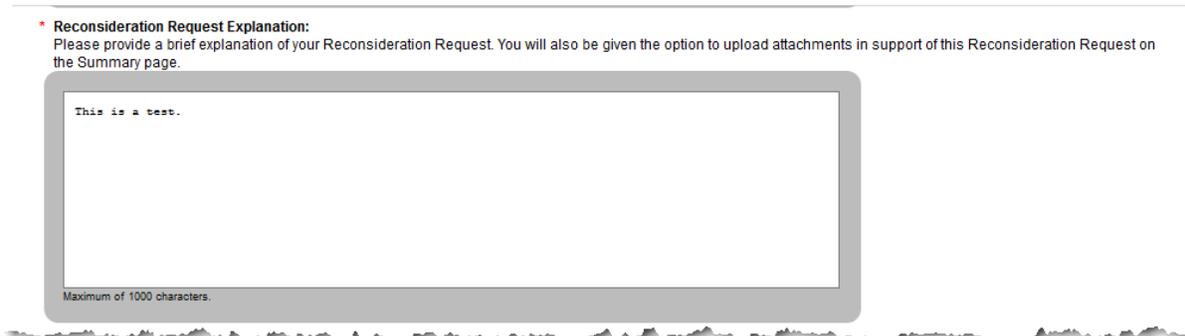
Yes No

* EDGE Discrepancy ID ? 123456

Discrepancy Submission Date:

4. Provide a brief explanation of your Reconsideration Request in the Reconsideration Request Explanation field.

Figure 10: Reconsideration Request Explanation Field



* **Reconsideration Request Explanation:**
Please provide a brief explanation of your Reconsideration Request. You will also be given the option to upload attachments in support of this Reconsideration Request on the Summary page.

This is a test.

Maximum of 1000 characters.

 **Note:** You may upload documents in support of this Reconsideration Request on the *Summary* page of the web form.

5. Select the **Continue** button. The *Reconsideration Request Amount Details* page displays.

Figure 11: Continue Button



6.2 Reconsideration Request Amount Details Page

The *Reconsideration Request Amount Details* page displays the Reconsideration Request Amount Details table.

- For Risk Adjustment or Risk Adjustment Default Charge Reconsideration Requests, proceed to [Section 6.2.1](#).
- For High-Cost Risk Pool Reconsideration Requests, proceed to [Section 6.2.2](#).

 **Note:** The Individual market includes Catastrophic.

6.2.1 Risk Adjustment or Risk Adjustment Default Charge Reconsideration Requests

Follow these steps to enter the Risk Adjustment Transfer or Risk Adjustment Default Charge amounts for which you are requesting reconsideration for each HIOS ID and market (refer to [Figure 12](#)):

1. Enter the amount the issuer believes they should owe or be paid in the Amount Issuer Claiming to Owe or Receive column. For examples of payment or charge amounts, refer to [Table 3](#).

 **Note: A charge amount must be entered as a negative number.**

2. Enter the amount listed in the Issuer RA Transfer Report (TPIR), HCRP Issuer Payment Report (HRPIPR), HCRP Issuer Charge Report (HRPICR), RAUF Report, Issuer RADC Report, or Issuer RADC Allocation Report for the 2018 Benefit Year in the CMS Payment or Charge Amount column. For examples of CMS payment or charge amounts, refer to [Table 3](#).

 **Note: A charge amount must be entered as a negative number.**

3. Select the **Calculate** button to populate cells in the following columns:
 - Reconsideration Request Amount – difference between the Amount Issuer Claiming to Owe or Receive and CMS Payment or Charge Amount.
 - Totals – sum of all amount fields for HIOS ID(s) and Market(s).
4. Select the **Delete** link located next to any HIOS ID(s) you want to delete.
5. Select the **Continue** button. The *Summary* page displays. Refer to [Section 8](#).

Figure 12: Reconsideration Request Amount Details Table – Risk Adjustment and Risk Adjustment Default Charge

* Enter the Amounts in the table for each HIOS ID and Market:

Action	HIOS ID	Market	Amount Issuer Claiming to Owe or Receive	CMS Payment or Charge Amount	Reconsideration Request Amount
Delete	22123	Individual	\$ <input type="text" value="-500.00"/>	\$ <input type="text" value="200.00"/>	\$ -700.00
Totals:			\$ -500.00	\$ 200.00	\$ -700.00

Table 3: Examples of Payment or Charge Amounts

Example	Action
You are requesting a reconsideration because your charge amount is greater than expected.	<ol style="list-style-type: none"> 1. Enter the charge amount as a negative number you are claiming to owe in the Amount Issuer Claiming to Owe or Receive column. 2. Enter the charge amount as a negative number as listed on the TPIR, HRPIPR, HRPICR, RAUF Report, Issuer RADC Report, or Issuer RADC Allocation Report for the Benefit Year that you believe is incorrect in the CMS Payment or Charge Amount column.
You are requesting a reconsideration because you are being charged, but believe you should receive payment.	<ol style="list-style-type: none"> 1. Enter the payment you believe you should receive in the Amount Issuer Claiming to Owe or Receive column. 2. Enter the charge amount as a negative number as listed on the TPIR, HRPIPR, HRPICR, RAUF Report, Issuer RADC Report, or Issuer RADC Allocation Report for the Benefit Year that you believe is incorrect in the CMS Payment or Charge Amount column.
You are requesting a reconsideration because your payment is lower than expected.	<ol style="list-style-type: none"> 1. Enter the payment you believe you should receive in the Amount Issuer Claiming to Owe or Receive column. 2. Enter the payment amount as listed on the TPIR, HRPIPR, HRPICR, RAUF Report, Issuer RADC Report, or Issuer RADC Allocation Report for the Benefit Year that you believe is incorrect in the CMS Payment or Charge Amount column.

6.2.2 High-Cost Risk Pool Reconsideration Requests

Follow these steps to enter the high-cost risk pool transfer amounts for which you are requesting reconsideration for each HIOS ID and market (refer to [Figure 13](#)):

1. Enter data into the following Dispute CMS Payment Amount columns:
 - Amount Issuer Claiming to Receive: Amount for which the issuer believes they should be paid.
 - CMS Payment Amount: Amounts listed in the HCRP Issuer Payment Report (HRPIPR) or HCRP Issuer Charge Report (HRPICR) for the 2018 Benefit Year.
 - If you only need to enter data into the Dispute CMS Charge Amount columns, the Dispute CMS Payment Amount columns can be left blank or populated with zeros.

 **Note: A charge amount must be entered as a negative number.**

2. Enter data into the following Dispute CMS Charge Amount columns:
 - Amount Issuer Claiming to Owe: Amount for which the issuer believes they should owe.
 - CMS Charge Amount: Amounts listed in the HRPIPR or HRPICR for the 2018 Benefit Year.
 - If you only need to enter data into the Dispute CMS Payment Amount columns, the Dispute CMS Charge Amount columns can be left blank or populated with zeros.

