FAQ and Timeline on
QHP Application Extension and Data Correction Window
4.29.13

FAQ:

Will the QHP Application submission deadline be extended?
In response to various requests from issuers, CMS has determined that a three-day extension will be granted to the Federally-Facilitated Marketplace QHP Application submission deadline for all issuers. The new deadline will be **8:00 PM eastern time on Friday, May 3rd**. To provide assistance to issuers during this extension period, the CMS Exchange Operations Support Center (XOSC) Help Desk will remain open from 9:00 AM to 8:00 PM EST. CMS will continue holding daily two-hour issuer assistance calls to ensure that issuers have access to necessary information and can get their questions answered prior to the application deadline.

Will it be possible for issuers to receive extensions to the application deadline?
No.

What process will CMS follow if significant data issues are identified with QHP Applications after the deadline has passed?
For issuers who submit a complete QHP Application by May 3rd, CMS may allow eligible issuers a three-day Limited Correction Window to make limited changes to their applications for the following reasons: (1) at CMS's request, to respond to a data integrity issue identified by CMS that might interfere with CMS' ability to evaluate the issuer's application, or (2) at the issuer's request, due to either a documented systems problem that prevented the submission of complete and accurate application data within the 48 hours prior to the close of the submission window, or other issues provided by CMS after the original application deadline of April 30th that prevented the submission of complete and accurate application data.

How does an issuer request a Limited Correction Window?
An issuer seeking a Limited Correction Window may petition for the opportunity by sending a letter signed by an officer of the company to CMS_Issuer_Communications@cms.hhs.gov with the subject line "QHP Data Correction Request." All requests must be received by 5:00 PM eastern time on Friday, May 3rd. This letter of request must:

- State the specific data elements that need correcting,
- Provide the specific HIOS issuer IDs that are requesting the petition,
- State the reason for the reason data element(s) must be corrected, and
- Provide evidence (i.e., help desk tickets, screen shots) that documents that the issuer made a timely and good faith attempt to address the issue at least 48 hours prior to closure of the application submission window.

All requests for submission petitions must be received by 5:00 PM eastern time on Friday, May 3rd.

CMS will notify issuers if a petition has been granted by 8:00 pm Tuesday, May 7th. CMS will notify issuers of any CMS-requested changes for the Limited Correction Window by Friday, May 17th. The Limited Correction Window (for both CMS and issuer requested corrections) will open on Monday, May 20th and close on Wednesday, May 22nd unless CMS determines otherwise. Issuers will only be allowed to correct the data elements specifically allowed by CMS.

Any inquiries regarding the QHP Application submission module should continue to be addressed to the Exchange Operations Support Center (XOSC) Help Desk via email at CMS_FEPS@cms.hhs.gov or via phone at 855-CMS-1515.