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DATE: September 28, 2012

TO: Issuers of Health Insurance

CC: State Departments of Insurance Commissioners

FROM: Brian James  
CCIIO/CSG Data Collection and Management Division

SUBJECT: SBCs without coverage example data

As scheduled, Healthcare.gov was refreshed on September 23, 2012 in order to post Summaries of Benefits and Coverage generated from the RBIS templates. The majority of the fields in the template were required, but the Coverage Example fields (columns FD-FD and FI-FL) were not. The system generated SBCs for all of the plans that were successfully submitted, regardless of whether the Coverage Example fields were completed.

CCIIO will be removing from Healthcare.gov any SBCs that lack Coverage Example data. The plan will remain on Healthcare.gov, but no SBC link will be present. If an issuer wants their SBCs to display on Healthcare.gov, they must provide Coverage Example data in the appropriate fields. The next scheduled refresh is next Friday, October 5.

Several issuers have reached out with concerns about errors in the SBCs. CCIIO is working to correct any errors, and is looking forward to implementing those fixes soon. A first round of corrections will be made this weekend, with additional corrections being made as part of the normally scheduled refreshes. Please continue to contact the help desks for assistance with particular issues you may encounter.

For policy questions regarding the HealthCare.gov Plan Finder, please email [CCIIOPlanFinder@cms.hhs.gov](mailto:CCIIOPlanFinder@cms.hhs.gov).

For technical assistance regarding data submissions, please contact: the HIOS Help Desk at 1-877-343-6507; the RBIS Help Desk at 1-888-380-2107; or [insuranceoversight@hhs.gov](mailto:insuranceoversight@hhs.gov).