

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
Center for Consumer Information & Insurance Oversight
200 Independence Avenue SW
Washington, DC 20201



OVERSIGHT GROUP

DATE: May 4, 2022

TO: All Health Insurance Issuers

FROM: Christina Whitefield, Director, Division of Medical Loss Ratio, Center for Consumer Information & Insurance Oversight, Centers for Medicare & Medicaid Services

SUBJECT: Medical Loss Ratio Training Information for the 2021 MLR Reporting Year

This notice provides information about upcoming training sessions for the submission process of Medical Loss Ratio (MLR) data for the 2021 MLR reporting year using the MLR Annual Reporting Form. Similar to 2011-2020 MLR reporting years, issuers will use the MLR module of the Health Insurance Oversight System (HIOS) to submit the 2021 MLR Annual Reporting Form.

Please note that the HIOS MLR registration and issuer confirmation period for new and existing issuers begins on June 16, 2022. Registration must be completed prior to the actual submission of MLR data, so we encourage issuers who will be using the HIOS MLR module for the first time in 2022 to register during the month of June. We also encourage those issuers who have used the HIOS MLR module in previous years to verify in June that the information regarding their registered users and their associated states is up-to-date. The deadline to submit the 2021 MLR Annual Reporting Form is July 31, 2022.

MLR HIOS Training Webinar:

CCIIO/CMS will host a two-hour training webinar to review the registration process and the HIOS MLR module. The same webinar will be presented on Thursday, May 19, 2022 and again on Wednesday, May 25, 2022, both dates at 1:00 pm (EDT). Although we have reserved 90 minutes for this webinar, so as to allow for issuers questions at the end, the webinar has generally taken approximately 60 minutes.

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

Webinar Audio Information:

Toll-free: 1-833-568-8864

Meeting ID: 161 834 3072#

Press “#” when asked for your Attendee ID

Password: 513386

The URL for the Webinar Portion is:

<https://cms.zoomgov.com/j/1618343072?pwd=cnhOK0Q2OFhNd2lvUIVYbkZ2M3lrdz09>

2021 MLR Annual Reporting Form Conference Calls:

In addition to the MLR/HIOS training webinars, CCIIO/CMS will host six (6) weekly conference calls to review changes to the 2021 MLR Annual Reporting Form and to answer issuer questions about the reporting form. The conference calls will be held Wednesdays, from 1:00 to 2:00 pm (EDT), beginning June 22 and ending July 27, 2022.

Please use the following number to join the conference calls:

Toll-free: 1-833-568-8864

Meeting ID: 161 6006 2792#

Press “#” when asked for your Attendee ID

Password: 020397

The URL for the Chat functionality is:

<https://cms.zoomgov.com/j/16160062792?pwd=c1NUaXoyZlU3U3pqUFFFY3Q4cXZrZz09>

Please email MLRQuestions@cms.hhs.gov with questions regarding the 2021 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.