



## **Data Integrity Tool FAQ's**

Below is a list of Frequently Answered Questions that may assist you when using the Data Integrity Tool (DIT).

**Q1: Do I need to use this tool before submitting my templates?**

**A1:** It is highly recommended that you use the DIT as it will provide immediate feedback regarding the quality of data in the templates before uploading the final versions into HIOS or SERFF, reducing the probability for resubmissions due to data error. Additionally, plan data submission errors identified through an issuer's proper use of the DIT may help the issuer to demonstrate an attempt to comply in good faith with program and operational requirements, absent any evidence to the contrary.

**Q2: Will the DIT be compatible with my computer?**

**A2:** The DIT is compatible with a Windows Operating system. The tool will not work with a MAC.

**Q3: Do I need to install any programs to use this tool?**

**A3:** The DIT is an Excel based program. If you already have Microsoft Excel on your computer it will run. If you do not have Microsoft Excel you will need to download Microsoft Office.

**Q4: What Excel version can I use to run the DIT?**

**A4:** The DIT can run on Microsoft Excel 2007, 2010, and 2013. It cannot run on Microsoft 2003 based on size limitations.

**Q5: Do I need to load my templates into the DIT in a specific order?**

**A5:** Yes. You should import the Plans & Benefits template before importing any other templates. The Plans & Benefits template should contain the Plan IDs you wish to validate and indicate the coverage type, market, exchange status, and child-only offering for each Plan ID. Without a Plans & Benefits template with this information imported into the tool, the DIT will run validation checks based on the default setting that the Plan IDs are:

- Medical plans,
- Individual market,
- Not child-only, and
- Offered both on and off the exchange.

**Q6: Do I need to load all templates into the DIT before I validate?**

**A6:** No. You can run the DIT on any single template or group of templates that you wish to import and validate. The DIT will import and validate the following templates: Business

Rules, Network ID, Plans & Benefits, Prescription Drugs, Service Area, Rates Table, and Unified Rate Review.

**Q7: Do I need to store all my files in one location to import data into the DIT?**

**A7:** Each template type must be stored in its own folder (e.g., Rates Table templates must be stored in a folder containing only Rates Table templates. You cannot have a Rate Tables template and a Service Area template in the same folder, as data would not be imported correctly). Folders can be assigned any name. Users can import multiple templates from a single folder into the DIT, as long as all templates in that folder are of the same template type.

**Q8: Is the tool set up to work with multiple Issuer IDs?**

**A8:** Yes. You can import template data from multiple issuers with different Issuer IDs.

**Q9: Will the tool work with old templates?**

**A9:** No. The DIT will only work with the 2017 QHP Application templates.

**Q10: Will the DIT work with off-exchange plans?**

**A10:** No. DIT checks do not apply to plans that are offered only off the exchange. Any off-exchange plans imported into the DIT will be ignored.

**Q11: Will the DIT work with Dental plan submissions?**

**A11:** Yes, as long as the plans are offered both on and off the exchange, or on the exchange only.

**Q12: Why won't my template upload?**

**A12:** Verify that you are doing the following: Using the 2017 QHP application templates, selecting the correct template folder, and not mixing different template types within the same folder. If you still experience problems, contact the CMS help desk for additional support (refer to Q18).

**Q13: What is the difference between an error and a warning?**

**A13:** An *error* represents something that is wrong within the template which needs to be corrected whereas a *warning* is a caution that flags possible data errors which may or may not need a data change prior to template submission.

**Q14: After conducting validations, will the tool update the template?**

**A14:** No. The DIT will only provide errors and warnings regarding the templates. The user must make changes to the templates based on error reports.

**Q15: Why do I have more validation errors now than when I fixed the template prior?**

**A15:** Make sure you have cleared all the errors before using the DIT to validate your templates a second time. By changing data to correct one error, you may be impacting other fields.

**Q16: Does the DIT replicate all the HIOS or SERFF checks?**

**A16:** The DIT identifies critical data errors such as those that would result in the exclusion of plan information to consumers, improper display of plan information to consumers, or

being out of regulatory compliance. The DIT conducts validation checks that go beyond the standard HIOS and SERFF checks.

**Q17: Where can I learn more about how to use the DIT?**

**A17:** The DIT and user resources can be found at <http://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/qhp.html>

**Q18: Who can I contact for additional questions on the DIT?**

**A18:** Issuers should contact the CMS issuer help desk at [CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov) or 1-855-CMS-1515. States should contact the CMS state help desk at [FFM\\_operational\\_questions@cms.hhs.gov](mailto:FFM_operational_questions@cms.hhs.gov).