 **Note: A charge amount must be entered as a negative number.**

3. Select the **Calculate** button to populate cells in the following columns:
 - Reconsideration Request Amount (under Dispute CMS Payment Amount) – difference between the Amount Issuer Claiming to Receive and CMS Payment Amount.
 - Reconsideration Request Amount (under Dispute CMS Charge Amount) – difference between the Amount Issuer Claiming to Owe and CMS Charge Amount.
 - Totals – sum of all amount fields for HIOS ID(s) and Market(s).
4. Select the **Delete** link located next to any HIOS ID(s) you want to delete.
5. Select the **Continue** button. The *Summary* page displays. Refer to [Section 8](#).

Figure 13: Reconsideration Request Amount Details Table – High-Cost Risk Pool

* Enter the Amounts in the table for each HIOS ID and Market:

Action	HIOS ID	Market	Dispute CMS Payment Amount			Dispute CMS Charge Amount		
			Amount Issuer Claiming to Receive	CMS Payment Amount	Reconsideration Request Amount	Amount Issuer Claiming to Owe	CMS Charge Amount	Reconsideration Request Amount
Delete	22123	Individual	\$ 500.00	\$ 200.00	\$ 300.00	\$ 200.00	\$ 500.00	\$ -300.00
Totals:			\$ 500.00	\$ 200.00	\$ 300.00	\$ 200.00	\$ 500.00	\$ -300.00



Risk Adjustment Reconsideration Request Web Form User Guide

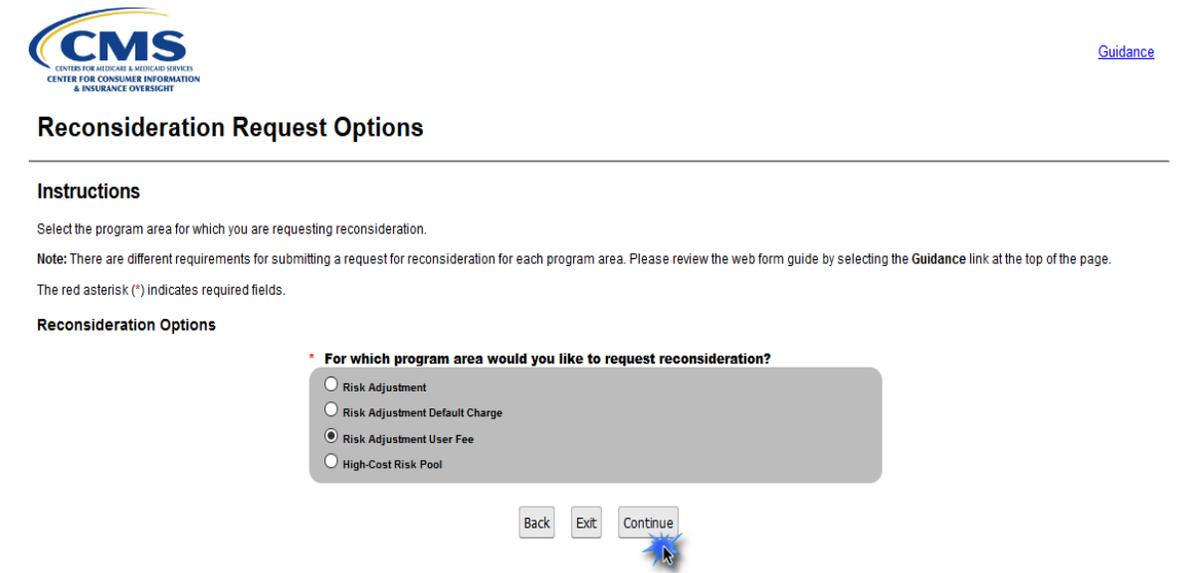
Table 4: Examples of Payment or Charge Amounts

Example	Action
<p>You are requesting a reconsideration because you dispute the CMS payment amount.</p>	<ol style="list-style-type: none"> 1. Enter the payment amount you are claiming to receive in the Amount Issuer Claiming to Receive column. 2. Enter the payment amount as listed on the TPIR, HRPIPR, HRPICR, RAUF Report, Issuer RADC Report, or Issuer RADC Allocation Report for the Benefit Year that you believe is incorrect in the CMS Payment Amount column.
<p>You are requesting a reconsideration because you dispute the CMS charge amount.</p>	<ol style="list-style-type: none"> 1. Enter the charge amount as a negative number you believe you should owe in the Amount Issuer Claiming to Owe column. 2. Enter the charge as a negative number amount listed on the TPIR, HRPIPR, HRPICR, RAUF Report, Issuer RADC Report, or Issuer RADC Allocation Report for the Benefit Year that you believe is incorrect in the CMS Charge Amount column.

7 Reconsideration Request for Risk Adjustment User Fee

After selecting the **Risk Adjustment User Fee** radio button and the **Continue** button (refer to [Figure 14](#)), the web form navigates to the Reconsideration Request Details page to capture the details of your Reconsideration Request for the Risk Adjustment User Fee.

Figure 14: Risk Adjustment User Fee Selection



The screenshot shows the 'Reconsideration Request Options' page. At the top left is the CMS logo with the text 'CENTERS FOR MEDICARE & MEDICAID SERVICES' and 'CENTER FOR CONSUMER INFORMATION & INSURANCE OVERSIGHT'. At the top right is a 'Guidance' link. The main heading is 'Reconsideration Request Options'. Below this is an 'Instructions' section with the text: 'Select the program area for which you are requesting reconsideration.' and a note: 'Note: There are different requirements for submitting a request for reconsideration for each program area. Please review the web form guide by selecting the Guidance link at the top of the page. The red asterisk (*) indicates required fields.' The 'Reconsideration Options' section contains a question: '* For which program area would you like to request reconsideration?' with four radio button options: 'Risk Adjustment', 'Risk Adjustment Default Charge', 'Risk Adjustment User Fee' (which is selected), and 'High-Cost Risk Pool'. At the bottom of the form are three buttons: 'Back', 'Exit', and 'Continue'. A mouse cursor is pointing at the 'Continue' button.

