Federally-facilitated Marketplace (FFM) User Fee Adjustment Web Form Quick Start Guide

Resources

The following Federally-facilitated Marketplace (FFM) User Fee Adjustment resources are available for review or download:

- Federally-facilitated Marketplace (FFM) User Fee Adjustment web form: https://acapaymentoperations.secure.force.com/FFMUserFeeAdjustment
- Federally-facilitated Marketplace (FFM) User Fee Adjustment webinar training materials from the REGTAP library in the “User Fees” Program Area: https://www.regtap.info
- Frequently asked questions (FAQs) related to the FFM User Fee Adjustment posted to REGTAP: https://www.regtap.info

1 Introduction

The “Coverage of Certain Preventative Services Under the Affordable Care Act” Final Rule (78 FR 39870) sets forth regulations regarding coverage for certain contraceptive services. The rule ensures that individuals in group health plans have access to the full range of approved contraceptives without cost-sharing, while respecting eligible organizations’ religious-based objections to contraception. Eligible organizations receive an accommodation relating to contraceptive coverage so that they are not required to provide, arrange, or make payment for these services.

The rule set forth processes and standards to fund the payments for contraceptive services paid on behalf of participants and beneficiaries in self-insured plans of eligible organizations through an adjustment of the FFM User Fee payable by an issuer participating in the FFM. In order to facilitate the FFM User Fee Adjustment, the final rules require information collection from applicable participating FFM issuers and third party administrators (TPAs) and pharmacy benefit managers (PBMs). FFM issuers and TPAs/PBMs must request an FFM User Fee Adjustment by completing the FFM User Fee Adjustment web form. In addition, TPAs/PBMs will complete the TPA/PBM Notice of Intent (also known as the Notice of Intent Disclosure) through the FFM User Fee Adjustment web form.

This document is a step-by-step guide to log in, complete, and submit the FFM User Fee Adjustment web form. Please note that although the screens in the guide show the 2016 benefit year, the user should select the appropriate benefit year on the Welcome Page of the form. The selected benefit year will appear throughout the web form.

To begin, the FFM User Fee Adjustment web form link will be emailed to a CMS-specified list of FFM issuers and TPAs/PBMs who participated in this adjustment previously. If you did not participate in this process for a prior benefit year, you can locate the web form link in this guide under “Resources.”
The web form must be completed in a single session – you will not be able to save entered information.

2 Welcome Page

Upon selecting the web form link, you are directed to the Welcome page of the web form, as shown in Figure 1.

Select the benefit year for which you want to report a FFM user fee adjustment from the drop-down menu and select the **Continue** button, as shown in Figure 2.

Figure 1: Federally-facilitated Marketplace (FFM) User Fee Adjustment Web Form

**Welcome to the Federally-facilitated Marketplace (FFM) User Fee Adjustment Web Form!**

This web form allows reporting of the FFM User Fee Adjustment amount for FFM issuers and contraceptive claims amounts for Third Party Administrators (TPAs) and Pharmacy Benefit Managers (PBMs).

**NOTE:** This web form must be completed and submitted in a single session; it is **NOT** possible to save and return to a session. Edits to a previously submitted FFM User Fee Adjustment web form require re-entering and submitting all data again. Collect all necessary information before initiating the process.

**Instructions**

Required fields are indicated with a red asterisk (*).

Figure 2: Select the Benefit Year
## 3 Contact Information Page

Once the Benefit Year has been selected, you will be directed to the Contact Information Page. The Submitter and Alternate Contacts **must** be different.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | Enter the Submitter Contact information:  
  - First Name  
  - Last Name  
  - Email Address  
  - Job Title  
  - Phone Number  
  - Phone Extension (optional) |
| 2    | 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) |
| 3    | Select the **Continue** button.  
You will be directed to the Organization Type page of the web form. |
4 Organization Type Seeking an FFM User Fee Adjustment

To report an adjustment to FFM User Fees for contraceptive services if you are an FFM issuer, see Section 4.1. To report an adjustment to FFM User Fees for contraceptive services if you are a TPA/PBM, see Section 4.2.

