Journey of Docs + Templates Submission (To Be) Legend Phase 2: Approval Process (4 months) Phase 1: Creation Process **UPDATED WORKFLOW** Plan Design and Development Refiling CMS/State Objections and Feedback Document Creation + File Generation PD develops the plan designs POC from PD The 7 excel imports from the OneSource grid today PD works with the various department on the plan ECONDARY WORKFLO design for the upcoming year. User Flow 1 [future app] pe objections User Flow 2 PD create the plan at the national level and then create different versions of that national plan due to RO does the subsequent filing with redline (Filed SOB) Schedule of Benefits (Filed SOB) Schedule of Benefits RO does initial filing documents and latest clean version to the PD sends AV screenshots to Actuary firm state for review. RO uses current template for existin RO does redlines of new version Back-and-Forth User Flow A member-facing doc that lists various services covered under a health plan, along with associated fees. PD sends SOB's to (using MS Word File or PDF Comparison PD provide **AV screenshots** from the Plan Pricing Tool early on to actuary firm to utilize for the upcoming year planning. External audit firm reviews all the final SOBs once PD finds out which plan has been certified and withdrawn. At this point, the final SOB's and the Production SBC's are updates to RO on the template. PD/RO audits the data RO look at updated benchmark for the state "To Be" Friction Meter RO owns the SOB templates and loads RO and PD audits the changes template onto [future app] PD communicate nternal "errors" to RO sent to the audit firm. CMS issues any updated benchmark for the state. Redline submissions are state-specific RO compares the benchmark with previous years RO uses current template for existing states and done manually by RO. Note: See the **PRODUCTION SBC** workflow SOB for changes. but obtains templates for new states on "As Is" Friction Meter CMS. RO reviews template prior year and Note: see "As Is" Journey Map for more details PD audits the cost share data and RO audits makes changes on the template. RO redline from prev the benefit limits. year (using MS Word PDF File Comparison -RO generates PDF or word? Redline for existing states. --508 Compliant word doc generate Refiling CMS/State Objections and Feedback Document Creation + File Generation Initial Filing communicates feedback PD creates the SBC doc in [future app] POC from PD OneSource 2 would give RO the ability to make one change for a state and communicate how that change could impacting other states. The vision is for OneSource to have the ability to make a change that SBC template doesn't change often like the SOB template. It has only changed twice PD and RO audits since 2014. does not impact a group of states. PD does redlines (.doc) RO resubmits PDFs w/redlines sing MS Word File or PDF Comparis PD may refer to the template instructions To communicate objections, RO will include the Point of Contact (POC) from PD and each involved Dept. This include list of objections and from CMS. Template instructions haven't been updated since 2017. deadline date to refiling. May 1 is the initial deadline for SBC and (Filed SBC) Summary of Benefit and Coverage (Filed SBC) Depending on the objection, the subgroups within PBT submission. **Summary of Benefit and Coverage** PD redlines Year-over-year changes objections in an ad hoc manner. RO may weigh in (using MS Word File or PDF Compariso SBC Submission is state specific. RO is on what the group suggest during this process. $.doc \rightarrow PDF \boxtimes$ state. Only MO and TX submit to CMS for review. Other submissions are reviewed Redlines are state specific. through the state to know that Health Plan Historically PD does the redline. Redline A member-facing doc that summarizes is done manually through the Word costs and coverage for a health plan. feature. There may be few instances where (eg. State of WA requires Spanish and English SBC submission for Year 2020 while RO might redline if one state requires one everybody else needed English for filing. On the website all states need to have English submission to ease the filing process. RO gathers the required submissions and Spanish Version) before filing to CMS. Audit Firm Feedback and File Regeneration Document Creation + File Generation Initial Audit Starting June PD regenerates new Production SBC's PD submits SBC to IT marketplace through [future app] team (posted online) Initial audit is the first phase. Full Audit of all Production SBCs and filed SOB's in Production SBCs are not filed to CMS and are member-facing docs. Both English and PD sets up a relationship w/ There are 2 phases of auditing All the health Plan starts window shopping. Phase 2: Final Sign off (see **Vendor Sign off** on next column) **PD** sends Audit firr final sign off [future app] (Production SBC) (Production SBC) **Summary of Benefit and Coverage Summary of Benefit and Coverage** OneSource2 would generates the ~3000 Production SBC and replace the enrollment **Vendor final sign off** is phase 2 of the PD audits 15% of the ~3000 SBCs in validation from audit firm. PD notify audit firm which Hios ID to audit based on what [future app]. Once, the document looks good, PD sends docs to outside audit firm for plans have been certified and withdrawn. retriggers the PDF. Spanish version is updated once the audit is completed for the Refiling Document Creation + File Generation CMS/State Objections and Feedback PD fills out template by manua CMS may issue a revised/updated template or revised review tools as deficiencies are identified throughout the filing process copy/paste from [future app] RO submits to CMS or State RO receives State and CMS Objection RO files to CMS (FFM) or state-based exchange (SBE), depending on the state itself. PD obtains latest template (FileShare) Most of the filing is through state than CMS. Every plan year, CMS will issue and revise updated PBT template. PBT and Rx template are ran PD make updates to [future app] RO validates through into the Data Integrity tool and copy/paste info into PB1 Data Integrity Tool and May 1 is the initial deadline for SBC and PBT submission to CMS. RO files to CMS CMS notifies RO the template release or any template revisions. RO will sent out an email supplemental B Do outside OneSourc Any issues identified will come back to PD (FFM) or state-based exchange (SBE). RO validates through Data Integrity (Filed PBT) to the different dept group that are affected. initially and then CMS will start reviewing (Filed PBT) Plan and Benefit tool and/or CMS review tools later on the filing process. **Plan and Benefit** Every filing bundle includes PBT, Rx template, Service Area, Network, URRT RO provides PBT and Supplemental B template from CMS and place them in FileShare for PD to obtain. Template CMS review tools takes into account of other QHP docs and may show conflict and the Crosswalk; along with the AV Two worksheets that are required to file based on these docs. screenshots and cover letter. for CMS approval every year. (PD refers to Supplemental B doc as a PD would not have to make updates to QHP docs include PBT template, Rx different document later on during the both Filed and Production SBC when template, Service Area template, Crosswalk template, Network template, Business Rule window plan shopping and making OBT updates are already made on changes based on CMS objections) template, Rate table template, Unified Rate Review template, and ECP/NA template. PD creates the template, not the RO. PD QA's Supplemental B Doc is renamed as DCR the PBT template except for the limits. The supplement (Data Correction Request). RO "QA"s the limits but don't revise the This doc is required for any changes to the template and used internally as a true data correction request to CMS or state. For filing, PD provides individual AV screenshots (pdf) to RO based off the PBT. No redlines are required because PBT IS an The screenshots are individual tabs of all excel document, but it is versioned internally the individual variants in one PDF. by PD for internal audit trail. RO may notify CMS any issues with templates

Review tool

CMS Objections and Feedback

Review tool X CMS.gov

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Plan Design and Development