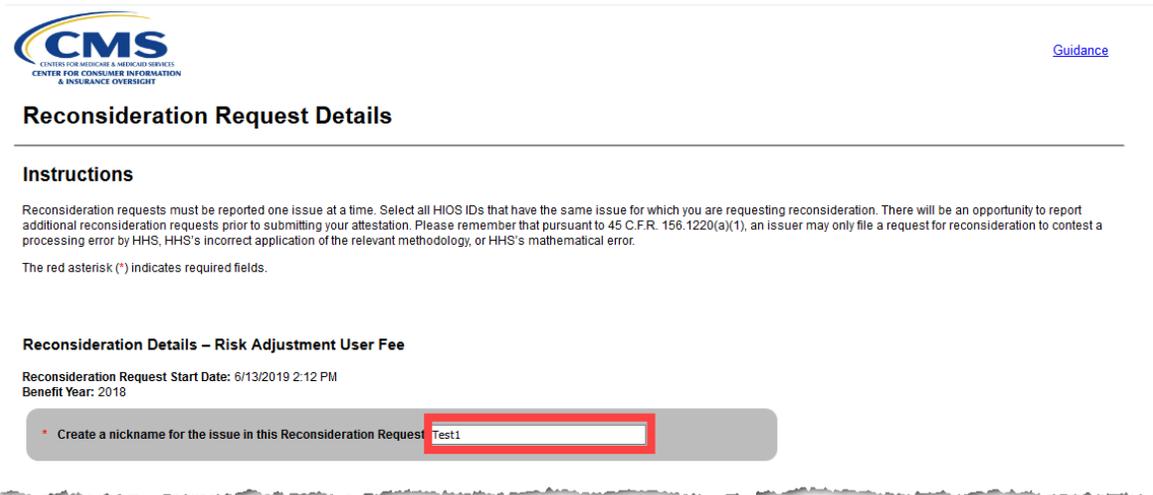
7.1 Reconsideration Request Details Page

Reconsideration Requests must be reported one at a time. Select all HIOS IDs and markets that have the same issue for which you are requesting reconsideration. You will have an opportunity to report additional Reconsideration Requests before submitting your attestation.

Follow these steps to complete this page:

1. Enter a unique nickname in the **Create a nickname for this Reconsideration Request** field.

Figure 15: Reconsideration Nickname



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[Guidance](#)

Reconsideration Request Details

Instructions

Reconsideration requests must be reported one issue at a time. Select all HIOS IDs that have the same issue for which you are requesting reconsideration. There will be an opportunity to report additional reconsideration requests prior to submitting your attestation. Please remember that pursuant to 45 C.F.R. 156.1220(a)(1), an issuer may only file a request for reconsideration to contest a processing error by HHS, HHS's incorrect application of the relevant methodology, or HHS's mathematical error.

The red asterisk (*) indicates required fields.

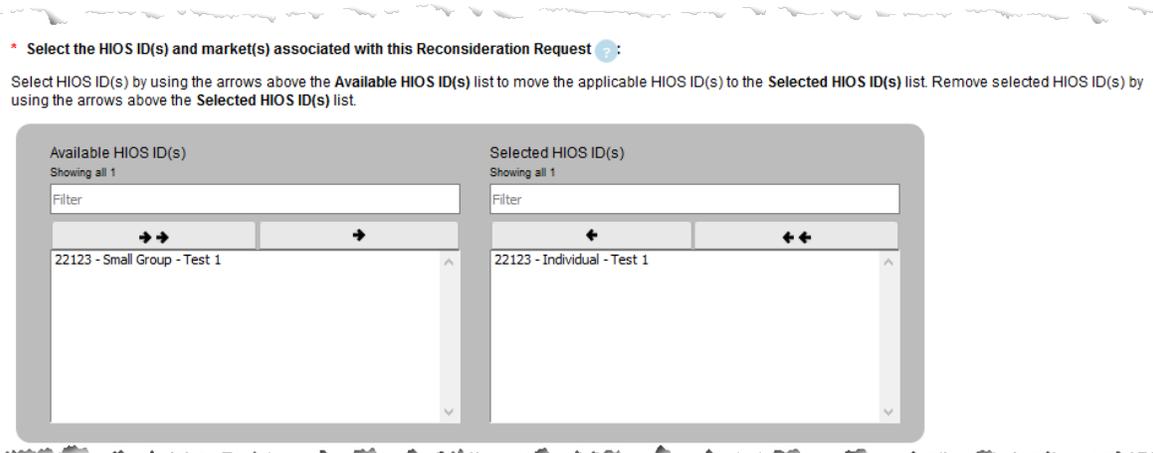
Reconsideration Details – Risk Adjustment User Fee

Reconsideration Request Start Date: 6/13/2019 2:12 PM
Benefit Year: 2018

* Create a nickname for the issue in this Reconsideration Request

2. Select the HIOS ID(s) and market(s) associated with this Reconsideration Request by using the arrows located above the Available HIOS ID(s) list to move the applicable HIOS ID(s) to the Selected HIOS ID(s) list.

Figure 16: Associated HIOS ID(s) and Market Selection



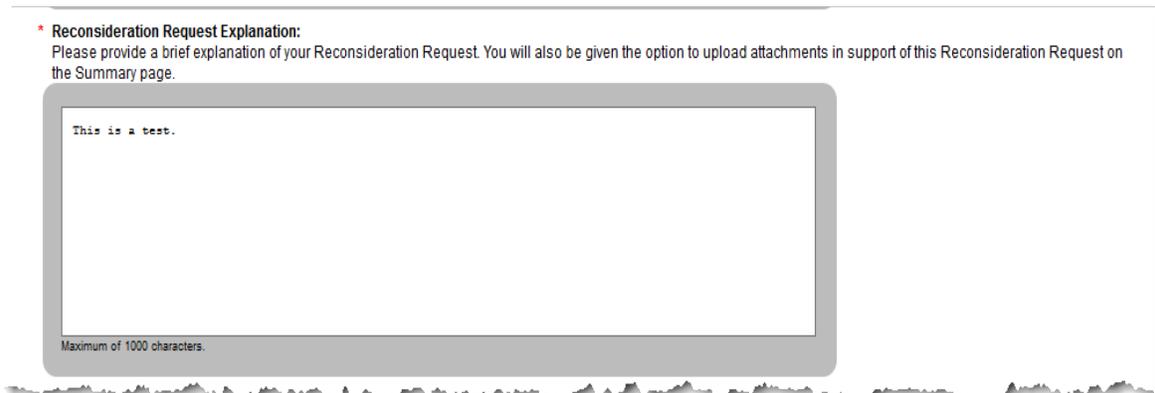
* Select the HIOS ID(s) and market(s) associated with this Reconsideration Request ?

Select HIOS ID(s) by using the arrows above the Available HIOS ID(s) list to move the applicable HIOS ID(s) to the Selected HIOS ID(s) list. Remove selected HIOS ID(s) by using the arrows above the Selected HIOS ID(s) list.

Available HIOS ID(s) Showing all 1	Selected HIOS ID(s) Showing all 1
<input type="text" value="Filter"/> <div style="text-align: center;"> ←← → </div> <div style="border: 1px solid gray; padding: 2px;">22123 - Small Group - Test 1</div>	<input type="text" value="Filter"/> <div style="text-align: center;"> ← →→ </div> <div style="border: 1px solid gray; padding: 2px;">22123 - Individual - Test 1</div>

3. Provide a brief explanation of your Reconsideration Request in the Reconsideration Request Explanation field.

Figure 17: Reconsideration Request Explanation Field



* **Reconsideration Request Explanation:**
Please provide a brief explanation of your Reconsideration Request. You will also be given the option to upload attachments in support of this Reconsideration Request on the Summary page.