4.1 FFM Issuer Seeking an FFM User Fee Adjustment

Table 2: FFM Issuer Seeking a FFM User Fee Adjustment (Steps 1-13)

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>From the Organization Type page under the question, “Are you an FFM issuer or TPA/PBM?” select the radio button next to <strong>FFM Issuer</strong>, as shown in Figure 4.</td>
</tr>
<tr>
<td>2</td>
<td>Select the <strong>Continue</strong> button. You will be directed to the FFM Issuer User Fee Adjustment Information page of the web form.</td>
</tr>
<tr>
<td>3</td>
<td>Enter the FFM Issuer’s <strong>Legal Business Name</strong>.</td>
</tr>
<tr>
<td>Step</td>
<td>Action</td>
</tr>
<tr>
<td>------</td>
<td>--------</td>
</tr>
<tr>
<td>4</td>
<td>Enter the FFM Issuer’s <strong>Tax Identification Number</strong>.</td>
</tr>
</tbody>
</table>
| 5    | Enter the FFM Issuer’s **HIOS ID**.  
Ensure you have entered a valid HIOS ID for the selected benefit year. |
| 6    | Enter the number of TPAs or PBMs for which the FFM Issuer has agreed to reimburse for the cost of contraceptive claims. |
| 7    | Select the **Create Table** button.  
**Note:** The number entered in the “Enter the number of TPA(s) or PBM(s) for which the FFM Issuer has agreed to reimburse for the cost of contraceptive claims” field will determine how many rows are created in the FFM User Fee table. |
| 8    | In the FFM User Fee table, enter the TPA or PBM Legal Business Name for which the FFM Issuer has agreed to reimburse for the cost of contraceptive claims. |
| 9    | In the FFM User Fee table, enter the Tax Identification Number for the TPA or PBM for which the FFM Issuer has agreed to reimburse for the cost of contraceptive claims. |
| 10   | In the FFM User Fee table, select **Yes** or **No** from the drop-down menu for the question, “Is the issuer part of the same entity as the TPA/PBM that incurred claims for contraceptive services (same parent company)?” |
| 11   | In the FFM User Fee table, enter the total amount paid to the TPA/PBM by the FFM Issuer for contraceptive claims incurred through December 31 of the appropriate year.  
Repeat steps 9-12 for each row added. |
| 12   | Select the **Calculate** button.  
This will populate the following column/row: |

<table>
<thead>
<tr>
<th>Column/Row</th>
<th>Calculation</th>
</tr>
</thead>
<tbody>
<tr>
<td>FFM User Fee Adjustment Amount</td>
<td>The total amount paid to the TPA/PBM by the FFM Issuer for contraceptive claims incurred through December 31 of the selected benefit year plus an additional 15% for the administrative costs of the FFM issuer (rounded to the nearest hundredth).</td>
</tr>
<tr>
<td>Totals</td>
<td>Sum of all amount fields for total amount paid to the TPA/PBM by the FFM Issuer for contraceptive claims incurred through December 31 of the selected benefit year and user fee adjustment amount.</td>
</tr>
</tbody>
</table>
Step | Action
--- | ---
13 | Select the **Continue** button.

You will be directed to the Summary page of the web form.

To delete a row, select the **Delete** link next to the TPA or PBM you would like to delete. To add a row, select the **Add Row** button above the FFM User Fee table. To delete the entire table, select the **Delete Table** button above the FFM User Fee table.

**Figure 4: Organization Type Page – FFM Issuer**

**Organization Type**

Only FFM Issuers and TPAs/PBMs that made contraceptive payments on behalf of an eligible organization under 29 CFR 2590.715-2713A and are seeking an adjustment to FFM user fees for these contraceptive payments need to complete this web form.

**Instructions**

Required fields are indicated with a red asterisk (*).
Figure 5: FFM Issuer User Fee Adjustment Information Page – Create Table

**FFM Issuer User Fee Adjustment Information**

FFM Issuer User Fee Adjustment information is required only for FFM Issuers.

**Instructions**

Report all FFM User Fee Adjustment information for each TPA or PBM for which the FFM issuer has agreed to reimburse for the cost of contraceptive claims provided in the table below.

**NOTE:** The option to submit FFM User Fee Adjustment information for other HIOS ID(s) is provided on the Summary page of the web form.

