

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



OVERSIGHT GROUP

DATE: March 29, 2013

TO: All Health Insurance Issuers

FROM: Carol S. Jimenez, Director, Division of Medical Loss Ratio, Center for Consumer Information and Insurance Oversight, Centers for Medicare & Medicaid Services

SUBJECT: Medical Loss Ratio Training Information for the 2012 MLR Reporting Year

This notice provides information about upcoming training sessions for the submission process of Medical Loss Ratio (MLR) data for the 2012 MLR reporting year using the MLR Annual Reporting Form. As it did during the 2011 MLR reporting season, CMS will use the MLR module of the Health Insurance Oversight System (HIOS) to distribute and collect the 2012 MLR Annual Reporting Form.

Please note that the HIOS MLR registration and issuer confirmation period for new and existing issuers begins on April 1, 2013. Registration must be complete prior to the actual submission of MLR data, so we encourage issuers to register during the month of April. The 2012 MLR Annual Reporting Form submission window will open on May 1, 2013. The deadline to submit the 2012 MLR annual reporting form is June 1, 2013.

MLR Training Webinar:

CMS will host a two hour training webinar to review the registration process and changes to the 2012 MLR Form from the prior year. The same webinar will be presented on April 10, 2013 and again on April 16, 2013, both dates at 3:30 pm (EDT).

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

Webinar Audio Information:
Toll-free: 1-877-267-1577
Meeting ID: 9630

Webinar Information:
Date: 04/10/2013 3:30 PM
URL: <https://webinar.cms.hhs.gov/issuer-training-2012-mlr0410/>

Date: 04/16/2013 3:30 PM
URL: <https://webinar.cms.hhs.gov/issuer-training-2012-mlr0416/>

2012 MLR Annual Reporting Form Conference Calls:

In addition to the MLR training webinars, CMS will host weekly conference calls to answer issuer questions about the 2012 MLR Annual Reporting Form. The conference calls will be held Thursdays, from 3:30 to 4:30 pm (EDT), beginning April 18 and ending May 30, 2013.

Please use the following number to join the conference calls:

Toll-free: 1-877-267-1577

Meeting ID: 3300

Please email MLRQuestions@cms.hhs.gov with questions regarding the 2012 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.