This is a test.

Maximum of 1000 characters.



Note: You may upload documents in support of this Reconsideration Request on the *Summary* page of the web form.

4. Select the **Continue** button. The *Plan ID and Enrollees Information* page of the web form displays.

Figure 18: Continue Button



7.2 Plan ID and Enrollees Information Page

Follow these steps to enter the number of plan IDs and number of enrollees affected for each HIOS ID and market for which you are requesting reconsideration (refer to [Figure 19](#)):

1. Enter the number of Plan ID(s) affected for each HIOS ID and market for which you are making a Reconsideration Request in the Total Number of Plan IDs Affected column.

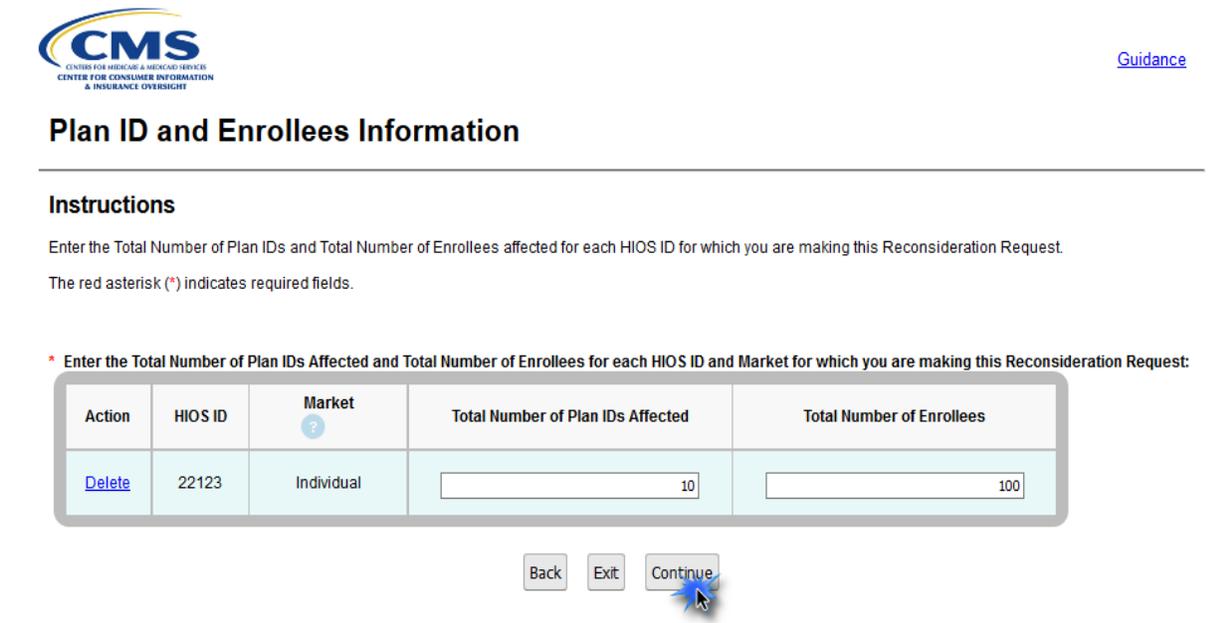
 **Note: Select the Delete link located next to any HIOS ID to delete it.**

2. Enter the number of enrollees for each HIOS ID for which you are making a Reconsideration Request in the Total Number of Enrollees column.

 **Note: The Individual market includes Catastrophic.**

3. Select the **Continue** button. The *Summary* page displays.

Figure 19: Plan ID and Enrollees Information Page



The screenshot shows the 'Plan ID and Enrollees Information' page. At the top left is the CMS logo with the text 'CENTERS FOR MEDICARE & MEDICAID SERVICES' and 'CENTER FOR CONSUMER INFORMATION & INSURANCE OVERSIGHT'. At the top right is a 'Guidance' link. The main heading is 'Plan ID and Enrollees Information'. Below this is an 'Instructions' section with the text: 'Enter the Total Number of Plan IDs and Total Number of Enrollees affected for each HIOS ID for which you are making this Reconsideration Request. The red asterisk (*) indicates required fields.' Below the instructions is a required field notice: '* Enter the Total Number of Plan IDs Affected and Total Number of Enrollees for each HIOS ID and Market for which you are making this Reconsideration Request:'. The main content is a table with the following structure:

Action	HIOS ID	Market	Total Number of Plan IDs Affected	Total Number of Enrollees
Delete	22123	Individual	<input type="text" value="10"/>	<input type="text" value="100"/>

At the bottom of the page are three buttons: 'Back', 'Exit', and 'Continue'. A mouse cursor is pointing at the 'Continue' button.

8 Summary Page

The *Summary* page (refer to [Figure 20](#)) allows you to review Reconsideration Requests, upload attachments, review contact information, and submit additional requests for reconsideration.

1. Review the Reconsideration Request(s) Summary section to confirm accurate entry of the following:

- Reconsideration Nickname(s)
- Reconsideration Program Area(s)
- HIOS ID(s)/Market(s)
- Reconsideration Request Amount(s)



Note: For the High-Cost Risk Pool, the Reconsideration Request Amount will be the total of the two Reconsideration Amounts for disputing payments and charges (if applicable).

2. Select the desired Action link located next to the Reconsideration Nickname, as needed:

- To view the Reconsideration Request information you have entered, select the **View** link. The *View Reconsideration Details* page displays. Refer to [Section 8.1](#).
- To edit the Reconsideration Request information you have entered, select the **Edit** link. The *Reconsideration Request Details* page displays. Refer to [Section 6.1](#) (for Risk Adjustment, Risk Adjustment Default Charge, or High-Cost Risk Pool) or [Section 7.1](#) (for Risk Adjustment User Fee), respectively.
- To delete the specific Reconsideration Request information you have entered, select the **Delete** link.

Figure 20: Reconsideration Request Summary Section



[Guidance](#)

Summary

Reconsideration Request(s) Summary

Select the link next to the Reconsideration Nickname to view, edit, or delete the corresponding reconsideration request. You will be permitted to upload attachments in support of the Reconsideration Requests listed in the Attachments Summary section below.

Action	Reconsideration Nickname	Reconsideration Program Area	HIOS ID(s)/Market(s)	Reconsideration Request Amount
View Edit Delete	Test1	Risk Adjustment User Fee	22123-IND	N/A

- To upload an attachment, refer to [Section 8.2](#). To edit an uploaded attachment's association with a Reconsideration Request, refer to [Section 8.3](#).
- Review the Contact Information section on the *Summary* page for accuracy.