Required fields are indicated with a red asterisk (*)

<table>
<thead>
<tr>
<th>Benefit Year: 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Legal Business Name: ABC Company Inc.</td>
</tr>
<tr>
<td>* Tax Identification Number: 789456123</td>
</tr>
<tr>
<td>* HIOS ID: 222232</td>
</tr>
</tbody>
</table>

* Enter the number of TPA(s) or PBM(s) for which the FFM Issuer has agreed to reimburse for the cost of contraceptive claims: 2 Create Table

Figure 6: FFM Issuer User Fee Adjustment Information Page – FFM User Fee Table

**Table Instructions**

To delete a row from the table, select the Delete link from the corresponding Action column.

Required fields are indicated with a red asterisk (*)

<table>
<thead>
<tr>
<th>Action</th>
<th>TPA or PBM Legal Business Name</th>
<th>Tax Identification Number for TPA or PBM (9 digits, no hyphen)</th>
<th>Is the issuer part of the same entity as the TPA/PBM that incurred claims for contraceptive services (same parent company)?</th>
<th>Total Amount Paid to the FPA/PBM by the FFM Issuer for Contraceptive Claims Incurred through Dec 31</th>
<th>User Fee Adjustment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delete</td>
<td>XYZ Services</td>
<td>1234567890</td>
<td>Yes</td>
<td>$ 40,000.00</td>
<td>$ 40,000.00</td>
</tr>
<tr>
<td>Delete</td>
<td>ABC Enterprises</td>
<td>234567890</td>
<td>Yes</td>
<td>$ 20,000.00</td>
<td>$ 20,000.00</td>
</tr>
<tr>
<td>Calculate</td>
<td></td>
<td></td>
<td></td>
<td>Totals: $ 60,000.00</td>
<td>$ 60,000.00</td>
</tr>
</tbody>
</table>
### Summary Page – FFM Issuer

**Table 3: Summary Page – FFM Issuer**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | Review the **FFM Issuer User Fee Adjustment** section to confirm the following:  
- Correct HIOS ID(s) was entered  
- Correct total amount paid to the TPAs/PBMs for contraceptive claims incurred through December 31 of the selected benefit year was entered  
- Correct total user fee adjustment amount for contraceptive claims incurred through December 31 of the selected benefit year was calculated  
Select the *Action* link (View, Edit, or Delete) next to the HIOS ID you would like to view, edit, or delete. |
| 2    | Review the **Contact Information** section for accuracy.  
Select the *Edit Contact Information* button to edit contact information. |
| 3    | Select **Yes** or **No** to the question, “Are you requesting an adjustment to the FFM user fee for another HIOS ID?”  
| If   | Then  
Yes  | Follow steps outlined in [Section 4.1](#).  
No   | Continue to Step 4. |
| 4    | Select the *Continue* button.  
You will be directed to the appropriate Attestation page of the web form. |

---

![Figure 7: Summary Page – FFM Issuer](image)
4.2 TPA/PBM Seeking an FFM User Fee Adjustment

If you are a TPA/PBM there is a different process you will need to follow, which is outlined below.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>From the Organization Type page under the question, “Are you an FFM issuer or TPA/PBM?” Select the radio button next to “TPA/PBM,” as shown in Figure 9.</td>
</tr>
</tbody>
</table>
| 2    | Select the Continue button.  
You will be directed to the TPA/PBM Notice of Intent page of the web form. |
| 3    | Enter the TPA or PBM name. |
| 4    | Enter the Self-Certification date. |
### Step 5
Enter the TPA/PBM mailing address:
- Address Line 1
- Address Line 2 (optional)
- City
- State
- Zip Code

### Step 6
Select **Yes** or **No** for the question, “Do you intend to arrange for a participating issuer to seek a Federally-facilitated Marketplace User Fee Adjustment on your behalf?”

**Note:** Completion of the FFM User Fee Adjustment web form is not required if you do not intend to arrange for an FFM Issuer to seek the FFM user fee adjustment on your behalf. You cannot proceed to the next page of the web form if **No** is selected.

### Step 7
Select the **Continue** button.
You will be directed to the TPA/PBM Report of Contraceptive Claims Costs page of the web form.

---

**Figure 9: Organization Type - TPA/PBM**

**Organization Type**

Only FFM Issuers and TPAs/PBMS that made contraceptive payments on behalf of an eligible organization under 29 CFR 256.715-717A and are seeking an adjustment to FFM user fees for these contraceptive payments need to complete this web form.

