

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: April 1, 2014

TO: All Health Insurance Issuers

FROM: Julie McCune, 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 2013 MLR Reporting Year

This notice provides information about upcoming training sessions for the submission process of Medical Loss Ratio (MLR) data for the 2013 MLR reporting year using the MLR Annual Reporting Form. As it did during the 2011 and 2012 MLR reporting seasons, CMS will use the MLR module of the Health Insurance Oversight System (HIOS) to distribute and collect the 2013 MLR Annual Reporting Form.

Please note that the HIOS MLR registration and issuer confirmation period for new and existing issuers begins on April 4, 2014. Registration must be complete prior to the actual submission of MLR data, so we encourage issuers to register during the month of April. The 2013 MLR Annual Reporting Form submission window will open on May 1, 2014. The deadline to submit the 2013 MLR annual reporting form is June 1, 2014.

MLR Training Webinar:

CMS will host a two hour training webinar to review the registration process and changes to the 2013 MLR Form and the MLR module of HIOS from the prior year. The same webinar will be presented on Wednesday, April 9, 2014 and again on Tuesday, April 15, 2014, both dates at 1:30 pm (EDT).

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

Webinar Audio Information:

Date: April 9, 2014, 1:30-3:30 PM ET
Toll-free: 1-877-267-1577
Meeting ID: 998 218 753#
Press “#” when asked for your attendee ID.

Date: April 15, 2014, 1:30-3:30 PM ET
Toll-free: 1-877-267-1577
Meeting ID: 991 770 483#
Press “#” when asked for your attendee ID.

Webinar Information for both dates:

URL: <https://webinar.cms.hhs.gov/issuer-training-2013-mlr/>

2013 MLR Annual Reporting Form Conference Calls:

In addition to the MLR training webinars, CMS will host seven (7) weekly conference calls to answer issuer questions about the 2013 MLR Annual Reporting Form. The conference calls will be held Thursdays, from 2:00 to 3:00 pm (EDT), beginning April 24 and ending May 29, 2014.

Please use the following number to join the conference calls:

Toll-free: 1-877-267-1577

Meeting ID: 991 383 328#

Press “#” when asked for your attendee ID

Please email MLRQuestions@cms.hhs.gov with questions regarding the 2013 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.