Note: To edit Contact Information, select the Edit Contact Information button. If the submitter contact information is incorrect, you must update the contact information in the EDGE Server Contact Database.

Figure 21: Contact Information Section

Contact Information

Select the **Edit Contact Information** button to update/edit contact information.

The red asterisk (*) indicates required fields.

Submitter Contact Information

First Name: Brie	Last Name: testceo1
Email Address: brietestceo1@gmail.com	Job Title:
Phone Number: 1231231233	Phone Extension:

Alternate Contact Information

* First Name: <input type="text" value="John"/>	* Last Name: <input type="text" value="Doe"/>
* Email Address: <input type="text" value="testceo1@test.com"/>	* Job Title: <input type="text" value="CEO"/>
* Phone Number: <input type="text" value="(555) 555-5555"/>	Phone Extension: <input type="text"/>

Company Mailing Address

* Address Line 1: <input type="text" value="10 Main Street"/>		
Address Line 2: <input type="text"/>		
* City: <input type="text" value="Newtown"/>	* State: <input type="text" value="MD"/>	* Zip Code: <input type="text" value="11111"/>

- Select the **Save** button to save the information you have entered.

Figure 22: Save Button



6. Navigate through the web form as indicated in [Table 5](#).

Table 5: Additional Requests for Reconsideration Options

If you answered	Then the web form navigates to the	Refer to
Yes to the question <i>Do you have additional requests for reconsideration?</i> and select the Continue button,	<i>Reconsideration Request Options</i> page	Section 5
No to the question <i>Do you have additional requests for reconsideration?</i> and at least one Reconsideration Request is being submitted, then select the Continue button,	<i>Attestation</i> page	Section 9
No to the question <i>Do you have additional requests for reconsideration?</i> and all Reconsideration Requests previously saved or submitted were deleted, then select the Continue button,	<i>Confirmation</i> page	Section 9.2

Figure 23: Additional Requests for Reconsideration Options



* Do you have additional requests for reconsideration?

Yes No

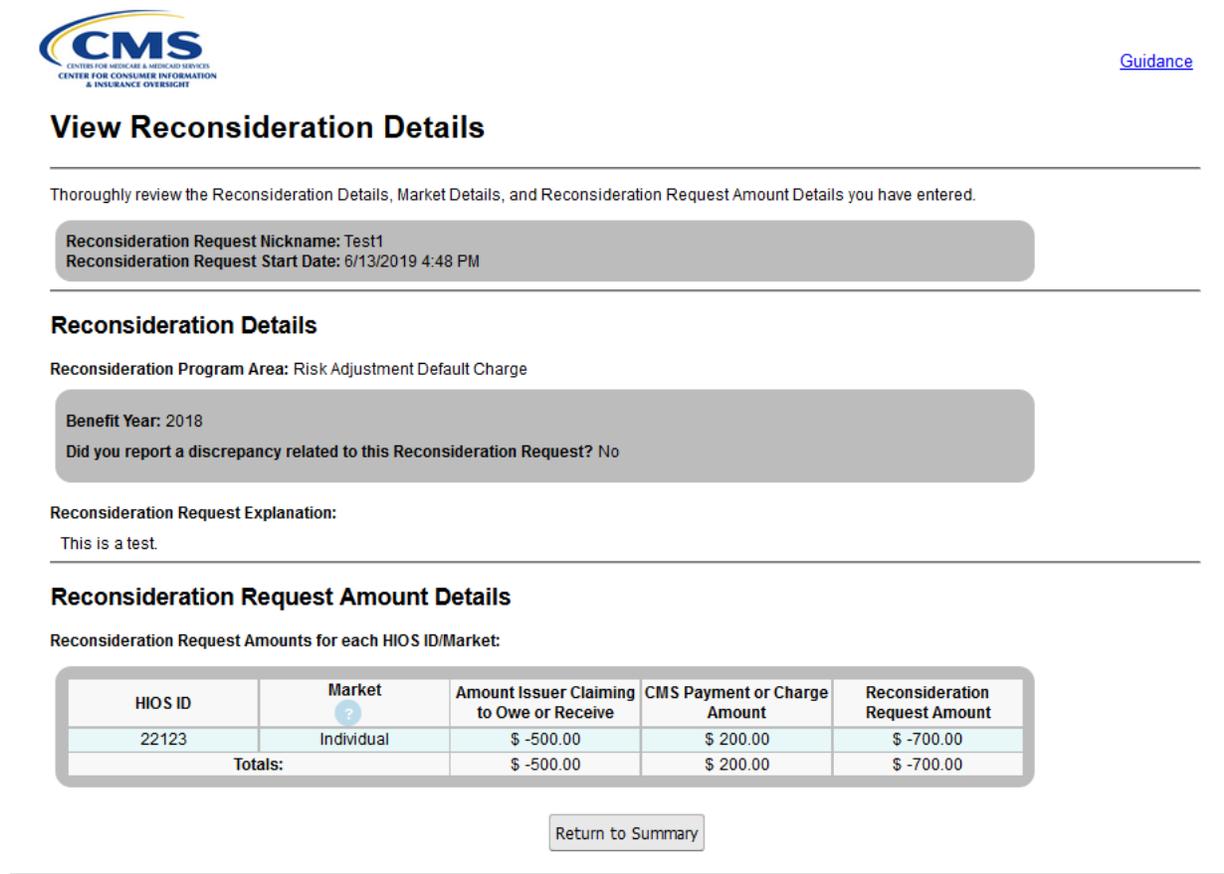
Exit Save Continue

8.1 View Reconsideration Details Page

This page allows you to review (but not modify) the Reconsideration Request-related information that you have entered.

1. Review the applicable page containing Reconsideration details.
 - The *View Reconsideration Details* page (for Risk Adjustment, Risk Adjustment Default Charge, or High-Cost Risk Pool) displays Reconsideration Details, Market Details, and Reconsideration Request Amount Details.

Figure 24: View Reconsideration Details Page (Risk Adjustment, Risk Adjustment Default Charge, High-Cost Risk Pool)



The screenshot shows the 'View Reconsideration Details' page. At the top left is the CMS logo, and at the top right is a 'Guidance' link. The main heading is 'View Reconsideration Details'. Below this, a message states: 'Thoroughly review the Reconsideration Details, Market Details, and Reconsideration Request Amount Details you have entered.' A grey box displays: 'Reconsideration Request Nickname: Test1' and 'Reconsideration Request Start Date: 6/13/2019 4:48 PM'. The next section is 'Reconsideration Details', with 'Reconsideration Program Area: Risk Adjustment Default Charge'. A grey box shows: 'Benefit Year: 2018' and 'Did you report a discrepancy related to this Reconsideration Request? No'. The 'Reconsideration Request Explanation:' section contains the text: 'This is a test.'. The final section is 'Reconsideration Request Amount Details', with the sub-heading 'Reconsideration Request Amounts for each HIOS ID/Market:'. Below this is a table with 5 columns: HIOS ID, Market, Amount Issuer Claiming to Owe or Receive, CMS Payment or Charge Amount, and Reconsideration Request Amount. The table has one data row for HIOS ID 22123, Market Individual, and a Totals row. A 'Return to Summary' button is located at the bottom of the page.