**Instructions**

Required fields are indicated with a red asterisk (*).
The next step for the TPA or PBM is to report all FFM User Fee Adjustment information for each self-insured plan for which the TPA or PBM intends to seek an FFM user fee adjustment.

### Table 5: TPA/PBM Report of Contraceptive Claims Cost Page

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Enter the Tax Identification Number.</td>
</tr>
<tr>
<td>2</td>
<td>Enter the number of self-insured plans for which the TPA or PBM intends to seek an FFM user fee adjustment.</td>
</tr>
</tbody>
</table>
| 3    | Select the **Create Table** button.  
**Note:** The number entered in the “Enter the number of Self-Insured Plans for which the TPA or PBM intends to seek an adjustment” field will determine how many rows are created in the FFM User Fee table. |
<p>| 4    | In the FFM User Fee table, enter the self-insured plan Tax Identification Number. |
| 5    | In the FFM User Fee table, enter the number of participants and beneficiaries in self-insured plan administered by the TPA or PBM. |</p>
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>In the FFM User Fee table, enter the amount of total contraceptive claims paid by the TPA or PBM. Repeat steps 5-7 for each row added.</td>
</tr>
<tr>
<td>7</td>
<td>Select the <strong>Calculate</strong> button. This will populate the Totals row:</td>
</tr>
<tr>
<td></td>
<td><strong>Column/Row</strong></td>
</tr>
<tr>
<td></td>
<td>Totals</td>
</tr>
<tr>
<td>8</td>
<td>Select the <strong>Continue</strong> button. You will be directed to the Summary page of the web form.</td>
</tr>
</tbody>
</table>

To delete a row, select the **Delete** link next to the self-insured plan Tax Identification Number you would like to delete. To add a row, select the **Add Row** button above the FFM User Fee table. To delete the entire table, select the **Delete Table** button above the FFM User Fee table.
Figure 11: TPA/PBM Report of Contraceptive Claims Costs Page

TPA/PBM Report of Contraceptive Claims Costs

The TPA/PBM Report of Contraceptive Claims Costs is only required for TPAs and PBMs.

Instructions

Report all FFM User Fee Adjustment information for each Self-Insured Plan for which the TPA or PBM intends to seek an adjustment. Required fields are indicated with a red asterisk (*).

<table>
<thead>
<tr>
<th>Benefit Year: 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>TPA or PBM Name:</td>
</tr>
<tr>
<td>* Tax Identification Number:</td>
</tr>
</tbody>
</table>

* Enter the number of Self-Insured Plans for which the TPA or PBM intends to seek an adjustment:

Figure 12: TPA/PBM Report of Contraceptive Claims Table

Table Instructions

To delete a row from the table, select the Delete link from the corresponding Action column. Required fields are indicated with a red asterisk (*).

<table>
<thead>
<tr>
<th>Action</th>
<th>* Self-Insured Plan Tax Identification Number (8 digits, no hyphen)</th>
<th>* Number of Participants and Beneficiaries in Self-Insured Plan Administered by the TPA or PBM</th>
<th>* Amount of Total Contraceptive Claims Paid by the TPA or PBM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delete</td>
<td>123456789</td>
<td>5</td>
<td>$ 78000</td>
</tr>
<tr>
<td>Delete</td>
<td>897864321</td>
<td>4</td>
<td>$ 68000</td>
</tr>
</tbody>
</table>

Add Row  | Delete Table  |
Calculation: Totals:
4.2.1 Summary Page – TPA/PBM

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | Review the **TPA/PBM Notice of Intent** section to confirm the following:  <ul>  
• Correct name of TPA or PBM was entered  
• Correct Self-Certification date was entered  
• Correct TPA/PBM mailing address was entered  
• Correct answer is selected for the question, “Do you intend to arrange for a participating issuer to seek a Federally-facilitated Marketplace User Fee Adjustment on your behalf?”  
</ul>  
Select the **Edit** link next to the **TPA/PBM Notice of Intent** section to edit any details. |
| 2    | Review the **TPA/PBM Report of Contraceptive Claims Costs** section to confirm the following:  <ul>  
• Correct TPA or PBM name was entered  
• Correct TPA or PBM Tax Identification Number was entered  
• Correct Number of participants and beneficiaries in each self-insured plan was entered  
• Correct dollar amount of payments for contraceptive services for plan participants and beneficiaries paid by a TPA/PBM was entered  
</ul>  
Select the **Action** link (**View** or **Edit** next to the TPA or PBM name you would like to view or edit. |
| 3    | Review the **Contact Information** section on the Summary page for accuracy.  
Select the **Edit Contact Information** button to edit contact information. |
| 4    | Select the **Continue** button.  
You will be directed to the appropriate Attestation page of the web form. |
Figure 13: Summary Page – TPA/PBM