View Reconsideration Details

Thoroughly review the Reconsideration Details, Market Details, and Reconsideration Request Amount Details you have entered.

Reconsideration Request Nickname: Test1
Reconsideration Request Start Date: 6/13/2019 4:48 PM

Reconsideration Details

Reconsideration Program Area: Risk Adjustment Default Charge

Benefit Year: 2018
Did you report a discrepancy related to this Reconsideration Request? No

Reconsideration Request Explanation:
This is a test.

Reconsideration Request Amount Details

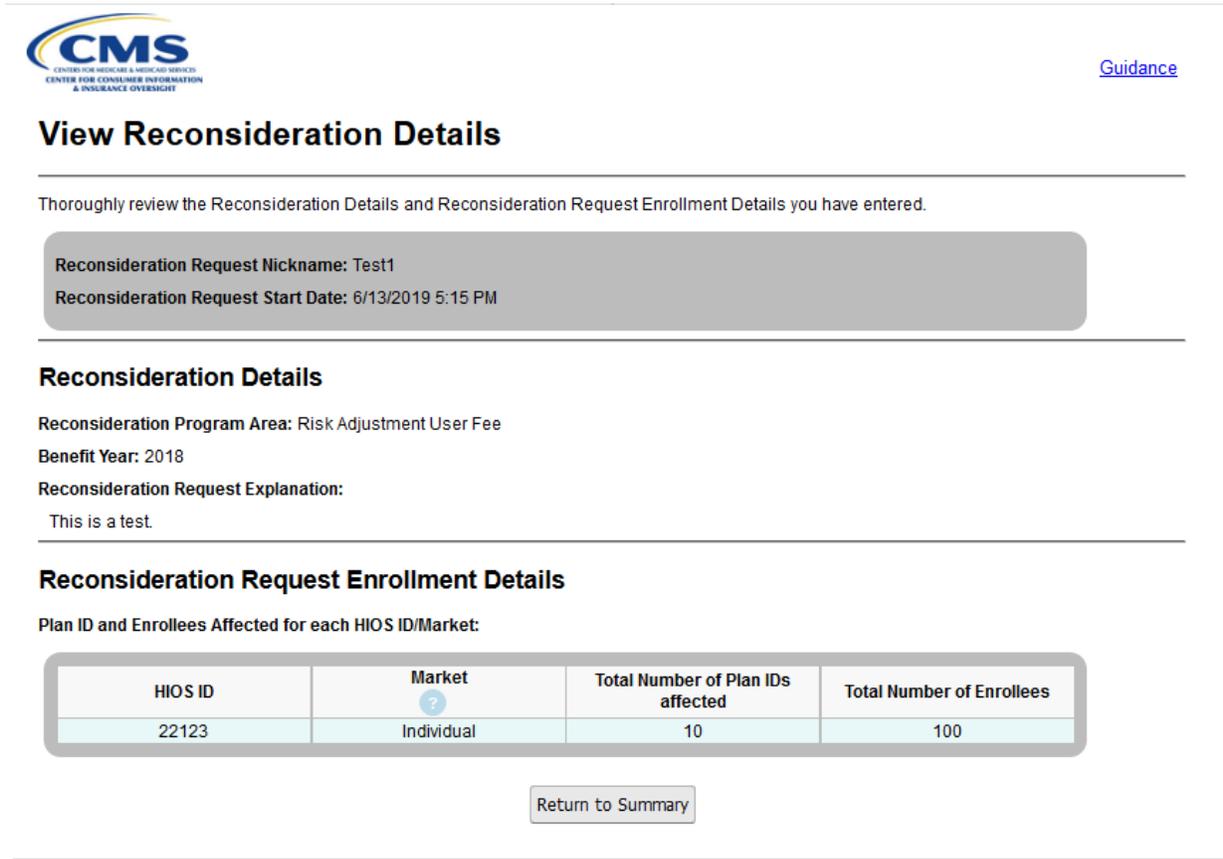
Reconsideration Request Amounts for each HIOS ID/Market:

HIOS ID	Market	Amount Issuer Claiming to Owe or Receive	CMS Payment or Charge Amount	Reconsideration Request Amount
22123	Individual	\$ -500.00	\$ 200.00	\$ -700.00
Totals:		\$ -500.00	\$ 200.00	\$ -700.00

Return to Summary

- The *View Reconsideration Details* page (for Risk Adjustment User Fee) displays Reconsideration Details and Reconsideration Request Enrollment Details.

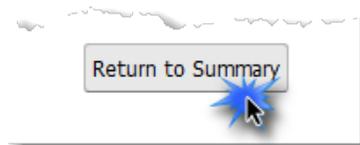
Figure 25: View Reconsideration Details Page (Risk Adjustment User Fee)



The screenshot shows the 'View Reconsideration Details' page. At the top left is the CMS logo with the text 'CENTER FOR CONSUMER INFORMATION & INSURANCE OVERSIGHT'. At the top right is a 'Guidance' link. The main heading is 'View Reconsideration Details'. Below this is a paragraph: 'Thoroughly review the Reconsideration Details and Reconsideration Request Enrollment Details you have entered.' A grey box contains the following information: 'Reconsideration Request Nickname: Test1' and 'Reconsideration Request Start Date: 6/13/2019 5:15 PM'. Below this is the 'Reconsideration Details' section, which includes: 'Reconsideration Program Area: Risk Adjustment User Fee', 'Benefit Year: 2018', and 'Reconsideration Request Explanation: This is a test.'. The next section is 'Reconsideration Request Enrollment Details', with the text 'Plan ID and Enrollees Affected for each HIOS ID/Market:'. Below this is a table with four columns: 'HIOS ID', 'Market', 'Total Number of Plan IDs affected', and 'Total Number of Enrollees'. The table has one data row: HIOS ID 22123, Market Individual, Total Number of Plan IDs affected 10, and Total Number of Enrollees 100. At the bottom of the table is a 'Return to Summary' button.

2. Select the **Return to Summary** button to return to the *Summary* page.

Figure 26: Return to Summary Button



8.2 Upload Attachments Page

You may upload documents in support of Reconsideration Request(s) or to provide further information. You can select at least one Reconsideration Nickname to link to your uploaded document(s).

 **Warning: Uploaded files must NOT contain any protected health information (PHI) or personally identifiable information (PII). Files containing PHI or PII will be deleted and not be considered part of the Reconsideration Request.**

The maximum file size for uploaded documents is 10 MB, and you may upload up to 10 files per Reconsideration Request. If you need to submit additional information, please email ACAfinancialappeals@cms.hhs.gov to request assistance in uploading or sending additional materials.

Follow these steps to upload an attachment:

1. On the *Summary* page, select the **Upload Attachment** button. The *Upload Attachments* page displays.

Figure 27: Upload Attachment Button (from Summary Page)

Attachments Summary

No attachments uploaded. To upload an attachment, select the **Upload Attachment** button.

Upload Attachment

2. On the *Upload Attachments* page, select at least one Reconsideration Nickname for which you want to upload one or more attachments.

Figure 28: Upload Attachments Page

* Select at least one Reconsideration to link to the attachment(s).

Select	Reconsideration Nickname	HIOS ID(s)/Market(s)	File(s) Uploaded
<input checked="" type="checkbox"/>	Test1	22123-IND	

Please note: Uploaded files must **NOT** contain any protected health information (PHI) or personally identifiable information (PII). Files containing PHI or PII will be deleted and not considered as part of the Reconsideration Request filing.

3. Select the **Browse** button in the Upload a File section.

Figure 29: Upload a File Section



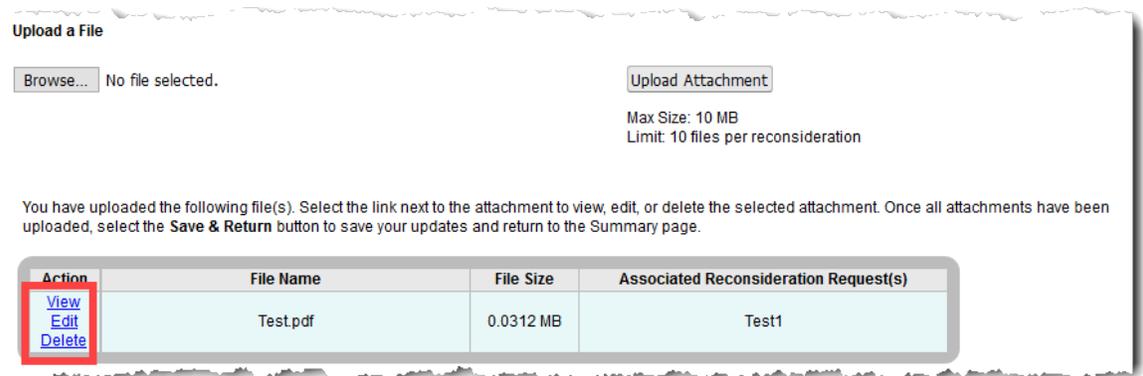
4. Select the file for upload. The file name displays in the Upload a File field.
5. Select the **Upload Attachment** button.

Figure 30: Upload Attachment Button (from Upload Attachments Page)



6. All uploaded files for this Reconsideration Nickname display in the Attachments Summary table. Select the desired Action link (**View**, **Edit**, or **Delete**) located next to the file name to view the file, edit the association between a file and a Reconsideration Request (refer to [Section 8.3](#)), or delete the file, respectively.

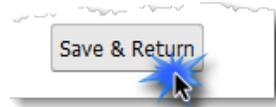
Figure 31: Action Links on Upload Attachments Page



7. Repeat Steps 2–6 for each file you want to upload.

8. Select the **Save & Return** button to save your updates and return to the *Summary* page.

Figure 32: Save & Return Button

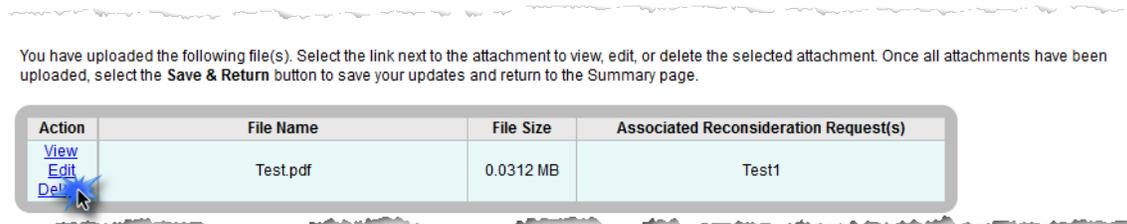


8.3 Edit Attachments Page

Follow these steps to edit an attachment:

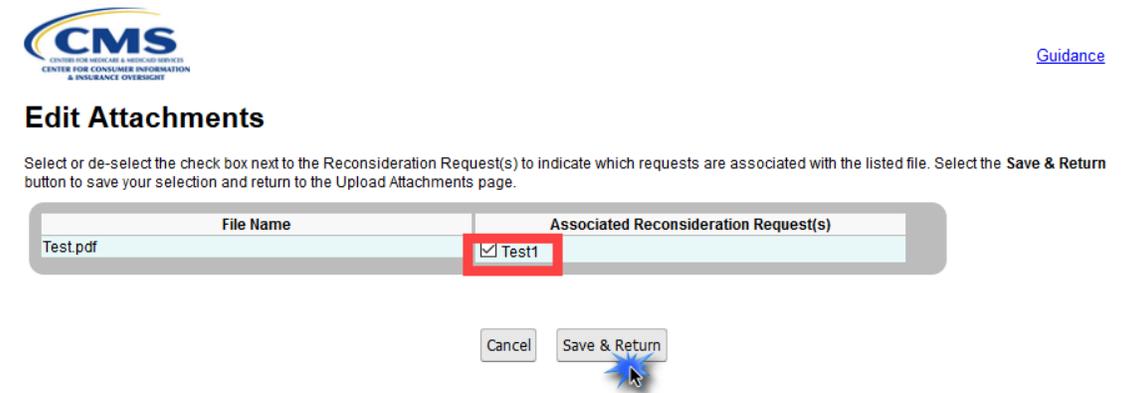
1. On the *Summary* or the *Upload Attachments* page, select the **Edit** link located next to the file name to edit. The *Edit Attachments* page displays.

Figure 33: Edit Link



2. On the *Edit Attachments* page (refer to [Figure 34](#)), select or de-select the check box located next to the specific associated Reconsideration Request(s) to edit the association with the listed file.
3. Select the **Save & Return** button to save your changes and return to the previous page.

Figure 34: Edit Attachment Page



4. Repeat Steps 1–3 to edit the association between additional file attachments and Reconsideration Requests.

9 Attestation Page

Once you have reviewed and submitted all requests for reconsideration, complete the *Attestation* page. This section describes the steps needed to complete the *Attestation* page.