**Benefit Year: 2016**

**TPA/PBM Notice of Intent**  
[Edit]  
Name of TPA or PBM: Sandy Sunshine  
Self-Certification Date: 07/05/2017

**TPA/PBM Mailing Address**  
Address Line 1: 1212 Central St  
Address Line 2:  
City: Capital  
State: AK  
Zip Code: 22212

Do you intend to arrange for a participating issuer to seek a Federally-facilitated Marketplace User Fee Adjustment on your behalf? Yes

**TPA/PBM Report of Contraceptive Claims Costs**

Select the Action link next to the TPA or PBM Name to View or Edit detailed FFM User Fee information.

<table>
<thead>
<tr>
<th>Action</th>
<th>TPA or PBM Name</th>
<th>TPA or PBM Tax Identification Number</th>
<th>Number of Participants and Beneficiaries in Each Self-Insured Group Health Plan</th>
<th>Dollar Amount of Payments for Contraceptive Services For Plan Participants &amp; Beneficiaries Paid by a TPA/PBM</th>
</tr>
</thead>
<tbody>
<tr>
<td>View</td>
<td>Sandy Sunshine</td>
<td>234567890</td>
<td>9</td>
<td>$ 143,000.00</td>
</tr>
<tr>
<td>Edit</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5 Submitting an Attestation

5.1 Attestation

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 or Alternate Contact. This individual does not have to personally complete these steps.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Thoroughly review the <strong>Attestation</strong> statement in its entirety.</td>
</tr>
<tr>
<td>2</td>
<td>Select the check box next to the <strong>Attestation</strong> statement to indicate agreement.</td>
</tr>
<tr>
<td>Step</td>
<td>Action</td>
</tr>
<tr>
<td>------</td>
<td>--------</td>
</tr>
</tbody>
</table>
| 3    | Complete the **Attester Details** section with the following information:  
  - First Name  
  - Last Name  
  - Email Address  
  - Job Title  
  - Phone Number  
  - Phone Extension (optional)  
  **Reminder:** The individual providing the attestation must be someone who can legally and financially bind the company. This individual does not have to personally complete these steps. This person is not required to be the Submitter or Alternate Contact. |
| 4    | Select the **Submit** button. |

By selecting the **Submit** button on the Attestation page, your data is saved, and your attestation and FFM User Fee Adjustment information are submitted and deemed complete by CMS.
5.2 Confirmation

An acknowledgement email will be sent from FFMuserfeeadjustments@cms.hhs.gov to the email addresses provided in the Contact Information and Attester Details sections of the web form. It is recommended that you save and print a PDF of the confirmation for your records. The PDF is the formal confirmation of attestation and submitted FFM User Fee Adjustment information.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select the PDF button to view the confirmation. It is recommended that you print/save the PDF confirmation for your records.</td>
</tr>
<tr>
<td>2</td>
<td>Once your confirmation has been printed and/or saved, select the Exit button to exit the web form.</td>
</tr>
</tbody>
</table>
Figure 16: Confirmation Page

Confirmation

Warning: Please print the PDF for your records before selecting the Exit button.

Thank you for your submission.
An acknowledgement email has been sent to the email addresses provided. Print and save the PDF document for your records, it is formal confirmation of attestation and submission of the FFM User Fee Adjustment Information.

Submission End Time: 07/12/2017 01:31 PM
Acknowledgement email and submission information sent to the following email addresses:
- sunshine@gmail.com
- ppen@nmail.com
- msmith@nmail.com

Print/Save
Select the PDF button to generate a confirmation that contains the MOS ID(s) for which FFM User Fee Adjustment Information was submitted. Print and save this document for your records.