 **Note: The individual providing the attestation must be someone with the authority to legally and financially bind the company. This person is not required to be the Submitter, Alternate Contact, or CEO. This individual does not have to personally complete these steps, but the Attester must be aware of the Reconsideration Request to serve as the point of contact for CMS.**

Follow these steps to advance through the *Attestation* page:

1. Review the attestation statement presented in the Attestation section, and select the check box located next to it.

Figure 35: Attestation Statement for Selection

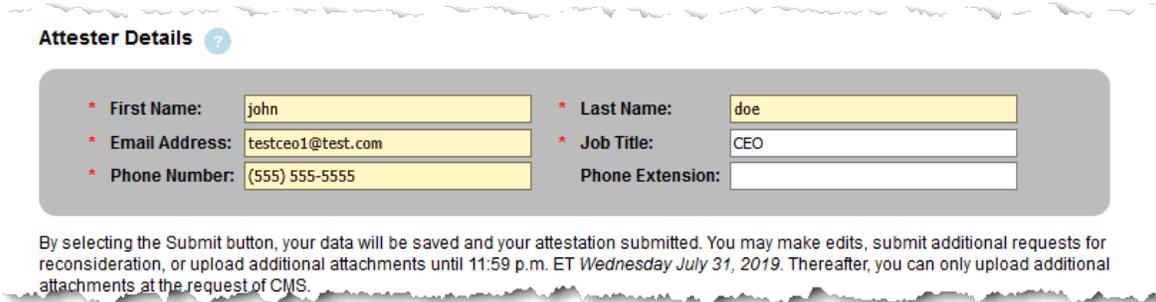


Attestation

* I am making this attestation on behalf of my company, for which I am submitting the Request(s) for Reconsideration. I certify that I am an individual with the legal and financial authority to bind my company. I certify that the information I am providing is true, correct, and complete. If my company becomes aware that any of the information contained on this Request for Reconsideration form or submitted in support of this Request(s) for Reconsideration is untrue, incorrect, or incomplete, my company will promptly inform CMS. If CMS identifies an issue or has questions about the information being submitted, I agree to be a contact for responding to such questions.

2. Enter the applicable information about the Attester into the fields provided in the Attester Details section:
 - First Name
 - Last Name
 - Job Title
 - Email Address
 - Phone Number
 - Phone Extension (optional)

Figure 36: Attester Details Section



Attester Details

* First Name:	john	* Last Name:	doe
* Email Address:	testceo1@test.com	* Job Title:	CEO
* Phone Number:	(555) 555-5555	Phone Extension:	

By selecting the Submit button, your data will be saved and your attestation submitted. You may make edits, submit additional requests for reconsideration, or upload additional attachments until 11:59 p.m. ET *Wednesday July 31, 2019*. Thereafter, you can only upload additional attachments at the request of CMS.

3. Select the **Submit** button to confirm that the submitter has the authorization to submit the above information on behalf of their company and submit the form to CMS.

Figure 37: Submit Button



 **Note:** By selecting the Submit button on the Attestation page, your data is saved, and your attestation and Reconsideration Requests are submitted and deemed complete by CMS. You will not be able to edit your Reconsideration Request(s) after 11:59 p.m. ET on Wednesday, July 31, 2019.

10 Confirmation Page

An acknowledgement email will be sent from ACAfinancialappeals@cms.hhs.gov to the Submitter, Alternate Contact, and Attester for this form.

The .pdf file generated on the *Confirmation* page is the formal confirmation of the attestation and will not be attached to the acknowledgment email. You may use this opportunity to print or save a copy for your records.

 **Note:** If you have any questions about your submitted Reconsideration Request, please email ACAfinancialappeals@cms.hhs.gov and reference “RARI Reconsideration”; include the reconsideration ID assigned from the PDF confirmation and at least one HIOS ID in the subject line.

Follow these steps to print or save the confirmation:

1. Select the **PDF** button to print/save the confirmation for your records.

Figure 38: PDF Button



2. Once your confirmation is printed and/or saved, select the **Exit** button to exit the form.

Figure 39: Exit Button



11 Upload Documentation after the Deadline

Upon review of a Reconsideration Request, CMS may request that additional documentation be uploaded to the web form in support of the Reconsideration Request. You should upload additional documentation only at the request of CMS.

Follow these steps to upload the requested documentation:

1. Access the web form using the original link.
2. Enter the CEO Designate or Alternate CEO Designate email address in the Login ID field.
3. Enter the EDGE Server Contact Database Access Code for your company in the Access Code field.
4. Select the **Login** button.

Figure 40: Login Window



A screenshot of a login window with a grey background. It contains two input fields: the first is labeled '* Login ID:' and contains the text 'brietestceo1@gmail.com'; the second is labeled '* Access Code:' and contains ten black dots. To the right of the second field is a 'Log In' button with a blue mouse cursor pointing at it. Below the first field is a blue link labeled 'Forgot Access Code'.

- On the *Summary* page, locate the Attachments Summary section (refer to [Figure 41](#)).



Note: Previously uploaded attachments will not be available to edit or delete after the July 31, 2019 submission deadline.

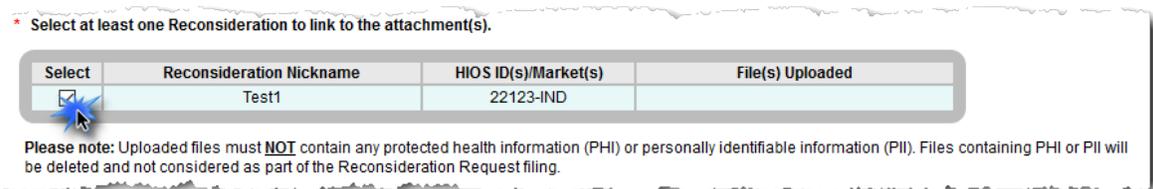
- Select the **Upload Attachment** button.

Figure 41: Upload Attachment Button



- On the *Upload Attachments* page, select at least one Reconsideration Nickname to link to the attachment(s) you will be uploading.

Figure 42: Reconsideration Nickname



- Select the **Browse** button.

Figure 43: Browse Button



- Select the file for upload. The selected file name displays in the Upload a File field.
- Select the **Upload Attachment** button.



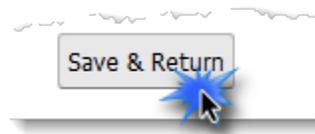
Note: The names of all uploaded files for this Reconsideration Request display in a table at the bottom of the page. Select the appropriate Action link (View, Edit, or Delete) located next to the name of the file in order to view, edit, or delete it.

Figure 44: Upload Attachment Button



11. Repeat Steps 7–10 for each Reconsideration Nickname for which you want to upload additional attachment(s).
12. Select the **Save & Return** button to save your updates and return to the *Summary* page.

Figure 45: Save & Return Button



13. Select the **Submit** button.

Figure 46: Submit Button



14. Select the **PDF** button to print/save the confirmation for your records.

Figure 47: PDF Button



15. Once the confirmation has been printed and/or saved, select the **Exit** button to exit the web form.

Figure 48: Exit Button

